

**AGENDA
DIRECTORS' MEETING
MONDAY, FEBRUARY 9, 2009
COUNTY-CITY BUILDING
ROOM 113, 11:00 A.M.**

I. CITY CLERK

II. CORRESPONDENCE FROM THE MAYOR & DIRECTORS TO COUNCIL

PRESENTATION BY:

911 Department. Challenges and Objectives for 2009-2010.

MAYOR

1. NEWS RELEASE. Two arts awards added to Mayor's annual recognition.
2. NEWS RELEASE. Schedule announced for "10 Score" Family Day.
3. NEWS ADVISORY. Mayor Beutler will hold a news conference to discuss the City budget on February 5, 2009, 10:00 a.m. on the second floor of the County-City Building, 555 S. 10th.
4. NEWS RELEASE. Mayor Beutler asks for public input on goals and priorities as part of the outcome-based budgeting process.
5. NEWS RELEASE,. Mayor Beutler's statement on city's economic stimulus proposal.
6. NEWS RELEASE. Tree mulch now available.
7. Washington Report, January 30, 2009.

DIRECTORS

HEALTH DEPARTMENT

1. Lincoln-Lancaster County seeks nominations for Environmental Leadership awards.

PLANNING DEPARTMENT

1. Memorandum from Marvin Krout, Planning Director, on Change of Zone No. 08069, Bill #09-8, and Change of Zone No. 05026B, Bill #09-9. Apple's Way Planned Unit Development.

PLANNING COMMISSION FINAL ACTION

1. Use Permit No. 08003. North 98th Street and O Street. Resolution No. PC-01155.

URBAN DEVELOPMENT

1. Director David Landis' response to Maurice Baker (IV - Correspondence - No. 1) regarding date Council Members learned of proposed relocation of the Matt Talbot kitchen.

URBAN DEVELOPMENT/HOUSING REHAB & REAL ESTATE DIVISION

1. Street and alley vacation No. 05007. Stockwell Street west of South 52nd Street.

III. COUNCIL RFI'S & CITIZENS CORRESPONDENCE TO INDIVIDUAL COUNCIL MEMBERS

ROBIN ESCHLIMAN

1. Request to Greg MacLean, Public Works & Utilities Director - RE: JAVA Meeting (RFI#19 - 01/30/09)

IV. CORRESPONDENCE FROM CITIZENS TO COUNCIL

1. InterLinc correspondence from Maurice Baker on date Council Members learned of the proposed relocation of the Matt Talbot kitchen. (Response under Urban Development, No. 1)
2. Letter and newspaper article from Bob and Mary Reeves regarding spending more for the City's infrastructure and maintenance of existing City services (police, fire) but not spending on expensive new projects (arena) in these economic tough times.
3. Faxed information from Don Eret on bill LB 410, requiring that election recounts be performed manually.
4. Revision to the Community Health Endowment of Lincoln (CHE) Bylaws.

V. ADJOURNMENT

**DIRECTORS' MEETING
MINUTES
MONDAY, FEBRUARY 9, 2009
11:00 a.m.
COUNTY/CITY BUILDING
CONFERENCE ROOM 113**

Council Members Present: Robin Eschliman, Chair; Doug Emery, Vice-Chair; Ken Svoboda, Dan Marvin, John Spatz, Jon Camp, Jonathan Cook

Others Present: Rick Hoppe, Trish Owen, Denise Pearce, Mayor's Office; City Clerk Joan Ross; John Hendry, City Attorney; Julie Righter, Emergency Communications/911; and Tammy Grammer, City Council Secretary

Ms. Eschliman opened the meeting at 11:13 a.m.

Location Announcement of the Nebraska Open Meetings Act: A Copy of the Nebraska Open Meetings Act is Located on the Wall at the Rear of this Room.

