



Annual Report

Preserving and enhancing the safety, livability and character of our community

November 2019



HAPPY VALLEY, OR
EST. 1965



Table of Contents

- Organizational Chart**2
- Introduction – 2019 Annual Report**3
- 2019-2021 Council Priority Projects**.....4
 - Short-Term Council Priorities**4
 - Future Council Priorities**6
 - 2019 Projects That Were Already Underway**.....7
- General Administration**.....10
- Library**.....13
- Finance**.....14
- Economic and Community Development Department**.....15
- Public Works**.....18
- Community Services and Public Safety**21

Upwardly Mobile Droopy Cactus, Rick True

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**

Introduction – 2019 Annual Report

Mayor & City Council:

Every year, our team puts together the Annual Department Report to detail our accomplishments from the previous year and goals for the year ahead. Following the recent City Council Priority Setting Retreat, we have structured the report differently to better emphasize the status on the key initiatives identified by the City Council.

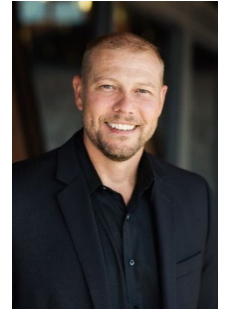
I'm grateful for the direction set by the City Council and proud of our City staff for all that we accomplished together. Whether it was establishing the City's first Urban Renewal District to fund road improvements, finalizing plans to complete sidewalk gaps around the superblock, or educating the public on the Public Safety Levy, our team has done a lot this year. Through all these projects, we continue to engage the public and build a sense of community with each interaction.

While it's important to focus on the City Council Priorities, it's also necessary to acknowledge that 90% of our time as City staff members is spent on the day-to-day operations of running a high-functioning city. In each Department Section, I hope you will be amazed at the volume of work our team does throughout the year.

None of our achievements would be possible without the continual support we receive from the City Council or the teamwork from our staff members. I'm proud of what we have accomplished and excited for the year ahead.

Respectfully submitted,

Jason Tuck, ICMA-CM
City Manager



Jason Tuck, ICMA-CM
City Manager

2019-2021 Council Priority Projects

Short-Term Council Priorities

This year, the Happy Valley City Council and Management Team conducted a half-day retreat on March 23, 2019 to review goals, discuss current community projects and issues, and provide City staff with direction regarding the Council's priorities for the coming years. The following highlights the status of the priorities identified by the City Council for short-term completion (1-2 years).



Future Downtown Development

Status: Ongoing **Lead Department:** Economic & Community Development/ Administration

Milestones

- A community workshop was held in April 2019 to discuss and design a potential downtown area as part of the Pleasant Valley / North Carver (PV/NC) Plan
- The PV/NC Community Advisory Committee incorporated feedback from the public and continues to refine the plan prior to presenting to the Planning Commission and City Council
- The plan is expected to be presented to the Planning Commission and City Council in Spring/Summer 2020
- Approximately \$10M of funding was identified through the Urban Renewal Plan for land acquisition for a future downtown area



Property Acquisition

Status: Ongoing **Lead Department:** Public Works/ Administration

Milestones

- Staff briefed the City Council during Executive Session on 8/20/19 regarding potential properties
- Staff continue to work with property owners and brokers

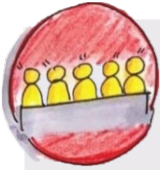


Public Works Facility

Status: Ongoing **Lead Department:** Public Works

Milestones

- Feasibility study was completed in 2017
- Staff are working with property owners and brokers regarding the purchase of property
- The FY 2019-20 Budget added \$2.4M to the Capital Facility Fund, bringing the total to \$6.2M available for this project



Council Compensation

Status: Ongoing **Lead Department:** Administration

Milestones

- Staff presented the comparative analysis to City Council on 7/2/19
- City Council directed staff to convene a working group to discuss compensation rates and method for enacting
- Staff assembled an ad-hoc group of resident volunteers to provide feedback on Council Compensation. The results of these discussions will be presented to Council in January.



