

City Council met for a special called City Council Meeting/Workshop on January 18, 2019 at the Civic Center, 210 Peach, Cleveland, TX, with Mayor Cohn presiding.

MEMBERS PRESENT: Mayor Otis Cohn, Councilmember Marilyn Clay, Councilmember Fred Terrell, Councilmember Jennifer Bergman, Councilmember Mike Penry, Councilmember Danny Lee, City Manager Kelly McDonald and City Secretary Angela Smith

ABSENT: City Attorney Olson

VISITORS PRESENT: Vanesa Brashier, Carolyn McWaters, Robb Sidebottom

EMPLOYEES: Bobby Pennington, Darrel Broussard, Sean Anderson, Rod Hainey, Mary Ann Harrison, Kelly Lawrence, Scott Felts, Frieda Joyce, Mary Cohn

Mayor Cohn called the meeting to order at 10:21 am and stated there was a quorum. Danny Lee gave the invocation and Sean Anderson led the pledge to the US flag and Marilyn Clay led the pledge to the Texas flag.

Consent Agenda

1. **Consider a 2019 Joint Election Agreement between Cleveland Independent School District, the City of Cleveland and Liberty County Clerk Office for Election Services and approve resolution for 2019 Election Services. Considerar un Acuerdo de Elección Conjunta 2019 entre el Distrito Escolar Independiente de Cleveland, la Ciudad de Cleveland y la Oficina del Secretario del Condado de Liberty para Servicios Electorales y aprobar la resolución para los Servicios Electorales 2019**
2. **Consider an Ordinance ordering and calling the General Election for the purpose of electing Mayor, Council Position 1, and Council Position 2 to be held May 4, 2019, with a runoff date of June 22, 2019. Considerar una Ordenanza que ordene y llame a la Elección General con el fin de elegir al Alcalde, la Posición 1 del Consejo y la Posición 2 del Consejo que se celebrarán el 4 de mayo de 2019 con una fecha de desempate del 22 de junio de 2019.**

Mayor Cohn stated that consent agenda items were being pulled off the agenda as they were not ready yet.

Workshop

3. **The City Council will meet together with its City Manager and Department Heads in a Strategic Goal-Setting Workshop to discuss and consider city services and operational issues, including water drainage, economic development issues, long-term financial planning, land acquisition and to develop priorities for the upcoming year and for the long term.**

City Manager McDonald asked council for their goals first before she presented staff information.

Mike Penry – We need to deal better with people and to bring big box stores and good restaurants to town. Looking for the future of Cleveland. People need to know up front what is needed as it pertains to building in town. City Manager McDonald stated that there is always room for improvement and that staff will review the procedures and change as needed.

Marilyn Clay – She stated she had received complaints about the city inspector as well. We need to do small investments in the city such as painting, stripes in the street, etc. At Campbell

Park the swings were torn up and there was grass along the buildings, lights broken, after bringing this to the attention of the city manager there is a flag now, stripes in parking lot, grass is off the building and it looks very nice now. In the downtown area, the grass is on the curbs and we don't mow enough. We use the inmates however a lot of people call and still talk about the grass issue. The welcome signs to Cleveland need to be updated.

Fred Terrell – The staff at City Hall needs to be more customer friendly. They need to remember they work for the citizens of the community. He asked if we give notices on picking up trash/limbs. City Manager McDonald stated that a brush/limb pickup flyer is on the website and if there is a problem please have the citizen call City Hall. She stated the Code Enforcement Officer Kelly Lawrence does a great job and he will stop and address or mail a letter to residents if he sees a problem. She asked council if they see a certain area that needs help to be the staff's eyes and ears and let us know. Mr. Terrell spoke about additional issues with development services and the prior good old boy way.

Otis Cohn – Mr. Cohn addressed the same issues with the city inspector as he has gotten a lot of complaints on him and that he doesn't know his job. Some of the complaints are that the inspector is curt, abrupt, rude and there is not any room for someone who treats citizens this way. Mr. Cohn spoke with the inspector on the first complaint stating that you just need to be kind to folks but he is still getting complaints. Mayor Cohn gave a brief overview of past court issues and remedies that were done. The big problem is that Cleveland needs to have a friendly face. He further stated that all departments are doing their jobs.

The idea of an annual citywide inspection of all businesses was discussed. This is being done in Conroe and is very successful. They charge a \$35 annual fee and that could pay for an assistant city inspector and leave the new growth to be handled by the current city inspector.

