5 Ways to Improve Council-Manager Relationships

OpenGov + Customers
ICMA Conference Presenter

#ICMA2018
5 Ways to Improve Council-Manager Relationships and Engage Your Citizens

September 24, 2018
Agenda

- **Welcome/Intro Panelists**
  5 Minutes

- **The 5 Ways**
  30 Minutes

- **Panel discussion**
  10 Minutes

- **Live Q&A with the audience**
  15 Minutes
Trusted by over 1,900 public sector organizations
Today’s Speakers

ROBIN CAMPBELL
Assistant County Manager
Thurston, WA

JENNIFER STAPLETON
City Administrator
Sandpoint, ID

CHARLIE FRANCIS
Director, Government Finance Solutions
OpenGov
Improving Council-Manager Relationships

1. Improve Public Meetings
2. Connect Spending to Goals
3. Align With Public Expectations
4. Show Local Results
5. Empower Council With Data
5 Ways to Improve Council-Manager Relations

1. Improve public meetings by making them efficient, interactive, and civil
Annual Government Planning Cycle

- Create Plan
- Engage Stakeholders
- Develop Budget
- Report Results
- Adopt Budget
City of Sausalito

City Government

Sausalito's Form of Government

- The City of Sausalito was incorporated in 1906 and enjoys all the rights and privileges applicable to cities.
- The City operates under a Council-Manager form of government.
- There are five councilmembers who serve on the City Council, and one Mayor who, in turn, elects one of the councilmembers to serve as the City Manager to administer the affairs of the City.

Budget-to-Actual, Excluding Construction & Capital Projects

Expenses*

Upgraded On 25 Jul, 2018

Sort By Chart of Accounts
- Salaries
- Benefits
- Operations
- Professional Services
- CIP-Traffic / Transportation
- Transfers Out
- Other Services
- Supplies
- More (9 grouped)
5 Ways to Improve Council-Manager Relations

2. Connect spending to high-level strategic goals
Thurston County:
“How would you spend $500?”

Two-way citizen engagement

1. Pushed out controlled narrative using Stories
2. Solicited citizen feedback using Open Town Hall
3. Survey generated ~ 362 thoughtful responses
4. Surprising results about priorities of citizens
5. As a result, County plans to change some funding priorities in budget
How would you spend $500 in the county’s budget?

Introduction

The Board of County Commissioners want your input on budget priorities. This on-line forum gives you the opportunity to share your priorities by telling us how you would spend $500 in the county budget. The results will be considered by the Board during development of the next biennium budget.

To participate follow these steps:

1. Click “Add My Budget” at the bottom of the page
2. Ask yourself: If you were helping to manage the checkbook, how would you spend $500?
   - Emphasize your priorities by dividing the money just as you would for your own personal budget
3. Expand each category by clicking on it. This will allow you to distribute the money based on the sub categories within the larger budget category.
4. Spending money in a category means the county should continue to provide these services. The higher the amount allocated, the higher the priority
5. Spending no money in a category means the county should place a lower priority on these services.

Thank you for your time and input!

Feedback

88 budgets
3. Demonstrate that your work aligns with public feedback and expectations
U of I Boyer project

<table>
<thead>
<tr>
<th>Principle</th>
<th>Response Percent</th>
<th>Response Count</th>
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</thead>
<tbody>
<tr>
<td>Economic development</td>
<td>7.0%</td>
<td>215</td>
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<tr>
<td>Environmental conservation</td>
<td>30.3%</td>
<td>933</td>
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<td>Housing availability</td>
<td>6.1%</td>
<td>189</td>
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<td>Recreational diversity</td>
<td>41.2%</td>
<td>1,270</td>
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<td>Fiscal balance</td>
<td>9.9%</td>
<td>304</td>
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Reflecting on your responses to the three scenarios, what principles do you believe should guide the City’s decision-making on this property’s master plan? Some principles may deserve greater weight than others, so assign relative importance to each.

The City of Sandpoint wants input and ideas from the broader community on the future potential of the 75-acre University of Idaho-owned property on Boyer Ave. This survey is one way to join the conversation but you may also participate in person at an open studio at 113 Main Street in Downtown Sandpoint (former Truby’s health Mart) on Monday, Feb. 5th from 12pm-6pm followed by a presentation at 6:30pm and again on Tuesday, Feb. 6th from 10am to 4:30pm. Later that evening on Tuesday, the Planning Commission will also host a presentation and workshop at City Hall (1123 Lake Street). To stay updated about this project, please visit City of their intent to sell the property in the Fall of 2017. The University has expressed a desire to release the property to the wider community and has asked the City of Sandpoint to partner in this effort. The City Commission, embarking on a community outreach effort which included a series of public workshops and hearings, also sought public feedback to assist in the decision-making process.

The City of Sandpoint, in response to public feedback, amended its comprehensive plan (http://www.sandpointidaho.gov/current-projects/comprehensive-plan-updates) on December 6, 2017 to reflect a more diverse pattern of land use and purpose. The updated plan was informed by a series of workshops and public engagement events, indicating that the following principles:

- Development should reflect and enhance the historic use of the site with respect to education and agriculture.

