

5 Ways to Improve Council-Manager Relationships

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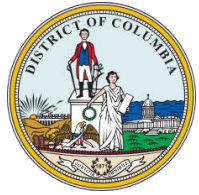
5 Ways to Improve Council-Manager Relationships and Engage Your Citizens

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

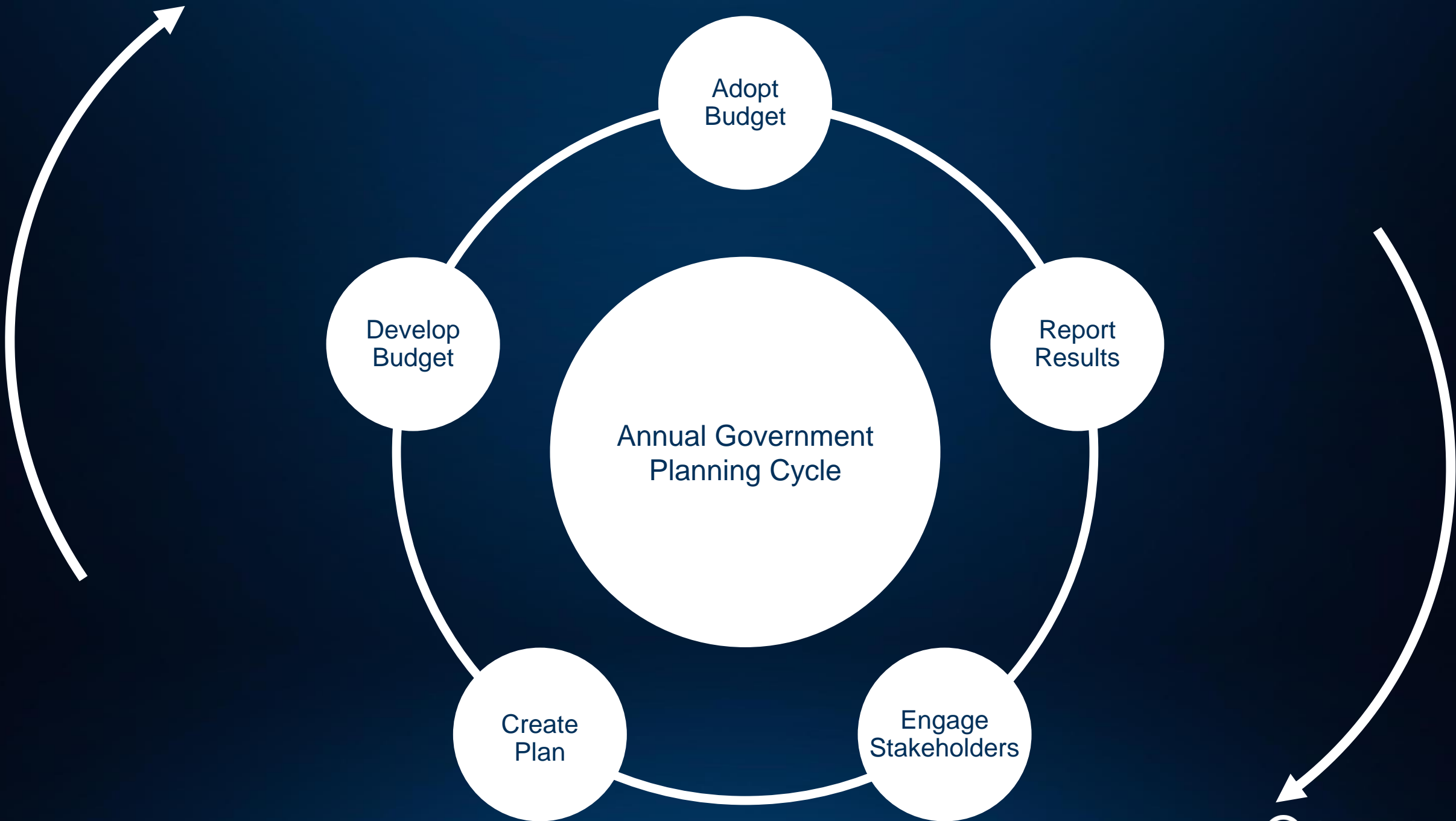