I. CITY CLERK -

City Clerk Joan Ross stated on their Agenda today, Items 8 & 9 will be called together. They have some change in ownership and a change in management and just a brief heads up they have a parking lot to the north of that building and its not quite meeting code on the parking lot design standards, so there will be a Resolution, we'll have that condition contained in there for approval. [*#8, Application of red9, LLC dba red9 for a Class C liquor and Class K catering license at 322 South 9th Street.; and #9, Manager application of Troy D. Peterson for red9, LLC dba red9 at 322 South 9th Street.*]

For Item 10, she just handed out a Motion-To-Amend #1. For a minor correction of three-year period to four-year period. [*#10, 09-11, Approving a four year/5,000 hour lease agreement with a buy out option between the City and 1st Source Bank for the lease of one four-wheel street sweeper for sweeping of residential and arterial streets.*]

Items 11 & 12 will be called together. On Item 12, they have a Motion-To-Amend that was in their packet. [*#11, 09R-17, Comp. Plan Conformity 08028 - Approving and adopting proposed amendments to the Antelope Valley Redevelopment Plan to add the "Antelope Village Project" for redevelopment of the block between 23rd and 24th Streets, P and Q Streets, for an office/condominium building to include office space, a community room, workout facilities, 8 to 10 condo units on the second and third floors and 18 townhouses for home ownership.; and #12, 09-12, Change of Zone 08066 - Application of the Planning Director for a Planned Unit Development District designation for the Antelope Village PUD and modifications to the standards of the underlying zoning district, subdivision ordinance and design standards, for*

dwelling on the first floor in the B-3 district, reduction of front and rear setbacks, increase in height limit for the R-6 district, reduction of lot area for two-family, townhouses and multiple dwellings, reduction of parking requirements in the R-6 district, porches in the required front yard, prohibit off premises signs, prohibit pole signs and allow increased area for ground signs, over a four-block area from N. 22nd Street to N. 24th Street and from P Street to R Street.]

Items 13 & 14 will be called together. [#13, 09R-19, Comp. Plan Conformity 08026 - Approving and adopting a proposed amendment to the North 27th Street Corridor and Environs Redevelopment Plan to add the "Little Saigon Commercial Development Project" for an approximately 8,400 sq. ft. commercial/retail building, on property generally located at North 26th Street and W Street.; and #14, 09-13, Change of Zone 08067 - Application of the Urban Development Department for a change of zone from I-1 Industrial District and R-6 Residential District to B-3 Commercial District on property owned by T. Nguyen Hung, generally located between N. 26th Street and N. 27th St., north of W Street.]

II. CORRESPONDENCE FROM THE MAYOR & DIRECTORS TO COUNCIL -

PRESENTATION BY: -

Julie Righter, Emergency Communications/911 Manager gave a presentation on the 911 Center challenges and objectives for 2009-2010. [See Attachment 'A']

MAYOR -

1. NEWS RELEASE - RE: Two Arts Awards Added To Mayor's Annual Recognition. - NO COMMENTS
2. NEWS RELEASE - RE: Schedule Announced for "10 Score" Family Day. - NO COMMENTS
3. NEWS ADVISORY - RE: Mayor Beutler News Conference to discuss the City budget on 02/05/09, 10:00 a.m. on the 2nd floor of the County/City Building, 555 S. 10th. - NO COMMENTS
4. NEWS RELEASE - RE: Mayor Beutler Asks For Public Input On Goals and Priorities As Part Of The Outcome-Based Budgeting Process. - NO COMMENTS
5. NEWS RELEASE - RE: Mayor Beutler's Statement On City's Economic Stimulus Proposal. - NO COMMENTS
6. NEWS RELEASE - RE: Tree Mulch Now Available. - NO COMMENTS

7. Washington Report - January 30, 2009. - NO COMMENTS

DIRECTORS -

HEALTH -

1. NEWS RELEASE - RE: Lincoln-Lancaster County Seeks Nominations For Environmental Leadership Awards. - NO COMMENTS

PLANNING -

1. Memo from Marvin Krout - RE: Change of Zone #08069 (Bill #09-8) and Change of Zone #05026B (Bill #09-9) - Apple's Way Planned Unit Development. - NO COMMENTS

