

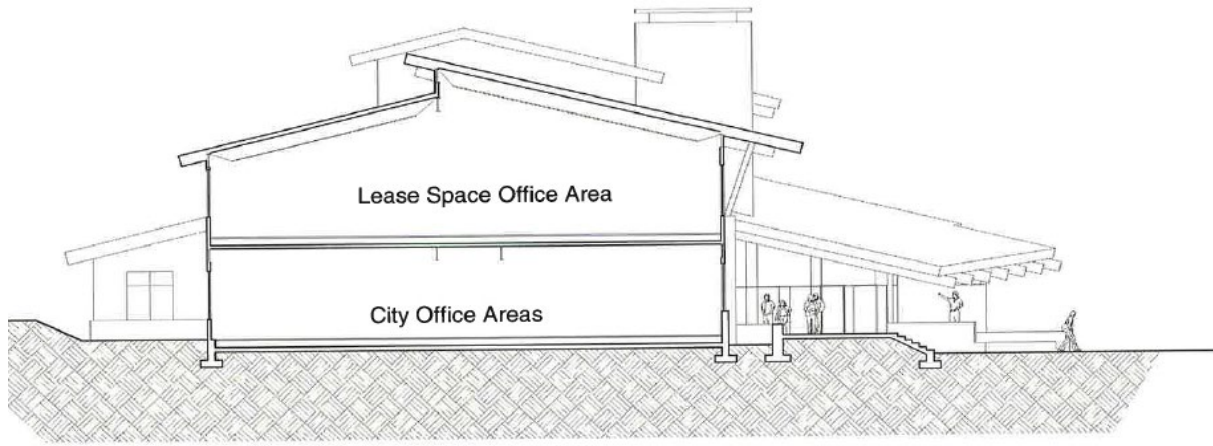
Honoring ten years in City Hall

Annual Department Report

December 2018



HAPPY VALLEY, OR
EST. 1965



What's Inside?

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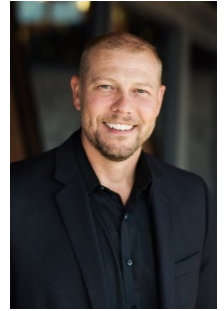
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ANNUAL DEPARTMENT REPORT - 2018

Introduction

Citywide Priorities

2018 was another great year. I'm proud of all that we accomplished together. 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. Throughout this Annual Department Report, you will see the full magnitude of our work. I also wanted to provide a status of the key citywide priorities.



Jason Tuck, ICMA-CM
City Manager

Completed in 2018

- Conducted a Parks and Recreation Poll / Survey
- Passed Parks and Recreation Property Tax Levy with 72% approval
- Prioritized the Citywide Capital Improvement Projects
- Established HRA VEBA to Improve Health Benefits for Employees and be More Cost Effective

Already in Process for 2019

- Annexation of the Alta Vista Neighborhood (on hold due to City of Portland)
- Analysis of the Sewer and Stormwater System
- Planning for the Pleasant Valley / North Carver Area
- Urban Growth Management Area Agreement East
- Establish Parks and Recreation Programs - Evaluate web-based sign up modules

Future Projects in 2019 & Beyond

- Facilitate Council goals and priorities for 2019
- Develop a Diversity and Inclusion Task Force
- Public Works Facility Expansion or Relocation Evaluation
- Evaluate the Burn Permit Area and Requirements
- Evaluate Installing an Electric Vehicle Charging Station at City Hall and/or Library
- Consider Urban Renewal to Fund 172nd Avenue and other Infrastructure Projects
- Develop Public Safety Levy Strategy Ahead of November 2019 Election
- Establish Community Events Vendor / Sponsor Policy
- Review/Modify Planned Unit Development Standards, Subdivision Standards and Attached Housing Standards
- Consider Short-term Rental Regulations and Transient Occupancy Tax
- Conduct a Community Center Feasibility Study
- Reclassify Idelman Road – Evaluate lowering the classification
- Develop a Manual / Decision Matrix for Traffic & Public Safety Issues to be Handled at the Staff Level
- Revisit setback requirements for chicken coops
- Evaluate Plastic Bag Ban
- Sidewalk Safety Program
- Council Compensation

- Grant Opportunities
- Conference Attendance
- Chery Stem Annexation Policy
- Evaluate a full-service building division (add electrical program)

As busy as we were in 2018, we have much work ahead. As a new City Council is seated in January, I look forward to (re)establishing new priorities for 2019.

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

Library

Admin

Finance

Public Works

Community Services

Community Development

Circulation

City Recorder

Financial Reporting/Budgeting

Streets

Community Services

Economic Development

Adult Services

IT

Accounts Payable

Parks

Code Enforcement

Planning Division

Youth Services

HR

Payroll

Facility Maintenance

Municipal Court

Engineering Division

Technical Services

Policy Analyst

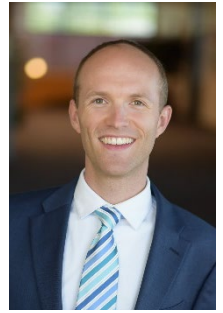
Fleet Services

HV Police

Building Division

General Administration

7 FTE



Ben Bryant
Assistant City Manager

General Administration (3 FTE):

2018 Highlights:

- Organized the educational materials detailing the parks and recreation levy which passed with 72% approval
- Supported the City Attorney on litigation with Clackamas County regarding the withdrawal from North Clackamas Parks and Recreation District
- Supported the City's internal Leadership Team to improve communications on key city-wide initiatives
- Authored the Mayor's Message and Council Corner articles to improve communications with the public on key initiatives
- 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
- Worked with utility companies in Happy Valley to ensure compliance with right-of-way ordinance, bringing more funds to the City
- Continued efforts to annex the Alta Vista Neighborhood (on hold due to City of Portland)
- Provided direction and support for Policy Analysis, Human Resources, City Recording, Information Systems, and Library

