

**PLANO CITY COUNCIL
PRELIMINARY OPEN MEETING
June 8, 2015**

COUNCIL MEMBERS PRESENT

Harry LaRosiliere, Mayor
Lissa Smith, Mayor Pro Tem
Ben Harris, Deputy Mayor Pro Tem
Angela Miner
Rick Grady
Ron Kelley
Tom Harrison
David Downs

STAFF PRESENT

Bruce Glasscock, City Manager
LaShon Ross, Deputy City Manager
Jim Parrish, Deputy City Manager
Mark Israelson, Assistant City Manager
Paige Mims, City Attorney
Lisa C. Henderson, City Secretary

Mayor LaRosiliere called the meeting to order at 5:00 p.m., Monday, June 8, 2015, in Training Room A of the Municipal Center, 1520 K Avenue. A quorum was present. Mayor LaRosiliere then stated that the Council would retire into Executive Session in compliance with Chapter 551, Government Code, Vernon's Texas Codes, Annotated in order to consult with an attorney and receive Legal Advice, Section 551.071; to receive information regarding Economic Development, Section 551.087; and Personnel, Section 551.074; for which a certified agenda will be kept in the office of the City Secretary for a period of two years as required.

Mayor LaRosiliere reconvened the meeting back into the Preliminary Open Meeting at 5:46 p.m. in the Senator Florence Shapiro Council Chambers.

Consideration and action resulting from Executive Session discussion-

- a) Personnel Appointment
Planning and Zoning Commission Member – Interim Member

Upon a motion made by Mayor Pro Tem Smith and seconded by Council Member Downs, the Council voted 8-0 to appoint John Muns as Interim Member.

Consideration of 2016 City Council Meeting Dates

City Manager Glasscock spoke to the need to change two Council Meeting dates in 2016 due to scheduling conflicts. He stated with Council concurrence, the June 27, 2016 meeting will be moved to June 28, 2016 and the December 26, 2016 meeting will be moved to December 20, 2016. The Council expressed concurrence.

DART Report

DART Board of Directors Member Faye Wilkins provided an update on DART services and various projects. She stated overall ridership is down 4.5% in comparison to the same quarter in 2014 with bus ridership down 7 % and light rail ridership down 2.5%. Ms. Wilkins spoke to the relocation of the signal equipment on 15th street, noting the project is a partnership between DART and the City of Plano, to alleviate limited access and should be complete in November, 2015. She advised DART is looking at Bus/Rapid Transit systems for the Cotton Belt and continues to work on the project. Ms. Wilkins reported DART subsidizes the Plano Senior Rides \$50,000 per year in taxi vouchers and that participants can purchase \$100 of vouchers for \$25. She stated Yellow Taxi is the service provider and DART will be converting from a paper voucher system to a debit card system in October 2015. In response to Council, Ms. Wilkins advised the decrease in ridership may be due to decrease in gas prices.

Flood Damage Report

Park Services Manager Fox provided information on the impact of the rain to the park system, especially on the east side of town. He stated at Pecan Hollow Golf Course, damage to the sand traps is estimated at \$50,000 and that irrigation water will be used to flush the silt. Mr. Fox reported although the rain has impacted services, the City, overall, sustained limited damage due to good planning and floodplain management, stringent regulations, parks designed with floodplains in mind, and the floodplains functioning as intended. He spoke to the pier damage at Oak Point Park & Nature Preserve and loss at parks included site amenities missing, playground mulch, signage, erosion accelerated, and minor tree issues, but no major structural damage at any of the facilities. Mayor Pro Tem Smith inquired about if there was a mosquito issue. Mr. Fox stated he is working with the Health Department to alleviate any issues. He advised the service impact included a loss of 3,173 games, 395 practices cancelled, only 13 of 33 tournaments played, and some special events were cancelled or delayed, all due to the rain.

