



October 20, 2016

CITY COUNCIL SCHEDULE

11/7/2016

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

11/14/2016

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

11/28/2016

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

City Manager's Office

- The City Manager's Office, along with various City staff, met with the National Development Council to discuss future approaches for the Prince Charles Renovation.
- The City Manager participated in multiple meetings relating to Hurricane Matthew and recovery activities; this is a continuing effort for all City departments.
- City Manager Doug Hewett spoke at the Citizens' Academy meeting on Oct. 13.



Corporate Communications

Record-setting social media activity: Missing Man Table: We sent out a link late last week to Council regarding the Missing Man Table video from N.C. Veterans Park, produced by Maine Johnson (Public Information Specialist/Social Media). That video is currently pinned to the top of our Facebook page if you have not seen it yet (about 2 minutes long). The video has received record-setting attention for our page – with 283,000 views, 4,100+ likes and 9,100+ shares. **Videos watched:** Typically during a regular week, we have 100 or so video views for 10 seconds or more on our page. This past week, with the various videos we posted before, during and after the hurricane, we had more than 18,000 video views for 10 seconds or more. **Page Likes:** Before the hurricane, we had roughly 12,700 page likes; as of today, we have 15,934, for a gain of more than 3,000 likes in a one-week period, which we attribute directly to the postings we made, keeping people updated about the hurricane as a reliable source of information about our City. Our challenge now will be to continue keeping those new “likes” in the post-hurricane mode.

Citizens' Academy: The class kicked off last week (Thursday, Oct. 13) and 49 of the 55 students enrolled were in attendance for the first session, which was kicked off by the Mayor and City Manager, followed by Bruce Daws' history of Fayetteville overview. The majority of those who did not attend contacted us in advance, so we are confident the class will remain well-attended as we move into week two this week, which will be held on Thursday, Oct. 20 at PWC, with instruction provided by Environmental Services, Budget and PWC.

Parks and Recreation Website Redesign: The Parks and Recreation website redesign is completed. We are now in the process of migrating content from the old to new site, as well as pulling in new photos for a large number of the parks across the city and county. The hurricane has delayed our work a bit, but we anticipate launching the new website within the next month, at the latest.

Fire

- The Fayetteville Fire/Emergency Management Department's Technical Rescue Team responded to 256 rescue calls with 703 people rescued during Hurricane Matthew. The Department's Swift Water Rescue Team consisted of members from Fayetteville Police, Cumberland County EMS and Cumberland County Sheriff's Office and worked hand-in-hand with Technical Rescue Teams from New York, New Jersey, Charlotte and Ohio. All teams did an exceptional job performing life safety measures of rescuing victims from vehicles and residences.
- Suppression units also responded to seven fires that started as a result of power restoration and appliances left on, as well as numerous Emergency Medical related calls.
- The 911 Call Center received 2,826 calls on 911 lines and another 1,428 calls on administration lines during the first 24 hours after Matthew and on Sunday, Oct. 9, received 1,005 calls on 911 lines and 565 calls on administration lines.
- A special Thank You to all City of Fayetteville and Cumberland County employees that worked relentlessly providing services for our citizens in need. Job well done!

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ADMINISTRATION PORTFOLIO (continued)

Internal Audit

- The Office of Internal Audit is preparing for the first City of Fayetteville Audit Committee meeting scheduled for Oct. 20, where the Permitting and Inspections compliance audit and related action plans will be presented.
- The audit of Employee Development Travel and Training Expenditures is in progress for the following departments: City Manager's Office, Community Development, Economic & Business Development, Information Technology, Transit and Police.

Police

- The FPD has received an outpouring of support during and after Hurricane Matthew and we can't thank everyone enough for their generosity. Personnel were blessed with food each and every day after the hurricane from area churches, citizens and restaurants in our great city. When it became aware that members of the FPD had personally been affected by the flooding, donations began arriving to support the tragedy and losses as a result of the hurricane.
- October is Crime Prevention Month and this week, Crime Prevention Specialists have been working hard all week to highlight services and programs to our citizens:

Monday

- o Shred Event sponsored by Shred Ahead, Target parking lot

Tuesday

- o "Social Media Aware Training," City Hall—Lafayette Room, 5-7 p.m.

Thursday

- o "CHASING THE DRAGON: The Life of an Opiate Addict," City Hall—Council Chamber, 6-7:30 p.m.

Friday

- o Coffee with a Cop, McDonald's, 4115 Raeford Road, 8:30-10 a.m.
- o "Karaoke with Cops/Kids Event," Sunset Mobile Home Park, 837 Rembrandt Drive, 2-6 p.m.
- The final Operation Ceasefire Movie Night for 2016 will be held on Friday, Oct. 21 at Eastover Recreation Center Ballpark, located at 3731 Ball Park Road. The event opens at 5 p.m. and the movie is set to start at dusk. The organizers are looking forward to entertaining families while sharing the message of firearms safety. The movie is free and open to the public. The goal of Movie Night is to talk with families about gun safety, gun violence, hand out brochures and the event is a preventative strategy to cease firearm violence. Star Wars: The Force Awakens will be shown at dusk. In addition to the movie, a K-9 Demo will be held and we will have a rock wall, bounce house, popcorn, drinks and more on-site.

