



Annual Department Report

October, 2016





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Introduction

Mission Statement

Preserve and enhance the safety, livability, and character of our community.

Council Goals

- Goal 1 Managed growth and economic development
- Goal 2 Employee development in a quality work environment
- Goal 3 A safe, livable community with a sense of pride and strong identity
- Goal 4 Effective relationships with local, regional and state partners
- Goal 5 Fiscal accountability
- Goal 6 Environmentally sensible practices
- Goal 7 Effective and efficient services

City Manager's Message

Introduction

I am pleased to present the 2016 Annual Department Report. As the City grows each year, the demands for service increase. Our success in meeting the rising community needs is a direct result of the support the organization receives from the City Council and the consistent set of established goals. Our vast accomplishments and service wouldn't be possible without a highly trained, skillful, thoughtful, and dedicated staff.

2016 Highlights

As you will find in this Annual Report, the City has been busy throughout 2016. While all of our activities deserve recognition, below are a few of the significant highlights.

Growing Community

Happy Valley continues to be the fastest growing city in Oregon with many new housing developments and business projects moving forward. There are still many areas available for development within the City. In addition, with the disincorporation of Damascus and the plethora of annexation petitions that have already been submitted, there is potential that Happy Valley could soon be the largest city in Clackamas County. With this growth, the number of land use applications, building permits, and inspections continues to hit record levels.

Human Resources Management

As the City population grows, so too does our revenue base and calls for service. To meet these needs, the organization has added staff members. With a larger staff team, there comes more staff transitions and other human resource needs. The Human Resources, Finance, and IT teams have worked together to institute a more efficient payroll system, assist departments with staff transitions, and provide training.

Increased Police Service Demands

Commensurate with the City's growth rate, the Police Department has noticed an equal number of dispatched calls for service. This past year, our Police Department has increased community policing efforts to spread awareness about public safety and deter crime.

Council Communications Plan

In February, the City Council convened for a discussion on communication protocols and priorities. Good communication is critical for our organization to be managed efficiently and effectively. The outcome of that process provided better direction to staff regarding the preferred communication methods and assisted the Council with identifying best practices for communicating with each other.

Service District Evaluations

We continue to evaluate our long term goals for providing services to our residents. While the district model we operate under made sense when it was instituted, we question its current effectiveness. While we understand the importance of relationships with our governmental partners, we also need to determine what is in the best interest of our citizens. Transportation infrastructure projects are an essential component of livability and it is imperative for us to determine when and where they happen so they coincide with our plan for development. Sanitary sewer infrastructure is a requirement for growth so it is important to control when and where those projects occur. Adequate open spaces, parks, and trails enhance livability and help define our community. We study these essential service areas to determine the best approach for us to provide these services for our residents.

Marijuana Regulations

With the passage of Oregon Measure 91, which legalized recreational marijuana, the City Council developed regulations regarding operation of marijuana businesses within the City. After evaluating best practices in other neighboring jurisdictions, the Council unanimously adopted a set of time, place, and manner restrictions that protect critical employment land and prevent a proliferation of commercial marijuana facilities along Sunnyside Road. The regulations are not, however, so restrictive that marijuana business owners are unable to locate in Happy Valley.

Right-of-Way Management

This past year, the City Council adopted a new right-of-way ordinance. First, the ordinance streamlined the management of the utilities in the right-of-way by moving away from negotiating separate franchise agreements with each utility provider. Those negotiations took a considerable amount of time and were costly for the City to resolve. In addition, the ordinance required that all utility providers pay a fee for the use of the right-of-way. Previously, the water and sewer service providers had not been charged a fee, like all the other utilities. As a result, the City increased the revenue generated from the right-of-way. This revenue is a much more stable source of funds that will improve the ability for the City to provide services during economic downturns.

Fiscal Responsibility

2016 was a hallmark year for the City's Finance Department. The City's first Comprehensive Annual Financial Report (CAFR) earned a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA). In addition, the current budget authorizes the City to pay off the remaining debt on City Hall which will result in approximately \$900,000 of interest savings. Finally, the City earned an increase in its credit rating from an Aa3 to an Aa2 by Moody's Investors Service.

Community Pride and Engagement

One of the City Council Goals is to foster "a safe, livable community with a sense of pride and strong identity." Among many approaches to create that pride, the City continues to organize events and be active in the community. Each year, our City sponsored events get better and draw larger crowds. With the addition of the Library, the City has also tried to provide assistance and support for their community activities. It hasn't just been our events that create pride. The City participated in significantly more business ribbon cuttings than in the past and attended many neighborhood meetings.

2017 Goals

While we have accomplished a lot this past year, there is much work ahead. Indeed, many of the highlights from this past year are on-going efforts that will be prioritized based on City Council direction.

Manage Growth

With an increase in land use applications, it will be critical for the City to continue to be responsive and customer-focused with developers while also implementing the collective community vision. As more properties annex to Happy Valley, the City will need to adopt a second Urban Growth Management Area for the former Damascus area and begin the process of a comprehensive plan update.

Evaluate Service District Model

The City will need to continue to evaluate essential service areas to determine the best approach to transition from the current district model to one where the City provides these services for our residents. In 2017, the focus will be on retail sewer, transportation, and parks services.

Increase Transportation Maintenance Funding

As local roads begin to age and require more routine maintenance at the same time fuel tax dollars decrease across the State, the City needs to secure more sustainable funding for roads. Not maintaining roads today could result in costs ten times greater in the future to rebuild local streets.

Police District Legislation

In 2016, the City discussed a legislative concept that would allow cities to create local police districts with a permanent tax rate. While the initial feedback was cautionary from legislators and lobbyists, the City will continue to create awareness for our unique funding challenge and build support for a police district concept.