2019 Goals:

- Support the onboarding of a new Mayor
- Assist the application and onboarding process of a newly appointed City Councilor
- Organize Council Goal Setting Retreat
- Support new City Council priorities for 2019
- Lead teambuilding and training activities for the Leadership Team

Policy Analysis (1 FTE):

2018 Highlights:

- Provided intergovernmental support to the City and Council, including legislative tracking and the coordination of written testimony (e.g., Value Pricing, qualification-based consultant selection)
 - Prepared more than 40 weekly updates and approximately 30 pre-meeting briefings
 - Prepared and refined the City Council's 2019 Legislative Agenda
 - Represented the City on a variety of steering committees, such as the Clackamas Technical Advisory Committee and Clackamas Artist Exhibition Program panel
- Support the Public Art Committee
 - Initiated review of Sculpture Garden program contract
 - Developed program guidance for artist selection and asset acquisition, deaccession, site placement, inventory management and maintenance, and material donations
 - Organized an outreach activity at the Happy Valley Harvest Fest
 - Facilitated the solicitation of banner designs for Sunnyside Rd.
 - Facilitated the sale and transfer of a sculpture in the City Hall Sculpture Garden; the first in program history
- Collaborated with departments to produce a Veterans Memorial grant proposal, including letters of support from community partners
- Assisted City Recorder in records retention research projects, including historical franchise agreements, elections material and intergovernmental agreements

- Pursued a formal USPS zip code boundary review

2019 Goals:

- Provide dynamic and tailored support to City Councilors at intergovernmental tables, including pre-meeting briefings, speaking point development and post-meeting summaries
- Explore supplementary funding opportunities for public art
- Pursue grant funding for the Happy Valley Veterans Memorial and other community improvement projects
- Develop a dashboard of external grant opportunities
- Define the role of Public Art in community growth
- Facilitate the selection of new sculptures for the City Hall Sculpture Garden

Human Resources (1 FTE):

2018 Highlights:

- Implemented a new Employee Handbook
- Led the Employee Wellness Program with monthly topics and engagement activities
- Received a \$750 CIS Wellness grant to help support the Wellness Program activities
- Hosted an onsite flu shot clinic for employees and their dependents
- Facilitated an Employee Benefits Committee to review medical plan options that resulted in the selection of new health plans for 2019 with the addition of HRA VEBA
- Organized citywide Customer Service Training
- Arranged a training for the Leadership Team to discuss “Creating and Maintaining a Respectful Workplace”
- Became IPMA-HR certified as a Senior Certified Professional
- Implemented the NEOGOV applicant tracking software
- Onboarded 17 new employees, two of which were new positions in the 2018/19 budget

Community Services

- Caitlyn Aguon- Administrative Assistant (*New position*)
- Brionna Neeley-Administrative Assistant
- Anna Terveen- Summer Intern
- Stephanie Warneke- Communications Specialist

Economic and Community Development

- Sherie Markwardt- Civil Engineer (*New position*)
- Joseph Briglio- Planning Manager

Finance

- Angela Tomasco- Sr. Accountant

Library

- Heather Reed, Part-time Library Assistant
- Alisa Blen, On-Call Library Aide
- Wendy Bunch, On-Call Librarian
- Gwen Dewar, On-Call Library Assistant
- James Moore, On-Call Library Aide
- Molly Muldoon, On-Call Library Assistant
- Angela O’Shea, On-Call Library Aide

Public Works

- Mario Baltazar- Public Utility Worker
- Cody Stewart- Public Utility Workers

Administration

- Amy Platt, Temporary Document Specialist

2019 Goals:

- Conduct a full Job Description Review and Equal Pay Analysis
- Conduct Citywide Salary Study
- Develop Organization Values through Leadership Training
- Establish a New Hire Onboarding program
- Create and maintain new tools for internal all-staff communication
- Utilize NEOGOV applicant tracking system to track diversity within applicant pools
- Move all personal files to electronic files in Laserfiche
- Increase Citywide Wellness Program participation

City Recorder (1 FTE):

2018 Highlights:

Public Records

- Implemented a Public Records Request Policy to bring the City in compliance with the new ORS 192.324(7)
- Fulfilled of over 33 public records requests
- Provided ongoing training and support for the city's agenda management system, including preparation of a training guide and a set of rules to improve reader experience
- Prepared 31 meeting packets and written minutes for 27 meetings
- Obtained an exemption from OAR 166-017-0045(2) from the State Archivist to keep long term records in an electronic records management system
- Interviewed, trained and supervised a Temporary Records Specialist to digitize records
- Digitized all the city's meeting packets, minutes, agendas, elections records and more, removing over 30 boxes of paper from storage
- Continued to design, build, implement and maintain an Electronic Records Management system
- Transformed record processes by automating and digitizing several city forms
- Maintained a record keeping dashboard for employees to access forms in single place
- Received \$1,550 in scholarships to attend training to enhance knowledge-base and stay current on topics related to city recorder functions

City Elections

- Assisted in the parks levy and 2018 General Election for mayor and city council positions
- Overhauled the city's candidate packet, wrote a procedure guide for city elections and created a checklist to ensure compliance with the city's charter, municipal code and state law
- Prepared Ordinance 538 to amend 4.01020 and 4.02.030.A.3 of the Happy Valley Municipal Code (HVMC) to clarify that councilors are required to run by position
- Prepared Ordinance 525 to update the HVMC for initiative and referendum petitions so the process is consistent with state law
- Drafted materials for new councilor orientation in 2019 including an overview of parliamentary procedures
- Worked with the Oregon Government Ethics Commission as the jurisdictional contact.

