

City MANAGER'S MESSENGER



City of
Fayetteville
North Carolina

September 21, 2016

CITY COUNCIL SCHEDULE

9/26/2016

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

10/3/2016

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

10/10/2016

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

City Manager's Office

- The Fayetteville Observer interviewed two of the veterans currently working as a part of the City's Veterans Internship Program (VIP). These vets are working in Transit and Parks & Recreation and continue to receive excellent support from City staff to help ensure for a successful experience and ultimately a successful transition into the civilian world. The article appeared in Tuesday's Fayetteville Observer.

- The Training Collaborative (City, Cumberland County, PWC, Ft. Bragg and Spring Lake) received a demo today from Corporate Communications on a new Facebook site that will be used by employees of participating organizations to register for training outside of their

organization. For example, Ft. Bragg just offered several Dale Carnegie courses online at no cost to the City and 17 employees have registered. This Facebook portal will be piloted with a small group of employees representing all cities of the collaborative. Following the pilot, the team will debrief and determine next steps. The results of the pilot will be shared with the management of each entity before reaching out to additional employees.



Corporate Communications

- **FayTV Activities, Screen Vision:** Our yearly contract with Screen Vision begins Oct. 1. Expect to see a 30-second promotional video (15 seconds Police/15 seconds Opiate Hotline) in the middle block of video ads in the Patriot theaters and Market Fair theaters. Our ads will rotate to another City department in December, along with another City video. Videos will be seen by up to 21,000 ticket holders per week. **Council Chamber update:** The new speaker installation is closer to coming to fruition (two forward-facing/two rearward-facing). We are only waiting now on approval of the contract before installation begins. We have also requested bids for the installation of new TVs to be installed in the Council Chamber, to update to larger easier-to-read/see screens as current Plasma screens are starting to fail (they are more than 8 years old) and too small for our residents in the seating area. **Filming requests:** Filming State of the Community address on Wednesday, Sept. 21 at the Crown Coliseum and filming the Oct. 1 Candidates Forum (state representatives), also at the Crown Coliseum, for re-broadcast on FayTV.

- **Community Engagement:**

Citizens' Academy: We have formally announced the sign-up period for Citizens' Academy, which begins Oct. 6 and runs thru Nov. 17. It is being advertised now on Facebook, FayTV, Around the City on our website and via media, whom have picked up our press release. We have promoted at Fort Bragg's monthly Community Information Exchange and have coordinated for Fort Bragg to post on their Facebook page (they have 242,000 fans). Fort Bragg will also post flyers in their PXs, hospital, Soldier Support Center, gyms and Morale/Welfare/Recreation facilities. We will also promote at future Council meetings and do an interview with WFNC to promote via the radio. In the first week of advertising, we have over a dozen applicants. Last year, we graduated 43 students. This year's class has been expanded to and capped at 55 students.

FayOutFront: The next FayOutFront meeting is scheduled for Sept. 29 at Lewis Chapel Missionary Baptist Church on Raeford Road, from 6-7:30 p.m. As with our past FayOutFront events, key members of the senior staff, along with the Interim City Manager and Assistant/Deputy Managers, will be on hand to answer questions of the community. N.C. DOT will also be on hand to help talk about the median project on Raeford Road.

International Folk Festival: The City will be represented this weekend at the festival with its branded City of Fayetteville tents (tentatively in the vicinity of the stage area in Festival Park). Representatives from the Fire Department, Police Department, Stormwater, Transit and Environmental Services will be on-hand to promote their services. The overall coordination and oversight for the City's participation is managed by Corporate Communications. The tents will be manned from Noon to 6 p.m. on Saturday and Sunday. FayTV also produced a 60 second video for the Arts Council to help promote the event, since we are an event sponsor. Stop by and see us!

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ADMINISTRATION PORTFOLIO (continued)

Internal Audit

- **Audits:** The Office of Internal Audit is working with the Permitting & Inspections and Information Technology departments on their management responses and related action plans for the Permitting & Inspections compliance audit, completed in August 2016. Staff began the audit of Employee Development Travel and Training Expenditures for the following departments: City Manager's Office, Community Development, Economic & Business Development, Information Technology, Transit and Police. Staff also examined the fiscal year ending June 30, 2016 balance sheet and multi-year fund trial balances and provided observations to management of the Finance Department to assist with closing for the financial audit.
- Completed individual meetings with the members of the Audit Committee to address the roles and responsibilities of the members, to include the annual audit plan, audits completed and the Fraud Waste and Abuse Hotline.
- The City's "Doing What's Right" campaign was the feature story in the latest edition of Corporate Communications' Fayetteville in Focus episode. The Office of Internal Audit marketed the Fraud Waste and Abuse Hotline to residents to assist in reducing the incidents of fraud, waste and abuse that could affect the City of Fayetteville.

