

CITY MANAGER 2024 ANNUAL PERFORMANCE EVALUATION

MIKE JANSSEN, PE
CITY MANAGER

SEPTEMBER 4, 2024



Submitted at Meeting
Date: 09/04/2024 Item: 10
By Staff

City Manager Succeeds by Having a GREAT Team!

- Since September 1, 2023 many key positions filled
- Teresa Morell, Executive Assistant to the City Manager 9/1/23
- Sabra Newby: Deputy City Manager 9/6/23
- Steve Ford: Deputy City Manager 9/6/23
- Joey Paskey: Director of Public Works 10/4/23
- Maggie Plaster: Director of Parks, Recreation, and Cultural Affairs 12/20/23
- Arcelia Barajas: Director of Neighborhood Services 4/17/24
- Susan Heltsley: Chief Financial Officer 5/20/24

*Additionally, I've worked to develop strong partnerships and relationships with our City Attorney, Jeff Dorocak; our Acting City Auditor, Bryan Smith; and Sheriff McMahill. By collaborating and working together on many issues we've achieved some great things.

Continued Efforts to Keep City Council Informed With *Timely* Council Briefings / Council Presentations

- Transportation Funding
- LVFR Ambulance Franchises
- Percent for Arts Program
- Master Plan Updates
- Cybersecurity Updates
- Cell Towers / Parquee Sign Revenue
- Opioid Settlement Funds
- ARPA Funds
- Civic Plaza Updates
- Community Survey
- Specialty Courts
- Northwest Interlocal Agreement
- Strong Start Academy Charter School
- Recuperative Care Center & Courtyard
- Campus For Hope
- Innovation Efforts @ IIC's
- Downtown Residential Projects
- Bill Draft Requests (BDR's)
- Animal Shelter Contract
- MC Budget Impacts from Legislative Changes
- Workforce Development
- Affordable Housing Efforts
- C-Tax Updates
- So many others...

City Council Priorities Drive Our CITY TEAM'S Focus

- Public Safety
- Healthcare
- Economic Development/Diversification

Public Safety Priority Major Accomplishments

- *Skye Canyon Fire Station 46* opens September 2023 (Great work by PW, CD, and Fire)
- *Fremont St Police Substation* opens October 2023 (Great work by PW, CD, DPS, LVMPD, CAO, P&C, FSE, OC)
- Downtown tourist area *Order Out Corridor* established Nov 2023 (Great work by CAO, DPS, LVMPD, OC)
- Animal Shelter contract modified for improved services Dec 2023 (Great work by CMO, CAO, DPS, Finance, OC)
- *Problem Oriented Policing Team (POP)* begins in FSE/FEED area January 2024
- New *Joint 911 Center* site selection solidified for CLV/W4 site February 2024
- Created new *Public Safety Data Dashboard* for each ward April 2024 (Great effort by IT Team)
- *Fire Station 103 Replacement Project* land acquisition completed May 2024
- K9's Scarlett and Wilbur officially deployed for DPS and Fire Teams June 2024 (Great work by DPS, Fire, HR, OC)
- *Jail U5&U6 400 Inmate Capacity Imp Project* substantial completion July 2024 (Great work by PW, CD, P&C)
- *DPS Northwest Office Improvement Project* completion August 2024 (Great work by PW Team)
- POP Team expanded into the Arts District August 2024 (2 FY25 positions)
- *Fire Station Master Plan Update* completed August 2024 (Great work by Fire Team)
- *Skye Canyon/Providence LVMPD Community Substation* set for bid award Sept 18, 2024 (Great work by PW, P&C)
- Muni Court saw over 49k cases filed; our Judges and Muni-Court Team are integral to our overall Public Safety efforts; Specialty Courts continuing to make a difference in so many ways / cut down recidivism