Mr. Fox spoke to the median maintenance delays taking several cycles to get back on track and that large equipment will damage soft surfaces if used too soon. He stated 150 service requests have been received in the last 6 weeks, and that cleaning should be complete in 2 weeks, with amenity replacement, addressing erosion issues, and mowing taking several months to return to normal. Mr. Fox advised the estimated damage cost was approximately \$60,000, and 1,110 labor hours with a cost of \$35,000, including lost time on normal activities. He added mitigating hazards was a top priority. City Manager Glasscock spoke to citizen impact, citizen expectations, and recovery time to return the parks and medians to optimal conditions.

Parks and Recreation Departmental Report

Director of Parks and Recreation Fortenberry provided the department's mission statement, National recognitions, a brief history of the park system, and stated it is a balancing act to ensure quality amenities. She spoke to communication with citizens to provide information about the amenities and programs and the benefits of parks and recreation to the City. Ms. Fortenberry reported CIP Projects that had been delayed and are now moving forward include: Oak Point Recreation Center improvements to the fitness room and locker rooms; Carpenter Park Natatorium which is geared toward senior exercise and leisure activities; Windhaven Meadow Park, a passive use park, improvements include playgrounds, trail, and pavilion; McCall Plaza improvements to the performance venue for small and large events with a completion date of October, 2015 and additional amenities for the plaza were included in a budget decision package; and at Jack Carter Park, the Master Plan is completed, the redesign of the current pool location includes a fully accessible playground and picnic area, and the new pool and amenities are in the construction document phase. In response to Council, Ms. Fortenberry stated during the rain event, the water reached the deck, fenced area, and the pool edge, but did not flow into the pool.

Ms. Fortenberry advised future projects include Senior Recreation Center renovation, athletic sites and sport field renovations, Liberty Recreation Center renovation, Moore Park improvements, and a dog park at Bob Woodruff on the east side of Plano. She spoke to membership offsetting a portion of the recreation center operation costs and provided information on upcoming events.

Emergency Management Departmental Report

Director of Emergency Management Little stated the Emergency Management Plan equates to insurance, the plan is important to have in place in case it needs to be utilized. She stated Emergency Management has four phases, Mitigation, Preparedness, Response, and Recovery.

Ms. Little reported the City's Mitigation phase includes a Hazard mitigation action plan and a grant program for Tornado Safe Rooms with the North Central Texas Council of Governments. She advised the Preparedness phase includes the Comprehensive Emergency Management Plan, Disaster Debris Management Plan, Continuity of Operation Plan, Special Events Planning, administration of homeland security grants of \$3.5 million, and Community Outreach program with a social media presence, Community Response program and Boy Scout program. Ms. Little spoke to the Response phase including the Emergency Operation Center, severe weather monitoring and sounding of sirens, sheltering by partnering with faith based community, and evacuations. She stated the Recovery phase includes a Disaster Debris Management program, Restoration and Rebuilding program, and a liaison to State and Federal Partners.

Emergency Management Departmental Report (Cont'd.)

Ms. Little spoke to current priority projects of updating the Comprehensive Emergency Management Plan, implementing a Hazard Mitigation Action Plan, a “Departmental Road Show” to highlight the interconnectedness between departments and responsibilities during disaster, a Debris Management Plan, and training and exercises. She added future efforts include private sector partnerships, leveraging technology in emergency management, Emergency Management Accreditation, and a continued Community Outreach Plan. In response to Council, Ms. Little advised Fire Station One is the back-up location for the Emergency Operations Center. Council Member Downs stated he would like to participate in training exercises.

Research/Technology District Briefing

Director of Planning Day provided a brief history of the Research/Technology District stating the district was developed sixteen years ago to complement the technology district in Richardson and to attract high technology private sector jobs and that the original 1,163 acre area has been amended four times to make modification to the district. She detailed the specific design criteria for the district includes limit and screen loading areas, increased landscaping requirements, monument signs, eliminate outside storage, reduce the amount of floor space for retail sales and restaurants, vesting rights, limited office-showroom/warehouse square footage, and warehouse/distribution as an accessory usage.

