Notice of Meeting of the
Governing Body of the
City of Georgetown, Texas
August 13, 2019

The Georgetown City Council will meet on August 13, 2019 at 3:00 PM at City Council Chambers, 510 W 9th Street Georgetown, TX 78626

The City of Georgetown is committed to compliance with the Americans with Disabilities Act (ADA). If you require assistance in participating at a public meeting due to a disability, as defined under the ADA, reasonable assistance, adaptations, or accommodations will be provided upon request. Please contact the City Secretary's Office, at least three (3) days prior to the scheduled meeting date, at (512) 930-3652 or City Hall at 808 Martin Luther King Jr. Street, Georgetown, TX 78626 for additional information; TTY users route through Relay Texas at 711.

Policy Development/Review Workshop -

A  Presentation and discussion on HB 3167 and changes required in the development process -- Sofia Nelson, CNU-A, Planning Director
B  Presentation and discussion related to water resources and potential interim sale of water resources to Blanchard Refining Company -- Glenn Dishong, Utility Director
C  Presentation and discussion of the Georgetown Business Improvement Program (BIP) and Performance Management Program (PMP) -- Christina Richison, Business Improvement Program Manager and Seth Gipson, Management Analyst

Executive Session

In compliance with the Open Meetings Act, Chapter 551, Government Code, Vernon's Texas Codes, Annotated, the items listed below will be discussed in closed session and are subject to action in the regular session.

D  Sec. 551.071: Consultation with Attorney
Advice from attorney about pending or contemplated litigation and other matters on which the attorney has a duty to advise the City Council, including agenda items
Sec. 551.086: Certain Public Power Utilities: Competitive Matters
- Portfolio Management RFP
Sec. 551:074: Personnel Matters
City Manager, City Attorney, City Secretary and Municipal Judge: Consideration of the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal

Adjournment

Certificate of Posting

I, Robyn Densmore, City Secretary for the City of Georgetown, Texas, do hereby certify that this Notice of Meeting was posted at City Hall, 808 Martin Luther King Jr. Street, Georgetown, TX 78626, a place readily accessible to the general public as required by law, on
the _____ day of ________________, 2019, at __________, and remained so posted for at least 72 continuous hours preceding the scheduled time of said meeting.

__________________________________
Robyn Densmore, City Secretary
SUBJECT:
Presentation and discussion on HB 3167 and changes required in the development process -- Sofia Nelson, CNU-A, Planning Director

ITEM SUMMARY:

HB 3167- Background
The bill made numerous changes to the site plan and subdivision platting approval process, and it will require most cities to make changes to their development approval process, subdivision ordinances, and zoning ordinance. The new legislation that becomes effective on September 1, 2019.
The bill applies to plans and plats. It defines a “plan” to mean a subdivision development plan, including a subdivision plan, subdivision construction plan, site plan, land development application, and site development plan. TEX. LOC. GOV’T CODE § 212.001(2). It defines “plat” to include a preliminary plat, general plan, final plat, and replat. Id. § 212.001(3). The following applications are impacted by the new legislation:

- Site Development Plan (SDP)
- Subdivision Plats (all of them)
- Subdivision Variance
- Construction Plans
- Traffic Impact Analysis (TIAs)
- Driveway Access Permits
- Storm water Permit
- Heritage Removal and Pruning Permit

Impact to Development Process.
The bill requires the municipal authority responsible for approving plats to take the following action with regard to the “initial approval” of a plan or plat within 30 days after the date the plan or plat is filed:
(1) approve,
(2) approve with conditions, or
(3) disapprove with explanation. Id. § 212.009(a).

Current law defines “the municipal authority responsible for approving plats” as the municipal planning commission or, if the city has no planning commission, the governing body of the city. Also under current law, the governing body by ordinance may require the approval of the governing body in addition to that of the municipal planning commission. Id. § 212.006(a). Based on 2018 application numbers this could mean approximately 500 additional applications could require City Council review.

City Council Feedback Requested.

• Do you have any questions about the need for a submittal schedule to meet the requirements of HB 3167?

