



# Annual Department Report

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November 2017



**HAPPY VALLEY, OR**  
EST. 1965



# What's Inside?

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## Introduction

### Mission Statement

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

### Council Goals

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



Jason Tuck, ICMA-CM  
City Manager

### City Manager's Message

I am pleased to present the 2017 Annual Department Report. As I reflect on this past year, I'm amazed at the work we've accomplished. None of our achievements would be possible without the continual support we receive from the City Council or the teamwork from our staff members. While we have made great strides forward this year, we still have much more work ahead as we build an organization to meet the growing needs of our community.

### 2017 Highlights

As you will find in this Annual Report, the City has been busy throughout 2017. While all our activities deserve recognition, below are a few of the significant highlights.

#### **Growing Community**

Following the disincorporation of the City of Damascus, Happy Valley has annexed over 1,000 acres. This is an unprecedented expansion of our city limits. Most impressive, the annexations have all been property owner initiated. In addition to the City's geographic growth, more development continues in the heart of our community. While single-family home permits have decreased in the past year, significant subdivisions have been approved through the land use process and will soon provide more lots available for future homes. New commercial development is also continuing at record pace. Several retail and mixed-use developments are underway along Sunnyside Road and in the Happy Valley Town Center. Clearly, Happy Valley continues to be a desired location for businesses and families to locate. This was evidenced by the 2017 NW Natural Street of Dreams event we hosted this last summer.

#### **Parks District Withdrawal**

In June, the City Council passed an ordinance to withdraw Happy Valley from the North Clackamas Parks and Recreation District (NCPRD). This was a big decision made after several years of conversations aimed at improving the park and recreation services provided to Happy Valley residents. Unfortunately, amicable negotiations regarding the division of assets were not successful. On Monday, October 9<sup>th</sup>, 2017, the City of Happy Valley officially filed a complaint in Circuit Court against Clackamas County and NCPRD. The lawsuit seeks to divide the assets in a matter that is fair given the contributions Happy Valley has made to the district. Making the decision to withdraw was a significant milestone, but much work is ahead.

### **Parks and Recreation Master Plan**

Immediately following the decision to withdraw from NCPRD, the City embarked on updating its Parks and Recreation Master Plan. This involved considerable amounts of public engagement and a review of the existing parks system. After providing input throughout the process, the Parks Advisory Committee recommended approval of the master plan. I am pleased that the City Council will have a finalized master plan for consideration in December.

### **Organizational Changes**

While our community has seen many changes in the last decade, so too has the organization. With the retirement of long tenured staff members and the infusion of new employees, I took the opportunity to restructure the organization to better meet our needs. This involved assigning the Library, Information Technology, Human Resources, City Recorder, Risk Management, and Policy Analysis to the Assistant City Manager. I have also promoted Travis Warneke to become the Finance Director following the retirement of Barbara Muller. Finally, with the withdrawal from North Clackamas Parks and Recreation District, we are preparing the organization to become the parks and recreation provider. Park maintenance will continue and grow in the Public Works Department. Likewise, Community Services is preparing to increase the recreation programs provided by the City.

### **Fiscal Responsibility**

The City's Finance Department earned the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award. This was the first city budget submitted to the GFOA budget award program. The City's Comprehensive Annual Financial Report (CAFR) earned a Certificate of Achievement for Excellence in Financial Reporting from the GFOA for the second year in a row. Along with the City awards, the Finance Department was also awarded a Certificate of Recognition for Budget Preparation and an Award of Financial Reporting Achievement from the GFOA. In addition, the City paid off the remaining debt on City Hall which resulted in almost \$900,000 of interest savings.

### **Community Pride and Engagement**

As impressive as these major initiatives are, Happy Valley wouldn't be the same close-knit community without family-friendly events. The concert series in the park and the one next to the Library continue to grow in popularity. Our 4<sup>th</sup> of July, National Night Out, Harvest Festival, Tree Lighting Ceremony, and other events continue to draw new families. The Happy Valley Library also continues to be an active place with more children and adults signing up for the summer reading program than any other library in Clackamas County.

## **2018 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.

### **Pleasant Valley / North Carver Comprehensive Plan**

Following the annexations from the Pleasant Valley and North Carver areas, the City needs to update our Comprehensive Plan to include this new land. This will require a significant amount of outreach with the property owners, other residents, and service providers. We expect Metro to award the City a \$400,000 grant to assist with this planning effort.

### **Establish Funding for Parks & Recreation**

Over the course of the next several months, the City will begin conversations on how to best fund parks and recreation services. NCPRD has a permanent tax rate of \$0.54 per \$1,000 of assessed value. In May 2018, the City could ask for voter approval of a parks levy of a similar amount. City staff members will also be exploring the option of a monthly parks fee.

### **Separation of the Joint Transportation System Development Charge District**

This past year, the City and Clackamas County have been working towards splitting the joint Transportation System Development Charge (TSDC) District. We expect that process to be complete in 2018 with the adoption of a Transportation Capital Improvement Plan and SDC methodology report.

### **Evaluate Retail Sewer Service**

Following the City Council's direction, we have initiated the feasibility study of directly providing retail storm and sewer service. The information we learn from this study will help prepare the City to assume the retail system and provide service to our residents.

### **Capital Improvement Project Funding**

Finally, with all our growing service demands, the City needs to develop a strategic plan for investing in our facilities and infrastructure. The priorities identified in our various planning documents include a new Public Works Facility, Community Policing Center, community park, community center, neighborhood parks, all-weather turf fields, sidewalks, and road maintenance. Together, this list totals approximately \$70 million. I plan to engage the City Council to set priority levels and discuss various funding options for these projects.

### **Conclusion**

2017 was a productive year for the City of Happy Valley. I'm continually amazed at the work we do every year. We are proud to serve Happy Valley and look forward to achieving our goals in 2018.

