Mounds View Council Retreat Agenda

January 29, 2018

6:00 PM – Random Park

1. Presentation of Council and Mayor Goals
   a. CM Meehlhause – completed November Retreat
   b. CM Gunn
   c. CM Bergeron
   d. CM Hull
   e. Mayor Mueller
2. Presentation of Staff 2018 Goals – Provided in Writing
   a. Overview summary if needed
      i. PD
      ii. PW
      iii. Finance
      iv. Admin
      v. Com Dev
3. Discussion
4. Identification of 2018 Goals
5. Discussion on additional retreats
   a. One focused on fiscal issues only
   b. One focused on visioning – 10+ years
MOUNDS VIEW POLICE DEPARTMENT
2401 Mounds View Boulevard
Mounds View, MN 55112
763-717-4070

MOUNDS VIEW POLICE 2018 GOALS

- Hire and train a new officer(s), send officer to VCET by late May.
- Successfully implement second K9 Officer (late April).
- Continue successful outreach programs (mobile rock wall outreach, NNO, NNO pre-party, father daughter ball, shop with a cop, bowl with a cop, coffee with a cop), and implement several new ones:
  - PD vs FD hockey game
  - Public Safety Academy
  - Kids N Cops hockey (four different neighborhood specific events).
- Continue to identify and develop instructors from within the ranks
- Expand neighborhood speed bump program
- Police sponsored picnic for city employees (July 23).
- Improve social media footprint and outreach documentation.
- ICAT and reality based training, active shooter training for entire agency.
- Mobile outreach and command vehicle successful debut.

The agency is currently two officers short and the majority of these goals will be possible only if we successfully hire and train an officer(s). We are limited financially in what we can do with outreach, however, the Mounds View Police Department Foundation was started to help address this. The Foundation has raised $6000.00 for the new K9, is funding several of our outreach events, and supplements our limited manpower with volunteers.

Our vision beyond 2018 would include addressing the building and several of the challenges we face: no showers, lockers too small, inadequate storage, inadequate holding facility, no “soft” interview room for victims. In 2019 we will need to begin replacing portable radios for the entire agency ($3500 each).
Memorandum

Date: January 24, 2018

To: Nyle Zilmund, City Administrator

From: Don Peterson, Public Works Director

Subject: 2018 Goals of the Public Works Department

The overall vision is to have a cooperative and collaborative team to deliver a high level of service to the Businesses and Residents of Mounds View, while exploring new or improved operational standards and technologies to increase efficiency and be financially responsible when delivering these services.

Goals for 2018:

1) Implementation of the (new) Public Works Organizational Chart
   a. Hire Superintendent
      i. Timing - by January 31, 2018 — In Process with interviews, tentative start date March 5
      ii. 2018 Budget Impact — none already budgeted
   b. Promote Parks / Streets Foreman Positions — Completed 1/22
      i. Timing - by February 12, 2018
      ii. 2018 Budget Impact — xxxxx — repointing of job description needed
   c. Hire Public Works GIS Technician — In Progress, position to be posted
      i. Timing - by March 26, 2018 — Revised date
      ii. 2018 Budget Impact - none already budgeted, repointing of job description needed
   d. Hire Parks / Forester Worker
      i. Timing - by March 26, 2018 — Revised start date, position description to council on 2/12
      ii. 2018 Budget Impact - xxxxx - repointing of job description needed, unknown budget impact at this time
   e. Hire Public Works Engineering Technician - In Progress, position to be posted
      i. Timing - by March 26, 2018, New Job Description approved, Revised Date
      ii. 2018 Budget Impact – unknown - repointing of job description needed
   f. Hire new Parks Worker – TBD -continue to discuss with City Administrator and Council, potential to place in the 2019 budget
      i. 2019 Budget Impact – unknown at this time

2) Research GIS / Asset Management Software and Implementation of Software
   b. Implemented by December 31, 2018.
   c. Budget Impact – proposed none, offset with salary savings

3) Research additional technology that would provide better Customer Service to the Residents and Business of Mounds View
   b. Budget Impact – unknown at this time

