Managing Citizens Expectations

Judy McCorkle
City Administrator
City of Sandersville
• Delivering services to citizens is the heart of what local governments do.

• Providing professional, affordable services is critical in building the trust and shaping the perceptions of the public.

• Citizens want to know they are getting value for their tax dollars.

• Declining citizen satisfaction translates into eroding public trust.
What do citizens really expect from local government providers?

• Safe Environment
  – Police Services – low crime rate
  – Fire Protection – fast response time

• Clean Environment
  – Quality drinking water
  – Reliable sewer system
  – Dependable sanitation services
• Quality of Life Services
  – Recreational facilities and programs
  – Available retail for shopping, dining & entertainment

• Dependable Crisis Management
  – The ability to respond quickly and appropriately in crisis situations and to continue to provide quality services throughout the crisis.

• Accountability
  – How is their money being used.
Operational Proficiencies That Translate into Superior Services

- State Certified Police Department
- Well trained and equipped Fire Department
- Sufficiently maintained Water & Sewer Infrastructure
- Successful program to provide sanitation services in-house or outsourced
- Programs and amenities that serve the changing demographics of your community.
- A plan that addresses appropriate staffing levels, training, equipment, supplies and funding as well as mutual aid partners.
SANDERSVILLE POLICE DEPARTMENT

- Received State Certification – December 2014
- Chief of Police oversees 19 sworn officers and 2 civilian personnel in addition to the Animal Control Department.
- Total Part I Crimes for 2015 – 378
- Total Part II Crimes for 2015 – 547
- Total Calls for Service for 2015 -27,526
- Average Cost per Call for Service – $91.46
• State Certification requires your Police Department to establish policies and procedures.

• Provide training on these policies and procedures and document that these policies and procedures were followed.

• May require upgrades to PD building and equipment to comply with these policies and procedures.

• Will result in a more professional Police Department and better service delivery for your citizens.

• Should reduce your liability resulting in reduced insurance premiums.
The Fire Chief oversees 7 full time fire fighters, 6 part time employees and 25 volunteer personnel. The City’s Fire Department also contracts with Washington County to provide fire protection services that cover 85 square miles. The department responded to 283 calls in 2015 with an average response time of three minutes. 3,250 citizens participated in the Sandersville Fire Department’s fire prevention programs in 2015. In 2015 the City’s ISO insurance rating was reduced from 5 to 3.
• A well trained and well equipped Fire Department improves response time, protects your firefighters and reduces your liability.
• This can result in a reduction in your ISO Rating which may result in a reduction in your citizens homeowner’s insurance premiums.
1994 Sutphen Ladder Fire Truck

- Purchase Cost - $98,000
- Additional Equipment for Truck - $42,951
- Funded By
  - Sale of Equipment - $90,000
  - SPLOST Funds – $50,951
  - Total Cost - $140,951
- Provides better fire protection
- Helped reduce ISO rating from Class 5 to Class 3
Fire Training Center Funded by SPLOST
• Adequate water supply & pressure will impact your ISO rating.
• Providing quality drinking water and a reliable sewer system requires investment in your water and sewer infrastructure.
City of Sandersville Water & Sewer Projects

• USDA funding will finance $12.1 million for new water & sewer expansions and upgrades including:
  – Upgrades to Wastewater Treatment Plant
  – Rehab of South Water Treatment Plant
  – Davisboro Road Basin Rehab
  – Extension of services to Ridge Road
– Extension of services to unserved areas inside and adjacent to the City
– Replace Well # 6

• $1.2 million GEFA loan with $240,000 loan forgiveness will fund sewer system upgrades to MLK, Carver and Beck sewer system and also serve the Washington County Jail.

• Two CDBG grants in the amount of $367,000 each helped fund drainage improvements along with roadway and housing improvements.
The City’s Water & Sewer Department has a $1.7 million operating budget and serves:

- 2,440 Residential Water Customers
- 2,040 Residential Sewer Customers
- 460 Commercial & Industrial Water Customers
- 321 Commercial & Industrial Sewer Customers
The Wastewater Treatment Plant located on the Fall Line Freeway has a plant capacity of 1.75 million gallons per day with an average flow of 800,000 million gallons per day (mgd) and a surplus capacity of 950,000 mgd.
• Citizens also expect a high level of sanitation service at a reasonable cost.
• Each local government should evaluate to how to best accomplish this for their citizens.
• Sandersville outsourced this service many years ago and had used the same provider for five years. Bidding this out again saved us $68,000 a year.
• In 2014, we awarded a bid to a contractor to mulch and dispose of leaf and limb collections reducing the cost from $45 to $12 per ton.
• Sandersville contracts with Precision Waste to provide residential and commercial garbage collection services to 2500 customers.
• Yard waste and leaf & limbs are picked up by City employees.
• Curbside pickup of residential recyclables is provided by City employees at no additional cost to residential customers.
Programs and Amenities to Serve the Changing Demographics of A Community

• Sandersville current recreational projects:
  – Professional Disk Golf Course
  – Splash Pad – joint project with Washington County.
  – Hotel Feasibility Study
  – Increase in Hotel/ Motel Tax from 3% to 5% to fund projects.
Washington County Chamber of Commerce
Youth Leadership 2015
Our vision is to improve and provide outdoor, family recreation that is easily accessible to bring family and friends together.

