

TODAY'S AGENDA

- 1** Becoming a Futurist
- 2** Winning Cities of Tomorrow
- 3** Today's Imperatives



TODAY'S AGENDA

1

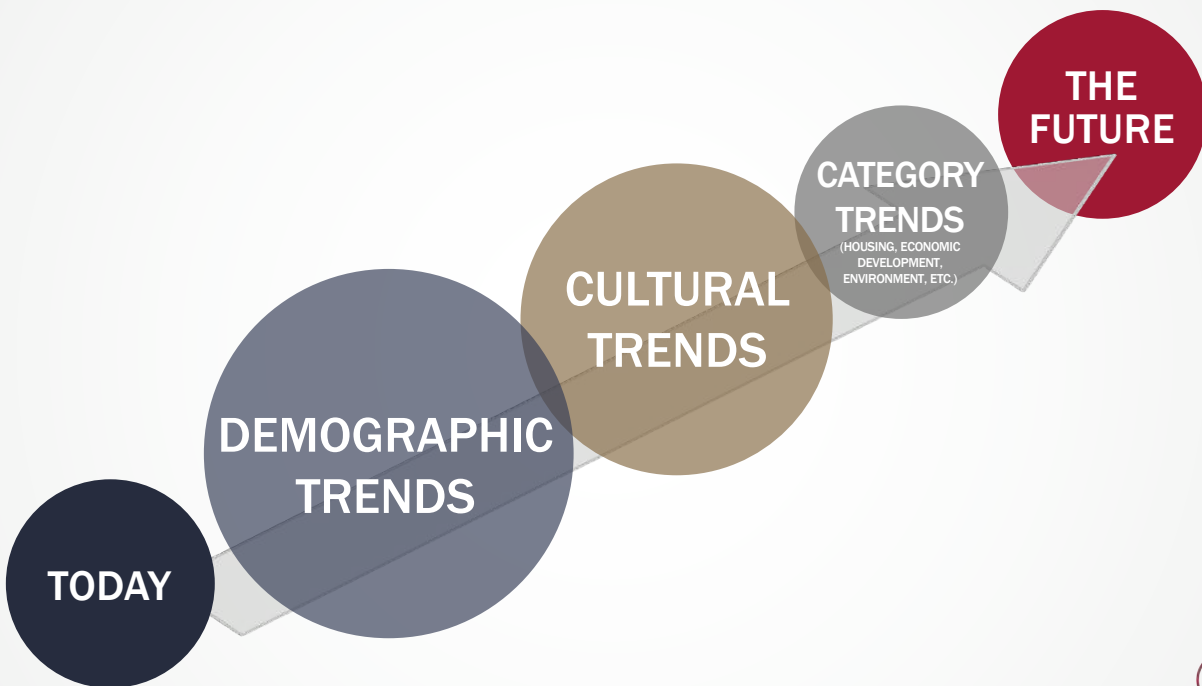
Becoming a Futurist

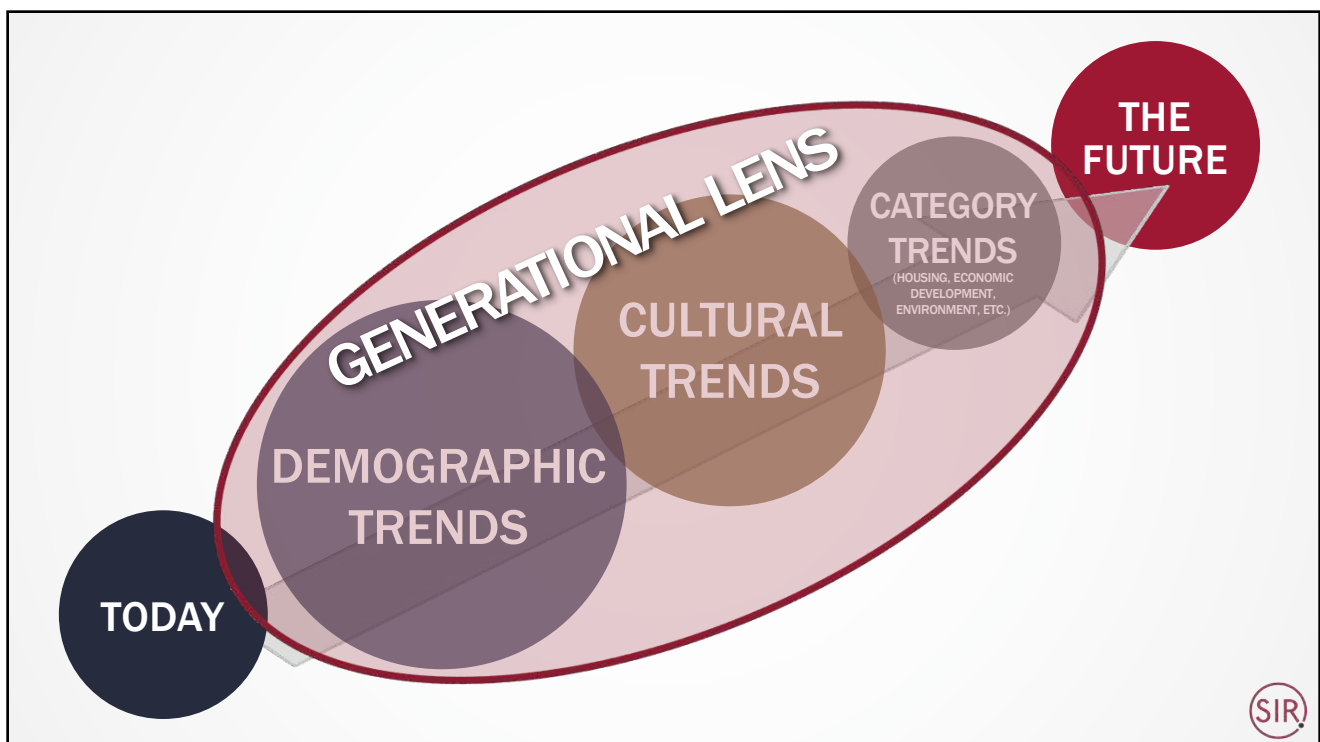
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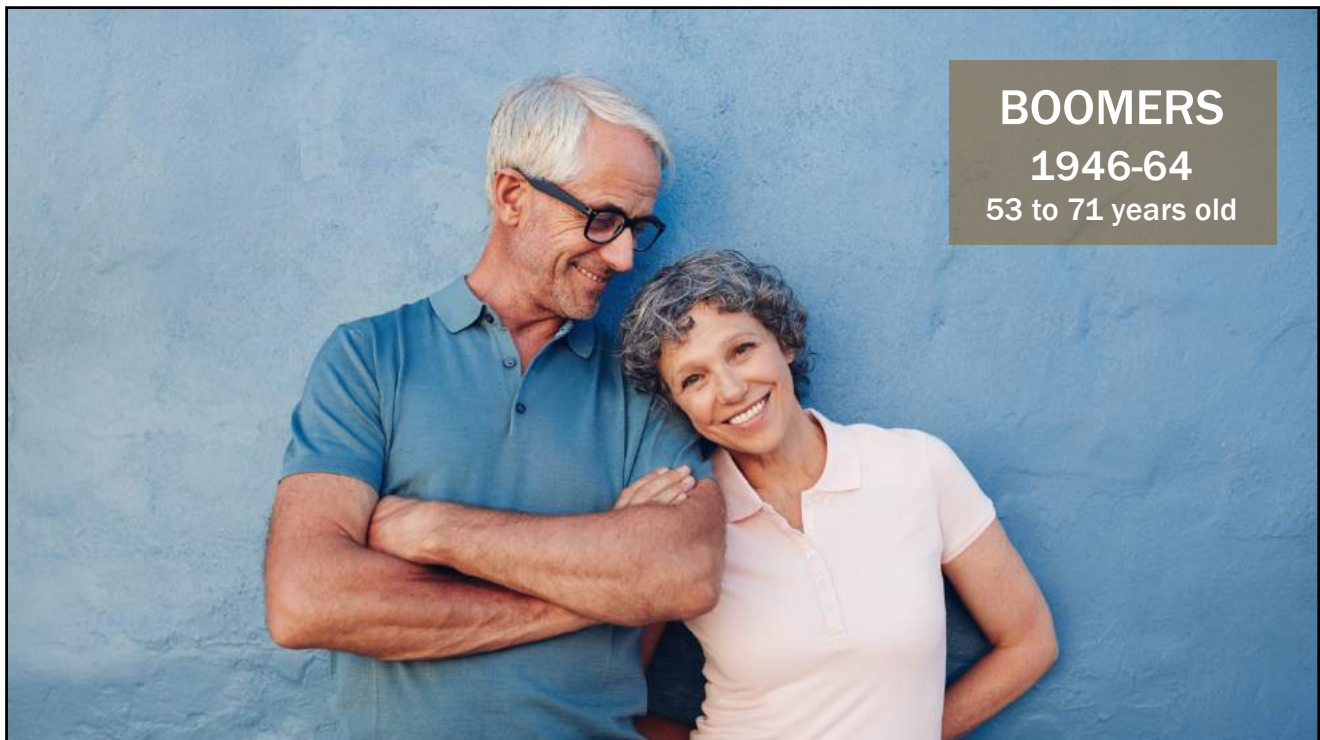
Winning Cities of Tomorrow

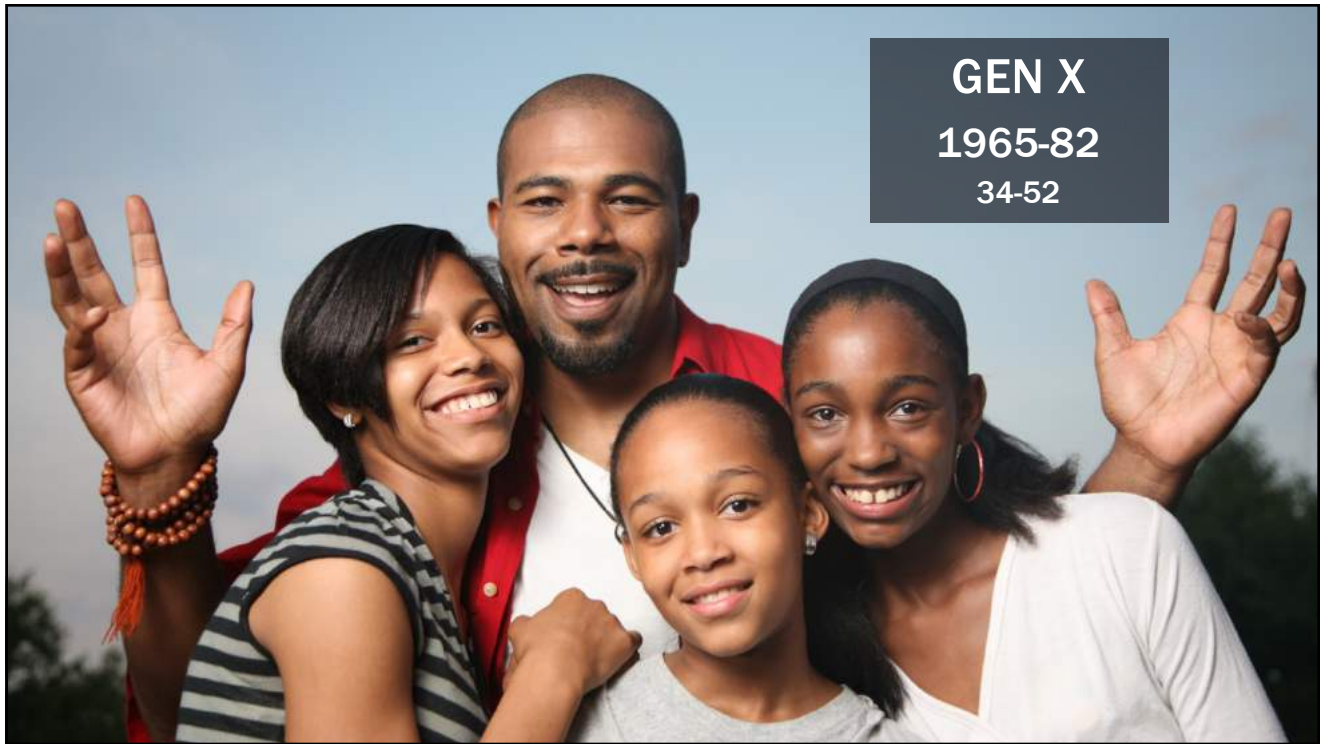
3


Today's Imperatives











Americans come in all shapes and sizes, races and religions, education levels and income brackets. Each of those attributes has an influence on how people view the world. But the most profound indicators are generational.