4) Implementation of Record Retention Management as adopted by the City Council
   a. Timing - throughout the year by taking a section of the records and develop management system
   b. Budget impact – unknown at this time
5) Develop SOGs (standard operating guidelines) for the Operations and Maintenance Division
   a. Timing - throughout the year by taking sections of the operations and development of SOGs
   b. Budget Impact – unknown, depending on SOGs

6) Continue to Cross Train Employees in the O & M Division
   a. Timing – throughout the year
   b. Budget impact – Time away from routine / normal duties

7) Continue to Professional Development of all Public Works Employees.
   a. Timing - throughout the year, research and send employees to training
   b. Budget Impact – work with in parameters of the 2018 budget and focus on allocating additional
      funding in 2019 budget for additional and continued training.
FINANCE DEPARTMENT

- Make payroll transition from Debbie to Aggie and AP transition from Aggie to Debbie.
- Continue cross-training staff.
- Continue training Kerrie to replace Debbie when she retires on September 28th.
- Hire a new receptionist to replace Kerrie when she transitions to the Utility Billing/AP Tech.
- Work with Vanessa to replace outdated equipment for televising meetings.
- Work with Don to finalize a 10 year street maintenance program and funding sources.
- Continue to work with Metro I-Net on technology improvements.
2018 Administrator Goals
January 29, 2018 Update

1. Complete 2018 Council priorities as directed.
2. Provide significant assistance in completion of the Comprehensive Plan.
3. Long Range Budget and Vision Planning
4. Human Resources/Staffing/Job Descriptions Issues
5. Archives both digital and analog files and organize downstairs room.
   a. $5,000 to $8,000 per year
   b. Mary part time
6. MV Matters – layout, editorial, etc. Focus on this as it is one of our key influencers. Citizens and guests measure us by our buildings, appearance, communications
7. Traffic Study — Road Counts – 10 to Sherwood and Sherwood to 85th
8. Resolve the issue of MV police being able to communicate on Anoka County Fire and Police radio channels without needing to utilize a second radio.
9. Improve the filing/council packet council agenda process.
10. Work on strategies to remove barriers between departments.
11. Continue building Outreach – (Citizens Academy, Senior Fair, Taste of MV, Etc.)
12. Successful 60th Anniversary
13. Pipeline Explosion Presentation
14. Water Service Line Policy
15. Resolution 5555 staff interaction with Council

Completed or In Process:

17. Continue part time position for Ms. Benesch.
   a. $16,000 per year
18. Complete 2017 Administrator Identified Projects upon council review and direction.
20. Public Works Director Probation requirements.
21. Fire Rep on the Board
22. Focus on Professional Development of Staff.
   a. $40,000
23. HR Position Probation requirements.
24. Hire and integrate all new and vacant employee positions.
MEMORANDUM

To: Nyle, Zikmund, City Administrator
From: Jon Sevald, City Planner/Supervisor
Re: 2018 Department Goals
Date: Sept 13, 2018 Jan 23, 2018

1. Cross-training, Training

What it is: Cross-train staff so that every time-sensitive task can be covered by another team member.

Budget Impact: None known for 2018, assuming no software licenses are needed.

Status: Ongoing. Nick & Jacob cross-trained with Rum River (contracted BO) on methods and documentation. All department members to cross-train with Sherri re Permit Works so that all are comfortable processing permit applications. This requires repetition.

2. Innovation:

During the transition of Building Officials, it became apparent that there are ups & downs in time needed for plan review and inspections, as there likely is with all positions. During these lulls, there is capacity to do other things. I would like to initiate "Innovation Thursdays", in which staff is allotted the day to develop ideas of solving ongoing problems in an effort of becoming more efficient. This requires the cooperation and involvement of other Staff. I believe that much of our inefficiencies is due to distractions (interruptions), and a lack of staff communication and therefore cooperation, causing us to do the same things over and over again, with the same results (no change). Innovation Thursdays will allow Staff time to work individually on their own problems, as well as a Team to solve bigger, multi-disciplinary problems.

Budget Impact: The impact for Community Development requires coordinated scheduling (no budget impact). The impact when multi-disciplinary staff are involved (e.g., two-hour meeting to discuss cause & effect of vandalism, and solutions) can be significant. All-Staff personnel costs are about $2,000 p/hour. The topics discussed and staff involved will need to be considered.