2019 Goals:

- Continue 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
- Implement a general records management policy and add a public records training module to the city's onboarding procedures
- Modify the City Recorder page on the city's website to include more information for the public
- Continue to provide a high-level of service to internal and external customers

Risk Management:

2018 Highlights:

- Negotiated Property, Casualty and Workers' Compensation Insurance for the 7/1/18/-19 Policy Year and moved to an aggregate deductible plan to save the city money
- Registered the city with Agility Recovery (a free service for CIS members) so that we have access to recovery solutions of power, technology, space and connectivity in the event of a disaster or crisis of operations (arson, theft, smoke damage, faulty sprinkler, natural disaster, etc.)
- Continued to work with the Safety Committee to promote a safe work environment by reviewing incidents, creating a city-wide training calendar, placing accident procedures in all city vehicles and continually looking for opportunities to improve
- Received the CIS Silver Safety Award for having a safe workplace
- Continued participation in the Wellness Committee to promote a fun, healthy, safe and supportive work environment
- Developed a matrix to provide guidance on the different insurance requirements for special events, contracting and other city activities
- Reviewed over 300 Certificates of Insurance to ensure risk transference for permitting, special events, parks, facility use, recreation and other city activities
- Pursued 8 reimbursement cases to guarantee the city is paid for expenses associated with damage to public property
- Worked with city attorneys and staff to revise the city's financial guarantee contract forms to better protect the city's interests and improve ease of use
- Reviewed over 54 financial guarantee contracts to ensure the city is covered should issues arise with site development or a public improvement project
- Worked with the Engineering Division and surety companies to extend bonds and prevent claims.
- Created a performance contract and initiated annual licensing with ASCAP, BMI and SESAC to avoid copyright violations and liabilities related to city sponsored performances
- Researched risks related to recreation programming, created waivers for new programs, and helped to establish a requirement for background checks

2019 Goals:

- Maintain involvement in both the Safety and Wellness Committees to promote a safe workplace and healthy workforce
- Continue to provide a high-level of service to internal and external customers
- Pursue professional development and continue to expand knowledge on risk management principles
- Continue to implement industry best practices and formalize processes to promote safety, mitigate risk to the city and safeguard taxpayer funds
- Work with the Safety Committee to implement an updated Safety Manual and make available to all employees
- Explore expansion of the city's fleet safety policy so to include industry best practices

Information Technology (1 FTE):

2018 Highlights:

- Upgraded 95% of systems to Windows 10
- Implemented a new data backup system that reduced offsite archiving costs by over 50%
- Began testing various new internal employee communication platforms
- Started transition to Microsoft Intune for Windows desktop management
- Started working on a new website design for potential rollout in 2019
- Continued migration of user files to OneDrive so documents are stored in the cloud and available remotely
- Transitioned city tablets and phones to T-Mobile for improved coverage and cost savings
- Began evaluation of transitioning department data to Office 365 SharePoint

- Migrated Incode to virtual server platform
- Updated website with new fonts and wider page loads for an updated look
- Migrated all council videos to MinuteTraQ for ease of use for public
- Setup online site for GIS video storage

2019 Goals:

- Setup 1-2 departments with an intranet site for employee information and documents
- Explore Parks and Recreation technology systems for class scheduling and reservations
- Implement Multi Factor Authentication for all users when outside of city offices
- Provide training for users on how to use new Windows and Office features
- Launch a new website design that allows for more information to be accessed quicker
- Look into possible Azure hosting options for city applications/disaster recovery
- Move all Windows systems to Microsoft Intune for update and patch management
- Continue reviewing technology trends and update departments and management on emerging solutions

Library

17 FTE



Doris Grolbert
Library Director

2018 Highlights:

- Developed a new Library page for the City's website. There were 5,497 Library page views in September
- Implemented the RFID (Radio Frequency Identification) project.
- Established a self-check station upstairs to better serve families with small children
- Enrolled 945 adults for Summer Reading who read over 3000 books.
- Accommodated more than 1,100 people at the summer concert series
- Circulated 95,722 more children's materials than any library in the consortium last year
- Organized the first annual Kid's Fest with 300 people in attendance.
- Visited 137 school classrooms and groups, reaching 4,539 students
- Hosted 33 library tours and attended seven off-site events interacting with 1,154 people
- Continued to add materials in different languages to better serve our community
- Represented by Anna Bruce on the City on the National Collaborative Summer Library Program Committee and on the Oregon Reader's Choice Award Committee

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018
Circulation of books, DVDs, audiobooks and other materials	793,219	828,272
New library cards issued	3,270	3,581
New items added to the collection	16,212	17,565
Number of Internet uses	17,520	20,102
Number of reference questions & inquiries	28,090	31,463
Storytimes offered / attendance	246 / 10,973	283 / 11,524
Teen & Juvenile programs offered / attendance	148 / 7,657	168 / 6,697
Children's Summer Reading program sign-ups / finishers	3,528 / 2,101	3,983 / 2,411
Adult Programs offered / attendance	245 / 3,761	188 / 3,627
Off-site visits / attendance	117 / 5,267	144 / 5,693
On-site visits / attendance	12 / 391	33 / 902
Visits to the Library	302,396	360,624
Volunteer Hours	3,052.26	3,148.98

2019 Goals

- Track and analyze space needs and capacity issues of the facility
- Track and analyze staffing needs and capacity for customer service, programming, and outreach
- Meet with representatives of retirement and assisted living facilities to discuss library service needs of their residents
- Work with consortium partners to advocate for centralized Homebound service to address the needs of that underserved segment of our population
- Implement E-pass. E-pass is an online cultural pass reservation program
- Assist the City with the Clackamas County Library Taskforce