Conclusion

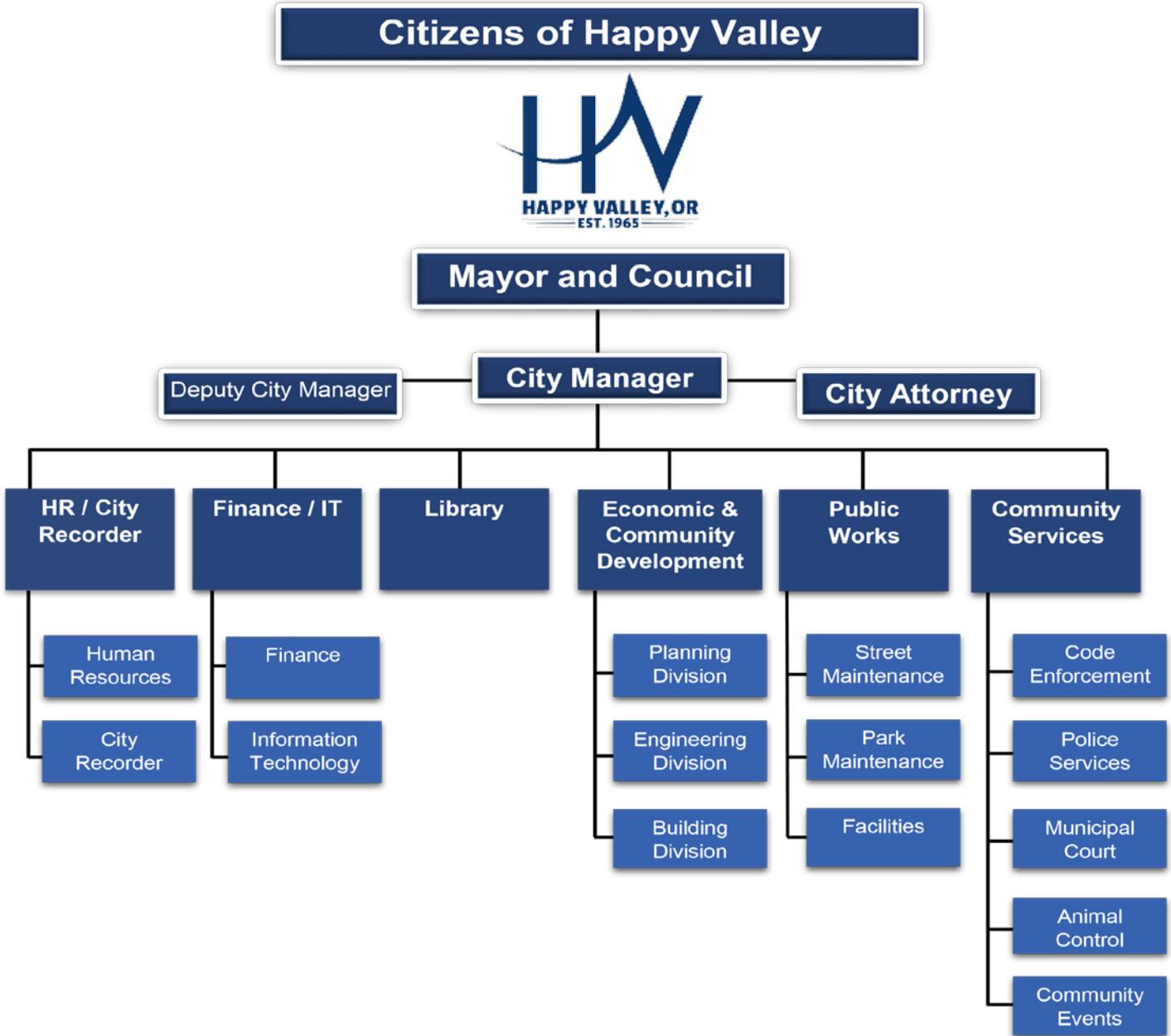
2016 was a productive year for the City of Happy Valley. The best part is that the staff members and City Council have fun providing service to our residents. Continued development, legislative changes, service model review, and infrastructure maintenance requirements provide big challenges for the coming year. We understand not all these issues will be resolved in the next year, but we are excited for the work ahead.

I want to thank staff members for their commitment to the success of the organization as well as their input into the creation of this report. As mentioned earlier, we wouldn't be successful without the support and consistent guidance from the City Council.

Respectfully submitted,

Jason Tuck, ICMA-CM
City Manager

Organizational Chart



General Administration

4 FTE



Jason Tuck, ICMA-CM
City Manager



Ben Bryant
Deputy City Manager

2016 Highlights:

Programs & Projects:

- Developed a City Council Communications Plan.
- Established a new Monthly Development Report for the City Council.
- Began new newsletter article series highlighting the work of the Mayor and City Council.
- Unveiled a new and improved website.
- Adopted time, place, and manner regulations for commercial marijuana in Happy Valley.
- Referred a 3% sales tax on marijuana items to the voters.
- Adopted a Right-of-Way Ordinance to streamline program management and increase revenues.
- Streamlined committee bylaws and rules for all Happy Valley committees.
- Established, appointed, and convened a permanent Public Art Committee.
- Participated in a county committee to select rotating art exhibitions for the library.
- Participated in a county committee to select a mural for the Fred Meyer at 172nd and Sunnyside Rd.
- Increased solar permitting by over 64 percent through the HV Solar Program campaign.
- Approved the following proclamations: Red Ribbon Week, Distraction Free Driving Awareness Day, Honoring John Arntson, US Industry Safety Week.

Governance and Legislative Tracking:

- Adopted 2016-2018 legislative agenda.
- Actively tracked over 30 bills during the legislative short session and provided public testimony where appropriate.
- Hosted the League of Oregon Cities City Hall Day for elected officials, candidates, and legislators.
- Followed and reported on all major state, regional, and local committees.
- Provided technical support to cities and legislators seeking to duplicate the City's HV Solar campaign.
- Participated in intergovernmental discussions to facilitate the development of former Damascus.
- Initiated conversations with property owners and the City of Portland regarding the de-annexation of the Alta Villa neighborhood into Happy Valley.
- Initiated preliminary review of providing sanitary and storm sewer retail service to Happy Valley customers.
- Continued to track potential governance changes to Clackamas County Sewer District #1.
- Continued evaluation of governance changes to North Clackamas Parks District with the goal of improving local park service.

Policy Development:

- Adopted Travel Policy.
- Adopted Social Media Policy.
- Adopted Facility Reservation Policy.
- Amended Budget Reserves Policy.
- Amended City Council Rules.
- Participated on Metro Regional Transportation Plan technical committees (finance).

2017 Goals:

- Continue to support the Mayor and City Council at regional committees and intergovernmental engagements.
- Continue to coordinate with the North Clackamas County Chamber, Greater Portland Inc., C-4, HVBA, Clackamas County, Metro and various other jurisdictional partners and agencies.
- Engage the City of Portland on the de-annexation of Alta Villa neighborhood into Happy Valley.
- Finalize and adopt Franchise Agreement with Comcast.
- Explore comprehensive regulation of “sharing economy” in Happy Valley.
- Continue building legislative support for permanent police funding.
- Actively participate and advocate for Council’s legislative priorities.
- Adopt public art master plan.
- Adopt Transportation Maintenance Fee.
- Develop public policy to address proliferation of autonomous vehicles.
- Evaluate and take over retail sewer and storm water retail services from CCSD#1.
- Terminate our Joint Transportation Area SDC with Clackamas County, establish a Happy Valley SDC Methodology and Capital Improvement Plan.
- Evaluate the City’s role and services provided by NCPRD to the City.