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

**Citizens of Happy Valley**



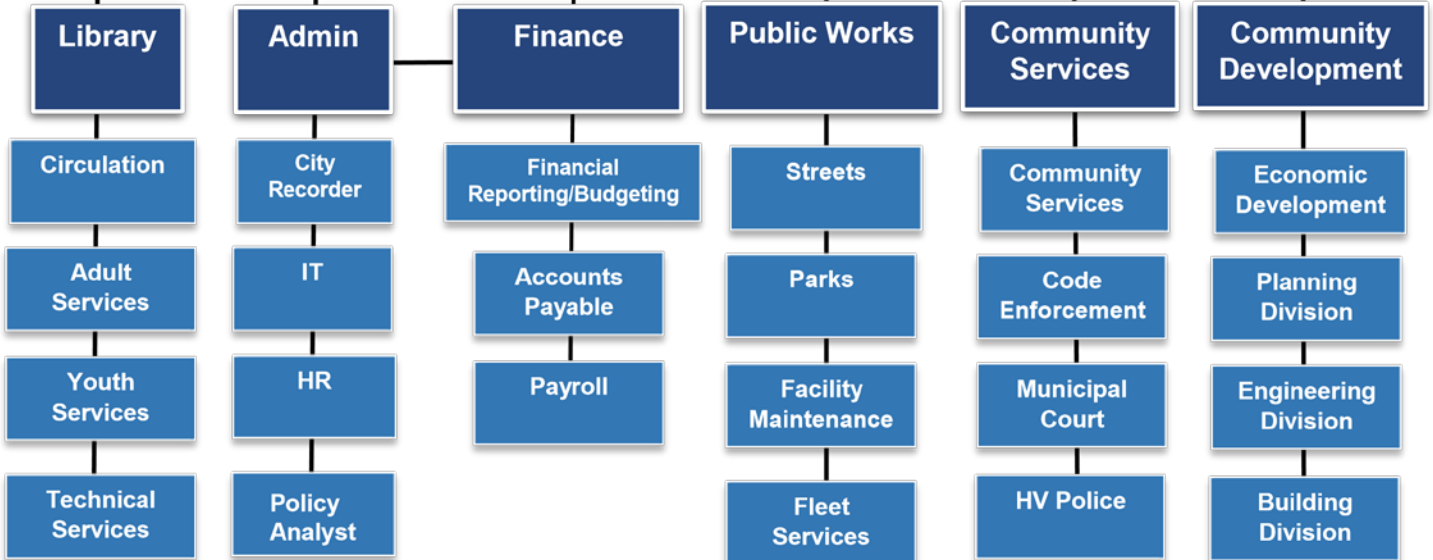
**Mayor and Council**

**City Attorney**

**City Manager**

**Municipal Judge**

**Assistant City Manager**



# General Administration

7 FTE



Ben Bryant  
Assistant City Manager

## General Administration (3 FTE):

### 2017 Highlights:

- Assisted the onboarding process of new City Council member, David Golobay.
- Restructured the organization to better meet internal needs.
- Established a new internal Leadership Team to improve communications on the key city-wide initiatives.
- Continued to improve communications from the Mayor and Council to the public through the Mayor's Message and Council Corner.
- Supported the withdrawal from NCPRD, including providing communications to the community, filing a lawsuit to fairly divide assets, supporting the Master Plan and Systems Development Charge Methodology, and preparing materials for a parks levy.
- Continued to track the governance changes to Clackamas County Sewer District #1 through their ORS 190 partnership with Water and Environment Services (WES).
- Continued to coordinate with the North Clackamas County Chamber, Greater Portland Inc., C-4, HVBA, Clackamas County, Metro and various other jurisdictional partners and agencies.
- Finalized a Franchise Agreement with Comcast.
- Provided monthly development reports for the City Council.
- Facilitated more regular meetings with Sunrise Water Authority to improve agency cooperation and partnership.
- Organized a tour of Happy Valley for Greater Portland, Inc. so they can promote Happy Valley to new and expanding businesses.

### 2018 Goals:

- Provide options and support for a potential parks and recreation levy or fee.
- Evaluate and take over retail sewer and storm water retail services from CCSD#1.
- Continue to support the establishment of a parks and recreation program.
- Evaluate and implement a transient lodging tax.
- Prioritize Capital Improvement Projects Prioritization

## Policy Analysis (1 FTE):

### 2017 Highlights:

- Followed and reported on all major state, regional and local committees.
- Tracked over 200 bills introduced before the Oregon Legislative Assembly. The City provided testimony on the statewide transportation package ([HB 2017](#)), supplementary funding for local partners at Camp Withycombe ([SB 320](#)), local discretion in comprehensive planning ([HB 3245](#)), recreational immunity ([SB 327](#)), and right-of-way management ([SB 202](#), [SB 840](#)). Additional advocacy was conducted in support of Sunrise Phase II.
- Hosted the League of Oregon Cities Elected Official Training and Regional Meeting.
- Supported the Mayor on Metro's Urban Growth Task Force to improve the process for Urban Growth Boundary expansions.
- Initiated review of public policy to address local proliferation of autonomous vehicles.
- Updated and revised local projects in the Regional Transportation Plan. Through the process, Happy Valley assumed jurisdiction over several Clackamas County RTP projects within the City's jurisdiction.
- Provided staff support to the Public Art Committee, resulting in:

- Approved Happy Valley Public Art Master Plan.
- Installation of the 2017-2019 City Hall Sculpture Garden. The City received approximately 30 sculpture submissions, more than double the submissions in prior cycles.
- Assisted Public Art Committee in youth outreach at Happy Valley Harvest Fest.
- Optimized weekly staff/Council updates for smart devices.

## 2018 Goals:

- Continue to support the Mayor and City Council at regional committees and intergovernmental engagements.
- Explore policy ramifications and potential regulations of emerging technologies, such as AirBnB, and autonomous vehicles.
- Continue exploring the transfer and annexation of Donatello Loop/Alta Villa Neighborhood.

## Human Resources (1 FTE):

### 2017 Highlights:

- Hired a new Human Resources Manager, Amber Autry.
- Implemented an employee Wellness Initiative and Wellness Committee.
- Coordinated the annual Harassment Training and the CPR & First Aid Training.
- Processed the annual Benefit Open Enrollment.
- Supported and organization-wide team building and engagement event with “Build a Bike.”
- Supported the exiting process for 11 employees who left employment with the City.
- Welcomed and onboarded 12 new employees, including:
  - **Administration**  
Amber Autry – Human Resources Manager
  - **Community Services**  
Ashely Degner- Administrative Assistant  
Todd Kennedy- Code Enforcement Officer  
Kelly Lee- Administrative Assistant  
Jason Thompson- Code Enforcement Officer  
Jasmine Walker- Summer Intern
  - **Library**  
Andrea Bullock- Librarian  
Robin Dawson- Operations Supervisor  
Racheal Kwiecinski- Library Aide  
Amber McCready- Library Aide- Limited  
Aryn Orwig- Librarian  
Isaac Rains- Librarian

### 2018 Goals:

- Provide continual support to the management team with personnel issues, recruitments, and other day-to-day activities.
- Establish and roll-out a revised Employee Handbook.
- Conduct supervisory training for all managers.
- Create and implement annual Employee Performance Reviews.
- Review the 457 Deferred Compensation Plans and providers.
- Utilize the Laserfiche capabilities for electronic personnel files.
- Develop and implement a comprehensive onboarding experience for new employees.
- Implement an application tracking system.



