

To: City Council  
From City Manager, Nathan Cherpeski  
Subject: Friday Update  
Date: June 22, 2016



## **Calendar**

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

<b>Date</b>	<b>Time</b>	<b>Event</b>	<b>Location</b>
June 27, 2016	7:00 P.M.	Planning Commission CDO Work Session	City Hall Annex - Conference Room
June 30, 2016	6:00 A.M.	Special Olympics Torch Run Start - Law Enforcement Run	Veterans Park
June 30, 2016	4:00 P.M.	Sugarman Corner Park Ribbon Cutting	6th and Main
July 4, 2016		City Non-Emergency offices closed for Holiday	
July 5, 2016		City Council Meeting - Cancelled	
July 7, 2016	5:30 P.M.	Park Board Meeting	City Hall Annex - Conference Room

## **City Manager**

*Air Service*- I have had several meetings recently on reestablishing air service. We are making progress and hope to have an official start date soon. Airport staff have done a great job responding to the requirements of TSA and the airline.

*Air Guard* – We continue to look at ways to partner with Kingsley Field on projects beneficial to the community, city and military. We have several discussions under way that could be jointly beneficial. I will bring information on those ideas to Council if they look like we will move beyond mere brainstorming.

## **Police**

### **LAW ENFORCEMENT TORCH RUN CELEBRATES 30 YEARS OF SUPPORTING SPECIAL OLYMPICS OREGON**

More than 1,000 law enforcement officers to run the Flame of Hope across the state

Law Enforcement Torch Run (LETR) is celebrating 30 years of supporting the participants of Special Olympics Oregon (SOOR). LETR seeks to spread the word about Special Olympics world-wide, championing acceptance and inclusion for people with intellectual disabilities. As Guardians of the Flame, law enforcement officers and Special

Olympics Oregon participants will carry the Flame of Hope” across Oregon ahead of the 2016 Summer State Games. LETR is the largest grassroots fundraising activity for Special Olympics Oregon, raising over \$5.4 million dollars over its 30 year history!

There will be six separate legs of the Torch Run that will take place with more than 1,000 law enforcement officers and Special Olympics Oregon athletes running throughout the state. The separate legs will culminate in the lighting of the Special Olympics Oregon cauldron at the Summer State Games on July 9th in Newberg.

On Thursday, June 30th, officers from several Klamath County law enforcement agencies and Special Olympics Oregon athletes from Klamath County will run the torch 60 miles over the Cascade Mountain Range from Klamath Falls to Ashland. The leg will begin at 6:00am in Veterans Park. All citizens are encouraged to attend the kick-off event and cheer our local athletes and law enforcement as they depart Klamath Falls and run the torch south on Riverside Drive from Veteran’s Park.

#### About Special Olympics Oregon

Special Olympics Oregon serves more than 13,000 participants with intellectual disabilities, the largest disability population in the state, year-round through the organization's signature sports programs. Athletes gain self-confidence, social competency and other life skills. They develop physical fitness, demonstrate courage, experience joy, and participate in a sharing of gifts, skills, and friendship with their families, other Special Olympics athletes, and the community. For more info please visit [www.soor.org](http://www.soor.org) and engage with us on Social Media: Twitter & Facebook @SOORstate | Instagram @specialolympicsoregon.

#### About Law Enforcement Torch Run

Law Enforcement Torch Run began in Wichita, Kansas, in 1981 when Police Chief Richard LaMunyon saw a need to raise awareness of and funds for Special Olympics. He conceived the idea of the Torch Run as a way to involve local law enforcement with Special Olympics and local communities by running the torch in intra-state relays that converge at Summer Games. Now a global event, all 50 states and more than 30 foreign countries participate in Law Enforcement Torch Run. In Oregon, more than 1,500 law enforcement personnel from federal, military, state, county, and local agencies participate in the year-round Torch Run campaign. In 2015 Oregon LETR raised over \$600,000 for Special Olympics Oregon!! *Community Service* - An IGA with Klamath County Parole and Probation has been signed by the police department which will provide program administrative oversight and participant insurance for the Klamath Falls Community Service Program.

## **Support Services**

Utility Billing completed the two month trial period in which we placed door tags prior to shutting off customers for late payment. The data showed this process required approximately 50% more time from the Utility Billing staff. The customer response was mixed, with most of the individuals either responding negatively or not at all to the tag. Only a few customers were appreciative of the additional notice that payment was due. There were also several hazards to the employee placing the tags such as unfriendly animals, unsafe porches, and disgruntled occupants when someone enters their property. Given the increased time required and the less than positive response from customers, we are not going to pursue this practice.

Going forward, we will look at changes to our Code and consider how to separate the late fee and a reconnect fee versus the current service fee which was implemented to cover all expenses related to late collection. Since the fee is one combined amount currently, it can cause confusion to customers and results in complaints to the billing office. Overall, we have a very good collection percentage, approximately 99% of all bills are paid within 30 days of billing. We want to be efficient in working with those who do not pay timely allowing us to focus our efforts towards customer satisfaction across our entire customer base.

Recruiting is ramping up in Human Resources with a total of 11 positions to fill. We recently filled a Collections Operator-In-Training who will begin on July 5. We also have now, or will have in the next few weeks, openings for a Wastewater Division Manager, City Recorder, Executive Admin, Collections Operator II, Water Distribution Operators (2), Police Officer, Police Clerical position, Technology Services Manager, and Fleet Mechanic.

The annual Pay for Performance review cycle is in process for non-represented positions. The process requires employees and managers to measure and evaluate results for the employees goals established at the beginning of each year and have a focused discuss on performance. Then recommendations are made by managers for any salary adjustments within a prescribed band. The performance evaluation and salary adjustments are approved by the City Manager prior to final implementation which is completed by mid-July. It also includes a formal performance evaluation of the City Manager and City Attorney by the City Council.

Mindy Radford, our long time IT Manager, is retiring after thirty four years of service. We will miss Mindy and thank her for the many years of service and particularly for staying through another conversion as we moved to the Tyler software platform. Conversions are always challenging and Mindy's knowledge of the City and the old HTE system were key to our success in implementing Tyler. We wish her the best in her new adventures.