

TRANSMITTAL MEMORANDUM

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TO: Honorable Mayor & City Council

FROM: Delilah A. Walsh, City Manager

Initials:



DATE: July 26, 2023

File #: MGR23-392

RE: **Manager's Report to Council**

News

I spoke with Senator Murkowski's office, and the committee did not approve our sewer/water project for Congressionally directed spending. We did anticipate that our funding request would not move forward this year as the available funding pool was reduced, and we are still working to spend our last congressional award. We will aggressively pursue even more projects in the next open funding round.

Congrats again to the Ketchikan Fire Department. Our Fire Marshal Gretchen O'Sullivan and Lisa DeLaet with KWC met with the State of Alaska EMS division, and they have secured \$250,000.00 specific to the City of Ketchikan Fire Department. With the \$150K from the DOH grant, we will be bringing forth the job description pay grade recommendation for a paramedic specific to the mobile integrated health program; we will need to add that position pay grade to the compensation plan in order to post the job and start this program officially. We will have to spend the \$250K by May 2023 but can do so by purchasing all the supplies and equipment for the program.

Follow-Ups

The Tourism Manager candidate has accepted the offer of employment. I will announce this once her current employer is notified. I expect a start date of late September.

I've notified staff to conduct advisory Board meetings in the Council Chambers so they can be recorded.

I've contacted staff about the accessible parking at the Civic Center, and Public Works confirmed that even with the motorcycle parking, we are meeting the required standards listed at

<https://www.ada.gov/topics/parking/>. They confirmed that the stall space is 12' wide and the access space is 5' wide, meaning that we comply with van standards, which is a foot more than car standards.

Council Priorities and Future Agenda Items

I am in the last edits of the Travel Policy and will have it in my report at the next Council meeting.

I am taking a pause on other items in order to work on the community grant process ahead of the next Cooperative Relations Committee meeting. Additionally, Councilors made suggestions at our July 26th regular meet to develop a formulaic approach to the humanitarian grant process and use of marijuana sales tax proceeds.

The Clerk's office is working on updating the rules of procedure to include a requirement for all staff and Council members to submit items to the Clerk/Council at least three days before the meeting.

Though not an official future agenda item brought forth by a Councilor, I have added a task to improve how we manage and operate our advisory boards and committees via the KMC. I'd like to add more guidelines for the function of the committees as well as member and service expectations. The Clerk is improving the application process, and I'd like to expand the code to cover service, conduct, electing officers, etc.

I will be sending a request for metrics regarding the achievement of our Vision Goal once we complete the budget workshop. This will actually be the start of our future strategic business plan.

Council Priorities

Category	Task	Assigned To:	Anticipated Completion	Progress Notes
Financial	New Travel Policy	MGR	7/20/2023	Draft reviewed by HR & Finance, routed to department heads for comment. Will finalize on 7/15 for 8/1 effective date. I was delayed as I was out of office and will have ready for the 8/17 Council Meeting
Staffing	Employee Satisfaction Survey	MGR & Dept Heads started 1/15/23	8/15/2023	2nd draft routed to dept heads on 6/30 with deadline of 7/20. The EA will build out in Survey Monkey before 7/30. I am working on breaking this out into a 3-part series and anticipate launch in August
Financial	Propose new community grants program with CRC.	MGR	8/15/2023	Council approved priorities, it is moving forward for the next CRC and I will need to focus time in this area.
Financial	New Council Budget Policy	MGR	8/17/2023	Worksession scheduled for 7/26, I am making changes for 8/17 meeting
Staffing	Address solutions for staff at maximum steps of pay grades and/or longevity incentives	Asst. MGR, HR & Finance	8/30/2023	Staff has met with initial draft and sample policies and will complete analysis related to financial and CBA impacts. This item will need to be addressed as part of negotiations.
Financial	Set Council priorities at the start of budget sessions	MGR	9/7/2023	Special meeting scheduled by Clerk for July 26th. I'd like to have something in effect by August or September.
Tourism	Fill tourism manager position	MGR	9/30/2023	The finalist has accepted the position offer. A final start date will be determined soon, I anticipate mid to late September.
Staffing	Career development plans and tools	MGR	9/30/2023	Mgr has sample documents and will be working with HR to customize them for COK/KPU
Staffing	Longevity & Turnover Analysis	HR Assigned Task	12/15/2023	HR Department is Currently Preparing. Unfortunately, our New World system is lacking in several fields and the first report may be a data mixed with observational comments.
Staffing	Succession Programming & Training Opportunities	MGR	12/30/2023	I will work with department heads to coordinate this effort. In a first step, the Fire Department is implementing a promotion evaluation process as of 6/1/23

