



\* \* \* \* PUBLIC NOTICE \* \* \* \*

**NOTICE OF A CITY COUNCIL WORKSHOP SESSION  
OF THE CITY OF CORINTH**

**Thursday, February 11, 2016, 6:30 P.M.  
CITY HALL - 3300 CORINTH PARKWAY**

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**CALL TO ORDER:**

**PRESENTATION:**

1. Receive a presentation, hold a discussion and give staff direction regarding Internet Service Provider offerings to the citizens of Corinth.
2. Receive a presentation, hold a discussion, and give staff direction on the Action Plan for the Operational Review of the Planning and Development Department.
3. Hold a discussion and give staff direction on sales tax use options.

**CLOSED/EXECUTIVE SESSION**

If, during the course of the meeting, any discussion of any item on the agenda should need to be held in executive or closed session for the City Council to seek advice from the City Attorney as to the posted subject matter of this City Council Meeting, the City Council will convene in such executive or closed session, in accordance with the provisions of the Government Code, Title 5, Subchapter D Chapter 551, to consider one or more matters pursuant to the following:

**Section 551.071.** Private consultation with its attorney to seek advice about pending or contemplated litigation; and/or settlement offer; (2) and/or a matter in which the duty of the attorney to the government body under the Texas Disciplinary Rules of Professional Conduct of the State of Texas clearly conflicts with chapter 551.

- **First Glendora Partners, Ltd. dba Impact Outdoor Advertising Co. v. City of Corinth.**

**Consultation with the City Attorney regarding legal issues associated with the matter listed under Section 551.072.**

- **Receive information and discuss, deliberate, and provide staff with direction regarding the potential acquisition of real property located in Corinth along the west side of I-35 on FM 2181.**

**Section 551.072.** To deliberate the purchase, exchange, lease or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the governmental body in negotiations with a third person.

**Section 551.074.** To deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee.

- **Consider appointment, duties, employment, evaluation, reassignment, discipline, or dismissal of the City Manager.**
- **Consider appointment, duties, employment, evaluation, reassignment, discipline, or dismissal of the City Attorney.**

**Section 551.087.** To deliberate or discuss regarding commercial or financial information that the governmental body has received from a business prospect that the governmental body seeks to have locate, stay, or expand in or near the territory of the governmental body and with which the governmental body is conducting economic development negotiations; or to deliberate the offer of a financial or other incentive to a business prospect.

After discussion of any matters in executive session, any final action or vote taken will be in public by the City Council. City Council shall have the right at any time to seek legal advice in Executive Session from its Attorney on any agenda item, whether posted for Executive Session or not.

**RECONVENE IN OPEN SESSION TO TAKE ACTION, IF NECESSARY, ON EXECUTIVE SESSION ITEMS.**

**ADJOURN**

Posted this \_\_\_\_ day of \_\_\_\_\_, 2016 at \_\_\_\_ on the bulletin board at Corinth City Hall.

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Kimberly Pence, City Secretary  
City of Corinth, Texas

**City Council Workshop Session**

**Meeting Date:** 02/11/2016

**Title:** Internet Service Provider Overview

**Submitted For:** Lee Ann Bunselmeyer, Acting City Manager

**Submitted By:** Shea Rodgers, Technology Services Manager

**Approval:** Lee Ann Bunselmeyer, Acting City Manager

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**AGENDA ITEM**

Receive a presentation, hold a discussion and give staff direction regarding Internet Service Provider offerings to the citizens of Corinth.

**AGENDA ITEM SUMMARY/BACKGROUND**

Looking to alleviate confusion and answer several questions about the City's Internet options, the Technology Services Department has authored a presentation centered around Internet Service Providers and their offerings to the citizens of Corinth. In this presentation, there is a brief overview of the history of telecommunications in the region, current providers and what they offer, and what citizens can do to hopefully increase the presence of Internet providers in the City.

**RECOMMENDATION**

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**Attachments**

Corinth ISP Presentation

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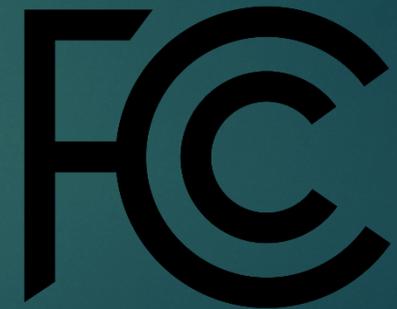


# City of Corinth Residential Internet

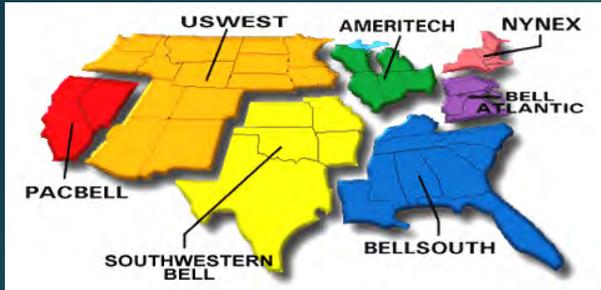
THE WHO, WHAT, WHERE, AND WHY OF INTERNET SERVICE PROVIDERS

# A Brief History of Telecommunications in Corinth

- ▶ The Communications Act of 1934 is signed into law.
- ▶ Among other things, this Act transferred regulation of major, interstate telephone service to the Federal Communications Commission, allowing select companies (namely AT&T) to operate effectively as monopolies in exchange for letting the FCC dictate prices and expansion.



# A Brief History of Telecommunications in Corinth



- ▶ The 1940s ushered in an era of regulated monopolies.
- ▶ The DFW area was serviced for local telephone by GTE, which had a protected general service area in the region. Corinth specifically was serviced by various independent companies. For long distance calling, the providers relied on the interstate infrastructure of Southwestern Bell, a subsidiary of AT&T, whose FCC-regulated region was Texas, Oklahoma, Arkansas, Kansas, and Missouri.

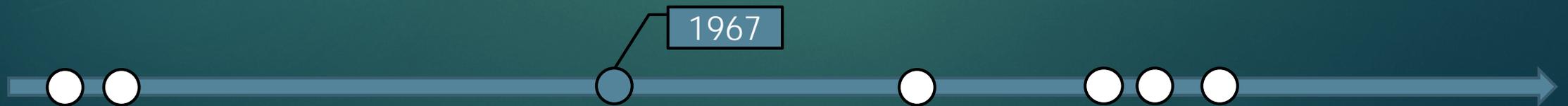


1940s-1990s



# A Brief History of Telecommunications in Corinth

- ▶ Century Telephone and Electronics, predecessor to CenturyLink, is incorporated.
- ▶ CT&E would continue to grow. After several acquisitions, it would change its name to CenturyTel in 1999.
- ▶ 10 years later, the company name would change again to CenturyLink.
- ▶ CenturyLink is currently the third-largest telecommunications company in the US in terms of lines served, after AT&T and Verizon.



# A Brief History of Telecommunications in Corinth

- ▶ Based on an antitrust lawsuit by the US Department of Justice, AT&T had to break up its monopoly – allowing the previously controlled subsidiary Bell companies (the so-called Baby Bells) to operate independently.
- ▶ The settlement was finalized January 8, 1982.
- ▶ Each local carrier that existed in the era of regulation, known as the incumbent, is legally required to provide a degree of service in their territory, regardless of financial return. The incumbent in Corinth is CenturyLink.