Office of Emergency Management - *Integral to Public Safety Priority*

- Small but MIGHTY Team led by Carolyn Levering
- Coordinates emergency preparedness for City impacts from major events like F1, New Years Eve, Superbowl, Neon City Festival, etc
- Coordinated recovery efforts for the 911 outage / disruption in April (OEM, IT, DPS, Fire, Communications)
- Supported efforts to recover from the Crowdstrike nationwide disruption in July (IT Team Unsung Heroes)
- Always ready to lead our CLV Team through emergencies: COVID Pandemic, Fuel line disruptions (Kinder Morgan Feb 2023) Hurricanes (like Hilary August 2023), Earthquakes, Monsoons/Floods, **and this weekends apartment fire that displaced numerous families when Carolyn was able to set up Mirabelli as an emergency shelter with the Red Cross (Great work by OEM, PRCA, PW, DPS)**
- Keeping our EOC ready / staff trained (Jan/Feb 2025 planning a FEMA visit to Las Vegas for training with Mayor/City Council/TLV

Healthcare Priority Major Accomplishments

- New Courtyard Contract awarded that includes mental health clinical support services (Great work by NS implementing a smooth transition) November 2023
- \$14.6M in ARPA funded health-related programs reimbursed throughout the year expanding a variety of healthcare services (Great work by OSS managing ARPA funds)
- Thematic Goal focused on our city employees physical, emotional, and financial well-being established January 2024 (Great work by HR advancing our offerings on this goal)
- Contract Ambulance Service (CAS) pilot completed and expanded contract operational April 2024. CAS will focus on “crisis response calls” (had over 12k in CY23) and free up LVFR staff for P1&P2 calls (Great work by Fire and P&C getting this contract in place)
- First Responder Behavioral Health Clinician position approved May 2024 in FY25 budget and currently in recruitment
- Mommy Mentor Program established to support healthier pregnancies, moms, and babies (YDSI)
- \$3M in Opioid Funds approved for allocation to treatment and support service providers July 2024 (Great work by OSS getting these funds out to service providers)
- Tripling number of paramedic school students to 65 for FY25 (most ever)
- Recuperative Care Center Expansion with space for future Mental Health Support Service Provider set for October 2024 bid award (Great work by PW, NS, and P&C navigating many challenges)
- Health and Wellness Center at Main/Foremaster has served 1000’s after 1 year in operation
- Secured Additional Federal Funding Support for East Las Vegas Health & Wellness Center

Economic Development/Diversification Priority

- Continued growth in healthcare industry workforce and services in LVMD by leveraging the Kirk Kerkorian School of Medicine at UNLV (little to no medical office space available for lease)
- Economic diversification requires an educated and trained workforce such as what will come from the CSN Education and Workforce Training Centers (WETC, EETC, METC); working with CSN to have CSN Northwest Campus be “shovel ready” in 2025; working with Nevada State University (NSU) to bring a new Juvenile Allied Health Education Center and Clinic to LVMD (Great work by YDSI, PW, EUD)
- Over \$1 Billion in broadband infrastructure investments by the private sector over next few years will make the CLV “**One of the Most Connected Cities in the Country**” and further attract technology industry workforce and remote workers
- Gigapower franchise in 2023; Google franchise June 2024; Teleport franchise set for September 18, 2024 City Council vote; Metronet is next and more to follow (Great work by IT and OSS)
- Working to deliver more visitors to our Downtown (locals and tourists) with developments like the Las Vegas Museum of Art in Symphony Park (ENA December 2023 and DDA Today!); keeping Neon Museum Downtown and helping facilitate a huge expansion into the Arts District (relocation decided in July 2024); helping facilitate a Mob Museum expansion; completed the African American Museum Master Plan and moving this project forward; and Keeping Life is Beautiful event Downtown (Great work by PRCA and EUD)
- RDA property tax has grown more between FY23 and FY24 than it has since FY09!
- EUD Team continually working to bring new projects to our City by leveraging development tools like NMTC's, OZ's, TID's, TIF's, and helping current businesses (52 ARPA Business Assistance Grants Issued Since 9/1/23)

City Clerk

- Masterfully facilitated and maintained the public record for dozens of public meetings throughout the year
- Successfully coordinated multiple election activities with a few more big ones coming up soon!
- 1,166 Agenda Item related contracts and agreements completed
- 13,482 open and closed public record requests
- 6300 building plans digitized as part of records retention efforts