• Do you support the proposed fees to capture the additional costs associated with meeting state mandated requirements so that the General Fund is not subsidizing the review of the development applications identified in this presentation?

• Long-term do you seek to update the UDC and separate the applications by the types of requirements that would enable applications to be reviewed and approved by the appropriate officials?

• Do you support retaining P&Z as the final review authority?

FINANCIAL IMPACT:
This presentation includes a review of development fees for development applications effected by HB 3167. Staff is recommending changes to certain fees to meet the requirements of HB 3167.

SUBMITTED BY:
Sofia Nelson
ATTACHMENTS:

Presenation
HB 3167

Processing of Development Applications

City Council Workshop
August 13, 2019
Presentation Team

• Legal Team
  • Jim Kachelmeyer, Skye Masson, Charlie McNabb

• Engineering
  • David Munk, Wesley Wright

• Fire
  • John Sullivan, Jason Fyer

• Planning
  • Chelsea Irby, Ethan Harwell, Michael Patroski, Andreina Davila
Presentation Outline

• Part 1:
  • What is HB 3167? What does it require?

• Part 2:
  • What is the current development process?
  • How does it differ from the requirements of HB 3167?

• Part 3:
  • Options for addressing requirements of HB 3167

• Part 4:
  • City Council direction
Feedback Requested

• Do you have any questions about the need for a submittal schedule to meet the requirements of HB 3167?

• Do you support the proposed fees to capture the additional costs associated with meeting state mandated requirements so that the General Fund is not subsidizing the review of the development applications identified in this presentation?

• Long-term do you seek to update the UDC and separate the applications by the types of requirements that would enable applications to be reviewed and approved by the appropriate officials?

• Do you support retaining P&Z as the final review authority?
Part 1.

What is HB 3167?
What does it require?
What is HB 3167?

• The bill made numerous changes to the site plan and subdivision platting approval process, and it will require most cities to make changes to their development approval process, subdivision ordinances, and zoning ordinance.

• The new legislation that becomes effective on September 1, 2019.
What type of applications are subject to HB 3167?

The bill applies to plans and plats. It defines a “plan” to mean a subdivision development plan, including a subdivision plan, subdivision construction plan, site plan, land development application, and site development plan. TEX. LOC. GOV’T CODE § 212.001(2). It defines “plat” to include a preliminary plat, general plan, final plat, and replat. Id. § 212.001(3).

- Site Development Plan (SDP)
- Subdivision Plats (all of them)
- Subdivision Variances
- Construction Plans
- Traffic Impact Analysis (TIAs)
- Driveway Access Permits
- Storm water Permit
- Heritage Removal and Pruning Permit
What approval timeline is mandated by H.B. 3167?

• The bill requires the municipal authority responsible for approving plats to take the following action with regard to the “initial approval” of a plan or plat within 30 days after the date the plan or plat is filed:
  (1) approve,
  (2) approve with conditions, or
  (3) disapprove with explanation. Id. § 212.009(a).

• Current law defines “the municipal authority responsible for approving plats” as the municipal planning commission or, if the city has no planning commission, the governing body of the city. Also under current law, the governing body by ordinance may require the approval of the governing body in addition to that of the municipal planning commission. Id. § 212.006(a).
Part 2.

What is the current approval process? How does it differ from the requirements of HB 3167?
What is the current review/ approval process?

- Plat or Plan Submitted
- Completeness
  - Up to 5 business days
- 1st Review
  - 20 work days
- 2nd Review
  - 15 work days
- 3rd Review
  - 10 work days
- All Comments Addressed
- Approval by PZ or Director
Applications currently approved administratively now subject to HB 3167

- Site Development Plan (SDP)
- Subdivision Plats (preliminary plats, combined preliminary/final plats, and replats currently approved by P&Z)
- Construction Plans
- Traffic Impact Analysis (TIAs)
- Driveway Access Permits
- Stormwater Permit
- Heritage Tree Removal/Pruning Permit
## Caseload 2018

