

To: City Council
 From: City Manager, Nathan Cherpeski
 Subject: Friday Update
 Date: February 9, 2018



Calendar

Here is the calendar as provided to me by the Departments.

Date	Time	Event	Location
February 19, 2018		Observance of Presidents Day	Non-Emergency City Offices
February 20, 2018	6:00 P.M.	Work Session - Brett Way Project (Confirmed) /Re-codification Project (tentative)	City Hall Annex-Conference Room
February 20, 2018	7:00 P.M.	City Council -Tuesday due to the Monday holiday	City Hall Annex-Council Chambers
February 22, 2018	3:00 P.M.	Board Docs Agenda Software Training	City Hall Annex-Conference Room
March 5, 2018	6:00 P.M.	Work Session - Sky Lakes Park Update. Tobacco Free Parks Item referred by Parks Advisory Board	City Hall Annex-Conference Room
March 5, 2018	7:00 P.M.	City Council	City Hall Annex-Council Chambers

City Manager/Administration

Regional Fiber Consortium – The City of Klamath Falls belongs to a group of local governments who have access to fiber optic lines running throughout the state. While it appears that we have been active in the past, no one from the City had been participating when I was hired. As we discussed broadband access, I thought it would be appropriate to reengage with this group. I began participating several years back and was placed on the executive board last year.

They held their annual meeting yesterday. While there are some challenges, there are also a lot of opportunities. I need to do some research on what we are allowed to do, but this group has benefited our area. Both Chemult and Chiloquin are supplied broadband access through the consortium’s fiber.

Support Services Department

Finance - The Finance Division recently completed the City of Klamath Falls Comprehensive Annual Financial Report (CAFR), Klamath Falls Urban Renewal Agency Financial Statements, and the City's Single Audit on January 31, 2018. Due to a new Governmental Accounting Standards Board (GASB) pronouncement requiring additional external information, an extension was requested on these reports that are usually filed by December 31st. Brooke would like to extend an enormous thank you to staff for their efforts, all while being very short-staffed.

Technology Services/Utility Billing Divisions - On Friday January 26th, the Utility Billing Division went live with their new call center management solution. New features include an automated call attendant for both of the published Utility Billing numbers, as well as automatic call distribution. The new system also monitors call agent presence so it can determine which agents are available in order to route calls efficiently and minimize the amount of hold time. From a supervisor perspective, the new system adds an entire suite of features that enable agent monitoring and assistance, as well as individual metrics and overall call center performance. Management will be able to pull reports to detail busiest days and times in order to ensure staff is allocated most efficiently. These new metrics will enable staff to fine tune call center operations and provide a higher level of service to our 16,000 plus customers.

Public Works

Development Service Parks Division - The Ella Redkey Pool Masters Program has recently joined forces with clubs from Ashland, Medford, Coos Bay, Talent, Shady Cove, Phoenix, and other parts of Southern Oregon to form the Southern Oregon Masters Aquatics (SOMA) team. The clubs decided to merge to enhance a more diverse and reputable program when competing at meets or open water events. SOMA, the Ella Redkey Pool, and many Klamath Falls swimmers were highlighted in the most recent Oregon Masters Swimming Online Magazine. The article highlights the uniqueness of the pool and how to get involved with the program. The article can be found at <http://swimoregon.org/team-life-southern-oregon-masters-aquatics-soma/>.

Master Plan - The Parks Department is beginning the second phase of updating the Parks Master Plan. Phase two identifies the community's vision for parks for the next 15 years. The Parks Master Plan will address multiple aspects of City parks facility and planning strategies, operation and maintenance standards, facility and park improvement priorities, and revenue source opportunities. To help understand the community's vision for City parks, an online questionnaire will be available on the City website for community in the next two weeks.