PLANNING COMMISSION FINAL ACTION

1. Use Permit #08003 - North 98th Street and O Street - Resolution No. PC-01155. - NO COMMENTS

URBAN DEVELOPMENT -

1. Response E-Mail from David Landis to Maurice Baker (IV. Correspondence #1) - RE: Date Council Members learned of proposed relocation of the Matt Talbot Kitchen. - NO COMMENTS

URBAN DEVELOPMENT/HOUSING REHAB & REAL ESTATE DIVISION -

1. Memo from Clinton W. Thomas - RE: Street & Alley Vacation #05007 - Stockwell Street west of South 52nd Street. - NO COMMENTS

III. COUNCIL RFI'S & CITIZENS CORRESPONDENCE TO INDIVIDUAL COUNCIL MEMBERS -

JON CAMP - No Comments

JONATHAN COOK - No Comments

DOUG EMERY - No Comments

ROBIN ESCHLIMAN - No Comments

1. Request to Greg MacLean, Public Works & Utilities Director - RE: JAVA Meeting (RFI#19 - 01/30/09). - NO COMMENTS

DAN MARVIN - No Comments

JOHN SPATZ - No Comments

KEN SVOBODA - No Comments

IV. CORRESPONDENCE FROM CITIZENS TO COUNCIL -

1. E-Mail from Maurice Baker - RE: On date Council Members learned of the proposed relocation of the Matt Talbot Kitchen (Response under Urban Development, #1). - NO COMMENTS
2. Letter & Newspaper Article from Bob & Mary Reeves - RE: Spending more for the City's infrastructure and maintenance of existing City services (police, fire) but not spending on expensive new projects (arena) in these economic tough times. - NO COMMENTS
3. Faxed Material from Don Eret - RE: On Bill LB 410, requiring that election recounts be performed manually. - NO COMMENTS
4. Material from Bill Lester, CHE - RE: Revision to the Community Health Endowment of Lincoln (CHE) Bylaws. - NO COMMENTS

ADDENDUM - (For February 9th)

I. CITY CLERK - None

**II. CORRESPONDENCE FROM THE MAYOR & DIRECTORS TO COUNCIL
MAYOR -**

1. NEWS ADVISORY - RE: Mayor Beutler's Public Schedule Week of February 7 through 13, 2009 - Schedule subject to change. - NO COMMENTS
2. NEWS RELEASE - RE: Section Of North 27th To Close Tuesday Night For Bridge Placement. - NO COMMENTS

DIRECTORS - None

III. COUNCIL RFI'S & CITIZENS CORRESPONDENCE TO INDIVIDUAL COUNCIL MEMBERS -

JON CAMP -

1. E-Mail from Lou Mittan - RE: Matt Talbot. - NO COMMENTS
2. E-Mail to Dave Landis, Urban Development Director - RE: NeighborWorks Land Sale - proposed. - NO COMMENTS
3. E-Mail to Greg MacLean, Public Works & Utilities Director - RE: Antelope Valley Pre-Council and Questions. - NO COMMENTS
4. E-Mail to Chair Robin Eschliman - Stimulus Package Projects. - NO COMMENTS

IV. CORRESPONDENCE FROM CITIZENS TO COUNCIL -

1. E-Mail from Bob & Mary Lou Reeves - RE: Opposed to Matt Talbot move. - NO COMMENTS
2. E-Mail - RE: Opposed to Matt Talbot Relocation to the Carnegie Library. - NO COMMENTS
3. E-Mail from Renee Malone - RE: Please vote "AGAINST" Matt Talbot's request for relocation to N. 27th Street. - NO COMMENTS
4. E-Mail from Amy Birky - RE: Supports the relocation of Matt Talbot. - NO COMMENTS
5. E-Mail from Maurice Baker - RE: Opposed to Matt Talbot relocation to N. 27th Street. - NO COMMENTS
6. E-Mail from Liz Bonney - RE: Matt Talbot Kitchen. - NO COMMENTS
7. Letter from Gary Blattert, President, Earl Carter Lumber Co. - RE: Matt Talbot Kitchen. - NO COMMENTS

[End of Addendum]

V. MEETING ADJOURNED - Approximately at 11:40 a.m.

dm020909/tjg

Objectives 2009-10
911 Center

1. Are there interpretations of law (federal regulations, state statutes, City Charter provisions or ordinances, Mayor's executive orders, or the department's published administrative procedures) that impact the provision of your Department's services that need further clarification or review?