Generational Mindsets:

	<u>BOOMERS</u>	<u>GEN X</u>	<u>MILLENNIALS</u>	<u>GENERATION "Z"</u>
Outlook	Optimistic	Skeptical	Confident	Protective
Work Ethic	Driven	Free Agent	Goals	Self-taught
View of Money	Spenders	Debtors	Savers	Frugal
View of Leadership	Pay your dues	Competence	Egalitarian	Pluralistic
Work/Life Balance	Work is Life	Work to Live	Integrated	TBD
Medium	TV	Computer	Mobile	VR?
Orientation	Self-centered	Self-reliant	Collective Self	Self-aware


Members of the same generation, by definition, have shared many of the same formative experiences that set them apart from other generations. Did they live through times of war, or times of peace? Did they come of age in an era of prosperity and rising expectations, or a period of economic turmoil and broken dreams? Were their families large or small? Were the heads of most households a mom and dad, or did most have some combination?

Did the dominant media in a generation's childhood consist of network television, Cable TV, or YouTube and Facebook? Did their cultural icons include the Rolling Stones, grunge, hip hop, or Grace Vanderwaal?

While coming-of-age experiences make each generation distinct, so does a generation's stage in its life cycle. Since the dawn of time, every generation has traveled the same path of youth, young adult, midlife and old age. Each stage is associated with predictable priorities. Youths are concerned about establishing themselves in the world. At midlife, they reach the peak of their earning power and status. Old age brings less interest in material items.

The interaction of generational and lifecycle influences is complex — and the story for a given generation won't be fully written until the last member leaves. This primer gives you a starting point for better understanding Boomers, Gen Xers, Millennials and the next generation on the horizon, the yet unnamed Generation "Z."

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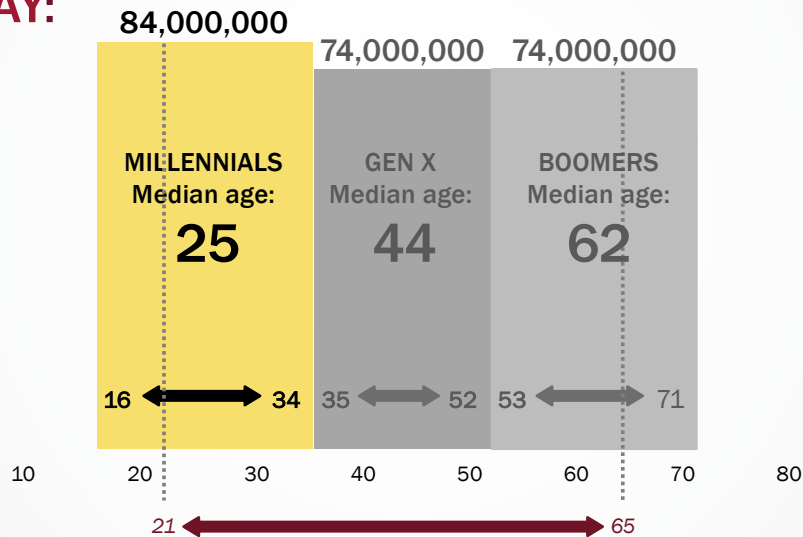






IT'S BECOMING THEIR WORLD NOW...

TODAY:

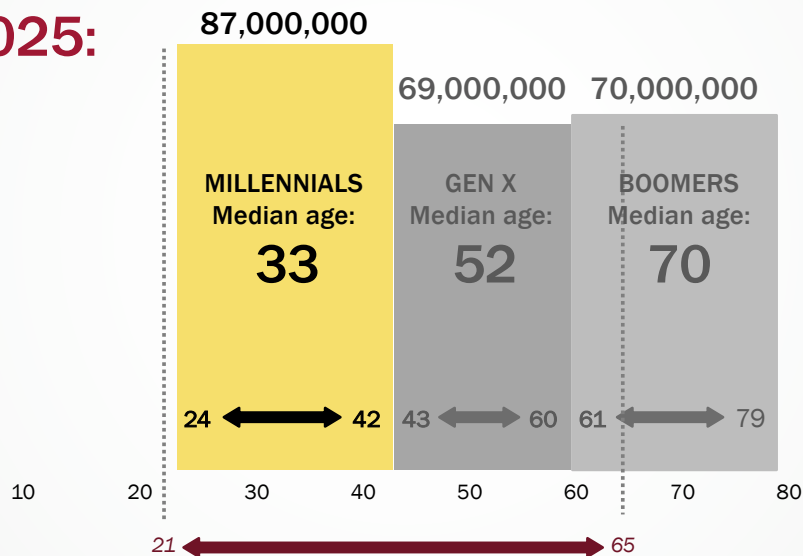


US Census



THEY WILL DOMINATE IN 2025...

2025:

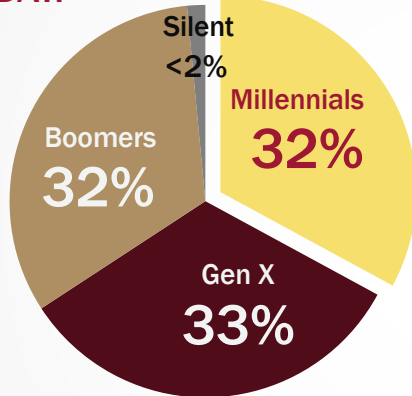


US Census

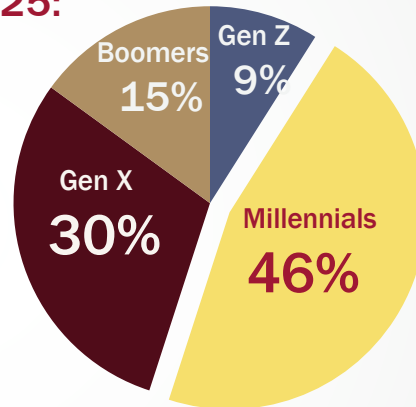


THE CHANGING WORKPLACE

TODAY:



2025:



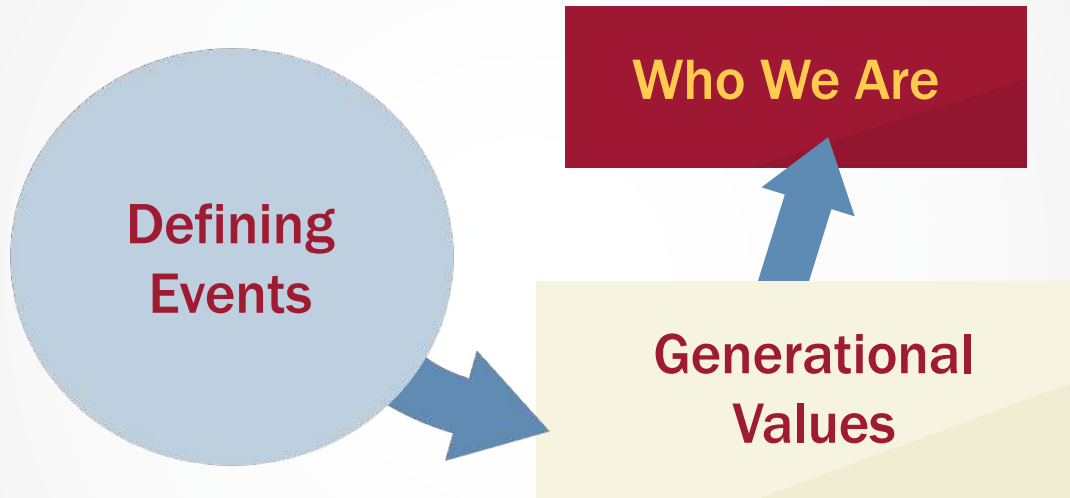
Workforce Ages 20-74. Source: Bureau of Labor Statistics, WSJ. <http://on.wsj.com/1tv0n10>



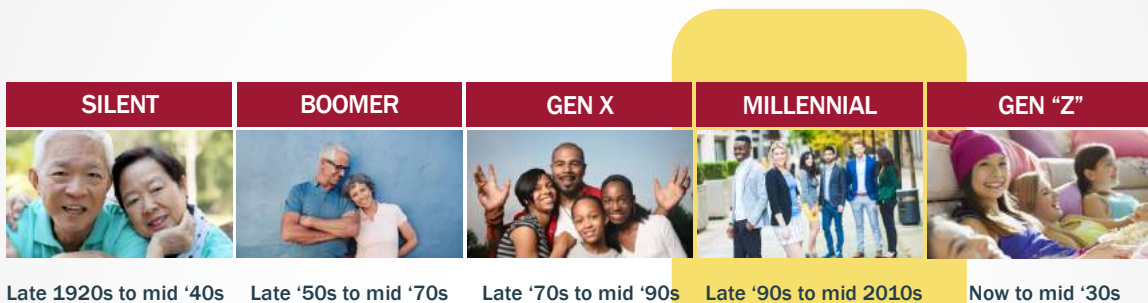
WHY
IS EACH
GENERATION
UNIQUE?



Culture's impact



GENERATION and FORMATIVE "WONDER YEARS":



INFLUENCES THAT DEFINE MILLENNIALS



MILLENNIALS:



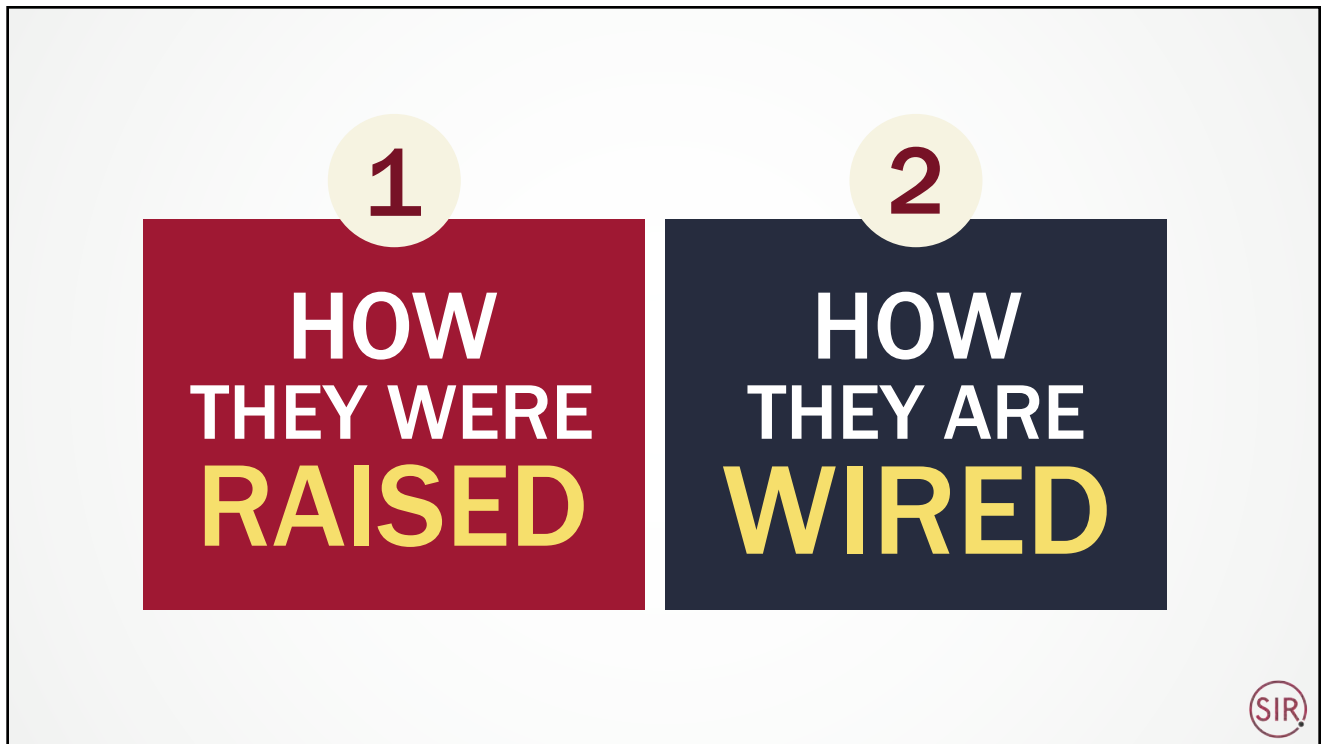
GENERATIONAL VALUES:

Confidence plus
Civic duty
Achievement
Hyper connected
Multi-tasking
Fearless

ARCHTYPE:

Co-dependent
Purposeful
Ambitious

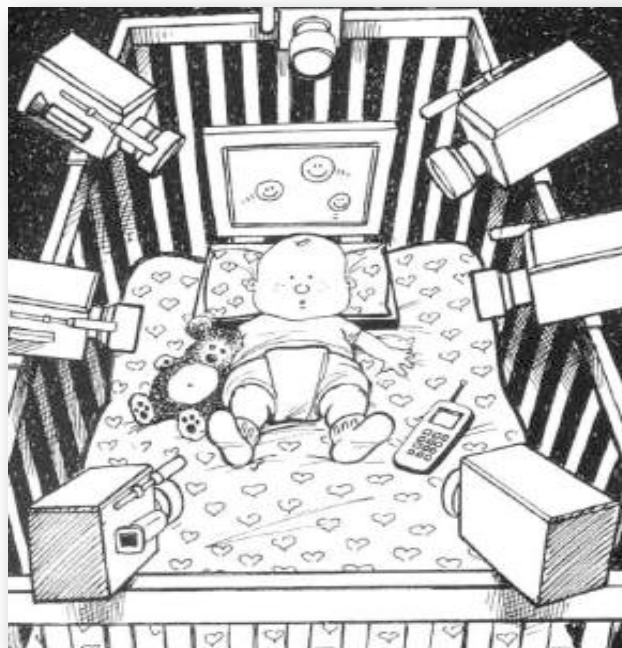




**67% of Millennials
were born to Boomers
who are determined to
“do parenting right.”**



**Precious
little DNA**



**“You’re
Special”**



**And a strong
bond with
MOM & DAD**

WHO WAS YOUR NUMBER ONE INFLUENCE IN:

Choosing a college:	MOM & DAD
Choosing a major in college:	MOM & DAD
Making a decision to take current job:	MOM & DAD
Making decisions:	MOM & DAD

Source: SIR study among high school and college students in Florida, 2012



THEY ALL THINK THEY'RE ALL "STARS"



The constant praise Millennials got while growing up resulted in a generation where almost everyone thinks they are a "star"



MILLENNIALS:



GENERATIONAL VALUES:

Confidence plus

Civic duty

Achievement

Hyper connected

Multi-tasking

Fearless

ARCHTYPE:

Co-dependent

Purposeful

Ambitious



2

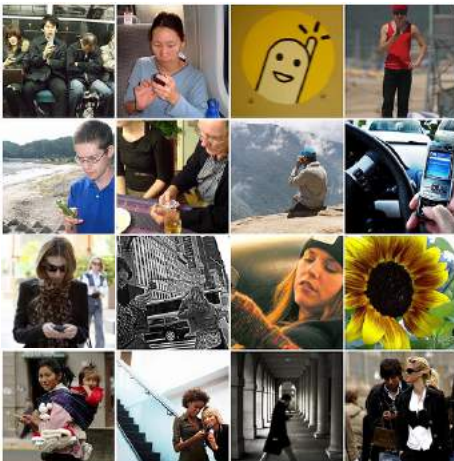
HOW THEY ARE WIRED

They are **DIGITAL NATIVES**
and are **“WIRED”** together





The **COLLECTIVE SELF** Dominates

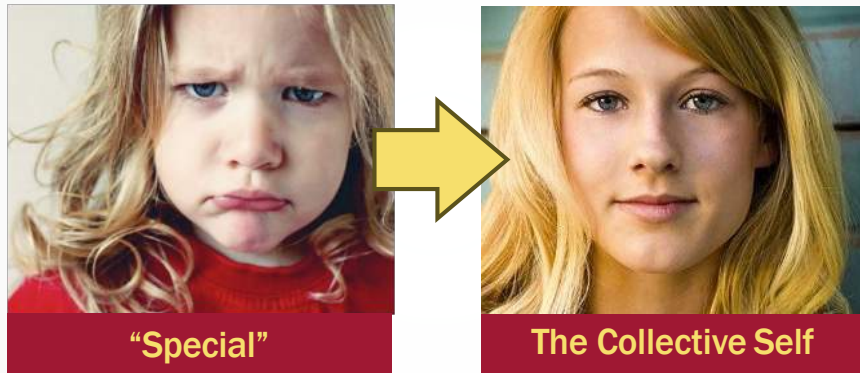


The wisdom of
MANY
is better than the thoughts of
FEW



They trust anony-
mous posts, reviews,
recommendations.
The crowd RULES.

A MILLENNIAL PARADOX?



EVERYONE IS SPECIAL, EVERYONE HAS VALUE

Millennial Mindsets:

"I'M SPECIAL" is not comparative as in "I'M BETTER THAN YOU." It's an absolute statement:

"Yes, I'm special, but so are you. And you. And you..."

That means EVERYONE HAS VALUE, and NO ONE IS BEST.

**MILLENNIALS SENSE OF "SELF" IS THE
COLLECTIVE, IT'S "WE," NOT "ME"**



MILLENNIALS:



GENERATIONAL VALUES:

Confidence plus

Civic duty

Achievement

Hyper connected

Multi-tasking

Fearless

ARCHTYPE:

Co-dependent

Purposeful

Ambitious



MILLENNIAL ORIENTATION:

COLLECTIVE SELF



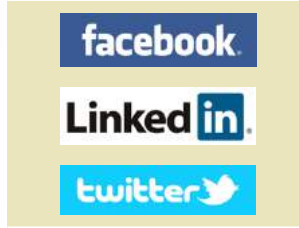


MILLENNIALS ARE ALREADY CHANGING THE CULTURE



HYPER-COMMUNITY

88% say they want to live in an urban area



HYPER-CONNECTED

To each other, and any on the planet with a device




HYPER-COLLABORATIVE

Wisdom of the crowd tops the thoughts of the few

HYPER-SHARING

Why own when you can pay based on usage?





Generations Matter™

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Outlook	Optimistic	Skeptical	Confident
Work Ethic	Drives	Free Agent	Goals
View of Work	Speakers	Delegates	Equal
View of Leadership	Pay your dues	Compensation	Egalitarian
Work-Life Balance	Work hard, play hard	Work hard, live hard	Integrated
Media	Medium TV	TV	Mobile
Self	Self-reliant	Self-reliant	Collaborative Self

Q&A?

Members of the same generation, by definition, have shared many of the same formative experiences that set them apart from other generations. Did they live through times of war, or times of peace? Did they come of age in an era of prosperity and rising expectations, or a period of economic turmoil and broken dreams? Were their families large or small? Were the heads of most households a mom and a dad, or did most have some combination?

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The interaction of generational and life-cycle influences is complex — and the story for a given generation won't be fully written until the last member leaves. This primer gives you a starting point for better understanding Boomers, Gen Xers and Millennials today.

© 2015 GenerationsMatter



TODAY'S AGENDA

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Becoming a Futurist

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Winning Cities of Tomorrow

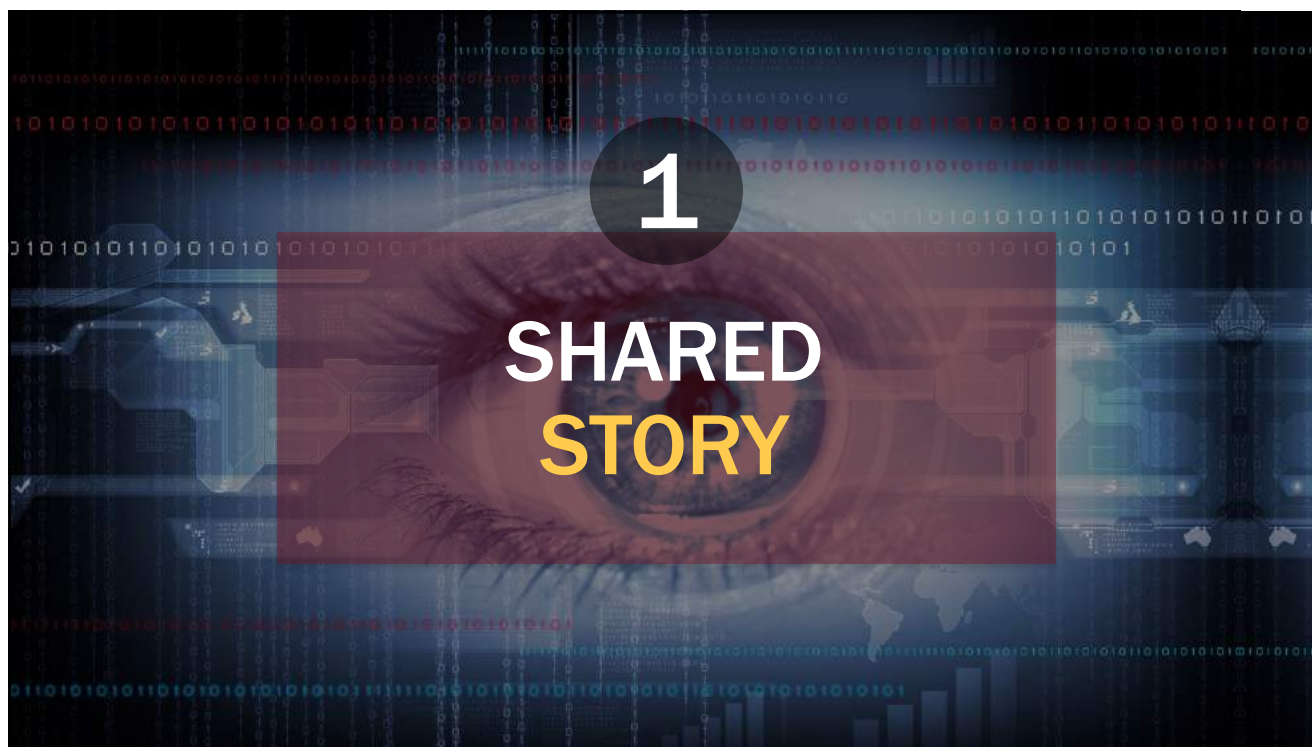
3

Today's Imperatives



10

**DEFINING TRAITS
OF WINNING CITIES
OF TOMORROW**



INSIGHT

Winning cities of tomorrow
will create and seamlessly
curate **THEIR STORIES** –
what makes them unique.



Shared Story

Has 2 Parts:

1. Unified Imagery
2. Unified Message



Brand Architecture Strategy

Most communities present themselves as a house of brands



Brand Architecture Strategy

It's best to communicate as a **BRANDED HOUSE**



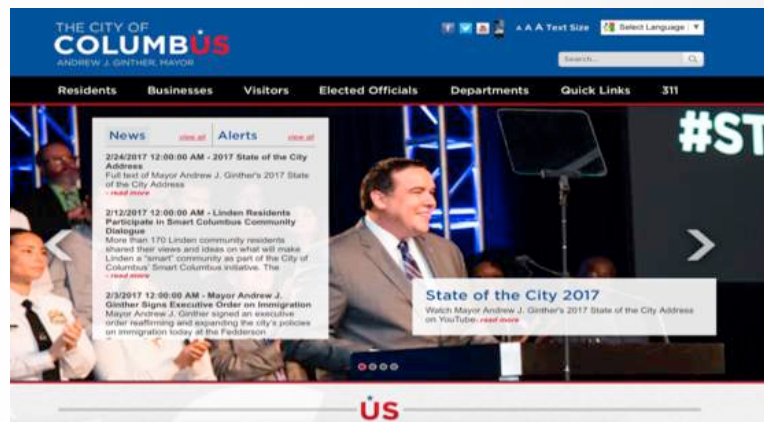
Columbus, Ohio



Columbus Ohio's United Logomark



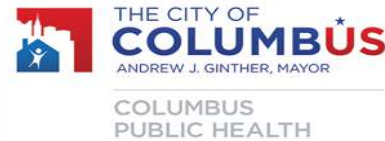
Columbus City Government



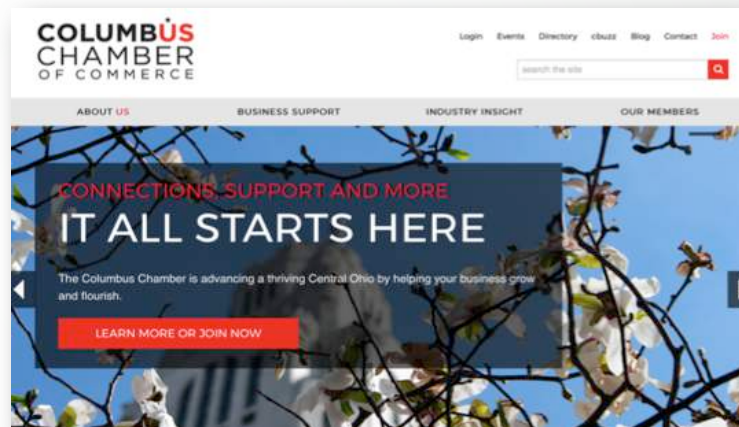
City Municipal Initiatives (This One Is Technology)