## City Recorder (1 FTE):

### 2017 Highlights:

- Designed, built, and implemented an Electronic Records Management system for Building, Engineering, Planning, Community Services, Risk Management, Human Resources and City Recorder.
- Implemented MinuteTraq agenda management software for Hearings Officer, Design Review Board, Library Board, Parks Advisory Committee, Planning Commission, Public Art Committee and Traffic and Public Safety Committee.
- Prepared 40 packets and minutes for 18 meetings.
- Processed the first referendum in over 15 years.
- Fulfilled 40 formal Public Records Requests.

### 2018 Goals:

- Continue to work towards digitization of records to clear out storage rooms and improve document searchability.
- Transform processes so the City doesn't continue to take in large volumes of paper documents.
- Automate the Public Records Request process to ensure timely fulfillment in compliance with state law.
- Update the municipal code for initiative and referendum petitions so the process is consistent with state law.

## Risk Management:

### 2017 Highlights:

- Negotiated Property, Casualty and Workers' Compensation Insurance for the 7/1/17/-18 Policy Year.
- Monitored and helped to resolve potential bond claims.
- Completed a Cyber Security Assessment to identify areas of strength and vulnerability.
- Reviewed over 200 Certificates of Insurance for special events, contractors and permits.
- Received the CIS Silver Safety Award for having a safe workplace.
- Assisted with the creation of a Wellness Committee to promote a fun, healthy, safe and supportive work environment.

### 2018 Goals:

- Continue to implement industry best practices and formalize processes to mitigate risk to the City.
- Develop a matrix to help identify insurance and contracting requirements based on different scenarios.
- Maintain involvement in both the Safety and Wellness Committees to promote a safe workplace and healthy workforce.

## Information Technology (1 FTE):

### 2017 Highlights:

- Implemented new WIFI hotspots for various city vehicles allowing for connectivity while out in the field.
- Started a cloud based backup archive system with Amazon for retention of 6 months of backups online.
- Implemented a new mobile design for the city website that is easier to use on mobile devices.
- Updated the helpdesk site to allow for additional request types including GIS and map requests.
- Upgraded the council video recording software and replaced the council room cameras.
- Continued rollout of Windows 10 with new hardware installs.
- Implemented a new software update system for deploying software and system updates.
- Started migrating user folders to OneDrive for ease of use and reduced storage needs locally.

- Worked with the Community Services Department on a new agreement with a local resident for photos for the City's website.
- Worked with the City Recorder and our external vendor Cities Digital on new Laserfiche processes.
- Installed a new Microsoft Surface Hub for team based collaboration and presentations.

## 2018 Goals:

- Install Windows 10 on all systems by end of 2017 / start of 2018.
- Ensure all systems are running the same updated versions of Windows and Office.
- Migrate all personal (U) drive folders to individual OneDrive accounts for reduced storage needs and ease of sharing information with others.
- Begin piloting of Microsoft Teams for internal and external communications.
- Develop a pilot for using Microsoft SharePoint for internal information and documents.
- Continue the rollout and development of the Laserfiche system with new city forms and processes.
- Continue the implementation of Microsoft Azure for cloud based management and control of mobile and desktop systems.
- Pilot using Microsoft Windows tablets out in the field for the Building Division.
- Continue working with our local web developer on website updates as well as a possible new "look" for late 2018.
- Work with outside consultants on reviewing all cyber security systems and processes for gaps and areas that need attention.
- Continue reviewing technology trends and update the various departments and management on emerging solutions.

# Library

14.725 FTE



Doris Grolbert  
Library Director

## 2017 Highlights:

- Implemented RFID system for material handling and check out. Tagged all library materials and installed new self-check machines which increased our self-check use by 35%.
- Increased open hours from 54 to 62 per week by adding one part-time Reference position and the staff efficiencies gained from the RFID implementation.
- Developed new work flow in response to the centralized materials handling process (RFID) creating efficiencies and staff safety.
- Revitalized the Adult Spanish collection and added materials in Russian in response to community needs.
- Added a Young Teen collection in response to community needs.
- Started a Teen Advisory Committee to help develop programming for teens in our community.
- Anna Bruce, Children’s Librarian was selected to be on the National Collaborative Summer Library Program Committee. She was chosen to be a member on the Oregon Reader’s Choice Award Committee.
- Increased Adult and Children’s Summer Reading participation.
- Sent a newsletter to schools, teachers, and caregivers about the Library’s services.
- Began the development of a strategic plan, in partnership with the Library Board.

## 2017 Statistics:

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*	Oct. 2016-Sept. 2017
Circulation of books, DVDs, audiobooks and other materials	797,000	726,155	793,219
New library cards issued	3,409	3,095	3,270
New items added to the collection	15,654	15,018	16,212
Number of Internet uses	19,672	17,151	17,520
Number of reference questions & inquiries	23,827	25,371	28,090
Storytimes offered / attendance	253 / 10,386	235 / 9,555	246 / 10,973
Teen & Juvenile programs offered / attendance	91 / 5,172	129 / 5,558	148 / 7,657
Children’s Summer Reading program sign-ups / finishers	2,938 / 1,722	3,400 / 1,800	3,528 / 2,101
Adult Programs offered / attendance	219 / 2,828	178 / 3,132	245 / 3,761
Off-site visits / attendance	83 / 5,113	101 / 5,830	117 / 5,267
On-site visits / attendance	9 / 212	12 / 323	12 / 391
Visits to the Library	N/A	255,090	302,396
Volunteer Hours	2,083	1,919	3,052.26

\* 2016 numbers are one month less than 2015 numbers.

## 2018 Goals:

- Continue to develop the Library Strategic Plan with the Library Board and present it to the City Council.
- Begin to implement the approved strategic plan.
- Educate Library staff in Mental Health First Aid.

- Continue to fully implement RFID.
- Continue to look for opportunities inside and outside the library to market our services and materials.
- Add an adult Chinese collection.
- Add an additional Self-Check station upstairs to assist patrons with children.
- Stabilize the staffing schedule for better continuity and service to our community.



# Finance

3 FTE

## Finance Division (3 FTE):

### 2017 Highlights:

#### Budget

- Received the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for the 2016-17 Budget. This was the first time the City submitted its budget to the GFOA for award consideration.
- Received the Certificate of Recognition for Budget presentation.
- Incorporated suggestions from the GFOA into the 2017-18 Budget which was submitted for award consideration.

#### Comprehensive Annual Financial Report

- Received the GFOA Certificate of Achievement for Excellence in Financial Reporting for the 2016 CAFR. This is the second year in a row the City received this award.
- Awarded for “Financial Reporting Achievement.”
- Incorporated GFOA recommendations into the 2017 CAFR which was submitted to GFOA for award consideration.
- Given a successful annual independent audit of financial information and processes.

#### Annual 5-year Projection

- Updated the 5-year projection and presented to the City Council.
- Utilized the first year of projection as the basis for the 17-18 Proposed Budget.

