

MINUTES OF WORK SESSION
OF THE NEWPORT NEWS CITY COUNCIL
HELD IN THE 10th FLOOR CONFERENCE ROOM
2400 Washington Avenue
November 23, 2010
3:00 p.m.

PRESENT: Madeline McMillan; McKinley L. Price, DDS; Sharon P. Scott (arrived at 4:00 p.m.); Tina L. Vick; Joseph C. Whitaker; Dr. Patricia P. Woodbury; and Herbert H. Bateman, Jr. ----- 7

ABSENT: None ----- 0

OTHERS PRESENT: Neil Morgan; Stuart Katz; Mabel Washington Jenkins; Cynthia Rohlf; Alan Archer; Collins Owens; Wanda Pierre; Brian Ramaley; Kris Keyes; Florence Kingston; Sheila McAllister; Lisa Cipriano; Chad Pritchett; Stephen Hawks; Steve Carpenter; Robyn Rose; Bill Keeler; Monique Warren; Ralph Caldwell; Stephen Hawks; Cleder Jones; Charlene Sevier; Everett Skipper; Andy Warriner; Keith Webb; Joe Lawlor; Jennifer Walker; and Kim Lee

I. 311 Project Briefing

Mr. Neil Morgan, City Manager, stated he instructed staff to form a committee to research the proposal of the City instituting a 311 Call Center. In summary, and in regards to report submitted to City Council 60 days, all agreed that enhanced customer service for the City was desirable. A system-wide customer service approach would have many advantages, which was consistent with the Strategic Plan. He introduced Mr. Brian Ramaley, Director, Department of Public Utilities and chair of the staff committee, to report on the proposal to institute a 311 Call Center in the City of Newport News.

Mr. Ramaley stated the City Manager tasked a staff group to develop sufficient information in the technology, operating philosophy, organizational structure and personnel implications for a 311 Call System. Members of the staff group included: Mr. Ralph Caldwell, Department of Public Works; Mr. Stephen K. Hawks, Department of Budget & Evaluation; Ms. Cleder Jones, City Manager's Office, Mr. Kris Keyes, Department of Human Resources; Ms. Charlene Sevier, Department of Waterworks; Mr. Everett Skipper, Department of Engineering; Ms. Elizabeth Speigle, Department of Libraries & Information Services; and Mr. Andy Stein, Department of Information Technology. Mr. Ramaley stated the group visited, and called 311 Call Centers around the country to gain information. A report was submitted to the City Manager at the end of September 2010, with the group's recommendation that the City proceed with the implementation of a 311 Citizen Relationship Management (CRM) System.

Mr. Ramaley reported 311 was an easy to remember phone number that citizens could call with non-emergency inquires and requests for assistance. The CRM (Constituency/Citizen/Customer Relationship Management) was the software that assisted in

responding to citizen and/or customer inquiries. Citizens and customers could submit requests via the Internet or over the phone. Some CRM systems offered a knowledge base that offered answers to facts and topics. Some CRM systems provided tracking numbers to citizens to allow citizens to check on the status of their requests. Benefits of a 311/CRM System were: 1) Enhance customer services 2) Establish measurement tools and metrics; 3) Reduce non-emergency calls to 911; 4) Provide assistance during disasters or other events; and 5) Achieve cost savings and efficiencies.

Mr. Ramaley stated a 311/CRM System tied with the City's strategic priorities of improved customer service, operational performance and efficiency, and community maintenance. The staff group recommended the following approach to implementation of the 311/CRM System: 1) Free-standing organizational structure working under the City Manager's office with a location to be determined; 2) Hours of operation – Monday through Friday 7:00 a.m. – 8:00 p.m. and Saturday 10 a.m. - 5:00 p.m.; 3) Implementation – Recommended a soft roll-out to allow citizens a number and physical location; 4) Staffing; and 5) Technology.

Mr. Ramaley noted costs for the 31CRM System: 1) Capital expenditures of \$1.25 million to \$1.5 million during first two years; 2) Ongoing annual operational costs of approximately \$750,000; and 3) Some reduction in departmental budgets expected. He stated the next steps were to establish an implementation team, gain consensus on phasing and approach, and establish milestones and a high-level timeline. The system could be up and running in one to two years. He pointed out that the Department of Public Works had a call center and web based portal for citizen inquiries that had been up for several months. He introduced Mr. Ralph Caldwell, Assistant Director, Department of Public Works, to offer information about the Public Works call center. (A copy of the presentation, "311/Citizen Relationship Management (CRM)," is attached and made a part of these minutes.)

Vice Mayor McMillan inquired about the operational hours and whether calls would be switched to another location during off hours. Mr. Ramaley replied the operational hours of the 311 Call Center would be 7:00 a.m. – 8:00 p.m., Monday – Friday, and 10:00 a.m. – 5:00 p.m. on Saturday. Most systems switched their operation to the 911 Call Center after hours, who in turn only received a few 311 calls during off hours.

