

# City MANAGER'S MESSENGER



City of  
*Fayetteville*  
North Carolina

July 1, 2016

## CITY COUNCIL SCHEDULE

7/12/2016

Joint City & County Senior Citizen  
Advisory Commission, 2:30 p.m.,  
City Hall Lafayette Room

7/12/2016

Zoning Commission Meeting, 6:30 p.m.,  
City Hall Council Chamber

7/13/2016

PWC Board Meeting, 8:30 a.m.,  
PWC Administration Building

## City Manager's Office

- **FayFixIt:** Up & Coming Weekly is writing a story about how residents are using the FayFixIt app to report appearance related issues. A meeting occurred with Jeff Thompson and a FayFixIt super-user who had questions about process benchmarks, more specifically the turnaround times in Code Enforcement. Representatives from the CMO, Call Center and IT were also present. Based on this discussion, a new committee will be established with both City staff and some of the FayFixIt super-users to address some of the process and accountability issues and provide residents with a better understanding of what the tool can and can't do.

- **STEM:** The Fayetteville Observer ran a story about the STEM summer

youth pilot to include details of the City, PWC and private sector placements. There are currently 9 youth working at PWC, 4 with the City (Finance, IT and E&I) and a few in the private sector. The ACM recently presented the program highlights to the PWC commissioners, which was well received. A greater focus next year will be placed on private sector job placements and a partnership with those employers. Corporate Communications interviewed and shot video of the youth working to be used for an upcoming Fayetteville in Five. Council Members deViere and Wright were interviewed for the piece along with Nore Brantley of Cumberland County Schools and ACM Jay Reinstein.

- **Veterans Affairs Placement Program:** Departments have started to interview veteran candidates to be placed in the following departments: Finance, P&R, IT and Transit for 6-9 month stints. Additional resumes will be forwarded to the City the week of 6/27 and interviews will be scheduled.
- **AmeriCorps/Governor's Office:** A program model focusing on crime reduction was presented to Mayor Robertson, Chief Medlock, Jay Reinstein and Andrew Holland by Jeff Mixon, Executive Director of the N.C. Commission on Volunteerism and Community Service. Mr. Mixon will be visiting Detroit the week of 6/27 to learn more about this successful model the City of Detroit has implemented and share his ideas with City staff in the coming weeks. Chief Medlock was very interested in learning more about this program. A follow-up meeting will be scheduled with ICM Hewett, Chief Medlock, Chief Major, ACM Jay Reinstein and Andrew Holland to discuss the program in greater detail.

## Police

- The FPD Police Activity League (PAL)/Badges for Baseball took a trip to Durham Saturday, June 25. We took 15 players from our baseball/softball program to Durham to participate in the Durham Bulls Field of Dreams. Our players were treated to a meet and greet/autograph session with the Bulls players. Then, they took the field with the players during warm-ups and the National Anthem. Our kids all had an outstanding experience. Thanks to the Durham Bulls staff for their hospitality and to our PAL volunteers who made this such an enriching experience for our players.
- Congratulations to FPD Police Explorer Michael Williams, Jr. on his victory in the "Battle of the States" amateur boxing tournament. Mr. Williams recently turned 17 years old. His opponents in the tournament were both well into their 20s. Mr. Williams continues to exhibit the virtues of courage, commitment and self-discipline taught by the Police Explorer Program. He will be an assistant coach/mentor in the PAL boxing program, which is scheduled to start this fall. Mr. Williams' father is also a member of the FPD family, serving as a Civilian Crash Investigator (CCI).
- During the week of June 13-17, the FPD PAL Summer Youth Camp was held at the Massey Hill Recreation Center. On day 1, the participants played outdoor games and completed indoor team building tasks. They also had instruction from Det. Sorie on painting. On day 2, with the FPD's Police Activity League (P.A.L.) Summer Youth Camp, they spent the day at the Climbing Place. Police officers and members of the FPD's Explorer Program acted as mentors. On day 3, they spent the day at the Life & Science Museum in Durham. The park is filled with outdoors and interactive activities. The kids had a great time and learned a lot. On day 4, the kids spent the day at Camp Bowers in Bladen County; they did the ropes course, canoeing, archery and a class with wildlife. On day 5, the participants played some kickball with Assistant Chief Katherine Bryant and Capt. Robert Spatorico before heading to lunch with a BBQ cookout prepared by Sgt. Eddie Ketchum. A game of Quick Ball was on-tap for the afternoon before heading inside for a lesson on health and nutrition to complete the week. Thanks to all of our PAL volunteers who made this possible.



