

A meeting of the Neighborhood Associations was held on **December 17, 2014** at 10:00 a.m. City Hall in the Planning Department's first floor conference room, 1911 Boundary Street. In attendance were the Neighborhood Association Representatives and City Staff.

New City Council Members, Stephen Murray and Phil Cromer, were in attendance.

Mr. Murray said his first council meeting last night was good. He said they had conversations about searching for the new City Manager. He said by mid-January we will have an application available and hopefully a new City Manger in mid-May.

Mr. Cromer said at the next City Council meeting they will be discussing the free parking downtown.

Mayor Billy Keyserling came in at this point.

Ms. Anderson introduced Bill Prokop, the City's new Human Resource Director. Mr. Prokop gave an update on the city's customer service survey. First, he said we did a survey on all the incoming calls, excluding the Police and Fire departments. We received a total of 900 calls, 415 for Planning, Business License, and Codes; 110 for Waste Pro; and 91 were not city related (50% for Beaufort County). The change we did make is when someone calls the city, they will no longer get the automated message, but they will speak to a staff member unless they are on their phone. He said he received 150 surveys back with most over 50 years of age; 67% living in Beaufort for over 7 years; and 50% have never attended any type of city meeting. He thanked the associations for their responses. Regarding phone calls and emails, they will be required to be returned within 48 hours. Regarding the city's website, we are going to work on our website by making it more accessible and with correct information. Staff will be updating their webpage weekly and after the new year, it will be much better. Overall, we scored high in "dealing with staff". Our first customer service workshop was in November and was required by all staff and department heads. The survey results show that we have a good customer rating, but we an always do better. We've looked at other cities to see what their doing and what mistakes they have made. City employees and department heads will attend another workshop on January 16th.

David Brown from the Northwest Quadrant asked if the customer service training was outsourced or in-house. Mr. Prokop said it was an outside specialist who is familiar with municipal customer training. In January, the Regional Manager for Alliance for Innovation will be attending. Mr. Brown asked what key things came out of the training? Mr. Prokop said the one he liked was the PowerPoint presentation on the two glasses example where one glass was clear and one was cloudy. He took this as to mean, "What is your attitude and how do you present yourself to others". And another example was at the end of the meeting when the presenter talked about when a 9-1-1 dispatcher received a call from a woman who insisted on ordering a pizza. After the dispatcher listened closer, he realized she needed help and by ordering the pizza, it was a hint to him. We need to listen closely to people and maybe see if

there is something more going on. He asked, "Are you listening and picking up on the real deal"?

Dave Easton talked about the media and if Facebook is the answer. He said currently the social media targets 20-30 year olds and the way the older person (50-60's) gets their information is by reading an actual newspaper. Councilman Murray said all demographics seem to get their news from Facebook. Unfortunately, it's believed if it's on the Internet, it must be true. Mayor Keyserling wished everyone a Merry Christmas and said to be safe and enjoy. Regarding the media, he said something always happens to organizations and people drop off because it's the same old stuff. He also said we always trust what we hear from a friend. He referred to Ms. Anderson's Friday newsletter, she sends out via e-mail, and how Rod Mattingly then sends it to his core group. He referred to the neighborhood cleanup and public cleaning of the right-of-ways. We have doubled in size of this group and it great, said Mayor Keyserling. He asked how we get this group bigger so we have more truthful information getting out.

His said his 2015 pledge is "How to expand and make these meetings more dynamic and not so routine". Mr. Easton thanked Ms. Anderson and said she is very creative and these meetings are always interesting and that he learns something new every time. Ms. Anderson said she has a good idea to brainstorm. Mr. Brown said he's been here little over a year and he didn't know these meeting existed until his neighbor told him. He said this is a good place to engage. Mayor Keyserling said the Senior Leadership should be invited to a meeting for observation. He suggested the Neighborhood Association meetings should meet quarterly. He said he was proud of everyone involved. Donnie Beer suggested putting information in the church's newsletters. Ms. Anderson said she has an email for each neighborhood and this helped out with appointment new boards and commissions members. She said she can reach out to others, too.