Fire

- Congratulations to Ronnie Willet on his recent promotion to Battalion Chief, effective Monday, Sept. 19. Battalion Chief Willet is currently serving in the Community Risk Reduction division as the Department's Fire & Life Safety Educator. He will be transitioning to the Suppression division as Battalion 3 "C" Shift, covering the western part of Fayetteville. We wish him continued success in his new position as he transitions into his new roles and responsibilities.
- Six members of the Department's Special Operations division participated in the annual Technical Rescue competition that was held in Hickory as part of the North Carolina Association of Rescue and EMS conference. Teams competed in a scenario that required the extrication of a victim from a confined space. Fayetteville's team finished 4th out of 11 teams. Good job to all!
- Suppression units responded to a residential fire at 2521 McNeill Circle in Fairfax Place, off Fort Bragg Road, on Tuesday, Sept. 6, at approximately 1:05 a.m. The first arriving engine reported heavy fire/smoke showing from the roof of the structure. Upon firefighters entering the structure to extinguish the fire, the remains of a female occupant were located in a rear bedroom. A male occupant was treated on the scene by EMS for smoke inhalation, as well as facial burns. Three dogs were also found deceased within the home. The investigation revealed no working smoke alarms within the home. The origin and cause investigation was conducted by the FFD and the FPD. The origin of the fire was determined to be in the rear bedroom of the home, where the body of the female occupant was located by firefighters. The cause of the fire remains undetermined pending additional investigation. On Wednesday, Sept. 14, the department responded to a report of a large vehicle fire at the intersection of Bingham Drive and Bailey Lake Road. Upon the department's arrival, crews found heavy fire showing from a school bus. Crews were able to bring the fire under control quickly and report no injuries. All children were safely evacuated from the bus prior to the first due company's arrival. The fire was determined to have started in the engine compartment.

Nothing Significant to Report: City Attorney's Office and Police

OPERATIONS PORTFOLIO

Airport

- Terminal Part 1 bids were opened 9-1-16 and they lowest bid was \$5 million over our budget. We continue to work with the design team and contractor to value-engineer the bid.
- The Airport Master Plan working group met to review the forecast section of the plan. Next step is to identify recommended facility improvements.
- Sustainable Sandhills re-certified the Fayetteville Regional Airport as a Green Business.

Environmental Services

- Ms. Wilkes from 2021 Southern Ave. would like to give a big "KUDOS" to Stan Sadler and the Yard Waste Route Driver assigned to Route 210-Tuesday. She said, "The Yard Waste Crew does an excellent job and are all greatly appreciated. Thanks for all of your hard work and continued efforts. Keep up the good work!"
- **Replacement Equipment and CIP Projects:** Purchase Orders for replacement equipment for FY2017 have been issued. All scheduled replacement equipment is now on order. Staff attended CIP/TIP kickoff meeting. CIP projects are in draft form and being reviewed for submittal.
- **Staffing:** The department is still having difficulty recruiting qualified applicants for the Equipment Operator II position (garbage truck driver). Of the four most recent candidates, only one was very narrowly qualified for the position. The Director's position for Environmental Services will close on Sept. 23. The assessment center and selection process will begin in early October following the selection of the final candidate pool.

Nothing Significant to Report: Transit and Parks & Recreation

Permitting & Inspections

- **Timing:** 100% of all inspections last week occurred in 1-business day or less from time of request, with 20% occurring the same day of the request. 100 % of all inspections were completed within 2-business days of request for the week of Sept. 12-16. 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 31 seconds. The average time to schedule an inspection, once connected to a dispatch staff member, was 2 minutes, 15 seconds for the week of Sept. 12-16.
- Construction values for the week of Sept. 12-16 totaled \$1,875,851.75 with \$1,435,267.75 in new residential & residential renovations, \$389,784 in new commercial and commercial renovations and \$50,800 in other permits (swimming pools, fences and other structures, i.e. cell towers, retaining walls, etc.)
- Staff completed five commercial plan reviews last week and currently have 47 commercial projects in plan review.