Financial	Vehicle management & replacement policies	MGR	12/30/2023	Mgr meeting with Electric and PW department heads scheduled for July.
Staffing	Ombudsman Program	MGR investigating	1/1/2024	Investigate with union membership, identify outside training resources as this must be professionally trained for, this will be an FY24 budget request.
Staffing	Create wellness program	Lacey & HR	1/30/2024	Currently researching options with current insurance provider as well as local options such as rec center membership.
Financial	Review bank fees & merchant fees (consider renegotiation or bid)	Finance Assigned Task	3/1/2024	Report Remitted to Council on 6/1/2023 for review. On 6/1 Bradberry & Matahni requested an RFP for banking services. I will meet with our Finance Department and discuss a possible RFI first to determine what commercial banking services are available to us. Merchant services will not be included as we are currently processing a merchant services conversion with Paymentus.
Staffing	Streamline Hiring Processes	Manager & HR	3/30/2024	We need the technological tools. Use of online solution (IT working on) and NewWorld (HR & Finance working on).
Financial	Set clean and inclusive/transparent rate setting policies	MGR	3/30/2024	My intent was to have this complete in 2023 but other priorities have taken on a primary role.
Financial	Asset management & replacement policies	MGR	3/30/2024	This will evolve from any system developed for the vehicle asset management processes.
Staffing	Compensation Review	HR Assigned Task	7/1/2024	The cost of the study itself will need to be budgeted in FY24. HR & Finance have been asked to program as such. In addition to the study, the Council must make a funding commitment in the budget or in tax policy to fund the results as we do know adjustments will be needed. I would recommend discussing after 2nd quarter revenue reports are reviewed in October.
Staffing	Learning & Growth Opportunities	MGR	7/1/2024	Develop supervisor curriculum (I created have an sample curriculum and need to develop courses), explore use of LocalGovU, JSC will develop an annual safety curriculum. [Mgr to review as part of CPM capstone]

Financial	Develop a performance-based budget	MGR	1/1/2025	Strategic performance measures must first be developed via a strategic plan, general ledger modify to track those measures, then a performance budget can be introduced for FY25 budget planning.
Financial	Investigate Worker's Comp Experience Factor	Finance & HR	Complete	2019 was a high loss year leading to a recovery factor of 1.23 for 7/1/22. It will be down to 1.19 for 7/1/22. HR and Finance are preparing a memo to explain further and will include insurance reports for the 7/20/23 meeting
Staffing	Diversity, Equity & Inclusion Policy	HR Assigned Task	Complete	Effective date: 8/15/2023
Staffing	Improve top-down communication	MGR	Ongoing	Intranet upgrades, Our People staff engagement completed and ongoing, Day in the Life series started and on pause for
Tourism	Complete allocation study related to City resources & the Port	Tourism Mgr	TBD	TBD by Tourism Manager
Tourism	Complete analysis for maximizing port & visitor revenues	Tourism Mgr	TBD	TBD by Tourism Manager
Tourism	Determine highest & best use of CPV funds	Tourism Mgr	TBD	TBD by Tourism Manager
Tourism	Restructure transient tax to best support Civic Center & KVB	Tourism Mgr	TBD	TBD by Tourism Manager
Tourism	Identify best use of marketing investments (KVB, special events, etc)	Tourism Mgr	TBD	TBD by Tourism Manager. At 5/3/23 mtg, Council designated that KVB CPV funding match membership dues, Additional funding for FY25 to be determined by transient tax take. I have some thoughts on a better agreement & will meet with Kara.
Tourism	Set policy and objectives for tourism infrastructure	Tourism Mgr	TBD	TBD by Tourism Manager
Tourism	Launch Ambassador program for enforcement & visitors	Tourism Mgr	TBD	TBD by Tourism Manager
Tourism	Address Terry Ferry CC rates and usage plan	Civic Ctr & Tourism	TBD	TBD by Tourism Manager
Tourism	Analyze infrastructure and resources related to visitor numbers	Tourism Mgr	TBD	TBD by Tourism Manager
Grants	Fill grant writer position	MGR	TBD	We are pursuing grants on our own and will engage with assistance

Grants	Develop RFP for firms with access to multiple specialists	MGR	TBD	TBD by Manager
Grants	Engage with multiple service firms.	MGR	TBD	TBD by Manager