Vice Mayor McMillan inquired whether a Police oriented call would be immediately transferred to the 911 Call Center. Mr. Ramaley replied that a Police emergency call would immediately be transferred from the 311 Center to the 911 Call Center.

Mr. Caldwell stated that the Department of Public Works had a call center since 2007. Prior to 2007, they had five operational divisions and five different phone numbers that went in all directions, which made it difficult to track service requests. Tracking was the biggest benefit of a 311 Call Center. Public Works tracking City Works system was able to track the

beginning of a request to the end. Their call center provided seven days of service. He believed the 311 system was a proven system.

Vice Mayor McMillan inquired whether the City of Hampton noted any specific problems with their 311 system that could be refined by Newport News. Mr. Ramaley replied Hampton did note specific problems that could be refined by Newport News. The City of Hampton instituted their 311 call system in 1988 and was the seventh in the nation to do so. They experienced a number of problems to include software and initial implementation technology issues. The City of Hampton made some recommendations to Newport News, which helped staff in their discussions in search of a 311 system

Ms. Cleder Jones, Assistant to the City Manager for Communications & Community Relations, and member of the staff group, stated staff was excited about the 311 call system from a customer service perspective. Currently, the City received calls through the information line where 1,000 calls were received per month, through departments, and by way of the internet. The 911 Call Center received 15,000 non-emergency calls per month. The 311 system would help to funnel non-emergency calls from 911 and help the City in being more responsive to citizen's needs and requests. The 311 system would allow citizens to receive information they needed from knowledgeable and well-trained customer service personnel.

Vice Mayor McMillan inquired whether the City would statistically track the calls to note which areas was receiving the most requests. Ms. Jones and Mr. Ramaley replied yes.

Vice Mayor McMillan inquired whether the requests would be statically tracked by zip codes. City Manager Morgan replied a 311 system could be programmed to track a number of statistics. Mr. Ramaley replied yes, depending upon what would be the best statistic to track.

Councilwoman Woodbury inquired what would happen when a person called into the 311 system and was referred to a department, i.e. Codes Compliance and still was unable to acquire assistance. Mr. Ramaley replied part of the CRM process was to engage departments to have them submit questions and answers for common requests made by citizens. This would avoid the need to transfer a call to a department. A citizen would only be referred to a department if the request was beyond the scope of information offered by a department in the CRM process. The goal was to handle a citizen's request in one call or one transfer.

Mr. Ramaley felt the 311 system would be a step forward in improving citizen relationships and taking citizens into the 21 century. The 311 system would bridge all City services to connect more readily to citizens.

Councilwoman Woodbury inquired whether the appropriation on the evening's agenda for an upgrade to the 911 System was connected to the 311 System. She inquired whether there was anywhere in the country where the two systems were connected to save on funding. Mr. Ramaley stated the two systems would be connected through switching mechanisms.

City Manager Morgan stated if City Council was in support of the 311 system there was a modest amount of funding available in the Capital Improvements Plan (CIP) over the next several years. He stated subject to details and proceeding, staff would start working on an implementation plan to include a location, research of 311 systems, customer service personnel, etc. He felt the 311 system could begin full operation in 2012. The City would need its best customer service personnel to make the 311 system work.

Councilwoman Vick voiced support for the 311 system; however indicated that the system be marketed correctly to reduce calls to departments and that bilingual personnel be hired for the system. City Manager Morgan stated bilingual personnel would be considered. He would report back to City Council with specific details once the issue was approved by City Council to move forward.

Councilwoman Woodbury inquired about a location for the 311 Call Center. City Manager Morgan replied there were possibilities in using space already owned by the City. Mr. Ramaley replied that locations were being considered.

There was consensus among City Council to move forward with the 311 Call Center. City Manager Morgan stated staff would come up with a plan to keep City Council informed about the progress of the system.

II. Alternative Sentencing and Hampton-Newport News Criminal Justice Agency Brief

City Manager Morgan introduced Mr. Andy Warriner, Director of the Hampton-Newport News Criminal Justice Agency, to provide an overview of the agency and highlight its primary functions.

Mr. Warriner stated the Hampton-Newport News Community Criminal Justice Board (HNNCCJB) was multi-jurisdictional and ranged from Hampton to Newport News. He stated the mission of the HNNCCJB was to facilitate the efforts of the community and criminal justice system to reduce crime and delinquency. The HNNCCJB was created in 1995 to increase communication among criminal justice stakeholders in the community. The HNNCCJB provided a direct link from state, federal and other criminal justice entities to communicate and develop coordinated criminal justice plans. The HNNCCJB positioned localities that they represented to receive substantial state and federal funding.