Nothing Significant to Report: City Attorney's Office

OPERATIONS PORTFOLIO

Environmental Services

- Environmental Services responded to Hurricane Matthew Sunday, Oct. 9 with 5 grapple boom trucks. They assisted Parks and Street divisions employees who cut downed trees as our staff removed them from major thoroughfares, then minor thoroughfares, then residential streets. The Director reported to the EOC with other key staff from across the City. The Director and staff have been working with Crowder-Gulf, the contract debris hauler and Tetra-Tech, the monitoring contractor for the last week for them to mobilize, permit debris sites, stage equipment, organize collection strategies, etc.
- The Environmental Services Director position closed Sept. 30. The assessment center and selection process was set to begin in early to mid-October following the selection of the final candidate pool.
- All garbage and yard waste routes were collected on schedule Thursday, Sept. 29, despite the flooding and road closures that took place that day and during Hurricane Matthew recovery week, Oct. 10-15. Recycling was delayed one week from Oct. 10-15, due to Waste Management's entire facility being flooded with over 5 feet of water.

Parks & Recreation

- FCPR began making preparations early in the week for shelter operations; Smith Recreation Center opened at 6 p.m. Friday Oct. 7, Kiwanis Recreation Center opened between 7-8 p.m. Saturday, Oct. 8 and Westover Recreation Center opened at 2 p.m. Sunday, Oct. 16. This effort consolidated all remaining shelters in Cumberland County. It is important to note, Recreation staff maintain a 24-hour presence at all recreation designated shelters. Area volunteer efforts were coordinated via the Red Cross at Kiwanis Recreation Center through Tuesday, Oct. 18.
- FCPR has made a few Facebook posts to show just a few of the many hats of the department. The most notable post is from N.C. Veterans Park, highlighting the "Missing Man Table," which was produced by Corporate Communications. To date, it has received almost 400,000 views, over 5,000 likes and over 12,000 shares!

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OPERATIONS PORTFOLIO (continued)

- FCPR had teams in action during and throughout extreme weather conditions Saturday assisting in rescue efforts, powering facilities and providing transportation and aide. FCPR recovery efforts began immediately Sunday morning, still continue today and are anticipated for some time to come. Additional efforts of aide are being seen in various parts of the communities and FCPR sites are using reasonable judgement to assist in those efforts by providing the use of picnic shelters, folding tables, parking lot areas, etc. FCPR used Sunday, Oct. 9 for staff to assess, restore and prepare to resume operations. FCPR resumed operations on its established abbreviated schedule Monday, Oct. 10 and resumed full operations on Thursday, Oct. 13. On Oct. 14, FCPR led the pickup, transportation and distribution efforts of the 2nd Harvest Food Bank through Spivey Recreation and Blue Street senior centers. This was a huge success and highlighted the strong partnership with Cumberland County Schools.
- Athletics were cancelled Oct. 8-16. All nonessential travel with FCPR transportation was cancelled the week of Oct. 10 due to hazardous road conditions and resumed this week. Festival Park activities for the week of Oct. 10 were cancelled and resumed this week. Most centers sustained minimal water damage. Some carpets had to be removed. Clark Park, Lake Rim Park and Mazarick Park did not receive any significant damage although downed trees delayed the reopening of Clark Park for two days. N.C. Veterans Park received approximately 3-4 feet of water inside the building. It sustained significant damage and will remain closed until further notice.

Nothing Significant to Report: Airport and Transit

COMMUNITY INVESTMENT PORTFOLIO

Permitting & Inspections

- 100% of all inspections last week occurred in 1-business day or less from time of request, with 28% occurring the same day of the request. 100% of all inspections were completed within 2-business days of request for the week Oct. 10-14. 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 52 seconds. The average time to schedule an inspection, once connected to a dispatch staff member, was 2 minutes, 14 seconds for the week of Oct. 10-14.
- Construction values for the week of Oct. 10-14 totaled \$849,976.23 with \$692,626.23 in new residential & residential renovations, \$157,350 in new commercial and commercial renovations and \$0 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 have 48 commercial projects in plan review.