Ms. Day spoke to the district’s boundary changes and current district boundaries. She stated 20% of the original district land has been removed, 74 % of the land has been developed and 26% of the land is undeveloped based on current district boundaries. Ms. Day provided information on the districts vacant land trends, employment estimates and number of employees, the increase of 2.9 million square feet of building area, vacancy rate, and rental. She provided an overview of active projects in the area. Ms. Day stated the CityLine development in Richardson will have a positive impact on the district.

City Manager Glasscock stated from an economic development standpoint the district challenges are a lack of amenities (i.e. restaurants and services) and parking limitations, due to lack of available space and zoning requirements. He advised CityLine will be a plus and provide needed amenities.

The Council discussed the district. Mayor LaRosiliere discussed the number of high tech jobs and if the district was successful fulfilling that goal and expressed concern regarding the restrictions. Council Member Grady spoke to the change in technology businesses since the recession. Council Member Downs would like to see the impact of the CityLine development to the area before changes are made to regulations.

Consent and Regular Agendas

No items were discussed.

Council Items for Future Discussion

No items were discussed.

Nothing further was discussed. Mayor LaRosiliere adjourned the meeting at 7:10 p.m.

Harry LaRosiliere, MAYOR

ATTEST:

Lisa C. Henderson, City Secretary

**PLANO CITY COUNCIL
REGULAR SESSION
June 8, 2015**

COUNCIL MEMBERS PRESENT

Harry LaRosiliere, Mayor
Lissa Smith, Mayor Pro Tem
Ben Harris, Deputy Mayor Pro Tem
Angela Miner
Rick Grady
Ron Kelley
Tom Harrison
David Downs

STAFF PRESENT

Bruce Glasscock, City Manager
LaShon Ross, Deputy City Manager
Jim Parrish, Deputy City Manager
Mark Israelson, Assistant City Manager
Paige Mims, City Attorney
Lisa C. Henderson, City Secretary

Mayor LaRosiliere convened the Council into the Regular Session on Monday, June 8, 2015, at 7:10 p.m. in the Senator Florence Shapiro Council Chambers of the Plano Municipal Center, 1520 K Avenue. A quorum was present.

Executive Pastor Terry Bolds of Northeast Bible Church led the invocation and the Plano Chapter of The Sons of the American Revolution led the Pledge of Allegiance and Texas Pledge.

The Sons of the American Revolution presented Public Service Awards and honored several City of Plano First Responders.

COMMENTS OF PUBLIC INTEREST

No one appeared to speak.

CONSENT AGENDA

Upon a motion made by Council Member Downs and seconded by Mayor Pro Tem Smith, the Council voted 8-0 to approve and adopt all items on the Consent Agenda as recommended, and as follows:

Approval of Minutes

May 26, 2015
(Consent Agenda Item "A")

Approval of Expenditures

Award/Rejection of Bid/Proposal: (Purchase of products/services through formal procurement process by this agency)

Bid No. 2015-263-B for the Screening Wall Reconstruction – Fire Station No. 12 Project to HQS Construction, LLC in the amount of \$199,362; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “B”)

Bid No. 2015-248-B for the Bridge Repairs Phase 2 project to Urban Construction Group in the amount of \$1,342,638; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “C”)

Bid No. 2015-264-P for the Residential Concrete Pavement Maintenance Requirements Contract, with two (2) City optional renewals, Project No. 6561 to Jerusalem Corporation in the amount of \$1,579,000; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “D”)

Bid No. 2015-245-B for Russell Creek Park Site Renovations and Improvements, Project Nos. 6354 and 6452, to RoeschCo Construction, Inc. in the amount of \$3,112,510; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “E”)

Approval of Contract (Purchase of products/services exempt from State of Texas Competitive Bid Laws)