The Nebraska Public Service Commission has been collecting Wireless Enhanced 911 funds at \$.50 per cell phone for several years. This fund, while continuing to grow, has largely benefited those outside of Lincoln as they implement the technology needed for locating cellular callers. The PSC has been in the process of developing rules for disbursement of wireless 911 funds for over two years while the wireline/landline 911 surcharges have continued to drop. This is happening because people are converting to cellular only for their home telephony. We have filed comments with the PSC requesting funding of operational costs related to 911 with no progress to date. LB652 allows for wireless carriers to receive up to 50% of the fund balance after recurring costs are paid and still does not allow local reimbursement for 911 operations and provision of service. For wireline 911 services, Nebraska State Statute 86-435 allows local jurisdictions to charge up to \$1.00 per access line for the operation of 911 service, with the exception of Douglas County. Lincoln/Lancaster County has been at this cap for several years.

2. What should be changed or modified in your Department to better provide current services and which do not require additional financial resources?

As stated by LPD, there are opportunities for merging functions that could result in overall cost savings and improvement of services. In the future, Next Generation 911 (NG911) will be a completely IP based 911 telephone routing system which opens up many possibilities for becoming a regional (contract) communications center. We were recently asked to consider providing 911 services for a small town almost 60 miles from Lincoln. While we are not certain if this opportunity will work out it certainly has made us more aware of the potential for expanding the services we offer while possibly bringing in additional revenue.

A close look should also be made at other call intake operations within the City. Are there other call centers operating that would be a good fit for merger with 911? The Police Service Desk, Animal Control Dispatch, Health Department all come to mind however without a close analysis of workflow and work assignments we don't know what the potential cost saving would be if any. What we might find is that each of these other operations performs other functions other than call intake and it would not be efficient to divert calls to another location due to the expertise and linkage to other duties required of the position.

3. What should be changed or modified in your Department to better provide current services which do require additional financial resources?

Staffing is always at the top of our priority list as it is our primary resource for delivery of service. While gains were made in the 2008/2009 fiscal year we still lag behind where we should be for number of staff, based upon net available work hours, required training and other factors.

Staff in-service training, by necessity, is primarily developed in-house or is facilitated by other governmental agencies in the area. We have been unable to budget for some of the quality training that is available from outside sources such as the APCO Active Shooter course. Directly related to staffing, it is not just the cost of the course but also the cost of the overtime for the employee to attend the course or to replace the employee in the Center (backfill).

The 911 Communications Center has outgrown its current space. While we struggle to maintain the facility and equipment that we have, it is worn out. Our 911 consoles (desks) are not ergonomic, heating and air has been problematic from the beginning due to design issues, and several functions within the Center do not have adequate space to efficiently accomplish their mission. As an example, the Emergency Operations Center (EOC) was designed as a shared use area for 911 Training and Emergency Management/ Incident Management. The EOC is now routinely used as office space for one Emergency Management worker, two 911 Dispatchers assigned to CALEA, and two 911 Technical Support (GIS and CAD) Dispatchers. The EOC can no longer be used for our Training Academy and is undersized for any type of Incident Management. The Radio Shop also struggles with space, with limited storage and no private areas for technical work on equipment.

There is no contingency funding for technology needs. We struggle to budget for replacement PC's for the CAD system and have been dependent upon funding from the PSC for 911 Telephone System needs. The Radio System is aging and has several key components that are beyond technology end-of-life and should they fail, repair or replacement could be impossible.

The city and the county have been the recipients of new end user equipment over the last several years not just for public safety but all departments utilizing the city's radio infrastructure, first through Homeland Security funding and then through the Nextel rebanding project. Other than the Police Department budgeting for mobiles with replacement vehicles we are not aware of any planning or recognition by users that they need to consider their radios to be an integral piece of equipment that needs to be routinely replaced every 5 to 7 years. Also of concern are those departments who are selecting cell phones over radios to accommodate declining budget dollars without consideration of emergency operating needs.