<table>
<thead>
<tr>
<th>Case Type</th>
<th>Submittal</th>
<th>Resubmittals</th>
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<tbody>
<tr>
<td>Construction Plans New Applications</td>
<td>37</td>
<td>66</td>
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<tr>
<td>Driveway Permit</td>
<td>3</td>
<td>2</td>
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<tr>
<td>Site Development Plan</td>
<td>56</td>
<td>109</td>
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<tr>
<td>Storm Water Permit</td>
<td>16</td>
<td>19</td>
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<tr>
<td>Subdivisions</td>
<td>93</td>
<td>142</td>
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<tr>
<td>Traffic Impact Analysis</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Heritage Tree Removal *</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

*most requests for removal are made as part of a subdivision or site plan

**TOTAL** 211 343

Approximately 554 applications will require P&Z approval.
Most applications will require more than 1 review. When more than 1 review is necessary the application will be either conditionally approved or denied. Subsequent Reviews will be required to have PZ action within 15 days of submittal.

* CC Action is an option to allow additional time to the process.
Part 3.
Options for addressing requirements of HB 3167
Steps to Addressing HB 3167

1. Schedule for Acceptance of Applications
2. Application Fees
3. Option for including CC into Reviews
4. Long Term Approach
5. Customer Service
Schedule for Acceptance of Applications

Summary of Requirements of HB 3167

• Over 500 new applications would require PZ approval within the following schedule:
  • 1st Submittal = PZ action with in 30 days
  • Subsequent Resubmittals = PZ action within 15 days

### September 2019

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<th>Sun</th>
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<td>7</td>
<td>P&amp;Z Meeting</td>
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<td>Resubmittal DUE NOON</td>
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<td>Resubmittal Review</td>
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<tr>
<td>15</td>
<td>New Submittals DUE NOON</td>
<td>P&amp;Z Meeting</td>
<td>Resubmittal DUE NOON</td>
<td>Resubmittal Review</td>
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### October 2019

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Application Fees

• Adopt a fee for pre-application meetings.
• Amend fee for resubmittal of an application after 3 rounds of review.
• Amend application fees for site plans and subdivision plat applications to reflect the cost of review.
• Amend the following applications to reflect costs associated with preparing applications for P&Z consideration:
  • Driveway Permits
  • Subdivision Variances
  • Replat
  • Heritage Tree Removal and Pruning Permits.
<table>
<thead>
<tr>
<th>Application</th>
<th>Current Fee</th>
<th>Proposed Application Fee (does not include tech fees)</th>
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</thead>
<tbody>
<tr>
<td>Pre-application meeting</td>
<td>NO CHARGE</td>
<td>$500.00</td>
</tr>
<tr>
<td>Resubmittal after 3rd review</td>
<td>$250.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>Preliminary Plats</td>
<td>$900 + $20 per lot or acre (whichever is greater)</td>
<td>$3500.00 + $20 per lot or acre (whichever is greater)</td>
</tr>
<tr>
<td>Subdivision Plats / Construction Plans</td>
<td>Varies from: $300.00 to $950 + $20.00 per acre or lot whichever is greater</td>
<td>$3500.00</td>
</tr>
<tr>
<td>Site Plan</td>
<td>$800 + $175 per acre over 1 acre</td>
<td>$3500.00 + $175 per acre over 1 acre</td>
</tr>
<tr>
<td>Stormwater Permits</td>
<td>$150.00</td>
<td>$950.00</td>
</tr>
<tr>
<td>Tree Removal/Pruning Permits</td>
<td>$300 if stand-alone application</td>
<td>$400.00</td>
</tr>
<tr>
<td>Driveway Permits</td>
<td>Varies from: $50.00 to $100 per driveway + $250.00 if TIA is needed. (separate Application and fee for TIA is required)</td>
<td>$185.00 to $235.00 per driveway</td>
</tr>
<tr>
<td>Subdivision Variances</td>
<td>Varies from: $100.00 to $250.00 per application</td>
<td>$375.00 per application</td>
</tr>
</tbody>
</table>
Options for including City Council into approval process

• **Option 1**: If City Council, not P&Z, is the final authority for plans and plats, HB 3167 grants the City an additional 30 days to approve, conditionally approve, or deny an application.
  