Here is what the comprehensive plan amendment calls for. But it doesn’t really tell us what the site should look like, how it can take advantage of the adjacent open space, and how it should relate to the streets and neighborhoods that surround it.
5 Ways to Improve Council-Manager Relations

4. Show results in geographic and stories context to show community impact
Sandpoint: Tracking City Parks and Expenses

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Park</th>
<th>Address</th>
<th>City</th>
<th>Status</th>
<th>Zip</th>
<th>Expenditures ($)</th>
<th>Acres</th>
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<tbody>
<tr>
<td>2018</td>
<td>Sports Complex/Keese Park/Centennial</td>
<td>2102 Pine Street</td>
<td>Sandpoint</td>
<td>state</td>
<td>83864</td>
<td>20,462.00</td>
<td>25.06</td>
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<tr>
<td>2018</td>
<td>3rd Avenue Pier</td>
<td>510 S. 3rd Avenue</td>
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<td>state</td>
<td>83864</td>
<td>661.00</td>
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<td>2018</td>
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<td>58 Bridge Street</td>
<td>Sandpoint</td>
<td>state</td>
<td>83864</td>
<td>370,643.00</td>
<td>22.1</td>
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<tr>
<td>2018</td>
<td>Arabia Park</td>
<td>3rd and Main Street</td>
<td>Sandpoint</td>
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<td>13,899.00</td>
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<td>2018</td>
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<td>81124 Hwy 20</td>
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<tr>
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<td>3810 Iola Street</td>
<td>Sandpoint</td>
<td>state</td>
<td>83864</td>
<td>63,508.00</td>
<td>17</td>
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<tr>
<td>2018</td>
<td>McIvor Trail Head</td>
<td>603 Ontario Street</td>
<td>Sandpoint</td>
<td>state</td>
<td>83864</td>
<td>2,799.00</td>
<td>2.55</td>
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Sandpoint: Wastewater Treatment Update

Wastewater Treatment in Sandpoint
What happens after you flush?

A brief history of the Sandpoint Wastewater Plant

The City of Sandpoint’s current wastewater treatment plant was originally built with components purchased from the Farragut Naval Station in 1955. The primary clarifiers from the original plant are still in use today over 60 years later. The typical planned life of a wastewater facility is 20 years. Sandpoint’s plant is now at the end of its useful life and in May of 2017, the City began working with its consulting engineers to develop a new 20-year facility plan. As required by the State of Idaho, this plan must address hydraulic capacity, treatment capacity, project financing and operation and maintenance considerations to determine the effects of a project on the overall wastewater infrastructure.

Wastewater Regulation

Wastewater treatment reduces the amount of pollutants that are discharged into the environment. The reductions that are achieved in Sandpoint allow a greater flow of effluent to be discharged into the river. Currently new construction provides for that discharge.

Inflow and Infiltration (I&I)

Sandpoint is located on soil that drains poorly. As a result, any large amount of precipitation raised the ground water level quickly. This ground water flows into the Sandpoint wastewater collection system through:

- Cracks and holes in the system mains
- Cracked or broken lateral lines that connect homes and businesses to the mains
- Sump pumps and roof drains that are connected to the sewer system rather than the stormwater system
- Unoccupied cleanouts
- Storm drain cross-connections

When we are experiencing high levels of I&I into our system, we exceed the peak flows of the City of Coeur d’Alene’s plant which is serving a population of over 50,000. Even our typical wet weather flows are the same as the peak flows experienced by the cities of Post Falls and Rathdrum combined.

Without I&I, a 5.0 MGD plant would be sufficient for Sandpoint for decades. The added I&I flow on peak days makes the current required design capacity for a future plant 10.7 MGD. Building a plant that is twice the size of what is needed most days is very costly.

Peak Day (Influent Flow)

How much extra flow is entering the City’s Wastewater Treatment Plant?

<table>
<thead>
<tr>
<th>Maximum Infiltration/Inflow (not sewage)</th>
<th>9,327,000 gpd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Day Dry Weather (sewage)</td>
<td>3,140,000 gpd</td>
</tr>
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</table>

The excess flow entering the treatment plant is the equivalent of an additional 65,684 people. *142 gpd per person
5 Ways to Improve Council-Manager Relations

Provide council with access to reports and dashboards highlighting key issues
Thurston County: Jail Overcrowding

Tracking Data for Results

- Overcrowding in our jails: civil rights concerns, staff safety, overspending
- Low of 401 to high of 459; jail has 400 beds
- Jail costs went from $17m to $21m

- Contract beds cost $80,000 / month
- Formed the Jail Population Crisis Action Team: Commissioners, Sheriff, Judges, Prosecutor, Public Defender
- Developed strategies
- Selected a few measures to monitor
Thurston County Contract Beds

Average 30

Average 18

Thurston County Inmates on the Floor

Average 25

Average 10
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Thank you!

For more information, contact
info@opengov.com