

City Manager's Report

February 14, 2020

Council and Colleagues, Greetings!

These reports will be included in the City Council packet for regularly scheduled Council meetings, excluding Work Session meetings. The reports are intended to be informational, covering miscellaneous events and topics involving the City organization. In this report, we will be again touching on the outcomes of the December 5th retreat (Part II), with focus upon implementing certain strategies and processes that emerged from that discussion.

Meetings, Etc.

Recent meetings and events of note include attendance at the Recovery Court Graduation on February 3rd, a well-attended meeting with CCJC on February 12th, a staff visit with High Country Humane on February 7th (High Country will be presenting to the City Council at an upcoming meeting), and a productive staff meeting with Vintage Partners on February 13th (related to the Wanderland project).

There was a very good 'Community Conversation' at the Lowell Observatory on February 13th, with the topic of homeless and housing being the central topics.

A very busy week started with the excellent news of the Rio De Flag funding (\$52M) and ended with a nice ceremony at the new ADOT facility and the very inspiring Athena Awards. Big props to the CD staff and others who had long involvement with the 3P involving ADOT, the City of Flagstaff, and Vintage Parters, resulting in the ADOT facility. Well done!

Also major props to the City employees who were nominated at the Athena Awards (Jessica Young and Gail Jackson). Needless to say, we were honored to have the City well represented, and we of course were all delighted to see Dr. Colleen Smith win the award this year.





Misc. Staff Updates

Fire Department

On February 12th, I had a Skype meeting with the C Shift. This is the second of such meetings, but they will be followed, eventually, by on-site visits to the numerous Fire Stations and the opportunity to meet the staff in person.

Speaking of the Fire Department, year-to-date calls for service are up 6%. And in the category of 'scary story - good outcome,' the Ponderosa and Flagstaff Fire Departments responded to a special operations ice rescue of a dog and the dog's owners. The owners were able to self-rescue...crews entered the water to save Fido. All parties are safe and dry.



Also of note, FFD Ryan Richards, along with two members of Summit Medical and Fire District, graduated from the FMC Paramedic course where they spent over 700 hours in class, clinicals, and ride time to achieve the rank of national registry Paramedic. Congratulations!



Police Department

The PD has addressed winter parking in the Southside neighborhood this January and issued 60 citations. This follows 46 citations being issued in December and 59 in November. Lots of happy parkers out there...the graveyard squad and Police Aids will continue this enforcement in an effort to mitigate the problem.

Many patrol officers and other agencies attended Crisis Intervention Team training.

Police Department personnel attended threat assessment team meeting with FUSD, Victim Witness Board meeting and drivers' education class at Coconino High School.

Police Officers Luke Millions, Tyler Romney, and Cody Roberts were recognized by the Arizona Daily Sun for their Life Safety efforts.

Human Resources

Human Resources is implementing NEOGOV software to improve the recruitment process and is also in final preparations of employee's ACA 1095 forms for mailing.

HR Manager and HR Administrative Specialist phone interviews are being held this week. Stay tuned.

Public Works

Aquaplex staff, responding Police Officers, and Flagstaff Fire personnel, provided CPR and AED treatment saving the life of a community member who regularly visits the Flagstaff Aquaplex. This is a wonderful story to share and underscores the value of CPR and Paramedic Training for our first responders. Way to go Team Flagstaff!

Parks & Recreation staff are teaming up with Flagstaff Girls Softball Little League to install the first girls' softball batting cages at Continental Park.

Streets concrete crew is working in the downtown area grinding displaced sidewalk panels and removing concrete tree rings that may be a tripping hazard. You may have noticed these improvements...they are subtle but go a long way and prevent accidents. Related, the Streets crew is working with FFD to remove hazardous trees in the right of way identified for removal due to the recent wind events. Streets crews also completed grading work on downtown dirt alleys, Westridge subdivision, and South 4th Street. They are currently prepping inventory for Spring striping and marking work.

Our landfill facility had a surprise ADEQ air quality inspection and passed with 100% compliance with no notice of corrections or violations. Woohoo!