Finance and Information Technology

4 FTE



Barbara Muller, CPA
Director of Finance & IT

Finance Division (3 FTE):

2016 Highlights:

- Increased the City's credit rating from an Aa3 to an Aa2 by Moody's Investors Service.
- Migrated payroll process to Incode from ADP:
 - Increased responsibilities due to taking payroll in-house including federal, state, and local tax remittance and reporting, W-2 processing, payroll check/direct deposits, ACA reporting.
 - Received Certified Payroll Professional (CPP) designation for Mike Chen
 - Processed 2,100 payroll check/direct deposit transactions.
 - Processed 2,400 payroll related transactions - remittance of employee deductions related to 3 deferred compensation plans, flexible spending, PERS contributions.
- Wrote 1,700 Accounts Payable checks.
- Reviewed, coded, and uploaded 1,800 Credit Card transactions.
- Reconciled and reported payments to outside agencies for fees collected by the City, including:
 - Metro Construction Excise Tax (CET)
 - North Clackamas School District (NCSD) CET
 - Court Assessments to State and County
 - Building State Surcharge to Department of Consumer and Business Services (DCBS)
 - Park System Development Charges (SDC) transfers to North Clackamas Park and Recreation District (NCPRD)
 - Transportation SDC payments to County
- Submitted Budget document to the Government Finance Officers Association (GFOA) for consideration of Distinguished Budget Presentation Award.
- Produced the City's first Comprehensive Annual Financial Report:
 - Submitted to GFOA for award consideration
 - City received GFOA Certificate of Achievement for Excellence in Financial Reporting.
 - Finance Department received Award of Financial Reporting Achievement.
- Assisted annual independent audit of financial information and processes.
- Assisted the first audit to assess Library processes.
- Completed annual 5-year projection.
- Updated cost allocation plan to incorporate most recent actual amounts. Information will be used in the 5-year projection and budget processes.
- Involved in the following studies and committees:
 - NCSD Bond Advisory Committee
 - CCSD#1 Budget Committee
 - Transportation Maintenance Fee Study
 - NCPRD IGA update discussions
 - Sanitary Sewer and Storm System Feasibility Study
- Attended RiverHealth Advisory Board Meetings.
- Attended Regional WasteWater Advisory Committee Meetings.
- Assisted Court staff with InCode upgrade.

- Finalized financial transition of Library to the City, including:
 - Received entire fund balance from County so all accounting amounts are correct to finalize financial transition.
 - Incorporated Library in the 2015-16 CAFR.
 - Incorporated Library into City's financial model.

2017 Goals:

- Review Inventory and PO module in Incode to determine if this would be useful for new and existing processes currently being done manually by different departments.
- Create comprehensive internal control document and review all financial policies and compare to GFOA best practices.
- Refine payroll integration into Incode including aspects to enhance budgeting and 5-year projection processes.
- Produce Comprehensive Annual Financial Report (CAFR) including Library. Submit to GFOA for Certificate of Achievement for Excellence in Financial Reporting Program.
- Enhance the Budget Document to include information to help public better understand City's financial projection for the next fiscal year. Submit to GFOA for Distinguished Budget Presentation Award.
- Gain better understanding of Budget Management tools available in Incode Version X.
- Create Capital Improvement Plan (CIP) as it relates to the Reserve for Replacement Fund. Use existing spreadsheet to create more extensive plan that would be better understood by the public. This would also be a roadmap for long term replacement as well as a justification for reserve amounts in the replacement fund.
- Move daily cash receipting to a paperless process. This is the final process in Finance to be converted to Laserfiche process.
- Attend training to change bank reconciliation process from the current manual process to one that integrates more Incode features. Each month there are hundreds of bank transactions to reconcile to hundreds of Incode transactions. Automation of this process will save many hours of staff time every month.

Information Technology (1 FTE):

2016 Highlights:

- Restructured the back-end network to allow for better segmentation, redundancy, and future growth
- Implemented new Laserfiche workflows for invoice and credit card approvals. Installed the Forms module to begin the process of creating and designing paperless forms to be used on the website. Encouraged electronic versions from outside sources to reduce paper.
- Continued switch from desktop devices to Windows based Surface tablets as computers are due for replacement:
 - Tablet replaces user's desktop computer as well as their iPad.
 - Reduced cost as no data plan required for Surface tablet and each person has only one device.
 - Reduced amount of IT support.
 - Allows for full access of work related items and applications when away from office.
- Launched entirely new website with updated design and built on a modern framework for future updates and changes.
- Increased capacity and ability for new website to provide on demand viewing of Council Meeting videos as well as Planning Commission and Design Review Board meetings.

2017 Goals:

- Implement Azure AD for better control of future Windows based devices including computers, tablets, and phones.
- Install new cellular based hotspots in Code Enforcement vehicles to allow for connection to Clackamas County dispatch.
- Continue computer replacement schedule with new Windows 10 systems.
- Implement system to track and monitor IT related issues across the various departments. System will allow users to enter issues and receive feedback on the status of their request. System will have reporting capability as well.
- Continue enhancements to website. Work on integration with Laserfiche to allow for the public to easily search publicly accessible documents as well as complete online forms and applications.
- Attend Laserfiche conference in January to better understand capability of software. Sending staff from across departments to attend conference as part of plan to have IT less involved with the application and move back to administrative duties.

City Recorder * Human Resources * Risk Management

2.0 FTE

Human Resources



Marylee Walden
City Recorder & Director
Human Resources

2016 Highlights:

- Completed the fourth edition of the three-year Salary Study for positions within the City. Results of the Salary Study were then incorporated into the July 1, 2016 Annual Budget.
- Provided recognition to 6 City Staff members who reached a tenure milestone.
- Assisted the Department of Finance and IT in the implementation of Incode payroll processing.
- Facilitated 31 staffing changes, including:

Twelve employees have joined the City

Christopher Alfino (Planning)	Rachel Kwiecinski (Library)
Kara Kerpan (HR/City Recorder)	Heidi Kammerer (Library)
Gerri Toops (Building)	Sarah Walters (Library)
Matthew Lynch (Planning)	Graham Smith (Library)
Matt Rozzell (Building)	Diana Sperstad (Library)
Jacqueline Perkins (Library)	Patricia Love (Library)

Nineteen employees transitioned out of City Employment

Matt Rozzell (Building)	Shana Loven (Library)
Keith Leonard (Planning)	Deborah Gitlitz (Library)
Carey Ritmiller (Building)	Michael Walker (Library)
Jill Mick (Code Enforcement)	Michelle Richardson (Library)
Kelsi Niece (Comm. Services)	Jill Olson (Library)
Amber Harvey (Comm. Services summer intern)	Davianna Roberts (Library)
Christina Hanson (Library)	Kevin Gipp (Library)
Evangelina Khemchan (Library)	Janet Yu (Library)
Lianne Bailey (Library)	Christina Troetschel (Library)
Rafael Perez (Library)	

Assisted with 3 promotions

Mark Ennis, Building Official	Travis Warneke, Deputy Finance Director
Michael Cynkar, Associate Planner	

2017 Goals:

- Incorporate the E-Verify System for tracking employment eligibility for new hires.
- Finalize electronic Employee Handbook system.
- Focus on succession planning.