Improving Council-Manager Relationships

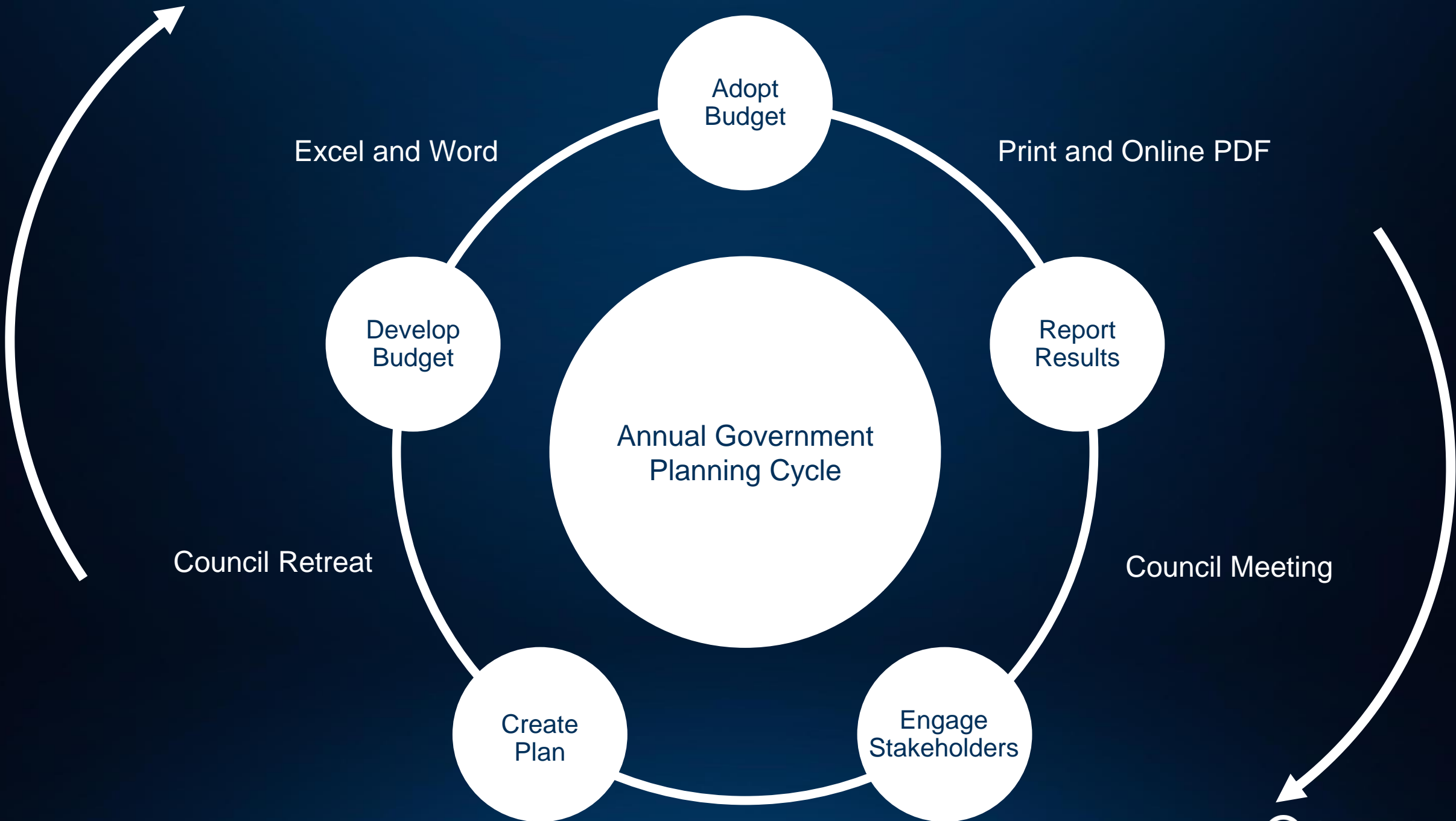


5 Ways to Improve Council-Manager Relations

1

Improve public meetings by making them efficient, interactive, and civil







City of Sausalito



Translate Page

Search...

CITY GOVERNMENT DEPARTMENTS SERVICES OUR CITY HOW DO I...?