# A Brief History of Telecommunications in Corinth

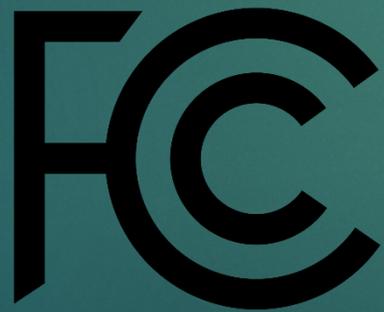


- ▶ Charter Communications is founded in St. Louis, Missouri.
- ▶ It began expanding significantly through the 1990s, eventually getting into the DFW market by merging with Marcus Cable in 1999.
- ▶ Currently, Charter Communications is the fourth-largest cable operator in the US, behind Comcast, Time Warner Cable, and Cox Communications.



# A Brief History of Telecommunications in Corinth

- ▶ The Telecommunications Act of 1996, amending the Communications Act of 1934, was signed into law.
- ▶ Some of its chief functions were to formalize telecommunication divestiture, and further de-regulation, seeking to foster competition between companies that offered telephone, cable, and internet services.



FCC



1996

# A Brief History of Telecommunications in Corinth

- ▶ GTE/Bell Atlantic merged and named the new entity Verizon Communications.
- ▶ Verizon sold off much of its infrastructure to various telecommunications companies, including 70,500 access lines in the DFW region to CenturyLink.



2000



# Present Day Offerings



▶ The City of Corinth is largely serviced by these two Internet Service Providers:

- ▶ CenturyLink
- ▶ Charter



- ▶ Some portions of the city that border the City of Denton are able to receive Verizon FiOS.
- ▶ A late-comer to the game, Grande Communications, offers service to a portion of the city.



# CenturyLink

- ▶ Nearly 100% of the city is available to receive CenturyLink's service.
- ▶ According to a company official, recent complaints of lackluster internet performance have been corrected by a massive overhaul of their infrastructure: increasing the bandwidth of their backbone, replacing aging switching equipment, and building additional redundancy.



# Charter

- ▶ Charter, according to a company official, admittedly does not provide service to the entire city, rather only to portions.
- ▶ When a request for service is made (by a resident) in an area not serviced, the company runs a "Construction and Viability Survey" to determine the feasibility of investing the capital to extend the infrastructure.
- ▶ It is significantly easier and cheaper for the company to lay its infrastructure in areas of new development, such as new subdivisions.



# Verizon

- ▶ Areas bordering the City of Denton are able to receive the FiOS offering from Verizon.
- ▶ Verizon recently had a 5 year obligation to shareholders to extend its infrastructure to where it was possible, but that contract has since ended.
- ▶ Because of the high cost and no guarantee of a return-on-investment, Verizon has stated that it has no intentions of expanding its FiOS service.



# Grande Communications

- ▶ Formed in 1999, Grande Communications, based in San Marcos, Texas, has recently expanded into the DFW region, by acquiring the now defunct CoServ telecommunications operation.
- ▶ Their service does not extend to the entire city, but portions of the city nearer to Denton may be eligible for service.
- ▶ The company is slowly expanding, but does so on a area-by-area basis. It too runs a viability study to determine its return-on-investment for expanding into a region.



# Misconception

- ▶ There is an assumption that the City of Corinth has some sort of exclusivity deal with CenturyLink and/or Charter. This is not true.
- ▶ While the FCC and Texas Public Utilities Commission have some say to the boundaries of Internet Service Providers, the government, specifically the City of Corinth, does not prevent ISPs from doing business in Corinth.
- ▶ Each ISP pays a Franchise Agreement in each city they serve, which gives them the right to use our city streets for their service vehicles and to use our rights-of-way to upgrade or repair their lines.

# What Does This Boil Down To?

- ▶ The current lines in place are under private ownership – occasional agreements notwithstanding, Company A will not let Company B use their infrastructure to do business.
- ▶ The incumbent, CenturyLink is legally obligated to provide some service, but other companies such as Charter, Grande, etc. are not bound by the same law.
- ▶ Each Internet Service Provider determines economic feasibility for its own expansion.
- ▶ Just as the City of Corinth does not prevent any ISPs from doing business in the city, it cannot force them to come.
- ▶ Generally speaking, each ISP logs when a citizen of a certain region outside of their coverage calls – the more demand for service, the more likely an ISP will extend to that region.

**City Council Workshop Session**

**Meeting Date:** 02/11/2016

**Title:** Planning and Development Action Plan for Zucker

**Submitted For:** Fred Gibbs, Director

**Submitted By:** Fred Gibbs, Director

**Approval:** Lee Ann Bunselmeyer, Acting City Manager

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**AGENDA ITEM**

Receive a presentation, hold a discussion, and give staff direction on the Action Plan for the Operational Review of the Planning and Development Department.

**AGENDA ITEM SUMMARY/BACKGROUND**

On August 13, 2015, the City Council received a presentation from Brad Remp of Zucker Systems that included recommendations for improving the Planning and Development Department and related functions. Staff has developed a comprehensive response and action plan to the findings identified in the operational review. Staff has made significant progress towards full implementation of the identified recommendations made during the comprehensive review. Approximately 43 of the 103 recommendations or 42%, have been completed since September 2015. The action plan is divided into eight (8) sections: Organizational Issues, Code Enforcement, Geographic Information System, Building Division (Community Development), Planning, Other Departments, Boards and Commissions, and Perception. The action plan includes the assigned project manager, start and estimated completion date, status of the recommendation and budget impact. The presentation will highlight each section within the action plan.

**RECOMMENDATION**

N/A

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**Attachments**

Action Plan Presentation

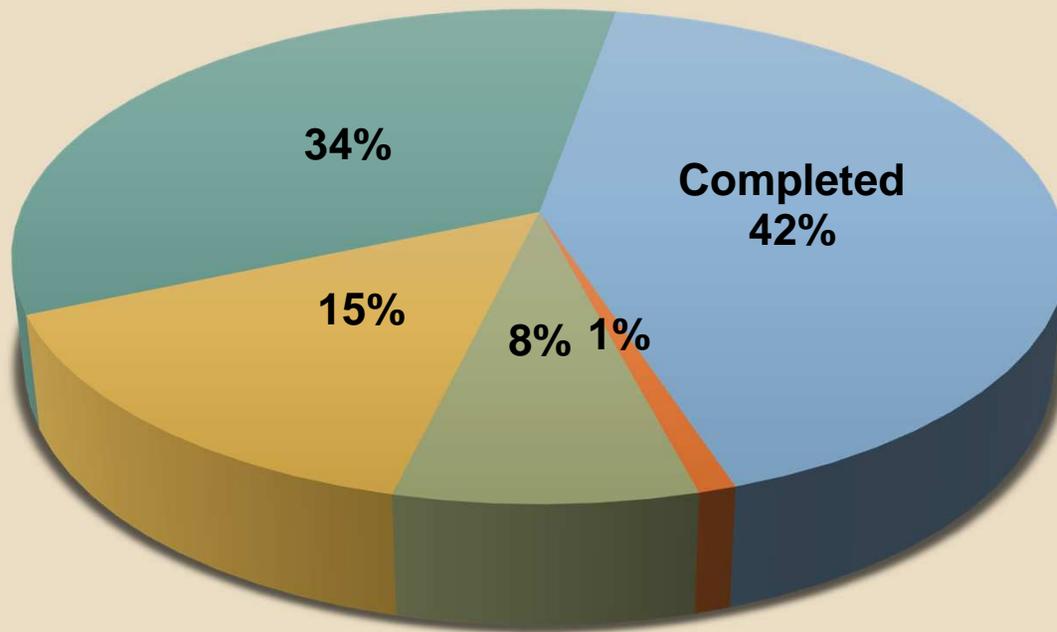
Action Plan

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# PLANNING AND DEVELOPMENT ACTION PLAN