To approve a Professional Services Agreement by and between the City of Plano and R-Delta Engineers, Inc., in the amount of \$138,840 for Legacy Drive at Parkwood Boulevard and Coit Road between SH 190 and Mapleshade Lane Paving Improvements project; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “F”)

Approval of Contract Modification

To approve and authorize the First Modification to Interlocal Agreement by and between the City of Plano, Texas, the City of Allen, Texas and the City of Parker, Texas to add three (3) talkgroups; authorizing its execution by the City Manager; and providing an effective date. (Consent Agenda Item “G”)

Approval of Change Order

To Jerusalem Corporation, increasing the contract by \$354,673 for the Arterial Concrete Pavement Rehab Alma Road-Parker Road to Hedgcoxe Road, Project No. 6291, Change Order No. 1, Bid No. 2013-207-B; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “H”)

To James Douglas Weldon, Jr., D/B/A Weldon's Lawn and Tree, increasing the annual contract by \$4,560 for Public Building Landscape Group 3, Change Order No. 2, Original Bid No. 2012-40-C; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “I”)

To Ark Contracting Services, LLC, for the Erosion Control at Valley Creek & Stone Creek Project, increasing the contract by \$80,504, Change Order No. 1, Original Bid No. 2015-113-B; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “J”)

Adoption of Resolutions

Resolution No. 2015-6-1(R): To certify that the City is eligible to receive financial assistance under the Collin County Parks and Open Space Matching Grant Program as provided by the Collin County Commissioners Court; certifying that the City’s matching share is readily available; designating the Director of Parks and Recreation as being responsible for acting for and on behalf of the City of Plano in dealing with the Collin County Commissioners Court for the purpose of participating in the Collin County Parks and Open Space Matching Grant Program; certifying that the Preston Ridge Trail Connection, Plano to Dallas has been dedicated for public park and recreational uses; and providing an effective date. (Consent Agenda Item “K”)

END OF CONSENT

Public Hearing and consideration of an Ordinance as requested in Zoning Case 2015-05 to amend the Comprehensive Zoning Ordinance of the City, Ordinance No. 2015-5-2, as heretofore amended, granting Specific Use Permit No. 661 so as to allow the additional use of Independent Living Facility on 5.0± acres of land located on the south side of Mapleshade Lane, 825± feet east of Silverglen Drive, in the City of Plano, Collin County, Texas, presently zoned Corridor Commercial; directing a change accordingly in the official zoning map of the City; and providing a penalty clause, a repealer clause, a savings clause, a severability clause, a publication clause, and an effective date. Applicant: University of Texas System (Regular Item “1”)

Director of Planning Day stated the applicant has requested the zoning case be withdrawn.

Upon a motion made by Deputy Mayor Pro Tem Harris and seconded by Council Member Grady, the Council voted 8-0, to accept the withdrawal of Zoning Case No. 2015-05.

Public Hearing and adoption of Ordinance No. 2015-6-2 as requested in Zoning Case 2015-13 to amend the Comprehensive Zoning Ordinance of the City, Ordinance No. 2015-5-2, as heretofore amended, so as to rezone 0.3± acre of land located on the west side of Millard Drive, 140± feet south of 14th Street in the City of Plano, Collin County, Texas, from Retail to Light Industrial-1; directing a change accordingly in the official zoning map of the City; and providing a publication clause, a penalty clause, a repealer clause, a savings clause, a severability clause, and an effective date. Applicant: Charles Rice (Regular Item “2”)

Director of Planning Day spoke to the request providing information regarding the property location, current use, adjoining property uses, and support letters of area property owners. She stated Staff and the Planning and Zoning Commission recommend approval as requested.

Public Hearing and adoption of Ordinance No. 2015-6-2(Cont'd.)

Charles Rice, the applicant spoke to the request and asked for the Council's support. Mayor LaRosiliere opened the public hearing. No one appeared to speak. Mayor LaRosiliere closed the public hearing.