Mr. Warriner noted accomplishments of the HNNCCJB: 1) Planned and developed Drug Court; 2) Planned and developed the Juvenile Detention Alternative Initiative (JDAI) to divert juveniles from being incarcerated in secure detention for lesser crimes; 3) Planned and developed the Crisis Intervention Team (CIT) to train officers on how to interact with those with mental health issues who may be in crisis. This protected the officers and consumers and diverted them from being arrested; 4) Hosted Cross Systems Mapping and a developed action plan; 5) Assisted in the Mental Health Jail Diversion Program; and 6) Instituted Pretrial Services and Community Corrections.

Mr. Warriner stated he served as the director of the Hampton-Newport News Criminal Justice Agency (CJA), which was a component of the HNNCCJB. There were two sides to the CJA: Community Corrections and Pretrial Services. The mission of the CJA was to promote public safety through community based pretrial and post conviction programs. CJA funding sources included: 1) State funds - \$1,803,729; 2) Funds from the City of Newport News - \$80,477; Funds from the City of Hampton - \$109,080; and Fees - \$50,000. A \$40 fee was charged to each client. The fee funding was used for clients unable to pay for mental health and substance abuse needs and temporary housing.

Mr. Warriner noted the CJA's workload distribution for FY 2010 was 32% for Hampton and 68% for Newport News. He stated the CJA offered Pretrial Services by providing judicial officers with crucial defendant background information to make informed release decisions. The CJA conducted jail-based screenings and investigations on everyone who came into the jail to include mental health screenings, criminal history background checks, verification of community ties, reference checks, etc. Pretrial Services (PTS) only assisted individuals who were 18 years of age or older. Based on a complete investigation, PTS would make one of the following recommendations to the court and judicial officer: 1) Release to Pretrial supervision on personal recognizance; 2) Release on personal recognizance without supervision; 3) Recommend some bond; 4) Recommend reduced bond; and 5) Recommend increased bond.

Councilwoman Woodbury stated she found it interesting that the CJA's workload was greater for Newport News than Hampton, when in fact, Hampton gave more funding. Mr. Warriner replied the City of Hampton was the CJA's fiscal agent, and picked up the difference in funding due to State reductions to localities.

City Manager Morgan pointed out that Mr. Warriner was helpful in some of the City's budget reductions and offered support to the Drug Court from funding that would have otherwise been the CJA's. The City of Newport News was trying to do more in-kind support and offered space on the 4th floor of the Justice building to the CJA, which allow them to consolidate and save money on rent.

Vice Mayor McMillan inquired whether the Court placed juveniles with the CJA. Mr. Warriner replied that CJA only assisted individuals who were 18 years of age or older. Individuals under the age of 18 were placed into the JDOT system.

Vice Mayor McMillan understood that the CJA was not interfering with the sentencing mechanism, but doing the background work to determine whether or not an individual was going to be tried as an adult or juvenile on the level of the offense. Mr. Warriner replied they interviewed everyone who came into the jail and provided the information to the Court and Commonwealth Attorney. Mr. Warriner stated the CJA did not interfere with the sentencing process. No one but the judge could determine the sentencing. The CJA informed the judge on the Pretrial side.

Mayor Price inquired whether the CJA made recommendations to the Court for available programs that may benefit clients. Mr. Warriner replied the CJA did make recommendations on available programs. They held an interview first and, based on risk assessment, safety and professional judgment, they made a recommendation to the Judge. The Judge and Commonwealth Attorney determined whether to follow the recommendation. Overall, the CJA had a 93% acceptance rate for their recommendations.

Mayor Price inquired where the Magistrate fitted into the process. Mr. Warriner replied that the Magistrate handled the process before the CJA. In Newport News and beginning in Hampton soon, they did what was called Magistrate release on assumption.

Mr. Warriner stated CJA offered the following Pretrial Services to clients ordered by a Judge to be under their supervision (Release to Pretrial Supervision): 1) Intensive supervision; 2) Office visits and phone contacts; 3) Sex offender registry and criminal history check; 4) Alcohol and drug testing; 5) Housing assistance; 6) Inpatient treatment assistance; 7) Employment and education assistance; 8) Curfew monitoring; and 9) Other programs & services as needed or ordered. He stated only those 18 years of age or older may be placed on PTS supervision.

Mr. Warriner noted the highlights of Pretrial Services for FY 2009 – 2010: 1) 5,489 pretrial screenings; 2) 4,089 pretrial investigations; 3) 871 bond hearing investigations; 4) 1,061 supervision placements; 5) 230 substance abuse service placements; 6) 64 other service placements; 7) failure to appear rate of only 2.5%; and 8) approximately \$4 million saved in jail costs.