Communications

- Facilitated additional citizen outreach via focus groups to supplement the community survey
- Facilitated a survey of the Spanish-speaking community to assess effectiveness of our communications with 9/10 respondents saying CLV has quality communications (report on agenda today)
- Social Media Team continues to be a national leader utilizing multiple platforms and reaching millions of viewers while highlighting a variety of City programs, events, achievements, and activities
- KCLV continues to provide great public outreach and viewer content (Hello Mayor, Access City Council, City Beat, City Block, and so much more!)
- Communications Team expertly navigated hundreds of media inquiries and requests throughout the year

Community Development

- 3,826 New Business Licenses Were Issued
- 25,494 Building Permits Were Issued including 2,736 new home permits
- Average building permit review time was 4 days
- Over 106,000 building permit-related inspections were completed
- Over 2,800 offsite permits were issued
- CORE TEAM led by Community Development with Public Works and Fire Prevention continuously look at opportunities for process improvement; our 45 day entitlement period remains the “Gold Standard” that other peer cities across US strive for and a process that developers from other states like Southern Land continue to be impressed by (and keep investing as a result with over \$600M invested so far!)

Government and Community Affairs

Leveraging Relationships / Identifying Opportunities for Federal Grants:

- 45 Federal Awards, totaling \$128.7M:
 - 38 Competitive, 9 Non-Competitive
 - Awards from 9 Federal Agencies:
 - Department of Agriculture
 - Department of Commerce
 - Department of Energy
 - Department of Homeland Security
 - Department of Housing and Urban Development (\$50M Choice Neighborhood Grant w/ SNRHA)
 - Department of Interior
 - Department of Justice
 - Department of Transportation
 - National Endowment of the Arts
- 29 Pending Awards, totaling: \$83.1M
 - Includes FY25 Community Project Funding requests, totaling: \$43.5 M

Preparing us for an important 2025 Legislative Session; familiarizing many state legislators on City programs like the RCC and Courtyard; updating our City policies at regular intervals

Innovation and Technology

- Efficiently and reliably kept the computer, printer, and phone systems working at optimum levels throughout the year while navigating all kinds of threats, challenges, and issues that pop up (Crowdstrike, 911 Outage, Cyberthreats, Software/Hardware updates)
- Hosted 14 Cybersecurity trainings for staff and open to the public at the International Innovation Center
- Successfully brought online over 100 new security cameras at various City facilities
- Created new Public Safety Data Dashboard
- Continued extensive dialogue with broadband companies that will lead to over \$1 Billion in broadband infrastructure investment in our City over next few years

Internal Departments – Finance and HR

Finance

- Ended FY24 with a surplus budget of \$112.5 M
- 42 Consecutive Years of securing Certificate of Achievement for Excellence in Financial Reporting by the GFOA
- Purchasing and Contracts successfully advanced 68 new construction projects totaling almost \$263 M in value
- Upgraded the Sewer Billing System for over 200,000 accounts
- Issued Over \$100 M in bonds (SID Summerlin, SID Skye Canyon, Transportation Bond, Sewer Bonds)

Human Resources

- 881 Total Hires
- 73 Hires for Marshals and Corrections Officers
- 17 Hires Fire Communications Specialist Positions
- 1000 Firefighter Trainee Candidates currently undergoing testing for the Jan/Feb Academy
- 1678 employees participated in employee development / training courses
- 274 participants enrolled in Individual Career Development Plan (ICDP)

Neighborhood Services

- Did an incredible job partnering with SNRHA to be awarded a \$50M Choice Neighborhood Grant to replace the current 73 year old Marble Manor housing development and triple the number of available units with a beautiful new community design
- Seamlessly transitioned to a new vendor at the Courtyard
- Secured additional supportive housing units by using CDBG funds to acquire 2033 Fremont adding 29 units of supportive housing to our inventory
- Have multiple affordable housing projects under various stages of development Citywide
- Just completed an extensive update to the Historic Westside Hundred Plan in Action capturing all of the great progress made in this past year

Office of Strategic Services

- Successfully launched Opioid / Community Recovery Funds grant applications and secured City Council approval for grant award allocation plan
- Successfully executed franchise agreements with Google Fiber for broadband/telecom services with multiple other new franchises in process
- Dutifully managed ARPA funding contracts with 47 community projects completed
- Over 180 staff has received SmartLab process improvement training and surveys show that most participants implement their new skills within 30 days
- The centralized Customer Care Center handled over 117,000 customer calls over the last year with an average wait time of 45 seconds