FEBRUARY 2016

# TOTAL RECOMMENDATIONS

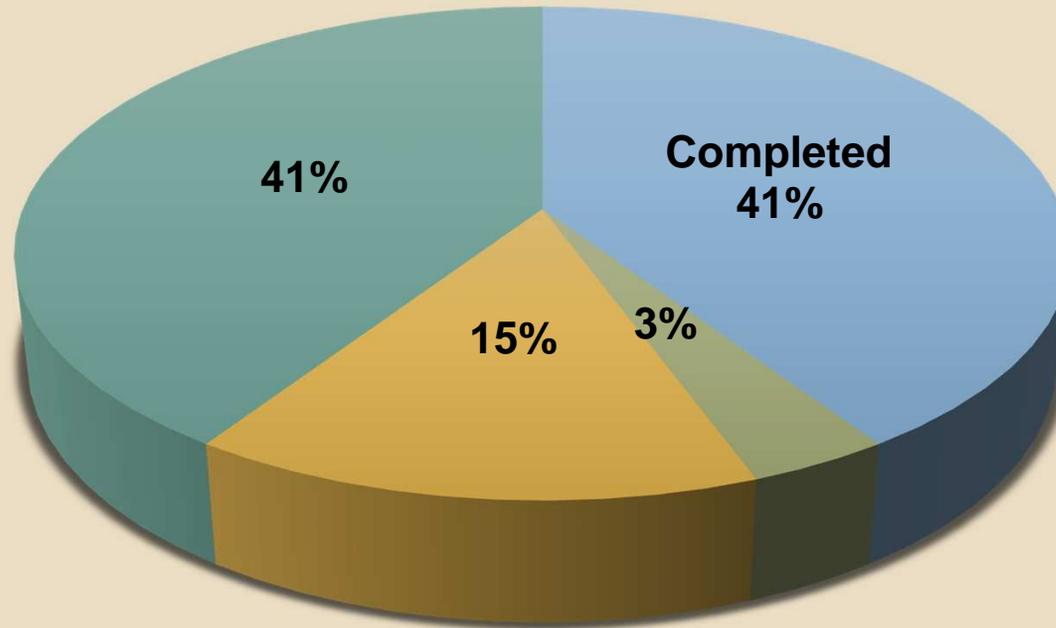


■ Completed ■ 1st Quarter 2016 ■ 2nd Quarter 2016 ■ 3rd Quarter 2016 ■ 4th Quarter 2016

## Highlights

- Started implementation in September 2015.
- **43** out of **103** complete.
- Recommendations phased in by quarter.
- Broken up in 8 sections.
- Next phase will be Technology focused that covers 20 recommendations.

# ORGANIZATIONAL ISSUES



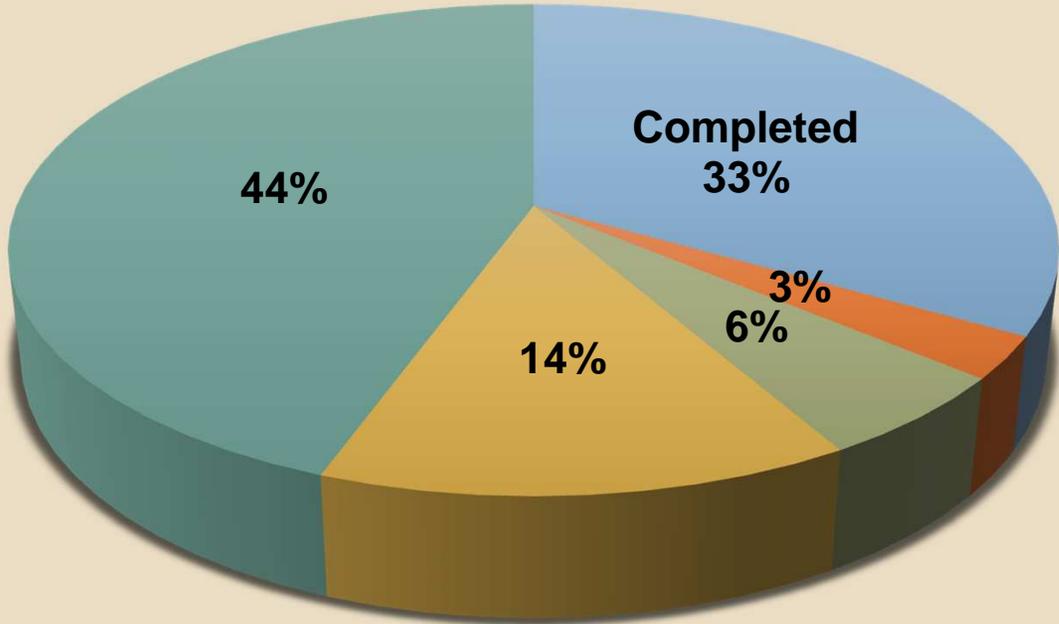
■ Completed ■ 1st Quarter 2016 ■ 2nd Quarter 2016 ■ 3rd Quarter 2016 ■ 4th Quarter 2016

## Highlights

### All Divisions, Technology, Terminology and Training

- 11 out of 27 completed.
- This section is technology driven with development software, scanning, and online permitting.
- Staff is currently working on a RFP to solicit vendors for software.
- All departments in the process as well as Technology Services will be included in the implementation.

# BUILDING DIVISION



■ Completed ■ 1st Quarter 2016 ■ 2nd Quarter 2016 ■ 3rd Quarter 2016 ■ 4th Quarter 2016

## Highlights

### Building Official, Communication, Staffing, Plan Review, Process, Training

- 12 out of 36 completed.
- New Building Official hire starts Feb. 15.
- Adoption of new building codes and local amendments.
- A key member to help implement development software.
- New Permit Technician started January 2016.
- Provide additional training opportunities for the Building Division staff.