Annexation Policy

Status: Complete **Lead Department:** Economic & Community Development

Milestones

- City Council discussed and provided input into a revised Annexation Policy on 5/21/19
- City Council adopted a new Annexation Policy on 6/18/19



Affordable Housing

Status: Ongoing **Lead Department:** Administration/ Economic & Community Development

Milestones

- Staff provided input to the County-wide Housing Needs Analysis (HNA)
- City Council discussed the elements of the HNA that pertain to Happy Valley
- City Council and staff members developed and approved language to support affordable/mixed-income/workforce housing in the Urban Renewal Plan



Fund Bike + Ped Improvements

Status: Ongoing **Lead Department:** Administration

Milestones

- The Clackamas County Vehicle Registration Fee (VRF) was adopted in February 2019 and is expected to result in an increase of approximately \$375,000 in annual funding
- Due to the biennial registration period, the County doesn't expect a full revenue stream until 2022
- Staff anticipate proposing these funds be dedicated to the Pedestrian Improvement Plan (PIP) Fund
- Staff are developing an updated Pedestrian Master Plan to guide future investments



Idleman Road Classification

Status: Complete **Lead Department:** Economic & Community Development

Milestones

- City Council discussed safety improvements on 6/4/19 and decided not to reclassify based on the recommendation of the City's Traffic Engineer



Private Security for Development

Status: Ongoing **Lead Department:** Community Services

Milestones

- Staff presented the concept to City Council on 7/2/19
- Staff continues to work with development community to explore the feasibility

Future Council Priorities

PRIORITIES ON THE HORIZON

MID-TERM 3-4 YEARS

- ★ SUBDIVISION/ PLANNED UNIT DEV./ TOWNHOME DESIGN STANDARDS
- ★ RED LIGHT CAMERAS
- ★ FORCED UNDERGROUND OF UTILITIES
- ★ COMMUNITY CENTER FEASIBILITY
- ★ TURF FIELDS- HVY PARK FEASIBILITY
- ★ CITIZEN ACADEMY

LONG-TERM 4-5 YEARS

- ★ PERMANENT POLICE FUNDING + FACILITY

2019 Projects That Were Already Underway

As the Council may remember from the Priority Setting Retreat, staff highlighted several projects that were already underway. This section highlights the status of those projects.

ADMINISTRATION



Parks – Litigation/Legislation

In August, a Clackamas County Jury awarded the return of \$18,078,238 to the City of Happy Valley. Including pre-judgement interest awarded by the Judge, the total equals \$21,301,117. The City has reached out to Clackamas County in hopes of resolving the withdrawal lawsuit and reaching a global settlement. Concurrently, staff are working with our lobbyists on potential legislation to resolve the uncertainty of the City's withdrawal.



Urban Renewal

In July, the City Council adopted the City's first Urban Renewal Plan to invest in critical infrastructure for eastern Happy Valley.



Diversity & Inclusion Working Group

The City Council passed a diversity and inclusion proclamation supporting the work of the United Community Alliance. Staff has planned a City Council Work Session in December to discuss the potential of a new Task Force to guide these efforts.



Small Cell Wireless Standards

City staff have had several meetings with the wireless industry. The League of Oregon Cities is expected to finalize a model ordinance/code language later this year after working with the wireless providers.



Redevelop Job Descriptions

Human Resources is continually updating job descriptions to assist with the Equal Pay Analysis.



Salary Study

City staff completed the comprehensive study and adjusted salary ranges to be consistent with the market.



Equal Pay Analysis

This will be a major undertaking in 2020.



Library Space Needs Evaluation

Library staff will continue to work with the Library Board and patrons in 2020 to fine tune the future space needs.

ECONOMIC + COMMUNITY DEVELOPMENT



Clackamas to Columbia / Sunrise Phase II

City staff organized a presentation to the City Council on these corridors in April. Since then, staff have attended several meetings with Clackamas County and Metro in hopes that both corridors will be included in the Metro T2020 package. Mayor Ellis and Council President Sherman have provided testimony in support of the corridors to the Metro T2020 Task Force.



Pleasant Valley/North Carver Comp Plan

This has been the largest undertaking for the Planning Division this year, preparing for numerous Technical Advisory Committee (TAC) and Community Advisory Committee (CAC) meetings, open houses, and online workshops in an effort to analyze and discuss the potential future for this area. The draft plan is expected to be presented to the Planning Commission and City Council in Spring/Summer 2020.

**Urban Growth Management Area (UGMA) East**

Various drafts of the document have gone back and forth between City and Clackamas County staff. Currently, the “final draft” is being reviewed by County staff.

**ADU’s / Next Gen Homes / Tiny Homes / Guest Homes**

Staff is working with state laws and ongoing efforts in the greater Portland Metropolitan region governing these housing products, with the goal of providing a comprehensive set of future Land Development Code (LDC) amendments for consideration by the Planning Commission and City Council.

**“Dark Skies” Ordinance**

Staff has had a Work Session with the Design Review Board (DRB) and gathered a comparative analysis of other jurisdictions dark skies ordinances with the goal of producing a comprehensive set of future LDC amendments for consideration by the Planning Commission and City Council.

**Impervious Service Options**

Staff is working on developing options for future LDC amendments for consideration by the Planning Commission and City Council.