- City Council
- Special Committees
- Boards and Commissions
- Webcasts
- Municipal Code
- Local Elections
- Hot Topics
- City Manager
- City Clerk

City Government

Sausalito's Form of Government

- The City of Sausalito was incorporated in 1907 and enjoys all the rights and privileges applicable to a city.
- The City operates under a Council-Manager form of government.
- There are five councilmembers who serve on a staggered four-year term, elects one of the councilmembers to serve as City Manager to administer the affairs of the City.



Budget-to-Actual, Excluding Construction & Capital Projects

Budget-to-Actual

SHOW Expenses

BROKEN DOWN BY Expense Type

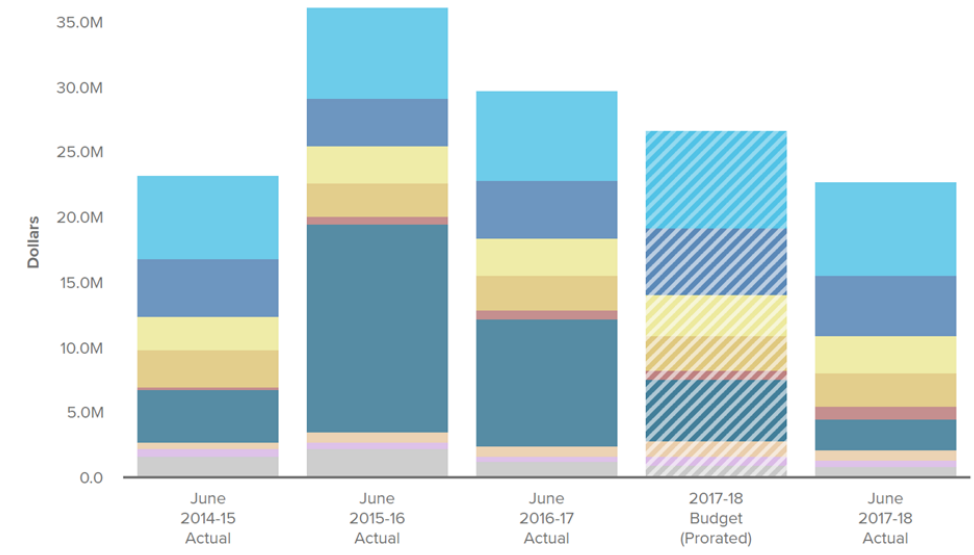
FISCAL YEAR THROUGH June

← Back ↻ Reset

Expenses*

Login Help Share

Updated On 25 Jul, 2018



Sort By Chart of Accounts

- Salaries
- Benefits
- Operations
- Professional Services
- CIP-Traffic / Transportati...
- 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

THURSTON COUNTY, WA

Dollars and Sense

Your input will shape the future of our community



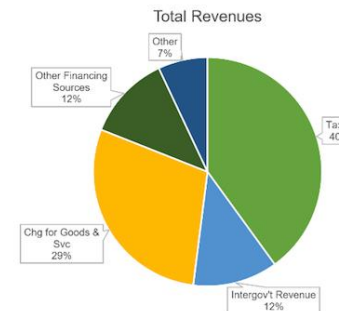
THURSTON COUNTY
WASHINGTON
SINCE 1852

How would you spend \$500 in the county's budget?

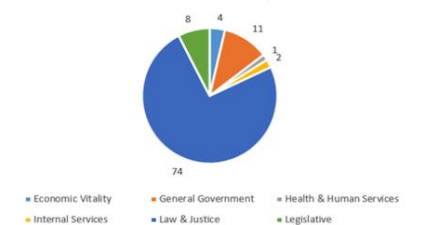
In future years Thurston County will be at a critical point where projected **revenues will not support current services**. You can help inform the Board as they consider difficult trade-offs in core services. Property taxes are the main revenue source, and they are limited to a 1% increase per year. That rate of increase does not keep up with inflation and increases in population. This issue is not limited to Thurston County and will continue to be a problem as our community continues to grow.

How are County services funded?

Taxes make up 40% of revenues for the county. The single largest tax source is the property tax. This one source makes up 26% of total revenue. Although the county sends out the property tax bill and collects payments, only 19 cents of every dollar goes to fund county operations. Eighty-one cents are sent to the state and other jurisdictions. Charges for services is the second largest source of revenue. Examples of County services include garbage and solid waste, water and sewer utilities, and building permits. These two sources of revenue account for nearly 70% of revenues.