# CODE ENFORCEMENT

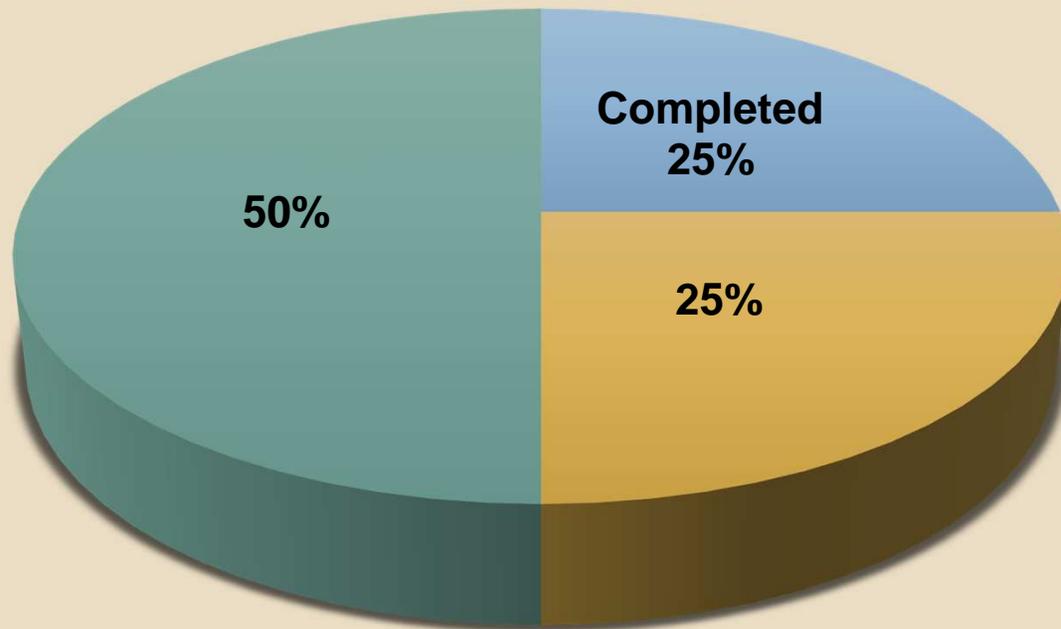


## Highlights

### Code Enforcement

- 1 out of 1 completed.
- Completed and we will continue to evaluate staffing levels as necessary.

# GEOGRAPHIC INFORMATION SYSTEMS



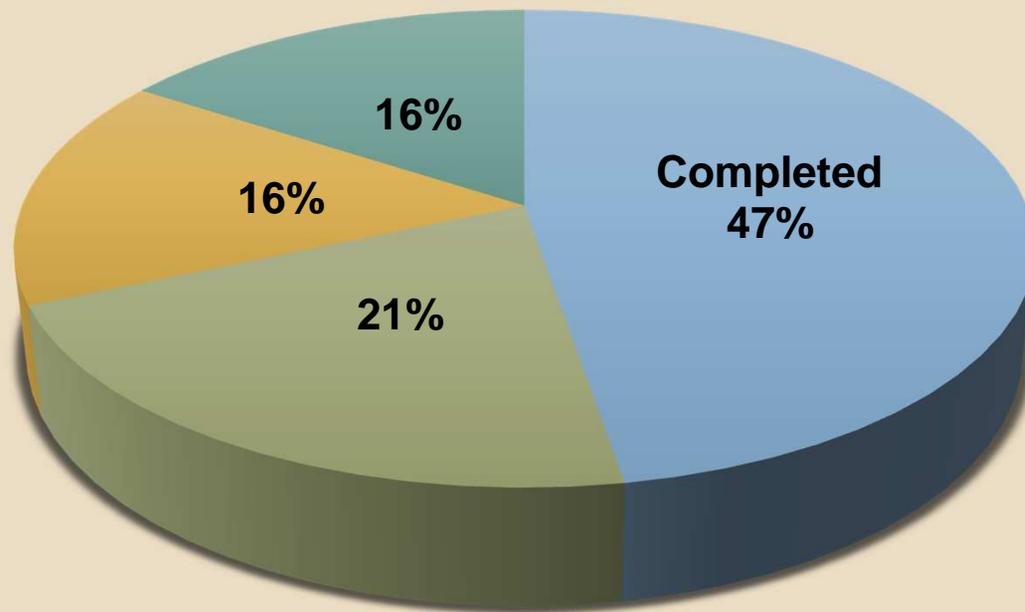
■ Completed ■ 1st Quarter 2016 ■ 2nd Quarter 2016 ■ 3rd Quarter 2016 ■ 4th Quarter 2016

## Highlights

### GIS

- 1 out of 4 completed
- We are currently soliciting bids on upgrading our GIS license.
- It will be implemented into the development software.

# PLANNING



■ Completed ■ 1st Quarter 2016 ■ 2nd Quarter 2016 ■ 3rd Quarter 2016 ■ 4th Quarter 2016

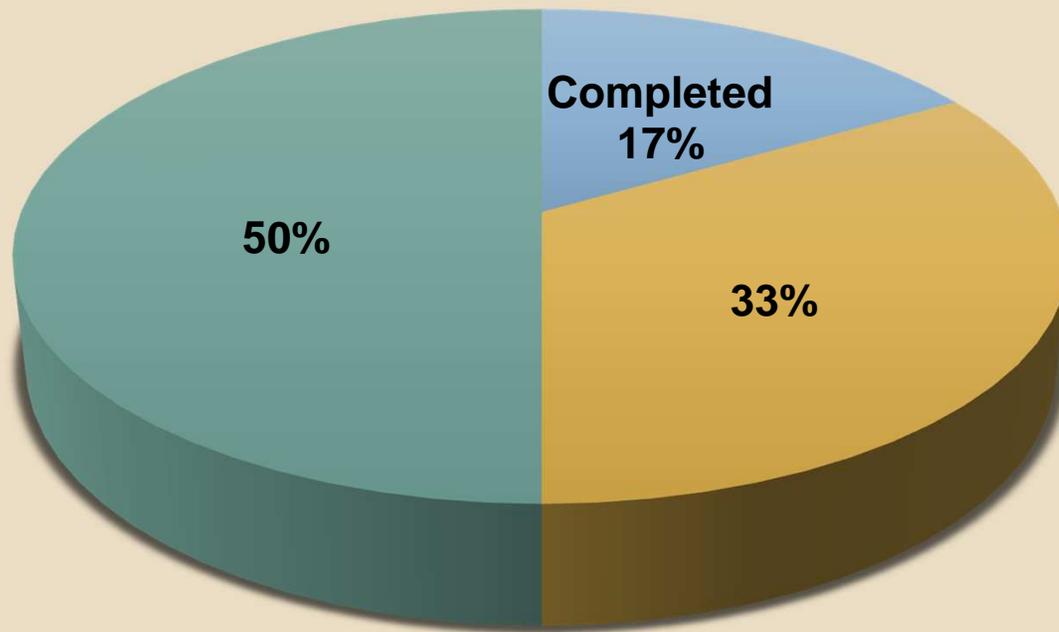
## Highlights

### Processes, Long Range

- **9** out of **19** completed.
- DRC meetings have been refined.
- Review times and completeness checks have been more comprehensive and timely.
- Staff reports clear recommendations on projects.
- Currently DRC group are reviewing the codes for possible amendments.

# OTHER DEPARTMENTS

## OTHER DEPARTMENTS



■ Completed ■ 1st Quarter 2016 ■ 2nd Quarter 2016 ■ 3rd Quarter 2016 ■ 4th Quarter 2016

## Highlights

### Other Departments

- 1 out of 6 completed.
- Build consensus and create ownership of each facet of the process across all involved Departments.
- Coordinate with all Departments to implement their development process.
- 6 total recommendations 3 are development software related.
- Fire Department designated an additional Fire Marshall.

