

Mayor and Council,

I am pleased to pass on the following information. All information in Manager's Notes is available to the public and may be shared.

Downtown

Panaderia Abuelito in the old Wells Fargo drive thru had its soft opening recently. I had a nice chat with the owner, Israel, on Friday. We hope to work with them as a valuable downtown neighbor. Please stop by and say hello.

Office Organization

City Council Mailboxes will move soon to the zone behind Nicole Brown's desk. This should make her logistics with Council mail a bit more streamlined with no detriment to Council's convenience. Look for that change as she obtains the correct mailbox set up.

Human Resources

As follow up from the news that DJ Brouwer is moving on, after a staff meeting this week the following adjustments to the plan were decided upon:

Glenn Caldwell, Director of Public Services will supervise all Utility Personnel. *Effective immediately.*

Rebecca Anderson, Library Director, will supervise the Pool and Recreation programs, as well as related staff. *Place on hold for possible consideration later, allow Ms Anderson and Mr. Caldwell to share information so the transition, if made in the future, can be more seamless.*

Chris Snapp, City Engineer and Municipal Development Director, will manage all project delivery efforts previously assigned to Utilities or Public Services. This includes projects such as building new park and new utility improvements as well as managing the related grants. *Effective immediately.*

Again, thanks to all involved.

Text My Gov and IworQ's

We are happy to have 532 confirmed sign ups thus far. As you know, we are continuing to refine the process and the keyword element of the system will be improved. This text system is designed to complement, not replace IworkQ's. Reminders were made to staff this week regarding our protocol goal both during regular business hours and after hours. Our protocol can be summarized as follows:

1. When a caller reaches during office hours, we talk to the customer, type the information into the IworQ's work order system to support the customer service need, find out if they have photos or other information to share and, at the end of successfully completing the call, we let the customer know that they can do the same on the website 24/7.
2. When a caller reaches out after hours, we talk to the customer and determine if it is an emergency. If it is an emergency, Dispatch calls staff for an immediate response. This working just fine. If it is not an emergency, we talk to the customer, gather the basics and let the customer know Utilities or Public Services will work on it but that staff may reach out for more information. At the end of successfully completing the call, we let the customer know that they can do the same on the website 24/7. Then, of course, we relay the need by email or phone call for follow up the next day and Service Center staff enters the information into the IworQ's system.

DC Travel Advocating for the City

Thank you again for the hard work of representing the City in Washington DC. It makes a difference to communicate our many needs in person. You will see items for your review and approval related to legislative follow up, including the Van Der Horst and SAFER funding programs. In our group meeting with Congressman Gooden's Legislative Director, she indicated individual topic letters on those key issues, and possibly others, would be helpful to facilitate follow up in DC. Staff will prepare those for the next Council meeting. The Van Der Horst project requires funding in the \$5M to \$10M range to finalize an important environmental clean-up project. The SAFER grant is roughly \$5.5M supporting Terrell's Fire Department. Without Mayor and Council's participation as a voice for our City, it is much more difficult to secure those funds. Thank you.