City Manager McDonald let council know that Chief Broussard was at a required chief class this week and would not be at the entire meeting (he arrived later in afternoon) and that Development Services Director Jeremy Chesnutt was out on a pre-scheduled vacation trip.

Jennifer Bergman – she gets calls every week on complaints on the city inspector. One issue is the inspector's office scheduling inspections. If the appointment is for Thursday then the inspector needs to show up and not be a no-show. There needs to be accountability and accurate information needs to be provided. City Manager McDonald asked if it was scheduled and not showing up or was the appointment running late? It was both per Ms. Bergman. She understands backlog but just be more friendly and helpful as the main goal. We also need to work on infrastructure at the City which is people as well not just departments. The next goal is Fire and Police. We need a fire station. It is vital to our ability to help out. We are running on skeleton crews in both departments. Mayor Cohn stated that Cleveland can do more with less but we need to think bigger now.

Danny Lee – He thanked everyone and stated good job by all but there is always room for improvements. We are not putting down anyone as we all come from different places. There are always two sides to the coin and City Manager McDonald is responsible for daily operations of the city. Social media is good and bad. We need to do our best job to be nice and we need to tell people "no" nicely. Customer service is important and hiring more people is important as well. He spoke with City Manager McDonald about coming into City Hall and no one is at the front desk and people have to stand there waiting to be served. That is his biggest pet peeve. The city inspector has a hard job. Library furniture needs to be replaced. It is the same furniture since he was in high school. He wants more information on Cleveland's potential growth, prospects in a report. Mowing – he gets complaints on mowing and understands weather and

equipment failure but he still gets complaints from citizens. If every year, the same equipment is broken then maybe the people are not doing it right and we need to have backup equipment available. He asked for the status of Papa' Ros location. Code Enforcement Officer Lawrence stated that on September 16th it was shut down and four months later it is still shut down. He is still working on the washateria location. City Manager McDonald stated that the facility is under contract to sell. Mr. Lee stated that Kelly Lawrence is doing a good job.

Mayor Cohn spoke with Ro at Christmas and he gave an unsolicited comment – code inspection is a nice guy and we can keep him.

Jennifer Bergman – no complaints directed to Kelly Lawrence.

Marilyn Clay – The town meeting that Kelly Lawrence held was great. He did a great job presenting. Mr. Lawrence stated that there will be another one in the spring and will have a microphone for the audience.

Fred Terrell – The inspection, court and police departments already deal with unhappy people so we just need to try to be on the positive side. He is on board with the fire station.

Mike Penry – He has nothing bad on Kelly Lawrence. Keep up the good job. It is not an easy position. In the past people have wanted to keep Cleveland small but we have grown out of that.

Marilyn Clay – We need to manage growth and we can manage areas that are small such as the city's website. We need to post community events and update the photos on the website. There needs to be cross training for all departments.

Fred Terrell – He asks staff what is the priority to help now? Need front desk person at all time at City Hall.

Otis Cohn – He spoke about City Secretary Angela Smith and Assistant City Manager Bobby Pennington, who are wearing more than one hat, we don't need to do more with less by compressing duties we need to hire more people. The Library needs furniture as the existing is far below Texas library standards.

City Manager Kelly McDonald started reviewing the department goals.

Admin

Customer service front area

Staff has looked at revamping the front lobby area to make it a one stop shop. Building renovations would be needed and all front area staff would be cross trained. All the staff (two water department CSR, one permit tech and two PT front desk receptionists) would be cross trained in each department. This will help with scheduling, vacations, sick days, etc. Council has a rough sketch in their packet of the renovation idea. There are no budget numbers yet just providing council the idea. This should fix the front desk help issue. Future growth will provide for a supervisor position to help coordinate and organize staff.

Danny Lee stated this was a great idea. At Entergy they had three customer service desk and it worked out well. Ms. McDonald stated that certain personnel are overloaded and some have less busy days so this is a better way to utilize employees. Councilmember Bergman asked about a kiosk in the lobby as well. City Manager McDonald stated that the drive through would still be available and they would rotate clerks on the window. The front lobby area would have the bullet resistance windows. Councilmember Clay asked if people could make payments at

the Library since they now have extended hours and if it would be a good place for kiosk. Finance Director/Assistant City Manager Pennington stated the pros and cons.