# BOARDS AND COMMISSIONS

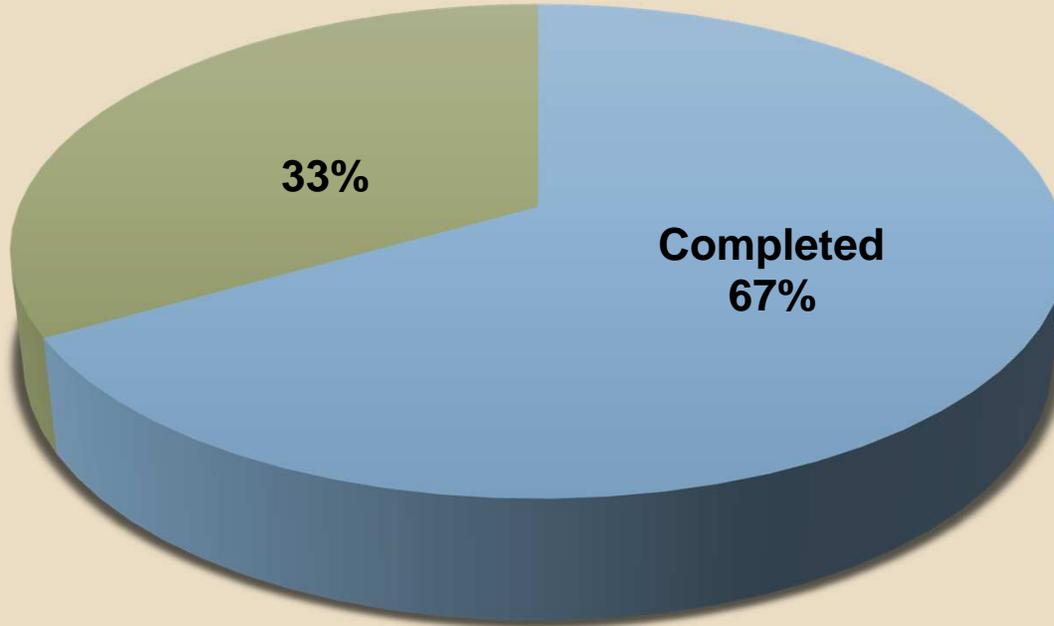


## Highlights

### Boards and Commissions

- 6 out of 6 completed.
- New Member Training
- Roberts Rules Training
- Texas Open Meeting Training
- Joint Council, P&Z and CEDC regarding use chart and zoning.

# PERCEPTIONS



■ Completed ■ 1st Quarter 2016 ■ 2nd Quarter 2016 ■ 3rd Quarter 2016 ■ 4th Quarter 2016

## Highlights

### Employee and Customer Perceptions

- 2 out of 3 completed.
- We have reviewed the customer survey and the concerns will be addressed in the recommendations.
- All development related departments are located in the same suite.

# QUESTIONS

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
<b>The Green highlighted areas are completed action items as of February 2016.</b>							
1	Agree on an implementation plan.	Fred Gibbs	City Manager and Planning Director agree on plan	Completed	Completed	Developed an implementation plan for both short and long term recommendations.	None
<b>SECTION 1: ORGANIZATIONAL ISSUES</b>							
<b>All Divisions</b>							
2	Develop approach to fees.	Fred Gibbs/City Manager	City Council adopt a policy on fees	2nd Quarter 2016	4th Quarter 2016	Future Workshop to discuss City Council policy regarding fees.	None
3	Consider increasing fees for the department.	Fred Gibbs/City Manager	City Council adopt a policy on fees	2nd Quarter 2016	4th Quarter 2016	Future Workshop to discuss City Council policy regarding fees.	None
4	Discuss communication issues.	Fred Gibbs	Implemented immediately	Completed	Completed	On Sept. 1, 2015 we started having staff meetings to clear up any communication issues and allow open dialogue and ideas.	None
5	Hold all staff meetings at least bi-monthly.	Fred Gibbs	Implemented immediately	Completed	Completed	On Sept. 1, 2015 we started having staff meetings to clear up any communication issues and allow open dialogue and ideas.	None
6	Implement a City Manager work program.	Fred Gibbs/City Manager	City Manager initiative	2nd Quarter 2016	4th Quarter 2016	The City Manager should consider implementing a work plan program that identifies the scope, priority and completion date of all projects.	None
7	Staff should strive to enforce the intent of the codes and focus on problem solving.	Fred Gibbs/Barbara Cabbage	Coordinate with all plan review staff	2nd Quarter 2016	3rd Quarter 2016	The DRC is currently reviewing the UDC for possible amendments that deal with the approval and review processes to help make the process more flexible.	None
8	Development Coordinator position clarified.	Fred Gibbs	Clarified and implemented immediately	Completed	Completed	I have met with the Development Coordinator and the responsibilities and roles were defined.	None
9	Clarify Planners responsibilities.	Fred Gibbs	Clarified and implemented immediately	Completed	Completed	I have met with the planning staff and the responsibilities and roles were defined.	None

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
10	Lower partitions that are shielding staff members from the counter.	Fred Gibbs	Implemented immediately	Completed	Completed	The partitions have been removed.	None
11	Remove glass from counters and provide spaces for plans.	Fred Gibbs	Implemented immediately	Completed	Completed	The glass has been removed and we have designated a room with a small conference table that has direct access from the lobby to allow for plans to be checked and discussed.	None
12	Relocate printer from portion of counter.	Fred Gibbs	Implemented immediately	Completed	Completed	The printer has been removed and created a usable space for wheelchair users.	None
13	Relocate Public Works files from the conference room and pursue digitizing them.	Fred Gibbs and Technology Services	Files have been relocated outside of the conference room and into a common area	3rd Quarter 2016	4th Quarter 2016	The Planning and Development and Public Works departments have been relocated downstairs which allowed us to relocate the files to a common file area. We are currently looking at costs associated with digitizing the files.	None
14	Install sound dampening materials in public lobby.	Fred Gibbs	Implemented immediately	Completed	Completed	Office areas have had additional seals installed around the doors to increase sound deadening. The DRC conference room has been relocated to a more sound proof room to minimize sound travel.	None
15	Add furniture to lobby area to help with permit applications and use of computers.	Fred Gibbs	Implemented immediately (currently evaluating any additional need after designating room)	Completed	Completed	We have designated a room with a small conference table that has direct access from the lobby to allow for plans to be checked, discussed, and allow space to complete permit applications. A computer is also present to provide access to any online material.	None
16	Install a computer kiosk station in the public lobby.	Fred Gibbs and Technology Services	Coordinating with TS	2nd Quarter 2016	3rd Quarter 2016	We are currently working with TS to determine the best approach to providing a kiosk for the public lobby.	Yes
<b>Technology</b>							
17	Work with the City Secretary to establish a paperless process.	Fred Gibbs, Technology Services and City Secretary	Coordinating with TS and City Secretary	3rd Quarter 2016	4th Quarter 2016	Technology Services is already taking steps towards a paperless process with the departments. We are currently evaluating software that will allow our processes and documents to be digitized.	Yes
18	Designate a champion to expand/implement a planning and permitting software.	Barbara Cubbage, Lori Levy, Building Official, TS	Coordinate with Permit, Planning, and TS	2nd Quarter 2016	2nd Quarter 2016	We are currently looking at multiple vendors for planning and permitting software. Once we select a vendor we will designate key member of staff to help facilitate the implementation.	Yes