As our Capital Improvement Projects have been pushed out year after year basic infrastructure needs are reaching a critical state. At some point we cannot afford to continue to do nothing.

4. If you had to discontinue at least one current program or service, what would it be and for what reason?

Our Public Education program provides outreach and education to the community through a variety of venues. During the last year our Public Education Committee members had contact with almost 2,500 individuals, adult and children, either through tours of the 911 Center or presentations, primarily in schools and at community meetings, providing information on 911, how it works and what to expect if you call. Our group hopes to expand its outreach into the minority populations of our city through contact with El Centro de los Americas, the Asian Community Center, Lincoln Public Schools and other locations to be identified. Lincoln 911 has applied for a Community Health Endowment (CHE) grant to fund a Spanish/English 911 Simulator to be used in conjunction with our established Public Education program.

5. What new services do you think your department should provide and for what reason?

Next Generation 911 (NG911) will bring new complexities to 911. The ability to receive a text message, a picture of a suspect, and a video of a crime in progress are just around the corner and we must be ready with both technology and training.

We are currently preparing to accommodate receipt of data from a variety of directions, for example state radio interoperability, bank robbery GPS suspect tracking, the University of Nebraska Student WARN system, just to name a few. All require connectivity to the outside world that we currently do not allow.

Additional funding is needed for off-site training of our communications professionals. Public safety communications/911 is a very specialized field and the availability of local training is limited. Attending the APCO and NENA National Conferences provides some of the best training available to the profession however due to restrictions in travel our ability to send more than one or two people to these types of forums is greatly limited. While it is not fiscally responsible or even logistically possible to send our entire staff to these Conferences we need to be able to explore what topics need to be taught and who are the quality trainers we can bring in for our staff. Through this resource, in the past we have been able to identify quality training sessions performed by other public safety professionals at minimal cost to the city.

6. With respect to any of the above questions, have you explored, or has your staff explored best management practices elsewhere in the country?

Yes. As LPD stated in their presentation, we are regularly comparing our practices to the 218 Public Safety Communications Standards of the Commission for the Accreditation of Law Enforcement Agencies. We are also very active in the Association of Public Safety Communications Officials (APCO), a standards setting communications association. I have personally chaired the APCO Call Center Standards Committee for the last three years, leading a group that has developed several standards including minimum Training Standards for Communications Training Officer (CTO), minimum Training Standards for Communications Shift Supervisor, and others. Our staff also actively participates in PCASN, Public Safety Communications Accreditation Support Network, exchanging information with other communications professionals related to operations and accreditation. Several 911 staff are currently studying for certification as Emergency Number Professional (ENP) through the National Emergency Number Association (NENA). We subscribe to listserves associated with APCO, NENA, and 911Dispatch, actively seeking comment and discussion regarding common issues that we face.

7. With respect to responses provided in 1 through 3 and 5 above, what do you want to accomplish in budget year 2009-2010 (list in priority order with number 1 being the highest priority)? Please consider the citywide outcomes and goals in your response.

Public safety calltaking is the entry point for accessing public safety services in our community. The 911 Center plays an integral role in the Priority Goals of maintaining a low crime rate and timely and efficient incident management.

- 1. Maintain current staffing levels.*
- 2. Provide in-service training pertinent to the needs of user agencies and the community*
- 3. Pursue funding from the Public Service Commission for telephone system upgrades*
- 4. Implement AVL for LPD, LFR and LSO which will allow the computer aided dispatch system to provide closest unit recommendations*
- 5. Implement technology to allow data inputs from variety of sources*
- 6. Pursue regional 911 Center concept*

8. How can other departments contribute to the goals you have prioritized in number 7 above?

The City Department's listed by the police department will also be key for us for the same reasons. Neighborhood livability and a low crime rate are definitely factors in the number and types of calls the 911 Center answers.

The Police Department may be called upon to assist us with several needs if a decision is made to become a regional 911 provider.

Cooperation with other public safety departments has always existed as 911 has taken the lead on several technology projects over the years. We would expect the AVL project to be another successful project with the same level of cooperation.