City Recorder

2016 Highlights:

- Submitted necessary documentation for Measure 3-496 which will ask the voters on November 8, 2016 to authorize a tax on recreational retail sales of marijuana items.
- Submitted necessary documentation for three City Council Candidate Filings – Tom Ellis, Michael Morrow, and David Golobay for the November 8, 2016 election.
- Prepared numerous Ordinances, Resolutions, Meeting Minutes and attendance at all meetings.
- Conducted extensive work on record retention and moving to a paperless environment.
- Began the process of migrating data to Laserfiche for better record keeping practices to make records searchable.
- Petitioned state archivist for permission to dispose of documents which have been scanned.
- Implemented a tracking system for Public Records Requests.
- Worked to train others within the City on the Minutetraq software.

2017 Goals:

- Improve Public Hearing Scripts and creation of a matrix for varying scenarios.
- Timely fulfilling of public records requests.
- Integrating records retention requirement along with scanning and retaining electronic copies of documents.

Risk Management

2016 Highlights:

- Attended all Safety Committee Meetings with emphasis on a continued awareness of Emergency Preparedness for City staff.
- Coordinated and assisted an increasing amount and severity of insurance claims (Property, Casualty and Workers' Compensation) for the City.
- Continued work with the team of Amy Waltz, Alycia Johnson and Lynn Omev from WSC Insurance as the agent of record for the City's insurance program. Meet with the team monthly to incorporate best practices in all areas of risk management.
- Negotiated Property, Casualty, and Workers' Compensation Insurance for the 7/1/16 – 17 Policy Year including evaluation of new exposures within the City (i.e. drone).
- Monitored potential bond claims.
- Updated City forms in collaboration with other departments for Financial Guarantees.
- Attended annual CIS Convention for updates, best practices, and networking opportunities to maintain the excellent relationships that we have with our insurance provider.
- Created a new process for Developer and Contractor Deposits to assure a smoother workflow.
- Coordinated with CIS on all potential Employment Liability claims.

2017 Goals:

- Continue to support the Safety Committee and find creative ways to address areas of high risk.
- Seek training opportunities for new staff members.

Economic and Community Development Department

20.4 FTE



Michael Walter, AICP
Economic & Community
Development Director

Planning & Economic Development Divisions (5.5 FTE):

2016 Highlights:

- Provided frequent customer service to a wide variety of developers and their representatives (consultants and sub-consultants), property owners, appraisers, real estate agents, etc. at the front counter, via e-mail and by telephone contact.
- Processed record high number of Applications/Permits (see below).
- Continued progress on the City’s Construction Excise Tax (CET) grant program working toward “development ready” status for properties in the Rock Creek Employment Center area.
- Continued work on a \$53,100 Metro Community Development and Planning Grant addressing a Rock Creek Employment Center Infrastructure Financing Program.
- Continued work on a \$94,000 Transportation & Growth Management (TGM) Grant for a Transportation System Plan Update.
- Completed work on the 172nd Avenue/190th Drive Corridor Management Plan Update (50/50 funding split with Clackamas County DTD).
- Processed extensive Land Development Code amendments resulting in the inclusion of a Hearings Officer in the City’s land use decision-making process.
- Coordinated with Clackamas County DTD on an updated Intergovernmental Agreement (IGA).
- Participated in extensive Public Involvement Program associated with Clackamas County’s Mixed-Use Multimodal Plan (MMA).
- Continued to coordinate with property owners de-annexing/dis-incorporating/annexing from the western edge of the former City of Damascus.
- Developed a web-based map that illustrates proposed/under construction developments, including their location, size and staff report details.
- Hired Chris Alfino (formerly with the City of Damascus) as an Associate Planner, promoted Michael Cynkar from Assistant Planner to Associate Planner, hired Matthew Lynch as a paid part-time staff person (GIS Technician).

Planning Permit/Applications

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*
Annexations (ANN)	8	4
Accessory Dwelling Units (ADU)	2	3
Appeals (APP)	1	20
Comprehensive Plan Amendment (CPA)	16	2
Design Review (DR)	15	9
Design Review Amend (DRA)	6	7
Environmental Review (ERP)	18	25
Extension (EXT)	1	5
Master Plan (MP)	1	3
Home Occupation Permit (HOP)	1	2

Land Partition (LP)	6	1
Lot Line Adjustment (LLA)	8	8
Land Development Code (LDC)	19	11
Pre-Applications	35	19
Sign Permits (SP)	27	32
Tree Permits (TC)	30	1
Model Home (MH)	5	52
Planned Unit Development (PUD)	3	21
Planned Unit Development Amend (PUDA)	3	7
Subdivisions (SUB)	6	3
Subdivisions Amend (SUBA)	1	4
Street Vacation (SV)	1	10
Temporary Use (TUP)	7	11
Variance (VAR)	6	1
Totals	226	261

* 2016 numbers are one month less than 2015 numbers.