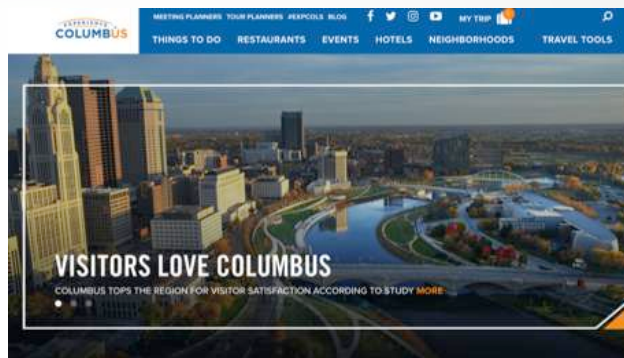
City Dept. Logos



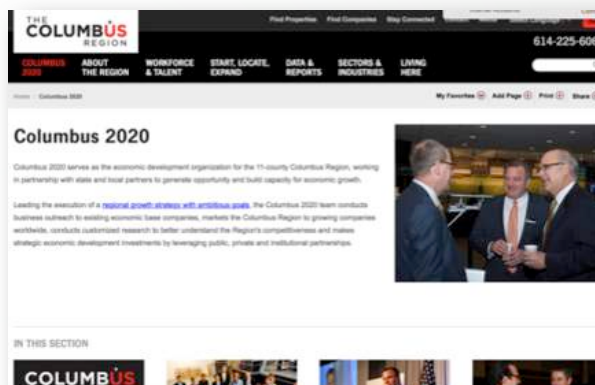
Columbus Chamber



Columbus Tourism



Columbus Regional Econ. Development



Brand Columbus Website



How to use the logomark
with your organization



www.brandcolumbus.com

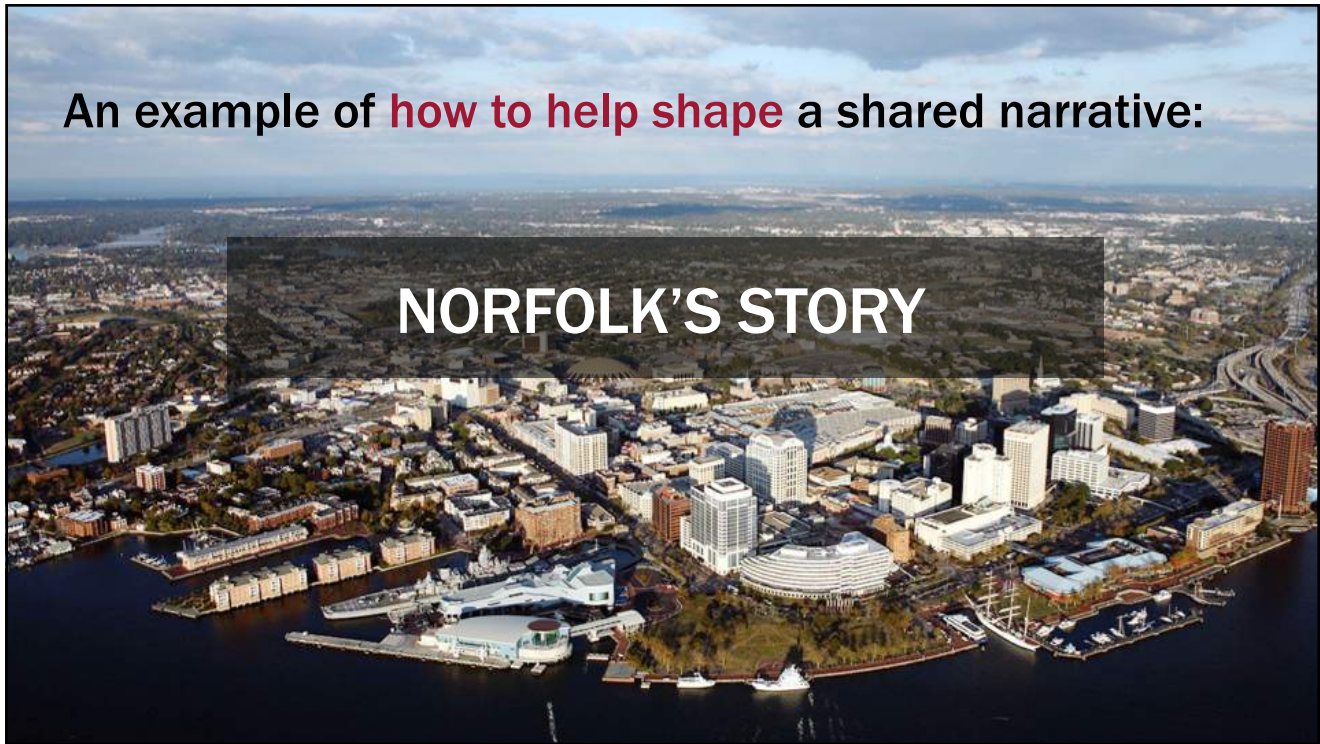
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Shared Story
Has 2 Parts:
1. Unified Imagery
2. Unified Message



An example of **how to help shape** a shared narrative:

NORFOLK'S STORY



A “Crown Image” Is The Charlotte Region’s Iconic Symbol



Charlotte's Opportunity?



2

**POSITIVE
BUZZ**

INSIGHT

Winning cities of tomorrow
will be intentional in
harnessing the bond
CITY ADVOCATES
have with their city.



HYPER Community



Millennials are natural ambassadors

Half Full?



Half Empty?



HYPER Connectors

facebook

Linked in

twitter



Word of mouth buzz is one of the
oldest and most effective
forms of marketing.

The biggest challenge for city
brands is **how to foster word of
mouth on a wide scale.**



Nashville
has the highest
NPS score among
Millennials

City	NPS
Nashville, TN	46%
Austin, TX	42%
Denver, CO	28%
Richmond, VA	21%
Arlington, VA	18%
Charlotte, NC	14%
Raleigh, NC	13%
Atlanta, GA	1%
Washington, DC	-2%

Q7. How likely is it that you would recommend Nashville as a place to live to a friend or family member?

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Formal program teaching people how to share “The Best of Nashville”



3

LIVABLE PLACES

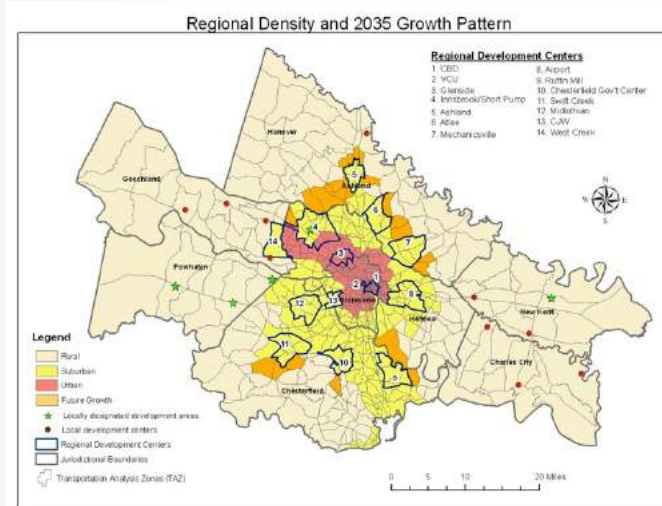


INSIGHT

Winning cities of tomorrow
will offer a wide variety of
**15-MIN LIVABLE
COMMUNITIES**
(neighborhoods).



Villages or “activity centers”



In RVA, there
are 14 such
“ACTIVITY CENTERS”
growing and
prospering



Top desires for “ideal” neighborhood

Percent saying “4” or “5”

Having access to stores, restaurants,
and services close to my home
(**within about 15 minutes**)

RECENT MOVERS

79%

FUTURE MOVERS

81%

I would love to live **within 15**
minutes commute of my work or my
school

RECENT MOVERS

73%

FUTURE MOVERS

64%

Recent Movers
n = 300
Future Movers
n = 300

Q: How much do you agree with each of the following statements, when thinking
about your ideal neighborhood? Please use a scale of 1 to 5, where “1” means
“completely disagree” and “5” means “completely agree.”



Walkable community trends

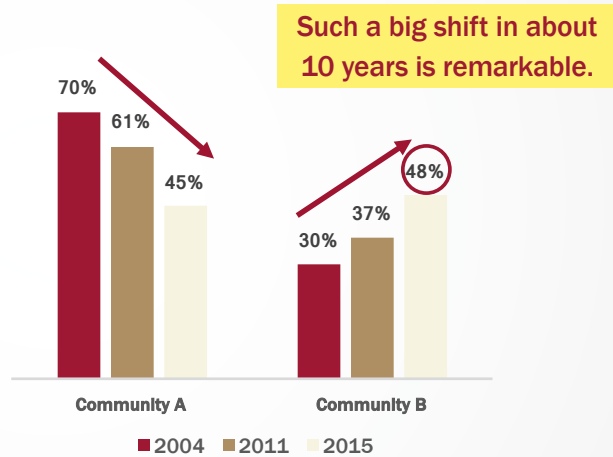
2015 is the first year a preference for **walkable communities** overtook a preference for **conventional communities**.

Community A:

Houses with large yards, and you have to drive to the places you need to go

Community B:

Houses with small yards, and it is easy to walk to the places you need to go



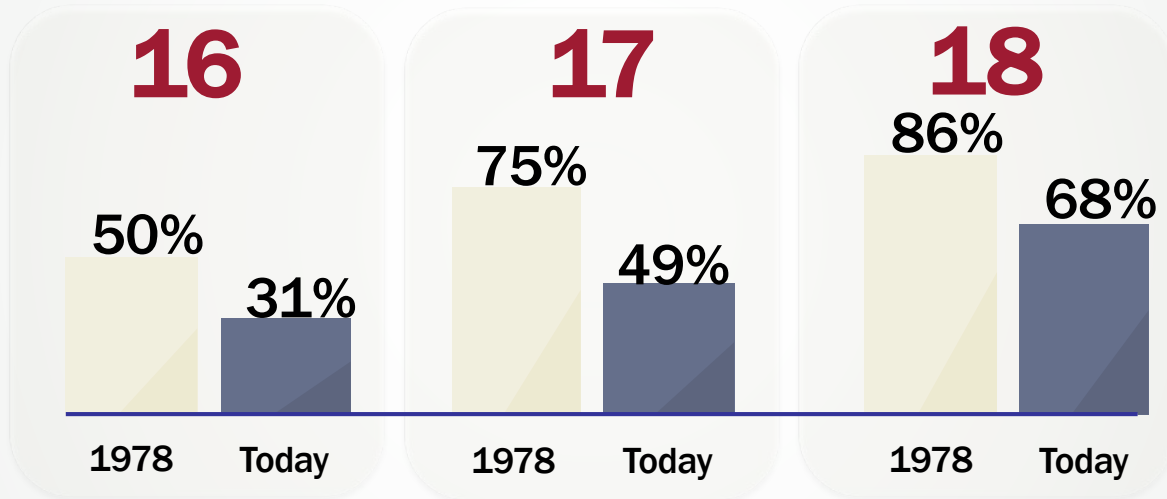
Source: National Association of Realtors National Community and Transportation Preference Survey (2004, 2011, 2015)



Millennials Are
Less
Car-centric



% of U.S Population with Driver's License



Source: USDOT



*“For me this choice has almost nothing to do with being anti-car. Instead, it's **about all the other things a ‘non-car life’ represents** - it helps me be more environmentally conscious, socially aware, and local.”*

Millennial

66%

**Place high-quality transportation
in their top three concerns when
evaluating a new place to live**

Source: Rockefeller Foundation

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75%

**Believe they will live in
a place that does not
require a car**

Source: Rockefeller Foundation

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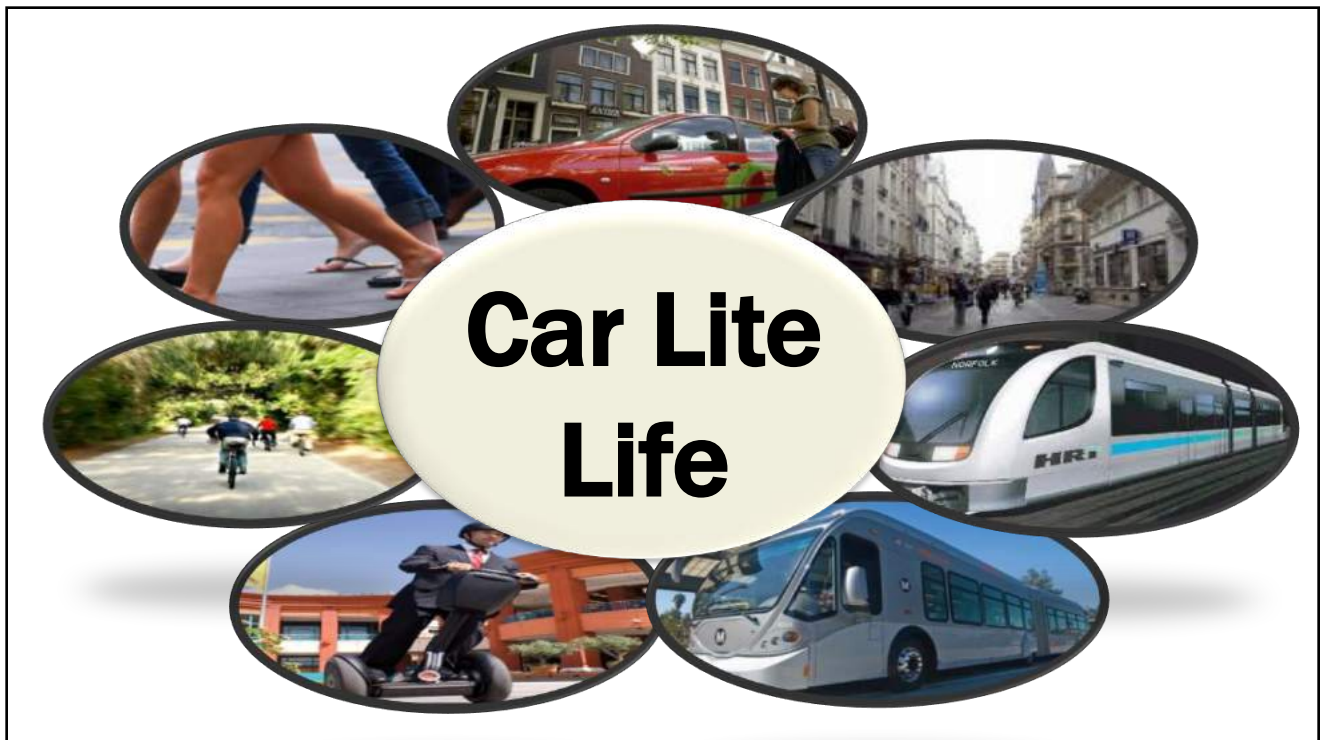


A New Hub: A Shared Place

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Micro-Apt.