City Manager McDonald continued with Administration. She stated that when City Secretary Angela Smith took on the City Secretary duties she also kept her HR/Payroll duties too. In the discussions with her originally this was not going to be permanent and that down the line the jobs would need to be separated. We are proposed adding a Deputy City Secretary and a HR Manager position within the next one to three years. The extra position will also help with the records management tasks.

Another item is to move to a City-wide electronic system – we have a retention schedule but until we get to that time our document storage needs are huge. We took the trailer behind Fire station over for Development Services storage. Councilmember Lee stated that this is a good way to go as the school did it back in 2008. Ms. McDonald stated that staff had gotten a quote previously for around \$50k to implement and keep up. She will bring back budget numbers and have the laserfish rep come out for a meeting. Councilmember Terrell asked if part-time employees get benefits. CM McDonald said no benefits, just TMRS.

Council and staff broke for lunch 12:07 pm. Council and staff return to the meeting from lunch at 1:00 pm.

City Manager McDonald continued with department goals.

Finance department

Goals – help plan for future growth & needs, maintain balanced budget, enhance CIP (keep it fresh), increase staffing salary (finding people are leaving for higher pay). The last salary survey the City did was in 2004 so we need to find our median level and do something each year to stay competitive. A third party company can help do it better than in house. Goal- Improve the city's wealth and income profile. Mr. Pennington spoke on the financial outlook of the city. He wishes to discontinue the transfer of funds from Water/Sewer to General Fund. The contractor will start on the basin cleaning project in week or so. The A/V company is on backorder for two more weeks but will be done promptly. The City has received two checks from FEMA already from Hurricane Harvey claims.

Development Services – we are using the P/T admin assistant/front desk to help out in this department. This will also be looked at with the CSR redo. Secondary inspector/code enforcement is needed. One person doing 100 inspections a week is a lot. Prior to hiring Jeremy Chesnutt, staff had gotten information for contract help so this may be an avenue to help out. Inspection software is needed. We had looked in the past but we need to review new options now. Mr. Terrell asked which is more needed – office help or inspector. The reply was if the current permit tech had assistance in the office that is great but with the growth coming an inspector is needed more. Discussion about fees and inspections occurred.

Court

Tyler Tech has a module for paperless office. The cost is approximately \$16k and potentially in next year's budget. Municipal Court Clerk Harrison was asked if she knew of any issues in court. She replied that the biggest issue are people who are upset on traffic tickets and that proper attitude in the court room is required. Collections is ongoing issue and they have a collection agency. Officer Abrams is warrant officer and has been working that side. She stated that electronic citations are up and running as well as paper lite process. The auditor had wanted to review records that were 9 to 10 months old. That involves getting the key to the storage room and bringing boxes over which is a big issue. This is why going paperless is a good option.

Discussion about prior purchases of ticket writers occurred. Ms. McDonald stated that she has had discussion with Mary Ann Harrison and Chief Broussard about an evidence storage building. There is acreage behind City Hall for possible new court room or storage options.

Police Goals

Add three more patrol officers. This would allow an extra shift. Back in 2009, the City had 18 patrol officers on staff. With new officers, there is the need for additional vehicles. Centralized dispatch has been discussed to help with overload of calls but no one can put pieces to the puzzle yet. Asking for additional part-time dispatcher and replacement of two dispatch workstations.

Animal Control

Over next three years – add a part-time animal control officer. Within three years, replacement of animal control vehicle. Patrol does this job when the employee is not available and Public Works helps on weekends.

Civic Center

One to three years – storage building needed (decorations, etc.). There is no storage in the Civic Center building and the building across the street is full. Parking lot expansion – south side of building is good location. This is helpful for having car shows as well. Facility appearance/maintenance is needed regularly.

Three to five years – finding an event management system, increase space available to rent as the Log Cabin is always rented and people have to be turned away. The renovations are beginning on the log cabin and will take a week to a week and half to complete. Increase staffing with a part-time event worker and part-time special events coordinator as this would help with weekend events and scheduling. The old senior center building at Stancil was mentioned and City Manager McDonald stated she has a meeting with Dairy Day on Feb 4th so she will ask them about it however the building has not been maintained. It was asked if the Civic Center pays for itself and the reply was no, it does not and HOT funds are also used. It generates around \$80k in revenue. Comment was it is hard to put more money in the Civic Center when it can't pay for itself. A reminder was stated that we also get indirect revenue such as sales tax, hotel taxes and that our civic center does better than most cities. Discussion about Campbell Park old pool building occurred. City Manager McDonald will look at a redesign of the pool building at Campbell Park.