3. Comprehensive Plan Update

What it is: The Comprehensive Plan is a 20-year guide establishing goals and policies for land use and development. The Plan is updated every 10 years, with the current plan to be significantly completed by spring 2018 for review by adjacent cities/agencies, and for the
completed plan to be submitted to the Metropolitan Council by December 31, 2018.

Budget Impact:
- 2017: $12,000 budgeted ($2,000 spent)
- 2018: $6,000 budgeted

The Comprehensive Plan is intended to be written by Staff, and mapping to be completed by Stantec. Due to time constraints, Staff has not been able to maintain an internal schedule, and will likely request further assistance from Stantec. Sevald and Peterson will meet with Stantec Nov 16th to discuss further.

Status:
- Ongoing. The Council approved a budget of about $45,000 for planning and $45,000 for engineering, with the expectation that planning costs be reduced to $25,000. This can be accomplished by Staff researching and writing a majority of the plan, but is questionable if this is practical (depends on the week, and depends if Staff and Stantec can coordinate weekly schedules).

In December, the Council appointed a nine member taskforce, which meets twice per month, January through mid-June. Staff’s intent is for the Taskforce to focus on:

1. What land use changes are likely within the next 10 and 20 years, and what is the highest & best use for those properties.

   Goal is for Taskforce to make general recommendations in February/March, and for Stantec to develop “alternative options” for the Taskforce and public to review in April/May.

2. Recommend Goals & Policy Statements for the plan.

   Current (2010) statements are arbitrary, meaning the Comprehensive Plan can both support and contradict any land use decision made by the City Council. This provides the City maximum flexibility but provides no guidance. Staff would rather have sound guidance than flexibility, but this is up to the discretion of the City Council.

3.4. Mounds View Boulevard Beautification

What it is:
Explore options for beautifying Mounds View Blvd and other major corridors where there is substantial public land (e.g. Co Rd I, Spring Lake Rd, Co Rd H).

Budget Impact:
- $0 budgeted. This is anticipated to be a topic of the Comprehensive Plan, to carry over into 2019.

Status: None.
PROPOSED 2018 CITY COUNCIL PRIORITIES (GM)

1) Adopt / approve the street maintenance and street reconstruction plan developed by the Public Works Director and Finance Director. This plan includes maintaining the streets reconstructed by the City-wide street reconstruction project, reconstructing and / or maintenance updates for the streets not included the City-wide project. It should also include an ongoing maintenance plan for the streets that were reconstructed in 2003 and 2004.

(Special Note: Approving the proposed reconstruction of the streets in the Business Park North area begins the plan’s adoption.)

2) Adopt and approve the Finance Director’s annual budgeting plan for the street maintenance and reconstruction plan. Based on previous discussion with the Finance Director, funding will come from 3 sources:
   1) State funding for maintaining the municipal state aid streets.
   2) 50% of the Excel Energy and Center Pointe franchise fees.
   3) Implementation of an annual $150,000 street maintenance levy.

- Continue expanding the Police Department’s community engagement programs and efforts with the appropriate level of funding.

- Implement regularly scheduled Community conversations with a focus on understanding racial equity (this could be separate from the Police Department’s community engagement programs or integrated with).

- Continue the focus on retaining quality staff members.

- Re-develop Cross Road Pointe.

- Achieve Step II GreenStep city status.

- Approve the Finance Director’s financing plan for making annual bond payments for the bond that will be issued in 2019 to finance the recommended upgrades for the water treatment plants and well houses.
• Continue supporting the Finance Director’s financing plan for building
fund balance in the Storm Water Fund for the future required dredging
of Silver View Pond.

• Adopt / approve the Public Works Director’s Public Works Department
re-organization, and work with staff to identify how the recommended
additional staff position and foreman promotions will be funded.

• Approve and implement recommended upgrades for the Control Room
and Council Chambers associated with broadcasting and recording
Council and Commission meetings.

• Continue funding the Festival in the Park fireworks.

• Implement the City Hall Park upgrade vision / plan developed by the
Parks, Recreation, and Forestry Commission (splash pad, picnic area,
and new playground equipment and area).