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

SUPPORT SERVICES PORTFOLIO

SPA

- SPA continues to meet with departments to finalize FY16 performance data and project updates for the preparation of the FY 16 Performance Annual Report and launch of Tracstat's public portal. The Neighborhood Indicators & Community Evaluation (N.I.C.E. project) presented its project brief to SMT Oct. 17. Focus areas where Bonnie Doone, Massey Hill and Haymount. Next exercise is being planned for December.
- The SPA Director is assisting with coordination of Council's citizen engagement session called "Real Solutions." The SPA Director has submitted recommendations to CMO for the City Council strategic planning process and will move forward with preparations as approved. More information coming soon. SPA Director completed the Human Relations Commission and Fayetteville-Cumberland Youth Council strategic planning retreats.
- The biennial employee survey is being planned for November timeframe with action steps to address deficient areas. The City is planning to partner with Greater Fayetteville United and the Human Relations Commission for a Social Capital Survey. The SPA Office is overseeing the project, which may kick off after the holidays if funding is approved.

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Budget & Evaluation

- Staff is supporting departments as they prepare project submissions in the new CIP/TIP portal. Due to storm impacts, the submission deadline has been extended by two weeks to Oct. 28 for affected departments.

Finance

- **Hurricane Matthew:** Finance continues to field and research questions regarding FEMA and Hurricane Matthew. Created a single directory for all FEMA finance-related documents, including Forms, Policy, Guidelines, Answers to Frequently Asked Questions and created separate expense sub-directories for materials, labor, contracts and equipment. Attended departmental meetings to discuss topics related to Hurricane Matthew. Provided finance and accounting-related information on recording labor, expenses and administrative costs. Discussed proper forms to use and the importance of good records and documentation. Encouraged all City departments to review and study FEMA guidelines and policy to ensure compliance. **FY16 Year-End Close and Preparation of Comprehensive Annual Financial Report:** Finance is continuing to work diligently to close FY 2016. Eight funds have been closed in the last two weeks. The Accounting staff continues to prepare entries and information for the external auditors. Staff has completed and reconciled all additions, deletions, transfers and sales of fixed assets for the general government funds. A total of 300 assets were added across all departments. Staff is now working to complete fixed assets for the enterprise funds. The cost allocation plans for FY14 and FY15 have been completed. Completed the Long Term Obligations Note for the 2016 CAFR. Waiting for others to record or post 2 journal entries, after which I will analyze and update with any new information if necessary.
- **Community Development Loans:** The Community Development loans have been reconciled through 9/30/16, and the information has been provided to an outside vendor, who will assume responsibility for managing the loans. **Completed Long Term Debt Payment Schedule:** All outstanding debt including Notes, Leases, Installment Financing and Bonds are listed by date due through May 2030. **Quarterly Grant Reports:** The financial analysts are preparing the required quarterly reports for grants, which are due 10/31/16. **Accounts Payable:** Processed 519 vendor checks for the amount of \$3,174,695.57 for the two week period ending 10/14. **Payroll:** Continues to work toward FayPay Go Live and we are starting to prepare for a successful Payroll Calendar Year End.
- **New Team Members:** Welcomed Nuchelle Atkinson, whom will be handling the collection of property assessments for the City, replacing Samantha Knight who has been promoted to Accountant. Welcomed Samaria Alston, who has joined us in a temporary Payroll Technician capacity.

IT

- Client Services and Network team members worked with other City team members to review the damage to the Alexander Street properties and salvage all undamaged computer equipment and move to City Hall. The Client Services staff prepared additional loaner laptops for City departments to assist in the City's hurricane preparedness response; this included reviewing laptops for connectivity to MiFi devices and adding additional software to support requesting department's needs. Network Services and Client services staff also worked with Fire and Police departments' staff to setup command centers to support their City hurricane response operations. This required staff members to locate and deploy network and computer related equipment to public safety staff at remote locations.
- The project managers are continuing to work on implementing the Cityworks Top Ten List. Case Expiration customer email notification is in testing and will move into production shortly. The team is working on restructuring the case workflows and case data. The Project Managers are also working with Fleetmind and Timmons to correct minor issues with the Fleetmind/Cityworks integration.
- The Business Intelligence GIS team created the Hurricane Tracker map that was posted on the City of Fayetteville website. The map was used to help citizens track Hurricane Mathew: <http://faync.maps.arcgis.com/apps/PublicInformation/index.html?appid=f3701b54eaab465294627216e9cc9ad2>. In addition to the hurricane tracker, the Business Intelligence GIS team created the before and after Hurricane Mathew imagery map posted on the City of Fayetteville website: <http://arcg.is/2e51BAS>.

HRD

- Safety has a new Training calendar that can be found on CoFweb: <http://cofweb/safety.aspx>. All available Safety Training can be found by reviewing the calendar. Upcoming training opportunities include Defensive Driving, CPR/First Aid and OSHA 10-hour class. Emails announcing classes will be discontinued.
- Thank you to the employees and supervisors that helped with the flood damage. There were only a few injuries related to the recovery operations. Great job working safe!

Nothing Significant to Report: 1FAY Call Center