Finance

3 FTE

2018 Highlights:

Budget

- Received the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for the 2017-18 Budget: This was the second 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 2018-19 Budget which was submitted for award consideration

Comprehensive Annual Financial Report

- Received the GFOA Certificate of Achievement for Excellence in Financial Reporting for the 2017 CAFR: This is the third year in a row the City received this award.
- Awarded for “Financial Reporting Achievement”
- Incorporated GFOA recommendations into the 2018 CAFR which was submitted to GFOA for award consideration
- Given a successful annual independent audit of financial information and processes

Annual 5-year Projection

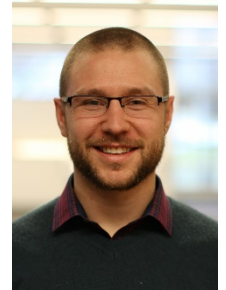
- Updated the 5-year projection and presented to the City Council
- Utilized the first year of projection as the basis for the 18-19 Proposed Budget

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

- Continued to enhance the purchasing card process to reduce accounts payable checks written
- Helped design and implement new automated Laserfiche forms for employee reimbursements and account receivable invoices: This helps streamlines processes in Finance and makes it easier for Departments to submit invoices and reimbursements.
- Attended Incode training to learn more how to utilize InCode to its fullest potential
- Conducted preliminary research into the Energov software which could potentially replace two of our current software programs: While this project would be a large undertaking, it would allow all of the EcoDevo divisions to be on the same platform, reduce the number of programs that need to be managed, and allow for greater utilization of online payments for the Community Services department.



Travis Warneke
Finance Director

2019 Goals:

- Create comprehensive internal control document and review all financial policies and compare to GFOA best practices
- Implement new Laserfiche forms for Account Receivable Invoices and Employee reimbursements
- 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
 - Understanding the statutes related to utility billing and how that will impact Finance
- Gain better understanding of Budget Management tools available in Incode
- 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
- Complete research on Energov software: If the conclusion is to move forward, begin implementation process.

Economic and Community Development Department

18 FTE



Michael D. Walter, AICP
Economic & Community
Development Director

Planning & Economic Development Divisions (6 FTE):

2018 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
- Processed a high number of Applications/Permits (see numbers below)
- Implemented all updated Transportation System Development Charge (TSDC) and Parks System Development Charge (PSDC) Ordinances and Methodologies, including inflationary indexes.
- Applied for and received a \$400,000 Cycle 5 Metro Community Planning & Development (CP&D) Grant to fund the integrated land use and transportation plan known as the “Pleasant Valley-North Carver Comprehensive Plan”. Work has begun on the plan, including the formation of a Community Advisory Committee (CAC) and Technical Advisory Committee (TAC)
- Applied for and received a \$210,000 Cycle 6 Metro CP&D Grant to fund a Rock Creek Infrastructure Assessment and Funding Plan, working in partnership with Clackamas County Business & Economic Development and the Oregon Dept. of Transportation (ODOT)
- Crafted Draft Urban Growth Management Agreement (UGMA) “East” currently being reviewed by Clackamas County Planning and legal staff members
- Continued economic development opportunities with various properties along Hwy. 212/224 and within the Rock Creek Employment Center: First industrial building (AG Specialty Foods – 55,000 square feet) is near construction launch.
- 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
- Continued coordination with Clackamas County DTD on an updated Intergovernmental Agreement (IGA)
- Established an IGA with Clackamas County Water Environment Services (WES) implementing Reimbursement Districts for sanitary sewer infrastructure (“late-comers fees”)
- Worked with consultant team and stakeholders to craft a Transportation System Plan (TSP) Update that addresses 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
- Worked with the developer to review applications for amending the Eagle Landing Master Plan
- 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
- Continued use of City-purchased drone to capture aerial video and photographs
- Completed work on the 2017 Comprehensive Plan Update (new graphics/text re-structuring) and show-cased at the annual Oregon American Planning Association Conference in Bend, OR

- Hired new Planning Manager (Joseph Briglio); Promoted Michael Cynkar, AICP from Associate Planner to Senior Planner; Chris Alfino, Associate Planner has taken on more complex land use files; and, Matthew Lynch continues training sessions and conferences as a GIS Technician.

Planning Permit/Applications

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018
Annexations (ANN)	2	1
Accessory Dwelling Units (ADU)	4	2
Appeals (APP)	3	0
Comprehensive Plan Amendments (CPA)	18	8
Comprehensive Plan Amendment Amendment (CPAA)	1	0
Conditional Use (CUP)		1
Design Review (DR)	19	21
Design Review Amend (DRA)	2	0
Environmental Review (ERP)	22	12
Environmental Review Amend (ERPA)	6	2
Extension (EXT)	6	4
Master Plan (MP)	2	1
Model Home (MH)	4	3
Home Occupation Permit (HOP)	1	0
Land Partition (LP)	5	6
Lot Line Adjustment (LLA)	6	9
Land Development Code (LDC)	15	7
Pre-Applications	33	28
Residential Density Transfer (RDT)	0	0
Sign Permits (SP)	45	39
Tree Permits (TC)	31	38
Planned Unit Development (PUD)	4	2
Planned Unit Development Amend (PUDA)	6	2
Subdivisions (SUB)	3	2
Subdivisions Amend (SUBA)	2	0
Street Vacation (SV)	0	0
Temporary Use (TUP)	14	3
Variance (VAR)	3	8
Variance Amendment (VARA)	0	0
Totals	260	199

