

To: City Council
 From: City Manager, Nathan Cherpeski
 Subject: Friday Update
 Date: June 9, 2017



Calendar

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

Date	Time	Event	Location
June 12, 2017	5:30 P.M.	Downtown Design Workshop - Update from Consultant to City Council and Planning Commission	City Hall Annex-Council Chambers
June 12, 2017	7:00 P.M.	Downtown Design Workshop – Public Meeting	City Hall Annex-Council Chambers
June 13, 2017	1:00 P.M.	Joint City/County Work Session	Jeff Ball Conference Room - Police Department
June 19, 2017	6:00 P.M.	Work Session - Bond Clarification/General Obligation Bonds PD	City Hall Annex-Conference Room
June 19, 2017	7:00 P.M.	City Council	City Hall Annex-Council Chambers
July 3, 2017		City Council - Canceled	

City Manager

You may recall, I have discussed the Customer Service Initiative we are undertaking. With the assistance of the Department Directors, we selected six employees from across the City to undertake a top to bottom look at how to improve the customer experience. Gina Johnson from Public Works has been tasked to guide the team. The other team members include:

- Amy Hiatt – Finance
- Kody Fritz – Water
- Anthony Mahoney – Wastewater
- Kurt Wall – Code Enforcement
- Robbie West – Utility Billing

They have been hard at work developing a plan, which is attached. We recently approved the plan and they will be launching into the data collection phase. The team is not intended to tell employees what to do, but it is intended to help our employees develop new tools for customer service. I am looking forward to their efforts and the opportunity to learn from what they develop and apply it with our citizens and fellow employees. We will keep you abreast of our progress.

Geothermal Recharge– We have been gathering information on the geothermal discharges from the Ella Redkey Pool and the surrounding area. I will be meeting with staff to discuss how we deal with those wells that once discharged into the City recharge system. The volumes of water were much less than originally anticipated once we could measure those flows. Now that we have a better feel for the extent of the problem, we can actively research corrections.

Downtown Design Workshop- The City received a small Oregon Department of Transportation (ODOT) grant to study and consider downtown design improvements that support a more vibrant, walkable commercial core and that further ongoing revitalization efforts.

The grant project objectives are:

- Help interested residents learn about best and current downtown design practices and how they apply locally to Klamath Falls
- Explore street design options for Main Street and Klamath Avenue, including where they become two-way instead of one, as well as options that improve street functionality while retaining existing traffic flows
- Help City leaders develop clear policies and implementation strategies for downtown streetscape and traffic patterns that create a more livable and vibrant downtown while considering all impacts (advantages and disadvantages)

The chosen consultant team, Sera Design, will be in Klamath Falls the evening of June 12th to share study findings and preliminary design options for your feedback and review. A joint City Council/Planning Commission work session/briefing is scheduled for Monday, June 12th from 5:30 - 6:30 pm in the City Hall Annex Council Chambers. Immediately following the City Council/Planning Commission briefing, a public workshop will be held for citizens to also learn and comment on downtown design best practices and local options.

Since we are just in the exploration stage of how to assist downtown to be more vibrant and successful, we are a long way from doing any actual project. However, we hope this gives us an opportunity to learn what other communities are doing and what options the consultant sees as beneficial to our community.

Police

Officer Anthony Trippett has successfully completed his time at the academy. He will be joining us in Klamath Falls soon. If you see Officer Trippett, make sure you congratulate him and welcome him to the City Team.

Public Works

2017 Microsurfacing Project - This public improvement project will be kicking off on Monday, June 12, 2017 with Contractor Intermountain Slurry Seal. The road microsurfacing work will be done in zones, beginning with Zones 3 and 4 on Wednesday, June 14th and continuing through Friday, June 16th (weather permitting). Zones 3 and 4 are Ferndale/Americana and Gatewood. The following week, June 19th, microsurfacing will continue in Zones 1 and 2 which include roadways near Shasta Way and 6th Street such as Eberlein, Shasta Way, Pershing, Austin and Avalon, and the Applewood area north of Eberlein and east of Washburn Way.