Upon a motion made by Deputy Mayor Pro Tem Harris and seconded by Mayor Pro Tem Smith, the Council voted 8-0, to amend the Comprehensive Zoning Ordinance of the City, Ordinance No. 2015-5-2, as heretofore amended, so as to rezone 0.3± acre of land located on the west side of Millard Drive, 140± feet south of 14th Street in the City of Plano, Collin County, Texas, from Retail to Light Industrial-1; and further to adopt Ordinance No. 2015-6-2.

With no further business, Mayor LaRosiliere adjourned the meeting at 7:40 p.m.

Harry LaRosiliere, Mayor

ATTEST

Lisa C. Henderson, City Secretary

PLANO CITY COUNCIL RETREAT
June 10, 2015

COUNCIL MEMBERS PRESENT

Harry LaRosiliere, Mayor
Lissa Smith, Mayor Pro Tem
Ben Harris, Deputy Mayor Pro Tem – arrived at 6:05 p.m.
Angela Miner
Rick Grady
Ron Kelley
Tom Harrison
David Downs

STAFF PRESENT

Bruce Glasscock, City Manager
LaShon Ross, Deputy City Manager
Jim Parrish, Deputy City Manager
Mark Israelson, Assistant City Manager
Victoria Huynh, Assistant City Attorney
Lisa C. Henderson, City Secretary

Mayor LaRosiliere convened the Council into the City Council Retreat on Wednesday, June 10, 2015, at 3:31 p.m., in Building Inspections Training Room of the Plano Municipal Center, 1520 K Avenue. A quorum was present.

Discussion and Direction regarding Council Governance, Roles and Responsibilities and may include Discussion of Fiscal Year 2015-2016 Budget, City of Plano Vision, Mission, Strategic Plan and Goals.

Mayor LaRosiliere made a brief opening statement and introduced Ron Holifield from Strategic Government Resources. Mr. Holifield discussed governance and Systems Theory principles and how they apply to governance. He spoke to effective leadership and how love of community or love of power defines the role as governance or political. Mr. Holifield advised the Council that once elected, they surrendered individuality for the collective body and when they speak it can be construed as speaking for the entire Council. He discussed the characteristics of High-Performing Boards and the quality of governance and the function as a team has more impact than tax rate in economic development recruitment. Mr. Holifield stated effective governance is: more efficient; eliminates uncertainty; held to higher standards; responsible for its own actions; disagrees without being disagreeable; and enhances the quality of decisions. He encouraged the Council to look at a twenty-year time horizon during decision making and to be a good visionary, not a politician.

The Council took a brief recess at 4:20 p.m. and resumed discussions at 4:25 p.m.

Mr. Holifield spoke to the impact of social media on governance and how little of the information in social media outlets is thoughtful or complete. He advised the Council to know the difference between a statement containing some true facts and the truth. Mr. Holifield discussed that people with an agenda or are upset about an issue attend Council meetings and the importance of listening to the entire community not just those with the loudest voices. He stated the Council must ensure the integrity of the process, consider all citizens and the future of Plano.

Mr. Holifield spoke to challenges common to all boards. He provided information regarding governance challenges as identified by Board Chairs and as identified by CEO's.

Top Ten Governance Challenges Identified by Board Chairs

- Engaging board in its quality oversight responsibilities
- Effective use of good people
- Finding effective staff leaders
- Conflict in points of view among board, stakeholders and management
- Loss of control to external forces
- Planning in a rapidly changing environment
- Concern over service delivery costs
- Maintaining board commitment, education and efficiency
- Board understanding of complex issues, especially financial ones
- Staff relations and communication

Top Ten Governance Challenges Identified by CEO's

- Board members don't know who they represent
- Board reluctant to handle quality issues
- Board confused about roles
- Board too involved in details
- Need for better Board recruitment and lowered turnover
- Board confusion over loyalty to community or organization
- Lack of Board member time to prepare and work at governance
- Continuous Need for Board Education
- Boards don't understand economic and budget issues
- Complexity of issues facing Boards – need more big thinkers

He stated the Council must focus the integrity of the process, the whole citizenship, and future citizens and city.