Percent of General Fund Expenditures





Welcome Janice

438 How would you spend \$500 in the county's budget?

[Introduction](#)
[Feedback](#)
[Your Budget](#)
[Outcome](#)

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

68 budgets



Welcome Janice

441 How would you spend \$500 in the county's budget?

[Introduction](#)
[Feedback](#)
[Your Budget](#)
[Outcome](#)

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68 Budgets

Mara O'Reilly outside Thurston Cities

July 18, 2018, 11:24 AM



One of the greatest issues I've read about is how much the criminal justice system is impacting the overall budgets for many of the counties in WA state. Some of the counties are being required to allocate as much as 75% of their entire budgets toward criminal justice issues (from Law Enforcement, incarceration, indigent defense, and "reform"). The relief sought last year for financial assistance was not granted in Olympia, and this issue is NOT going to diminish as long as there are criminals and crime occurring without tougher laws and punishments. The only thing that can be done is to apply as much funding in this category as possible to produce the best possible outcome. The indigent criminal is a very costly aspect of criminal justice; as long as we are "footing the bill" and not requiring the law-breakers to work toward their own representation expenses, this will continue to cost taxpayers millions per year. People fail to understand that such extreme costs for housing, ... [read more](#)

Support this budget

Name not shown inside TUMWATER

July 16, 2018, 12:32 PM



Support this budget

Name not shown inside TUMWATER

July 13, 2018, 5:35 PM



It would be great to see a portion of a local park be converted to a dog park with a trail around the park so you could have the option of running/walking with your dog off leash or just let the dogs play. We need a place to socialize dogs so they learn how to interact with other dogs and people. It also brings people together to socialize and would hopefully have a trail which would bring a health/well-being element to it. There is a growing number of childless families who own dogs and would appreciate this type of park.

Support this budget

5 Ways to Improve Council-Manager Relations

3

Demonstrate that your work aligns with public feedback and expectations

U of I Boyer project

Share your feedback on the Boyer Site scenarios!

Introduction Feedback Your Response Outcome

Introduction

We need your help!

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 **members** 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 priorities of the citizens of Sandpoint and has asked the City of Sandpoint to partner in this effort. The City, mission, embarked on a community outreach effort which included a series of public workshops and hearings. begin marketing the property in May, 2018 in a way to incorporate the City priorities. The City has also been initiatives that may allow the City to acquire the property in order to allow the City to have greater control over the ment with the community vision.

ved, the City of Sandpoint [amended its comprehensive plan](http://www.sandpointidaho.gov/your-current-projects/comprehensive-plan-update) [http://www.sandpointidaho.gov/your-current-projects/comprehensive-plan-update] on December 6, 2017 to reflect a more diverse pattern of land use and the plan was informed by a series of workshops and public engagement events, indicating that the **the following principles:**

de some level of recreational opportunity and community facilities.

port economic development activities and job growth, particularly at its north and south ends and along Boyer

leviate the community's tight housing market through targeted development.

sitive habitat and shoreline areas and educate the public on their importance.

- Development should reflect 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.

| | Response Percent | Response Count |
|----------------------------|------------------|----------------|
| Economic development | 7.0% | 215 |
| Environmental conservation | 30.3% | 933 |
| Housing availability | 6.1% | 189 |
| Recreational diversity | 41.2% | 1,270 |
| Fiscal balance | 9.9% | 304 |