Mr. Warriner stated another part of the CJA's structure was Community Corrections Division (CCD) that handled post-conviction and local probation. Those with a deferred judgment (also without finding) were considered post-conviction in Virginia. Through

effective treatment and intervention strategies, the CCD enforced court orders, while encouraging behavioral change to reduce the risk of recidivism. Once a judge sentenced a person on a deferred finding they were sent to the CCD. A deferred or withhold judgment finding meant an individual could avoid a conviction by going through the CCD program. A person convicted the first time on a drug or domestic violence charge could avoid conviction if they abided by the rules set by the CCD.

Mr. Warriner stated the CJA assessed individual needs and targeted their needs with their risk level. The CJA engaged the majority of their resources on the people who needed the most assistance. High-risk individuals received more assistance than low-risk individuals. Research showed the more time one spent on low-risk individuals the more they were affected negatively.

Mr. Warriner reported the CCD offered: 1) random alcohol and drug testing; 2) anger management; 3) batterer's intervention; 4) substance abuse testing, education, and treatment; 5) First Offender Drug Program; 6) Underage Possession of Alcohol Program; 7) Shoplifter/Larceny Program; 8) Parenting Program; 9) sex offender treatment; and 10) mental health screening and treatment. Highlights for the CCD for FY 2009 – 2010 included: 1) 3,330 placed under supervision; 2) 84,553 hours of community service; 3) \$67,228 facilitated in victim restitution; 4) \$9,680 facilitated in court fines and costs; 5) 1,289 substance abuse service placements (self-pay); 6) 545 placed in violence programming (batterers intervention and anger management); and 7) 85 other service placements.

Councilman Whitaker inquired who hired the Pretrial personnel. Mr. Warriner stated he did the hiring.

Mayor Price felt it was difficult to gain entry into successful programs and inquired whether there was a way to make it easier for clients to gain entry into effective programs. Mr. Warriner replied their program was very successful in recidivism rates and was easy to get into. The Drug Court was very good but there was difficult to gain entry into. The CJA program was available if applicants did not qualify for the Drug Court.

Councilwoman Scott understood that the program offered by the CJA was for individuals before they were sentenced and if they complied with the program they avoid felony or misdemeanor charges. Mr. Warriner replied their program was in two parts: 1) Pretrial where one could be successful, but still be found guilty; and 2) Community Correction Program, where an individual could go through the withhold finding program and avoid conviction.

City Manager Morgan stated it was important that the City had an excellent agency handling Pretrial and post-conviction programs in a cooperative manner with the Cities of Hampton and Newport News. He stated the numbers noted by Mr. Warriner were impressive.

Mr. Warriner stated their recidivism rates had decreased through implementation of evidence-based practice principles. The 18 to 25 year old population would be tracked to ensure that things they were doing was working.

III. City Manager Recommended FY 2012 – 2016 Capital Improvement Plan (CIP)

City Manager Morgan introduced Mr. Chad Pritchett, Senior Budget Analyst, Department of Budget and Evaluation, to offer an overview of the recommended FY 2012 – 2016 Capital Improvement Plan (CIP).

Mr. Pritchett stated the CIP five-year plan established a schedule and funding strategy for high-priority capital projects and equipment purchases. He stated the recommended FY 2012 – 2016 CIP fell into two categories: 1) General Fund Projects – Community Development; Environmental; Community Facilities; Transit; Equipment; Parks and Recreation; Public Buildings; Schools; Sewer Extensions; and Streets and Bridges; and 2) Self-Supporting Funds – Public Utilities; Sewer Rehabilitations; Solid Waste; and Stormwater Drainage. The FY 2012 – 2016 CIP totaled \$357,187,000 to include: 1) Community Development - \$36,375,000; 2) Environmental - \$5,100,000; 3) Community Facilities - \$4,400,000; 4) Transit \$24,650,000; 5) Equipment - \$24,410,000; 6) Parks and Recreation - \$20,475,000; 7) Public Buildings - \$22,830,000; 8) Schools - \$48,300,000; 9) Sewer Extensions - \$6,550,000; 10) Streets and Bridges - \$37,150,000; 11) Public Utilities - \$65,772,000; 12) Sewer Rehabilitations - \$37,300,000; 13) Solid Waste - \$875,000; and 14) Stormwater Drainage - \$23,000,000.