  • Naming City Council the final authority would require Council action on 500+ additional items each year.

• **Option 2**: Keep P&Z as the final authority where mandated until the UDC can be fully examined.
Long Term Approach

• Many of these applications combine reviews subject to HB 3167's requirements with those that would otherwise not be.
• Separating the applications by the types of requirements would enable applications to be reviewed and approved by the appropriate officials.
Customer Service

• Education Session
• Update with Chamber Development Alliance
• Website and Checklist Updates
Part 4.
Council Direction
Feedback Requested

• Do you have any questions about the need for a submittal schedule to meet the requirements of HB 3167?

• Do you support the proposed fees to capture the additional costs associated with meeting state mandated requirements so that the General Fund is not subsidizing the review of the development applications identified in this presentation?

• Long-term do you seek to update the UDC and separate the applications by the types of requirements that would enable applications to be reviewed and approved by the appropriate officials?

• Do you support retaining P&Z as the final review authority?
SUBJECT:
Presentation and discussion related to water resources and potential interim sale of water resources to Blanchard Refining Company -- Glenn Dishong, Utility Director

ITEM SUMMARY:
In a workshop on March 12, 2019, staff presented the existing water resource situation and the potential for the possible sale of future water resources until needed by the City. The staff has negotiated an amendment to the existing Brazos River Authority (BRA) system water contract to allow sale of up to 10,000 acre-ft of system water for industrial use to Blanchard Refining Company.

The staff has also negotiated the sale of up to 10,000 acre-ft of water to Blanchard Refining Company for a period of 10 years starting on September 1, 2019. The water being sold is currently not under use and will not be used for approximately 15 years based upon current growth projections. Risk of needing the water during the term of the contract is offset by a "claw back" provision that provides for the use of up to 2,500 acre-ft of the water to be used by Georgetown in the last two years of the ten year contract, if needed by Georgetown.

FINANCIAL IMPACT:
Contract provides for revenue in the amount of 125% of the cost of the water based upon the BRA system water rate. For FY 2020, revenue is expected to be $987,500.00.

SUBMITTED BY:
Glenn W Dishong

ATTACHMENTS:

Water Resource Presentation
BRA System Water Contracts

- Multi-year contracts
- Annual Volume – Acre-ft
  - Specific Point of Diversion
  - Maximum Daily Diversion
- Annual Price at “System Rate”
  - Current Rate - $79.00/Acre-ft
  - Take or Pay nature
- Municipal Use Only
  - May not sell to others except for municipal use
- Conservation Provisions
Current Water Supply

- **Ground Water**
  - Edwards Wells – 4,500 acre-ft
  - Domel – 3,000 acre-ft

- **BRA System Water**
  - Lake Georgetown - 6,720 acre-ft
  - Lake Stillhouse – 38,987 acre-ft

- **Annual Cost – $3.6M**
  - $79.00 per acre-ft

Notes: One acre-ft is equal to 325,851 gallons.
Resource Utilization Forecast

- **Current Situation**
  - 28k acre-ft not in use
  - 10k acre-ft available
  - Resource not needed for at least 10 years

- **Original Request**
  - 10,000 Acre-ft
  - 10 year contract
  - 5 year Option

- **Proposed Contract**
  - 10,000 Acre-ft
  - 10 year contract
  - 2,500 Acre-ft “Clawback”
Deal Point Summary

- **Volume** - 10,000 acre-ft, Take or Pay
- **Price** – 125% of BRA System Rate
- **Duration** – 10 Years (Through August 31, 2029)
- **Clawback** – up to 2,500 acre-ft in years 9 and 10.
  - Two years notice
  - Belton to Stillhouse pipeline complete
Pros and Cons

PRO

- Revenue to offset annual water supply cost - $988K
- Water returns when needed based upon growth projections
- We have done this previously with Round Rock
- Clawback of up to 2,500 acre-ft provides risk reduction