PUBLIC WORKS**Pedestrian Master Plan**

The pedestrian Master Plan is well underway. This updated tool will allow City Council to make an informed decision on how to prioritize additional transportation funding received through Clackamas County’s newly adopted vehicle registration fee.

**Superblock Project**

As one of the top priorities of projects that were already underway, staff have been hard at work to deliver this project as soon as possible. Since Council direction was given on this project in March, staff have been working with consultants to develop design plans for sidewalk infill. The phase I effort was bid late September and is anticipated to be completed early 2020. Additional phases will be completed as right-of-way dedication and utility line relocation efforts are complete.

**Residential Paving Maintenance Program**

This past August, the City completed its first slurry seal project. This newly employed program allows for a maintenance technic that maximizes roadway surface life and provides a stable maintenance curve throughout the life of a given roadway. Overall, 54 roadways received an application of slurry seal. 4 roadway sections received a total reconstruction and 86 roadways received a crack seal application.

**Veterans Memorial**

In May, the City was awarded approximately \$75,000 from the Oregon Parks and Recreation Commission to support this project next to City Hall. The concept plans were completed and approved by the ad-hoc Veterans Memorial Committee last year and the City will complete the first phase of the project in Spring 2020.

**Pleasant Valley Villages Neighborhood Park**

Over the last year, staff worked through the process of gaining approval on the pleasant valley villages neighborhood park. Approval was obtained by the Parks Advisory Committee, Planning Commission and ultimately City Council. Over the next year, staff will go through the process of negotiating an equitable exchange of SDC credits and or revenue to bring this project forward.



Rotary All Abilities Park

Thanks to the Rotary Club of Clackamas, many local donors, and a team of volunteers, the All Abilities Park was completed and had a grand opening on October 19, 2019.

COMMUNITY SERVICES



Public Safety Levy Plan

City staff convened a Public Safety Task Force this year to analyze data, review trends, and discuss levels of service needed in the years ahead. After several months of deliberations, the Task Force recommended keeping the levy rate at \$1.38 per \$1,000 of assessed value. In addition, the Task Force developed a five-year public safety plan detailing areas of growth based on the needs in the community. The Levy passed with 78% approval.



Public Safety Communication Strategy for 11/2019

Following the City Council's referral of the public safety levy, the Core Communications Group developed educational materials and a strategy for spreading the word in the community about the upcoming measure. Staff attended countless HOA, PTA, and advisory committee meetings.



Community Event Vendor Policy

Staff worked with the Parks Advisory Committee to develop a new vendor selection policy. The City Council adopted the new Vendor Selection Policy in March.



Sponsor Policy

Continuing to develop a Sponsor Selection process. Staff worked on fee increase from \$2,500 to \$3,500 this year for both Business Sponsors and Concert Sponsors.



Traffic & Public Safety Committee process for traffic modification requests

Draft is in development.



Alarm Policy

Staff has completed the comparative analysis with other cities in the metro area regarding; alarm codes, false alarm allowance, fees and an education component. The draft materials are ready to go and be scheduled for a city council work session.



Passport Services Appointments

Over the years there have been more and more requests for family friendly acceptance time. By offering appointments on Wednesday's it will allow families to plan to take off work/school to submit their passport application at a designated time. Staff has begun to take appointments on Wednesday's and added two Saturdays to the schedule.

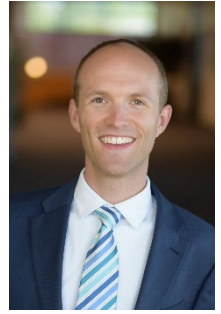


New Business Outreach

Staff is currently working with the HVBA on welcome packets to new businesses. A letter from the Mayor is completed and is sent to every new business; welcoming them, inviting them to have a ribbon cutting and offering our services. In addition, staff works in conjunction with HVBA to create invitations each month to the monthly HVBA meetings. New this year, the City and HVBA teamed up to present our first Drive-In movie experience. These types of events also drive new HVBA members. Staff is currently working with the HVBA and Pamplin Media to create our community and business magazine for 2020.

General Administration

7 FTE



Ben Bryant
Assistant City Manager

General Administration (3 FTE):

2019 Highlights:

- Supported the onboarding of a new Mayor.
- Assisted the application and appointment process for the vacant City Council position.
- Organized the City Council Priority Setting Retreat.
- Established the City's first Urban Renewal District.
- Supported the City Attorney on litigation with the North Clackamas Parks and Recreation District leading to a judgement of \$21,301,117.

