

## TRANSMITTAL MEMORANDUM

TO: Honorable Mayor & City Council

FROM: Delilah A. Walsh, City Manager

Initials:



DATE: April 6, 2023

File #: MGR23-161

RE: Manager's Report to Council

### News

- You will note two new policies in this month's report. As I work through operational policies, I will include them each month. This month includes the Library's operational hours and ADA Grievance policies. Next month will be the allowable food purchases and travel policies.
- Results of the Berthing schedule:
  - P&H Department did meet with CLAA regarding certain recommendations put forth in the online information session. There will be some very minor updates to the cruise ship calendar at the end of March; these changes with updated berth counts put the equitable distribution of passengers slightly closer to even distribution.
  - I placed the comments at the end of this report.
- Results of the 3/21 Downtown Traffic Input Meeting:

I need to review this information and will share it with the Council and the Public once we figure out the best delivery method as it is hundreds of pages. I was hoping to have it available by today, but that wasn't possible. Staff has met and will continue to meet regarding some of the suggestions.

  - We believe the ability to keep traffic flowing is the biggest benefit and will like to use ambassador funds or something similar to bring in temporary parking staff, P&H will ensure more Port Security is stationed in congested areas to keep buses/vans moving.
  - PW & PD are updating the loading zone signage and area to be more explicit, and this will be discussed at the 4/24 Port Vehicle Access Pass Meeting (closed meeting).
  - PW is working on striping and updated signage in the area around fire station 1 to delineate a no-stopping/parking zone (will also be relayed at the 4/24 Port Vehicle Access Pass Meeting).

- Core Values & Big Picture:  
Councilors all have report drafts, please let me know if you have comments and I can draft the final project into a resolution to adopt our Core Values as a City and set a strategic path for our big-picture aspirations.
- Berth 3 Bids will be opened on May 10th
- Upcoming work sessions:
  - Setting Objectives and Purpose of the Dock Vendor Program: April 27<sup>th</sup> at 6:00 PM
- Upcoming Port and Harbors meetings:
  - Port Dock Vendor Meeting: April 19 at 2:00 PM (closed to the public)
  - Port Vehicle Access Pass Meeting: April 24 at 9:00 AM

#### Completed Activities

- Schedule the port access meeting (Bradberry). *Scheduled for April 24<sup>th</sup>*
- Setting minimum hours for the library to be open 7-days/week (Bradberry). *Policy is included in the manager's report.*
- Update KMC to allow for fee-based shuttle services (Gass). *City Attorney has prepared a draft document for first reading on 4/06/23.*

#### Tasks in Progress:

- Shore Power and Port Electrification. *Staff has met to determine needs which is a feasibility and implementation study. I've contacted ADOT for the next steps to access funding.*
- Fill the Electric division manager position. – *final round interview is on Friday and should be able to make an offer next week.*
- Fill the P&H Director position – *Top 3 candidates will be interviewed next week.*
- Economic Rate setting work sessions and policy development. We need to establish responsible rate-setting policies for all rate-based services. This applies to our utilities as well as other services such as the harbor and cemetery. *Harbors will complete a rate study in FY23, and I will introduce policies this summer. This is a significant undertaking and will require Council to set this as a priority.*
- Mental Health Trust housing follow-up on recommendations – *We received the final report before, and we will add it to the 4/20 meeting as the manager's report. If there are actions you would like to take related to the report, please state them as a future agenda item.*
- Streamline reports to Council to align with mission/goals. – *We need to complete the values project.*
- Develop outreach and education programs.
- HVAC CIP and energy savings performance contract. The HVAC needs throughout the City have been long neglected. We have no funds to do the work necessary, and an ESPC would be a financing solution. *Reach out to possible providers who have programmed in meeting with us in the Spring. Based on preliminary estimates and our very great need, I am going to need to write an RFP to procure this service. Will start in May to July.*

