# Office of the City Manager

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## Memorandum

TO: Mayor Zak and Homer City Council
FROM: Katie Koester, City Manager
DATE: April 10, 2017
SUBJECT: April 10 City Manager's Report

## **Role of Council in Emergency Management Scheduled**

May 15<sup>th</sup> starting at 4:30pm in Council chambers, State Division of Military and Veteran's Affairs Director O'Hare and Deputy Director Sutton will deliver a training on the Mayor and Council's role in the event of a major emergency. They are planning on about 3 hours with Q & A following the presentation. This will be scheduled as a worksession and is open to the public.

## **Cast a Vote for Homer Parks**

As a member of Alaska Recreation and Parks Association (ARPA) the City of Homer is a contestant in a national program called "Meet me at the Park," where anyone who wants to can vote everyday in the month of April for any town in any state. It's not a "whoever gets the most votes wins" contest, but every vote goes into the lottery drawing, increasing our chances. The largest 15 cities in the nation are excluded and fall under a different program. It takes about 10 seconds a day to vote, and the prize is a \$20,000 grant towards park improvements in our community. The link to the main page to vote from is here:

https://www.nrpa.org/our-work/partnerships/initiatives/meet-me-at-the-park/

## **Customer feedback survey**

At the beginning of the year Mayor Zak instituted customer feedback cards as a way for constituents to share with City staff ways to improve, concerns, or even compliments. The cards are at every front desk where the public has contact with city staff and the Communication Coordinator follows up with every constituent who leaves their contact information. Comments are compiled into a quarterly report (attached) as a summary for Council. One quick and tangible improvement from this quarter was more prominent placement of the link to pay water/sewer bills on the City website. Thanks to everyone who takes the time to leave thoughtful feedback.

## Kachemak Heritage Land Trust (KHLT)Trail Plans

KHLT is working on a long-term plan for their Poopdeck property (in Town Center), including trails. They would like to explore the option of having a trail from their land over to the City land, connecting north to Pioneer Ave. The City purchased this lot with the intent of eventually putting a road in from Pioneer to Town Center and a trail would be consistent with that vision (it would run parallel to the road). The City land is more dry (better for trails) and has a legal connection to Pioneer Ave. If Council is agreeable, KHLT will include the possibility of extending the trail on the City lot

as part of their survey of alternatives. I would ask that KHLT come back to the City with a report on their findings and preferred alternative. Before moving forward on City land, an agreement would be formalized through Council. Construction of the trail would require additional steps, but might not be for some time as KHLT is still in the planning stages. See attached maps.

#### **Employee Anniversaries**

Please take a moment to thank the following employees for the dedication, commitment and service they have provided the City and taxpayers of Homer over the years.

Joe Young,	Public Works	10	Years
Rick Pitta,	Police	8	Years
Rachel Tussey,	Port	7	Years
Travis Brown,	Port	5	Years
Erica Hollis,	Police	5	Years
Jean Hughes,	Public Works	3	Years
Jaclyn Arndt,	Fire	1	Year
Camelle Bickish,	Library	1	Year

Enc:

Customer Feedback Quarterly Report Homer Foundation Quarterly Report p. C-5, 'University lot' from Land Allocation Plan KHLT Conceptual Site Plan for Poopdeck 1st Q 2017

DATE	ТҮРЕ	CUST COMMENT	Response
Jan-31	compliment (Hallmark card written to Publ ic Works)	grateful for the care COH takes of our roads throughout the community in winters like this.	
Feb-7	concern	put iron post & chain handrails on sidewalks to prevent falls on ice	Front desk ascertained this person just moved to Homer from Kentucky and suggested using ice cleats on his shoes to mitigate the risks of walking on ice.
Feb-7	suggestion by City employee	eliminate ofice interruptions by encouraging staff members to use other employee direct phone numbers as the first phase of contact.	
Feb-8	suggestion	make utility bill pay feature more easily accessible on city website	Finance worked with communications coordinator to create Utility Bill ePay link on homepage; finance followed up with customer about the improvement.
Feb-8	compliment	pedestrian who regularly walks the Spit Trail expressed apprciation for level of trail maintenance to Dan Gardener who was out on the trail inspecting ice/sanding conditions	
Mar-7	suggestion and compliment	suggestion: less art and more city services; compliment: front desk staff helpful friendly and pleasant	Communications Coordinator followed up; thanked client for providing feedback and discussed why she often sees art in public places (State 1% for Art Program for Capital projects).
Mar-13	Suggestion	Bring back the bell (bell at City Clerk's public counter)	City Clerk pointed out that the bell was on the counter; customer just didn't see it.
Mar-20	compliment	Thanks to Public Works for all work road crew has done this winter & 3 cheers for keeping Eagle View Subd. safe.	Communications Coordinator forwarded compliment to Public Works Department.
Mar-29	concern	Asked for rationale behind City's \$5.00 Water/Sewer per unit charge for multi-units. Does not feel the additional fee is warranted.	Communications Coordinator forwarded compliment to Public Works Department.

## HOMER FOUNDATION

Quarterly Report to Fund Holders October - December 2016

Fund Holder	City of Homer
Fund	City of Homer Fund

Fund Type:	Field of Interest
Fund Code:	1305

#### **PORTFOLIO SHARE (Corpus)**

Beginning Balance	219,728.82
Contributions Withdrawals Portfolio Market Change	- - (28,259.30)
Ending Balance	191,469.52

#### AVAILABLE FOR DISTRIBUTION (Earnings)

Beginning Balance	27,010.41
Earnings Allocation	325.74
Grants Awarded: none this quarter	-
Grants Total	-
Transfers to Restricted Fund	-
Ending Balance	27,336.15

#### CITY OF HOMER LAND INFORMATION

C-5