#### Cost Allocation Plan

- Provided two updates to the cost allocation plan – one using next year budget amounts and another using most recent actual amounts.
- Utilized the cost allocation plan in the 5-year projection and budget processes to allocate administrative costs to other funds and departments.

#### Accounts Payable

- Created process to download data from Laserfiche and upload into Incode for accounts payable which eliminated the manual entry of information already entered in Laserfiche.
- Continued to enhance the purchasing card process to reduce accounts payable checks written.
- Reviewed inventory and purchase order modules to improve process.
- Attended Incode training to learn more about the bank reconciliation process. The training allowed for a review of our current process, updates to our process to reconcile the hundreds of monthly transactions, and reduced amount of staff time required each month.

### 2018 Goals:

- Create comprehensive internal control document and review all financial policies and compare to GFOA best practices.
- Develop a process in Laserfiche to assign and track purchase order numbers.
- Create or implement process for online payments.
- Gain better understanding of utility billing and customer service by:
  - Determining if Incode X will meet the City’s needs;
  - Meeting with other cities that use Incode X and do utility billing to see how they use it and if they are satisfied with the product; and
  - Understanding the statutes related to utility billing and how that will impact Finance.
- Gain better understanding of Budget Management tools available in Incode.



Barbara Muller, CPA  
Finance Director

- Move daily cash receipting to a paperless process through Laserfiche.
- Create a Capital Improvement Plan (CIP) as it relates to each Reserve for Replacement Fund to become part of the budget document.

# Economic and Community Development Department

18.9 FTE



Michael D. Walter, AICP  
Economic & Community  
Development Director

## Planning & Economic Development Divisions (6.0 FTE):

### 2017 Highlights:

- Provided frequent customer service to a wide variety of developers and representatives (consultants and sub-consultants), property owners, appraisers, real estate agents, etc. at the front counter, via e-mail and by telephone contact.
- Continued to process a high number of Applications/Permits (see below).
- Participated in 8 Working Group meetings and numerous Technical Advisory Committee meetings for the development of an updated Transportation System Development Charge (TSDC) Intergovernmental Agreement (IGA) and TSDC Ordinance/Methodology/CIP List/Rate Schedule that will lead to the separation of the City from the TSDC Joint District in 2018.
- Submitted a \$400,000 Metro Community Development and Planning Grant to fund the integrated land use and transportation plan known as the “Pleasant Valley-North Carver Comprehensive Plan”.
- Crafted Draft Urban Growth Management Agreement (UGMA) “East” currently being reviewed by Clackamas County.
- Continued economic development opportunities with various properties along Hwy. 212/224 and within the Rock Creek Employment Center – including ongoing discussions with a large beverage distribution facility.
- 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.
- Processed extensive Land Development Code amendments in response to issues identified by the City Council and Planning Commission; city staff; or, in response to issues identified by property owners and/or their representatives, consultants and legal counsel.
- Coordinated with Clackamas County DTD on an updated Intergovernmental Agreement (IGA).
- Worked with consultant team and stakeholders to craft a Transportation System Plan (TSP) Update that addressed updated Collector Facility locations; a new and improved roundabout design for “Upper Sunnyside Road”; and various other adjustments necessary to line up with the City’s TSDC program.
- Continued to coordinate with property owners annexing from the western edge of the former City of Damascus.
- Processed the Eagle Landing Master Plan and associated applications.
- Continued updates to the City’s web-based “Projects Map” that illustrates under construction developments, including their location, size and details.
- Used Geographic Information System (GIS) tools to update and/or create a large variety of maps for various City Departments.
- Began training on use of City-purchased drone to capture aerial video and photographs.
- Continued work on the 2017 Comprehensive Plan Update (new graphics/text re-structuring).
- Hired Matthew Lynch as a full-time staff person (GIS Technician). Chris Alfino (Associate Planner) obtained the American Institute of Certified Planners (AICP) designation from the American Planning Association (APA).

## Planning Permit/Applications

	Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*	Oct. 2016 – Sept. 2017
Annexations (ANN)	8	4	2
Accessory Dwelling Units (ADU)	2	3	4
Appeals (APP)	1	20	3
Comprehensive Plan Amendments (CPA)	16	2	18
Comprehensive Plan Amendment Amendment (CPAA)	0	0	1
Design Review (DR)	15	9	19
Design Review Amend (DRA)	6	7	2
Environmental Review (ERP)	18	25	22
Environmental Review Amend (ERPA)	0	5	6
Extension (EXT)	1	3	6
Master Plan (MP)	1	2	2
Model Home (MH)	5	0	4
Home Occupation Permit (HOP)	1	1	1
Land Partition (LP)	6	8	5
Lot Line Adjustment (LLA)	8	11	6
Land Development Code (LDC)	19	19	15
Pre-Applications	35	32	33
Residential Density Transfer (RDT)	0	1	0
Sign Permits (SP)	27	52	45
Tree Permits (TC)	30	21	31
Planned Unit Development (PUD)	3	7	4
Planned Unit Development Amend (PUDA)	3	0	6
Subdivisions (SUB)	6	3	3
Subdivisions Amend (SUBA)	1	4	2
Street Vacation (SV)	1	0	0
Temporary Use (TUP)	7	10	14
Variance (VAR)	6	11	3
Variance Amendment (VARA)	0	1	0
<b>Totals</b>	<b>226</b>	<b>261</b>	<b>260</b>

\* 2016 numbers are one month less than 2017 numbers.

## 2018 Goals:

- Continue training staff members and retain excellent customer services levels and quality of work given continued high level of permits/applications.
- Continue coordination with Code Enforcement, Public Works, Clackamas County and applicable state and federal agencies regarding large amounts of ongoing construction projects.
- Coordinate with Clackamas County on the UGMA East; DTD IGA Update; and, Water Environment Services (WES) IGA Update.
- Continue work on the integrated land use and transportation plan known as the “Pleasant Valley-North Carver Comprehensive Plan”.



- Implement adopted TSDC IGA and TSDC Program working with the City’s Building Division and Finance Department.
- Continue processing annexation petitions from property owners in the greater Happy Valley area.
- 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.
- Develop Economic Development Strategic Plan and Implementation of Tax Abatement Program.
- Continue training of staff on Accela (Building Division); Laserfiche (Building/Planning/Engineering Divisions); MinuteTraq (Planning Division); and GIS/AutoCADD (Planning/Engineering Division), including further development of the level of work that can be accomplished using the City’s GIS tools.
- Continue refinement and expansion of the City’s web-based “Projects Map” to illustrate proposed/under construction developments, including their location, size and staff report details.
- Continue training on use of a City-purchased drone to capture aerial video and photographs, with the goal of having a staff person become an “FAA Certified” drone (unmanned aircraft system) pilot.
- Continue to assist and process development applications related to the Eagle Landing Master Plan.
- 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, including a potential Annexation Plan for areas north of Sunnyside Road.

