

MONDAY-5:30 P.M.

MARCH 22, 2010

WORK SESSION

The City Council of the City of Elizabeth City held its first work session of the month on the above date and time in the City Council Chambers of the Municipal Administration Building with Mayor R. A. McLean presiding. Those members in attendance were: J. M. Baker, M. E. Brooks, L. Hill-Lawrence, R. E. King, B. S. Meggs, J. A. Stimatz and J. B. Walton. Mayor Pro Tem L. A. Hummer was absent. Staff members attending were: City Manager R. C. Olson, City Clerk D. S. Pierce-Tamplen, City Attorney W. H. Morgan, Police Chief C. E. Crudup, Inspections Director S. E. Ward, Finance Director S. E. Blanchard, Parks and Recreation Director B. V. White, Electric Director K. F. Clow and Public Utilities Director P. A. Fredette.

Mayor R. A. McLean opened the meeting and established a quorum was present. He welcomed those attending as well as the TV viewers. He called upon Reverend Wilder from Galilee Missionary Baptist Church for the invocation after which the Pledge of Allegiance to the Flag of the United States of America.

Mayor McLean stated he would like to advise Council that Mayor Pro Tem Hummer is a little under the weather tonight and was unable to attend the meeting. He is sure that she is watching tonight to see that we don't mess up. He encouraged members of Council to give Ms. Hummer a call and wish her well. We miss her and sincerely hope she recovers very quickly.

1} APPROVAL OF THE AGENDA:

Mayor McLean called for approval of the prepared agenda.

A motion was made by Councilwoman J. M. Baker, seconded by Councilman R. E. King to approve the agenda as presented. Those voting in favor of the motion were: Baker, King, Brooks, Hill-Lawrence, Meggs, Stimatz and Walton. Against: None. Motion carried.

2} HUGH CALE RESOURCE CENTER UPDATE:

City Manager R. C. Olson stated in September 2009, the City entered into an agreement with two entities, the Weeksville CDC and the Boys and Girls Club to use the Hugh Cale Resource Center that is located at the intersection of South Road Street and Shepherd Street. The Weeksville CDC offers job readiness

classes for individuals 16-21, job search, job link services, mentoring classes. In addition, Weeksville CDC has partnered with the workforce development individuals out of Hertford to establish a satellite office at that location. To date 127 walk-ins have been able to utilize the center through workforce development. Recently he gave permission for Weeksville CDC to offer GED classes at the Center. According to the Sub-recipient Agreement that we have with them that was one of the optional programs that they were allowed to offer. The agency is negotiating with COA regarding GED classes.

The second entity that is utilizing the Center is the Boys and Girls Club. They offer five programs, education, character and leadership, health and life skills, sports and fitness and recreation. The largest class is the homework after school class and over 3000 individuals have participated in this program. The Character and Leadership help young people to develop a sense of pride in the community and roughly 13 individuals have participated so far. Health and Life Skills encourages you to practice in positive behavior. To date 13-30 individuals have participated. The Arts which is something fairly new and is very well received and they have had 466 individuals to participate. Sport and Recreation is an area that they have done some partnership with one of the local churches in the area. They encourage fitness team work through the use of sports and they have anywhere from 200-1000 participants monthly that utilize this service. They had a number of special events such as field trips, Halloween and Christmas parties. They had their first annual sleep over about 30-days ago. They called and let us know they were having the sleep over. They employ a number of ECSU students to help run the club activities.

Mr. Olson stated that the review of the two entities performance indicates the agencies are working hard and successfully to serve the City and meet their obligations under the Agreement. The City hopes the collaboration between the Club and ECSU continues to grow and tutoring services are increased through this collaboration. The Weeksville CDC also meets its obligations under the sub-recipient agreement, and offering GED classes will further improve performance of the agency and the overall use of the Hugh Cale Resource Center.

Mayor McLean stated that we are trying to bring out a summary of all of our programs to see what we need to do. We certainly want the Boys and Girls Club to be a part of that. We are going to be asking for some suggestions in terms of how we can help improve what these two groups are trying to do. He wants to thank each entity for the job they are doing.

Mayor McLean stated he would like to put everyone's mind to rest. As most of you know he had a real concern about the last group that was in the Center, the

OIC. He has been asked questions about whether or not he thought that what we have there now is working. He plans to support the two groups that are there now just like he supported OIC which he felt was doing a good job also. Here again, that is in the past and we are going to move on and make sure that whatever we do now is going to work for the youth and he is happy to hear that. He is not here to do anything to any group or to move anyone from that facility.

3} PRESENTATION OF IT STUDY:

Mr. Olson stated that in the budget preparation for FY 2009-2010 we incorporated monies to be in the budget for an IT Assessment Study of our facilities. An IT study was completed by Tom Foss and Associates, LLC, who met with staff and reviewed the City's systems. This study cost a total of \$13,600 and was requested by City Council during the budget process. Some of the recommendations will include consolidating the City's network into a single network, implementing a formal equipment replacement schedule with standard configurations, and creating a training plan for departmental first responders.

Mr. Tom Foss presented a brief power point on his findings. The following are the acquisition recommendations:

- *Move to a formal 3-4 year replacement cycle for PCs
- *Technical Team develops annual system specifications
- *2 or 3 standard configurations: desktops, laptop, power desktop (GIS/Media Production)
- *Use warranty as backup support – match cycle to warranty (4-year warranty)
- *Become warranty qualified-forward warehouse
- *Buy from State or local contract (depending on terms & conditions)
- *Objective: minimize number of configurations needing support.

The Following are Funding Recommendations:

- *3-4 year replacement cycle
- *Adopt steady-state budget for PC replacements
- *Need to migrate away from XP soon, not a simple issue – reinstall, compatibility of apps
- *Office 2010 arrives May 12 – wait to migrate
- *Identify targeted grant opportunities for supplemental equipment
- *Major projects to be requested as capital budget items.