Mr. Pritchett noted FY 2012 – 2016 CIP projects by category: 1) Schools - He stated Schools were the largest category of the CIP at 21%. He noted 51 projects for the schools in the CIP to include facility renovations, and window, roof and HVAC replacement projects. Major renovations were proposed for Huntington Middle School, Magruder Primary, and Todd Stadium; 2) Community Development – Southeast Community Redevelopment; South Jefferson Avenue Corridor Infrastructure; and Denbigh Area/Warwick Boulevard Development Initiatives and Streetscape Improvements; 3) Streets and Bridges – Route 105 Bridge over C&O Railroad; Warwick Boulevard and Bland Boulevard Intersection Improvements; Canon Boulevard Intersection Improvements; Campbell Road Sidewalk Improvements, etc; 4) Equipment – 311 Call Center Infrastructure; 800 MHz Infrastructure P25 Upgrade; FCC Narrow Banding City Radio Replacement and Conversion; Fire Apparatus Capital Purchases; Public Safety P25 Subscriber Upgrade; and Public Service Digital Capable Subscriber Upgrade; 5) Public Buildings – Fire Station No. 11a; Vehicle Services Facility Expansion; Police Garage, etc.; 6) Parks and Recreation – Golf Course Renovation; Virginia War Museum Expansion/Storage; Huntington Park Tennis Center Building Replacement; Stoney Run Greenway; Stoney Run Park, etc; 7) Sewer Extension – Triton Court Pump Station; Jefferson Avenue/Huber Road Sanitary Sewer Extension; Moyer Road Sanitary Sewer Extension, etc.; 8) Environmental – Shoreline

Stabilization; and Lower Jefferson Avenue Polychlorinated Biphenyls (PCB) Remediation; 9) Community Facilities – American Red Cross New Regional Chapter Building; USS Monitor Center; Foodbank; and Peninsula Fine Arts Center; and 10) Transit – Newport News Multimodal Station; Riverside Bus Transfer Center Phase II; and Newport News Multimodal Station

Vice Mayor McMillan inquired whether Newport News Public Schools offered justification for spending \$1 million by 2012 on office remodeling, \$340,000 which was being spent on the Lee Hall office alone. City Manager Morgan stated the Schools had their own annual capital process, so he generally approached their request from the assumption that they were in the best position to judge what their capital needs were and what they could reasonably afford.

Vice Mayor McMillan stated she could reasonably agree with the City Manager; however, she would like to feel there was a partnership relationship between the City and the Schools, considering all that the City had to cut from its budget. She felt that was a lot of money for office remodeling.

Mr. Keith Webb, Executive Director of Plant Services, NNPS, stated the office remodeling was to address safety issues at various elementary schools. All the proposed schools were built exactly the same in the late 1940 to early 1950's and they had no visibility from the Main Office to the front door. Each renovation would be constructed to allow visibility from the Main office to the front door. Marshall Elementary would need to be expanded.

Vice Mayor McMillan stated she was trying to visualize what Mr. Webb noted; however, the main office of Lee Hall Elementary was facing the gym and Nelson Elementary School's main office faced classrooms. She inquired how the renovations would be conducted to ensure the front door was visible from the offices.

Councilman Bateman stated Riverside, Sedgefield and Carver Elementary Schools were the same model. Each school's wall had to be broken out to see the front door entrance which was a sizable cost. As it stood now, the school's faced security issues.

Mr. Webb stated the walls would be replaced with glass, which would allow visibility of the front entrance. The remodeling was not to pretty things up; it provided functional space by today's standards.

Councilwoman Woodbury felt it would be cheaper to put a security officer in the hallway to monitor the comings and goings of students and guests.

Councilwoman McMillan agreed with Councilwoman Woodbury and indicated that was what was done at McIntosh Elementary.

Councilwoman Scott felt it would be cheaper to install surveillance cameras.

Councilman Bateman inquired about an update on the matter to better understand the issue.

City Manager Morgan stated he observed a huge percentage of school CIP funding went to system renovations, i.e. HVAC, etc., over the years. If a comparison was done with schools of a similar age in other communities, the City collectively had done a good job.

Councilwoman Woodbury inquired about the \$500,000 proposed for Todd Stadium. Mr. Webb replied the \$500,000 would be used to recondition and replace the track and turf at Todd Stadium.

Vice Mayor McMillan inquired of the Lee Hall Village Improvements. City Manager Morgan replied the Lee Hall Village Improvements were undefined. He felt it made sense to do the more modest pieces of the Lee Hall Village Plan that was developed several years ago. A sidewalk, along Yorktown Road, would make sense; however, in conversations with Vice Mayor McMillan, her preference would be something on the Warwick Boulevard side. At this point the funding represented a placeholder for some modest investment in the Lee Hall Village.

Councilwoman Scott stated she had taken a ride in the Lee Hall area and what she observed was an array of potholes and trash. She felt simple maintenance projects, i.e. filling potholes, grass cutting and trash pick-up, was needed. City Manager Morgan stated the funding for Lee Hall Village was a placeholder for little projects that would be practical and garnered support. City Council had to define what was acceptable. Councilwoman Scott felt City Council could begin with landscaping, grass cutting and aesthetic changes as was done on the upper Warwick Boulevard corridor.