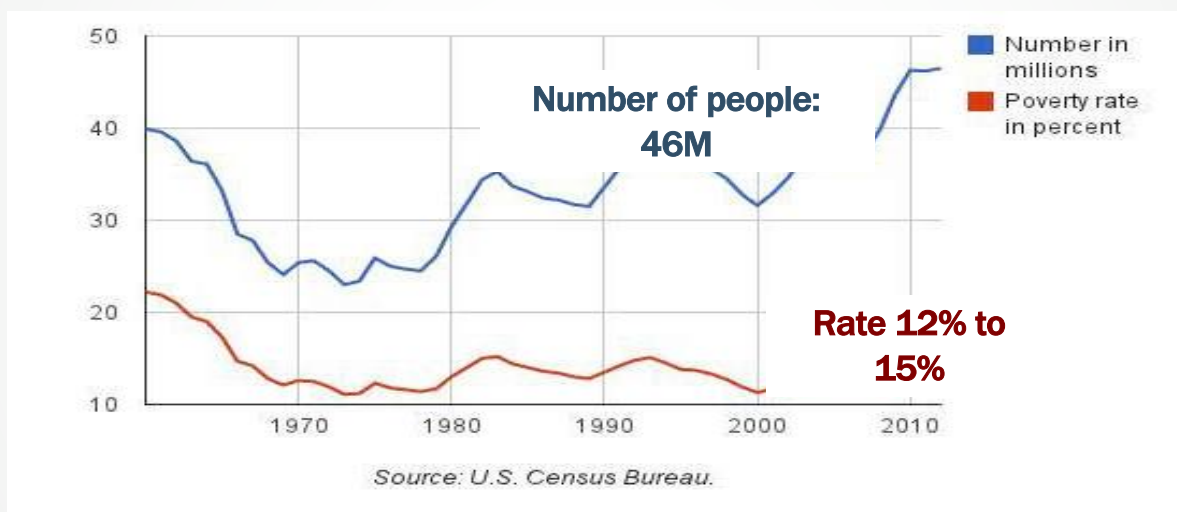


INSIGHT

Winning cities of tomorrow
will offer a greater mix of
AFFORDABLE SPACES.



U.S. Poverty Rate and People



Housing & Transportation

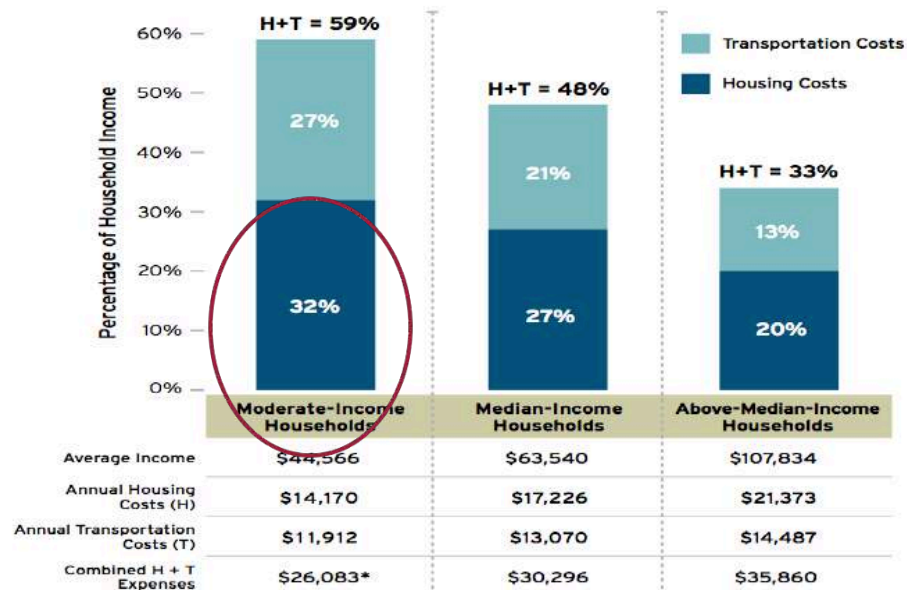
50%

2010 Percent of Average
HH Annual Expenditures

Source: Bureau of Labor Statistics



**Combined Cost Burdens for Moderate-Income Households
vs. Other Income Brackets (25 Largest Metro Areas)**





\$31,100

Average college debt

68% who graduated from public and nonprofit colleges in 2015 had **student loan debt**

Source: Institute for College Access & Success



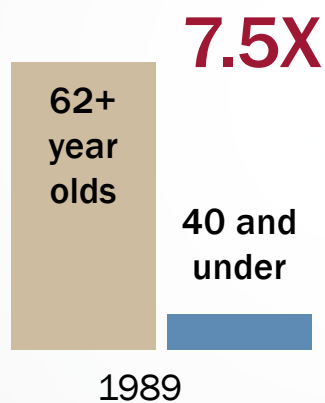
TODAY:

1 in 2
Millennials are
“Under-employed”

Source: Accenture



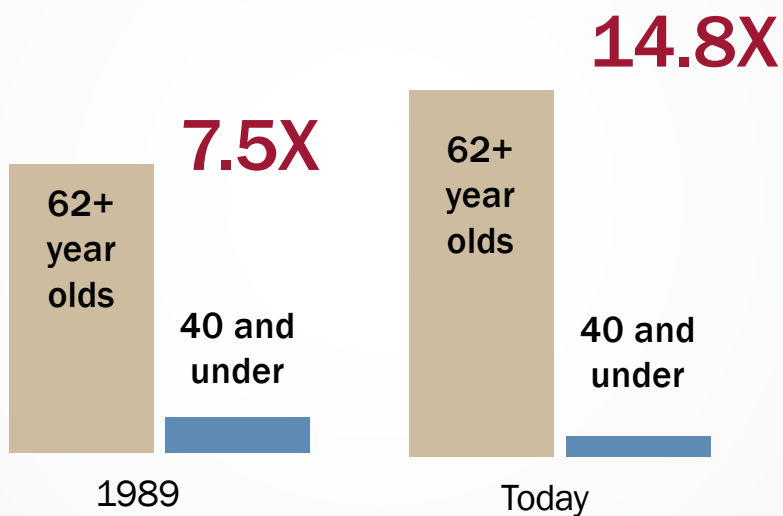
The “Wealth Gap”



Source: Federal Reserve Bank



The “Wealth Gap”



Source: Federal Reserve Bank



5

**WORKFORCE
FLEXIBILITY**

INSIGHT

**Winning cities of tomorrow
will effectively manage
shifting workforce dynamics.**



47%

of all jobs eliminated within next 20 years

Source: Oxford University



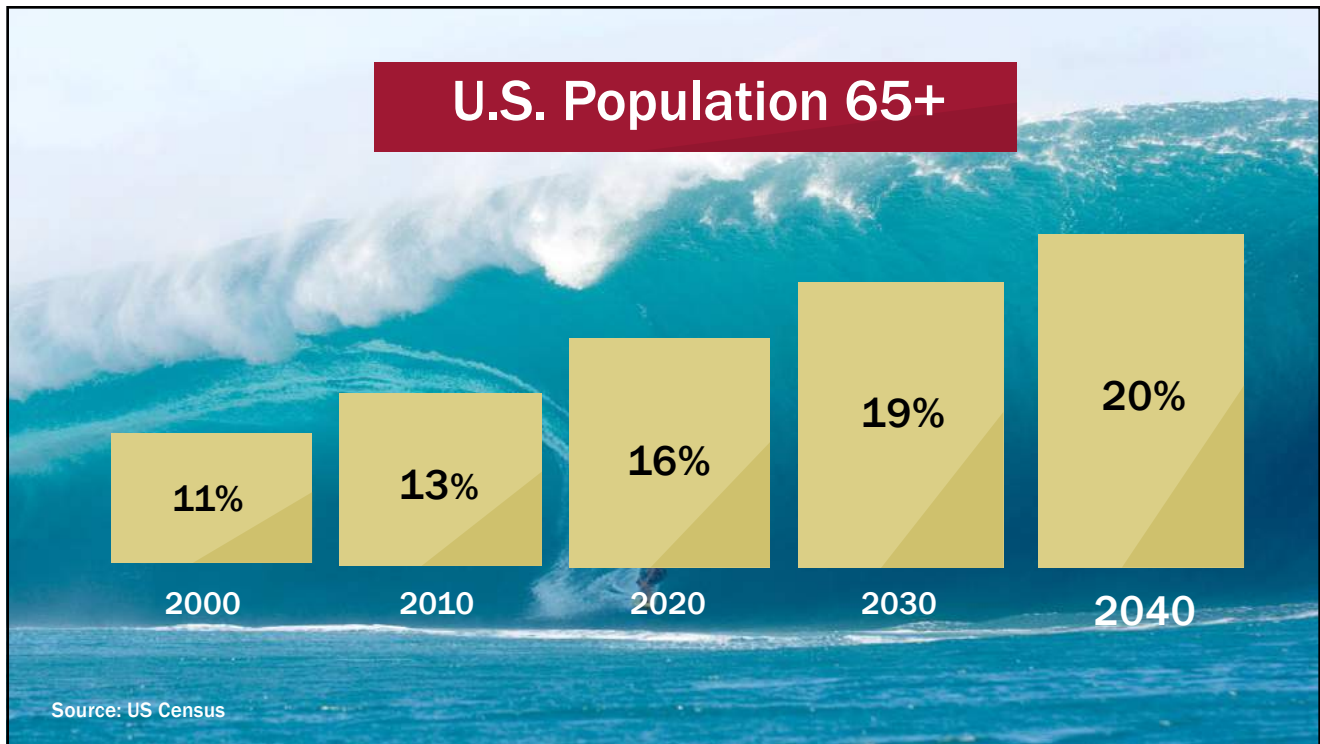


INSIGHT

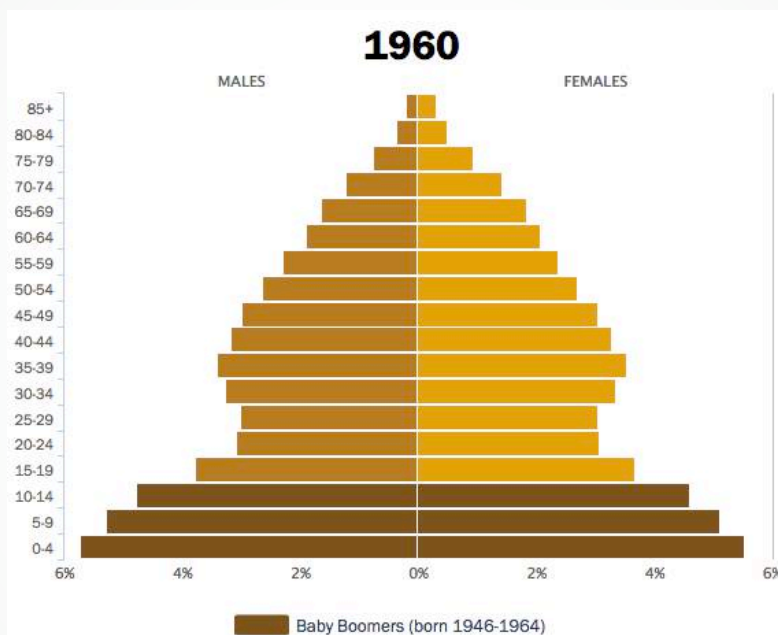
Winning cities of tomorrow
will be known as
HOT SPOTS, especially
among young people.