2020 Vision:

- Conduct a project prioritization session in 2020.
- Support the new City Council Priorities.
- Lead the efforts on Diversity and Inclusion.
- Implement Council Compensation, if directed by Council.

Policy Analysis (1 FTE):

2019 Highlights:

- Provided intergovernmental support to the City and Council, including weekly status updates, pre-meeting briefings, legislative tracking and the coordination of written testimony (e.g., T2020).
- Served as Clackamas Cities alternate to the Metro Transportation Policy Alternatives Committee and Happy Valley's representative to the Clackamas Technical Advisory Committee.
- Assisted the Public Art Committee with the 2019-2021 Sculpture Garden exhibition, a 2019 "State of the Arts" Community Forum, and their review of submissions to the countywide Artist Exhibition Program.
- Assisted Public Works Department and Department of Administration with Veterans Memorial grant application, coalition building and public outreach.

2020 Vision:

- Provide dynamic and tailored support to City Councilors at intergovernmental tables, including pre-meeting briefings, speaking point development and post-meeting summaries.
- Continue to pursue grant writing opportunities as a resource to Departments.
- Enhance efficiency and impact of Happy Valley public art programs by cultivating ongoing relationships with local partners and other public art programs in the region.

Human Resources (1 FTE):

2019 Highlights:

- Completed the organization-wide salary study.
- Hired a new HR Manager, Ivy Markesino.
- Onboarded 16 new employees and brought back 1 former employee.
- Switched Workers Compensation provider to SAIF saving the City approximately \$10,000/year.
- Continued to transition employee files to electronic format.
- Completed ergonomic assessments throughout the organization.

2020 Vision:

- Conduct a full Job Description Review and Equal Pay Analysis.
- Consolidate 457 retirement account options to lower administrative costs.
- Establish new regular training programs.
- Formalize new employee onboarding process.

City Recorder (1 FTE):

2019 Highlights:

Public Records

- Fulfilled 62 (and counting) public records requests in compliance with public records law and the City's expectation of providing excellent customer service.
- Digitized or disposed over 35 boxes of paper records and automation of several city forms.
- Created, maintained, and reported a city lien docket to eliminate the need for costly recordings with Clackamas County.

2020 Vision:

- Continue working with staff to complete the scanning project for all non-annexation planning files.
- Include public records training for all staff and as a part of the onboarding process.
- Obtain a Certified Municipal Clerk designation and continue involvement in the Oregon Association of Municipal Recorders.

Risk Management:

2019 Highlights:

- Received Gold Safety Award from the League of Oregon Cities and City County Insurance Services for an injury frequency rate of 0.
- Paid out \$0 in General Liability claims for fiscal year 2018-2019, saved the City over \$11k in General Liability insurance costs by moving to an aggregate deductible plan and \$15k in savings for switching to another Worker's Compensation carrier.
- Reviewed over 517 Certificate of Insurance and dozens of contracts to mitigate risk associated with a variety of city activities.

2020 Vision:

- Implement an internal policy to guide city staff working with minors.
- Collaborate with the Safety Committee and HR Manager to establish a rotating calendar of compliance related trainings and document staff completion.
- Implement an internal drone policy to guide staff and allow for the purchase of insurance.

Information Technology (1 FTE):

2019 Highlights:

- Launched a revamped website to improve user experience.
- Upgraded and installed new core network equipment and improved security and network access.
- Installed new virtual platform that will eliminate 90% of our physical servers in 2020.
- Worked with an internal team to come up with a new website design that is scheduled to launch Nov 1.
- Provided training on how to use new cloud-based resources such as OneDrive for information sharing.
- Expanded networking with area IT managers to talk about issues and share information.

2020 Vision:

- Setup internal Technology Steering Committee (TSC) to discuss and plan new technology initiatives.

- Continue to investigate options to spread and pass on information internally to employees such as using an intranet site.
- Provide training to employees to improve data security.
- Explore new security options for better protection from new and emerging threats.
- Develop cybersecurity policy for information protection and security.
- Complete migration all physical servers to a new virtual platform.

Library

17 FTE



Doris Grolbert
Library Director

2018 Highlights:

- Hired a new Youth Librarian to support our youth programs and outreach and prevent burn-out of current staff.
- Supported local schools through implementation of Educator Cards, Educator Newsletter and online request form.
- Implemented online Culture Pass reservations and printing of passes.
- Expanded existing world language collections and added new languages.
- Extended summer concert series and included multi-cultural bands and increased attendance.
- Increased Summer Reading sign-ups for both adults and children.
- Participated in County, State, and National committees.