CON

- Water will not be available to GUS for the period of the contract
Council Action Needed

- Approve amendment to BRA System Water Agreement allowing sale of water to Blanchard Refining for industrial use
- Approve contract with Blanchard Refining for sale of 10,000 acre-ft for a period of 10 years
SUBJECT:
Presentation and discussion of the Georgetown Business Improvement Program (BIP) and Performance Management Program (PMP) -- Christina Richison, Business Improvement Program Manager and Seth Gipson, Management Analyst

ITEM SUMMARY:
The Georgetown Business Improvement Program (BIP) was developed in 2015 and built on three pillars: Program Management, Business Process Management, and Organizational Change Management. The mission of BIP is to provide a collaborative structure and resources for organizational development through process improvement program management in order to make the organization better.

The BIP has worked to develop skills sets and provide opportunities for staff to gain experience in project management and business process improvement through exposure, training, consultation, framework, structure, tools and techniques. The program has evolved to meet the needs of the City and the employees. There have been numerous benefits realized such as improved prioritization, project reporting, identification of interdependencies, communication, collaboration and problem solving skills.

The City has worked with Leadership ICMA over the last 10 months to create strategies to expand the BIP to a city-wide program in order to provide staff across the City the tools necessary for better project and process management.

The Georgetown Performance Management Program (PMP) has been developed over the last 24 months and was launched as a City-Wide initiative in 2018.

The Georgetown PMP is a structured program that is inspired by City’s Vision and built around Service Areas’ Missions, Strategic Goals, and Performance Indicators to drive better outcomes. At this time, there are forty (40) service areas in the PMP. This program is helping the City to a) be aware of performance to promote rapid and sustained improvements to achieve excellence in the operation and management of service delivery; b) increase commitment to continuous process improvement; c) use real-time data to make informed decision-making; and d) provide opportunity for employee development.

There are several benefits to a performance management program, which include:
- Employees gain awareness of their mission and value
- Teams learn how to better communicate their story
- Continuous process improvements raise standards, increase productivity, and remove impediments;
- Enhances employee performance and increases professionalism
- Use of real-time data helps identify trends and informs decision-making to sustain performance
- Contributes to higher customer satisfaction
- Increases transparency and accountability to the public

This presentation is intended to provide Council with an overview of these programs, what has recently occurred and what is planned for the future.

FINANCIAL IMPACT:
None at this time.

SUBMITTED BY:
Seth Gipson

ATTACHMENTS:

PMP Presentation
BIP Presentation
The PMP is an organizational program used to align employees around a common vision, focus teams on their missions, reinforce commitments that form the culture, and drive continuous improvements and employee development to deliver superior performance.
Evolution of PMP

Where we were
- Operational Alignment
  - Mission Statement
  - Strategic Goals
  - Performance Metrics

Where we are
- Measuring Success
  - Data Driven Decisions
- Internal Review
- Reporting
- Customer Surveys
- Public Dashboard
- Mission Statement
- Strategic Goals
- Performance Metrics
- Internal Review
- Reporting
- Customer Surveys
- Public Dashboard

Vision

Mission Statement

Operational Alignment

2018

2019

Organizational Performance
Evolution of PMP

- **Rollout**: Mission building workshops
- **Training**: Strategic Goals, Performance Indicators, and Reports
- **Executive Team Review**: Recurring semi-annual meetings for 40 service areas, began in August 2018
- **Dashboard**: On-line PMP presence to promote transparency and accountability in service delivery
- **Process Improvements**: Provide data to service areas to help identify efficiencies in processes.
PMP STATISTICS

• **40** - total service areas within the PMP

• **100%** - service areas have mission, strategic goals, and KPIs

• **153** - strategic goals

• **238** - key performance indicators

• **95%** - service areas presented semi-annual report to e-team

• **7** - average semi-annual meetings held monthly
• **Challenges**

  • Metrics impacted by multiple departments

  • Difficulty in tracking data on important measures
• **Successes**

  • Cross departmental discussions
  • Refinement of metrics
  • Development of staff training programs
  • Improved services internally and externally
Successes - Fleet

SG2 M1 - % Units inspected within 60 days of no...