- Complete Conflict of Interest presentation and training docs with the City Attorney to develop a council conflict of interest disclosure at meetings. *This discussion has come up in the last six months and having a clear guidance document would be helpful.*
- IT strategy development and technology review. *Met with the IT director in March to discuss the Technology Governance process and SOP.*
- The following are policies or programs that need to be developed:
  - Apprenticeship program [Winter 23](#)
  - Utility setting rate policies [Fall 23](#)
  - Taxation [Summer Goal](#)
  - Budget [Summer Goal](#)
  - Facility Usage [2024 Goal](#)
  - Equipment Acquisition & Replacement [Summer Goal](#)
  - Remote work [Winter Goal](#)
  - New CIP policies for extended planning [Summer Goal](#)
  - Bond and Debt cycling [Part of rate-setting goals](#)
  - Revamping procurement code. [Summer Goal](#)
  - Diversity, equity, and inclusion (Fed requirement) [Summer Goal](#)
  - Leave sell-back [Winter goal](#)
  - Addressing topped-out pay employees (approx. 40). [Fall goal](#)
  - Cemetery rates [Clerk](#)

**Other identified items not yet in progress:**

- Wastewater disinfection or secondary treatment – based on ADEC policy requirements
- Water bypass and raw water treatment
- Address the shortage of water and wastewater operators, journeymen, and CDL drivers
- Develop a temporary workers program
- Pavement replacement plans
- Expand EM programs: all hazard risk mitigation plans, Firewise, CERT, Great American Shakeout
- Develop succession plans and devote resources for successful training
- Address dispatch center
- Increase off-season travelers

**Berthing Schedule Comments**

Comments/Questions

Multiple ships should not be scheduled or arrive as early during holidays like the 4th of July & events important to the local community like the Blueberry Festival. The locals need the opportunity to enjoy the summer as a community without the added disruption of thousands of tourists.

I just recently moved from Ketchikan after spending the last six years there. A big part of the reason I left was affordability, housing, and the summer cruise season. Sustainable tourism is one thing, but the amount of ships coming into those tiny towns is too much. In my six years I have seen a major increase with little to no infrastructure support, let alone efforts put toward other industries or year-round residents. Southeast Alaska is no longer appealing to me because of these things. There's also a housing crisis, drug problem, lack of year-round resources and services, and parks that would benefit from a fraction of the energy spent catering to more tourism. It's a shame.

Please give us at least one day a week with no tourists. This is serious problem when we want to get around to town to walk, do business, doctor appointments. Stay away from Ward Lake and 3rd Avenue bypass.

It does not appear that previous testimony/surveys were considered at all. With 5, 6 or 7 ships a day our community is completely overrun. It would be nice if the quality of life of the residents could be

taken into account as well as the experience of the visitors. People will stop coming here when the reviews are terrible because everything is so overcrowded.

Transportation Plan will implement a disbursement of pedestrians from Berth 4, 3,2,1 and into downtown corridor so that EVERYONE benefits no matter building location. With projections rising to 1.3M this summer and 2M by 2030, politics are left AT THE DOOR and team works non-partisan all-inclusive resolution.

When will the City and Borough finally decide too much is enough? Our town, especially downtown is way too congested and ugly for 6-7 months each year. How about some quality in place of quantity? These ships and capacities should have been CAPPED about 20 years ago.

Since we lost Norwegian business to ward cove, we request to bring more ships on Birth 2 please. We suffered a lot last year because birth 1 and birth 3 had maximum ships. We didn't get any traffic from Norwegian ships because of shuttle dropping at birth 4. We are small local business and not having ships on birth 2 affects a lot on our business.

I am happy to share our town with visitors, but it is out of control. Looking at the calendar, actually put a knot in my stomach as we don't have one day a week, or even a month, where we can have a day to do shopping in town and have normal, community activities with friends and family. Another summer ruined, as far as I am concerned. Too many big ships with too many people and no one wins. Not even the merchants! Very disappointed.

On Thursdays that we have the Majestic Princess, will it always come to berth once the Eurodam leaves? If so, what time frame is this looking to be? If no time can be given right now, will notification to tour operators be given to ensure that tours are rearranged to meet those needs?

### **Future Agenda Items**

I will update this section for the next meeting after Council approves priorities.

