

Staff Report

Angie Mettie

May 2021

Customer Service

Much time has been spent this month researching and finding information for customers, as well as completing past projects. These have included:

- Changing addresses on the West Central Mountains duplexes to match the County and Idaho Power addresses.
- Helping potential buyers with zoning questions, locating water meters, lot sizes, and more.
- Giving information to those wishing to oil their roads and alleyways on the 17th along with the city.
- Several burn permit questions regarding how to get permits and whether they are needed.
- Sent the new Land Change Request form to C. Hobbs for a signature, as the County stated the process was never complete for the WCMHT homes.
- Several building permits were received and taken to the County office.
- There were many move in / move outs and home purchases this month.

Billing

- Billing was completed for the month of May. Grass letters went out with each bill, along with a calendar showing when the city will check for tall grass and weeds. The Grass & Weed ordinance was also sent with the bills.

Newsletter

- The newsletter has been completed on Thursdays and is delivered electronically on Mondays. It is receiving positive feedback.

Minutes & Meetings

- I have attended all meetings and minutes have been completed for each.

Committees

- The Citizen Advisory / Parks & Rec will be meeting on Tuesday, June 22nd as a forum. It is the hope that the public will give input into the park master plan.

Special Projects

- I have completed the Stibnite Grant application for the flashing speed signs. Kyla has completed the grant application for the dog pound upgrade.

Leak Letters

- Leak letters were sent to customers flagged on the leak report. Three additional letters were sent to customers with high usage that did not show up on the report. Due to time constraints, we have not been able to work with Neptune to fine tune our system. We would like the leak report to be more accurate. There have been several large leaks in the last few months that did not show up on the report. We also would like to be able to “data log” problem meters. This only works on certain meters and also works sporadically. Dan Hawkins is working with Jessie on certain problem meters. We would like to be able to do the work ourselves without having to ask Dan for help.
- Hartland Inn was one of the properties with this high usage. Jessie stated that Dan Hawkins stated that the light to data log his meter will be a couple of weeks out.

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Complaints & Community Correspondence

- Several have asked if the weeds could be sprayed at the park and the bulb outs. Daniel has sprayed them and mowed in a timely manner.
- There have been several dog at large complaints. The Sheriff's office would like to know what the process will be if they pick up dogs, as they cannot take them to McPaws because they do not have a contract with them. It was decided that as soon as the dog pound is cleaned up, the Sheriff's department can place the dogs there and staff will take the dogs to McPaws on that same day. Daniel stated that he will work on cleaning up the pound.
- There have been several speeding complaints. It has been suggested the flashing speed sign be placed on side roads. I have contacted the Sheriff's Department several times and they are checking to see who is in charge of this.
- It was suggested that the City-Wide Yard Sale occur again this year during Meadows Valley Days. The Parks & Rec committee put this on last year. It was very simple and took little time. If a resident was having a yard sale, they sent information in and their address went on a map, which was distributed outside City Hall over Labor Day weekend. If there are no objections, I will go ahead with this event.
- Airplane noise complaints have been received. There does not seem to be an airplane noise ordinance, and a community member has offered to help with one, as this is a yearly occurrence.
- One rooster complaint has been filed and owner was sent the urban ranch packet with information, application, and ordinance. Update: No urban ranches have been approved or complete applications received since the ordinance went into effect.

Vacation

- I will be taking my first vacation since working for the city, June 21-25. Kyla will be stepping up to cover the Citizen Advisory / Parks & Rec meeting that Tuesday and will be covering the front desk that week along with Dana. I will need to have the meeting agendas and packets in place before I leave, so the earlier things fall into place, the less work Kyla will have to do. We are also gone for training June 16-18, so my last working day before the June 28th Council meeting will be June 15th.