

City MANAGER'S MESSENGER



City of
Fayetteville
North Carolina

December 2, 2015

CITY COUNCIL SCHEDULE

12/7/2015

Council Inauguration, 6 p.m.,
FSU Seabrook Auditorium

12/14/2015

City Council Meeting, 7 p.m.,
Council Chamber

1/4/2016

City Council Work Session, 5 p.m.,
Lafayette Room

City Manager's Office

- Community Investment Team and Russ Rogerson are interviewing the respondents to the RFP for the Economic and Business Development Strategic Action Plan. The development of this plan was directed and funded by City Council in this year's budget. We plan to bring to the January work session a recommendation to award a contract. There were 10 respondents to the RFP and the team selected four for in-house interviews.
- The Feasibility Study for Catalyst Site 1 yielded 10 respondents. Byron Marshall, Project Manager, will lead the team in the evaluation of the responses. It is expected that the City Council will be presented with a recommendation to award the contract at the February work session.



- The Human Relations Commission (HRC) will be leading the community discussion on whether to continue to display the Market House on the City Seal, and if not what should replace it. There will be four community discussions towards the end of January. The members of the HRC will serve as facilitators for the groups. WPR Consulting is the project consultant. You will receive information regarding dates, location and time for the community meetings around the first of the year.
- Continued collaboration with Time Warner Cable on Wi-Fi hotspot management. The following three sites have gone live and should be broadcasting these Service Set Identifiers (SSIDs): TWCWiFi, CableWiFi and TWCWiFi-Passpoint: 1. Fayetteville Police Department 2. Ann Street/Lamon Street Park 3. Freedom Memorial Park

OPERATIONS PORTFOLIO

Fire/Emergency Management

- Staff attended the City Council meeting on Monday, Nov. 23. The department was presented with a donation of \$800 for the Fire Department Benevolent Fund by Mayor Pro-Tem Kady-Ann Davy. The department thanks her and wishes her well in her future endeavors. She will be missed.
- Staff met with Moorman, Kizer & Reitzel, Inc. and Tim Kinlaw from the Cumberland County Schools on the Fire Station 12 project. A site map was provided showing the Fire Station location off Hope Mills Road in front of J.W. Coon Elementary School. Access to the Fire Station would be from Hope Mills Road. Tim Kinlaw approved the locations and Moorman, Kizer & Reitzel, Inc. is currently working to complete the site map for presentation to the school board. A Request for Qualifications (RFQ) was also processed with PWC Purchasing for the station design.
- Department-wide multi-company evolutions were completed at the Airport Training Center. The evolutions consisted of a full-alarm dispatch to a working structure fire with a life hazard. This type of training provides staff with an opportunity to gauge department efficiency and effectiveness in emergency response and identify strengths and weaknesses for future training needs.

Police

- A community forum on body cameras was held Dec. 1 and more will be held Dec. 8 and 15.
- The Lock It or Lose It campaign was launched at the press conference for the Holiday Special on Nov. 24.
- Coffee With a Cop was held on Nov. 23 at Hardee's on Eastern Boulevard.

Environmental Services

- City Council authorized the City Manager to direct staff to develop a garbage collection outsourcing pilot project for a portion of west Fayetteville. The target date for clarification and scheduling the RFP process is Jan. 4, 2016.
- Due to the landfill being closed on Friday, Nov. 27, garbage trucks were forced to dump at the Transfer Facility on Winslow Street and pay the current tip fees. We can expect to do this again for the Dec. 24 collection due to landfill closure.

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OPERATIONS PORTFOLIO (continued)

Environmental Services (continued)

- The department received the three FY2014-2015 automated replacement trucks.

Fayetteville Regional Airport

- The Director and Assistant Director visited Jacksonville Airport to view the new terminal building and amenities for consideration of incorporating some features in the Fayetteville Terminal Improvement Project.
- A meeting with Gordon Johnson, Architect, was scheduled with maintenance and custodial staff to brainstorm ideas for organizing/repurposing their break room/office/work area during the terminal upgrade project.
- Upgraded Wi-Fi infrastructure throughout the terminal complex and in the Airport Business Center.

Parks & Recreation

- Baltimore Orioles pitcher Mike Wright came to Fayetteville to speak with local youth. Wright spoke about his work, sacrifices and efforts it took to become a Major League Baseball player. The highlight of the presentation came when the MLB pitcher had the kids line up to take swings off of his pitches. He signed autographs, spoke with the players and parents and then pitched to each child. Approximately 60 participants were at the event.
- On Friday, Nov. 20, FCPR Transportation staff partnered with Fort Bragg to offer a tour for international soldiers. The Senior Management Team hosted the soldiers in Council Chamber. Mayor Robertson presented coins to the group and Mr. Voorhees and Mr. Bauer spoke with them about the functions of City government.
- Top Gun Baseball held their "Rock the Diamond" travel tournament Nov. 14-15 at multiple sites throughout Fayetteville. Teams from Latta, S.C. to Wilmington to Raleigh spent the weekend playing at Arnette Park, Douglas Byrd Park, Douglas Byrd High School, Westover High School, New Century Middle School, Ponderosa School Park and Eastover Ballpark. The tournament was so large that FCPR reached out to its neighbors in Hope Mills and