Engineering & Infrastructure

- Congratulations to Terrence Roberson, Supervisor in Street Maintenance, on becoming the first person in the Street Maintenance Division to achieve the highly acclaimed designation of Roads Scholar by the American Public Works Association (APWA).
- **Projects:** The Real Estate Division has acquired eight easements for stormwater projects recently, so that important projects to address flooding in the City can begin construction, and also completed numerous research projects for Code Enforcement, Parks & Recreation and Community Development. Sidewalk construction is ongoing on the north side of Cain Road between Pamalee Drive and Bragg Boulevard. Weather permitting, construction is expected to be complete in October.
- A group of approximately 30 professionals from eastern N.C. attended a construction tour of the Person Street Innovative Stormwater Greenscape Project. The project is 60% complete and is expected to be finished in November.

Economic & Business Development

- The department has been finalizing its preparations for the City's "2nd Annual Economic & Business Development Forum," to be held this year on Thursday, Oct. 20 from 8:30 a.m. until 4 p.m. at the Rudolph Jones Student Center at FSU. This year's event, in partnership with the FSU School of Business and Economics, will feature four, 1-hour workshop sessions on entrepreneurship and economic growth, as well as a presentation by internationally-renowned, economist, Dr. Bruce Seifer on "Sustainable Communities." Registration is required (RSVP by 10/12/16 by contacting 910-433-1264 or TRivera@ci.fay.nc.us).
- The department has also partnered with the Support Center (Now the "Carolina Small Business Development Fund") to assist local small businesses and entrepreneurs with financial literacy and training, as well as access to capital lending for borrowers who typically wouldn't qualify for traditional bank financing. The newly-branded Carolina Small Business Development Fund has committed to setting up a new office in Downtown Fayetteville and will be rolling out their new brand and location announcement on Thursday, Sept. 22 from 5-7 p.m. on the campus of FSU.

Planning & Code Enforcement

- Each year, the North Carolina Chapter of the American Planning Association (APA-NC) bestows the Marvin Collins Outstanding Planning Awards on communities or individuals who demonstrate exceptional merit in planning. The APA-NC awarded the Cumberland County Climate Resiliency Plan a Special Theme Award in the Multidisciplinary category at its annual conference in Asheville last week. This award recognizes a private or public project that, due to multidisciplinary cooperation, resulted in cost savings, more timely implementation or improved quality in design. The Awards Committee members recognized that the Cumberland County Climate Resiliency Plan's format could serve as a planning resource for communities with different types of environmentally sensitive areas (coastal areas, mountainous areas, etc.). The Committee was impressed with the project being led by Sustainable Sandhills, a regional non-profit. Sustainable Sandhills demonstrated the ability to garner strong interagency cooperation from a widely diverse group of partners, including Ft. Bragg's Department of Public Works, a regional river basin advocacy group, the City, Cumberland County and PWC. The Committee also saw value in how the plan could support the implementation of other plans, ordinance changes, etc., noting that it has already been used to inform the recently-adopted FEMA Regional Hazard Mitigation Plan. Staff will provide City Council with an opportunity to learn more about this plan at an upcoming Work Session.
- **Greater Haymount Area Study and Workshop:** The comprehensive study of the greater Haymount area kicked off during the summer months with a series of three stakeholders meetings. A small group of residents met to begin the process by identifying issues and possible solutions. The next step is to widen the input. A Community Workshop has been scheduled for Thursday, Oct. 6 from 5:30-7 p.m. It will be held at the Highland Presbyterian Church Fellowship Hall. The intent is to bring together residents, business owners and other community members to help build consensus and create a vision for the future of Haymount. This vision will serve as a "road map" with direction on key issues that will impact the future of Haymount and the City. The work is being done in-house by City staff. For more information, please go to <https://Fayettevillenc.gov/Haymount>.

Human Relations

The Human Relations Department is gearing up for the City's first-ever Fair Housing Awareness workshop in Spanish in October for our residents, of which more than 20,000 are of Spanish-speaking origin. The session supports compliance with HUD's requirement, specific to the receipt of Fayetteville's CDBG funds, that the City participates in actions that affirmatively further fair housing, as well as Fayetteville's Fair Housing Ordinance. Additionally, the session will foster compliance with Title VI of the 1964 Civil Rights Act, the City's Limited English Proficiency (LEP) and guidance from the N.C. Division of Community Assistance plan to provide access to all programs and services for LEP residents.