Parks, Recreation, and Cultural Affairs

- Over 133,000 people attended CLV sponsored events
- 1100 trees planted and 2500 trees grown in our nursery
- Over 10,000 summer camp participants
- \$83.6 M in economic impact from permitted tournaments on our outdoor fields that saw almost 9000 teams and almost 215,000 participants with 62% from Nevada and 38% from out of state (a very significant number of tourists filling our hotels and patronizing our businesses)
- Overall quality of parks and recreation programs and services amongst the City services with the highest level of citizen satisfaction in the most recent community survey
- Successfully added new Arroyo Vista Park in W3 to park network

Public Works

- Continued to advance the Vision Zero program by securing RTC and Federal Funding for a variety of Vision Zero projects Citywide and received an award for the Nevada Traffic Safety Program of the Year
- Received the NACWA Platinum Peak Performance Award for the 25th consecutive year for permit compliance at the WPCF
- Recognized by NAFA as being amongst the 100 Best Fleets in the US
- City facilities saw the completion of 25 major maintenance projects
- Largest federally funded arterial and collector street overlay project awarded and well under-way
- Major infrastructure projects advanced Citywide (flood control, sewer collection, sewer treatment, roadway, parks, trails, and police/fire facilities)

Youth Development and Social Initiatives

- 7,906 registered SafeKey and After-School program participants at 63 elementary schools
- 197 students served at Strong Start Academy ES and Strong Start GO! Mobile Preschool
- Advanced workforce development programs and partnerships with CSN after groundbreaking for new CSN Westside Education and Training Center; working with developer on the CSN East Las Vegas Education and Training Center; and helping CSN develop a new EDA grant application for a CSN LVMD Education and Training Center with a Childcare Facility
- Opened a small business support center at the Historic Westside School Campus known as the “Business Opportunity Success and Sustainability Program”

Priorities for Year Two of My Contract

- **First and Foremost - Your priorities of Public Safety, Healthcare, and Economic Development**
- MPT Knudsen: LVMD BioTech/BioMed Challenge, CSN LVMD Workforce Education and Training Center EDA Grant, Continued Investment in LVMD Infrastructure, Vision Zero Plan Implementation Citywide, NSU Juvenile Allied Health Education Center and Clinic
- Cwn Seaman: Fair Settlement for Badlands, Redevelopment of Badlands Property, A New Animal Shelter Contract With Significant Enhancements Over Current Contract, Regional Aquatic Center opens at Pavilion Pool, Continued “Business Friendly” Efforts in our Policy/Procedures
- Cwn Diaz: Desert Pines Redevelopment Plan advances, Neon Museum Relocation to Arts District advances, Artspace Affordable Artist Housing Project advances, continued *Listos y Seguros NRSA* advancement, Strat Area BID and Arts District BID further advanced with the community
- Cwn Palenske: SNPLMA Funded Active Adult Center Expansion at Durango Hills Rec Center or the BLM 505 Park/Amphitheater, BLM 505 DA Approved/Development Under Way, Veteran’s Monument Relocation to Thunderbird Park advances (design contract on today’s agenda), Improved Response Times in New Ambulance Franchise Realized, Joint 911 Center Under Construction
- Cmn Crear: Continued progress and success with the Historic Westside Hundred Plan In Action (New Library Opens, CSN HSW Education and Training Center Opens, Share Westside Opens, Choice Grant/Marble Manor Redevelopment Progress); Symphony Park Buildout, Continued Neighborhood Revitalization Efforts
- Cwn Brune: Silverstone Golf Course Solution, CSN Northwest Campus Shovel Ready, Upper Las Vegas Wash Project DA approved, Continued Growth in Federal Grant Success, Self Sustaining Mayor’s Fund for Life
- Mayor Goodman: Civic Plaza Opens, City Marshall’s Fully Staffed, Mob Museum Expansion Underway, Showgirls History Integrated Into New Neon Museum, another project with Southern Land announced!