The Council took a brief recess at 5:09 p.m. and resumed discussions at 5:20 p.m.

The Council read and reviewed a Lewis McLain article “Looking for the Good”.

Mr. Holifield spoke to the characteristics of good boards and what they do differently.

Personal Characteristics of a Board Which Governs Effectively

- Doesn't seek self-worth via put downs
- Doesn't judge motives prematurely
- Respects and communicates with each other and with staff, as well as with key constituencies
- Develops loyalty to the Council/Manager team as a cohesive group
- Doesn't play “gotcha” with each other or with staff

Organizational Characteristics of a Board Which Governs Effectively

- Takes a broad view of complex issues – doesn't seek perfection
- Helps keep the organization focused on it's mission, vision and core values
- Emphasizes strategic planning and priority setting as a foundation for decision making
- Constantly encourages board members education and self-evaluation
- Holds staff accountable
- Willing to lead despite opposition, but with a good evaluation of the cost of decisions

He spoke to the challenges of CAVE (Citizens Against Virtually Everything) Men and Articulate Incompetents, groups that will encourage to place a greater emphasis on problems than on solutions; agree on decisions as a group, that individually you know are dumb; and abandon all beliefs, principles, values and policies in search of something no one believes in, but to which no one objects; avoiding the very issues that have to be solved, merely because you cannot get agreement on the path ahead. Mr. Holifield stated when dealing with these groups, remember those who destroy will always outnumber those who build because building is so much more difficult; it is easier to be critical than correct; fear of criticism often assures failure; and particularly defend against the most dangerous person in the community, the articulate incompetent.

Mr. Holifield discussed effective governance practices allow boards to reach decisions with a broad consensus, and within an environment of teamwork and mutual respect, and which creates within the group a broad-based sense of ownership in the process, and ultimately in the decision. He stated effective governance requires a philosophy, knowing what you want to accomplish and why and policies, knowing what you want to accomplish and how.

Mr. Holifield added effective governance also requires healthy deliberation, setting expectations, earned trust, understanding, accountability, forgiveness, excellent communication, thoughtful deliberation, and sincere humility. He spoke to the Council's roles and responsibilities of formulating the organization's mission, vision and goals; ensuring the financial health of the organization; promoting efficient and effective management and systems; ensuring quality of services; and monitoring board and organizational effectiveness in advancing the mission and in making the vision a reality.

Mr. Holifield discussed the roles and responsibilities of the Council:

Role 1 – External Communicators

- Establish a vital link to the community as a whole
- Reassure and educate those who think the City is moving too fast or too far or too slow or not far enough
- Act as Ambassadors on behalf of the City to all stakeholders
- Set an example by your own personal demeanor regarding how decisions are made with positive and appropriate behaviors
- Explain unpopular decisions to critics
- Protect the integrity of the process more than the integrity of your position

Role 2 – Internal Communicators

- Provide “reality checks” to staff
- Provide insight into the attitudes, feelings and concerns expressed by the community and stakeholders
- Effectively “listen” to what the community is saying in words AND deeds
- Act as a “compass” for staff

Role 3 – Fiduciary Overseers

- Monitor all relevant trends, not just current cash flow
- Understand what is important in a financial statement
- Ensure compliance with regulatory rules
- Ensure all resources are properly accounted for and reported on
- Ensure all expenditures are for the purposes intended
- Ensure that resources are properly invested and/or managed
- Ensure that systems are in place which build trust in the community and among all stakeholders

Role 4 – Policy Developer

- Ensure that appropriate and effective policies are in place governing all aspects of the operation of the City
- Internalize your mission statement and vision
- Challenge everyone’s assumptions
- Don’t be afraid to ask questions
- Ensure the pursuit of the mission, not preservation of the status quo

