

CITY MANAGER WEEKLY UPDATE REPORT ~ KENT MYERS

February 5, 2010

As indicated in the attached letter, the new Port Angeles Water Treatment Plant is substantially complete. We plan on actually using water from this new facility later next week and within the next several months we will try to schedule an official dedication for this new facility.

During the recent City Council Retreat, there were several questions raised about the impact from the recent decision to reduce the hours for the front counter. I have attached an update report from Yvonne on the front counter hours. Now that we have made it through a transition period, the new hours appear to be working well with a decreasing level of customer complaints.

This week I attended the Olympic Tourism Commission meeting with the State Director of Tourism. This allowed me to see first-hand the State's plans for tourism promotion for the next two years. The new tourism promotion plans include the new slogan "Washington-The State" and features a large number of outdoor activities on the Peninsula as well as a major focus on Twilight. Our State allocates about \$6.8 million a year for these promotional activities which ranks Washington #41 in tourism promotion expenditures. I mentioned to the Director about the importance to focus on in-state citizens who, due to reduced disposable income, cannot travel out of state as they have in the past.

I also met with the group that is attempting to create a co-op retail venture in the former Gottschalk's building. This committee believes that this type of business has a lot of potential and is currently considering a focus on goods similar to what Gottschalk's previously sold. A lot of additional work is still needed to determine the market for this type of business, develop a start-up budget, and create a membership structure. But at least for now the group sees a lot of merit to pursuing this concept.

I also met with the new Director of the YMCA, Kyle Cronk, to begin planning the transition of the pool operations from the City to the YMCA. This includes the installation of the Y's computer and phone system and numerous other details. In terms of current employees, they will be interviewed for pool positions, but they will not be guaranteed continued employment.

Finally, I wanted to provide you with a summary of the City Manager's Coffee that was held on Friday. This Coffee was attended by 13 local citizens and two Council members (Brooke Nelson and Pat Downie). One of the major areas of discussion was the need for the City to continue to focus on new bike lanes and expansion of the Discovery Trail. One of the citizens who attended has just moved to Port Angeles from Los Angeles and he commented on the need for additional bike trails. Another major discussion topic is the need for the City to try to hire more local engineers and contractors for City projects. Based upon the comments that were made by about 7 of the attendees at the Coffee, there is a real perception that too much of our funds are being spent on out-of-town firms. Other issues discussed was the need for better handling of inspections by the Public Works Department; the need for improvements to Civic Field, and the need to address an increasing homeless problem in the downtown area.

- Kent Myers



February 4, 2010

Ed Tafoya
National Park Service
Denver Service Center
12795 W. Alameda Parkway
P.O. Box 25287
Denver, Colorado 80225-0287

Dear Mr. Tafoya:

The City is in receipt of your letter dated February 4, 2010, regarding 'Additional Discussion of Items Requiring Corrective Action – Substantial Completion of Port Angeles Water Treatment Plant,' and your draft letter dated February 4, 2010, regarding 'Letter of Substantial Completion – Port Angeles Water Treatment Plant,' addressed to Watts-Korsmo AJV.

In accordance with Article IV of the Transfer Agreement, and with the understanding of the remaining items to be corrected that are listed in both letters, and that the letter of substantial completion is transmitted to Watts-Korsmo AJV, the City is providing its concurrence with the decision that the PAWTP facility is substantially complete. With this, the City has the expectation that the National Park Service will provide the final construction completion documentation expeditiously so that it may be submitted to the Washington State Department of Health to obtain authorization to operate.

Sincerely,

Glenn A. Cutler, P.E.
Director, Public Works and Utilities

cc: Bonnie Waybright, Department of Health
Jozsef Bezovics, Department of Health
Karen Gustin, Olympic National Park
Karl von Rosenberg, NPS DSC-DC



STATE OF WASHINGTON
DEPARTMENT OF COMMERCE

128 - 10th Avenue SW • PO Box 42525 • Olympia, Washington 98504-2525 • (360) 725-4900

RECEIVED
FEB 03 2010
City of Port Angeles

January 28, 2010

Mr. Kent Myers
City Manager
City of Port Angeles
321 East Fifth Street
Post Office Box 1150
Port Angeles, Washington 98362-0217

Dear Mr. Myers:

Thank you for sharing your thoughts on adjusting the statutory timelines for cities and counties to review and update their comprehensive plans and development regulations. In fact, the Department of Commerce, together with Department of Ecology, has introduced legislation that would accomplish your request. HB 2992 and SB 6611 extend the Growth Management Act (GMA) update timelines for three years beyond the current schedule. This extra time would allow cities and counties to focus on updating their shoreline master programs, and other important local planning work. If this bill is approved, the next GMA update deadline for the City of Port Angeles would be December 1, 2014.

We hope that this legislation provides needed assistance to cities and counties facing difficult fiscal situations. We look forward to continuing to work with you as the city continues to plan for its future.