2019 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” and the Rock Creek Infrastructure Assessment & Financing 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 Divisions), including further development of the level of work that can be accomplished using the City’s GIS tools
- Work with the City’s Administrative, Community Services and Finance personnel to investigate EnerGov software to replace Accela and streamline online permitting process
- 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
- Assist and process development applications related to the Eagle Landing Master Plan
- Implement 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 (4 FTE):

2018 Highlights:

- Processed another record high number of Applications/Permits (see numbers below)
- Provided development construction plan review, construction project management and construction inspection for new development projects
- Provided engineering conditions of approval and plat reviews for Land Use Applications
- Provided erosion and sediment control inspections for development projects
- Provided inspection of right of way permit sites and smaller construction projects
- Hired and provided training for Sheri Markwardt, a new Civil Engineer in the Engineering Division
- Managed consultant inspection and design services with Curran McLeod
- Gathered MS4 reporting data from various City departments, WES, and DEQ
- Coordinated with the Public Works Department regarding design and construction management for the following projects:
 - 2018 SE Spring Mountain Dr Pavement Restoration Project
 - 2018 Pavement Condition Indexing
 - 2018 Crack Sealing Program
- 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
- Assisted Public Works and Building staff in responding to storm water issues.
- Coordinated with external entities to develop standards for:
 - Roundabout Design Standards
 - Sunnyside TSP Study area east of 172nd Avenue
 - Utility undergrounding SE King Road at 129th Avenue
- Coordinated with external entities on the following projects:
 - Selected design consultants for 129th Bike lane/Sidewalk grant project Prospectus (ODOT)
 - Stormwater/Sanitary Rules and Standards Update Project (WES)

- Tracked maintenance and performance bonds
- Performed the annual update to the Engineering Design and Standards Manual
- Processed 28 pre-applications
- Approved 24 development projects and held pre-construction meetings

Engineering Permits/Inspections

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018
Public ROW Permit	113	140
Site Development Permit	17	24
Erosion Control Permits	16	30
Minor Grading Permits	7	5
Totals	153	199
Inspections		
Erosion Control Inspections	319	487

2019 Goals:

- Continue training new staff members
- Complete an ADA Transition Plan for the curb ramps in the public right-of-way
- 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 (8 FTE):

2018 Highlights:

- Provided excellent customer service through all functions of Building Division
- Issued certificates of occupancy for three apartment buildings with 95 dwelling units
- Issued 19 certificates of occupancy on various commercial projects
- Issued 155 certificates of occupancy on single-family residences
- Averaged 831 inspections per month with a total of 9,975 building inspections
- Permitted the following major structures:
 - AutoZone
 - Beatrice Cannady Elementary School
 - Hidden Falls III Bridge over Rock Creek
 - Happy Valley Medical Plaza
 - Morningstar Senior Living
 - Northwest Self Storage
 - Sunnyside Veterinary Clinic
 - Vet Clinic Commercial Bldg. No. 2
- Processed the following Tenant Improvements:

- Align Wellness
- Aqua Float Spa
- Bigfoot Growlers
- Biscuits Café
- Bishops
- Cabinets To Go
- Chalice Farms
- Club Pilates
- Electric Lettuce
- Hot Pot
- Pizza Hut
- Skintique
- Sunridge Dental Care
- Umami Ramen
- Venvino Art Studio
- Attended over 150 hours of training and education classes
- Cristie Myron obtained Permit Technician certification
- Tyron Bergen obtained Commercial Building Inspector certification

Building Permit/Applications

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018
Single Family Homes (detached & attached)	154	162
Residential Alteration/Addition	77	113
Multi-family Buildings	2	0
Commercial Tenant Improvement	39	15
Commercial Buildings	5	8
Miscellaneous Permits	716	678
Totals	993	976
Inspection Count	14,028	9,975

2019 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)
- 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 take over the electrical permit and inspection program (currently done by contract with Clackamas County)
- Have staff complete the three-hour online FEMA Introduction to Incident Command System class
- 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

9 FTE

General Public Works



Chris Randall
Public Works Director

2018 Highlights:

- Finalized the Sanitary/Storm Feasibility Update
- Completed the Public Works Yard Feasibility Study
- Purchased 10 new fleet vehicles to replace older vehicles
- Provided support and maintenance to all City-owned facilities

City Hall

- Standardized all paper products
- Installed sun shades in lobby
- Changed electrical system in engineering dept.
- Build a new computer work station in building dept.
- Replaced old white boards in conference rooms and offices

Library

- Upgraded lights to LEDs for energy efficiency and cost savings
- Painted the exterior of the building
- Modified the wood stairs
- Standardized all paper products
- Installed black out shades in community room

CPC

- Upgraded office lighting
- Modified the cubicles
- Upgraded the refrigerator with water
- Upgraded the water heater

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018
Tree Maintenance		
· Maintenance service calls	26	24
· Trees planted	1,000	793
Community Event Set-Up		
· Event and concert set-up	10 events / 6 concerts	10 events/6 concerts
Vehicles Maintenance		
· Services calls	205	250
· Number of recalls	10	25
· Number of surplus vehicles	0	11
Facility Maintenance		
· Calls for service at City Hall	107	147
· Calls for service at CPC	23	45
· Calls for service at Library	317	231
· Calls for service at Public Works	21	27
· Calls for service at HV Park	52	102
· Number of work station changes	27	8
Trail System Maintenance		

· Yards of rock applied to trails	5	10
· Yards of bark chips to trails	40	40
· Trail system service calls	16	20
Stream side restoration		
· Restoration projects completed	2	2

Parks Division

2018 Highlights:

- Supported the Parks Advisory Committee
- Engaged the community and completed the Parks Master Plan
- Completed the Parks SDC Methodology Report
- Completed the Irrigation System Modification project at HV Park

