

City **MANAGER'S** MESSENGER



City of
Fayetteville
North Carolina

January 27, 2016

CITY COUNCIL SCHEDULE

2/1/2016

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

2/8/2016

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

2/19/2016

City Council Strategic Planning Retreat

City Manager's Office

- Fayetteville OutFront meeting at Bill Hefner Elementary School on Jan. 20 was attended by a number of residents who were very concerned about poor water quality, delayed customer service, inadequate infrastructure and high utility rates from their water provider Aqua NC. City staff will be seeking direction from the City Council on how to proceed with this issue. One suggestion would be to direct the Public Works Commission to develop a plan to engage the customers in a fact-finding project while also exploring the legal, regulatory and cost implications of either acquiring the Aqua system or overbuilding the area with PWC infrastructure



- Met with RLUAC Executive Director Dougherty to keep lines of communications open with this important agency that ensures good land use coordination with Ft. Bragg
- Attended kickoff meeting for U.S. Department of Defense Office of Economic Adjustment (OEA) grant to explore impacts and alternatives for planned force reductions in our community. This project will run over 15 months and includes adjoining Harnett and Hoke counties, as well as Fayetteville and Cumberland County
- Participated in meeting with CEED, EBD and the U.S. Small Business Administration Charlotte Regional Office to talk about roles and responsibilities and potential program expansion opportunities
- Received an update from the Prince Charles redevelopment team. Staff is working to create room in the CIP's funding plan so that the City will be in a position to finance a parking deck and infrastructure improvements necessary for the larger project. The level and form of City participation will have to be negotiated and approved by the City Council. Preliminary order of magnitude investment by the City is around \$10 million in the overall \$80 million project. Staff will develop a negotiation schedule with milestones and deal points to present to the City Council for preliminary endorsement
- Participated in Sales Tax Distribution public information forum
- The 3rd CVA ceremony occurred on Jan. 19 with 16 employees receiving the award out of the 45 nominations submitted. Two of the CVA recipients were nominated by citizens. The Service Award certificates were also distributed to 114 employees, serving between 5-30 years. It was determined for this time only to award the Yellow Belt Six Sigma and Technical Training certificates at this event
- Attended annual Martin Luther King, Jr. prayer breakfast, as well as regional managers lunch, FCEDC Board Meeting and Joint/City County Committee

Police Staffing Levels as of 1/25/2016				
Officers	Budgeted Positions	Filled Positions	Vacancies	Vacancy Rate
Sworn	433	415	18	4.2
Non-sworn	114	106	8	7.0

OPERATIONS PORTFOLIO

Police

- The department recognized two outstanding employees for the fourth quarter 2015. Police Specialist Chase Robinson was recognized as the Sworn Employee of the Quarter and Forensic Technician Crystal O'Keefe was recognized as the Non-Sworn Employee of the Quarter
- The Fayetteville/Cumberland Youth Council visited the department for a "Show and Tell" session. Chief Medlock addressed the students with a Show and Tell about the Emergency Response Team, the Civil Emergency Unit and the K-9 Team. Students were then given a tour of the PD and the Crime Information Center, and shown the PD's new Emergency Rescue Vehicle
- The FPD Explorers were presented with "The Friendship Award" by the Duplin County Sheriff's Office for supporting the Duplin County Sheriff's Office Explorer program and helping to make their program better by including them in training and events *(continued)*

OPERATIONS PORTFOLIO (continued)

Fire

- Suppression units responded to several working structure fires during the cold weather. Units responded to residential structure fires at 1662 Eureka Ave., 111 Spencer St. in the Massey Hill community, 1728 Merry Oaks Drive in the Arran Hills community and 6909 Candlewood Drive in the Waters Edge community. Units also responded to a duplex fire at 6461 Kelmscot Court and another residential fire at 7627 Shillinglaw Circle in the Brook Run community. Units also responded to a commercial fire at Domino's Pizza at 598 N. Reilly Road and a motel fire at the Budget Inn at 220 S. Eastern Blvd
- Congratulations to Patrick McArdle on his recent promotion to Fire Captain and Garrett Rogerson's promotion to Fire Lieutenant. Both were effective on Monday, Jan. 11. Capt. McArdle has been assigned to Station 16 "B" Shift and Lt. Rogerson is working with the department's Training Division
- The Public Fire & Life Safety Division and suppression units conducted a Smoke Detector Blitz for the Lone Pine Mobile Home Park and Whispering Pine Mobile Home Park on Monday, Jan. 18. Members of the Highlands Chapters and local American Red Cross and Cumberland County 4H Club assisted with this worthwhile event. A total of 123 smoke detectors were installed during the event and occupants were given fire safety educational literature as a continued effort to make our City a safer place for everyone