2017 Goals:

- Continue training new staff members and retain excellent customer services levels and quality of work given increasing permit/application levels.
- Continue coordination with Code Enforcement, Public Works, Clackamas County and applicable state and federal agencies in regards to large amounts of ongoing construction projects.
- Coordinate with Clackamas County Dept. of Transportation and Development (DTD) and Water Environment Services (WES) on updated Intergovernmental Agreements (IGA's).
- Coordinate with DTD in regards to an updated Transportation System Development Charge (SDC) Methodology and Capital Improvement Plan (CIP) affecting the Transportation Joint District.
- Continue processing annexation of many hundreds of acres of land from the former western Damascus area.
- Apply for Community Planning & Development Grant from Metro to fund the integrated land use and transportation plan tentatively titled the "Pleasant Valley Comprehensive Plan"
- Adopt a second UGMA for former Damascus area.
- Begin preliminary work on Comprehensive Plan Update.
- Continue progress on the City's Construction Excise Tax (CET) grant program working toward "development ready" status for properties in the Rock Creek Employment Center area.
- Continue work on a \$53,100 Metro Community Development and Planning Grant addressing a Rock Creek Employment Center Infrastructure Financing Program.
- Continue work on a \$94,000 Transportation & Growth Management (TGM) Grant for a Transportation System Plan Update.
- Develop Economic Development Strategic Plan and Implementation of Tax Abatement Program.
- Assist and process the Eagle Landing Master Plan and development applications.
- Continue training of staff on Accela (Building Division); MinuteTraQ (Planning Division); and GIS/AutoCADD (Planning/Engineering Division), including further development of the level of work that can be accomplished on the City's GIS System.
- Expand a web-based map that illustrates proposed/under construction developments, including their location, size and staff report details.
- Continued progress on an updated Comprehensive Plan (new graphics/text re-structuring).

- Continued implementation of the City’s annexation program for industrial, commercial and residential lands within the Urban Planning Area as outlined in the Urban Growth Management Agreement (UGMA) – primarily to the west/south.

Engineering Division (2.9 FTE):

2016 Highlights:

- Provided frequent customer service to a wide variety of developers and their representatives (consultants and sub-consultants), property owners, appraisers, real estate agents, etc. at the front counter, via e-mail and by telephone contact.
- Processed record high number of Applications/Permits (see below).
- Coordinated with the Public Works Department regarding design and construction management for the following projects:
 - Ridgecrest Road Pavement Restoration
 - HV Park Boardwalk Improvement Project
 - 152nd/Misty Traffic Pattern Modifications
 - 2016 Combined CIP Project bid
 - Utility Feasibility Study review
 - Storm Water Master Plan final draft
- Assisted Public Works and Building staff with responding to flooding issues during the December 2015 storm event and other storm water issues.
- Worked with Planning and the City Recorder to improve performance/maintenance bonds and insurance certificates.
- Assisted Public Works with the study of the Transportation Maintenance Fee
- Helped Community Services with public communication plan for the 172nd Avenue closure.
- Gathered MS4 reporting data from various departments, WES, and DEQ.
- Coordinated with external entities to develop standards for:
 - Storm Water Master Plan
 - TSP Update
- Coordinated with external entities on the following projects:
 - 129th Bike lane/Sidewalk grant project Prospectus (*ODOT, Metro, and various consultants*)
 - December 2015 flooding (*WES*)
 - Kellogg Creek Treatment Plant RFP’s and participated in contractor interviews (*WES*)
 - 172nd Avenue closure (*DTD and Fire District*)
 - Mount Scott Creek Improvements at Happy Valley Park (*WES*)
- Coordinated consultant inspection and design services with Curran McLeod.
- Provided inspection of right of way permit sites and smaller construction projects.
- Provided erosion and sediment control inspections for development projects.
- Served as a representative at monthly WES Surface Water meetings.
- Served as a representative at the Clackamas Regional Center Connections Project TAC meetings.
- Attended the Certified Storm Water Inspection Training (Sally Curran and Karleen Aichele).
- Provided engineering conditions of approval and plat review for Land Use Applications.
- Provided development construction plan review, construction project management and construction inspection for new developments.
- Tracked maintenance and performance bonds.
- Performed the annual update to the Engineering Design and Standards Manual.

- Processed 32 pre-applications.
- Approved 16 development projects and held pre-construction meetings.

Engineering Permits/Inspections

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*
Public ROW Permit	66	77
Site Development Permit	18	13
Erosion Control Permits	19	11
Minor Grading Permits	5	2
Totals	105	103
Inspections		
Erosion Control Inspections	273	457

* 2016 numbers are one month less than 2015 numbers.

2017 Goals:

- Continue training new staff members and retain excellent customer services levels and quality of work given increasing permit/application levels.
- Continue coordination with Code Enforcement, Public Works, Clackamas County and applicable state and federal agencies in regards to large amounts of ongoing construction projects.
- Continue to provide development construction plan review, construction project management and construction inspection for new developments.
- Continue to provide inspection of right of way permit sites and smaller construction projects.
- Continue to provide engineering conditions of approval and plat review for Land Use Applications.
- Continue to provide erosion and sediment control inspections for development projects.
- Continue to coordinate consultant inspection and design services with Curran McLeod.
- Continue to coordinate internal MS4 data that is provided to WES for DEQ reporting.

Building Division (11.0 FTE):

2016 Highlights:

- Provided frequent customer service to a wide variety of developers and their representatives (consultants and sub-consultants), property owners, appraisers, real estate agents, etc. at the front counter, via e-mail and by telephone contact.
- Completed plan reviews and inspections for the following major commercial projects:
 - Fred Meyer
 - Happy Valley Crossroads
 - Sunnyside Memory Care
 - Happy Valley Retail
 - Modern Family Dental
 - Sunnyside Phases 1B - 2B
- Increased the scope of Electronic Document Reviews for residential and commercial permits.
- Reorganized and streamlined the intake and outsource processes for permit issuance
- Updated instructional manuals and procedures for permit processes.
- Attended a combined total of 90 hours continuing education classes for inspectors.
- Completed over 9,460 inspections on the Happy Valley Morningside Subdivision.
- Averaged 1,833 inspections per month with a total of 20,172 inspections completed in the last 11 months.

Building Permit/Applications

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*
Single Family Homes (detached & attached)	332	318
Residential Alteration/Addition	58	73
Multi-family Buildings	0	14
Commercial Tenant Improvement	9	38
Commercial Buildings	5	16
Totals	404	459

* 2016 numbers are one month less than 2015 numbers.

2017 Goals:

- Improve the homebuilder's use of the electronic permit system by meeting with individual homebuilders and showing them how to better use the system.
- Continue implementation of electronic submittal and plan review for residential and commercial projects.
- Improve monthly reports by making them more useful and available.
- Improve website by adding links to checklists, permit information, and Q&A's.
- Implement an archive system using Laserfiche.
- Provide training for Kelly Peterson, Bill Ovchinikov, Bob Monteith and Tyrone Bergen to complete their commercial structural and mechanical certifications.
- Develop residential inspection checklists for accurate and consistent inspections.
- Provide training for permit staff to complete their "ICC Permit Technician" certification.
- Complete a feasibility study to see if the Building Division should assume responsibility for electrical inspections (currently done by contract with Clackamas County).
- Have 30 percent of our staff take the Incident Command System (ICS) class to better prepare our Building Division to perform our responsibilities in the event of an emergency.
- Continue excellent customer service at the front counter and in the field by providing a four-hour customer service class to the Building Division staff.
- Hold an erosion control class for inspectors and homebuilders.
- Improve communication and workflow with intergovernmental agencies.