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018	Oct. 2018-Sept. 2019
Circulation of books, DVDs, audiobooks and other materials	793,219	828,272	827,937
New library cards issued	3,270	3,581	3,746
New items added to the collection	16,212	17,565	19,218
Number of Internet uses	17,520	20,102	20,130
Number of reference questions & inquiries	28,090	31,463	33,845
Storytimes offered / attendance	246 / 10,973	283 / 11,524	330 / 10,530
Teen & Juvenile programs offered / attendance	148 / 7,657	168 / 6,697	188 / 8,307
Children's Summer Reading program sign-ups / finishers	3,528 / 2,101	3,983 / 2,411	4,298 / 2,407
Adult Programs offered / attendance	245 / 3,761	188 / 3,627	226 / 4,789
Off-site visits / attendance	117 / 5,267	144 / 5,693	177 / 6,474
On-site visits / attendance	12 / 391	33 / 902	31 / 764
Visits to the Library	302,396	360,624	388,464
Volunteer Hours	3,052.26	3,148.98	2,655.46

2020 Vision:

- Continue to analyze, investigate and implement objectives on the Library's Strategic Plan.
- Work with district partners on the Library District Task Force.
- Reclassify Graphic Novels for easier access for users and staff and add an Adult Graphic Novel collection.
- Improve outreach, scope of programs and services to diverse and underserved segments of our community.
- Work with consortium partners to advocate for centralized Homebound service to address the needs of that underserved segment of our population.
- Promote and increase awareness of the library's services to residents and groups who do not currently use the library.
- Continue strengthening school partnerships.

Finance

3 FTE

2019 Highlights:

Budget

- Received the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for the 2018-19 Budget: This was the third 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 2019-20 Budget which was submitted for award consideration.

Comprehensive Annual Financial Report

- Received the GFOA Certificate of Achievement for Excellence in Financial Reporting for the 2018 CAFR: This is the fourth year in a row the City received this award.
- Awarded for “Financial Reporting Achievement.”
- Incorporated GFOA recommendations into the 2019 CAFR which will be submitted to GFOA for award consideration.
- Given a successful annual independent audit of financial information and processes.

Annual 5-year Projection

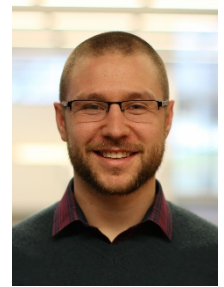
- Updated the 5-year projection and presented to the City Council.
- Utilized the first year of projection as the basis for the 19-20 Proposed Budget.

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

- 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.
- Processed over 1,500 accounts payable checks.
- Coded and posted over 2,700 purchase card payments.



Travis Warneke
Finance Director

2020 Vision:

- Create comprehensive internal control document and review all financial policies and compare to GFOA best practices.
- Begin implementation of Energov software.
- Gain better understanding of Budget Management tools available in Incode.
- Create a Capital Improvement Plan (CIP) as it relates to each Reserve for Replacement Fund to become part of the budget document.
- Transition banking services from Wells Fargo to Columbia Bank. We have determined that this will provide us greater service at a reduced cost and will also have the added benefit of partnering with a local business.
- Develop inaugural five-year plan and annual budget for the Happy Valley Urban Renewal Agency.

Economic and Community Development Department

19 FTE



Michael D. Walter, AICP
Economic & Community
Development Director

Planning & Economic Development Divisions (6 FTE):

2019 Highlights:

- Initiated the Pleasant Valley/North Carver (PV/NC) Comprehensive Plan, which has since comprised substantial community engagement, inter-agency coordination, and technical analysis.
- Assisted in the creation and implementation of the City's first Urban Renewal Plan and District which will provide millions of dollars that can be used toward critical infrastructure projects.
- Worked with Metro, Greater Portland Inc. and the Port of Portland to get the Rock Creek Employment Center (Only 3 sites selected out of 57 that competitively applied from the Metro area) selected as part of a pilot project for determining economic development strategies and best practices that will create a potential roadmap for future development.
- Provided excellent customer service to a wide variety of developers and representatives (consultants and sub-consultants), property owners, appraisers, real estate agents, and residents, as well as continued to process a high number of Applications/Permits (see below).