Environmental Services

- The garbage make-up collection day for Monday, Jan. 18 (MLK, Jr. Holiday), was Wednesday, Jan. 20. Signs were placed in neighborhoods for Monday and Friday collections for clarity. Collections went very well
- Staff and DCM Kristoff Bauer met with Council Member Crisp to determine what area would be presented to Council for consideration for the outsourcing pilot project
- Staff collected garbage and yard waste during the rain and ice event, Friday, Jan. 22. All routes were completed on schedule. Bulky item staff worked until 9 p.m. to clear downed limbs from roadways

Fayetteville Regional Airport

- Final stakeholders meeting for schematic design of terminal; next stop City Council and Airport Commission
- Separately, Terminal Design Team coordinated a meeting with stakeholders, referencing IT requirements, City IT staff, Century Link and PWC

Nothing Significant to Report: Parks & Recreation and Transit

COMMUNITY INVESTMENT PORTFOLIO

Planning & Code Enforcement

- Planning & Code Enforcement is hosting a community input session on the Cape Fear River Plan Thursday, Jan. 28 from 4 to 7 p.m. at Riverside Steak House, located at 1130 Person St. The community input session is a follow-up to the Nov. 19 kickoff. Residents can come by and explore a range of ideas for improving and celebrating Fayetteville's riverfront

Engineering & Infrastructure

- Staff put out 164 yards (221 tons) of sand and salt mix, hauled in 45 tons of salt to our facility, used 2,750 gallons of brine mix to pre-treat the roads and responded to a total of 77 locations for trees and limbs. This worked out to be approximately a 48-hour event.

Nothing Significant to Report: Economic & Business Development, Permitting & Inspections, Community Development and Human Relations

SUPPORT SERVICES PORTFOLIO

Budget & Evaluation

- Staff is preparing fiscal year 2017 personnel budget projection work sheets and beginning reviews of department operating budget requests
- Finalized the capital funding plan for Capital and Technology Improvement Plans with the City Manager and preparing presentation materials for Feb. 1 Council Work Session
- Director participated in the Leadership Fort Bragg event on Jan. 21

Strategic Performance Analytics

- SPA Senior Corporate Performance Analyst Chris McMillan kicked off a QuEST project with a cross-departmental team for a "Household Solid Waste Collection Study." Detailed statistical analysis, benchmarking comparisons and customer engagement initiatives are being developed. This project is part of an ongoing effort to establish a framework for an evidence-based analysis and field work investigations, resulting in improved service delivery and customer satisfaction
- SPA Director Rebecca Rogers Carter served as a guest speaker on the leadership panel at the 15th Annual City and County Performance Summit in Arlington, Va. She shared Fayetteville's journey to enhanced transparency and accountability
- Citizen Engagement: The FY 2016 Residents Survey Report was finalized with the consultant for the Jan. 25 City Council meeting. Preparations for the City's Café Conversation Jan. 26 event were finalized

Information Technology

- Fayetteville Beautiful GIS map development in progress; this interactive map will allow citizens to sign up for community beautification
- Network team worked in a consulting role to assist the Fire Department in a review of the state's wideband initiative
- Network team has been working with the Police Department to develop and monitor the PD body cam upload network

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

ADMINISTRATION PORTFOLIO

Internal Audit

- Continuing to work with the IT and Finance departments on 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
- Starting fieldwork on the audit of City Titles and Tags
- 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)
- Issued reports for the audit of Police Confidential Funds and Petty Cash and Change Funds

Corporate Communications

- **Continued website redesign:** The FAST site is close to being complete and being pulled into the same content management system framework as the City's redesigned website. We expect it to be completed in the next several weeks at most. We began meeting with Parks & Recreation this week to actively plan how we will redesign their website next, to eventually pull into the same content management system. This website redesign will be much more complex than the Transit site, primarily due to the size and content of the site, coupled with the fact that it is a joint City/County department and has different branding than the majority of our other City department web pages. The Parks and Recreation website redesign will be at least a several month process. After these two sites are completed, the Police Department's website will be the final site to pull into our new content management system. We expect that will happen in the late spring/early summer timeframe
- **Parks and Recreation Advertising:** The budgeted education campaign is in the beginning stages of execution now. Our advertising products across print, radio, billboards and television continues to progress. Magnet ads on leaf trucks appeared this week; billboards have begun going up across the City in 10+ locations, radio spots have begun and print ads in various outlets have begun, as well. We will also begin a social media campaign using video vignettes to encourage people to vote
- **Community Outreach:** Chairmen's Coffee – we arranged for Michael Gibson to speak to the monthly Chamber-sponsored Chairmen's Coffee Clud at Highland Country Club. Downtown Alliance – our department presented the FayFixIT App to the Downtown Alliance this week at their quarterly meeting. Approximately $\frac{3}{4}$ of the audience already uses the app but it reinforced the message that citizens are our eyes and ears and they should continue (or start) using the app. As a side note, Fayetteville is ranked #18 of the 199 cities that use this app across the country and we have resolved over 5,000 issues since beginning to use the app in February 2015. We also arranged for Michael Gibson to speak at this event about the Parks & Recreation Bond Referendum.

Nothing Significant to Report: City Attorney's Office