NEWS FROM CITY STAFF AND STRATEGIC PARTNERS

Waste Pro, James Lanier, thanked Bill Prokop for his information. He joined Waste Pro a year ago and customer service was his priority. We have a 24 hour turnaround now too. We mostly get complaints on a track system and use a tagging program. He referred to the "clear or cloudy" glass example. He said he is not a "cookie cutter" type of person. He tracks his statistics and this month he had 58,000 pick ups and last month 17 were legitimately missed. It's good to look at your data and then use it positively. He lives in Port Royal has had on occasion people on his porch asking for help; its good customer service. Overall, he has been in the waste pro business for 17 years and mostly in Georgia and these meetings are the most unique process. He gave out his personal cell # (478-6967-2794) if anyone has questions and/or if an association wants him to attend a meeting.

Rod Mattingly said he loves the 3-fold flyer and has given it out, though some of the information is not correct. Mr. Lanier said he just wanted to get something out and will have new ones soon. He referred to the Styrofoam cups and how they cannot be recycled. NWQ resident asked if residents will have a special process for pick ups due to the Duke Streetscape project. Mr. Lanier said as long as we can get to them there wont' be an issue. But if she does

run into an issue she should call him. Mr. Lanier said his worker Melissa is great because she will get off the truck and walk to the trash to be picked up. NWQ resident said the waste is not being picked up. Mr. Lanier said give them one day and if it's not picked up to call him.

The Greenery, Chris Hudson, said there is nothing much to report other than he enjoyed giving out hot chocolate at the Christmas Parade and Night on the Town.

City Public Works Department, Libby Anderson said Isiah Smalls was at training but if anyone had any questions, she could pass them along. Ms. Anderson shared the status of the Southside Park sidewalk issue and said Mr. Smalls attended a Beaufort County meeting where he asked for a \$36,000 grant. There was not a quorum so they will be a meeting again next month. Mr. Brown asked about the Logan Park mermaid statue that is missing. He asked if it was repaired or stolen. Mr. Rulif said the one on Craven Street was also missing. Chief Clancy said they have been reported stolen.

City Fire Department, Derrick Howard, said nothing to report other than remember to be safe when using holiday decorations and cooking. Ms. Anderson said a few years ago the city had 2 structures demolished due to fires during the holidays; one on Newcastle Street and the other on Frasier Drive.

City Police Department, Chief Clancy, said it's been a busy week. They received donated toys from the kids from Red Cedar School in Bluffton for officers to hand out to other kids who are dramatized due to an incident; their Christmas Party was last night; and this morning the Voice Program Volunteers were going to houses with fruit baskets. He reminded everyone to be more aware than usual of their surroundings since armed robberies go up this time of the year. We've had a few burglaries, one reported yesterday, Chief said. The houses were next to one another and both owners were away on vacation. The Mayor referred to the Ferguson verdict and asked if what the implication would be for Beaufort if this were to happen. Chief Clancy said it would involve training, but if you have to wait to do something, it's not right. It has to be "already" part of your organization. The mayor referred to community policing. Mr. Mattingly said Lt. Squire's e-mail was very specific that he sent him regarding the policy and procedures of the Police Department. Councilman Cromer referred to the County of Aiken and how a Police Officer had to be cut from his car. Chief Clancy went to training and referred to Sanford, Florida where the new Chief has been solving problems on foot and thru churches. He found out things from 1965 were never resolved. Through groups like ours, we can take care of problems when they are smaller, Chief said. The Councilmen said they are very proud of the departments. Ms. Beer said she is very thankful for all the Police and Fire Departments.

Beaufort Housing Authority, Angela Childers, said they have received a grant from HUD to hire a Coordinator to help families become self-sufficient. She also acknowledged two residents that are great athletes, one at Hilton Head High School and the other at Battery Creek High School.