• Develop and approve the funding source(s) for the City Hall Park
project. Following are various funding options for consideration:
  1) Utilize the recently received playground equipment grant and
     utilize Special Project funds for the remaining project balance.
  2) Utilize the recently received playground equipment grant, any
     remaining Park Dedication fund balance (this would not include
     new funds received through the MWF project and Cross Road
     Pointe development), and utilize Special Project funds for the
     remaining project balance.
  3) Utilize the recently received playground equipment grant, utilize
     $250,000 from the levy reduction fund, and utilize Special Project
     funds for the remaining project balance.
  4) Utilize the recently received playground equipment grant and
     fund the remaining project balance through an internal loan that
     would be paid back when the City receives funding from the
     North Suburban Hospital Board’s dissolution and asset
     disbursement to the 5 member cities.
• Construct trail way segment 8 in the master trail way plan or at a minimum complete the required engineering with construction planned for 2019.

This segment is on the south side of Mounds View Blvd. from Silver Lake Road (actually CVS’ parking lot entrance off of Mounds View Blvd.) to the Knollwood Town Homes’ driveway entrance. This project will accomplish the following:

1) Completion of the master trail way plan on the south side of Mounds View Blvd. from the City border with Spring Lake Park to County Road H.

2) It will provide a safe path for the town home residents (approximately 25 – 50 units) who walk to CVS and Holiday, and will eliminate the need to walk on the edge of Mounds View Blvd.

• Develop a strategy for addressing the short term and long term financial challenges the City Charter levy cap is starting to present including the possible support for a 2018 ballot initiative seeking approval from the City of Mounds View residents to make an adjustment to the present City Charter maximum levy cap.

This adjustment is needed for 2 reasons:

1) The present cap is inhibiting the Council’s ability to support staff recommendations on future staffing needs.

2) The present cap will have a long-term impact on the City’s ability to maintain a fund balance that falls within the percentage range recommended by the State Auditor.
From: Administrator Zikmund
To: Honorable Mayor Mueller and Council
Date: January 29, 2018
Re: Council Retreat HR/Staff Issues

Background:
During my time as interim administrator along with my time permanent position I have spent a significant measure of time dealing with and attempting to understand the human resource/staffing issues here at the City.

Findings:
- There was a confluence of events that resulted in a disproportionate number of employees leaving in a compressed time frame.
- Those departures caused additional stress on the remaining employees who subsequently responded admirably.
- During this time the council supported and authorized a reorganization and relocation plan for the Public Works Division.
- Prior to this time Council supported and authorized hiring of a receptionist whom is being trained for and will move to finance upon the retirement of Debbie Jasper.
- Prior to and during this time, council created, posted, and hired a Human Resources Coordinator.
- There are a number of policies/resolutions specific to staff that would serve all well to revisit and discuss. Resolution 5555 and policies on compensation/flex time.
- Prior to and during this time Council authorized and received a Market Rate Compensation Study for non-collective bargained staff.
- Current staff are at maximum capacity or to rephrase, there is no additional tasks that can be assigned without causing negative or deleterious impacts in another area.
- In the wake of the departures/replacements/reorganizations an opportunity has arisen to examine and re-examine staff duties and assignments. The following areas need to be addressed:
  - Job Description for Receptionist
  - Designation and assignment of duties of City Clerk
  - Duties of Recycling Coordinator and who performs these duties – currently receptionist
  - Person responsible for Business Licensing – currently Barb Benesch
  - Person responsible for being Web Master – currently no one
  - Person responsible for Mounds View Matter – currently Vanessa Van Alstine
  - Person responsible for Archives/Data Storage – currently no one
  - Person responsible for Dog Licensing – just switched to PD
  - Cable Assistant – Specific to taping/broadcasting meetings – currently no one
Discussion:
Addressing this list will require council staff discussion on priorities, services delivered, and work environment as a function of productivity and retention. Core issues include ensuring employees are assigned to the tasks they were hired for or agreed to if changed, work schedule, assignments consistent with work capacity, and defining expectations.