## Engineering Division (2.9 FTE):

### 2017 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:
  - HV Park Boardwalk Improvement Project
  - 2016 Combined CIP Project bid
  - 2017 SE Spring Mountain Dr Pavement Restoration Project
  - Storm Water Master Plan final draft
  - Transportation Maintenance Fee
- Assisted Public Works and Building staff in responding to storm water issues.
- Assisted Building, Community Services and Public Works staff with the 2017 Street of Dreams Event
- Gathered MS4 reporting data from various departments, WES, and DEQ.
- Coordinated with external entities to develop standards for:
  - Storm Water Master Plan final draft
  - Transportation Maintenance Fee
  - TSP Update
- Coordinated with external entities on the following projects:
  - 129<sup>th</sup> Bike lane/Sidewalk grant project Prospectus (*ODOT, Metro, and various consultants*)
  - Tri Cities Treatment Plant Solids Handling Workshop (*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.
- 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 31 pre-applications.
- Approved 17 development projects and held pre-construction meetings.

## Engineering Permits/Inspections

	Nov. 2014-Oct. 2015	Nov. 2015-Sept. 2016*	Oct. 2016-Sept. 2017
Public ROW Permit	66	77	113
Site Development Permit	18	13	17
Erosion Control Permits	19	11	16
Minor Grading Permits	5	2	7
<b>Totals</b>	<b>105</b>	<b>103</b>	<b>153</b>
<b>Inspections</b>			
Erosion Control Inspections	273	457	319

\* 2016 numbers are one month less than 2015 numbers.

## 2018 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 regarding 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 (10.0 FTE):

### 2017 Highlights:

- Provided excellent customer service throughout our division.
- Issued certificates of occupancy for 10 apartment buildings with 168 apartments.
- Issued 49 certificates of occupancy on various commercial projects.
- Issued 205 certificates of occupancy on single family residences.
- Averaged 1,169 inspections per month with a total of 14,028 building inspections.
- Issued permits for six apartment buildings that are still under construction, four which have a parking garage below.
- Issued the following Major Structural Permits:
  - Misty Ridge Apartment Buildings A & B
  - Happy Valley Middle School 3-story addition
  - Christilla Commons office building
  - Christilla Commons mixed use building
  - Clackamas Fire Fleet Maintenance & Logistics building
- Processed the following Tenant Improvements:

- Crossroads Shopping Center:
  - Amore Nail Salon, Barbers, Brow Betty, Chipotle, Five Guys Burgers, Gentle Dental, Great Clips, Hop Jacks, Jersey Mike’s, Jim & Patty’s Coffee People, Joint Chiropractic, Joy Teriyaki, Menchie’s Yogurt, Mud Bay, On Point Credit Union, Postal Annex, Salon Fuss, Sprint, Starcycle, Taste of Bangkok, Umpqua Bank, Vision Source, Valley Dental,
- Sunnyside Village:
  - B-Fit fitness center, Grocery Outlet, Iris Nail Salon, Killer Burger, Happy Valley Hops,
- Café Yum, Jamba Juice, Noodle Man, ATI Physical Therapy, Therapeutic Associates, T-Mobile
- Attended over 200 hours of training and education classes.
- Bill Hendrix completed Residential Electrical Inspection class.
- Bill Ovchinikov obtained his commercial building inspector certification.

## Building Permit/Applications

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*	Oct. 2016-Sept. 2017
Single Family Homes (detached & attached)	332	318	154
Residential Alteration/Addition	58	73	77
Multi-family Buildings	0	14	2
Commercial Tenant Improvement	9	38	39
Commercial Buildings	5	16	5
Miscellaneous Permits	653	750	716
<b>Totals</b>	<b>1,057</b>	<b>1,209</b>	<b>993</b>
<b>Inspection Count</b>	<b>15,635</b>	<b>20,923</b>	<b>14,028</b>

\* 2016 numbers are one month less than 2015 numbers.

## 2018 Goals:

- Streamline permit turn-a-round process for residential permits (2 weeks if less than 10 permits/month, 3 weeks if more than 10 permits/month).
- Read and discuss “Inspector Skills” book written by Stephen Van Note with staff members.
- Meet with each homebuilder to discuss our electronic permit system and assist them on how to better use the system.
- Continue implementation of electronic plan review for residential and commercial projects.
- Improve monthly reports by making them more useful and available.
- Improve website by adding code & inspection checklists, and a Q& A section.
- Implement an archive system using Laserfiche.
- Provide training for Inspectors so we are consistent in how we do residential inspections.
- Complete a feasibility study to see if the Building Division should as take over the electrical permit and inspection program (currently done by contract with Clackamas County).
- Have staff complete the 3-hr online FEMA Introduction to Incident Command System class.
- Continue excellent customer service at the front counter and in the field by providing a four-hour customer class to the Building Division staff members.
- Complete an improved erosion control “best practices” pamphlet to give to residential builders.
- Provide in-house “erosion control” training class for our inspectors.

# Public Works

8.425 FTE



Chris Randall  
Public Works Director

## Parks Division

### 2017 Highlights:

- Completed the following projects:
  - Baseball Storage Shed
  - Back Stops
  - Drinking Fountains
  - Tennis Court Lights
  - Baseball Dug-outs
  - Restroom Locks
- Developed a Parks Master Plan.
- Completed the feasibility study of a Veterans Memorial at City Hall.

### 2017 Statistics:

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*	Oct. 2016-Sept. 2017
Satellite Parks			
• Service checks	28	28	33
• Calls for service	4	6	11
Splash Pad Maintenance			
• Chemical tests	360	339	360
• Gallons of chorine used	105	75	90
• Gallons of muriatic acid used	75	45	60
Park Restroom Maintenance			
• Cases of toilet tissue used	30	35	38
• Cases of hand towels used	30	34	35
• Gallons of hand soap used	12	12	12
Park Garbage Maintenance			
• Cases garbage bags used	40	31	48
Dog Park Maintenance			
• Service checks	192	272	300
• Cases of dog bags used	25	44	34
• Yards of chips added to off-leash dog area	70	120	63
Community Garden			
• Gardens reserved	29	29	29
• Wait list applications	3	2	1
• Community work days	3	3	3
• Guest speakers	3	0	0
Park Reservations			
• Reservations coordinated	207	235	255
• Sports Field Reservations			539
• People served (Park)	9,207	11,176	10,315
• People served (Sports Fields)			16,270
Boardwalk Maintenance			



· Calls for service	20	28	15
· Deck boards replaced	540	263	0
· Support posts replaced	37	51	0
Playground Maintenance			
· Yards of playground chips added to play areas	200	100	107
· Inspections performed	12	18	12
· Equipment repairs made	4	8	3
Irrigation Repairs/Maintenance			
· New sprinkler heads installed	20	18	0
· New control valves installed	4	3	0
· Gallons of irrigation water provided from City well	26,555	19,090	20,665
Turf Maintenance			
· lbs. of grass seed applied	500	750	200
· lbs. of hydro seed applied		4,000	0
· Tons of fertilizer applied	2	1.5	0
· Tons of lime applied	11	11	0
· Turf aerations performed	2	2	1
General Park Maintenance			
· Garbage can holders constructed	43	0	0
· Concrete garbage can rings installed	8	0	0
· Concrete cole bins installed	2	0	0
· Yards of new/replaced field turf	100	0	20
· New QR trail signs	18	0	In process w/Parks Advisory
Trail System Maintenance			
· Yards of rock applied to trails		200	5
· Yards of chips applied to trails		40	40
· Trail system service calls		12	16

\* 2016 numbers are one month less than 2015 numbers.