Role 5 – Information Systems Overseer

- Understand the significance of good data
- Understand how to use good data
- Make your decision making evidence based
- Integrate your information system into everything you do
- Remember that information is power

Role 6 – Priority Enforcer

- Do things right AND
- Do the right things
- You can't do the wrong thing well enough to make it the right thing to do
- Ensure resources are effectively utilized

Role 7 – Strategic Visionary

- Identifying your core mission or purpose
- Articulating your core values
- Deciding what you want to become
- Defining what you want to achieve
- Understanding where you are
- Determining how to get where you're going
- Deciding the price you are willing to pay to get there

The Council took a brief recess at 6:37 p.m. and resumed discussions at 6:46 p.m.

Mr. Holifield had the Council read and review the existing governance policy. He suggested Council adopt the revised Governance Guide as a body. The Council suggested the following changes (additions are in *Italics*, deletions are in ~~striketrough~~):

Page 4 – 1. Focus on and use *Mission*, Vision, Goals and Priority

Page 5 – 7. Monitor Performance

- Obtain regular progress updates/status reports
- Meet ~~quarterly~~ *annually* to review and refine direction
- Evaluate the outcome and actions, and make modifications
- Take responsibility for the actions and be accountable for the results

Page 5 – 9. Act as a Board of Directors

- Know your community – ~~view it as the “marketplace”~~
- Focus on providing policy direction
- Delegate clear responsibility to the city manager as the CEO
- Avoid micromanaging and the daily operations

Page 5 – 11. Align the City Organization

- Appoint individuals to Boards and Commissions who share Council's passion for the city and vision for the future
- Define the core values to guide “how the city should operate and be managed”
- ~~Employ~~ *Appoint* “the” ~~right~~ city manager for your city
- Hold others accountable for their behaviors, actions and results

Page 5 – 12. Share Success and Celebrate

- Communicate “Our City Success” in terms that the average citizen understands
- Use celebrations that create positive memories; that celebrate the value the city has added to people’s lives
- Recognize others who have contributed to the city’s success
- Remember people want to be associated with “~~winners~~” *success*

Page 6 – THINK ABOUT . . .

- Is it consistent with OUR *MISSION* and VISION?
- Does it contribute to achieving OUR GOAL?
- Is it a RESPONSIBILITY OF THE CITY?
- Does it ADD VALUE TO CITIZEN’S LIVES?
- Is it BEST FOR OUR CITY?

Page 9 – **Protocol 3: Citizen Service Request**

A. First Contact

Advise City Manager of *the* Request
Council Member Notified of City’s Action
Inform Citizen the Request has been forwarded
Information on the Response Goes to All Council

Page 10 – **Protocol 8: Emails**

- If you Respond, ~~Copy other Council Members~~ *Advise City Manager*
- If Directed to Mayor & Council, the Mayor will Respond “on behalf of” Mayor & Council
- Each Individual has their Choice on:
 - Whether or Not to Respond
 - Method of the Response

Page 13 – Council Liaison to Boards and Commissions

1. ~~Attend First Meeting~~ *Maintain Communications with Chair & Staff Liaison*
2. Know the Purpose of the Board/Commission
3. Communicate the role of the Board to its members
4. Review Agenda and Reports
5. Serve as a Trouble-Shooter
6. Interface between Commission and Council
7. Identify Policy Changes
8. ~~Attend Meetings Periodically~~
9. ~~Maintain Communications with Chair~~

In closing, Mr. Holifield encouraged the Council to focus on four points:

1. Protect integrity
2. Focus on the next generation, not the next election
3. Focus on 280,000
4. Consistently think about building trust

Nothing further was discussed. Mayor LaRosiliere adjourned the meeting at 7:59 p.m.

Harry LaRosiliere, MAYOR

ATTEST

Lisa C. Henderson, City Secretary