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Set Language

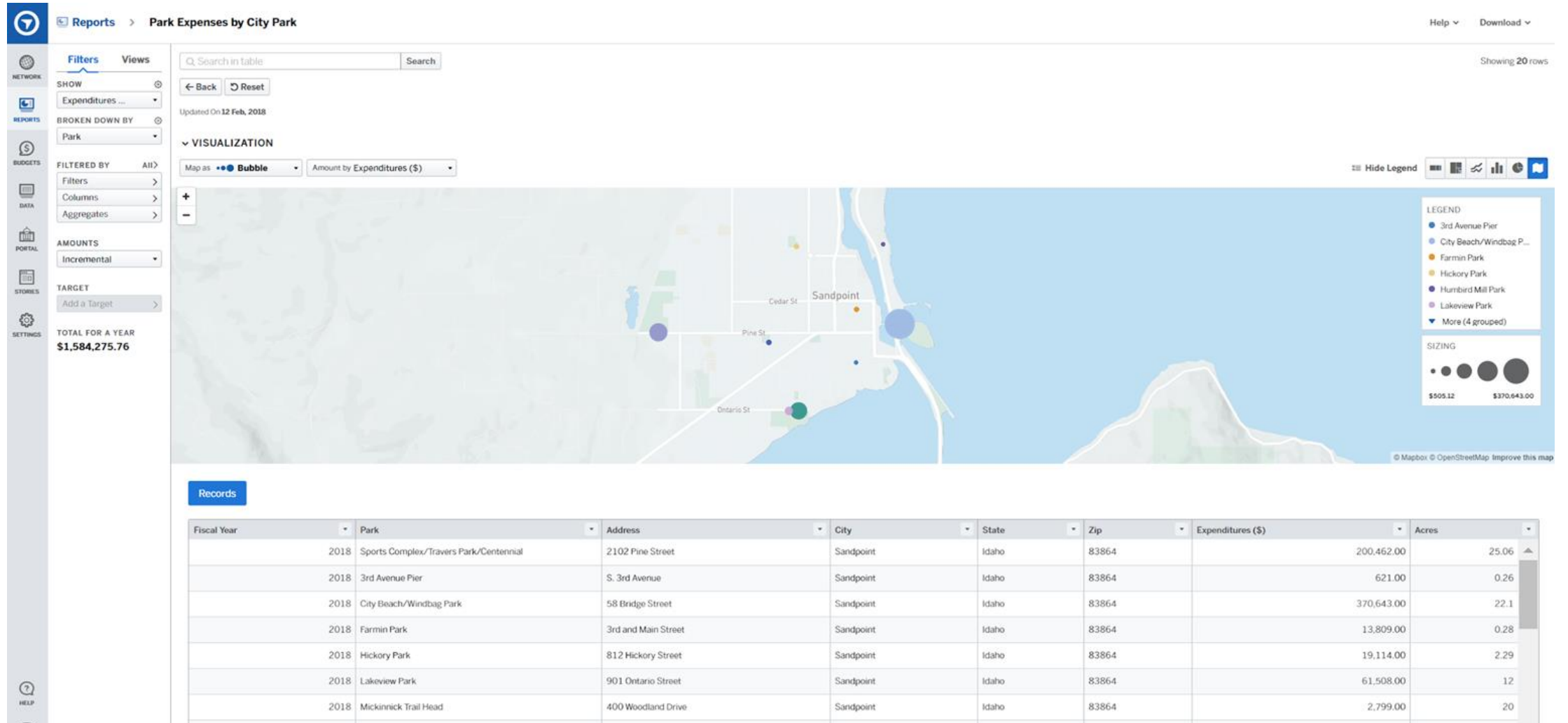
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5 Ways to Improve Council-Manager Relations

4

Show results in geographic and stories context to show community impact

Sandpoint: Tracking City Parks and Expenses



Sandpoint: Wastewater Treatment Update



A brief history of the Sandpoint Wastewater Plant

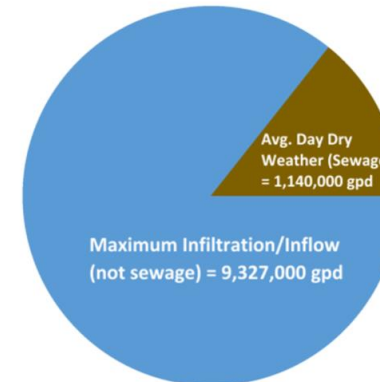
The City of Sandpoint's current wastewater treatment plant was originally built with components purchased from the Farragut Naval Station in 1955. The primary clarifiers from the original plant are still in use today over 60 years later. The typical planned life of a wastewater facility is 20 years. Sandpoint's plant is now at the end of its useful life span 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 wastewater that is produced in Sandpoint takes a journey through our

Peak Day (Influent Flow)

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



The excess flow entering the treatment plant is the equivalent of an additional 65,684 people*.