City Planning Department, Libby Anderson, commented on the following activities:

- DRB, 56-unit apartments proposed behind Barbara Jean’s Restaurant;
- 915 Craven Street received assistance for the renovation; contractor is Neal’s Construction; open house in January. Lauren Kelly and Dawn Boren worked with owner for funding;
- Public meeting for Lowcountry Transportation Study; and
- Boundary Street Q&A is available on our website and once the project starts it will be on Facebook.

Mr. Mattingly asked what the Greenlawn project was. Ms. Anderson said a 56-unit apartment called Ashley Pointe Apartments which are low income. Right now they are permitted for site work.

Mayor Keyserling asked about Whitehall, Cane Island, and the Harvey property. Ms. Anderson said they are not official yet but should be coming in the new year. Ms. Anderson reminded everyone when the city does have official applications and documents, they will be on our website under the tab, “projects under review”.

Mr. Mattingly said Liza Hill was at our recent Pigeon Point meeting and she mentioned that a tree was planted on Arbor Day in her mother’s name which was given to her by the Planning Department. Ms. Anderson said it was not just from Planning but from everyone at city hall. Mr. Mattingly said she deserved it.

NEWS FROM THE NEIGHBORHOOD ASSOCIATION REPRESENTATIVES

James Ruffin, The Point, said a bike and chair have been stolen from a porch in his neighborhood. He asked if the police could attend his next meeting. Chief Clancy said just let him know the time and place. Mr. Ruffin said it will be at the Sea Island Inn in the Dolphin Room and he would let him know later what time.

Hermitage Road Area, Joe Noll, spoke about the access from Hermitage Road to the water. The house was built up-to the line 20 years ago. Now the house is sold and you can see the stakes. He found it odd that someone had this insight so many years ago. Mayor Keyserling said it was the Wilson’s. Ms. Anderson said it is one of the agenda items on PTAC’s meeting tomorrow.

Ms. Anderson asked Mr. Brown where he lives. He said, King & Glebe area. Ms. Anderson asked if he had anything to add. He mentioned the street sweeper is very diligent and he would like a speed monitor put up because people are going well over the 30 speed limit and ignoring the 25 mph school zone also. Chief Clancy said he will put up the speed trailer which will give him information such as the exact speed of the cars, the volume, and the time of day.

Pigeon Point, Rod Mattingly, said they discussed Basil Green regarding parking at the recent Pigeon Point meeting and now we are talking with the county. He said our neighbor, Councilman Murray's wife, Melissa, who is an educator. Mr. Mattingly thanked Ms. Beer for her time with Pigeon Point and referred to what Chief looks for in an officer. Lt. Squirer sent him a 3 page e-mail for policy and procedures since he could not attend the meeting; it was impressive. Councilman Murray said there is a new house going up in Pigeon Point. He thanked Ms. Beer for her 22 years on council and her involvement in Pigeon Point Park.

Spanish Point, Joan Sedlacek, asked about the triangle road area on Fort Marion in Spanish Point. The driveways are all broken up into boulder sizes of concrete. She spoke with the mayor who said it's a liability for the city. Mayor Keyserling asked Ms. Sedlacek if she heard from Public Works. No said Ms. Sedlacek. The mayor said he would follow up with Public Works. Councilman Cromer said Waste Pro and the street sweeper are doing a good job in Spanish Point. He asked who maintains the around the storm drains. Ms. Anderson asked The Greenery to take a look at it.

Northwest Quadrant, Dave Easton, said the area is quieter near the Elk's club. He mentioned that he spoke Christina Wilson and she said, "Hi". Mr. Easton said she's been unable to attend our meetings due to having diabetic issues and is now with her daughter in Maryland and doing much better with the help there. She wished everyone a Merry Christmas, he said.

Next Meeting is January 21, 2015

The meeting was adjourned at 11:30 a.m.