Public Works

8.425 FTE



Chris Randall
Public Works Director

2016 Highlights:

Parks

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*
Satellite Parks		
· Service checks	28	28
· Calls for service	4	6
Splash Pad Maintenance		
· Chemical tests	360	339
· Gallons of chorine used	105	75
· Gallons of muriatic acid used	75	45
Park Restroom Maintenance		
· Cases of toilet tissue used	30	35
· Cases of hand towels used	30	34
· Gallons of hand soap used	12	12
Park Garbage Maintenance		
· Cases garbage bags used	40	31
Dog Park Maintenance		
· Service checks	192	272
· Cases of dog bags used	25	44
· Yards of chips added to off-leash dog area	70	120
Community Garden		
· Gardens reserved	29	29
· Wait list applications	3	2
· Community work days	3	3
· Guest speakers	3	0
Park Reservations		
· Reservations coordinated	207	235
· People served	9,207	11,176
Boardwalk Maintenance		
· Calls for service	20	28
· Deck boards replaced	540	263
· Support posts replaced	37	51
Playground Maintenance		
· Yards of playground chips added to play areas	200	100
· Inspections performed	12	18
· Equipment repairs made	4	8
Irrigation Repairs/Maintenance		
· New sprinkler heads installed	20	18

· New control valves installed	4	3
· Gallons of irrigation water provided from City well	26,555	19,090
Turf Maintenance		
· lbs. of grass seed applied to sports fields	500	750
· lbs. of hydro seed applied		4,000
· Tons of fertilizer applied	2	1.5
· Tons of lime applied	11	11
· Turf aerations performed	2	2
General Park Maintenance		
· Garbage can holders constructed	43	0
· Concrete garbage can rings installed	8	0
· Concrete cole bins installed	2	0
· Yards of new/replaced field turf	100	0
· New QR trail signs	18	0

* 2016 numbers are one month less than 2015 numbers.

Public Works

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*
Tree Maintenance		
· Maintenance service calls	22	32
· Trees planted	925	1,175
Damascus Public Works Service Calls		
· Service calls preformed	4	4
Community Event Set-Up		
· Event and concert set-up	10 events / 6 concerts	10 events / 6 concerts
Vehicles Maintenance		
· Services calls	170	190
· Number of recalls	6	12
· Number of surplus vehicles	1	3
Facility Maintenance		
· Calls for service at City Hall	85	54
· Calls for service at CPC		13
· Calls for service at Library		204
· Calls for service at Public Works		12
· Calls for service at HV Park		40
· Number of work station changes	5	24
Trail System Maintenance		
· Yards of rock applied to trails		200
· Yards of chips applied to trails		40
· Trail system service calls		12
Stream side restoration		
· Yards of river rock installed		200
· Restoration projects completed		2

* 2016 numbers are one month less than 2015 numbers.

Streets

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*
Crack Seal		
· Tons of liquid crack seal material applied to local roadways	45	22
Stop Bars/Thermo-plastic Applied		
· Stop bars installed	60	0
· Speed bump thermo plastic symbols installed	28	0
Traffic Control Changes	1	2
Winter Storm/De-icing		
· Yards of de-icing sand applied	8	100
· Gallons of de-icing chemicals applied	900	2,750
· Yards of de-icing sand re-claimed	4	60
ROW Trees		
· Street trees installed	74	195
Pothole Patching/Drain Berms Installed		
· Tons of asphalt used	7	22.48
Shoulder Repairs		
· Yards of shoulder rock applied to area streets	5	55
Manholes/Catch Basin Adjusted	1	1
Roadway/Parking Lot Striping		
· Gallons of yellow traffic paint applied to area roadways	60	345
· Gallons of white traffic paint applied to area roadways/parking lots	125	30
Street Sweeping		
· Lane miles of streets swept	2,000	1,800
· Yards of material collected	900	900
· Lane miles of streets swept per WES contract	1,135	1,035
· Yards of material collected per WES contract	460	460
Sidewalk Repairs		
· Repairs performed on city owned properties	4	29
Sign Maintenance		
· New signs installed	96	240
· Sign service checks	920	1,148

* 2016 numbers are one month less than 2015 numbers.

2017 Goals:

- Continue evaluation and feasibility study of Sanitary Sewer and Storm System:
 - Updated the 2010 Feasibility study to reflect inflation and updated EDU/ESD numbers for 2016.
 - Gather information from Clackamas County.
- Follow-up on City Council direction regarding the Transportation Maintenance Fee.
- Assist efforts to update the Intergovernmental Agreement with North Clackamas Parks and Recreation District.
- Complete the Happy Valley Park Boardwalk Restoration Project.
 - The project has been awarded to Oregon Woods Inc. in the amount of \$551.420
 - Construction is set to start on November 1st
- Finalize a Public Works Yard Feasibility:
- Explore the Veterans Memorial Project at City Hall, including assembling a subcommittee to guide the project.

Community Services and Public Safety

11 FTE



Steve Campbell
Director of Community
Services & Public Safety

Community Services:

2016 Highlights:

Business Support

- Assisted the HVBA with monthly meeting and new business ribbon cuttings, including:
 - “New” Chamber office
 - Ground breaking Fred Meyer
 - DSW Shoes
 - HV Station - Food Carts
 - MOD Pizza
 - Ascent Physical Therapy
 - Rivermark Credit Union
 - Clackamas Federal Credit Union
 - Windermere Real Estate

School & Youth Activities

- Provided staff assistance to the Youth Council including a trip to Washington D.C., Teen Safe Driver Event, RX Drug Turn-in, and Youth Town Hall.
- Assisted the Cities of Lake Oswego and West Linn with developing a Youth Council.
- Participated in 10 Junior Achievement activities at local elementary schools.
- Conducted 9 tours of City Hall to local 2nd grade students.
- Established the Principal Forum, a quarterly meeting consisting of local school principals, emergency responders and City representatives.
- Implemented marketing campaign to improve participation in the “If I were Mayor, I would” contest. Met with 4th and 5th grade teachers and students to encourage participation, utilized Happy Valley Library as a partner and provided supplies to children.