Target: > 95%
Don’t mess with our mission

In 2017, each of the City's 48 service areas gathered their staff members to craft a mission statement that was derived and owned by employees at all levels. Once missions were confirmed, they were printed and placed in highly visible locations to serve as a reminder to staff members and to show others what employees are championing and working toward.

When the former Airport mission statement replaced a Texas Flag painted Mooney Airplane picture on a prominent wall in the terminal lobby, not all of the Airport’s regular customers were happy. Therefore, a few of them decided to move the mission statement to the wall behind the water cooler and move the airplane picture back to the lobby. When Airport staff members noticed the mission had been moved, they switched them back.

This went on for a little while until the morning of Monday, November 19, 2018. The Airport’s mission statement disappeared! Staff members looked everywhere, inside and outside the terminal building, and it was no where to be found. It was completely gone—STOLEN! The Georgetown Police Department were notified and a police report was filed.

The mission statement was replaced with another copy, and maintenance staff bolted it to the wall in the lobby, so that no one can steal it now. The case of the stolen mission statement remains open.
Don’t mess with our mission

In 2017, each of the City’s 43 service areas gathered their staff members to craft a mission statement that was derived and owned by employees at all levels. Once missions were confirmed, they were printed and placed in highly visible locations to serve as a reminder to staff members and to show others what employees are championing and working toward.

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Police Department - Animal Services

The PMP helped Animal Services identify the need to separate adoptions from transfers to rescue. The statistics were previously combined which did not allow staff members to see how often rescue organizations were used to help when the shelter was full or had a difficult case. Using rescue organizations aids in keeping euthanasia percentages low, since the shelter does not currently euthanize for space, which provides for a more accurate view of operations. 59 dogs and cats have gone to rescue since October 2018 with an unknown number last year. 30 of the 59 were due to space constraints at the shelter. Tracking these performance metrics will provide additional important information to help make informed decisions as the City continues to grow. Animal Services was also able to work with the shelter software company, to revise a report to show this information in a better format.

As the PMP continues to evolve, Animal Services is continually refining their metrics and staff members work to find better ways to identify trends and influences that can have an impact on goals. For example, they are beginning to track metrics on dogs and cats separately, so they can review each group individually. This will help provide greater detail of the service area and the opportunity to look at the shelter as a whole or in groups.

"The PMP process has been a great way for us to define ourselves and our goals as an organization. Starting with the development of new mission and vision statements, everyone has been able to come together to work towards objectives that are important to us and the community we serve." - April Haughey, Animal Services Manager

Strategic Goal 3: Prioritize public safety and animal welfare in decision making for the disposition of all animals to achieve a goal of 95% or better live release rate against the national standard of 50% or better.

Percentage Euthanized - FY18
- 3.9% Euthanized - FY18
- 3.9% Euthanized - FY19

Target: <5%
Sharing Our Journey

Employee Contributions

As a part of the Engage Leaders Program, staff members are asked to think about how their daily, weekly, and annual contributions promote and advance the mission of their department.

The mission of the Georgetown Library is to engage, enlighten, and empower the community.

As a part of that mission statement, the Library identified the following strategic goals:

- Provide high quality library services that enrich the lifelong learning needs for the community.
- Develop a professional working environment that fosters continuous improvement, collaboration, and creativity.
- Expand community access to information collections and other library resources.

Kalena Powell, Community Outreach Assistant, is instrumental in building relationships and partnerships that support outreach and reflect the community’s diversity. She works diligently to provide citizens of all ages with access to library resources and create lasting memories. In addition to local outreach, Kalena serves as a resource to her peers and colleagues by sharing her knowledge as well as the library’s successes at various state and national conferences hosted by organizations, such as the Texas Library Association and the Association of Bookmobile and Outreach Services.