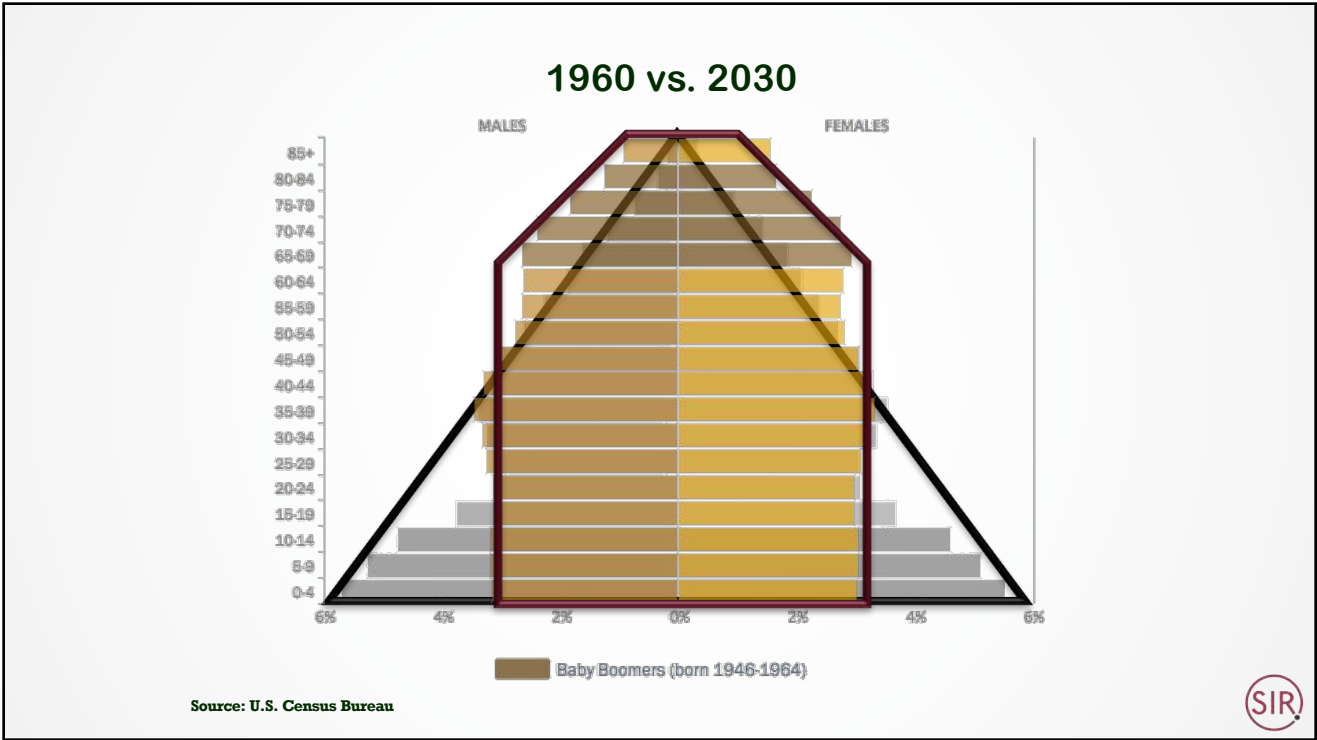
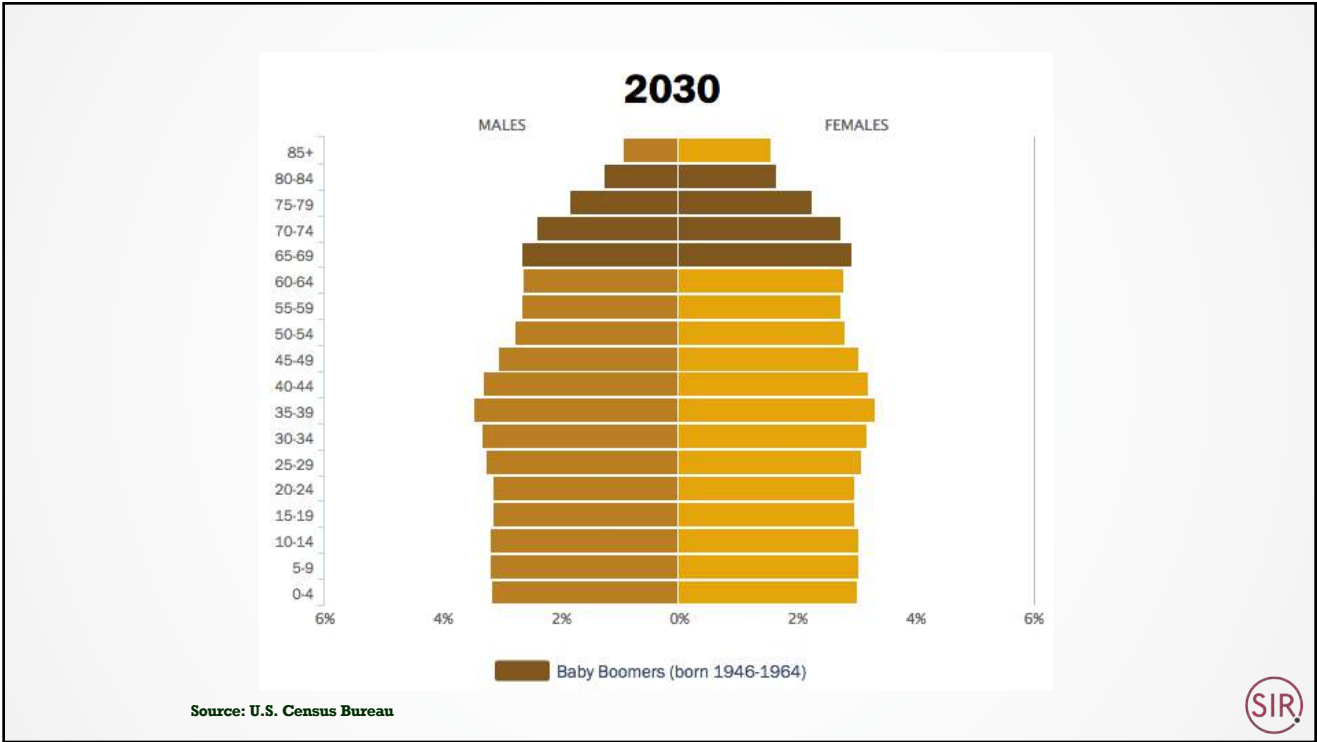


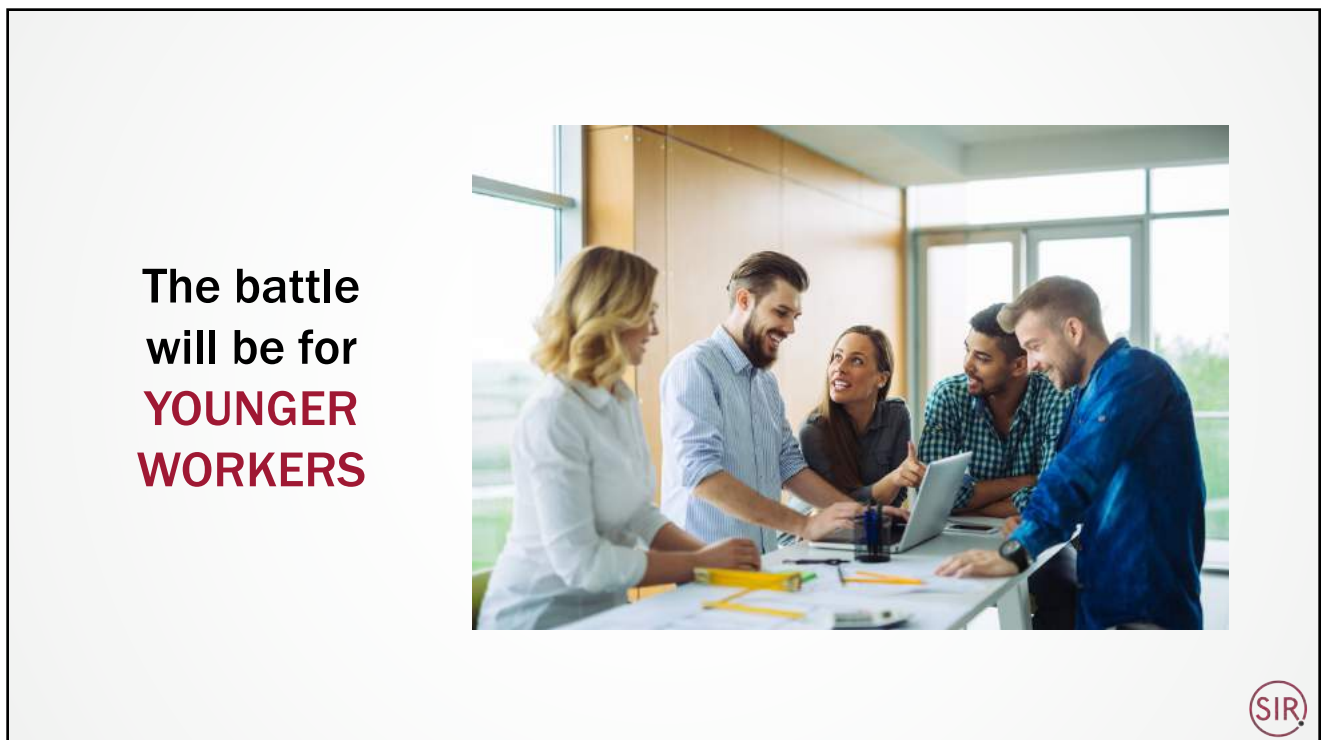
The Population Age Pyramid

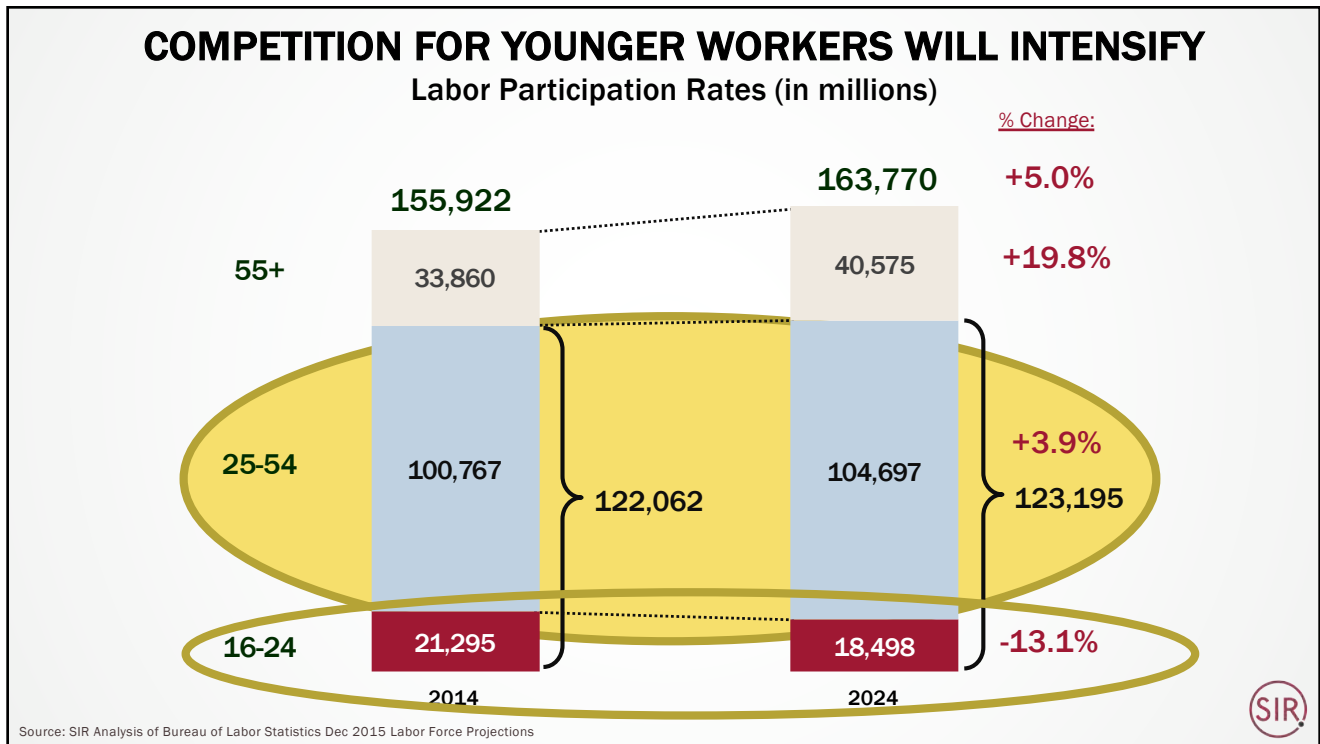


Source: U.S. Census Bureau



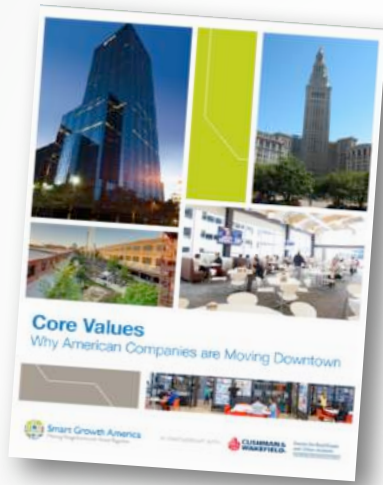






**Companies Are Now
Preparing For
This Future**

SIR



**500 recent
corporate
moves:
“Talent
recruitment
and retention”**

Source: Smart Growth America



**Cities Are Now
Preparing For
This Future**





The **Old** Economic Development Model

Old Model

Recruit Big Companies

People Follow Companies

Community Grows



The **New** Economic Development Model

Old Model

Recruit Big Companies

People Follow Companies

Community Grows

New Model

Recruit for
Targeted Industries

Build Sense of
Place and Community

People Will Flock to It

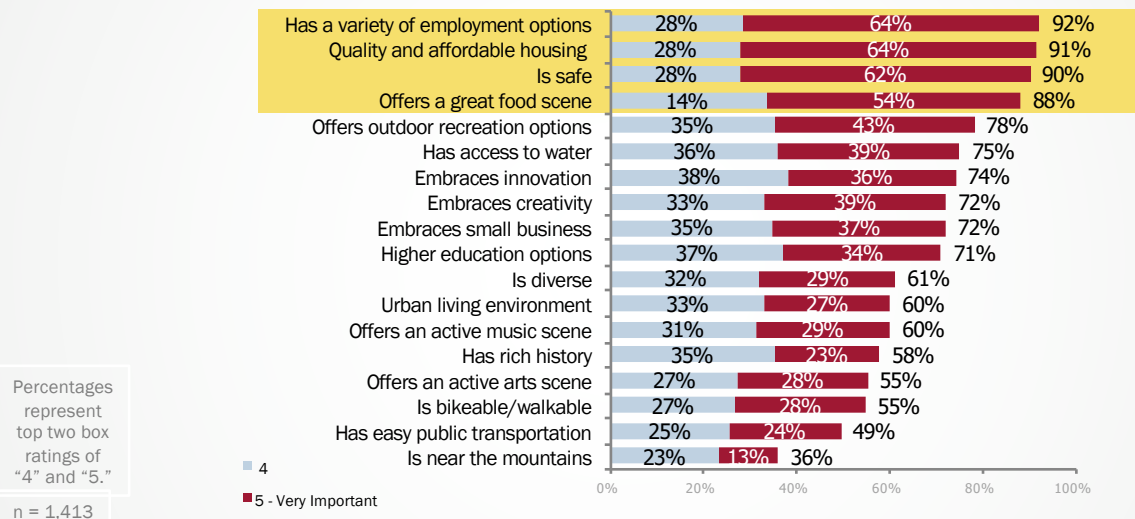
Businesses Will Grow
From Within and
Others Will Come



**What Do
Millennials
Want In A Place?**



When you think about a city as a place you'd really want to live, how important are each of the following to you?