Solutions & Impacts:
1. Our HR Coordinator can and is willing to take on duties of City Clerk and Archive/Data Storage. These duties will likely impact the pointing of the position ultimately leading to compensation adjustments.
   a. A significant sub issue is the need to address the backlog of scanning, equipment needed to digitize/scan efficiently going forward, and addressing the “backlog” of material needing to be digitized.
   b. Technology investments are needed at an estimated $8,000 to $10,000. Staff costs estimated at $5,000 to $8,000 a year for 2 to 3 years.
2. Chief Harder has indicated PD has capacity in their civilian staff to take on Dog Licensing. Given they collect fees for this and other items, we need to explore setting them up with a credit card reader so they can process all types of payments; cash, check or credit card. There will be no impact to staff compensation as this function is similar to other record and data management they currently do.
3. Further council clarification is needed on expectations of the recycling coordinator and the Receptionist position can execute the defined duties within the current job description/pointing.
4. Business licensing was done by the previous Assistant City Administrator, currently done by my administrative assistant but with the reduction of hours, needs a new home. It makes sense to house that with the Business Development Coordinator but only if that position stays full time.
5. Similarly, the Webmaster Position could be housed with the Business Development Coordinator who has indicated willingness to do, but again a function of staff hours.
6. Mounds View Matters will need a “team” solution that includes staff writing articles in timely fashion, a proofreader needs to be identified, an editor – someone to oversee needs to be identified, layout (Vanessa has indicated willingness to do), and imagery (solution in process).
7. Cable Support/Assistant is probably the most pressing issue and solutions include cutting back and or changing the standard for meetings. A discussion also needs to occur regarding priorities specific to production (taping of community events, editing, and putting on our channel and web page) as compared to taping and broadcasting of meetings. Production has dramatically declined from over 50 events a year (more than 1 per week) to 1 per month.
8. The primary issue with the Reception Job Description is tied to #7 as a limited amount of Cable Support (8 to 15 hours per month) could be absorbed into that position. The more cable time needed though results in more backfill needed at the front counter so a balance has to be achieved. Options for meetings include taping and broadcasting less of them, simply recording and uploading raw footage (if time stamping/editing is desired that adds significant time), or a combination of both.
From: Administrator Zikmund
To: Honorable Mayor Mueller and Council
Date: January 29, 2018
Re: Council Retreat Background

Background:
The Council met in retreat this past November and at that time, Interim Administrator Zikmund made notes and provided the following summary to Council via a November 27, 2017 Staff Report.

Summary/Overview of Major Topics/Issues/Goals/Priorities. Note – all council members concurred with Council Member Meelhouse’s primary goals.

Mayor Mueller:
- Recruitment and Retention of Staff
- Public Works Reorganization

Councilmember Meelhouse:
- Planning/Goal setting – Accomplished in fall of year for subsequent year
- Funding Plans – Options and Charter Limit

Councilmember Gunn:
- Environmental Issues – sustainability
- Parks – City Hall Park – Splash Pad

Councilmember Hull:
- Determining priorities/budget impacts and discussion to determine

Councilmember Bergeron:
- Long term visioning – beyond subsequent year

Director Peterson:
- Public Works Reorganization (Leads, Upgrade Superintendent, 1 additional FTE)
- Data/Record Keeping
- Funding plans for Wastewater, Water, Unfinished Streets

Planner Sevald:
- Comprehensive Plan

Chief Harder:
- Hire New officer and VCET Participation
- Increased Training – focus on reality training
- Continue Outreach programs

Director Beer:
- Transition Issues/Training
- Replace Receptionist
ICA Zikmund:
- Filing/Archive
- Staff Development
- PT Support

Consensus:
The council engaged in limited discussion and to that end, found consensus on the following items.
1. Move forward on Public Works Reorganization to include funding for Leads and Superintendent in 2018 and further work/discussion on additional FTE position in Parks.
2. Continued focus on community equity (drop racial or any other descriptor)
3. Continue on Water Infrastructure financing Plan
4. Continue focus on Human Resource issues/professional development
5. Continue with efforts on City Hall Park including funding solutions for Splash Pad
6. Continue to promote outreach programs.
7. Continue to explore Renewable Energy improvements whenever possible.
8. Continue on effort to ensure sustainable streets/utility maintenance and reconstruction program.
9. Construct Trail Segment 8

Staff Input:
At the staff meeting held the next Tuesday staff identified that in order to achieve the consensus items greater in-depth (more retreats) were needed specifically to discuss each of the following issues.
1. Future Funding/Charter/Levy Capacity – Market Rate Compensation
2. Comprehensive Plan
3. Vision/Identify of/for Mounds View

Next Steps:
1. Schedule meeting or time at an upcoming scheduled meeting to complete the retreat agenda specific to making sure all council members have had their opportunity to share their specific individual goals.
2. Discuss/determine if staffs capture of the retreat accurately reflects the retreat discussion.
3. Schedule meeting (s) to address three (or possibly more) topics identified.
CITY OF MOUNDS VIEW
RULES OF CONDUCT
ADOPTED June 25, 2007

Rule #1  Council Members treat each other, the staff and the public with respect and dignity.

