



# NC DOT Listening Session

## I440/Glenwood Ave Interchange Project

Listening session held on 9/20/18  
Ridge Road Baptist Church 10:00 am  
Opening speaker: Beth Bordeaux



# Welcome

Beth Bordeaux - Principal and Founder of Partners for Impact

Stan Holt - Colleague and Senior Advisor with Partners for Impact

**Partners for Impact is an organization committed to working with agencies and communities to improve their capacity to work together for community change.**

# Why listening sessions?

Because there is a lot of energy from the community

Because you care

Because DOT wants to better understand your values

Because engineers can integrate citizen input as much as possible into their design concepts

# What are the objectives?

## **Listen – design – listen again**

NC DOT to better understand community values

Integrate citizen input into design concepts

Bring design concepts back to you for further feedback

# Initial listening phase

## Four scheduled sessions:

- Tuesday, September 18<sup>th</sup> 6:00 – 8:30 pm  
at Martin Middle School
- Thursday, September 20<sup>th</sup> 10:00 am – 12:30 pm  
at Ridge Road Baptist Church
- Tuesday, September 25<sup>th</sup> 6:00 – 8:30 pm  
at Martin Middle School
- Saturday, September 29<sup>th</sup> 10:00 am – 12:30 pm  
at Martin Middle School

# Listening sessions

Today is about LISTENING to what is most important to YOU and ENSURING that EVERYONE'S voice is included

Not a conversation,

Not a discussion,

Not a presentation,

Not a Q&A . . .

# Integrating into design concepts

Three design firms – listening

Up to six possible design options

Designs that reflect community values

Any limitations are associated with the technical feasibility of the project

# Quick review of the project

Partners for Impact has purposefully not focused on the details of the project so that we can focus on the process of community input

We will gladly collect technical questions so that the project experts can answer them correctly.

Map of the study area





# I-440 Interchange Improvements at Glenwood Avenue

I-440/Glenwood Avenue interchange

Intersection of Glenwood Avenue and Blue Ridge/Lead Mine roads

Replacing bridge over Crabtree Creek along Blue Ridge Road

Pedestrian and bike access being considered

Improve traffic around the mall

Ridge Road will be studied for improvements, but it is not part of the construction project

\$231.3 M project

# Today's Agenda

6:00 - 6:40 pm	Introductions and purpose
6:40 - 6:50 pm	Move to your session location
6:50 - 8:10 pm	Listening sessions
8:10 - 8:15 pm	Facilitators provide next steps
8:15 - 8:30 pm	Dismiss. Staff available for questions

(Daytime events start at 10 am or 9:30 am and go for 2.5 hours)

# Today's Agenda

10:00 - 10:40 pm	Introductions and purpose
10:40 - 10:50 pm	Instructions on where to go
10:50 - 12:10 pm	Listening sessions
12:10 - 12:15 pm	Facilitators provide next steps
12:15 - 12:30 pm	Dismiss. Staff available for questions

(Evening events start at or 6:00 pm and go for 2.5 hours)



# Making the most out of your session

Listen

Focus on the question being asked

Turn off your phone and other distractions

Speak from your own household's experience

Be concise and concrete

Respect and encourage others to share their own ideas

# Housekeeping

## Handouts

- Map of the school

- Overview of the listening sessions - agenda and how to make the most of this time

## Room assignment

### Martin Middle School

- No food in the rooms

- Try not to move furniture

- Restrooms outside auditorium and down the hall from most of the sessions

# Housekeeping

## Handouts

- Map of the church

- Overview of the listening sessions - agenda and how to make the most of this time

## Room assignment

### Ridge Road Baptist Church

- Smaller rooms

- Adjust furniture as you need for comfort

- Restrooms are . . .

# Facilitator's role

Review groundrules

Record the sessions

- Note taking to capture concepts on flipcharts

- Sessions are being recorded for later analysis of themes

Focus on the questions that engineering firms need answered

Encourage equal participation by all of those in the room

Charged with moving through ALL 6 questions

Do not know about the project and are unable to answer specific questions





# What will happen after the sessions?

Analysis of comments into an aggregate report will go to

NC DOT

Engineering firms

NC DOT website

Engineering firms will generate ideas based on the values expressed in these listening sessions and other technical factors

Design concepts created by the firms will be brought back to the community at a future meeting



# Beginning the listening session

**GO TO YOUR ROOM!!**