## General Public Works

### 2017 Highlights:

- Issued the final notice for the Storm Drain Master Plan update.
- Initiated the Sewer/Storm Feasibility update.
- Painted City Hall.
- Completed additional offices and breakroom at City Hall.
- Finished a heating and cooling system upgrade at City Hall.
- Cleaned the roofs at all City facilities.
- Purchased 4 new fleet vehicles.

## 2017 Statistics:

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*	Oct. 2016-Sept. 2017
Tree Maintenance			
· Maintenance service calls	22	32	26
· Trees planted	925	1,175	1,000
Damascus Public Works Service Calls			
· Service calls preformed	4	4	0
Community Event Set-Up			
· Event and concert set-up	10 events / 6 concerts	10 events / 6 concerts	10 events / 6 concerts
Vehicles Maintenance			
· Services calls	170	190	205
· Number of recalls	6	12	10
· Number of surplus vehicles	1	3	0
Facility Maintenance			
· Calls for service at City Hall	85	54	107
· Calls for service at CPC		13	23
· Calls for service at Library		204	317
· Calls for service at Public Works		12	21
· Calls for service at HV Park		40	52
· Number of work station changes	5	24	27
Trail System Maintenance			
· Yards of rock applied to trails		200	5
· Yards of chips applied to trails		40	40
· Trail system service calls		12	16
Stream side restoration			
· Yards of river rock installed		200	0
· Restoration projects completed		2	2

\* 2016 numbers are one month less than 2015 numbers.

## Streets Division

### 2017 Highlights:

- Completed paving design for Spring Mountain Drive and Valley View Terrace.
- Added a warning sign on the Idleman curve.
- Nearly completed a signage inventory map.
- Re-evaluated findings for a Transportation Maintenance Fee based on new state transportation package.
- Installed additional signage and ballards at Misty Drive and 152<sup>nd</sup> Avenue.

## 2017 Statistics:

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Sep. 2016)*	Oct. 2016-Sept. 2017
Crack Seal			
· Tons of liquid crack seal material applied to local roadways	45	22	13
Stop Bars/Thermo-plastic Applied			
· Stop bars installed	60	0	0
· Speed bump thermo plastic symbols installed	28	0	0
Traffic Control Changes	1	2	13
Winter Storm/De-icing			
· Yards of de-icing sand applied	8	100	206
· Gallons of de-icing chemicals applied	900	2,750	8,735
· Yards of de-icing sand re-claimed	4	60	180
ROW Trees			
· Street trees installed	74	195	140
Pothole Patching/Drain Berms Installed			
· Tons of asphalt used	7	22.48	28.18
Shoulder Repairs			
· Yards of shoulder rock applied to area streets	5	55	20
Manholes/Catch Basin Adjusted	1	1	0
Roadway/Parking Lot Striping			
· Gallons of yellow traffic paint applied to area roadways	60	345	370
· Gallons of white traffic paint applied to area roadways/parking lots	125	30	45
Street Sweeping			
· Lane miles of streets swept	2,000	1,800	1,592
· Yards of material collected	900	900	762
· Lane miles of streets swept per WES contract	1,135	1,035	1,002
· Yards of material collected per WES contract	460	460	503
Sidewalk Repairs			
· Repairs performed on city owned properties	4	29	32
Sign Maintenance			
· New signs installed	96	240	92
· Sign service checks	920	1,148	150

\* 2016 numbers are one month less than 2015 numbers.

## 2018 Goals:

- Update the Pavement Quality Index.
- Analyze a residential paving program.
- Finalize the Sewer Feasibility Study.
- Evaluate and purchase land for a future Public Works Yard.
- Complete the paving on Valley View Road and Spring Mountain Drive.
- Seek grant funding and construct the Veterans Memorial Park.
- Design a new Happy Valley Park Parking Lot.

# Community Services and Public Safety

11 FTE

## Community Services:

### 2017 Highlights:

#### City Council Action Items

- Presented the following ordinances, resolutions and staff reports:
  - Solid Waste IGA (rewrite IGA to retain higher percentage of franchise fees)
  - Judgement Liens (ability to lien property civil penalty)
  - Trespass Exclusion resolution to add streets
  - Foreclosed Property Ordinance
  - Parking fine study (work session)
  - Parking fine fee adoption
  - Parking enforcement policy
  - Street of Dreams event plan
  - Police Chief recognition (Shane Strangfield)
  - Public Safety Report 2016
  - US Industry Safety Week Proclamation
  - CERT Program (update)
  - Citizen Commendation Library incident
  - National Night Out Award 2016
  - 2016 Blood Drive Challenge Award
  - Community Health Assessment Plan
  - 2017 If I were Mayor Contest
  - Operation Santa
  - Youth Council Farewell
  - Youth Council Projects Presentation
  - Youth Council swear-in ceremony
  - Youth Council Teen Suicide Proclamation

#### Business Support

- Facilitated new business ribbon cuttings, including:

○ Hop Jacks	○ AT & T	○ Jersey Mikes
○ Fred Meyer	○ The Joint	○ The Barbers
○ Umpqua Bank	○ Gentle Dental	○ Happy Valley
○ Star Cycle	○ Great Clips	○ Vision Source
○ Brow Betty	○ Five Guys	○ Grocery Outlet
○ Salon Fuss	○ Pizza Factory	○ Café Yumm
○ Postal Annex	○ Sprint	○ Killer Burger
- Aided the Happy Valley Business Alliance. Provided staff time to help with set-up of monthly meetings at City Hall. Mailed out HVBA invoices with all business license renewal letters.



