

City MANAGER'S MESSENGER



City of
Fayetteville
North Carolina

January 13, 2016

CITY COUNCIL SCHEDULE

1/25/2016

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

2/1/2016

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

2/8/2016

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

City Manager's Office

- Met with all members of the Permitting and Inspections Department staff to help gain perspective on the work environment, customer service attitude and technology issues facing the department. Follow-up meetings are being scheduled to evaluate and implement several recommendations
- Worked with Budget and Evaluation Director Tracey Broyles to finalize the sales tax presentation for Jan. 13 public information meeting following an initial meeting with City Council Sales Tax Negotiating Team
- Was briefed by local advisory committee about progress of the planned Fayetteville Civil War History Center. Support from the Governor and a variety of foundations is moving forward as anticipated



- Several departments met with Council Member DeViere and representatives of the Downtown Alliance to provide continued coordination on several projects and initiatives, including the "Make Change Happen" campaign, police cadets and the downtown parking contract renewal process
- Received an update from the Prince Charles development team and agreed to being preliminary discussions about public-private financing alternatives to support the required parking decks and public infrastructure

OPERATIONS PORTFOLIO

Police

- The FPD Crime Prevention Unit held a Coffee With a Cop meeting at the Hardee's, located at 5508 Raeford Road, on Saturday, Jan. 9. The event was well attended by citizens from within the city limits and a few from just outside the city limits who wanted to engage the officers and see what was going on in the areas around their neighborhoods that border the city limits
- The FPD Training and Recruitment Center held a recruiting "Open House" Saturday, Jan. 9. The Training and Recruiting staff, along with several officers from every rank in the department, entertained a large crowd of potential applicants, and their family members, and explained everything from the hiring process, to the training process, career opportunities and the life of a police officer
- The FPD's Educating Kids about Gun violence (EKG) program was selected as a Semi-Finalist in the 2015 International Association of Chiefs of Police and Motorola Solutions "Webber Seavey Award for Quality in Law Enforcement." The program was recognized for "taking on challenging issues by developing innovative responses to improve the law enforcement profession and the communities we serve"

Fire/Emergency Management

- A retirement ceremony was conducted at Station 14 for Capt. Roger Sullivan on Dec. 31. Capt. Sullivan leaves the department with 30 years (Jan. 8, 1986 – Dec. 31, 2015) of dedicated service and will be truly missed. We wish him the best in his well-deserved retirement
- Work continues on the department's upcoming Recruitment Workshop that is scheduled for Feb. 27. The workshop focuses on methods that candidates can apply during the hiring process to improve their performance and includes hands-on practice for the physical ability testing and a sample of the written test
- Suppression units responded to a commercial fire at the Zaxby's Restaurant at 9556 Cliffdale Road on Dec. 30. First arriving units found heavy smoke showing upon arrival. The fire was contained to the kitchen area with smoke damage throughout the structure. One occupant was treated on the scene for smoke inhalation. The structure received \$20,000 in damage. The cause of the fire was listed as accidental due to the gas line feeding the cooker being disconnected during cleaning

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OPERATIONS PORTFOLIO (continued)

Environmental Services

- The garbage make-up collection day for Monday, Jan. 18 (MLK, Jr. Holiday) will be Wednesday, Jan. 20
- Garbage and yard waste customers normally collected on Friday, Jan. 1, New Year's Day, were successfully collected on Wednesday, Dec. 30 instead
- The director presented three options for outsourcing a pilot area for garbage collection at the January Work Session. Council's consensus was to direct staff to develop a pilot garbage collection area in District 6 in cooperation with Council Member Crisp

Fayetteville Regional Airport

- Rafael Gutierrez was promoted to Airport Maintenance Supervisor. Gutierrez has been a Sr. Skills Trades Tech at the Airport for 10 years. Congratulations to Rafael!
- The Airport Commission approved the change of name for the FBO lease from Landmark Aviation to Signature Flight Services. It is expected that the DOJ will clear the stock sale in the first quarter of 2016
- Met with FayTV7 team to outline internal promotion/history/interest stories. Production will begin soon

Transit

- Between Jan. 20 and Feb. 2, FAST will host several public workshops to gather comments about: 1) proposed bus route changes to coincide with the opening of the new Transit Center and 2) proposed FAST *trac*!/ADA Paratransit policy changes. The meeting dates and times are posted at www.ridefast.net
- FAST plans to introduce its new Real Time Rider Information system on Feb. 1. The TransLoc Rider app is available for Apple and Android devices at iTunes or Google Play. This new system will help customers to identify the nearest bus stop, the distance to the stop and time the next buses will arrive at that stop. You can also locate any stop on any FAST route and find the projected bus arrival times at any stop. This rider information will also be available at fast.transloc.com