Planning Permit/Applications

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018	Oct. 2018-Sept. 2019
Annexations (ANN)	2	1	2
Accessory Dwelling Units (ADU)	4	2	4
Appeals (APP)	3	0	0
Comprehensive Plan Amendments (CPA)	18	8	4
Comprehensive Plan Amendment Amendment (CPAA)	1	0	0
Conditional Use (CUP)		1	1
Design Review (DR)	19	21	17
Design Review Amend (DRA)	2	0	3
Environmental Review (ERP)	22	12	9
Environmental Review Amend (ERPA)	6	2	2
Extension (EXT)	6	4	5
Master Plan (MP)	2	1	1
Model Home (MH)	4	3	11
Home Occupation Permit (HOP)	1	0	0
Land Partition (LP)	5	6	6
Lot Line Adjustment (LLA)	6	9	16
Land Development Code (LDC)	15	7	7
Pre-Applications	33	28	27
Residential Density Transfer (RDT)	0	0	0

Sign Permits (SP)	45	39	25
Tree Permits (TC)	31	38	32
Planned Unit Development (PUD)	4	2	1
Planned Unit Development Amend (PUDA)	6	2	0
Subdivisions (SUB)	3	2	2
Subdivisions Amend (SUBA)	2	0	3
Street Vacation (SV)	0	0	1
Temporary Use (TUP)	14	3	16
Variance (VAR)	3	8	9
Variance Amendment (VARA)	0	0	0
Totals	260	199	204

2020 Vision:

- Complete the Pleasant Valley North Carver Comprehensive Plan and receive City Council approval.
- Develop improved procedures for tracking development and coordinating between divisions/departments in order to enhance process efficiencies and communication.
- Work toward a fully electronic submittal process with improved online forms, information, and accessibility in order to reduce waste and make it easier on applicants and residents.

Engineering Division (4 FTE):

2019 Highlights:

- Provided development construction plan review, construction project management, construction inspection erosion control inspections for new development projects, right-of-way permits.
- Managed and inspected CIP paving and maintenance projects. This was our first year managing the Slurry Seal Pavement Maintenance Project.
- Provided engineering conditions of approval and plat reviews for Land Use Applications.

Engineering Permits/Inspections

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018	Oct. 2018-Sept. 2019
Public ROW Permit	113	140	109
Site Development Permit	17	24	8
Erosion Control Permits	16	30	14
Minor Grading Permits	7	5	3
Totals	153	199	134
Inspections			
Erosion Control Inspections	319	487	556

2020 Vision:

- Hire and train a new staff to help with the heavy workload in the Engineering Division.
- Continue to provide excellent customer service levels and quality of work on development related projects.
- Continue to plan and manage the design and construction of the CIP paving and maintenance projects and begin early work on future Urban Renewal Plan projects.

Building Division (9 FTE):

2019 Highlights:

- Continued to provide excellent customer service – demonstrated by many compliments and positive feedback from builders and homeowners.
- Digitized 90% of residential plan reviews.
- Completed plan reviews for four apartment buildings, A.C. Nelson High School, Miracle Heights senior care facility, Les Schwab, HV Public House (restaurant/bar), and the Christilla Commons mixed-use building.
- Completed inspections for the Morningstar assisted-living facility, Beatrice Cannady Elementary School, and two 3-story self-storage facilities.

Building Permit/Applications

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018	Oct. 2018-Sept. 2019
Single Family Homes (detached & attached)	154	162	200
Residential Alteration/Addition	77	113	70
Multi-family Buildings	2	0	4 (164 apt. units)
Commercial Tenant Improvement	39	15	14
Commercial Buildings	5	8	7
Miscellaneous Permits	716	678	649
Totals	993	976	944
Inspection Count	14,028	9,975	9,689

2020 Vision:

- Continue to improve the turn-a-round process for residential permits.
- Develop inspection checklists for to help builders understand what we look for when doing inspections.
- Develop a handout explaining the residential building process for builders. Basically, “how to get from your house plans to final occupancy.”

Public Works

9 FTE

General Public Works

2019 Highlights:

- Installed a new generator at City Hall and Library.
- Managed office and cubicle reconfigurations.
- Installed and switched banner art along Sunnyside Rd.
- Participated in numerous meetings regarding Water Environment Services topics.



Chris Randall
Public Works Director

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018	Oct. 2018-Sept. 2019
Vehicles Maintenance			
· Services calls	205	250	280
· Number of recalls	10	25	15
· Number of surplus vehicles	0	11	6
Facility Maintenance			
· Calls for service at City Hall	107	147	102
· Calls for service at CPC	23	45	50
· Calls for service at Library	317	231	160
· Calls for service at Public Works	21	27	23
· Calls for service at HV Park	52	102	87
· Number of work station changes	27	8	7
General Operations			
· Restoration projects completed	2	2	2

Parks Division

2019 Highlights:

- Design and constructed the All Abilities Park.
- Assisted with all community event set up, take down and operations.