Kalena helps to achieve this goal by interacting with citizens through:
- 52 bookmobile stops per month
- 10 senior facilities
- 7 low income housing facilities
- 5 educational/early learning venues

Since 2017, Kalena and her team have connected with over 23,000 outreach patrons and helped to provide access to many resources, created millions of smiles and countless memories for individuals of all ages.

Stories of how employees individually contribute to the success of the City.
Next Steps

- **Process Improvements.** Provide data to service areas to help identify process improvements. (LICMA Project)

- **Customer Satisfaction Survey.** Implement surveys in service areas that have demonstrated sustained performance (in progress)

- **Public Facing Dashboard.** Implement surveys in service areas that have demonstrated sustained performance
• LICMA Recommendation – Integration of the PMP and BIP.

• Project Coversheet – staff resource for managing development agreements (DA’s, MUDs, PIDs, and western District)
Customer Survey

Current Departments

• CVB
• Library
• Parks and Recreation
• Fleet

Upcoming Departments

• Finance
• Communications
• Planning
• Building Inspections
• Fire
• Facilities
**Facilities PMP Dashboard**

**SG#1 M1 - Customer Driven Work Orders**
- FY18: 138, 113, 111, 102, 97, 97, 101, 104
- FY19: 111, 113, 102, 97, 101, 104
- Target: <100

**Strategic Goal (SG) 1:** Ensure proper operation of City facilities

**Measureable 1:** Customer driven work orders. Target: <100

**SG#1 M2 - Inspections**
- FY18: 108, 148, 124, 110, 95, 63, 60, 48
- FY19: 111, 113, 102, 97, 101, 104
- Target: <100

**Strategic Goal (SG) 1:** Ensure proper operation of City facilities

**Measureable 2:** Departmental inspections.

**SG#2 M1 - Square Feet/FTE**
- 2014: 100K, 100K
- 2015: 100K, 100K
- 2016: 100K, 100K
- 2017: 100K, 100K
- 2018: 100K, 100K
- 2019: 100K, 100K

**Strategic Goal (SG) 2:** Ensure City facilities meet changing departmental needs

**Measureable 1:** Number of square feet maintained per full time employee (FTE).

**Target:** <90,000 sq.ft./FTE

**COG LOS - City of Georgetown Levels of Service:** IFMA LOS - International Facilities Association Levels of Service

**SG#3 M1 - WO Completion**
- FY18: 5, 1.56, 1.56, 2.00
- FY19: 5, 1.56, 1.56, 2.00
- Target: <5

**Strategic Goal (SG) 3:** Timely resolution to customer issues.

**Measureable 1:** Average number of days to complete an employee work order (WO). Target: <5 days

**SG#4 M1 - Service Delivery (FY19)**
- 100% (80%)

**Strategic Goal (SG) 4:** Collaborating with others to create the best solutions.

**Measureable 1:** Percentage of survey respondents that agree or strongly agree service was delivered in a timely manner.

**SG#4 M2 - Professionalism (FY19)**
- 100% (80%)

**Strategic Goal (SG) 4:** Collaborating with others to create the best solutions.

**Measureable 2:** Percentage of survey respondents that agree or strongly agree staff were courteous and professional.

**SG#4 M3 - Quality and Performance (FY19)**
- 100% (80%)

**Strategic Goal (SG) 4:** Collaborating with others to create the best solutions.

**Measureable 3:** Percentage of survey respondents that rate service quality and performance as good or very good.
Questions
Christina Richison Pettway, PMP, CSM

BIP Manager

• Starting 8\textsuperscript{th} year with the City
• Program manage the Business Improvement Program, aka “the BIP”
• Project Manager Professional (PMP) certification through the Project Management Institute (PMI)
• Certified Scrum Master (CSM) certification through Scrum Alliance
The BIP Mission is

• To provide a collaborative structure and resources for organizational development through process improvement and program management to make the organization better.
• Develop skillsets and provide opportunities to gain experience in project management and business process management through
  • Exposure
  • Training
  • Consultation
  • Framework
  • Structure
  • Tools
  • Techniques
History of BIP

