

Improvement Plan - UCC

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Background Summary and Assumptions

The approach is based on the following summary and assumptions:

1. UniverCity Connections (UCC) is planning a "5 Year Celebration & Re-visioning Event." In the absence of an Executive Director, the Executive Committee is seeking help to make this event successful and reinvigorate the positive community engagement that are what UCC is about.
2. The objectives requested by UCC include:
 - a. Form and coordinate a community project steering committee/planning team
 - b. Manage facilitator (Peter Kenney from Civic Results) and make sure process stays on track since this phase is new territory for both Peter and UCC
 - c. Serve as liaison with Executive Committee (Matt Robenalt, Cheryl Zimlich, Dave Edwards, Ray Caraway, Lou Swanson, Tom Milligan and Kelly DiMartino)
 - d. Be the voice for UCC during the process – something between a cheerleader and a behind-the-scenes manager such that the focus is on the participants and community leaders
 - e. Connect with and monitor Task Group progress post event
3. The primary goals of UCC are positive engagement of the community around issues affecting CSU, the City of Fort Collins, and Downtown Fort Collins. All the UCC partners are very interested in furthering the positive impact of UCC without creating an organization interested in its own continuity, and also to ensure all the partners are focused on common goals without the needs of any individual partner overpowering the partnership.
4. The UCC Executive Committee would benefit from meeting facilitation to enable the energized and high-trust group stay focused and highly effective during meetings.

Primary Objectives

Based on the information we know, here are the specific objectives we would be jointly working toward for this improvement project:

1. Reinvigorate UCC to enable visible, positive engagement by the citizens of Fort Collins around its mission by creating a "5 Year Celebration & Re-visioning Event" in September 2012 and supporting follow-on work for rest of 2012.
 - a. What would success in this objective mean for UCC?
 - i. Renewed collective interest and passion about the connections between CSU, Old Town, and the river
 - ii. Strengthening of these connections in reality and public perception / understanding
 - iii. Sense of hope, self-determination, and the future for our community and its' citizens

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- iv. Multiple, diverse voices to shape and influence approaches around challenging community issues, such as water and transportation
 - b. How would we know we were on the right track to achieving this objective?
 - i. Amount and level of engagement by participants
 - ii. Press and “buzz” around event and UCC before and after the event
 - iii. Qualified organizations and/or task groups take ownership of actionable items and execute on ideas
2. Enable the Executive Committee to continue working together to support UCC effectively and efficiently.
 - a. What would success in this objective mean for UCC?
 - i. Continued strengthening of the relationships between the partners
 - ii. Ability for members to be more effective in the time available
 - b. How would we know we were on the right track to achieving this objective?
 - i. Quality of decisions remaining high while taking less time to get to decisions
 - ii. Partners’ level of motivation and passion around UCC
 - iii. Partners’ willingness to participate and fund UCC

Secondary Objectives

These secondary objectives should be achieved as outcomes from the primary objectives, or are results that need to continue as the project progresses:

1. Effective use of time and resources during meetings and joint work sessions.
2. Improved communication and teamwork skills for all involved.

Service Provided

This project includes the following services to meet the objectives above

- Professional organization and coordination of all activities to enable a successful celebration event
- Collaboration with and management of Peter Kenney of Civic Results
- Regular communication and coordination with the Executive Committee
- Professional facilitation of Executive Committee meetings, to include notes, action items, and follow-up communication
- Private and confidential one-on-one meetings with each member of the Executive Committee before, during, and at the end of the project, exploring desired current situations, concerns, and desired outcomes.

Process Steps

The project is comprehensive in that it will involve the team leaders individually and collectively in the process. Most of these steps are in order – others will occur throughout the project.

1. The Executive Committee and Trebuchet Group (Chris Hutchinson as Project Lead, along with selected staff) meets to clarify and pinpoint the exact expectations, gaining crystal clear unity, and verifying we are aiming for the most significant objectives with this project.
2. Trebuchet Group initiates discussions with key community leaders, starting with the Executive Committee and their recommendations, to recruit 10-12 community leaders for the yet-to-be-named event steering committee.
3. Trebuchet Group collaborates with Peter Kenney of Civic Results to optimize his process and involvement in creating positive engagement around the issues that matter for the Fort Collins community, centered around Downtown, CSU, and the Poudre River.
4. Trebuchet Group, with inputs from the Executive Committee and Peter Kenney, designs a series of meetings to engage the event steering committee, create ownership of the event and of the activities required to achieve it, and strengthen working relationships among all participants. Trebuchet Group creates and runs the support structure to make these meetings successful.
5. Trebuchet Group organizes and manages all the activities around the “5 Year Celebration & Re-visioning Event”, with support from Civic Results, the event steering committee, the Executive Committee, and other resources as needed.
6. During this project, Trebuchet Group functions as an information hub between the Executive Committee, event steering committee, and the public, to include media.
7. Trebuchet Group regularly strategizes and collaborates with the Executive Committee to provide the proper direction, support, and resources to make a highly successful event, as well as create momentum for efforts after the event.
8. Trebuchet Group professionally facilitates each Executive Committee meeting to enable the team at hand to explore, engage, commit, and own the process and the results of the meeting. Trebuchet Group supplies tools and skills to the team in a just-in-time manner, helping the team when it gets stuck and succeed by working together better.
9. This plan will be reviewed regularly and adjusted as needed, based on the results achieved as the project progresses.

Time and Funds Investment

The duration of this project will be 10 months, beginning immediately. To achieve the objectives stated above within this timeframe, the following investment will be required:

<p>Executive Committee members' time</p>	<p>Up to 2 hours for initial collaboration on project 1 hour monthly for project collaboration and status review 1 ½ days during the event Regular attendance at Executive Committee meetings</p>
<p>Event Steering Committee members' time</p>	<p>1 hour / week for team meetings 1-2 hours / week personal assignments with occasional intensive project work 1 ½ days during the event</p>
<p>Funds</p>	<p>\$7,500 / month for first 4 months (focus on the event) \$5,000 / month for remaining 6 months</p>

All times are estimated, and will be adjusted based on the design for the series of meetings and needs as they emerge. Fees also may shift on mutual agreement based on the project needs as we move forward.

No travel costs are anticipated.

Additional costs will be billed based on actual expense, including Peter Kenney (Civic Results), venue, food, and materials.

We will invoice over the duration of the project in equal monthly payments for each month in advance.

Expectations

Throughout the project you can expect Trebuchet Group to:

- Provide support as needed to successfully complete the project objectives
- Share responsibility and transfer skills so that dependence on Trebuchet Group steadily diminishes
- Be flexible and responsive to the needs of your organization

In turn Trebuchet Group will need you to:

- Allow access to Executive Committee and other key personnel in person and via phone and email in a timely manner
- Invest the time, energy, and resources needed for meetings and improvement efforts
- Provide payment in conformance with the terms above

We will need each other to:

- Alert each other of anything we learn that may affect the success of this plan (e.g. key people leaving, shifts in strategy, personnel conflicts, shift in executive support, etc.)
- Respect each other's confidentiality and proprietary materials and approaches
- Be willing to assess progress throughout the project and make adjustments as required

Assurances

During the project we will periodically have progress review points. These will provide us the opportunity to assure ourselves that the project is meeting expectations and to make any adjustments up or down needed. If for any reason it is not meeting expectations, we may also suspend the project at that point without any future obligation. Also, either of us can call for a review point at any time to ensure we remain effective working together.

We want you to receive what you expect and what we agreed to provide. Your satisfaction is very important and you will be asked for feedback regularly as we proceed.