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018
Satellite Parks		
· Service checks	33	45
· Calls for service	11	
Splash Pad Maintenance		
· Chemical tests	360	360
· Gallons of chorine used	90	105
· Gallons of muriatic acid used	60	60
Park Restroom Maintenance		
· Cases of toilet tissue used	38	44
· Cases of hand towels used	35	30
· Gallons of hand soap used	12	10
Park Garbage Maintenance		
· Cases garbage bags used	48	50
Dog Park Maintenance		
· Service checks	300	350
· Cases of dog bags used	34	45
Community Garden		
· Gardens reserved	29	29
· Wait list applications	1	1
· Community work days	3	3
· Guest speakers	0	1
Park Reservations		
· Reservations coordinated	255	208
· Sports Field Reservations	539	431
· People served (Park)	10,315	8,544
· People served (Sports Fields)	16,270	16,120
Boardwalk Maintenance		
· Calls for service	15	35
· Deck boards replaced	0	5
· Support posts replaced	0	0
Playground Maintenance		
· Inspections performed	12	12
· Equipment repairs made	3	6
Irrigation Repairs/Maintenance		

· New sprinkler heads installed	0	20
· New control valves installed	0	5
· Gallons of irrigation water provided from City well	20,665	3,121,700
Turf Maintenance		
· lbs. of grass seed applied	200	200
· Tons of fertilizer applied	0	1
· Tons of lime applied	0	11
· Turf aerations performed	1	2
General Park Maintenance		
· Concrete coal bins installed	0	0
· Yards of new/replaced field turf	20	25
· New QR trail signs	In process w/Parks Advisory	Update still in process
Trail System Maintenance		
· Trail system service calls	16	12
· Yards of bark dust applied to park	Was included in separate category last year	131
· Yards of chips applied to park trails, off-leash dog area, playground and trails within the system	Was included in separate category last year	70

Streets Division

2018 Highlights:

- Completed paving projects at Spring Mt. Drive and Valley View Terrace
- Updated the Pavement Quality Index Report
- Finished the 2018 Crack Seal Project
- Conducted traffic studies on Idleman Road and Alta Vista
- Installed an LED stop signs on 132nd and Scott Creek Blvd
- Installed a rapid flashing beacon crosswalk on 152nd
- Installed LED chevrons on Idleman Rd
- Installed driver feedback signs on Alta Vista and 122nd

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018
Crack Seal		
· Tons of liquid crack seal material applied to local roadways	13	7.5
Stop Bars/Thermo-plastic Applied		
· Stop bars installed	0	43
Traffic Control Changes	13	5
Winter Storm/De-icing		
· Yards of de-icing sand applied	206	66
· Gallons of de-icing chemicals applied	8,735	5,575

· Yards of de-icing sand re-claimed	180	35
ROW Trees		
· Street trees installed	140	94
Pothole Patching/Drain Berms Installed		
· Tons of asphalt used	28.18	27.52
Shoulder Repairs		
· Yards of shoulder rock applied to area streets	20	0
Manholes/Catch Basin Adjusted	0	4
Roadway/Parking Lot Striping		
· Gallons of yellow traffic paint applied to area roadways	370	385
· Gallons of white traffic paint applied to area roadways/parking lots	45	50
Street Sweeping		
· Lane miles of streets swept	1,592	1,493
· Yards of material collected	762	649
· Lane miles of streets swept per WES contract	1,002	1,024
· Yards of material collected per WES contract	503	531
Sidewalk Repairs		
· Repairs performed on city owned properties	32	38
Sign Maintenance		
· New signs installed	92	23
· Sign service checks	150	1,507

2019 Goals:

- Evaluate Public Works Facility needs
- Update the Pedestrian System Master Plan
- Implement a Slurry Seal Program to keep pavement quality at a high level
- Complete design details for the Pleasant Valley Villages neighborhood park
- Complete construction details for the Veterans Memorial Project

Community Services and Public Safety

12 FTE



Steve Campbell
Director of Community
Services & Public Safety

Community Services:

2018 Highlights:

City Council Action Items

- Presented the following ordinances, program ideas, awards, and resolutions:
 - Home Builders Association Street of Dreams Award 2017
 - OLCC Alcohol Permitting
 - 2017 Cities Blood Drive Award
 - Resolution 18-51 OLCC permit Fee
 - Appreciation Award Brenda Router Fred Meyer Contribution Thanks Giving Challenge
 - 2017 Operation Santa
 - Parks and Recreation Program Plan
 - National Night Out Award
 - Appreciation Sergeant Christenson
 - Life Saving Award Kersey and Kennedy
 - Appreciation Ed Miller Juvenile Diversion
 - Appreciation Sergeant Don Boone and K9 Spencer
 - Youth Council Presentation 2018
 - Passport Fee Increase
 - Juvenile Diversion Program Update
 - Community Events Sponsorship
 - Resolution 18-34 Community Sponsorship Fee increase
 - 2017 Annual Police Report
 - 2018 If I Were Mayor Contest
 - Youth Council Swearing In Ceremony
 - Farewell Youth Council Seniors
 - Nicole Zehn Amazing Kids
 - If I were Mayor Contest Winners
 - Adin Williams US Paralympic Swim Team
 - Recreation Programing
 - Recreation Programming Fee Proposal
 - Resolution 18-44 Recreation Programming Fees

Business Support

- Facilitated new business ribbon cuttings, including:
 - Joy Teriyaki
 - CFD Station 19 Ground Breaking
 - Venvino Art Studio
 - HV Arts Academy
 - HV Club Pilates
 - Bishops Hair Salon
 - Attended CFD new Fleet and Logistics center opening
- Aided with Cycle Under the Stars Event
- Provided Support to HVBA