Library

Council was provided proposed new library interior plan in their packet. Library Director Cohn has done for many years a grant with the Tocker Foundation. This year they did a site visit and the grant would cover replacement shelves, furniture and they provided a proposed layout. The grant would be \$50k. Staff recommendation is to do the flooring and painting all at one time. The total expenses for the Library is \$214k (\$50k grant = \$165k city). The extra money was not budgeted in this fiscal year since during the budget time it was unsure that the grant would be approved so we did not tie up the money. City Manager McDonald asked for guidance from council. Jennifer Bergman said do it all at once. Danny Lee – good thing for the City. A lot of people visit the library daily. Marilyn Clay – agreed. The furniture at the library needs replacing. Fred Terrell – we have discussed many options today we need to do a list first with prices on it. Discussion on shelving occurred.

Fire

One to two years – SAFER grant application – this is to help with hiring of additional personnel and they assist with costs for certain period of time. Pay separation by rank – there is no room for a LT rank, beginning design for fire station (new) also facade issues at station two. The drill tower (CIP item) can train on multiple level fires.

Three to five years – construction on fire stations, equipment replacement

Five to ten years – Rotation / replacement of apparatus, begin design for fire station at Hwy 105 @ FM 1010 or Hwy 105 West.

Ten years – possible Jet A fuel at airport so there may be a need for a substation available near FM 787.

Finance Director/ACM Pennington stated that a ladder truck can be purchased with a tax note in a few years and the buildings can be done with mostly cash. Fire Chief Anderson stated that the SAFER Grant will help with the personnel cost. Discussion about ISO rating and options occurred.

Mayor Cohn commented that we need to get our own ambulance service at some point. Ms. McDonald stated that our contract with Liberty County EMS is up in 2019 and we need to determine what we will be doing as they have decreased the number of trucks in the area and numerous times they have to call another ambulance to answer the call. We could have our own that will serve the city limits of Cleveland only.

Public Works**Wastewater**

One year – replace drying bed tiles @ West Plant – can be done in next budget year.

One to five years - \$375k for headworks at East Plant – the grit wears out the bearings. The west plant can be done in three to four years. 18 lift stations – fund annually one to two replacement pumps to keep them updated.

Five to 10 years – Wastewater plant expansion planning. One developer wants to develop the corner of the west wastewater plant. Options – close it down and move that location to same place as east plant and expand.

Water Production

One year - Pittsburgh Tanks inspected tank and gave us a schedule to work from. We will do rehab of ground storage tank on Dennison in one year.

One to five years – develop rehab schedule and funding for ground storage tanks and elevated tanks. They are inspected every three years.

Airport

Future projects – new lighting projected in 2021 – 90/10 grant – notice of intent letter completed. Taxi renovation at south ramp in 2021 and master plan for airport – needs to be reviewed in 2022. TxDOT will help with the process.

Drainage

Discuss / design for regional detention plan – property off Gladstell Road, 57 acres could swap land with option to also be a soccer field and still fit the deed restrictions.

Need drainage study – Liberty County is doing a county-wide drainage study and staff will check with them to see if the City can piggy back on it. We need to look at the drainage channel to keep the flow moving. Will need to explore it within five years.

Daily Operations

Add two personnel each year. The city has been made into quads but still can't cover it all timely. Option is to outsource all the mowing at the cemeteries and parks which frees up the parks crew to help with street and drainage. However, there is not enough equipment to put with the staff so additional/replacement equipment is needed.

Council Considerations

Comprehensive plan needs to be updated. There are some grant funds available. Countywide health inspector is needed. Drainage – the roadway at CR2204 at industrial park is not in good condition. The notice of intent for mitigation was not funded. EDC and the City will need to work on improvements to roadway. It is a county road but Liberty County does know it is a priority to us.

Danny Lee – let's come back around December to reflect on the progress made as we need to act now on items. City Secretary Smith spoke on election update.

Adjourn

Meeting adjourned at 4:54 pm.

PASSED AND APPROVED this 19th day of February 2019.

____/signed_____
Mayor Cohn

ATTEST:

____/signed_____
Angela Smith, City Secretary