“Operation Outdoors”
LINTON PARK

- North Avenue Station Splash Pad & Walking Trial
- Linton/ Ferncrest Disk Golf Park
• Sandersville’s current projects to promote retail development for shopping, dining & entertainment:

  – Downtown Master Plan
    ▪ Demolish two dilapidated buildings
    ▪ Develop a park, greenspace & parking
    ▪ Streetscape – East Haynes & Gilmore Streets
  – Partnership with a local church on development of public parking downtown on Brookins Street.
  – Development of a Retail Recruitment and Incentive package.
  – Partnering with local retail property owners to market properties for development.
Downtown Master Plan

- Hired a landscape architect & engineering firm.
- Acquired two buildings in the downtown area.
- Completed demolition of one building.
- Applied for a grant in the Brownfield Program to remediate environmental issues.
- Approved steering committee’s park plan recommendation and name of park.
- Working with the Regional Commission to apply for other sources of grant funds.
- Project includes a downtown park, parking, greenspace and streetscape on East Haynes and Gilmore streets.
Crisis Management

• Citizens need to be confident in your government’s ability to respond quickly and appropriately in crisis situations and to continue to provide quality services throughout the crisis.

• Having a plan that addresses appropriate staffing levels, training, equipment, supplies and funding as well as mutual aid partners will help promote that confidence.

• When determining budget priorities and priorities for capital expenditures consider the impact of failure of a capital asset and how it would affect the city’s ability to provide critical services particularly in a crisis situation.
TOTAL COST TO CITY - $746,473
- $588,196 Reimbursed by FEMA
- $48,726 Reimbursed by GEMA
- $73,089 out of pocket expenses for the City
- $36,462 Reimbursed by GIRMA
Sandersville Electric Department

Sandersville is a MEAG City serving 2,315 residential customers, 491 commercial customers and 8 industrial customers. The Electric Department Budget for FY 2016 is $14.2 million.
Accountability

• Citizens want to know they are getting value for their tax dollars.
• We owe it to our taxpayers to provide the highest level of service at the lowest possible cost.
• The pursuit of excellence. Strive to be the best in every department. The best Police Department, the best Fire Department, Water & Sewer Department and Electric Department.
• Excellence in Financial Reporting instills the trust of the public.
FY 2016 Capital & Operating Budgets $23.2 Million Excluding $12.2 Million USDA Projects

General Fund
• Second largest of the City’s 12 funds comprising 19.4% or $4.5 million of the City’s total operating budget.

Enterprise Funds
• Water & Sewer – Operating Budget $1,756,351
• Electric – Operating Budget $14,231,451
• Solid Waste Collection - Operating Budget $861,094
• Telecom – Operating Budget $171,509

SPLOST & Capital Improvements Program Fund
• 6 year plan for acquisition, expansion, and maintenance of the City’s major assets totaling $16 million.
The City of Sandersville has received the GFOA Distinguished Budget Presentation Award for the last 5 years.

We don’t strive to get the award just to hang a plaque on the wall.

We strive to get the award because our citizens expect us to excel.
You meet your citizen’s expectations by excelling in every service area every day.
Projects in Sumter County
Responding to Community Needs and Expectations

Bill Twomey
Sumter County Manager
Regionalism for Efficiency
MIDDLE FLINT REGIONAL E911 AUTHORITY
First of its kind and continues Success!

• The Middle Flint Regional E-911 Center in Ellaville celebrates its 11th anniversary this year. When the center began operating in March 2005 it was the first of its kind in the state and remains the largest regional 911 center, geographically and in the number of agencies served.
• Authority members have narrow-banded communications in a coordinated fashion so that REGIONAL COMMUNICATION is efficient and integrated.

• Elected officials from all counties have a heightened awareness of challenges and solutions and are willing to engage at the State level to make the process work.

• Citizens are much better served due to the Regional Coordination.
  o Hospitals and clinics closing in rural counties are driving Regional Health Care.

• Costs for needed Capital Projects are spread proportionally to the members, by population.

• Operational savings to Counties average approximately 18% - Compared to individual county operated 911.