- Secured guest speakers
- Created posters, flyers and invitations to businesses to attend monthly HVBA meeting
- Assisted with Facebook posts
- Assisted with annual membership drive in conjunction with business licensing

Happy Valley Youth Council

- Created and Organized the first annual Oregon Youth Summit. Created video for Oregon Youth Summit
- Provided staff assistance to the Youth Council Washington D.C. for the NLC Conference. Instructors at the NCL Conference teaching other Youth Council Advisors on program development
- Organized the RX Drug Turn-in
- Organized Assembly at Clackamas High School with presenter Kevin Brooks.
- Supported the 2017 Youth Town Hall
- Aided in the formation of Youth Councils in Gladstone, Wilsonville, and Joplin, Missouri.
- Created sponsorship campaign for 2017 – adopt a youth. Fundraised over \$10k
- Created a new sponsorship campaign to raise funds for 2018-19 called Fitness pass: Fitness business donate classes to raise funds. Expected revenue \$15 to \$20k.

Local School Participation

- Participated in 10 Junior Achievement activities at local elementary schools
- Conducted 10 tours of City Hall to local 2nd 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 4th and 5th grade teachers and students to encourage participation, utilized Happy Valley Library as a partner and provided supplies to children
 - Received 150 Posters
 - Received 10 Essays
- Provided road crossing assistance to Spring Mountain Elem. For outdoor class in the nature park
- Participated in Safe Routes to School Survey and rewarding kids for biking and walking to school

Recreation Services / Facility Rentals

- Attend Oregon Parks and Recreation Conference in Bend, OR
- Processed sports field reservations for 7 different youth sports organizations (*Clackamas Jr. Baseball, Clackamas United Soccer, Clackamas Youth Football, Clackamas Youth Lacrosse, Eastside Timbers, i9 Sports, & Portland Ultimate*):
 - Processed 598 sports field reservations to accommodate an estimated 16,320 people
- Processed 208 park reservations with 8,544 users
- Responded to 561 phone inquiries regarding park reservations
- Developed a Recreation Programming Action Plan
- Adopted fees for recreation programs
- Met with Clackamas Community College to discuss an IGA for state funded Life Learning classes.
- Organized and facilitated the following summer camps & recreation activities
 - Bridgetown Boomers Tennis Camp
 - Thunder Elite Cheer Camp
 - Skate Like A Girl Skateboard Camp
 - Bridgetown Boomers Basketball Camp (organized registrations, did not facilitate)
 - Pacific Crest Trail Day Hike
 - Moonlight Movie Night in the park
- Kept current online website Park Reservation calendar with “Reserved” area, date and time
- Processed Facility Rental Applications (Annex and Council Chambers):

- Processed 38 Annex reservation applications accommodating an estimated 750 people
- Processed 10 Council Chamber reservation applications accommodating an estimated 240 people

Communications

- Created Council Chamber boards to reflect theme of the yearly magazine
 - Updated and added pictures as events happened
 - Portrayed different aspects of the City of Happy Valley (events, scenery, youth)
- Updated Lobby Slideshow with current and past events
- Increased the City's Social Media presence
 - Increased the number of followers on the City Facebook page from 4,859 to 5,402
 - Reached an average of 4,064 Facebook users per post
- 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
- Established new Parks and Rec Facebook page July 19, 2013: Which currently has 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
- Continue to support the Core Communication Group to review City-wide communications
- Created a city-wide social media team.
- Attended 3CMA (City and County Communication and Marketing Association) Conference
- Wrote and produced Fireworks Safety video with safety partners.
- Produced videos covering topics such as:
 - Oregon Youth Summit
 - Winter driving safety
 - Day of Happiness
 - 4th of July
 - Summer Concerts
 - American Red Cross Blood Drive
 - Community sponsor highlight
 - Tree Lighting
 - Dumpster Day

Community Events

- Organized annual City-sponsored community events, including:
 - 4th of July Family Festival
 - Dumpster Day
 - Summer Concert Series, including the Resident Reunion
 - Police verses Fire Challenge
 - National Night Out
 - Volunteer Appreciation BBQ
 - Harvest Fest
 - Police vs. Fire challenge
 - Tree Lighting
 - CPR Hands Only Event
- Provided assistance for special events in the community, including:
 - Happy Valley Fun Run
 - Pick-a-thon
 - Happy Valley Farmers Market
 - Military Family Appreciation Day
 - Tolbert Bridge Opening
 - Valley Growlers Ground Breaking Event
 - American Red Cross Blood Drive
- Maintained inventory and merchandising of City Store

Passport Services

- Passed the Passport Facility Audit
- Year End Passport Facility Certification accepted
- Hired and trained 2 new passport agents
- Processed 3,585 applications
- Collected \$132,061.29 in passport fees (Execution fee increased from \$25 to \$35 on April 2, 2018)
- Advertised passport services in Happy Valley Monthly and on Facebook: Many applicants submitted their application with us due to word of mouth from friends and family.