Sincerely,

Leonard Bauer
Managing Director
Growth Management Services

cc: Senator Jim Hargrove
Representative Lynn Kessler
Representative Kevin Van De Wege

**FINANCE DEPARTMENT**

DATE: JANUARY 25, 2010
TO: KENT MYERS, CITY MANAGER
FROM: YVONNE ZIOMKOWSKI, FINANCE DIRECTOR
SUBJECT: FRONT COUNTER – STATUS REPORT

Effective June 1, 2009, we implemented new, reduced hours for the front counter at City Hall. This step was the result of budget cuts approved by the City Council during the 2009 Budget process. The front counter hours of operation are now Monday through Thursday from 8:30 a.m. to 4 p.m. and Friday from 8:30 a.m. to 12:30 p.m. This change in hours has resulted in a number of cost savings measures as well as efficiencies among staff, although there have been some negative results as well. Following is a summary of the impacts from the reduction in front counter hours:

PROS**1. Cost Savings**

- Reduction in staffing from 1 FTE to 0.75 FTE for one CSR position
- Reduced overtime as staff meetings are now held on Friday afternoons
- Reduced on-call staffing as vacation and sick leave requests are now frequently occurring on Friday afternoons
- Reduced time spent fixing errors from careless work because staff now have uninterrupted Friday afternoons to work on projects

2. Workload Efficiencies

- Cash balancing is more accurate as there are no customer interruptions from 4-5 pm
- Friday afternoon assignments are generally more accurate due to lack of interruptions
- Staff is able to track jail roster and obituaries to assist with timely collections and to ensure utility accounts are updated
- Customer Service staff have periodically assisted employees in other departments/divisions as time allows
- Accounts for discounted utility customers are now reconciled and updated in a timely manner
- Staff have additional time to reconcile utility deposits, although this project will be on-going as the deposit report is 700+ pages

- Staff have been able to review payment plans and deposit arrangements in a timely manner
- Friday afternoons have been used for staff trainings on H.T.E. software and processing collection accounts
- Friday afternoons will be used for future projects such as updating “auto-on” files, budget billing accounts, policy and procedure manual, community action vouchers, and to manage the storage of cash receipts and utility billing records

3. Customer Service

- Cash balancing is more efficient as there is more uninterrupted time in the afternoons
- Payments received in the afternoon that were previously posted the next working day are now processed and posted on the same day
- New balancing procedures allow CSR’s to help customers first thing in the morning as the previous day’s transactions have already been counted
- Previously, staff breaks and lunches consumed 7 hours of every day which resulted in a decreased level of staffing to assist customers. Now, there is additional staff coverage due to the reduced time allotted for lunch breaks

4. Other

- Staff morale has improved due to uninterrupted time to accomplish work, as well as additional “free” time to assist with other projects and to leave early on Fridays for appointments or vacation without staff shortages

Although there has been some negative feedback from the public on the decrease in front counter hours, overall the positive aspects seem to outweigh the negative. Customer service staff continue to educate the customers on alternative payment options (on-line, drop box, mail), in order to alleviate some of the concerns. It is our hope that over time the customers will rely less on face to face transactions and place less of a burden on the planning staff when the front counter is closed. We will continue to work on ensuring that our customers are satisfied while at the same time encouraging efficiency and effectiveness from our front counter staff.

January 27, 2010

School District #121
Dr. Jayne Pryne, Superintendent
216 East 4th Street
Port Angeles, WA 98362

Dear Dr. Pryne,

In 1998 Port Angeles School District #121 and the Port Angeles Police Department entered into an agreement that established the School Resource Officer (SRO) program. Both the school district and the police department recognized the many benefits of such a program and agreed that joint funding of the effort was appropriate. I believe those benefits identified in 1998 continue to this day in the form of improved police – student relationships and enhanced student security. Every indication is that the program has been an unqualified success.

Unique economic challenges resulted in the school district withdrawing its financial support of the SRO program at the conclusion of the 2008-09 year. The cost of the officer and the officer's equipment¹ has been borne entirely by the City since that time. The school district has continued to provide office space, related supplies and ancillary support to the officer.

I write now to ask that the school district restore the financial support that was once provided for the SRO program. All parties agree that the program is a success. Student safety has been enhanced and the remarkable relationship that exists between PAPD and the school district has been affirmed. I believe in the program and I want it to continue.

We share a responsibility for the safety of the students and staff in our local schools. We are both facing some tough decisions regarding budget priorities. Your decision to reinstate the district's financial support of the SRO program would help immeasurably in ensuring the continuance of a program that we both value.

It is my understanding that the school district has a committee that addresses budget concerns and makes recommendations as to funding priorities. I would appreciate an opportunity to speak to that committee and perhaps gain their support for continued partial funding of the SRO program by the school district.

Very Truly Yours,

Terry K. Gallagher
Chief of Police

¹ Base salary plus benefits total almost \$85,000.00. Add vehicle, training, and overtime costs and the City's costs to maintain the program exceed \$100,000.00.



February 1, 2010

Jane Pryne, Superintendent
Port Angeles School District
216 East 4th Street
Port Angeles, WA 98362

Dear Jane:

This serves as a follow up to our conversation last week regarding the Safe Routes to Schools Grants that are currently available from the Washington State Department of Transportation. The City and the Port Angeles School District have a successful history of partnership in utilization of these funds.

We request your consideration for applying for these funds this year to improve sidewalks around one or more of our schools. It is our plan to submit a request for \$100,000 - \$125,000 in State funds to be matched with \$100,000 in local funds (\$50,000 from the City and \$50,000 from the School District). The exact location and scope of the project would be negotiated with the School District.

As you well know, sidewalk improvements are important for the health and safety of our students. We want to encourage as many students as possible to walk to school in order to improve health and fitness and for other benefits. Several of the sidewalks around local schools are in need of major repair or replacement. It is hoped that you will agree to provide the match so that we can proceed with this project in 2011. Please let me know if you have any questions.

Sincerely,



Kent Myers
City Manager