Safety, variety of employment, quality and affordability of housing top the list

BASICS

	RALEIGH NC	WASH. DC	CHARLOTTE NC	AUSTIN TX	ATLANTA GA	Denver CO
Is safe	89%	87%	86%	91%	81%	90%
Has a variety of employment options	90%	82%	83%	85%	82%	87%
Quality and affordability of housing options	92%	83%	87%	87%	83%	83%
Offers outdoor recreation options	71%	60%	71%	77%	71%	76%
Offers a great food scene	76%	75%	78%	85%	77%	75%
Embraces creativity	59%	55%	58%	69%	59%	64%
Embraces innovation	70%	58%	61%	69%	60%	64%
Is near the mountains	28%	24%	40%	17%	30%	64%
Has access to water	59%	54%	64%	65%	54%	63%
Is bike-able/walkable	46%	50%	41%	43%	44%	61%
Has easy public transportation	42%	66%	40%	47%	46%	60%
Embraces small business/start-ups/entrepreneurship	54%	48%	60%	61%	54%	57%
Higher education options	76%	60%	60%	73%	62%	57%
Is diverse	60%	63%	55%	69%	55%	55%
Urban living environment	47%	59%	51%	60%	46%	53%
Offers an active music scene	51%	36%	46%	53%	49%	49%
Offers an active arts scene	42%	38%	44%	43%	42%	46%
Has rich history	42%	47%	39%	41%	42%	42%

Q20. When you think about a city as a place you'd really want to live, how important are each of the following to you?

Raleigh, NC
n = 198
Washington, DC
n = 199
Charlotte, NC
n = 200
Austin, TX
n = 194
Atlanta, GA
n = 204
Denver, CO
n = 195



Placemaking Attributes

PLACEMAKING

	RALEIGH NC	WASH. DC	CHARLOTTE NC	AUSTIN TX	ATLANTA GA	Denver CO
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Q20. When you think about a city as a place you'd really want to live, how important are each of the following to you?



7

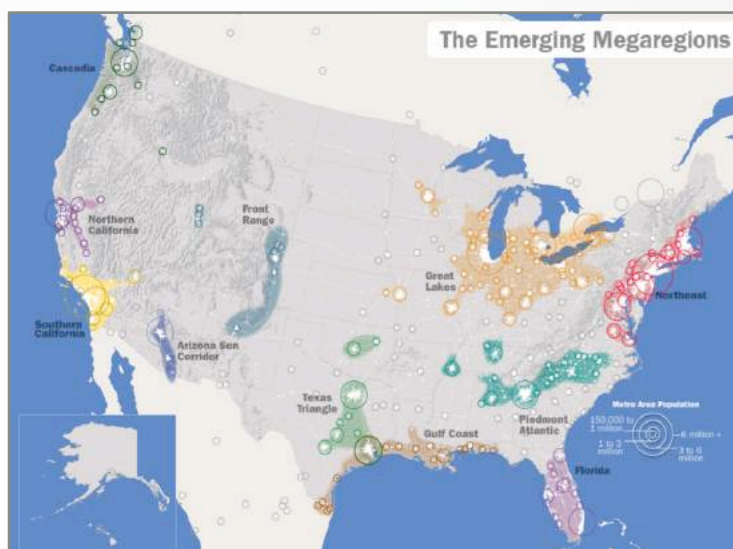
BEYOND
BORDERS

INSIGHT

Winning cities of tomorrow
will embrace and practice
REGIONALISM.



Mega Regions





GREATER MSP (Minneapolis Saint Paul Regional Economic Development Partnership) is a private, non-profit (501c3) organization dedicated to providing public and private sector leadership, coordination and engagement **to grow the economy of the 16-county MSP region.**



Texas Triangle

Dallas-Fort Worth(DFW), Houston, San Antonio, and Austin





GREATER
WASHINGTON
PARTNERSHIP

FROM BALTIMORE TO RICHMOND
FOSTERING UNITY
ADVANCING GROWTH

Balt.-Richmond



8

OPEN MIND

INSIGHT

Winning cities of tomorrow
will be known for
**CREATIVITY AND
INNOVATION.**



Placemaking Attributes

PLACEMAKING

	RALEIGH NC	WASH. DC	CHARLOTTE NC	AUSTIN TX	ATLANTA GA	Denver CO
Is safe	89%	87%	86%	91%	81%	90%
Has a variety of employment options	90%	82%	83%	85%	82%	87%
Quality <u>and</u> affordability of housing options	92%	83%	87%	87%	83%	83%
Offers outdoor recreation options	71%	60%	71%	77%	71%	76%
Offers a great food scene	76%	75%	78%	85%	77%	75%
Embraces creativity	59%	55%	58%	69%	59%	64%
Embraces innovation	70%	58%	61%	69%	60%	64%
Is near the mountains	28%	24%	40%	17%	30%	64%
Has access to water	59%	54%	64%	65%	54%	63%
Is bike-able/walkable	46%	50%	41%	43%	44%	61%
Has easy public transportation	42%	66%	40%	47%	46%	60%
Embraces small business/start-ups/entrepreneurship	54%	48%	60%	61%	54%	57%
Higher education options	76%	60%	60%	73%	62%	57%
Is diverse	60%	63%	55%	69%	55%	55%
Urban living environment	47%	59%	51%	60%	46%	53%
Offers an active music scene	51%	36%	46%	53%	49%	49%
Offers an active arts scene	42%	38%	44%	43%	42%	46%
Has rich history	42%	47%	39%	41%	42%	42%

Raleigh, NC
n = 198
Washington, DC
n = 199
Charlotte, NC
n = 200
Austin, TX
n = 194
Atlanta, GA
n = 204
Denver, CO
n = 195

Q20. When you think about a city as a place you'd really want to live, how important are each of the following to you?



51%

**Millennials want to start a
business or plan to do so**

Source: SIR



SOCIAL ENTREPRENEUR



*“I knew since I was a kid **I wanted to work in a start-up like environment.** It’s really about wanting to solve a problem. I have always enjoyed creating stuff.”*

OPEN TO CREATIVE CULTURE



47% have tattoos



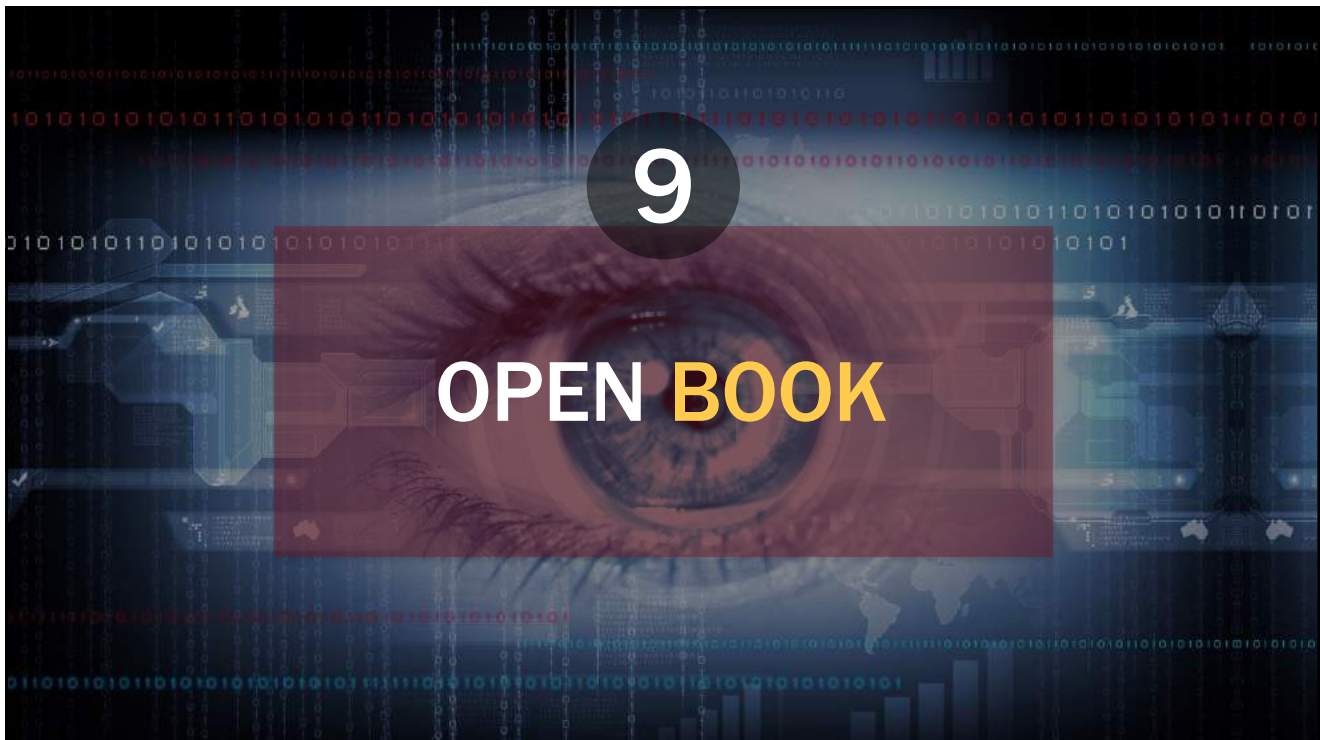
Source: 2015 Harris Survey For TotalBeauty.com





OPEN TO WHAT'S NEXT





INSIGHT

Winning cities of tomorrow
will build trust by being
**HYPER-TRANSPARENT AND
GREAT COMMUNICATORS.**



Less than half of residents **feel informed:**

53%

Uninformed (1-3)

47%

Informed (4-5)

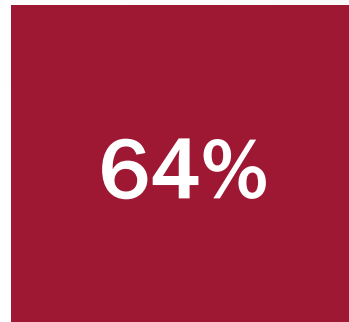
Q5. How would you rate the overall quality of life in _____ ?



Informed respondents are significantly more satisfied with the **QUALITY OF LIFE** offered



Uninformed (1-3)



Informed (4-5)

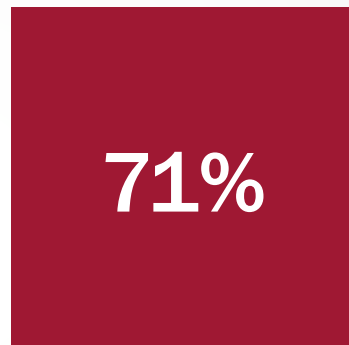
Q5. How would you rate the overall quality of life in _____ ?



Informed respondents give significantly higher ratings of **SATISFACTION** with living in _____



Uninformed (1-3)



Informed (4-5)

Q6. Overall, how satisfied are you with living in _____ ?



Informed respondents give significantly higher ratings for
the **VALUE OF SERVICES** for the taxes paid in _____

17%

Uninformed (1-3)

41%

Informed (4-5)

Q10. How would you rate the overall value of services for the taxes paid to _____ ?



INSIGHT

Winning cities of
tomorrow will be
PLURALISTIC COMMUNITIES
where everyone feels they
BELONG.

A photograph of a group of diverse children sitting on stone steps in front of a building with a brick wall and a white dome. The children are smiling and looking towards the camera.