Nothing Significant to Report: Parks & Recreation

COMMUNITY INVESTMENT PORTFOLIO

Engineering & Infrastructure

- Stormwater inspectors have all installed the Horizon app on their cell phone in order to efficiently retrieve files and records off the City servers while in the field. This will be a significant productivity improvement potentially reducing field trips, travel time and duplication of work
- The Winslow Streetscape Project near downtown continues to progress and the east side of the roadway is scheduled to be complete and reopened to traffic by Jan. 27. Work along the west side of Winslow will continue and is scheduled to be complete in April
- Real Estate staff prepared and mailed notices and permission forms for the Environmental Wetlands Corps of Engineer application for the proposed Big Cross Creek Trail project

Permitting & Inspections

- More than \$560K in estimated construction value was permitted through the department for the last week in December 2015 that concludes the most permitted value ever for the City at more than \$407M for the entire calendar year
- The average wait time to reach a dispatch staff member to schedule an inspection, for all queues, was 18 seconds. The average time to schedule an inspection, once connected to a dispatch staff member, was 2 minutes, 14 seconds for the week of Jan. 4-8, 2016
- A total number of 243 permits were issued for the week of Jan. 4-8, 2016

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

SUPPORT SERVICES PORTFOLIO

Budget & Evaluation

- Working with the City Manager and the Council negotiating team to prepare information for the Wednesday, Jan. 13 public information meeting regarding sales tax distributions
- Participated in a conference call with NCLM staff and other municipal budget staff regarding use of Powell Bill funding. NCLM staff is preparing for a February legislative committee meeting regarding the Powell Bill and the recent statutory changes made to that program
- Finalizing Capital and Technology Improvement project submissions and drafting funding plan

Strategic Performance Analytics

- Citizen input into the City's Strategic Plan: SPA has been working to finalize the Citizen Survey report, which will be presented to City Council Jan. 25. Café Conversations event will take place Jan. 26 at the Smith Recreation Center
- TRACStat: Transparent Reporting and Analytics for Citizens - SPA developed and administered internal training program for the performance measurement staff portal, which will be complete this week. City staff will be working in the new system



Human Resource Development

- The new 1% City contribution to our 401(k), for employees who are not currently participating as sworn Police staff, begins this month. Improve your retirement plan by making a tax deferred contribution from your earnings!
- The recent City Wellness quiz was a terrific success with nearly 500 entries in the quizzes and more than 75 winners. Congratulations!
- Watch for your 1095-C "Employer-Provided Health Insurance Offer and Coverage." This form will be an important document when you file your income taxes for 2015

Information Technology

- Electronic Contract Routing launched Jan. 11 for service contracts. This new system will allow City of Fayetteville contracts to be processed, tracked and signed electronically
- In anticipation of our new FAY PAY implementation, the network service team installed FAYPAY time clocks at multiple locations across the City organization
- Network team continues to work on our MS Exchange (email) upgrade/cutover

Nothing Significant to Report: Finance and City Clerk's Office

ADMINISTRATION PORTFOLIO

Internal Audit

- Continuing to research and prepare the Office of Internal Audit's quality control policies and procedures for compliance with the Generally Accepted Government Auditing Standards (GAGAS)
- Reviewing management responses to the audit findings and recommendations for the audit of Police Confidential Funds and Petty Cash and Change Funds
- Starting the planning phase of the audit of FayPay (Kronos) timekeeping implementation by conducting walkthroughs of the system and staff interviews to gather information about the nature of the audit being conducted

Corporate Communications

- We continue to refine the educational campaign for the Parks and Recreation Bond. We have committed virtually all of the planned budget of \$50,000 by committing to radio ads, television commercials, print ads, bulletin boards, FAST buss ads and ads on our City leaf trucks. Almost all of the advertising materials for each of these outlets has been provided to the various venues so they can begin publication. The remainder will be completed by week's end. All requests for contracts with almost a dozen different outlets have been submitted for request for payment. A 15 and 30-second radio ad and a 15 and 30-second television commercial have been produced. Early next week, we should see the beginning of these advertisements start to appear across the city, rolled out in a slow and methodical fashion, with each beginning at a different point, but all ending on March 15
- We assisted the Parks & Recreation staff with the update and completion of the website that will be used to educate citizens about the upcoming referendum. The Parks & Recreation Bond website went active on Friday, Jan. 8. Minor changes will continue to be made as needed. All of the advertisements for the educational campaign point citizens to this website to learn about the bond package.

Nothing Significant to Report: City Attorney's Office