Vice Mayor McMillan stated she had also asked for the Hoopes Road improvements to be moved up in the CIP and inquired whether any consideration had been given to that request. City Manager Morgan stated yes, there were three scenarios that had been looked at in the past: 1) the curb and gutter pipe scenario, which he could not recommend for a road of that sort; 2) the cut-through road scenario by the pump station, which Vice Mayor McMillan indicated she did not support; and 3) the sidewalk project estimated at \$200,000. Improvements to Hoopes Road could be included under Pedestrian and Road Safety Improvements under the Streets and Bridges category of the FY 21012 – 2016 CIP if it was City Council's preference.

Vice Mayor McMillan stated the residents, along Hoopes Road, had been asking that the ditches be filled in for over four decades. She stated the ditches and the width of the

road provided a danger to the residents. She recalled a project that Mayor Price talked about was brought to the table over ten years ago with good justification. City Council could not keep telling people projects could not be done or was not a priority over other projects that popped up over the past five years. The residents of Hoopes Road paid their taxes too; they wanted the ditches filled in on a small stretch of road. They had been victims of a church which had expanded that caused even more traffic. Vice Mayor McMillan would not support an extender road just for the church when the citizens were not getting what they had requested for many years.

Councilman Whitaker stated such requests were all over the City. The City faced more than it could handle when improving certain parts of the City. Residents in the Southeast community had been waiting 50 to 60 years to get decent sidewalks. He felt City Council had to work together for the entire City. He understood Vice Mayor McMillan's frustration, but many matters needed to be addressed and the state of the economy did not help. He ran in all parts of the City and had seen the worst throughout the community.

City Manager Morgan stated he would leave it up to City Council's discretion in what to do. He felt a sidewalk would be a reasonable middle course.

Councilwoman Vick inquired whether the funding for the sidewalk could be used to install ditches on Hoopes Road. City Manager Morgan replied the estimated price for the ditches was \$800,000. He stated if the ditches were piped the cost was four to five times more than installing a sidewalk.

Vice Mayor McMillan stated the sidewalk was good for the community; however, the ditches had been a constant complaint.

Councilwoman Scott inquired about the Police Garage under the Public Buildings category in the CIP for Police special tactical vehicles and why it was necessary. City Manager Morgan replied the garage would be built to house police tactical vehicles, i.e. the command bus, armored car, special tactical vehicles, etc. The Police had approximately five specialty vehicles that needed protection to extend their lives, as was done for the vector trucks at the Public Work's Operation Center.

Councilman Bateman inquired about the Seafood Industrial Park (SIP) Building under the Public Building's category in the CIP. City Manager Morgan stated the present building was not equipped to handle bad storms. The City owned and leased the building to David Boat Works, and kept spending money to repair the building after major storm events. It did not make sense in the long run to keep the building. The City was exploring the possibility of combining the environmental funding in doing something with Davis Boat Works. Public Works could not continue to be asked to maintain the building in an inadequate location. It was built as a temporary building 20 years ago and was still there.

Councilwoman Woodbury inquired whether the City Manager was talking about constructing a new building. City Manager Morgan replied yes, but not at that site. He supported getting rid of the building. He was researching options with Davis Boat Works.

Councilwoman Scott inquired about the Stoney Run Greenway project noted in the category of Parks and Recreation in the CIP. City Manager Morgan explained a Neighborhood Plan was adopted a number of years ago to gradually build a trail along Stoney Run and, as part of the CIP, he challenged everyone to submit proposals to do little increments of neighborhood plans that had been approved but not started. The Stoney Run Greenway project was similar to the bike trail project on Chesapeake Avenue and the placeholder in Lee Hall. Stoney Run from the railroad tracks to the Warwick River had the potential to be a trail. The idea was to do a piece of the trail somewhere between the Grissom Center and by the Hills Department store property. He asked that this matter be considered on a non-emergency basis; it tied into the upper Warwick focus.

Councilwoman McMillan inquired whether all the sewer work was done in the Taliaferro Road area. City Manager Morgan felt all the work had been completed. He would report back to City Council.

Councilwoman Woodbury inquired about the funding under Community Facilities for the Peninsula Fine Arts Center (PFAC). Mr. Pritchett replied the PFAC had requested \$750,000; however, the City Manager recommended \$375,000 over five years. City Manager Morgan pointed out that the PFAC also had an urgent need for minor funding related to their 50th anniversary. He suggested giving the PFAC \$50,000 from City Council's Contingency later in the fiscal year, with City Council's support. However, the funding would not come in time for their anniversary.

Councilman Bateman inquired about the Huntington Park Tennis Center Building Replacement project under the Parks and Recreation category of the CIP. The Center was under capacity for the number of courts (22) it held. The facility did not function well for any type of event, i.e. tournaments. It had no capacity to sell merchandise or an office for a director. It would be helpful to renovate the facility to be in sync with the number of courts it had. He believed the cost to renovate was \$1 million over two years. He inquired whether the proposal included stadium seating for a center court; however, he did not know whether that was needed. City Manager Morgan replied the second piece of the proposal included funding for stadium seating.