Our Sustainability staff attended the Indigenous Circle of Flagstaff meeting to discuss land acknowledgements, the Climate Plan, and building relationships. And somewhat related, our Fleet Services attended a demonstration of an electric Fire Engine at Phoenix Fire Training Center.

Economic Vitality

Jana L. Weldon has accepted the position of Beautification, Arts and Sciences Project Administrator with the Community Investment Section in the Economic Vitality Division effective February 24th. Carrie Elsass, our Airport Administrative Specialist, is moving on, and will be greatly missed!

Airport staff recently attended the SWAAAE - Southwest Chapter of American Association of Airports (I had to look it up) conference. We also had two of our ARFF team attending ARFF Emergency Vehicle Operator training in Dallas Fort Worth.



Flagstaff was honored to have some military aircraft stay with us two weeks ago...two C-130s and three helicopters occupied the ramp.

The Downtown Business Association (DBA) has provided a pressure washing schedule for the upcoming season. The Community Investment Section contracted with the DBA for pressure-washing services to enhance the aesthetic of the downtown. Pressure washing will be done from April through October in the mornings. The schedule is flexible to allow for weather or specific needs to influence the implementation. This is a great program, and a great partnership that should go along way in beautifying our downtown area.

And on the subject of beautification, staff met with Kinlani Dorms to let them know about our Beautification in Action Grants and programs and provided a tour of potential flower sites for external partners such as the DBA and internal colleagues. Staff also met with library staff at the Eastside Community Project about an additional mural for the 'Tween' section of the library. The space has beautiful murals in the children and teen areas which were completed in the past in a process that included community input and voting.

Business Retention and Expansion staff have been involved in numerous efforts to enhance internship opportunities as part of the development of youth talent pipelines. As examples, staff is working with the Career Exploration Instructor/Coordinator at Flagstaff Unified School District

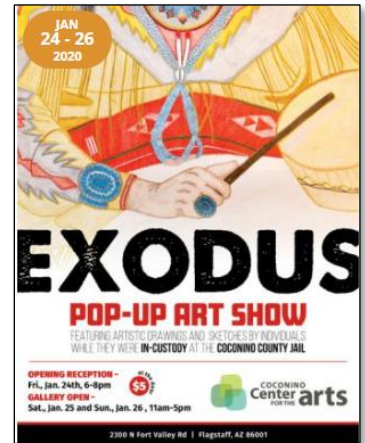
(FUSD) and the Superintendent of the Coconino Association of Vocational Arts and Technology (CAVIAT) for Coconino County to deliver coverage for students under the age of 18 so that they may acquire authentic work experience via internships with our local businesses in all sectors. Success in this endeavor is essential to youth talent pipelines, internships, and work-based learning. On the subject of internships, staff is training two NAU interns on *Flagstaff Happenings*, *365 Giveaway* and social media scheduling for *Discover Flagstaff*.

In late January, the Flagstaff libraries were two of several locations where *Point in Time Count* (PIT) surveys were being administered, with library staff administering surveys. The PIT counts the number of sheltered and unsheltered people experiencing homelessness on a given night in January and provides crucial data on progress towards federal goals of preventing and ending homelessness.

Community Investment staff created an ad for local publications promoting the *AZ Pioneer Pitch* and the *Innovative Waste Challenge*. Very cool.

And finally, but certainly not least, check out the Flagstaff Visitor Guide which can be uploaded as a flippable pdf on our site:

<https://www.flagstaffarizona.org/plan-your-trip/visitor-guide-request/>.



Water Services

On February 7th a number of us had an amazing tour of the Lake Mary Water Treatment Facility. A big thank you to Brad Hill, Mark Richardson, and the team for orchestrating this. It was very informative and gave us all a deep understanding of the WTP, its history, and its current operations.

Our treated water derives from Upper Lake Mary, springs in the Inner Basin of the San Francisco Peaks, and groundwater, which is pumped from the Lake Mary and Woody Mountain well fields, the Inner Basin wells, and local “in-city” wells. We operate and maintain not only production and storage facilities but also a certified lab to ensure consistently high-water quality. We were able to tour the lab and meet the excellent staff that operate within it.

