



City of Manzanita

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September 3, 2020

Dear City of Manzanita,

It has truly been my honor and privilege to serve this community as City Manager for the past two years. Covid-19 has brought significant challenges to all cities. We are not unique or alone in facing these challenges, but we are special in the way we deal with such situations. Manzanita community members, it has been a pleasure to come to know many of you and to appreciate the unique contribution that each one of you makes towards building a great community.

In solid collaboration with the Mayor, Council and City staff, we have accomplished a lot over the last two years. We made measurable progress in the tools needed for City staff to provide better service, such as new software programs; and we enhanced the City's transparency and accountability, by providing a comprehensive website, standing workshops and accessible recordings of public meetings.

I personally appreciate the patience and support from staff and Council as we learned together how to navigate and solve each of the challenges we had to handle. There is only so much staff capacity, and I am amazed on how much we got done. Congratulations team, we did great!

I am especially proud of the leadership and decisions taken by Mayor Mike Scott in response to Covid-19. All the recognition the City received for taken actions was due to Mike's leadership and the commitment and hard work of each one of the City Councilors.

Mike, I am honored that you had enough confidence and trust in me to implement the decisions made by Council. My personal growth and development in the position was possible because you became my mentor. Thank you.

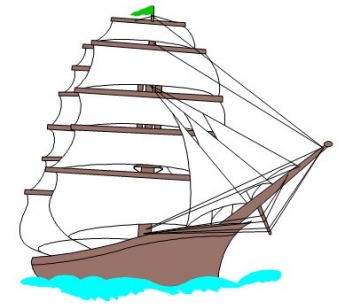
I have profound confidence in the current team we have assembled and it breaks my heart that we will not be able to complete our journey together. However, the attached document is a guide that staff will use to carry on our vision for a City that works together to serve our community better.

We should all be proud of our accomplishments. We tried our best.

Kindest regards,

A handwritten signature in black ink that reads "Cynthia Alamillo". The signature is written in a cursive, flowing style.

Cynthia Alamillo



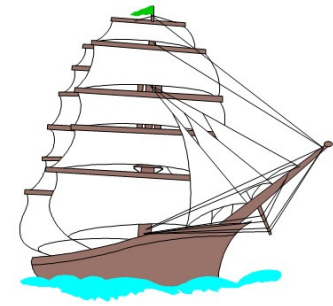
CITY OF MANZANITA

UPCOMING PROJECTS
SEPTEMBER 2020

We work together to serve you better

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HOW DO WE WORK TOGETHER

The City of Manzanita currently has 13 employees: 5 administration, 4 public works and 4 public safety. All of us together serve and support the following:

- 1,800 water accounts (city limits and urban growth boundary (Pine Ridge, etc.))
- 1 city park, 3 public facilities, several doggie stations and several trash bins
- 250 STR licenses and 200 business licenses
- Building and planning permits and site inspections for new constructions and improvements to existing structures
- City ordinance enforcement and traffic citations
- Customer service to all residents within City limits, urban growth boundary, visitors, potential investors and potential new homeowners.

The City has the following departments:

Administration--Finance and Human Resources--Municipal Court--Water Billing--Planning--Building--Public Safety--
Public Works--Short-term Rentals and Business Licenses--Visitors Center

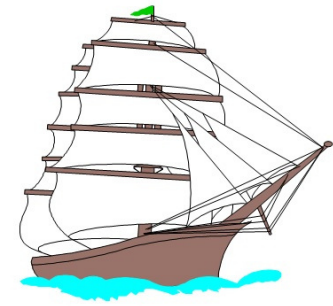
All city employees have a job description which you can see on the City website. However, what you cannot see in those documents, is how much employees lean on each other to provide you with the quality customer service we believe you, as a Manzanita community member deserve. We want to continue working together to continue to serve you better.

Please contact us at
cityhall@ci.manzanita.or.us
503-368-5343

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UPCOMING PROJECTS

ADMINISTRATION

- Continue supporting the new CH project
- Update the public records request policy to streamline the process
- Improve staff reports to Council
- Digitize existing records
- Develop a Residents Academy
- Update City forms
- Start the City transportation plan
- Improve the TLT grant process

FINANCE & HR

- Continue exploring ways to support and celebrate staff tenure
- Implement new financial software
- Continue working with FCS for the upcoming budgets
- Implement new US Bank software
- Implement direct deposit for payments and payroll
- Research alternative revenue sources
- Implement a formal staff training program

IT & COMMUNICATIONS

- Continue exploring ways to improve the communication and engagement with the community
- Continue developing the City website
- Enhance virtual meetings to encourage participation
- Develop a maintenance program for the City cloud, equipment and digital records
- Create virtual holiday celebrations
- Expand social media communications

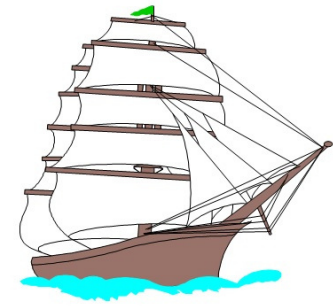
STR & BUSINESS LICENSING

- Finish implementing the new STR software
- Create a cost/benefit analysis with FCS for all STR revenues and expenses
- Implement new TLT software
- Develop a process for standard STR audits
- Develop a process to capture and resolve STR complaints
- Create an online module for the business licensing program

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UPCOMING PROJECTS

PLANNING & BUILDING

- Continue improving the communication with nonprofits
- Update the zoning ordinance
- Develop the dune management program process
- Develop the Manzanita Trail Master Plan
- Finish implementing the E-permit module for planning and building
- Finish the cost/benefit analysis with FCS for the building and planning fees
- Implement new building fees

PUBLIC SAFETY

- Continue supporting staff training opportunities
- Continue understanding resident's needs
- Continue rapport with community members
- Enhance the feeling of well-being and safety within the community
- Continue building connections in the community

MUNICIPAL COURT

- Implement the new court system
- Continue streamlining the court's operations

PUBLIC WORKS & WATER BILLING

- Implement E-permit module for PW
- Create a doggie station donor program
- Implement a safety program
- Improve customer service and accessibility to the department
- Improve staff training and supervision
- Finish implementing new water billing software

VISITOR CENTER

- Hire an interior designer to upgrade and enhance the interior of the Visitors Center to make better use of the building
- Add a footwash station to the back of the building
- Place a digital sign to display important messages
- Install beach cameras

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