Nothing Significant to Report: Transit

COMMUNITY INVESTMENT PORTFOLIO

Permitting & Inspections

- For November, more than \$8.5 million in estimated construction value was permitted through the department.
- For November, the average wait time to reach a dispatch staff member to schedule an inspection, for all telephone queues, was 31 seconds. The average time to schedule an inspection once connected to a dispatch staff member was 2 minutes, 28 seconds.
- Building permits issued for two large projects: Burlington Coat Factory at 2120 Skibo Road and Academy Sports at 2100 Skibo Road; new projects in plan review: Hilton Inn Hotel at 2501 Two Bale Road and Freedom Mall at Glensford/Skibo/Cliffdale with over 15 separate buildings

Engineering & Infrastructure

- The stormwater educator gave a water quality demonstration to (~18) students from Douglas Byrd High School, where they learned about how macro invertebrates can help stormwater professionals determine stream health during water quality monitoring.
- The Engineering Division hosted the first Green Street Workshop of its kind in the state of North Carolina. The workshop was coordinated by the N.C. State Department of Biological and Agricultural Engineering with an attendance of at least 70 professionals from around the state.
- Traffic Services personnel installed traffic control and street closures for the Dickens Holiday Event and monitored traffic signal operations around the mall area to manage the black Friday shopping congestion.

Community Development

- Completed the demolition of a dilapidated, uninhabitable structure at 518 Murchison Road, located in Catalyst Site 1.
- Adolph Thomas attended the B Street Coalition meeting. The Community Development Department staff serves on the Housing Committee for the B Street Coalition.
- Victor Sharpe attended the Fayetteville State University School of Business and Economics Management Advisory Board meeting. The Management Advisory Board has been established to advise the faculty on strategic direction, curriculum and resource issues.

Nothing Significant to Report: Economic & Business Development, Planning & Code Enforcement and Human Relations

SUPPORT SERVICES PORTFOLIO

Budget & Evaluation

- Staff prepared for the FY2017 Budget Kickoff meetings, held Dec. 2 and 3.

City Clerk's Office

- Final planning and preparation for the City Council Inauguration, taking place on Monday, Dec 7 at 6 p.m. at the Seabrook Auditorium, Fayetteville State University.
- Preparing draft minutes from the Nov. 23 City Council meeting
- Final planning and preparation for hosting the Mayor's Coalition meeting, taking place on Friday, Dec. 5 at 8 a.m. at the N.C. Veterans Park Visitor Center.

Human Resource Development

- The budgeted benefit of a City contribution to our 401(k) begins with the first payroll in 2016 for employees (other than sworn Police)
- Please welcome our new Organizational & Training Development Manager Lou Ellen Riggans, who recently attended ADA training at Cumberland County

Information Technology

- Completed a process improvement Brown Paper Mapping of the Purchasing process for Economic & Business Development.
- Network Services team upgraded and loaded the States e-Citation program for Police Department patrol officers. Client Services imaged and deployed revolve mobile computers for new forensics staff.
- Network Services team members coordinated with Airport staff to upgrade wireless access points, which will improve wireless coverage and performance in the Airport Terminal.

Strategic Performance Analytics

- SPA hosted a learning session with Natalie Dean, Pinehurst's Assistant Village Manager, and Fayetteville's Senior Management Team about the benefits and process of the Baldrige journey to performance excellence.
- SPA is working with the new OD&T Manager Lou Ellen Riggans to further develop Six Sigma training for City employees by offering a green belt training class as well as a Six Sigma executive overview session. These classes will also be offered to the County and Fort Bragg employees in a learning collaborative effort. Fifteen Six Sigma yellow belt graduates, including two Cumberland County employees and one U.S. Army soldier, completed the yellow belt training in October. The City now has 60 employees with Six Sigma training and experience.
- SPA has completed system testing for the new performance management system internal portal. End users will be entering performance measures and Strategic Targets for Action Updates in January. Launch of the external portal to the public is planned for late February.

Nothing Significant to Report: Finance

ADMINISTRATION PORTFOLIO

Corporate Communications

- **Parks and Recreation Bond information campaign:** Working diligently with Parks & Recreation to flesh out the website and associated collateral materials that will be the basis for the informational campaign on the Parks & Recreation bond. The website is in draft form now and we are brainstorming for the videos that will be created to augment the printed materials (brochure) and website information regarding specifics on the proposed project list. Expectation is to have all of this completed, or at the 95% completion level, by Dec 23. Will work to finalize all materials by the first week in January, for launch and publication no later than Jan. 14, per discussion with Michael Gibson and Kristoff Bauer.
- **Fayetteville OutFront meeting:** Meeting this week with Dr. Cahill, principal of Bill Hefner Elementary School, to finalize plans for the next Fayetteville OutFront meeting that will be held there on Jan. 20. Once plans with the school are finalized, will publish dates with SMT for their calendar and work closely with our Crime Prevention Specialists for their assistance in advertising the meeting in their channels, as well as planning to publicize the event heavily in the beginning of January via our normal Corporate Communications channels.
- **Up and Coming Weekly's Pocket Guide Advertising/Up and Coming Weekly:** Working with multiple departments to coordinate city-wide advertising for the annual edition of the Pocket Guide (distribution of 40,000 across the city over the course of the year) to advertise City services. We last advertised in the Pocket Guide in 2014, 2013 and 2012 on a very limited scale. Met with Bill Bowman last week, as well, to discuss the potential for writing a twice-monthly column in Up and Coming Weekly, as well as beginning paid advertising in same over the course of next year.

Internal Audit

- Staff is reviewing and finalizing internal audit reports for the petty cash/change funds and procurement card audits.
- Staff members are participating in training for the implementation of the City's new automated timekeeping system, FayPay.
- Staff assisted the Finance Department in finalizing the June 30, 2015 financial statements for submission to the Local Government Commission on Nov. 25.

Nothing Significant to Report: City Attorney's Office