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
19	Planning and permitting software needs to integrate with INCODE.	Barbara Cabbage, Lori Levy, TS and Finance	Coordinating with Technology Services and Finance	2nd Quarter 2016	4th Quarter 2016	During the evaluation process of selecting a planning and permitting software, we will ensure that the software will integrate with INCODE.	Yes
20	Plan review software.	Lori Levy, Building Official	Coordinating with Technology Services (RFP)	2nd Quarter 2016	4th Quarter 2016	We are currently looking at multiple vendors for plan review software.	Yes
21	Purchase oversized monitors for electronic plan review.	Fred Gibbs and Technology Services	Coordinating with Technology Services	2nd Quarter 2016	3rd Quarter 2016	Evaluating the specs with TS for oversized monitors for electronic plan review.	Yes
22	Implement a program to allow permit issuance online.	Building Official, Permit Tech	Coordinating with Technology Services (RFP)	2nd Quarter 2016	4th Quarter 2016	We are currently looking at multiple vendors for planning and permitting software that will have this capability.	Yes
23	Automate annual contractor registration online.	Building Official, Permit Tech	Coordinating with Technology Services	2nd Quarter 2016	4th Quarter 2016	We are currently looking at multiple vendors for planning and permitting software that will have this capability.	Yes
24	Allow customers to view permit statuses online.	Building Official, Permit Tech	Coordinating with Technology Services	2nd Quarter 2016	4th Quarter 2016	We are currently looking at multiple vendors for planning and permitting software that will have this capability.	Yes
25	Discuss approach with City Council to ordinances.	City Council	Coordinating with City Manager	3rd Quarter 2016	4th Quarter 2016	We will have an agenda item to discuss with Council the approach on enforcement of the ordinances.	None
26	Enhance website with list in the report.	Nathan Abato and Technology Services	Coordinating with Technology Services	2nd Quarter 2016	3rd Quarter 2016	We will update our department webpage to include more information on all services related to the development process.	None
<b>Terminology and Training</b>							
27	Use consistent terminology in all documents.	Nathan Abato/Barbara Cabbage	Implemented immediately	Completed	Completed	We have already implemented this recommendation on all handouts and correspondence within the department.	None
28	Increase the amount of employee training .	Fred Gibbs	Implemented immediately	Completed	Completed	Adopted the 2015-2016 budget with emphasis on training within the department.	Yes

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
<b>SECTION 2: BUILDING DIVISION (COMMUNITY DEVELOPMENT)</b>							
29	Adopt 2015 model codes.	Building Official and Fire Marshal	Coordinating with the Fire Department	2nd Quarter 2016	3rd Quarter 2016	We will work with the Fire Department and research the NCTCOG amendments to prepare an ordinance to adopt new model codes.	None
30	Minimize local code amendments.	Building Official and Fire Marshal	Coordinating with the Fire Department	2nd Quarter 2016	2nd Quarter 2016	We will work with the Fire Department and research the NCTCOG amendments to prepare an ordinance to adopt new model codes. We will also evaluate the region and their adopted amendments.	None
31	Purchase copies of model codes.	Fred Gibbs, Building Official	Implement once codes are adopted	2nd Quarter 2016	2nd Quarter 2016	When City Council adopts the new codes, we will purchase beforehand all of the appropriate code books.	Yes
<b>Building Official Role</b>							
32	Continue third party official.	City Manager and Fred Gibbs	Implement when the Building Official position is filled	Completed	Completed	After evaluating the department with the City Manager, it was determined that the City needs a stronger day-to-day presence in the Building Division. The reclassified Building Supervisor to Building Official position will provide that needed support..	Yes
33	Director ride-alongs.	Fred Gibbs	Implement when the Building Official position is filled	3rd Quarter 2016	4th Quarter 2016	Once we are fully staffed we will start conducting ride-alongs with inspectors.	None
34	Attend regional building official meetings.	Fred Gibbs, Building Official	Implement when the Building Official position is filled	3rd Quarter 2016	4th Quarter 2016	Once the Building Official position is filled we will evaluate and schedule regional meetings to attend.	Yes
35	Designate someone to attend the regional meetings.	Fred Gibbs, Building Official	Implement when the Building Official position is filled	3rd Quarter 2016	4th Quarter 2016	Once the Building Official position is filled we will evaluate and schedule regional meetings to attend.	Yes
<b>Building Staff Technical Qualifications</b>							
36	Combination inspectors to become certified.	Fred Gibbs, Building Official	Implement when the Building Official position is filled	3rd Quarter 2016	4th Quarter 2016	Once the Building Official position is filled we will develop a plan for our inspector to become certified as a combination inspector.	Yes
37	Authorize training for inspectors.	Fred Gibbs, Building Official	Implement when the Building Official position is filled	3rd Quarter 2016	3rd Quarter 2016	Once the Building Official position is filled we will develop a plan for our inspector to become certified as a combination inspector.	Yes
38	Modify job descriptions for combination inspector.	Fred Gibbs, Building Official and Human Resources	Implement when the Building Official position is filled	3rd Quarter 2016	4th Quarter 2016	Once the Building Official position is filled we will go over existing job descriptions and make sure they are up-to-date with industry demand.	None

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
39	Update salary survey for combination inspector.	Fred Gibbs, Building Official and Human Resources	Coordinate with Human Resources during the survey process	3rd Quarter 2016	4th Quarter 2016	Coordinate with HR during the salary/compensation study process in 2016 to make sure salaries are up-to-date.	None
40	Modify job description for Building Inspections Supervisor (certifications).	Fred Gibbs and Human Resources	Implemented immediately	Completed	Completed	After evaluating the department with the City Manager and along with the Zucker recommendations, it was determined that the City needs a stronger day-to-day presence in the Building Division--the reclassified Building Inspections Supervisor to Building Official position will provide that needed support.	None
41	Modify job description for building inspections supervisor (plan review).	Fred Gibbs and Human Resources	Implemented immediately	Completed	Completed	After evaluating the department with the City Manager and along with the Zucker recommendations, it was determined that the City needs a stronger day-to-day presence in the Building Division. The reclassified Building Inspections Supervisor to Building Official position will provide that needed support.	None
42	Conduct salary survey for Building Inspections Supervisor.	Fred Gibbs and Human Resources	Coordinated with human resources on the new salary for posting	Completed	Completed	After evaluating the department with the City Manager and along with the Zucker recommendations, it was determined that the City needs a stronger day-to-day presence in the Building Division. The reclassified Building Inspections Supervisor to Building Official position will provide that needed support.	Yes
43	Modify Permit Technician job description to require certification.	Fred Gibbs and Human Resources	Coordinated with human resources with the job description	Completed	Completed	The Director and HR Director modified and updated the job description prior to posting the job.	None
44	Conduct salary survey for Permit Technician position.	Fred Gibbs, Building Official and Human Resources	Coordinate with Human Resources during the survey process	3rd Quarter 2016	4th Quarter 2016	Coordinate with HR during the salary/compensation study process in 2016 to make sure salaries are up-to-date.	None
<b>Communication</b>							
45	Document steps to issue building permits.	Building Official and Permit Technician	Implemented immediately	Completed	Completed	The current and new Permit Technician will document the steps when issuing permits and other processes.	None
46	Use consistent design for handouts.	Building Official and Permit Technician	Implemented immediately	3rd Quarter 2015	3rd Quarter 2016	The current and new Permit Technician and the Building Official will develop all handouts to be consistent.	None
47	Review handouts for technical accuracy.	Building Official and Permit Technician	Implemented immediately	3rd Quarter 2015	3rd Quarter 2016	The current and new Permit Technician and the Building Official will review and design all handouts to be technically accurate.	None