The Lake Mary WTP is located on Lake Mary Road (well that’s a little obvious)...it sits beside the retired plant which now largely functions as a ‘museum’ that still includes much of the older infrastructure. The WTP can treat up to 8 million gallons of water per day (8MGD) from Upper Lake Mary. This conventional water treatment plant uses coagulation, flocculation, sedimentation, filtration, and disinfection processes. At the plant, surface water is treated and mixed with groundwater (also treated) prior to release into the distribution system.

Much of the operations at the plant and throughout the system are precisely monitored, controlled, and visualized through an intelligent computer system using high performance SCADA technology, shown below (along with other images of the tour).



December Retreat Update (Part II)

The Retreat on December 5th provided an update on revenues, a detailed discussion about organizational restructuring, with much of the morning being allocated to a dialogue about information requests, staff work volume, process, and opportunities for improvement. The retreat was well conducted, with the stellar facilitation by Stephanie Smith, and by all measures it was a successful undertaking.

There were many outcomes stemming from the discussion, and enough to warrant that they be broken down into two segments for follow-up with the Council. The first segment, and the subject of the previous report, concerned largely the request for information being sought from staff by the City Council in the form of Future Agenda Item Requests (F.A.I.R.) and City Council Requests (C.C.R.). City Council, at the previous meeting, agreed to return to the written procedures for the F.A.I.R. process and this should greatly streamline the protocol.

The second segment, and the subject of this report, summarizes the suggested improvements to our communications process thereby reducing the backlog of work volume and avoiding duplicity.

Prior to the discussion about opportunities for improvement, the facilitator received confirmation that there was a desire to make a change. Small groups made up of councilmembers and staff were asked to answer a few questions. Prior to answering the questions, the facilitator provided a framework for the identification of changes:

- to not be overly prescriptive with ideas, focus on process, not policy, understanding that there is no one “silver bullet” answer to the problem
- consider how other resources, priorities, and staff can be leveraged and consider what changes can happen immediately.

Questions for the discussion included:

1. What can the Council do to address collectively and as an individual Councilmember?
2. How does this address the backlog today or prevent it?
3. Is this something I can do alone as a Councilmember?
4. What can CMO do to address?
5. How does this address the backlog today or prevent it?

Opportunities for change were presented to the full group. These opportunities were presented along with the anticipated impact they would have and the effort it would take to accomplish. A complete list shared during the discussion was recorded by the City Clerk. A summary of the agreed-upon changes are provided below:

- Show restraint and be reasonable (Council)
- Semi-annual retreats that include updates on workflow (Council and Leadership)
- Quarterly review of working calendar and F.A.I.R.s, CCRs, and other pending requests (Council and Leadership)
- Topics of interest by Councilmembers to be addressed early on with staff, toward the objective of providing the information without the formality of a F.A.I.R. (City Manager, Public Affairs Section)
- Create a culture of saying “this may not be a priority” (Council)



It is noted that much success in these outcomes has already been realized, with pending F.A.I.R items being culled from the backlog, and information being provided through other means when applicable. Future agenda topics identified by staff that may be related, even peripherally, to pending F.A.I.R.s are being aggregated, when possible. And Council has indeed been judicious in its request for new topics or items to be researched. The workload has already become more manageable, which is greatly appreciated.

Moving forward, staff will be reporting to Council on the working calendar, F.A.I.R.s, and CCRs, and other pending requests, to keep us all apprised of the workload. Similarly, website postings and links will be provided to establish a clearinghouse of CCRs, past and present.

Additionally, with the institution of the new Public Affairs Section, measures are already being taken to funnel the many public inquiries through this Section and eliminate the redundancy of responses, which has been an on-going occurrence. We are also working on a streamlined protocol for legislative updates and requested letters to Council in support or opposition to various bills.

We will call this item out for brief discussion at the Council meeting. Thank you for your thoughtfulness.

That's all for now. Upward and onward...