The Project Recommendations are:

- *Provide project management training for all departments
- *Create formal Project Teams
- *Projects led by departmental staff, not IT
- *IT serves as consultant to project teams
- *Maintain project records for lessons learned
- *Measure results – learn from them

The Accountability Recommendations are:

- *Use Project Management methodology to track results
- *Set reasonable targets
- *Use versioning – don't expect to get everything right in version 1.0
- *Integrate results into budget & performance measurement planning

The Web/e-Government recommendations' are:

- *Create an e-Government Project Team
- *Identify potential on-line applications
- *Extend digitization/scanning efforts
- *Define requirements for each application
- *Assess cap ability of existing software using existing software or
- *Acquire new software to meet that functionality

The Application Integration Recommendations are:

- *Current Logics software has limited integration
- *Identify areas where Logics doesn't plan to integrate
- *Identify & select applications which could satisfy requirements – must be ODBC or XML compliant to transfer data without re-entry.
- *Actively manage Logics relationship
- *Plan/Budget for replacement/upgrade of current Logics system

The Security Recommendations are:

- *Reduce network footprint by consolidating networks into a single network
- *Develop use policies to be signed by all employees, with annual validation
- *Provide security awareness training to all staff
- *Conduct formal security assessment, develop business continuity plan
- *Integrate security compliance into all departmental operations
- *Refine backup plans for all departments, servers and PCs

The next steps are:

- *Hire Network Administrator
- *Change Network Configuration
- *Survey citizens for e-Government needs
- *Assess NCLM software applications
- *Develop security policies/procedures
- *Implement replacement system
- *Create IT Plan Update Process for annual review-IT Governance Committee
- *Create training plan for departmental first responders.

Councilwoman Baker stated that we currently have a committee that is investigating a better customer service policy and in that we find some of the problems is we have to send people from department to department and then back. You say that we can't coordinate every thing into one computer system but could we coordinate our Inspections, Electric along with Customer Service.

Mr. Foss replied that one of the things that came up with these two departments is that they have to call up to ask questions because they can't assess the system to see if someone had paid their bill. If that was linked and the people could see that it will save a phone call. That is disruptive on both ends. Some people for control reasons decide that we will only have one place in the city where you want to pay money.

Councilman Stimatz stated he is the one that has pushed this along and you have hit on everything that is needed. The thing that interested him the most is, you saying that we have the hardware and software to network everybody together but we just didn't turn it on.

Mr. Foss said you turned it on but you had issues with it and someone decided not to use it. It was an investment of \$15,000-\$20,000. If we turned that on we can start to solve some of the problems. You will need a full time body or a consultant.

Mayor McLean stated he thinks Councilwoman Baker touched on something in terms of providing customer service. A lot of times we hear people say that staff did a wonderful job but we want our customers to start saying the same thing about our staff. He thinks one of the reasons why we haven't gotten to that point yet is because our data processing system is not adequate to provide the necessary data that people need. We also talked about a person who comes and wants to apply for a business license or permit to start a business and because

the departments can't talk to one another but have to walk from office to office. That is something that we need to take a strong look at in the near future.

Councilman Walton said Central Communications has a pretty good secure nice system and we might be able to integrate some things along with them. Parking tickets in this City we send two or three notifications whereby we only send a demolition notice once. We need a lot of policy changes and upgrades but we might need to look at Central Communications to see if we could cross train some things. He knows a person on 911 and they said they have a shift 24-7 so there are some things that we could possibly do.

Mayor McLean stated when he heard about this he was surprised to find out that we did not have an IT department. He would encourage members of Council to take a strong look at this study.

4} UPDATE TANGLEWOOD DEVELOPMENT:

Mayor McLean called Mr. Ken Sisk to the podium.

Mr. Sisk, Civil Engineer sitting on the Vision Group of Bowman Consulting stated that there is no incentive for him to disperse information but he feels it is important that everyone on the City Council to know what is going on at Tanglewood and the potential for the future. Right now Tanglewood has many owners. Altogether there are about 943 acres out there, about 449 acres of that 943 is zoned General Business and Office Industrial. He presented a power point that showed City Center West which is just east of the project site. There is some interest for some national retailers coming to Elizabeth City. He pointed out where Hall Honda is located. The 180 acre parcel is owned by Tanglewood Crossing and it is in the process of promoting that property. He pointed out the proposed area for the new 711 Store which is at the corner of Halstead and Mount Everest. He showed another 50 acre parcel owned by Jon Crouse which is zoned for General Business and another 37 acre tract that is zoned for multi-family. He pointed out Center Green which is an improved sub-division that is currently up for sale. There is a lot going on in the general area. He pointed out the 182 units that have been constructed and they will have twelve more units in the Phase II construction. They have leased over 80 units already. They started leasing October 22nd. There is a lot of interest out there. There is a developer that would entertain a private partnership. It is something that the City would have to have an interest in if they ever wanted to pursue anything like that.

5} ADJOURNMENT:

Mayor McLean stated that we do not have time to hear the Committee Reports so we will do those in the following meeting.

There being no further business to come before the Work Session, Mayor McLean called for a motion to adjourn.

A motion was made by Councilwoman J. M. Baker, seconded by Councilman R. E. King to adjourn the meeting. Those voting in favor of the motion were: Baker, King, Brooks, Hill-Lawrence, Meggs, Stimatz and Walton. Against: None. Motion carried.

Mayor McLean adjourned the meeting at 7:00 p.m.

Dianne S. Pierce-Tamplen, MMC
City Clerk

Roger A. McLean
Mayor