### **March 2023 Travel Report**

This will be included at the 2<sup>nd</sup> regular meeting in April

**Title/Subject: Library Minimum Open Hours**

Document/Policy #: CMP 4.01

Type: ☒ CM Policy ☐ Work Rule ☐ Guideline

Effective Date: 03/01/2023

Version #: 2

Last Revision: 04/01/2023

**I. PURPOSE**

The purpose of this operation policy is to offer Ketchikan Public Library opening hours that meet the needs of the Ketchikan community within the limitations of the Library's staffing and operational necessities while establishing a minimum expectation for operational hours each week.

**II. SCOPE**

No policy can be readily formulated for every possible problem and situation. This document serves as a general basis and guide for the proper, efficient, and effective management and administration of the Ketchikan Public Library.

**III. APPLICABILITY**

The provisions of this policy apply to the Ketchikan Public Library building located at 1110 Copper Ridge Lane and does not include outreach, online or virtual option services.

**IV. POLICY****A. Minimum Opening Hours**

To be eligible for an Alaska State Public Library Assistance Grant, a Library that serves a community the size of the Ketchikan Gateway Borough must be open a minimum of 50 hours a week for 48 weeks each year (Alaska Admin. Code §57.064).

This policy establishes that the Ketchikan Public Library is open seven days a weeks, a minimum of 54 hours a week for 50 weeks a year, provided the Library is able to fill its minimum of 11.125 FTE regular staff, and have substitute staff available to fill in when regular staff are absent due to vacation, illness or other leave. The maximum number of open hours is 58 hours a week for 50 weeks a year. The Library will maintain its minimum hours excepting the items listed in Section B below.

**B. Exceptions for Closures****1. Holidays**

The Library closes on City holidays, except when the following holidays occur on a weekend day:

- New Year's Day
- Fourth of July
- Christmas Day

- Easter Sunday

When these holidays occur on a weekend day and the City observes them on the Friday before or the Monday after the holiday, the Library will close on the actual holiday and be open its regular hours on the City-observed holiday.

2. Inventory, Training & System maintenance

The Library closes for three days in mid-February to conduct its annual inventory of collections; all Library staff are expected to work these days. The Library closes for one day in mid-October to hold an annual meeting of First City Libraries staff and to conduct staff training. First City Libraries consists of Ketchikan Public Library regular staff and Ketchikan Gateway Borough School District (KGBSD) library staff, with whom the Library shares an online system and collections via the School District courier service.

Occasionally the Library may close for major system or building maintenance, if such maintenance will cause significant disruption in Library operations and/or be unsafe for patrons. If possible and safe, Library staff will report to work to do assigned back room duties.

3. Staff Vacancies

When one or more regular staff members resign or retire, the Library maintains its scheduled operating hours with substitute staff. The Library seeks to fill its vacancies as quickly as possible to minimize the expense of substitute staff, the backlog of back office work, and the stress on regular staff. The Library does not have an overtime budget.

If substitute staff are not available to maintain minimum coverage of three staff members each open hour, it may be necessary to close the Library during scheduled open hours. Public notice efforts will be made via social media to inform the public in these instances.

## C. Meeting rooms

The Library has two meeting rooms that are available for non-profit organizations to use for public meetings. These may be reserved Monday-Saturday when the Library is open, adequately staffed and when the room is not already reserved. Since minimal staff are scheduled to work on Sunday, meeting rooms are not available on Sunday.

## V. REFERENCES

- City / KPU Holiday Schedule
- IBEW Collective Bargaining Unit Agreement, 2022-2024:  
<http://10.10.10.18/documents/IBEW%20City%20CBA/IBEW%20General%20Goverment%20CBA%202022.pdf>
- Ketchikan Public Library Meeting Room Use:  
<https://www.ketchikanpubliclibrary.org/meeting-room-use>
- Alaska Admin. Code §57.064: Public Library Assistance Grants – Eligibility:  
<https://www.akleg.gov/basis/aac.asp#4.57.064>

## VI. REVISION HISTORY

Date:  
04/01/23

Explanation of Change:  
Minimum hours in IV A. increased to 54 hours a week for 50 weeks a year.

**City Manager Approval**



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Delilah A. Walsh, City Manager

03/17/2023 effective 04/01/2023  
Date