• Individual Fire Departments have requested (and in many cases, Funded) upgrades such as “Man Down” notifications.
An Award we Proudly Display

- Sumter County’s efforts for Health & Wellness certainly serve our labor force; but, there are other benefits being realized in the Community, as well...
ACCG
Safety, Health, and Wellness (SHW)
Leadership Award

The member receiving this award has will have an elected or non-elected employee that has proven experience modeling one or more of these Safety, Health and Wellness Leadership behaviors:

• Driving Cultural Change
• Leading the performance chain / accountability process (setting clear expectations, removing barriers, providing quality training, providing feedback, and communicating & implementing consequences)
• Planning
• Establishing a Vision
• Engage Lead by Example
• Visible Commitment
• Resource Allocation
• Planning
• Demand Continuous Improvement
A Few of the Additional Benefits

- The award and potential improvements in employee health were cited by our Health Insurance Broker in negotiating a reduction in our Health Insurance Premium during renewal.
- The Local Chamber of Commerce modeled a new Health & Wellness program after ours.
- Lunch and Learn sessions are held quarterly by the volunteer employee staff of the Health & Wellness Committee. These meetings are not only informative; but, give a well-deserved informal setting for fellowship among employees.
Facilities
• After years of declining sales a local textile manufacturer and retailer went out of business.

• The Tog Shop had added on to its facility multiple times over a period of 30 years

• The property fronts on US-19 North in Americus

• Structurally, the facility was not in bad shape; but, cosmetically, it was in decline.
• Conversation was begun regarding a community need to purchase the property for repurposing.

• The task was seen as a need to turn a declining situation into a symbol of community renewal.

• A vision was developed for a “one-stop” facility for Human Services and Community Services.

• A question was placed on the SPLOST ballot asking for voter approval. Voters approved.

• Work began in earnest in 2010 – a year after SPLOST passed.
• Sumter County Health Department was located nearby in an old School Building.

• The Americus-Sumter Parks and Recreation Authority had been morphed into a County Department... Sumter County Parks and Recreation.

• Ga Department of Childrens’ services had moved multiple times over the years trying to find suitable space.

• With the split between Ga State Patrol and Drivers’ Services, space was needed for separate offices.
Tog Shop property
Being converted to a Multi-Purpose Human Services Complex
Tog Shop Being Converted Into Human Services Building

The site development contractor, Reed Bros., is making good progress on their scope of work, with the exception of asphalt paving. Significant weather delays have resulted in the continuing postponement of asphalt paving work. Storm system work on site is complete as well as the underground rainwater system. Rough and finish grading on both sides is complete. Irrigation has been installed in the areas and detention ponds and river rock and barge stone is being placed in swales and rain leader outlet. Concrete work began in the 29th week of December and is almost complete. Reed Bros. are currently scheduled to complete their work by the 3rd week of March.

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<th>Project #5101 - Tog Shop Roof Replacement</th>
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The site development contractor, Reed Bros., is approximately 95% complete with their scope of work. All asphalt paving work is complete including parking lot, signage and drainage. Storm system work has been installed in the swales and detention ponds and river rock and barge stone is being placed in swales and rain leader outlets. Miscellaneous optional, finish grading, and storm water management work is all that remains for Reed Bros. to complete.

| Project #5103 - Tog Shop Building Entrances |

Site and road construction by Reed Bros. is complete. All concrete work has been completed. Paving is complete. Awnings are installed and complete.

| Project #5100 - Tog Shop Common Area Modification and Fit-Out |

This work is being incorporated into and along with the Health and Human Services building. Work includes electrical, distribution, datacom, fume hood, elevator lobbies, fire alarm system, site lighting, the sprinkler system, wall finishes, plumbing modifications, and HVAC work.

| Project #5104 - Tog Shop Site Development Work |

The site development contractor, Reed Bros., is making good progress on their scope of work, with the exception of asphalt paving. Significant weather delays have resulted in the continuing postponement of asphalt paving work. Storm system work on site is complete as well as the underground rainwater system. Rough and finish grading on both sides is complete. Irrigation has been installed in the areas and detention ponds and river rock and barge stone is being placed in swales and rain leader outlet. Concrete work began in the 29th week of December and is almost complete. Reed Bros. are currently scheduled to complete their work by the 3rd week of March.
By December 2011, the following offices were located and fully operational:

- Local Department of Family & Childrens’ Services (DFACS)
- Regional DFACS office
- Sumter County Health Department
- Ga Department of Drivers’ Services
- Ga Department of Veterans Affairs
- Sumter County Parks & Recreation
Within a year from that date, the following were located and operating on site:
  o A community Tornado Shelter, funded 85% by GEMA funds
  o A facility rented as Commercial space to a call center

Most recently, the base operation for Sumter County’s EMS began operations there.
Questions?

Thank you!
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