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
<b>Staffing</b>							
48	Track employee times in MyGov.	Fred Gibbs	Implement with the new development software	2nd Quarter 2016	4th Quarter 2016	When the implementation of the software occurs, this will be evaluated.	None
49	Retain current inspection staffing level with contract staff as necessary.	Fred Gibbs and Building Official	Implemented immediately	Completed	Completed	Continue to evaluate the staffing needs within the department.	None
50	Cross-train Recreation staff and Development staff.	Fred Gibbs	Implemented immediately	Completed	Completed	We have combined the entire Development Department together, on the same floor, so there is no need to cross-train with Recreation.	None
51	Hire replacement Permit Technician.	Fred Gibbs/Barbara Cabbage	Implemented immediately	Completed	Completed	We have hired the new position and they are currently in training.	None
52	Retain current staffing for plan check and hire consultants as needed.	Fred Gibbs/Barbara Cabbage	Implemented immediately	Completed	Completed	Continue to evaluate the staffing levels within the department and, when necessary, contract with consultants for additional services.	None
<b>Plan Review Performance Standards</b>							
53	Establish review times.	Fred Gibbs/Barbara Cabbage	Implemented immediately	Completed	Completed	We have currently implemented review times for everyone in the process. The new software will help manage the review times, keeping everyone on track.	None
54	Incorporate plan review times into MyGov.	Fred Gibbs/Barbara Cabbage	Implement with the new development software	3rd Quarter 2016	4th Quarter 2016	When the new development software is implemented, we will track review times.	None
55	Develop memorandums of understanding with all plan reviews.	Fred Gibbs/Barbara Cabbage/City Engineer	Coordinate with outside departments	3rd Quarter 2016	4th Quarter 2016	We will coordinate with all outside consultants and departments to issue a memorandum of understanding on all plan reviews.	None
56	Add performance standards to all plan review consultants.	Fred Gibbs/Barbara Cabbage	Coordinate with outside consultants	3rd Quarter 2016	4th Quarter 2016	As we reaffirm the contracts with our outside consultants, we will incorporate performance standards within the contract.	None
57	Establish fast-track process,	Fred Gibbs and all review departments	Coordinate with all of the review departments	3rd Quarter 2016	4th Quarter 2016	We will evaluate implementing a fast-track process once we have the software up and running.	None
58	Establish a fee schedule for fast-track process.	Fred Gibbs & all review departments	Coordinate with all of the review departments	3rd Quarter 2016	4th Quarter 2016	Along with the fast-track process, we will look at a fee structure to accommodate that process.	None

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
<b>Process Issues</b>							
59	Develop field audit.	Building Official	Coordinate with the inspector on conducting field audits	3rd Quarter 2016	4th Quarter 2016	The Building Official will conduct field audits with inspection staff and work with permitting staff.	None
60	Use MyGov to track plans.	Fred Gibbs and Building Official	Coordinate with Building Official and Permit Tech	3rd Quarter 2016	4th Quarter 2016	When the new development software is implemented, we will track plan submittals.	Yes
61	Add FAQ's to website.	Nathan Abato	Coordinate with Planning Staff	2nd Quarter 2016	3rd Quarter 2016	Staff will create a FAQ's section on the website.	None
62	Change voice message to direct to website.	Fred Gibbs and Technology Services	Coordinate with IT on voice messages	1st Quarter 2016	1st Quarter 2016	We will work with IT to insure all voicemessages directing them to the website.	None
<b>Training</b>							
63	Augment training budget.	Fred Gibbs/City Manager	Coordinate with the City Manager during the budget process	Completed	Completed	Staff has augmented the budget with more training and when reviewing the annual Department budgets we will continue to evaluate every year.	Yes
64	Have periodic in-house training sessions.	Fred Gibbs/Building Official	Coordinate with the inspectors and outside assistance to help with in-house training sessions	3rd Quarter 2016	4th Quarter 2016	This will be an ongoing recommendation as the industry changes and will allow us to stay abreast of any upcoming changes.	None
<b>SECTION 3: CODE ENFORCEMENT FUNCTION</b>							
65	Continue to staff one Code Enforcement Officer.	Fred Gibbs/Barbara Cabbage	Implemented immediately	Completed	Completed	Continue to staff one Code Enforcement Officer.	None
<b>SECTION 4: GEOGRAPHIC INFORMATION SYSTEM</b>							
66	Upgrade GIS software.	Fred Gibbs and Garrett Skrehart	Coordinate with Technology Services and the GIS	3rd Quarter 2016	4th Quarter 2016	We will work the TS and the GIS vendor, ESRI to look at an upgrade to the our current system.	Yes
67	Release GIS license when not in use.	Garrett Skrehart and Technology Services	GIS and TS to come up with systems	Completed	Completed	GIS Analyst and TS have developed a system of releasing the license when not in use.	None
68	Streamline process for updating parcel information.	Garrett Skrehart	GIS Analyst will develop a system	3rd Quarter 2016	3rd Quarter 2016	This will be part of the Implementation of the Development Software.	Yes
69	Develop list of permits nearing expiration.	Building Official and Garrett Skrehart	Coordinate between the Building Official and GIS Analyst	3rd Quarter 2016	4th Quarter 2016	The areas will develop a system that will develop a list of permits nearing expiration.	None

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
<b>SECTION 5: PLANNING</b>							
<b>Overall Processes</b>							
70	Change the decision level for some planning processes.	Fred Gibbs and City Council	Coordinate with City Manager and City Council	3rd Quarter 2016	4th Quarter 2016	Staff will look at possible amendments to the UDC to present to P&Z and City Council to change the decision levels.	None
71	Memorialize DRC discussions and decisions.	Fred Gibbs	Coordinate with the DRC Group	Completed	Completed	Staff is taking meeting minutes.	None
72	All DRC members to have name plates.	Nathan Abato	Implemented immediately	Completed	Completed	Instead of name plates we have created a package of business cards for each applicant and introduce ourselves individually prior to every meeting.	None
73	All applicants at DRC to be given business cards.	Nathan Abato	Implemented immediately	Completed	Completed	This has been implemented immediately, we have started to hand out business cards and have provided a sign-in sheet as well.	None
74	Change forms as outlined in the report.	Fred Gibbs	Coordinate with the City Attorney	2nd Quarter of 2016	2nd Quarter 2016	We will coordinate with the City Attorney to ensure that some of the recommendations are legal and sound.	None
75	Confirm Vested Rights pre DRC meetings.	Fred Gibbs/Nathan Abato	Coordinate with Planning Staff	2nd Quarter 2016	2nd Quarter 2016	Staff will send application ahead of time prior to scheduling pre-app conference.	None
76	Require submittal for pre-application meetings.	Nathan Abato	Coordinate with Planning Staff	2nd Quarter 2016	3rd Quarter 2016	Staff will create a check list of things to bring or submit prior to DRC meetings.	None
77	Submittal material to be submitted a week before the DRC meeting.	Nathan Abato	Coordinate with Planning Staff	2nd Quarter 2016	3rd Quarter 2016	Staff will create a check list of things to bring or submit prior to DRC meetings.	None
78	Allow applications to be submitted any day of the week.	Fred Gibbs	Coordinate with Planning Staff	2nd Quarter 2016	2nd Quarter 2016	We will evaluate our submittal schedule to look at other opportunities to submit new applications.	None
79	Set review times by computer.	Nathan Abato	Implemented immediately	Completed	Completed	We currently use a spreadsheet to monitor review times and send out reminders to all review staff before the due date.	None
80	Complete the Completeness Check-In within five business days.	Nathan Abato	Implemented immediately	Completed	Completed	We currently are turning around completeness check-ins in less than five days.	None
81	All first reviews to be comprehensive.	Fred Gibbs/Barbara Cabbage	Implemented immediately	Completed	Completed	All review departments have been communicated the importance of comprehensive reviews and comments.	None
82	All subsequent reviews to be completed within five business days.	Fred Gibbs and all review departments	Coordinate with all of the review departments on review times	3rd Quarter 2016	4th Quarter 2016	We will create a review schedule along with the submittal schedule that will outline the times.	None
83	Staff reports to Commission on week prior to meeting.	Fred Gibbs	Coordinate with the Planning and Zoning Commission	2nd Quarter 2016	2nd Quarter 2016	We will process our staff reports to the Commission one week prior to the meeting--instead of two weeks.	None