Awards

- Home Builders Association 2017 Street of Dreams Sponsors Award
- American Red Cross Award for City Challenge
- National Night Out Award from National Association of Town Watch
- Life Saving Award for Officer Kersey and Kennedy for saving a resident suffering cardiac distress

Misc

- Supported the Traffic and Public Safety Committee
- Migrated Traffic and Public Safety Committee meeting and minutes to MinuteTraQ
- Attended Laserfiche conference to learn and support the City's record retention needs.
- Completed Phase I of scanned documents into Laserfiche. (business licenses, dog licenses, burn permits, tree permits, alarm permits)

2019 Goals:

- Continue work on growing our Parks and Recreation programming
- Resume working on adding Veterinary clinics to the Happy Valley Dog License program
- Continue working with finance to establish online payment availability for dog licenses, business licenses, alarm permits, and park reservations
- Advertise passport services more regularly throughout the year
- Revisit passport acceptance hours
- Keep monitoring Oregon compliance for enhanced driver's license for the REAL ID ACT. Oregon was granted another extension until October 2019, must be compliant in 2020
- Continue working on phase 2 of scanned documents into Laserfiche for record retention requirements.
- Create and unveil @CityofHappyValley Instagram account to further engage residents and those interested in City happenings
- Participate in social media training, focusing on Next Door and strategies to best reach consumers
- Update onsite marketing and collateral to improve communications amongst City staff and residents who do business onsite
- Develop and disperse educational materials for the upcoming police levy
- Re-message information about the City's growth

Emergency Management:

2018 Highlights:

- Worked with the University of Oregon team for updating the Hazard Mitigation Plan
- Updated the Continuity of Operations Plan (COOP)
- Update the communications plan with the Government Emergency Telecommunications Service (GETS) program

2019 Goals:

- Conduct a table top exercise for emergency operations team
- Finalize the updated hazard mitigation plan
- Formally adopt amendments through city council for the Emergency Operations Plan update

Code Enforcement (3 FTE):

2018 Highlights:

- Launched 4 new Neighborhood Watch Programs
- Continued 7 day a week Code Enforcement Coverage
- Todd Kennedy is serving as the Training Officer for the Oregon Code Enforcement Assoc
- Implemented new park rules to include new helmet rule at the skate park

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018
Community Watch Patrols - Total Volunteer Hours	394.5	487
Code Cases for this time period	2,798	2,222
Animal Cases-including dog bite & abuse investigations	105	160
Construction Site Violations/inspections	131	276
Noxious Vegetation Complaints and enforcement	74	119
Dog Licenses		
· NEW	238	277
· RENEW	528	452
Tree Permits	148	128
Business Licenses		
· NEW	310	244
· RENEW	590	684
Alarm Permits		
· NEW	242	161
· RENEW	558	486
Special Event Permits/Park Groups	8	
Park Patrols	389	404
Noise/Construction Variances	5	10
Burn Permits	16	18

2019 Goals:

- Send new Code Officers to Animal Cruelty Investigator Training
- Start 10 New Neighborhood Watch Programs

Municipal Court (2 FTE):

2018 Highlights:

- Implemented 2018 Presumptive Fine changes
- Implemented 2018 Legislative changes to Oregon Revised Statutes
- Transitioned to a new City Prosecutor
- Researched and implemented a new translation service provider
- Started a new court schedule starting with calendar year 2019
- Kim Carrier served as a Board Member for our professional organization, OACA

- Began utilizing the Meterskip program for dissention of vehicle information with Oregon DMV
- Started testing phase for E-Conviction project with Oregon DMV
- Collected \$262,231.25 in outstanding debt through Western Collection Bureau. Of this total, \$36,600.55 was from judgments collected through our wage garnishment program with Western Collection Bureau
- Received 1,043 payments through our online payment process totaling \$160,168.01
- Processed 127 students in the adult driver safety education course through U-Turn 180
- Processed 164 students in the young driver safety education course through Trauma Nurses Talk Tough
- Cited 6 citizens for use of Illegal Fireworks and all attended our firework safety education course
- Received a total of 55 hours of community service to the City of Happy Valley from youth offenders
- Issued the following citations for the period from October 01, 2017 through September 30, 2018. These figures reflect citations issued through Police, Code Enforcement and the Weighmaster
 - Citations 2,637
 - Total Violations 3,530
 - Parking 817
 - Warnings 972
- Collected parking fines for the period 2016-2017 was \$18,844.33 versus \$34,130.84 for 2017-2018 (note: fine schedule relating to parking violations was amended in June 2017)

2019 Goals:

- Implementation of Lien process for Municipal Code Citations
- Finalization of E-Conviction process
- Research implementation of paperless court
- Kim Carrier will continue to serve on the OACA board with a two-year position of Secretary
- Kim Carrier to continue working towards final hours of education through the Oregon Association for Court Administrators
- Conduct feasibility study on possible amnesty program for accounts assigned to active collection status

Juvenile Diversion

2018 Highlights:

- Transitioned Juvenile Diversion to Restorative Justice Program
- Held sub-committee meetings with community stakeholders to build new pilot program for restorative justice
- Participated in hiring process to replace Ed Miller
- Supported the onboarding of a new juvenile justice coordinator, Steve Phillipe

2019 Goals:

- Track new restorative justice program and present results to city council June 2019
- Continue education efforts to build restorative justice program
- Recruit new volunteers to serve on the restorative justice panel

Public Safety and Police Services

2018 Highlights:

- Added a deputy, working a cover shift during the statistically most busy time of the day to lower response times and increase efficiency
- Served as Chair to the Police Oversight Committee with Sheriff's Office and Contract Cities.
- Participated in National Night Out with the entire department and SWAT.
- Started a bike patrol program and trained two officers to participate.
- Focused Traffic Enforcement Officers on traffic safety to reduce the number of crashes in the City
- Scripted and edited a new community policing video.
- Hosted "Coffee with a Cop" and met several residents
- Working with Sheriff's Office to script a video focusing on our unique partnership
- Organized volunteers for city night for Operation Santa

2019 Goals:

- Add another deputy for the cover shift to better coverage 7 days/week
- Start the process for assembling a police task force to look at policing goals for 2019 levy process
- Educate residents about funding for police
- Improve the Police Department's webpage, making it more interactive and useful for residents
- Develop a five-year plan for policing.
- Complete a study on traffic crashes related to intersections on SE Sunnyside Road; make recommendations to Clackamas County Transportation
- Complete videos with Sheriff's Office showing our unique partnership