

**PLANO CITY COUNCIL
SPECIAL CALLED SESSION
June 8, 2011**

COUNCIL MEMBERS

Phil Dyer, Mayor
Pat Miner, Mayor Pro Tem
Lissa Smith, Deputy Mayor Pro Tem
Ben Harris
André Davidson
James Duggan
Jean Callison
Lee Dunlap

STAFF

Bruce Glasscock, City Manager
Frank Turner, Deputy City Manager
LaShon Ross, Deputy City Manager
Diane C. Wetherbee, City Attorney
Luke Williams, Assistant City Attorney
Diane Zucco, City Secretary

Mayor Dyer called the meeting to order at 6:03 p.m., Wednesday, June 8, 2011, in the Council Chambers of the Municipal Center, 1520 K Avenue. All Council Members were present. Council Member Duggan arrived at 6:29 p.m.

Opening Remarks

City Manager Glasscock introduced Deputy City Manager Ross.

Human Resources Department Overview

Ms. Ross spoke to the department maintaining its staffing levels below the national averages while managing all aspects of the City's 1,963 full-time and 921 part-time employees. She spoke to efficiencies in the department's operations, customer service, review of pay for performance measures and use of technology. Ms. Ross spoke to Human Resources as the mid-point for communications, utilizing strategic direction from Council in daily decisions and working with applicants, employees and retirees. She reviewed the department's divisions including Compensation and Benefits, Civil Service and Retirement and Employee Relations/Training/Risk Management. Ms. Ross reviewed management of contracts related to human resource needs and the resulting cost savings; the use of technology including online applications, laserfiche and self-service benefit enrollment; and advised regarding succession planning. She advised that over the last year, the City handled 13,301 applicants, 7 civil service exams, 199 training classes and 145 disciplinary actions.

Ms. Ross spoke to future challenges and opportunities including implementation of the Health Care Reform Act; balancing benefit offerings with the available budget and employee expectations; creating more data-driven processes for operational decisions; managing time to allow for comprehensive responses to requests for assistance; and providing appropriate training and encouraging attendance. She spoke to cooperative partnerships between the City and other entities and responded to the Council regarding services provided by The Hay Group as benefits consultants including review of legislation, projections, and oversight and advised that this contract runs through 2012.

Sustainability and Environmental Services Department Overview

Sustainability and Environmental Services Director Nevil spoke to the 92 full-time and 8 part-time employees, three divisions and the six facilities. She advised that the department is operated in a business-like manner through an enterprise fund and spoke to revenues from residential and commercial fees, disposal reimbursement and sales of compost. Ms. Nevil spoke to operating expenses including salaries/wages, materials/supplies and contractual items. She advised regarding development of the department's business plan; mission/vision; and goals focused on customer service, maintaining competitive costs, employee satisfaction, opportunities for waste diversion, incorporating public awareness and implementation of sustainability programs. Ms. Nevil spoke to the department's staffing plan, employee recognition, customer surveys and benchmarking. She reviewed activities of each division, advising that Environmental Education & Community Outreach manages the *Live Green in Plano Expo*, works with organizations and business to promote recycling and has received numerous recognitions; Compost Operations & Marketing works with the North Texas Municipal Water District to operate a compost facility; and Environmental Waste Services handles collections while promoting diversion and residential recycling. Ms. Nevil responded to the Council regarding the value of the *Expo* in providing information to the community, spoke to the Environmental Education Center developed with departmental and water/sewer funds, the goal of maintaining employee satisfaction, and budget reductions including travel and adjustments in staffing. Ms. Nevil spoke to potential impacts of reductions including: not meeting scheduled collections for yard trimmings; increased overtime; violating water district contractual agreements by exceeding transfers; and impacts on Staff morale. She responded to the Council regarding positive citizen input, commercial recycling efforts, and gain-sharing programs.

Conclusion/Next Steps

City Manager Glasscock spoke to the presentations providing an overview of operations, impact of reductions and the relationships between departments. He spoke to the effect upcoming decisions will have on the organization and the City including its financial stability, reputation, quality of service delivery, citizen satisfaction and employees. Mr. Glasscock advised that Staff remains focused on citizen satisfaction and quality of services. He spoke to controlling expenditures and the Council's mission/values of providing outstanding service and facilities through cooperative efforts with citizens contributing to the quality of life.

Mr. Glasscock spoke to considering whether Plano will continue as an All-America city, maintaining the AAA bond rating, maintaining reserves to offset additional debt or maintaining tax rates knowing there will be an impact on services and potential delays in capital improvement projects. Mr. Glasscock spoke to considering the avoidance of debt issuance, potential gradual tax rate changes to offset costs, and spoke to concerns related to employee retention. He reviewed upcoming dates related to the budget cycle, and advised regarding increases in sales tax revenues and court fines, a franchise fee award settlement and the impact of legislation related to retirement system funding.

Nothing further was discussed. Mayor Dyer adjourned the Session at 7:40 p.m.

Phil Dyer, Mayor

ATTEST:

Diane Zucco, City Secretary