Councilwoman McMillan inquired whether the funding would impact other projects. City Manager Morgan stated it was possible to move \$1 million of CIP funding from one year to another; however, he had look at the options.

Councilwoman McMillan recalled it had been a number of years since Parks and Recreation reported on improvements to the Huntington Park Tennis Center Building. Major tennis tournaments were turned down because the facility was not up to standard, particularly, the restrooms, which were a disaster. The replacement project had been a need on the table for a long time. She did not object to moving the project up, but wanted to ensure another project would not be pushed back.

Councilwoman Scott stated that was her point of contention to see whether there were items that were of less priority.

Mayor Price agreed with the project and felt it was a potential money-maker as opposed to other projects. He felt potential money was being lost by not having a place where people could change their clothes during tennis tournaments. Hundreds of people were willing to visit Newport News and spend money in hotels and restaurants.

Councilwoman Scott understood, but stated City Council had to figure out what would be eliminated to include the \$1 million for the Huntington Park Tennis Center Building.

Councilwoman Vick inquired about the number of tournaments, per year, that the City had the potential of securing if the facility was renovated. Mayor Price replied there was the potential of having a tournament every weekend during the summer. There were not many facilities that had the number of outdoor lighted tennis courts as Huntington Park. Newport News was one of the few on the East coast that had that size facility.

Vice Mayor McMillan pointed out that the tennis leagues usually sent scouts out to survey facilities before scheduling a tournament in a particular place. She reiterated the Huntington Park Tennis facility restrooms were inadequate and had been a real problem.

Vice Mayor McMillan did not believe the City had ever publicized the amount of usage of its recreational facilities by outside entities. She felt marketing needed to be done on the television and in the newspaper. City Manager Morgan felt it would be easier to market the facility if the improvements were made.

Councilwoman Woodbury felt it would be good to educate the public on the advantages of the facility through an op-ed piece.

Councilwoman Scott inquired about the \$1.5 million for the 311 Call Center in the Equipment category of the CIP and whether there could be a cooperative effort with the City of Hampton. She had spoken to several Council members from the City of Hampton about the issue. She inquired whether the \$1.5 million would include collaboration with the City of Hampton or what the City could do independently. City Manager Morgan replied the \$1.5

million was proposed for an independent project. He did not know what it would cost if it was done in collaboration with the City of Hampton. He and Ms. Mary Bunting, City Manager, City of Hampton, had a similar conversation and they both were open to doing things collaboratively. The 800 MHz radio system was a much better candidate to do collaboratively. While, he was open to exploring collaboration with the City of Hampton, he had a problem with the customer service relationship of a 311 system. To contract a 311 system with the City of Hampton would have to be thought-out long and hard.

Councilwoman Scott indicated that she found Hampton's 311 system hard to get through. She tried it several times unrelated to the City of Newport News. It took an act of Congress to get a matter resolved the way Hampton's 311 system was set up. The City of Hampton needed to improve upon its 311 system if we were to collaborate with them. City Manager Morgan stated the City of Hampton was open to collaboration. City Council directed him to proceed with the 311 Call Center feasibility study. Equipment had to be acquired along with consoles. At the end of the day, he did not feel comfortable in sharing a 311 system with Hampton.

City Manager Morgan understood the issues on the table to include in the CIP for FY 2012 were Hoopes Road and the Huntington Park Tennis Center Building Renovation. He felt including those projects would not be an issue.

Councilwoman Woodbury recommended appropriating \$50,000 for the PFAC for their 50th anniversary program. City Manager Morgan replied the way to do that was to offer the PFAC \$50,000 out of City Council's Contingency Fund because the CIP did not begin until the summer of 2011. He stated he would put the appropriation on the December 14, 2010 City Council Regular meeting agenda.

There was consensus among City Council to make adjustments to the City Manager's recommended FY 2012 – 2016 CIP by moving funding up by one year for the Huntington Park Tennis Center Building and including improvement on Hoopes Road.

Councilwoman McMillan asked the City Manager to look into the Hoopes Road matter and come back with a more definitive financial listing of how much it would cost to include a sidewalk on the senior citizen side and ditches filled-in on the other side. City Manager Morgan stated he would provide City Council with a definitive report on how much it would cost to fill-in ditches and install a sidewalk on Hoopes Road, along with the financial plan that would include moving funding up for the Huntington Park Tennis Center by one year. He asked City Council to let him know by a particular date whether they agreed with the proposal. If everyone was in consensus, he would incorporate the information in the CIP for a vote by City Council at its January 11, 2011 Regular meeting.

City Council was in consensus with the above recommendation, to include the \$50,000 for PFAC at the December 14, 2010 Regular meeting of City Council.

IV. Comments/Ideas/Suggestions

Mayor Price stated, pursuant to Section 4.06 of the City Charter and Section 2.22 of the Newport News City Code, that notice of this meeting, which was provided timely to each member of the City Council, was required to contain the specific item or items of business to be transacted during this portion of the meeting. He asked for a motion of City Council, by unanimous consent, to waive the requirement.