Future Agenda or Action Items

Topic	Councilor	Status	Dates	Column1
Address overtime when hourly workers work beyond working day in holiday weeks.	Gage	This practice is compliant with FLSA rules, but I do have language where we can adjust work rules and will work with HR.		9/1/2023
Ambassador Program	Council	PD will launch their own program using the overtime funds budgeted for FY23. We've contacted KVB and KGB as they may have similar programs. Ward Cove will have greeters at Berth 4 too working with their buses.		4/1/2023
Strategic Business Plan	Council	Strategic Business Plan & Comprehensive Plan. This will be started after the Council sets its value statements and we match the mission. My plan is to have the RFP based on Council input out in FY23 and to be funded in FY24. I can start this on my own in the winter too with a basic outline of metrics.	RFP by end of 2023 for award and start in 2024	
Paperless Billing	Gage	In process with Paymentus Contract		Awarded 2023, by 2024
Cost/benefit analysis of Non-profit solid waste rates	Bradberry	I recommend we address this when we start developing rate-setting policies and tariffs. This may be something the Tourism manager and P&H director can work on together.		After rate-setting policies are established
Work session on port fees	Gass	This is in process as we meet with CLIA. Based on our ongoing discussions regarding Berth 3, I believe this will be closer to June/July.		May/June 2023
Business Licensing for Fire Safety & Compliance	Bradberry	Business licensing is held today by the State of Alaska. I have downloaded the State's database and shared that with the Fire Dept as a starting point. I recommend this should be discussed at the next Cooperative relations committee. I do not want to create a process that makes it harder to do business in Ketchikan. Seward has actually done something similar and has even made it so that moving forward any AirB&Bs must also be occupied during the year.		Next CRC if Council/CRC recommends
Bawden Street Lot Development	Gage	There was a discussion regarding use of this lot for another community agency. However, given the value of the lot and limited space in the City, my recommendation is to add this as well as other City owned property to the strategic plan.		Add to Strategic Plan
Cooperative Relations Committee discussion of community Grants	Bradberry	Clerk Stanker has contacted the Borough Clerk to place this on their agenda. We believe the next meeting will occur in June.		Scheduled for the Fall '23 committee meeting
Define the City's purpose & objective of KVB partnership	Flora & Bradberry	Council work session completed and items set forth for staff.		TBD by Council
Setup Community Grant Fund	Gage	Setup a community grant fund that can be built up each year. DAW: I recommend a new full CG policy that focuses on Council objectives		TBD by Council
Economic Development Powers	Flora	Discussed at 5/3/2023 work session. ED powers do exist with the Borough.		TBD by Council
Public Art Installations	Bradberry	I would like to propose a 1% for the Arts Program too. (DAW)		TBD by Council
Composting and Circular Economy for Waste	Flora	Recycling has been a challenge as no market exists and our weather conditions are difficult for cardboard. Composting is possible but again, we have to make an investment in balancing too much moisture. A grant would be ideal for feasibility. However, a new company is proposing an enclosed unit to process food waste and this may be a better private sector solution.		TBD by Council
Create new KVB Funding Formula for FY25	Council 4-hands vote 5/3/23	On 5/3/23. For FY2025 Make future budgeted funding of the KVB equal to annual reported membership dues. Additional funding is available as a percentage of increases in transient tax.		Spring 2024
City to investigate taking over the KVB building in FY25 to place operations under the Tourism Manager	Council 4-hands vote 5/3/23	I anticipate a work session after September.		TBD by Council
Determine and investigation adding the Ted Ferry Civic Center to the Tourism section of the Budget	Council 4-hands vote 5/3/23	I have notified Finance and we will be meeting on changes for FY24 at the end of July		Fall 2023
Fund the construction of an enclosure FCH patio	Council 4-hands vote 5/4/23	We will need to review the FY23 budget in public works as this is an unfunded project at this time.		Budget in projects for FY24
Develop a policy to uphold all programming for all protected classes pursuant to the KMC in all City events and programming.	Council 4-hands vote 5/4/23			TBD by Council
Develop a Council programming policy for all City programming to include Library, Museums and KPU	Council 4-hands vote 5/4/23			TBD by Council
Online tools for parking permits and other applications	Bradberry 4/6/23	Staff is reviewing the implementation of Laserfiche forms as we already own the Laserfiche licenses.		Staff will bring budget request to Council Summer 2023
Enforcing ADA Rules on Private Property	Gage 5/23/23	Can we enforce ADA rules on private property. Under ADA Title 3 businesses that provide goods or services to the public are called "public accommodations" in the ADA and includes stores, restaurants, bars, service establishments, theaters, hotels, recreational facilities, private museums and schools, doctors' and dentists' offices, shopping malls, and other businesses. I believe a private person could bring civil action against a private business through the federal Department of Justice. The DOJ has many compliance guides related to the ADA and can be found at https://www.justice.gov/guidance		Completed
Cancel lease with FCHS	Bradberry 6/1	The lease renewal is scheduled for the 6/15/23 agenda and Councilors can determine continuity of building use at that time.		Clerks Office is scheduling a work session and special meeting
Develop an incident notification policy for utility and public safety issues and notices.	Bradberry 6/1			TBD by Council
Budget estimate for the number of police officers needed to enforce behavior/violations in the downtown corridor.	Flora 6/1	\$122,200 per officer for salary and benefits. Does not include training or moving expenses.		Completed
Request a list of programming @FCHS Building. What is the process for banning people, does the board address the request?	Gage 6/1	Requested a report from FCHS		Completed
Review privatization options of vendors for Port Security for FY24	Bradberry & Mahtani	The City is the responsible party for the port security plan. The required number of personnel is dependent upon individual ship arrivals and is ultimately decided by our Port Operations Coordinator. The plan requires 45-50 individuals on the Port each season to Rather than bid out the entire operation, it is recommended we start with a small services contract to supplement current staff in FY24. Ultimately, we must ensure the needs of the Port's Facility Security Plan and Traffic Management Plan are met.manage both safety and security duties. We can issue bid opportunities in FY24 to supplement staff but will need to budget. This will not alleviate our need for staff but may be helpful if we see more demand.		Completed
Create a public outreach campaign and ADA outreach education to local businesses	Gage 7/7/23			TBD by Council
Raise ADA fines in KMC	Gage 7/7/23			TBD by Council

[illegible]