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## ADMINISTRATION PORTFOLIO (continued)

### Corporate Communications

- **Webpages: *Baseball Feasibility Page*** - We continued to add information to the Baseball Feasibility Study webpage, to include FAQs, updated artist sketches and a plethora of news articles related to the topic of a potential new baseball stadium. ***Purchasing Page*** - We have partnered with the Finance team to create a new Purchasing Page website, set to launch on July 1 to help potential vendors learn what bids are being sought and allowing them to apply for doing business with the City. Once the site is active, links will be advertised on the Around the City block during the site's initial kickoff and it will be located under Finance, Business & Development and How Do I buckets on the City's landing page. A press release will also go out this week announcing the launch of the Purchasing webpage.
- **Police Department Video:** I encourage you to visit the Police Department's Facebook page to check out the short video we produced with the Police Department, which is pinned to the top of their page. The "training video" has received 106,000 views, 187+ comments and 1,440+ shares on the Police page; and 28,000 views, 40+ comments and 389 shares on the City page. This is one of the most well-liked and watched videos ever created by Corporate Communications with the Police Department. Part two to the video will be revealed later this week on the Police Department's Facebook page. Stay tuned for the update!
- **Cadet Program/Ambassador Program:** Coordinated with the Downtown Alliance, the Police Department and Engineering & Infrastructure (McLaurin Parking) to orchestrate the press conference that will be held at 1:30 p.m. on July 12 in front of the Arts Council to announce the launch of the new Cadet and Ambassador programs that will be instituted downtown. The Cadet Program is under the Police Department (roving paired patrols downtown) to ensure the safety and security of the community. The Ambassador Program is under McLaurin Parking to help enforce downtown parking and to act as ambassadors to help visitors feel welcome and to share downtown community information with them. Mr. Chavonne spoke of the program this week on the WFNC program. The July 12 press conference will be opened by Mr. Chavonne and Chief Medlock, and a representative from McLaurin Parking will make remarks, as well. Cadets and Ambassadors will be on hand to talk with reporters, as will local merchants, to speak to the benefits of the program to the downtown merchants.

### Fire

- Chief Major attended the North Carolina State Firemen's Association Legislative Day in Raleigh on Wednesday, June 15 with other Chiefs throughout the state. The venue provided an opportunity for Fire Chiefs to meet with their local representatives in the State House and Senate to address priority issues during the legislative short session. Some of the priority issues included changing the name of the North Carolina Firemen's Association to the North Carolina State Firefighters Association, addressing LODD beneficiaries to receive Fire & Rescue pension benefits for line-of-duty deaths, suicide prevention studies, adding three types of cancers to the LODD benefits and opposing an amendment to remove select Fire Codes and Fire Inspections from the Building Code.
- Fire/Emergency Management Department staff participated in a Veteran's Job Fair sponsored by the North Carolina State Grange on Friday, June 24 at the Embassy Suites on Lake Valley Drive. The event provided an opportunity to join forces to bring veterans and careers together for the North Carolina military community.
- Suppression units spent a busy Thursday, June 23 responding to two working structure fires. The first occurred at 1517 Stackhouse Drive off Cliffdale Road and the second fire occurred at the Day 'N Night Tobacco Shop at 2900 Ramsey St. near Reid Ross school.

**Nothing Significant to Report: City Attorney's Office and Internal Audit**

## OPERATIONS PORTFOLIO

### Environmental Services

- City Council decided not to proceed with the west Fayetteville garbage collection pilot program and subsequently voted to reject all bids.
- Jackie Tuckey met with Corporate Communications to continue working on a marketing campaign for loose leaf collection information for residents this fall.
- Two automated garbage trucks and one grapple boom truck were delivered to Fayetteville. These will replace surplus vehicles due to age and condition. We are waiting for two replacement rear-loader trucks that should arrive within two weeks.

### Parks & Recreation

- FCPR is in full swing. Spring sports tournaments are concluding and fall sports registrations have begun. Additionally, recreation centers are fully involved with summer camps and sports. A highlight this week was a visit from a group of 31 law enforcement officers from around the state of North Carolina. FCPR partnered with the D.A.R.E. state coordinator to provide this educational program to participants in the summer playground programs. The officers were completing their D.A.R.E. (Drug Abuse Resistance Education) program certifications. After today, each officer will be able to return to their local communities and teach D.A.R.E. programs to children ages K-6. Topics included a variety of information, such as risks and consequences, tobacco, alcohol, drugs, responsibility, communication skills, nonverbal communication, texting while driving, drinking while driving, police relations, strangers, safety tips and what to do in an emergency situation. The campers were very excited to spend the day with the officers and learn from them. Efforts like these help enhance community relations with our youth and was impressive enough to gain the attention of WRAL News.