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018	Oct. 2018-Sept. 2019
Splash Pad Maintenance			
· Chemical tests	360	360	360
· Gallons of chorine used	90	105	90
· Gallons of muriatic acid used	60	60	60
Dog Park Maintenance			
· Service checks	300	350	350
· Cases of dog bags used	34	45	51
Community Garden			

· Gardens reserved	29	29	29
· Wait list applications	1	1	8
· Community work days	3	3	2
· Guest speakers	0	1	0
Park Reservations			
· Reservations coordinated	255	208	228
· Sports Field Reservations	539	431	591
· People served (Park)	10,315	8,544	9,400
· People served (Sports Fields)	16,270	16,120	17,000
Playground Maintenance			
· Inspections performed	12	12	12
· Equipment repairs made	3	6	20
Trail System Maintenance			
· Trail system service calls	16	12	20
· Yards of bark dust applied to park	Was included in separate category last year	131	135
· 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	100

Streets Division

2019 Highlights:

- Finished the residential roadway pavement maintenance program (Slurry Seal).
- Finalized the design/bid/construction for the Super-Block Phase I.
- Reached 70% completion of the Pedestrian Master Plan update.

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018	Oct. 2018-Sept. 2019
Stop Bars/Thermo-plastic Applied			
· Stop bars installed	0	43	56
Traffic Control Changes	13	5	2
Winter Storm/De-icing			
· Yards of de-icing sand applied	206	66	80
· Gallons of de-icing chemicals applied	8,735	5,575	9,937.03
· Yards of de-icing sand re-claimed	180	35	29
ROW Trees			
· Street trees installed	140	94	45
Pothole Patching/Drain Berms Installed			
· Tons of asphalt used	28.18	27.52	27
Roadway/Parking Lot Striping			

· Gallons of yellow traffic paint applied to area roadways	370	385	340
· Gallons of white traffic paint applied to area roadways/parking lots	45	50	35
Street Sweeping			
· Lane miles of streets swept	1,592	1,493	1698
· Yards of material collected	762	649	774
Sign Maintenance			
· New signs installed	92	23	155
· Sign service checks	150	1,507	200

2020 Vision:

- Complete Super-block Phase II.
- Acquire land for new Public Works Facility and Yard.
- Construct the Veterans memorial.
- Complete street maintenance program 2.0.
- Acquire Land for Parks.
- Conduct feasibility study for Community Center.
- Conduct feasibility study for all-weather turf at Happy Valley Park.

Community Services and Public Safety

12 FTE



Steve Campbell
Director of Community
Services & Public Safety

Community Services:

2019 Highlights:

Business Support

- Facilitated New Business Ribbon Cuttings
 - US Bank, Sunnyridge Dental, Fat Cupcake, Clackamas & Oregon Pediatrics, Metropolitan Pediatrics, Beatrice Morrow Cannady Elementary
- Provided Support to HVBA
 - Assisted with Facebook posts
 - Created posters, flyers and invitations to businesses to attend monthly HVBA meeting
 - Worked in Partnership with HVBA to present the first Drive-In Movie Experience
 - Organized new business welcome letters and packets
 - Completed the HVBA Community and Business Magazine

Happy Valley Youth Council

- Organized the 2nd Annual Oregon Youth Summit.
- Collected 250 lbs of prescription drugs during the Rx Drug Turn-in with 88 cars participating.
- Partnered with StarCycle and HVBA to raise approx \$5,000 from Cycle Under the Stars and Drive-in Movie.
- Organized the Youth Town Hall.

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 over 100 Posters, 5 Essays.
- Engaged local school principals twice during the academic year via meeting at City Hall for purposes of exchanging general information and sharing updates related to community happenings and safety concerns.

Recreation Services / Facility Rentals

- Processed sports field reservations for 9 different youth and adult sports organizations (*Clackamas Jr. Baseball, Clackamas United Soccer, Clackamas Youth Football, Clackamas Youth Lacrosse, Eastside Timbers, i9 Sports, Damian Const. LLC Soccer Camp, Damascus Christian Scott and Oregon Adult Soccer*).
- Processed 591 sports field reservations, estimating 17,000 people attending.
- Processed 228 park reservations with 9,400 users, while responding to 697 phone inquiries.
- Processed 79 facility reservations (City Hall and Annex).

Communications

- Produced educational and compelling videos covering the following: Code Enforcement, Dedicated Police in Happy Valley, All Abilities Park (partnership with Rotary), and 1st Annual Harvest Fest/Oktobefest.
- Launched a monthly community newspaper (HV News) with Pamplin Media which allowed for increased content space and updated layout/design.
- Established presence on Instagram and built audience of 900+ followers and counting.
- Created and developed the 2019 Community Magazine.

- Created and sent media releases for various events.
- Responded to media inquiries on local events and incidents in Happy Valley.