Recreation Services

- Processed sports field reservations for 14 organizations, tennis camps, youth camps, Frisbee tournaments, and other weekly reservations.
- Processed 235 parks reservations with 11,176 users.
- Responded to 650 phone inquiries regarding park reservations.
- Reviewed park rules and implemented additional regulations regarding sports activities and remote control flying devices.
- Submitted a grant application to receive tourism funds.

Communications

- Assisted with the launch of the new website with a focus on improving visual appeal and accessibility.
- Increased the City’s Social Media presence, including:
 - Increased the number of likes on the City Facebook page from 2,317 to 3,372.
 - Reached an average of 2,242 Facebook users per post.

- Partnered with Pamplin Media to write and edit the HV Monthly.
- Prepared and produced the annual Happy Valley Magazine.
- Attended 3CMA (City and County Communication and Marketing Association) Conference in San Antonio.
- Attracted local media attention for Illegal fireworks campaign and the City Store grand opening.
- Assisted in the coordination of a region-wide PIO group.
- Created a new dog licensing video for the website and social media.
- Created a new tourism video.
- Rotated the displays in the Council Chambers to educate the public on various City events and topics.

Community Events

- Organized and assisted 3 community blood drives.
- Organized annual City-sponsored community events, including:
 - 4th of July Family Festival
 - Dumpster Day
 - Summer Concert Series
 - National Night Out
 - Volunteer Appreciation BBQ
 - Harvest Fest
 - Tree Lighting
- Provided assistance for special events in the community, including:
 - Happy Valley Fun Run
 - Pickathon
 - Street of Dreams 2017 – initial meeting to start process
 - Relay for Life
 - Scouters Mountain Scare Fest Permitting
 - Commercial film at Library
 - Commercial film GRIMM
 - Military Family Appreciation Day
 - Commercial film permit SUV commercial
- Provided support to City and Regional Advisory Committees, including:
 - Traffic and Public Safety
 - Clackamas County Sheriff's Office Blue Ribbon Committee
 - Chair of Police Contract Cities Committee
 - Public Health Advisory Committee
 - Clackamas County Emergency Notification System
 - Happy Valley Business Alliance

Community Livability Efforts

- Adopted a new ordinance to better track and maintain vacant and distressed properties.
- Established a new tenant landlord program.
- Adopted an exclusion ordinance to trespass individuals from publicly owned facilities and specified areas in an effort to curb criminal and unsafe behavior.

Passport Services

- Hosted a Regional Training Workshop.
- Processed 2,766 applications.
- Collected \$88,545.74 in passport fees.

Sustainability Activities

- Re-negotiated the Solid Waste IGA with Clackamas County.
- Created an internal monthly e-newsletter to encourage better sustainable practices.
- Established a partnership with New Seasons for using their Industrial Compost.

Awards

- Granted the 2015 City Volunteer of the Year Award to Kevin and Jodi Bailey.
- Commendation for Police Construction Award.
- Commendation and retirement for Detective Millett.
- Received a Gold Certification of Leaders in Sustainability from the Clackamas County Sustainability Analyst. To achieve it we had to go through an application that focused on our economic management, materials & waste, water use, energy use, transportation systems, and our community engagement.

2017 Goals:

- Organize successful community events.
- Establish a City-wide communication team.
- Create and implement City-wide communication system.
- Implement new Social Media Policy.
- Provide social media training and guidelines to representatives from various City departments.
- Conduct a full launch of the Happy Valley Twitter page.
- Establish a “green team” to further internal sustainability.
- Hire and train a new passport agent.
- Advertise passport services.
- Host a passport Saturday for those residents who have difficulty submitting their applications during the normal weekly acceptance hours.
- Monitor progress of Oregon becoming compliant with federal REAL ID standards. If the State Legislature does not authorize the DMV to issue ID card compliant with federal standards, this could increase the number of passport applications at City Hall.

Emergency Management:

2016 Highlights:

- Participated in the Cascadia Rising Emergency Exercise (earthquake).
- Participated in the Mt. Angel Rocks Emergency Exercise (earthquake).
- Presented at Portland Metro Fire Academy.
- Attended the Emergency Management Workshop/Public Health Emergencies.
- Organized a Day Driver Safety Training for staff in partnership with the Fire District.
- Organized an Active Shooter Training for staff.
- Offered First-aid/CPR classes for staff.

2017 Goals:

- Continue Preparedness Campaign.
- Work to develop the Clackamas County Public Information Officers Group.
- Conduct an emergency table top exercise.
- Continue providing staff training.

Code Enforcement (3 FTE):

2016 Highlights:

- Established Neighborhood Watch Programs in 4 new areas.
- Attended HOA meetings addressing neighborhood concerns.
- Coordinated transient camp removal around parks within the City & on private property.
- Provided traffic control for Spring Mountain Elementary students & staff.
- Construction site inspections for compliance of debris/noise/nuisances.
- Completed Vet Licensing Program – Allowing veterinarians to issue City Dog Licenses.
- Deployed the radar trailer on problem streets & around city parks.
- Forced clean up on nuisance properties.
- Patrolled Mt. Talbert Nature Park, Hood View Park, Happy Valley Park, Scouters Mountain Park, Village Green Park & Ella V. Osterman Park.
- Attended training from Oregon Code Enforcement Association.
- Met w/Princeton Village Neighborhood to resolve livability concerns.

2016 Statistics:

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Oct. 2016)*
Community Watch Patrols - Total Volunteer Hours	473.75	357
Code Cases for this time period	2,026	3,247
Animal Cases-including dog bite & abuse investigations	218	284
Construction Site Violations/inspections	121	232
Noxious Vegetation Complaints and enforcement	114	155
Dog Licenses		
· NEW	146	350
· RENEW	258	498
Tree Permits	119	113
Business Licenses		
· NEW	146	159
· RENEW	499	622
Alarm Permits		
· NEW	156	196
· RENEW	490	414
Special Event Permits/Park Groups	7	6
Noise/Construction Variances	8	10
Burn Permits	11	16

* 2016 numbers are one month less than 2015 numbers.

2017 Goals:

- Implement more Veterinarian Offices into licensing program.
- Bring Foreclosure Property Registration Online.
- Automate Online Dog Licensing, Business Licensing & Alarm Permitting.
- Add Bike Patrol to Park/Neighborhood Patrols.
- Continue education & training in prevention/enforcement.