2020

The Minority Will Become
the Majority of Children

(18 & Under)

Source: U.S. Census

**Hint:
visit your local
elementary school**



2045

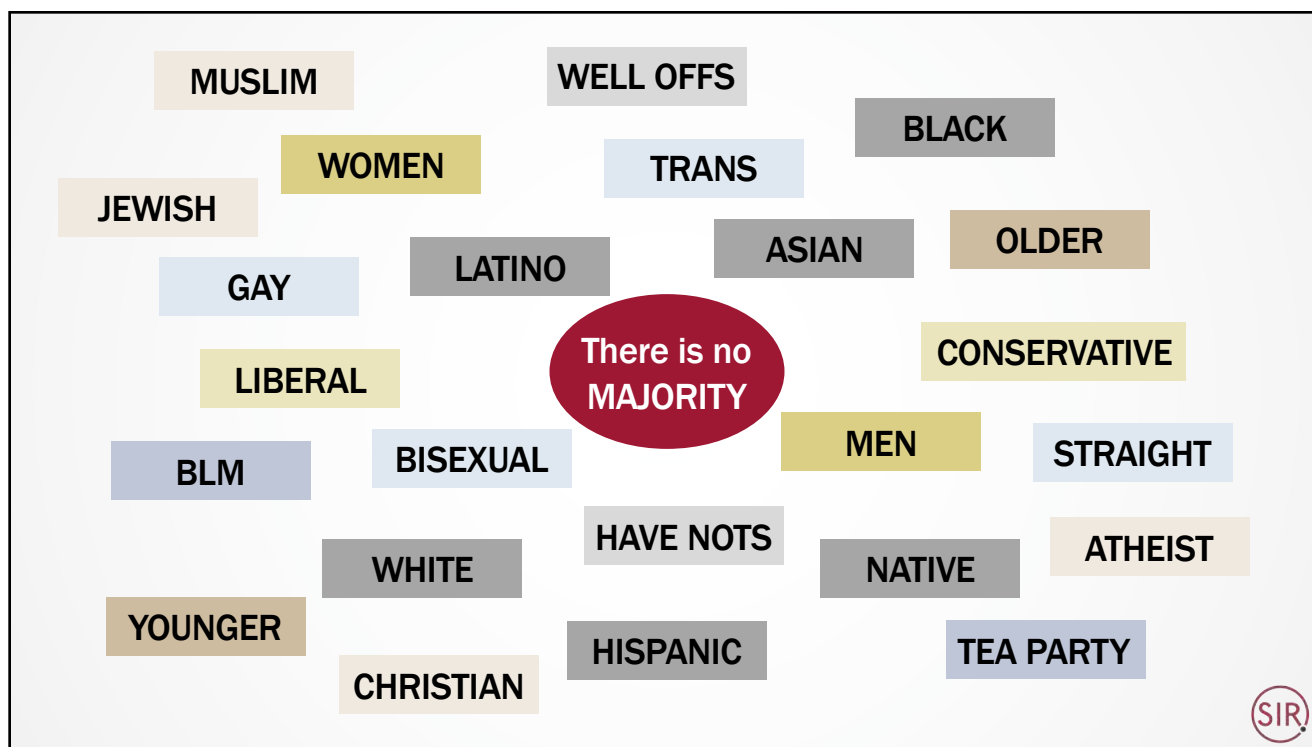
**The Minority Will Become
the Majority**

THE FUTURE OF AMERICA IS PLURALISTIC



There is no
MAJORITY





WE ARE LESS MELTING POT AND MORE BENTO BOX



BUT THERE ARE TOO MANY CATEGORIES TO BLEND

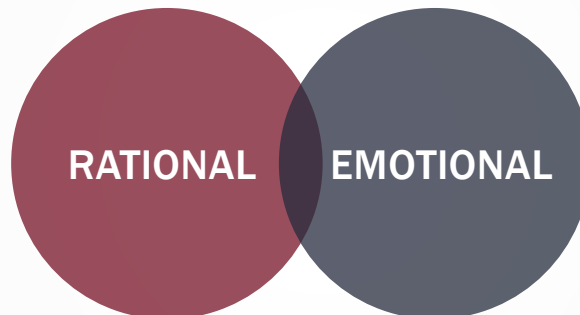
BINARY Choices are now MULTIPLE Choice

- Men/Women now is Gender Fluidity
- Old/Young now is 4 or more generations
- People now self-identify their race(s)
- Sexual orientation is fluid
- Even “movements” come in an increasing array of choices



COMMON BOND: EVERYONE IS SEEKING A PLACE TO BELONG

Decisions on where to live are driven by both
RATIONAL and **EMOTIONAL** Factors



WINNING CITIES OF TOMORROW:

**Places for
everyone of every
race, economic
class, gender, and
mindset**

**Where everyone
belongs . . . and
becomes.**



WINNING CITIES WILL BE BIG TENTS



TAP INTO MILLENNIALS: EVERYONE IS SPECIAL, EVERYONE HAS VALUE

Millennial Mindsets:

"I'M SPECIAL" is not comparative as in "I'M BETTER THAN YOU." It's an absolute statement:

"Yes, I'm special, but so are you. And you. And you..."

That means EVERYONE HAS VALUE, and NO ONE IS BEST.

MILLENNIALS SENSE OF "SELF" IS THE COLLECTIVE, IT'S "WE," NOT "ME"



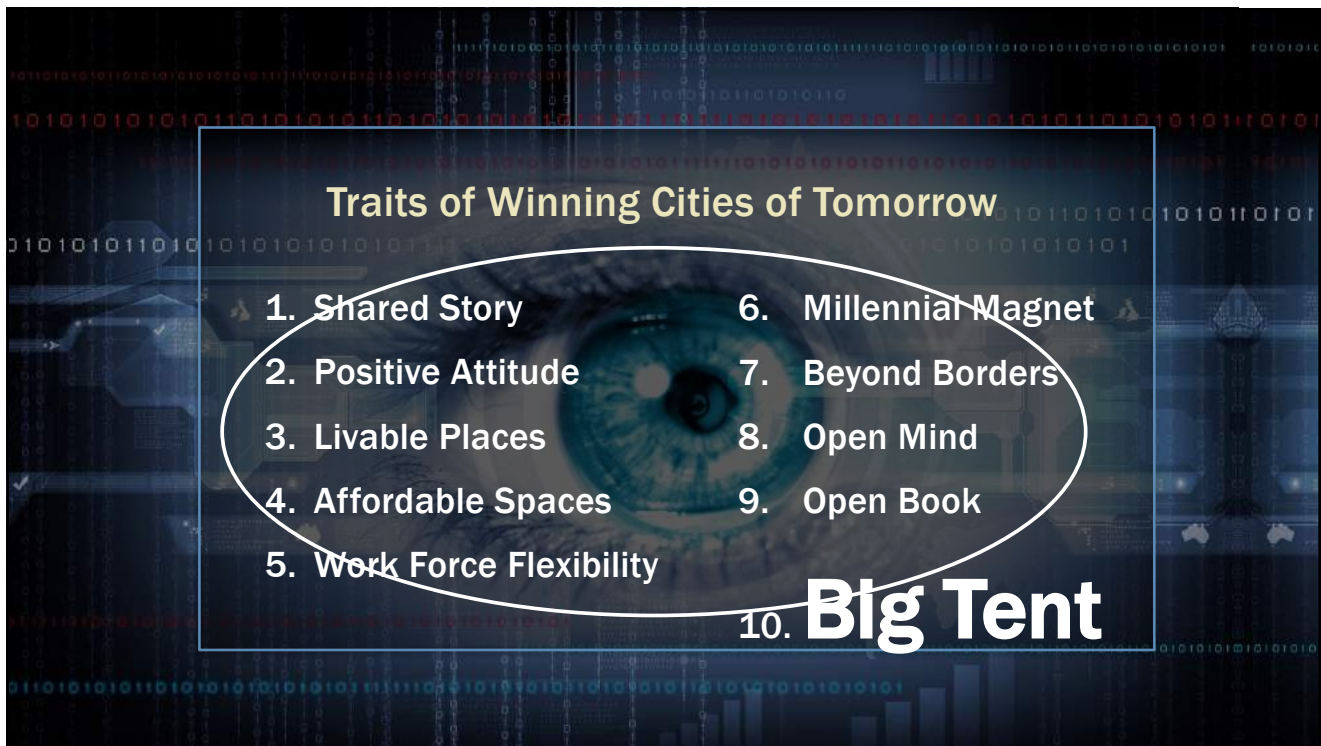
Top five strongest drivers of an overall positive feeling by city

YRVA Millennial s Study, 2014

Raleigh, NC
n = 198
Washington, DC
n = 199
Charlotte, NC
n = 200
Austin, TX
n = 194
Atlanta, GA
n = 204
Denver, CO
n = 195
Richmond, VA
n = 1,469

RALEIGH NC	WASH. DC	CHARLOTTE NC	AUSTIN TX	ATLANTA GA	DENVER CO	RICHMOND VA
Has a variety of employment options	Quality and affordability of housing options	Offers a great food scene	Is safe	Has Rich History	Embraces innovation	Offers a great food scene
Offers outdoor recreation options	Has a variety of employment options	Has access to water within the region	Offers a great food scene	Is safe	Offers a great food scene	Urban living environment
Is bike-able/walkable	Is near the mountains	Quality and affordability of housing options	Offers outdoor recreation options	Urban living environment	Is bike-able/walkable	Embraces creativity
Offers a great food scene	Offers an active arts scene	Embraces innovation	Is bike-able/walkable	Has a variety of employment options	Embraces creativity	Embraces innovation
Quality and affordability of housing options	Is safe	Is diverse	Is near the mountains	Embraces creativity	Has a variety of employment options	Is safe

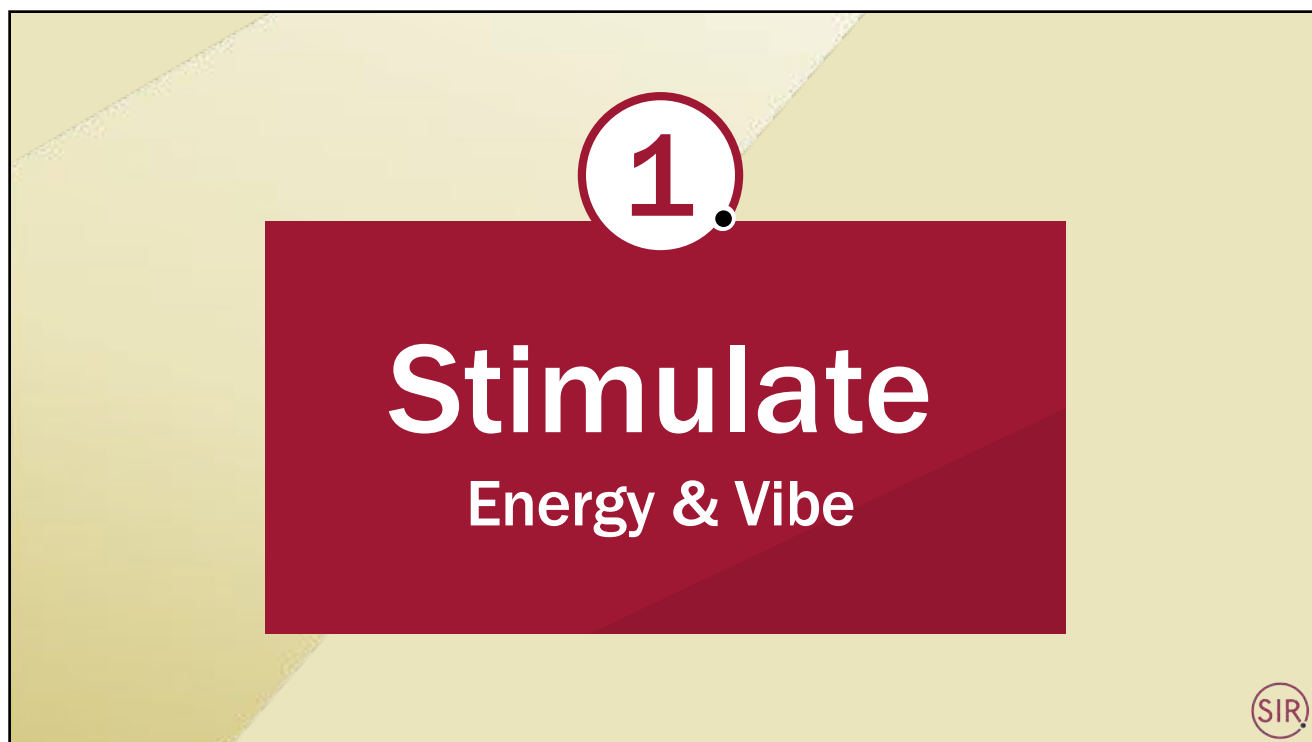




TODAY'S AGENDA

- 1** Becoming a Futurist
- 2** Winning Cities of Tomorrow
- 3** Today's Imperatives





2.

Facilitate

Radical Collaboration



3.

Celebrate

All Accomplishments