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COMMUNITY INVESTMENT PORTFOLIO (continued)

Community Development

- **Consolidated Annual Performance Evaluation Report:** The Community Development Department recently completed its Consolidated Annual Performance Evaluation Report (CAPER). The CAPER is an annual report submitted to the Department of Housing and Urban Development that summarizes the City's performance of its allocation of Community Development Block Grant and Home Investment Partnership Grant funds for the program year. The performance report includes a description of resources made available, the investment of available resources, families and persons assisted, actions taken to affirmatively further fair housing and other actions indicated in the City's Consolidated Strategic Plan and Annual Action Plan. The plan is available for public comment.

SUPPORT SERVICES PORTFOLIO

Budget & Evaluation

- The annual kickoff meeting for the preparation of the CIP & TIP for Fiscal Years 2018-2022 was held on Sept. 8. Staff is now supporting departments as they prepare project submissions in the new CIP/TIP portal in advance of the Oct. 14 submission deadline.
- Staff completed compilation of the Adopted FY2017 Budget Document. The document will be posted to the website and printed during the week of Sept. 19.
- Director is continuing to work with the City Manager's Office to support the City Council Baseball Subcommittee.

Finance

- **Year-End, Reconciling and Audit:** Finance staff is continuing to work on the year-end close-out process for FY16. Accounts Payable staff is balancing (matching Accounts Payable to General Ledger) for year-end. The Financial Reporting Team and the Accounting Staff continue to work on the capitalization of the City's fixed assets. This entails learning the system, recording additions, disposals and transfers for all City departments and reconciling all to the City's financial statements. Work continues on single audit by answering questions and providing information requested by the external auditors.
- **Document and Debt Management:** Finance staff made significant document management progress by identifying and moving nearly 700 more boxes of documents to be shredded that were being stored in the Grove Street facility. Collections staff has setoff 209 debt accounts totaling \$23,158 year-to-date in 2016. This is debt that has been submitted to the N.C. Local Government Debt Clearinghouse. There are 100 counties and 301 municipalities participating in this program and it has positively contributed to debt recovery for the City.
- Payroll staff is adapting to staffing changes and continuing to diligently work toward full implementation of Phase I of FayPay.

SPA

- **TRACStat:** SPA has been working with departments to finalize FY16 performance data and project updates for the preparation of the FY16 Performance Annual Report and launch of TRACStat's public portal, scheduled for Oct. 10. SPA held a lunch and learn, where more than 30 participants reviewed best practices in project management techniques and tips on TRACStat tools and reporting.
- The Neighborhood Indicators & Community Evaluation (N.I.C.E. project) held a team meeting to debrief and prepare for final evaluation report in October Focus areas, which were Bonnie Doone, Massey Hill and Haymount.
- The SPA Director is partnering with the Human Relations Commission and the Fayetteville-Cumberland Youth Council for strategic planning retreats in October. City Council Strategic Plan Retreat prep is ongoing.

IT

- **Business Intelligence:** The Business Intelligence team worked with Corporate Communications and Police departments to launch the new Faypd.com website. The new site has a fresh new look and a user-friendly navigation for citizens. The Business Intelligence team also launched the new CIP/TIP portal for all City departments. The new portal allows submission, management, tracking and reporting of all Capital Improvements and Technology Improvement plans online.
- Fleetmind/Cityworks integration has been turned on for roll-cart work orders. This integration pushes Cityworks work orders to the Fleetmind device in the vehicle and allows the driver to complete/close the work order from the vehicle.
- The PPA team is offering a JDE Introduction course in October. The course is designed for new employees working with JDE.

1-FAY Call Center

- Met with FTCC staff to discuss a potential work study or work-based learning internship in the Call Center.
- Average Customer Satisfaction Score for the last month was 99%.
- Average Quality Monitoring Audit Score for the last month was 91%.

City Clerk's Office

- Pamela Megill, MMC, City Clerk, has been appointed as the North Carolina Association of Municipal Clerks Region 7 Director. Pamela was sworn into office on Sept. 9 at the North Carolina Association of Municipal Clerks board meeting. District 7 is comprised of the following counties: Cumberland, Harnett, Hoke, Lee, Moore, Robeson and Scotland.

Nothing Significant to Report: Human Resource Development