Municipal Court (2 FTE):

2016 Highlights:

- Transitioned Municipal Court to one court date per month starting in January 2016. This change has proven to be a more efficient way for disposition of cases. Judge Blake continues to appear twice monthly, once for Arraignments and once for review of a written file.
- Upgraded the software for Municipal Court which allows staff the ability to view case history, enter dispositions, print forms and take payments from one screen.
- Senior Court Clerk, Lisa Tamlyn, received her Professional Court Leader Certification through the Oregon Association for Court Administration. This is the final accreditation through this professional organization.
- Court Clerk, Kim Carrier, received her Certified Court Manager accreditation through the Oregon Association for Court Administration having completed 100 hours of management training.
- Issued the following citations for the period from 10-01-15 through 10-01-16, the figures below reflect Police, Code Enforcement and Weighmaster Citations:
 - Citations: 2,271
 - Violations: 2,897
 - Parking: 499
 - Warnings: 779
- Collected \$186,430.22 in outstanding debt through Western Collection Bureau for the period from October 01, 2015, through October 01, 2016.
- Garnished \$18,592.75 from past due judgments through Western Collection Bureau wage garnishment program.
- Received 849 electronic payments, which resulted in \$115,184.75 collected through online payment process.
- Processed 142 students through the U-TURN 180 TRAFFIC SAFETY CLASS – A class designed for our violators over the age of 25.
- Processed 94 students through the TRAUMA NURSES TALK TOUGH – A class which is ordered for violators under the age of 25 as well as our more serious offenders.
- Completed 118 Hours of Community Service to The City of Happy Valley by youth offenders.

2017 Goals:

- Continue working with our software provider, Tyler Technologies, to implement new state program of submitting convictions to driver records via an electronic process.
- Kim Carrier is working on her final 8 hours of education towards her Professional Court Manager accreditation through the Oregon Association for Court Administration.

Juvenile Diversion

2016 Highlights:

- Began Restorative Justice Pilot Program.
- Handled the following:
 - 57 New youth offender referrals.
 - 30 Youth offender completions.
 - 16 Youth Offender open cases.
 - 281 Completed community service hours.
 - 115 Volunteer hours.

2017 Goals:

- Finalize implementation of the Restorative Justice Pilot Program.

Public Safety and Police Services

2016 Highlights:

- Conducted police in-service training every 6 months with new officers assigned to HV.
- Re-branded Police Cars w/dual CCSO and HV logo.
- Reconciled \$79,000 for 2015/2016 in savings for overtime and salaries.
- Deputy Kuehl and Detective Millet recognized with the Law Enforcement Partnership award by the Construction Industry Crime Prevention Program.
- Detective Gil Millett retired May 2016. Detective Dan Smith reported to Happy Valley June 2016.
- Increased community policing efforts by participating in numerous community events.
- Deployed Automatic External Defibrillators (AED's) in every Happy Valley Patrol car to help respond to sudden cardiac arrests in the city.
- Experienced an average increase of 20% in dispatched calls for service over the past year. Previous year increases tracked at 7% increase (2015), 3% increase (2014), 5% increase (2013), and 3% increase (2012). In an analysis of the city growth, by population, these dispatched calls for service increases mirror the rate of growth in the city annually. Which, also includes increased patrol area, added roads, and properties.
- Made arrests and prosecuted the following significant cases:
 - Shooting suspect arrested on 08/25/16 on attempt murder charges from New Hope Church parking lot shooting on 08/17/16
 - Rape and Coercion suspects arrested August 2016, Juvenile victim and juvenile suspects
 - Treehouse Trespasser – High on Methamphetamines arrested on 07/12/16
 - Prolific car prowler arrested in June 2016 (juvenile suspect)
 - DUII driver, vehicle crash and arrest of Portland officer driving an unmarked city owned vehicle on 04/26/16
 - Two burglars arrested on Walnut Rd, on 03/12/16
 - “Porch Pirate” package thief found and arrested 02/06/16
 - Two suspects arrested for burglary occurring in the Misty/157 neighborhood, 01/29/15
- Focused traffic enforcement on distracted driving (i.e. fail to obey traffic control device, cell phones) and speed in an effort to reduce crashes.
- Conducted a pedestrian crossing detail.
- Increased involvement from the Traffic Officer with the Traffic and Public Safety Committee.
- Supported the Traffic and Public Safety Committee:
 - Traffic Control Requests: 27

- Traffic Orders: 5 (no parking zones, crosswalk)
- Completion of Traffic Control Device 152nd and Misty
- Development of Draft Traffic Policies for No Parking Zones, Speed Bumps, Additional Stop and Speed Signs within established developments, Speed Reduction, and Crosswalks.

2017 Goals:

- Conduct Police Staffing Study with an emphasis on Community Policing Model.
- Increase public education on police services.
- Increase social media activity.
- Continue providing a safe community.

Library

14.725 FTE



Doris Grolbert
Library Director

2016 Highlights:

- Participated in City Events such as Harvest Fest, Tree Lighting, and 4th of July.
- Developed Countywide RFID (Radio Frequency Identification) tagging standards and selected equipment.
- Developed new collections in response to patrons needs: Lucky Day, Chinese, New Picture Books.
- Continued outreach to schools, retirement communities, and community organizations.
- Increased our summer concert series, programs, activities, and sign-ups for both children and adults.
- Increased our social media outreach on Facebook and the Library's weekly newsletter.
- Invited by the State Library Focus Institute to give a presentation called "Collection Development by the Numbers."
- Appointed a new Library Board.
- The Countywide Teen Artwork Contest winner was a patron of our Library.
- Charleene Wood was awarded the State Library Employee of the Year.

2016 Statistics:

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*
Circulation of books, DVDs, audiobooks and other materials	797,000	726,155
New library cards issued	3,409	3,095
New items added to the collection	15,654	15,018
Number of Internet uses	19,672	17,151
Number of reference questions & inquiries	23,827	25,371
Storytimes offered / attendance	253 / 10,386	235 / 9,555
Teen & Juvenile programs offered / attendance	91 / 5,172	129 / 5,558
Summer Reading program sign-ups / finishers	2,938 / 1,722	3,400 / 1,800
Adult Programs offered / attendance	219 / 2,828	178 / 3,132
Off-site visits / attendance	83 / 5,113	101 / 5,830
On-site visits / attendance	9 / 212	12 / 323
Visits to the Library	N/A	255,090
Volunteer Hours	3,035	1,919

* 2016 numbers are one month less than 2015 numbers.

2017 Goals:

- Tag materials, install new self-check equipment and implement RFID. RFID will increase staff efficiency and safety. It will also provide a better patron experience.
- Increase open hours allowing for more morning access, programs, and opportunities.
- Expand foreign language materials for adults.
- Orient the new Library Board and review State standards. Develop goals, objectives and a strategic plan to meet all the standards.
- Develop a newsletter for schools, teachers, and caregivers to increase awareness of our services.