Community Events

- Continued to organize family friendly community events such as the Happy Valley Fun Run, Dumpster Day, 4th of July Family Festival, Concerts in the Valley, National Night Out, First Responders Night Concert and Safety Fair, American Red Cross 3-day City Challenge Blood Drive, Volunteer Appreciation BBQ, Harvest Fest, and Tree Lighting.
- Added a new Oktoberfest element to the Harvest Fest.

Passport Services

- Participated in the Western Region Training Workshop Acceptance Facilities Panel for passports.
- Passport agents attended “Passport Refresher Training Course” and “Passport Fraud Training”.
- Processed 3,412 passport applications and collected \$138,037.40 in passport fees.

Awards

- American Red Cross - City Challenge Blood Drive Award.
- Received National Night Out Award from National Association of Town Watch.

2020 Vision:

- Continue working with Finance to initiate online dog/business/alarm licensing and permitting.
- Finalize online process for new/renewal/temporary OLCC applications.
- Create educational materials (print and video) that showcase City departments.
- Further develop and administer recreation programming in the City.

Emergency Management:

2019 Highlights:

- Adopted the Hazard Mitigation Plan for Emergency Management.
- Established Work group for Hazard Mitigation.
- Completed the NIMS compliance project.

2020 Vision:

- Create a Tabletop Emergency Exercise.
- Work with Emergency Management Team on Chief assignments and emergency protocols.

Code Enforcement (3 FTE):

2019 Highlights:

- Created New Neighborhood Watch Programs.
- Increased Park Patrols and Weekend Education/Enforcement at HV Parks.
- Worked Jointly with HV Police on nuisance property clean ups.

Statistics:

	Oct. 2016-Sept. 2017	Oct. 2017-Sept. 2018	Oct. 2018-Sept. 2019
Community Watch Patrols - Total Volunteer Hours	394.5	487	498.65

Code Cases for this time period	2,798	2,222	2,388
Animal Cases-including dog bite & abuse investigations	105	160	169
Construction Site Violations/inspections	131	276	399
Noxious Vegetation Complaints and enforcement	74	119	77
Dog Licenses			
· NEW	238	277	253
· RENEW	528	452	445
Tree Permits	148	128	148
Business Licenses			
· NEW	310	244	216
· RENEW	590	684	803
Alarm Permits			
· NEW	242	161	185
· RENEW	558	486	641
Special Event Permits/Park Groups	8		
Park Patrols	389	404	457
Noise/Construction Variances	5	10	26
Burn Permits	16	18	6

2020 Vision:

- Grow Happy Valley CERT membership & training.
- Obtain Certification as Animal Cruelty Investigators for Code Enforcement Officers.
- Bring online licensing & permitting to Dog Licenses/Business/Alarm Permits.

Municipal Court (2 FTE):

2019 Highlights:

- Issued the following citations for the period from October 01, 2018 through September 30, 2019. These figures reflect citations issued through Police, Code Enforcement and the Weighmaster
 - Citations 2,121
 - Total Violations 2,770
 - Parking 627
 - Warnings 624
- Collected \$238,818.66 in outstanding debt through Western Collection Bureau.
- Added 10 properties and \$18,500.00 in fines to our Lien Docket.

2020 Vision:

- Finalize E-Conviction project.
- Implement electronic parking solution.
- Complete feasibility study of additional part-time or full-time clerk with possible addition of second traffic car.

Juvenile Diversion

2019 Highlights:

- Presented new Juvenile Diversion Program to City Council.
- Transitioned between the two providers and met with new 3rd party provider Latino Network.

2020 Vision:

- Establish a working relationship with Latino Network.
- Create a community involvement component for volunteers to assist in the Restorative Justice Program.

Public Safety and Police Services (14 FTE):

2019 Highlights:

- Worked with (TPSC) Police Task Force for 2019 Police Levy. Reviewed data on calls for service, crimes, and established a staffing model for the 5 year-plan.
- Onboarded two new deputies.
- Created a police video highlighting our community policing model.
- Developed EOP's for 4th of July and Pickathon.
- Led media relations for Pickathon Incident.
- Organized the Safety Fair at a Summer concert.
- Participated in National Night Out.
- Organized Coffee with a Cop X2.
- Deployed 6 Driver Feedback LED Data signs within the community.

2020 Vision:

- Revamp the alarm response protocols and revise the alarm ordinance.
- Review data to create boundaries for two patrol districts.
- Add an additional traffic car for the afternoon.
- Begin discussion on School Resource Officer for school year 2021.
- Provide workplace violence training for city staff.
- Establish criteria for lowering speeds on city roads (Senate Bill 558).