*142 gpd per person

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
- Uncapped 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.

5 Ways to Improve Council-Manager Relations

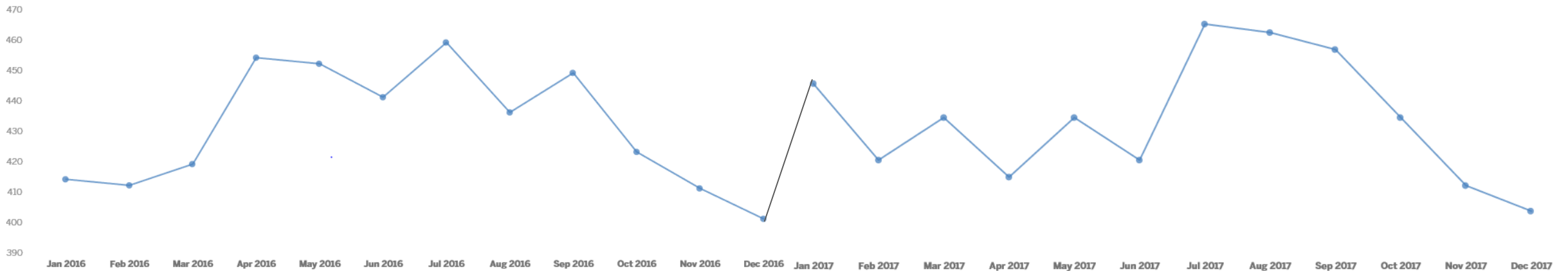
5

Provide council with
access to reports and
dashboards
highlighting key issues

Thurston County: Jail Overcrowding

Tracking Data for Results

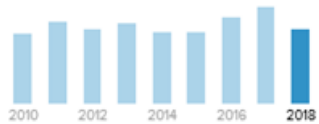
- Overcrowding in our jails: civil rights concerns, staff safety, overspending
- Low of 401 to high of 459; jail has 400 beds
- Jail costs went from \$17m to \$21m
- Contract beds cost \$80,000 / month
- Formed the Jail Population Crisis Action Team: Commissioners, Sheriff, Judges, Prosecutor, Public Defender
- Developed strategies
- Selected a few measures to monitor



Thurston County Jail Population Dashboard

Historic Jail Population

This tile displays the total jail population across Thurston County, Contract, and Triage, by year.



394

Total in 2018

Updated yesterday

Thurston County Historical Jail Population

This tile displays Thurston County's jail population by year.



374

Total in 2018

TARGET Below 390 On Target

Updated yesterday

Thurston County 2016 Jail Population

This tile displays Thurston County's 2016 jail population by month.



401

Total through Dec 2016

Updated today

Thurston County 2017 Jail Population

This tile displays Thurston County's 2017 jail population by month.



425

Total through Dec 2017

Updated today

Thurston County 2018 Jail Population

This tile displays Thurston County's jail population by month.



374

Total through Aug 2018

Updated yesterday

On the Floor by Week

This tile displays total jail population on the floor. First two digits is the calendar year, the second two digits is the week of the year.



13

Total in undefined

Updated today

Contract Beds by Week

This tile displays contract beds by week. Calendar year is first two digits, the week of the year is the second two digits.



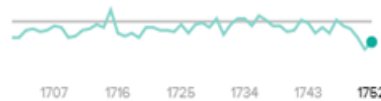
18

Total in undefined

Updated today

Thurston County 2017 Jail Population

This tile displays Thurston County's 2017 Jail population by week.



422

Total in 1752

TARGET Below 450 On Target

Updated yesterday

2017 Jail Population on the Floor

This tile displays total jail population on the floor in 2017 by month.