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
84	Staff reports to include a clear recommendation.	Fred Gibbs/Barbara Cubbage	Implemented immediately	Completed	Completed	Staff has started to include a clear recommendation on all staff reports.	None
<b>Specific Processes</b>							
85	Add a DRC meeting to the plat approval process.	Fred Gibbs	Coordinate with City Attorney	3rd Quarter 2016	4th Quarter 2016	Staff will work with the City Attorney to ensure this can be conducted per State and local ordinance and City Charter.	None
86	Examine variances and waivers to determine if the UDC should be amended.	Fred Gibbs/Barbara Cubbage	Implemented immediately	Completed	Completed	Staff has made a list of proposed amendments that we will bring to City Council for future consideration.	none
<b>Long Range</b>							
87	Prepare long range work program.	Fred Gibbs	Prepare and coordinate with appropriate staff	3rd Quarter 2016	Completed	We will use the Strategic Plan as our long range plan along with any internal recommendations for future planning initiatives.	None
88	City Manager to adopt long range work program	Fred Gibbs and City Manager	Coordinate with City Manager	3rd Quarter 2016	3rd Quarter 2016	Coordinate with the City Manager to ensure the long range work program aligns with the strategic plan.	None
<b>SECTION 6: OTHER DEPARTMENTS</b>							
89	Provide Fire Department access to MyGov.	Fred Gibbs, Technology Services and Fire Department	Coordinate with other departments	3rd Quarter 2016	4th Quarter 2016	During the evaluation process of selecting a planning and permitting software, we will ensure that the software will include the Fire Department processes.	Yes
90	Develop back-up to Fire Marshal.	Chad Thiessen	Coordinate with Fire Department	Completed	Completed	The Fire Department has designated another Fire Marshal in their organization.	None
91	Provide comprehensive first fire reviews.	Chad Thiessen	Coordinate with Fire Department	2nd Quarter 2016	3rd Quarter 2016	Coordinate with the Fire Department with developing checklists and standard details and processes for Fire reviews.	None
92	Fire Department to take credit cards.	Chad Thiessen and Technology Services	Coordinate with Fire Department	3rd Quarter 2016	4th Quarter 2016	During the evaluation process of selecting a planning and permitting software, we will ensure that the software will include the Fire Department processes and look at accepting credit cards.	Yes
93	Public Works to use MyGov.	Fred Gibbs, City Engineer and Cody Collier	Coordinate with Public Works and Engineering	3rd Quarter 2016	4th Quarter 2016	During the evaluation process of selecting a planning and permitting software, we will ensure that the software will include the Public Works and Engineering processes.	Yes
94	Review Public Works construction standards.	City Engineer, Cody Collier and Elaine Herzog	Coordinate with Public Works and Engineering	2nd Quarter 2016	3rd Quarter 2016	Staff will work with the Public Works and Engineering to look into our construction details to ensure they are up to date.	None
<b>SECTION 7: BOARDS AND COMMISSIONS</b>							
95	Work closely with Economic Development.	Fred Gibbs and Jason Alexander	Implemented immediately	Completed	Completed	Since the new hire at the EDC position, we have been working closely on development projects.	None
96	Require training for all new Planning Commission members.	City Manager, City Secretary and City Council	Coordinate with City Manager	Completed	Completed	We held the meeting for Roberts Rules of order and every Commission member is required to have the open meetings training as well.	Yes

Rec. #	Recommendation	Project Manager	Comments	Start Date	Estimated Completion Date	Status	Budget Impact
97	Annual training for Planning Commission.	City Manager, City Secretary and City Council	Coordinate with City Manager	Completed	Completed	We held the meeting for Roberts Rules of order and every Commission member is required to have the open meetings training as well.	Yes
98	Annual meeting with City Council and Planning Commission.	City Manager, City Secretary and City Council	Coordinate with City Manager	Completed	Completed	Staff held a joint meeting with P&Z, CEDC and City Council regarding future development in the City. As these items occur we will continue to have these joint meetings annually or as new issues come up.	None
99	Planning Commission to perform Board of Adjustments function.	City Manager, City Secretary, City Council and City Attorney	Implemented immediately	Completed	Completed	After consulting with the City Attorney, it was determined that this should not be implemented due to state statute limitations.	None
100	Reconstitute Board of Contractors.	Building Official	Coordinate with Building Staff	Completed	Completed	City Council appointed new Board members to the Board to hear any possible amendments or variances to the Codes.	None

**SECTION 8: PERCEPTIONS**

**Employee Perceptions**

101	Hold a retreat for the department.	Fred Gibbs	Coordinate with staff on a retreat and gathering	2nd Quarter 2016	2nd Quarter 2016	We will hold a special meeting with the departments to discuss the Action and Strategic Plan to allow open communication.	None
102	Address employee concerns.	Fred Gibbs and the City Engineer	Coordinate with Planning and Engineering Staff	2nd Quarter 2016	Completed	Since 90% of the development review process is under one umbrella these concerns can be address more effectively than in the past.	None

**Customer Perceptions**

103	Review negative responses to the customer survey.	Fred Gibbs	Coordinate with all internal staff	Completed	Completed	We have reviewed the customer survey and many of the comments will be addressed with the other recommendations in the report.	None
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**City Council Workshop Session**

**Meeting Date:** 02/11/2016

**Title:** Sales Tax Use Options

**Submitted For:** Lee Ann Bunselmeyer, Acting City Manager

**Submitted By:** Lee Ann Bunselmeyer, Acting City Manager

**Finance Review:** Yes

**Legal Review:** Yes

**Approval:** Lee Ann Bunselmeyer, Acting City Manager

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**AGENDA ITEM**

Hold a discussion and give staff direction on sales tax use options.

**AGENDA ITEM SUMMARY/BACKGROUND**

Municipalities can adopt a sales tax if the combined rate of all local sales taxes would not exceed two percent at any location within its territorial limits. The sales tax in Corinth is 8.25% of goods and services sold within the City's boundaries. The tax is collected by businesses making the sale and is remitted to the State's Comptroller of Public Accounts on a monthly, and in some cases, a quarterly basis. Of the 8.25% tax, the State retains 6.25% and distributes 1% to the City of Corinth, .25% to the Street Maintenance Sales Tax Fund, .25% to the Crime Control & Prevention District and .50% to the Economic Development Corporation. Staff will provide an overview of the sales tax options and authorized use of the funds.

**RECOMMENDATION**

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