• 2013 – 2014: Infor Enterprise Asset Mgmt. Project
• 2014 – 2015: BIP defined, created, & launched
• 2016 – 2019: BIP in action
• 2019 – 2019: Leadership ICMA BIP assessment
• 2019 – 2020: BIP expanding city-wide
To Date

- The BIP has worked on 59 projects since inception
- 151 employees have participated on a BIP project
- 100% of the 59 projects provided an opportunity to talk about business process and concepts in project management
Examples of Project Wins

- Customer Alert Notification Project - James Foutz, Project Manager

- GUS Operations Command Center Project – Mike Westbrook, Project Manager
To Date

• The BIP has
  • Improved project prioritization
  • Provided a mechanism for project reporting
  • Identified project interdependencies
  • Increased communication
  • Increased collaboration
  • Increased problem solving skills

<table>
<thead>
<tr>
<th>Activity Status Code Legend</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Track</td>
<td>Project on schedule</td>
</tr>
<tr>
<td>Missed Milestones</td>
<td>Missed milestone critical path extension</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activities accomplished this period</th>
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<tbody>
<tr>
<td>Developed list of BPX’s &amp; CSI Inspectors in Georgetown and surrounding area</td>
</tr>
<tr>
<td>Veapo received list of COG owned Assemblies</td>
</tr>
<tr>
<td>Develop, review and approve Intro, renewal &amp; rejection letters to be used in new process</td>
</tr>
<tr>
<td>Develop, review, approve Internal FAQ’s for customers and vendors</td>
</tr>
<tr>
<td>Coordinated with IT to determine storage options for weekly data transfer information</td>
</tr>
<tr>
<td>Determine internal and external training date and location</td>
</tr>
<tr>
<td>Coordinated with J wild to develop new website with information regarding new backflow device submittal process and general information on backflow devices</td>
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</tbody>
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<tr>
<th>Problems or issues not accomplished this period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop list of authorized COG users and create accounts with Veapo</td>
</tr>
</tbody>
</table>

| Anticipated problems, delays, or issues this period (include change in plan) |
|-----------------------------|-------------|
| None at this time |

<table>
<thead>
<tr>
<th>Activities scheduled for the next period</th>
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<tbody>
<tr>
<td>Mail out Intro letters to testers in and around COG area (Feb 12, 2018)</td>
</tr>
<tr>
<td>Conduct Internal training (Feb 7, 2018)</td>
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</tbody>
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<thead>
<tr>
<th>Key Personnel Changes</th>
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<tbody>
<tr>
<td>None at this time</td>
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</tbody>
</table>
BIP Focus Areas

- Process Improvement
- Project Management
- Organizational Change Management
• Business Process Improvement and or Reengineering
• Continuous Improvement
• Big Ideas
  • Problem Solving
  • Business Process Analysis
• Elimination of Waste
• Project Management Methodologies
• Continuous Improvement
• Big Ideas
  • Problem Solving
  • Predictive Project Management
  • Adaptive Project Management
Organizational Change Management

- Managing the People Side of Change
- Continuous Improvement
- Big Ideas
  - Culture
  - Awareness & Desire
  - Knowledge & Ability
  - Reinforcement
Moving Forward, BIP will

- Coordinate with the Performance Management Program (PMP) to identify and plan for city-wide BIP projects and or process improvement events, execute, and assess
- Develop staff city-wide to participate in and lead improvement events
- Facilitate a city-wide cultural transition to one of a continuous improvement mindset
Contact

Christina Richison Pettway
BIP Program Manager
City of Georgetown
SUBJECT:

Sec. 551.071: Consultation with Attorney
Advice from attorney about pending or contemplated litigation and other matters on which the attorney has a duty to advise the City Council, including agenda items

Sec. 551.086: Certain Public Power Utilities: Competitive Matters
- Portfolio Management RFP

Sec. 551:074: Personnel Matters
City Manager, City Attorney, City Secretary and Municipal Judge: Consideration of the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal

ITEM SUMMARY:

FINANCIAL IMPACT:
N/A

SUBMITTED BY:
Robyn Densmore, City Secretary