Steve Campbell  
Director of Community  
Services & Public Safety

## **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.*
- Met with City of Sandy to talk about benefits of starting a Youth Council.
- Presented Youth Engagement at the Cities Dinner.
- Participated in 10 Junior Achievement activities at local elementary schools.
- Conducted 10 tours of City Hall to local 2<sup>nd</sup> grade students.
- Continued *Principal Forum*, a quarterly meeting consisting of local school principals, emergency responders and City representatives.
- Continued outreach for participation in the “If I were Mayor, I would” contest. Met with 4<sup>th</sup> and 5<sup>th</sup> grade teachers and students to encourage participation, utilized Happy Valley Library as a partner and provided supplies to children:
  - Received 144 entries from elementary students.
  - Received 48 entries from middle school students.
- Spring Mountain 3<sup>rd</sup> Grade Happy Valley Songs.
- Presented Youth Engagement forum at the Annual LOC conference.

## **Recreation Services / Facility Rentals**

- Processed sports field reservations for 9 different youth sport organizations (*Clackamas Jr Baseball, Clackamas United Soccer, Clackamas Youth Football, Clackamas Youth LaCrosse, Eastside Timbers, i9 Sports, In the Park Sports, USA Ultimate Frisbee, and NCPRD*):
  - Processed 539 sports field reservations
    - 16,270 people attending (estimate)
- Processed 286 park reservations with 11,491 users.
- Responded to 662 phone inquiries regarding park reservations.
- Kept current online website Park Reservation calendar with “Reserved” area, date and time.
- Created a new introductory logo for Parks and Rec efforts.
- Create a new Parks and Recreation Facebook.
- Hosted and facilitated NCPRD tennis camp.
- Processed Facility Rental Applications (Annex and Council Chambers):
  - Processed 37 Annex reservation applications
    - Approximately 740 people attending (estimate)
  - Processed 15 Council Chamber reservation applications
    - Approximately 375 people attending (estimate)

## **Communications**

- Established City-wide “Core Communications Group” that meets weekly to better coordinate our public messages between departments. The group also attended the City and County Communication and Marketing Association (3CMA) Conference in Anaheim to learn best practices.
- Created Phase 1 of the City-wide communication system and began implementation which included establishing a Leadership Team, one-on-one department meetings, and creation of city-wide social media team.
- Updated Council Chamber boards to portray different aspects of the City of Happy Valley with photos. (scenery, events, youth and Happy Valley team).
- Attended Laserfiche conference to learn and support the City’s effort to digitize records.
- Rolled out Happy Valley Vendor Dog License program.
- Increased the City’s Social Media presence, including:
  - Increased the number of followers on the City Facebook page from 3,372 to 4,859 (44% increase).



- Reached an average of 4,064 Facebook users per post.
- Established new Parks and Rec Facebook page with 338 followers.
- Established a Nextdoor account to share City information to targeted areas.
- Increased the number of followers on the City Twitter page to 350.
- Continued partnership with Pamplin Media to write and edit the HV Monthly.
- Prepared and produced the annual Happy Valley Magazine.
- Attracted positive local media attention for Police vs. Fire Thanksgiving Challenge.
- Presented on the topic of Public Involvement at statewide fire training event hosted by CFD#1.
- Assisted local organizations with PIO and communication services (Pablo Dominguez-Amezcuca and Ricky Best).
- Wrote and produced Happy Valley tourism video "A new day" with grant dollars. Released to public via the website and social media. 1,232 plays on Vimeo. Reach of 11,651 on Facebook.
- Wrote and produced "I love Happy Valley Parks" video to kick off parks public engagement. 411 plays on Vimeo. Reach of 609 through Happy Valley City and Parks and Rec pages.
- Produced more than 20 videos to post on Facebook regarding the boardwalk, Operation Santa, fireworks safety, winter driving, city events, new business grand openings, and more.

### **Community Events**

- Organized and assisted 4 *Community Blood Drives: to include a three-day City Challenge at City Hall.*
- Opened the new City Store.
- Organized annual City-sponsored community events, including:
  - 4<sup>th</sup> of July Family Festival
  - Dumpster Day
  - Summer Concert Series
  - Police verses Fire Challenge
  - National Night Out
  - Volunteer Appreciation BBQ
  - Harvest Fest
  - Thanksgiving Police vs. Fire shopping challenge
  - Tree Lighting
- Provided assistance for special events in the community, including:
  - Happy Valley Fun Run
  - 2017 Street of Dreams – Mitchel Park Estates
  - Pick-a-thon
  - Happy Valley Farmers Market
  - Military Family Appreciation Day
  - Tolbert Bridge Opening
  - Valley Growlers Ground Breaking Event
- 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
  - Public Information Officers of Clackamas County
- Facilitated the parks and recreation community workshop events (HVP, Fred Meyer, Farmers Market)

### **Passport Services**

- Attended Passport Fraud Awareness Training.
- Hired and trained 2 new passport agents.

- Processed 3,462 applications.
- Collected \$96,784.70 in passport fees.
- Advertised passport services in Happy Valley Monthly and on Facebook.

#### Awards

- Granted the City Volunteer of the Year to Michael Morrow.
- Received National Night Out Award from National Association of Town Watch.
- Received award for most presenting donors at American Red Cross City Challenge Blood Drive.
- Received HBA Sponsor Award for support and work with the Street of Dreams.

### 2018 Goals:

- Increase the number of Twitter followers by 50% over the next year.
- Increase the number of Parks and Rec followers by 80% over the next year.
- Develop branded materials for use by City staff members.
- Complete next phases of City Communications Plan.
- Attend emergency management training.
- Attend communication/social media training.
- Host communications training for local Metro Cities.
- Establish online payment availability for dog licenses, business licenses, alarm permits, and park reservations.
- Continue advertising passport services.
- Revisit passport acceptance hours.
- Establish additional Veterinary clinics to join Happy Valley Vendor Dog License program.
- Continue monitoring Oregon compliance for enhanced driver's license for the REAL ID Act. If Oregon continues receiving extensions this could increase the number of passport applications at City Hall.
- Continue working on scanned documents into Laserfiche for record retention requirements.

## Emergency Management:

### 2017 Highlights:

- Developed a Carver Mobile Home Park flood plan.
- Participated in the CERT program policy advisory committee.
- Supported CERT training and recruitment.
- Provided PSA's for winter storms.

### 2018 Goals:

- Provide table top exercises for emergency management team.
- Update Natural Hazards Mitigation Plan.
- Create a preparedness program for HOA's utilizing CERT.

## Code Enforcement (3 FTE):

### 2017 Highlights:

- Continued support of Spring Mountain Elementary "Green Team" with monthly traffic control on 129<sup>th</sup>.
- Worked with 2 HOA's to re-establish Neighborhood Watch Programs.
- Visited new home construction sites to check compliance on Debris/Noise/Nuisances.
- Coordinated ongoing Vet Licensing Program, where local veterinarians issue City Dog Licenses.
- Deployed radar trailer to local neighborhoods providing Police Enforcement to times/days of violators. Provided statistics the Traffic and Public Safety Committee & citizens.