-1

Total through Dec 2017

Updated yesterday

Jail Expenditures

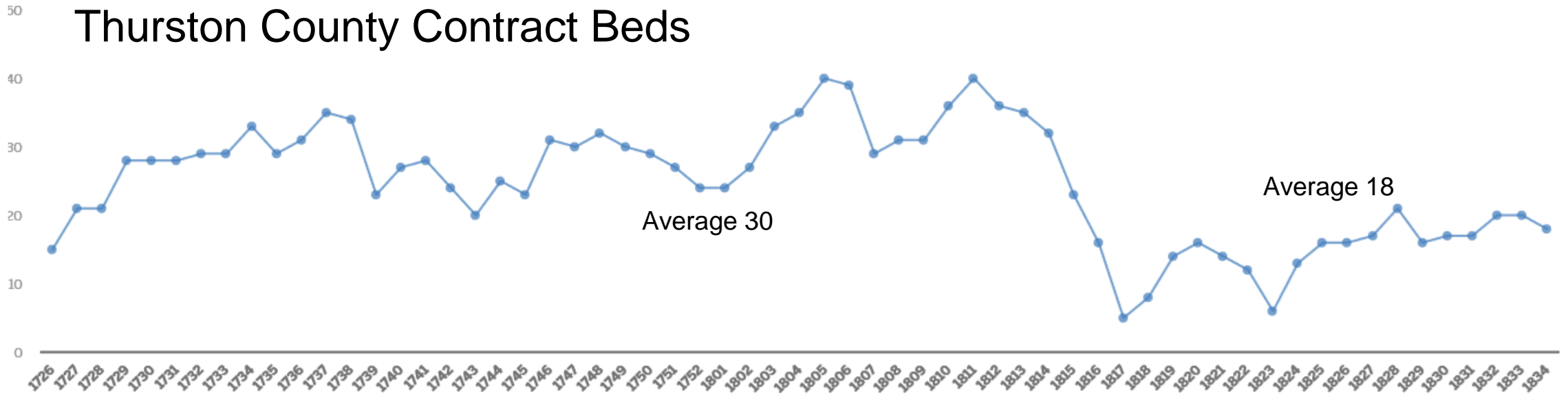


\$20,823,526.74

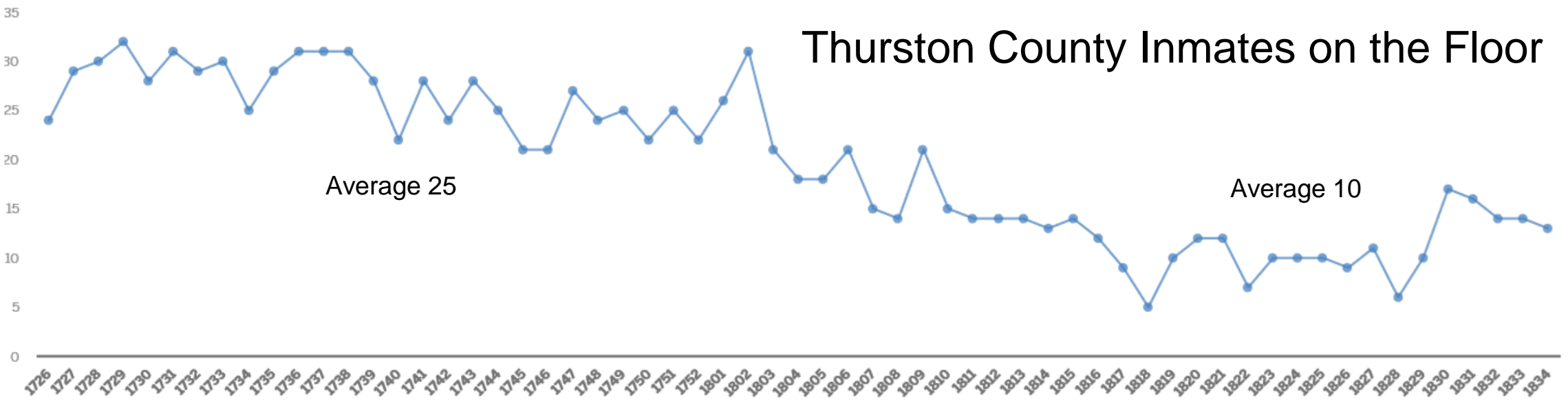
In Expenses in 2017

Updated today

Thurston County Contract Beds



Thurston County Inmates on the Floor



Improving Council-Manager Relationships



Q&A



ROBIN CAMPBELL
Assistant County Manager
Thurston, WA



JENNIFER STAPLETON
City Administrator
Sandpoint, ID



CHARLIE FRANCIS
Director, Government
Finance Solutions
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Thank you!

For more information, contact
info@opengov.com

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