Vice Mayor McMillan moved to waive the requirement; seconded by Councilwoman Scott.

Vote on Roll Call:

Ayes: McMillan, Price, Scott, Vick, Whitaker, Woodbury, Bateman

Nays: None

Vice Mayor McMillan pointed out her desire to have community gardens throughout the City and requested a community garden on the Hoover Road property off of Yorktown Road. She was going to recommend Carlton Falls but understood the property was used for parking for various events, i.e. the Wine Festival. She also recommended a small fee for signing up for a community garden. City Manager Morgan stated he would check into the matter and report back to City Council.

Councilwoman Vick stated she was against a day center for the homeless. She indicated the City already had many programs for the homeless. She felt if any City money was used for anything, it should be used for job creation programs for the homeless. She felt funding was needed for low skill jobs, i.e. cleaning up the City. This would help people receive money to eliminate homelessness. City Manager Morgan understood and indicated it was best to contract jobs out to businesses in the community who in-turn would hire individuals to do low skill jobs within the community.

Councilwoman Scott asked the City Manager for a timeline on when he and City Attorney Katz would get together about the Citizen Review Board on what could and could not be done. She asked that the matter be made a priority. Secondly, the City was asking other businesses to consider hiring citizens who had felony records and indicated that she would like the City to evaluate its own position on why it could not hire such individuals in lower-trained jobs who had been victims of the system and had a non-violent history. She would like the City to be the paradigm for other businesses to mimic. City Manager Morgan stated the practical

problem in the current economy and labor market was that the City received 300 or more applicants applying for every City job. He inquired how you could have a system where someone with a felony background ranked above the many other applicants who did not have the same issue. Councilwoman Scott stated that meant the City was penalizing someone for their background. City Manager stated as a matter of personnel policy that was a challenge. That became much easier in a tight labor market. He stated the City did hire individuals with criminal records. The City did not routinely dismiss them. He would look into the matter and report back to City Council.

Councilwoman Scott stated not only for now but down the road. She stated there was much talk about engaging our citizens and making them whole, when we ourselves were saying we do not want them. City Manager Morgan understood and would look into the matter.

Councilwoman Woodbury inquired whether City Council felt comfortable with her representing them on the Hampton Roads Transit Board. The Executive Board of HRT met last week and there was a proposal to hire Mr. Shucet permanently; however she could not reveal any particulars. She inquired whether members of City Council could trust her judgment on the matter. Councilwoman Scott replied she could not trust Councilwoman Woodbury's judgment if Mr. Shucet's salary was proposed at \$468,000 per year.

Councilwoman Woodbury assured Councilwoman Scott that his salary would not be \$468,000 per year.

Vice Mayor McMillan stated she was prejudicial; she thought the world of Mr. Phillip Shucet and felt he was wonderful, regardless of what he was paid. She trusted Councilwoman Woodbury's judgment.

There was consensus among City Council to support Councilwoman Woodbury's judgment.

Councilman Bateman inquired about a building that was a work station owned by Christopher Newport University (CNU) along the Avenue of the Arts. He stated the building was an eyesore and asked the City Manager to cooperate with CNU to make the area look presentable. City Manager Morgan stated he was told by CNU that their plan was to convert the building into the new CNU Police Station. The Department of Parks and Recreation planned to do a modest clean-up on the property adjacent to the building so that it looked more presentable.


Councilman Bateman gave a heads-up that the deer population was growing in the Mariner's Museum property area and at some point it would become an issue. City Manager Morgan stated he would look into the issue.

Mayor Price understood that youth were not allowed to vote on City Council's Boards and Commissions. He stated members on the Mayor's Youth Commission would like the matter to be looked into so they could have a voice. City Attorney Katz stated he would look into the matter if that was City Council's desire.

Vice Mayor McMillan stated she did not believe that youth members were informed enough to make decisions on various Boards and Commissions that they served on. When it was originally decided to include youth members on Boards it was merely for them to provide input on matters and not to be the decision makers. A number of youth that she had been acquainted with on various boards were not well informed. On the other hand, members of the Mayor's Youth Commission were allowed to vote, during her time on the board in her observance, because they were their own decision making body. She did not have a problem with members of the Mayor's Youth Commission being their own decision making body and voting on issues; however, she was not in support of youth voting on other boards.

Mayor Price indicated he brought the issue up not to solve the problem, but to look into the issue at a later date because it was asked of him.

THERE BEING NO FURTHER BUSINESS,
ON MOTION, COUNCIL ADJOURNED AT 5:35 P.M.


Jennifer D. Walker, CMC
Chief Deputy City Clerk

McKinley Price, D.D.S.
Mayor
Presiding Officer