Rule #2  Council Members maintain the highest standards of honesty and integrity in their public and private dealings.

Rule #3  Council Members recognize the interdependency of the Council and the Professional Staff.

Rule #4  Council Members are courteous in their dealings, and do not interrupt other Council Members, the Staff or Citizens when they are speaking at Council meetings.

Rule #5  Council Members respect the individuality and contribution that other Council Members and Staff Members bring to the City.

Rule #6  Council Members respect the majority vote of the Council, and do not undermine or sabotage implementation of ordinances, policies, and rules passed by the majority.

Rule #7  Council Members respect and do not belittle, the minority opinions and votes of Council Members who are not part of the majority vote on key issues.

Rule #8  Council Members focus on the “Big Picture of the City,” thinking and acting strategically.

Rule #9  Council Members set an example for others to follow.
ROLE AND RESPONSIBILITIES
OF THE CITY COUNCIL

MOST SIGNIFICANT

1) To provide leadership, direction, and long-range planning for the city

2) To determine policy for the city

3) To hire and monitor the performance of the city administrator (to manage city operations)

4) To adopt an annual budget for the city

5) To represent, partner and work with the citizens of the city for the best interests of the city

6) To inform residents of major issues facing the city

7) To make appointments to advisory committees
ROLE AND RESPONSIBILITIES OF INDIVIDUAL COUNCIL MEMBERS

MOST SIGNIFICANT

1) To represent the citizens and be accessible to them

2) To make leadership and policy decisions for the greater good of the city

3) To be prepared for, and participate in, council meetings

4) To act professionally and listen respectfully to other council members, staff, and citizens

5) To share information and communicate openly with the city administrator, and other council members
1) To conduct orderly and effective city council meetings

2) To represent the city at public functions

3) To facilitate discussions on agenda items and help resolve conflict among council members

4) To sign the city's legal documents

5) To also function as a council member
ROLE AND RESPONSIBILITIES OF
THE CITY ADMINISTRATOR

1) To prepare and provide information for the council, to make policy recommendations based on the information, and implement adopted policies

2) To recognize city needs and make recommendations to the council for action

3) To be a liaison between the council and staff

4) To provide leadership and foster a positive work environment for the city's employees

5) To develop and administer the city's annual budget

6) To develop and evaluate city employees

7) To recommend the appointment of new city employees and their termination (when necessary)
ROLE AND RESPONSIBILITIES OF THE DEPARTMENT HEADS

MOST SIGNIFICANT

1) To provide leadership and goals for their departments
2) To manage the day-to-day operations of their departments
3) To recognize city needs and make recommendations to the city administrator and council for action
4) To prepare the department's annual budget
5) To communicate and cooperate with other entities in the city
6) To keep the city administrator, council, public, and staff informed.

SIGNIFICANT

7) To provide leadership and foster a positive work environment for department Employees
8) To provide training and development opportunities for department employees
9) To recommend "new hires" to the city administrator and city council
ROLE AND RESPONSIBILITIES
OF ALL CITY EMPLOYEES

MOST SIGNIFICANT

1) To have a positive attitude towards their job and when dealing with the public

2) To be team players

3) To be fiscally responsible

4) To be positive representatives and ambassadors of the city

5) To have a strong work ethic

6) To be receptive to, and participate in, training and development opportunities
ROLE AND RESPONSIBILITIES OF THE CITIZENS

MOST SIGNIFICANT

1) To vote in city elections

2) To provide fiscal support for city services and operations; i.e., to pay their taxes

3) To keep informed on issues that affect the city and to communicate their concerns to the city’s elected officials and staff

4) To be involved in community affairs

5) To be positive contributors to the community