**Nothing Significant to Report: Transit and Airport**

## COMMUNITY INVESTMENT PORTFOLIO

### Permitting & Inspections

- **Timing:** 100% of all inspections last week occurred in 1-business day or less from time of request, with 18% occurring the same day of the request. 100% of all inspections were completed within 2-business days of request for the week of June 20-24. The number of inspection stops does not include inspections that were requested for future times outside of the 2-business day window or for cancelled inspections. The average wait time to reach a dispatch staff member to schedule an inspection, for all queues, was 39 seconds. The average time to schedule an inspection, once connected to a dispatch staff member, was 2 minutes, 11 secs for the week of June 20-24.
- Construction values for the week of June 20-24 totaled \$1,356,810 with \$665,614 in new residential & residential renovations, \$620,346 in new commercial and commercial renovations and \$70,850 in other permits (swimming pools, fences and other structures, i.e. cell towers, retaining walls, etc.)
- Staff completed 7 commercial plan reviews last week and currently has 47 commercial projects in plan review.

### Community Development

- **Community Investment:** Two Façade Improvement Grant projects completed: \$3,825 in grants paid out that has leveraged \$7,871 in total project costs. Two Small Business Retention Grant projects completed: \$6,932 in grants paid out that has leveraged \$24,089 in total project costs. Business Assistance Loan closing this week for \$125,000 to assist with the construction of a motel at 2230 Gillespie St. (previously the Mt. Rose Motel) – leveraging \$1.5 million in total project costs.
- **Homelessness:** Officer Stacey Sanders, FPD Homeless Officer, assisted a young lady that resides at the Hope Center with obtaining her birth certificate in order to qualify for public housing. Community Development and the VA Medical Center reserved Festival Park for the upcoming Community Homeless Stand Down event that is scheduled for Sept. 29 and 30. Congratulations to Catrina Valadez, the new Data Analyst with Cumberland County Community Development. She has already begun working with the Homeless Management Information System (HMIS).
- **Community Engagement:** The department continues to be actively engaged with the B Street Coalition by attending monthly meetings and providing updates. There are currently three demolitions scheduled for the area. Several informational letters and Housing Program brochures have been mailed to homeowners whose properties could benefit from these resources and services. Contact has also been made with several homeowners from the Bonnie Doone area. They received informational letters and Housing Program brochures about the programs offered by the Community Development Department, which include: Owner Occupant Housing Rehabilitation Loan, Investor Owner Rehabilitation Loan and the Acquisition & Demolition Program. **Neighborhood Resource Centers:** Promoting the involvement of fathers, our Neighborhood Resource centers partnered with Fayetteville Metropolitan housing Authority in their Annual Father's Day Event. The event was held at the Smith Recreation Center, where many non-profits and human service agencies were on-hand to provide program information. Games, activities and lunch was served at this event. The guest speaker was Mr. Ricky Savage of Males to Men, Inc., an organization designed to focus on encouraging young men to seek education, employment and to increase their quality of life.

**Nothing Significant to Report:** Economic & Business Development, Engineering & Infrastructure and Human Relations

## SUPPORT SERVICES PORTFOLIO

### Information Technology

- The Business Intelligence team worked with Corporate Communications to launch the Purchasing Division webpage, set for July 1. The webpage will assist citizens in searching for bid/contractor and any related information pertaining to the City of Fayetteville Purchasing Division.
- The Cityworks 2015 Upgrade is complete; this upgrade addresses many of the issues that we were experiencing with Cityworks and allows the customization in the top 10 list to be implemented.
- Soft launch of FleetMind occurred on June 16; at present, FleetMind engineers are working with IT in an effort to fine-tune the system to our operational standards.

### Budget & Evaluation

- Staff incorporated changes confirmed by City Council at the June 15 work session in materials prepared for adoption of the budget ordinance, fee schedule and other related items for the June 27 Council agenda.

### Finance

- The Finance Department is excited to announce the completion of their office document disposal and transfer. Over the span of the last month, we have successfully cataloged and transferred 288 boxes to Grove Street storage for longer-term retention, as well as cataloged and destroyed 349 boxes of obsolete Finance records. With the absence of those 637 total boxes, our office is now more updated, better organized and ready to welcome our Purchasing Division to share our space. If you haven't already, come drop by to admire our newly-spacious office and to welcome the Purchasing staff into the building!

### Strategic Performance Analytics

- FY 2017- FY 2018 City of Fayetteville Strategic Plan was adopted June 28
- N.C. MAC Chair Ret. Brig. Gen. Martin provided an update to City Council June 28
- SPA is working with departments in preparation for FY16 performance report

**Nothing Significant to Report:** City Clerk's Office, 1-FAY Call Center and Human Resource Development