- Abated nuisance property on Big Timber Court. Currently boarded up & patrolled for compliance.
- Patrolled parks routinely throughout the year.
- Attended yearly training from Oregon Code Enforcement Association.
- Checked in weekly with HOA's to work on neighborhood concerns from barking & parking to vacant properties.
- Addressed transient camps with posting & removal on public & private property. Providing resources on postings and to campers.
- Provided services at Community Events, Street of Dreams & Concerts in the Park.
- Operated and Trained in City Emergency Operation Center (EOC).
- Brought online registration of vacant/foreclosed properties.
- Conducted monthly communication meetings with HV Police to target nuisances.

## 2017 Statistics:

	(Nov. 2014-Oct. 2015)	(Nov. 2015-Oct. 2016)*	Oct. 2016-Sept. 2017
Community Watch Patrols - Total Volunteer Hours	473.75	357	394.5
Code Cases for this time period	2,026	3,247	2,798
Animal Cases-including dog bite & abuse investigations	218	284	105
Construction Site Violations/inspections	121	232	131
Noxious Vegetation Complaints and enforcement	114	155	74
Dog Licenses			
· NEW	146	350	238
· RENEW	258	498	528
Tree Permits	119	113	148
Business Licenses			
· NEW	146	159	310
· RENEW	499	622	590
Alarm Permits			
· NEW	156	196	242
· RENEW	490	414	558
Special Event Permits/Park Groups	7	6	8
Noise/Construction Variances	8	10	5
Burn Permits	11	16	16

\* 2016 numbers are one month less than 2015 numbers.

## 2018 Goals:

- Provide a coordinated "Welcome to the City" program to include Business License & Alarm Permit information.
- Increase vendors in Vet License Program.
- Draft and implement a program to remove residential outdoor burning (5-year plan).
- Update the IGA with County Dog Shelter.
- Train Code Enforcement Officers in Emergency Management & Crime Prevention.

- Conduct Neighborhood Watch Updates and refresh database.

## Municipal Court (2 FTE):

### 2017 Highlights:

- Conducted a county-wide study of parking fines to update the fine structure in Happy Valley. This study resulted in a decision from City Council to increase our fine structure which dated back to 2002.
- Implemented CJIS Security Awareness Training & Testing as required by Oregon State Police.
- Successfully prepared for and passed the Triennial Audit by Oregon State Police as it relates to obtaining and disseminating electronic information from Law Enforcement Data Systems.
- Continued working with the Oregon Department of Transportation on transition for conviction reporting to the new e-conviction process.
- Collected \$275,939.35 in outstanding debt through Western Collection Bureau. Of this total, \$35,856.59 was from judgments collected through our wage garnishment program with Western Collection Bureau.
- Received 691 payments through our online payment process. Total fines paid through the online option was \$108,540.00.
- Processed 77 students in the adult driver safety education course through U-Turn 180.
- Processed 81 students in the young driver safety education course through Trauma Nurses Talk Tough.
- Cited 9 citizens for use of Illegal Fireworks this year. Two plead not-guilty and seven citizens attended our firework safety education course.
- Completed a total of 166 hours of Community Service to the City of Happy Valley by youth offenders.
- Issued the following citations for the period from October 01, 2016 through September 30, 2017. The figures below reflect citations issued through Police, Code Enforcement and the Weighmaster.
  - Citations: 2,002
  - Total Violations: 2,766
  - Parking: 696
  - Warnings: 1,327

### 2018 Goals:

- Research costs associated with implementation of an electronic parking ticketing software system.
- Conduct feasibility study of bringing some low-level Misdemeanors to the Municipal Court for consideration on reducing the crime to a Violation level status.
- Finalize the e-conviction process in cooperation with Oregon Department of Transportation.
- Kim Carrier will continue working towards her final hours of education through the Oregon Association for Court Administrators.

## Juvenile Diversion

### 2017 Highlights:

- Handled the following:
  - 36 New youth offender referrals
  - 22 Youth offender completions
  - 3 Youth Offender open cases
  - 92 Completed community service hours
  - 155 Volunteer hours

### 2018 Goals:

- Continue to provide restorative justice in the division program despite the changes in the Juvenile Department.

# Public Safety and Police Services

## 2017 Highlights:

- Conducted semi-annual training to integrate new officers and remain proficient on topics such as DUI enforcement, driving under the influence of Marijuana, Juvenile diversion, responding to mass shooting incidents and other current topics.
- Conducted an interview and selected a new Police Chief.
- Reconciled \$70,399.00 for 2016/2017 savings in overtime and salaries.
- Prepared annual report for city council and city staff.
- Selected a new traffic officer, Alex Mazhnikov, to serve the City. This allows for a renewed focus on traffic safety and responding to citizen complaints.
- Initiated new/improved process for receiving and tracking citizen traffic concerns.
- Responded to 4,510 calls for service this year. The 5-year average number of calls is 3,445 (31% increase). Two categories with the largest increase in calls were traffic crashes and people in mental health crisis.
- Approved the addition of one full-time officer. That position will be filled when the Sheriff's Office has the available staff capacity which will likely be Spring 2018.
- Recognized Deputy Cordova for the attack in November 2016 where he was shot by Steven Wilson while trying to render aid to him. Deputy Cordova was aided by citizens and was able to take the suspect into custody. Deputy Cordova has been awarded with the medal of valor from the Oregon Association of Chiefs of Police as well as several other community awards.
- Investigated two traffic fatalities. Two flaggers in a construction site on SE 129<sup>th</sup> Avenue were struck by a drunk driver. One of those flaggers was killed. The other death was an accident between a road crew employee and a dump truck, where the employee was killed when the truck backed over him.
- Conducted a pedestrian crossing detail, finding a very high compliance rate with crosswalks.
- Arrested 2 serial burglars and recovered over \$10,000 of stolen property for a citizen.
- Participated in the Traffic/Public Safety Committee and responded to traffic complaints.
- Re-instituted "coffee with a cop" program.
- Reviewed 47 traffic control requests through the Traffic and Public Safety Committee.
- Implemented 7 new traffic orders.
- Implemented 3 temporary traffic control orders relating to the Street of Dreams event.
- Instituted a residential parking permit program relating to the Street of Dreams.

## 2018 Goals:

- Increase the working relationship with schools in Happy Valley with an emphasis on keeping our students safe at school.
- Collect and utilize more meaningful statistics related to traffic safety.
- Increase staffing to keep up with documented increases in crime rate, calls for service and population.
- Continue to promote the police department on a variety of social media platforms.
- Continue to develop partnerships within the community that are mutually beneficial and support our goal of community policing.
- Implement new LED driver feedback signs program.
- Utilize the traffic trailer to collect traffic data in 3 locations every 6 months.
- Develop a guide for traffic control requests, review, policy and documentation.
- Obtain a new unmarked traffic car.