



City of McCall

City Manager

2018 Annual Report



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What We Do

Accountable to the City Council, the City Manager implements the policy direction of the Council and is responsible for the efficient and effective management of all administrative aspects of the City. City services that are under the authority of the City Manager include: Airport, Golf Course, Public Works, Police Department, Community and Economic Development, Parks and Recreation, City Clerk, City Treasurer, Information Services, Human Resources, and Communications. Library operations are overseen by the Library Board of Trustees.

In addition to providing leadership to City departments in the delivery of their programs and council initiatives, the key focus of the City Manager is to build and maintain positive community relations. These relationships build trust with the City's constituents and also provide the City with feedback and concerns related to the real issues which are faced by community members in McCall. The City Manager's standing open door session is every Wednesday from 2 PM until 4 PM. The City Manager is actively out in the community at local events and is easily approachable to residents and visitors alike. The City Manager represents the City on the Chamber of Commerce Board of Directors, the Payette Lakes Rotary Club of McCall, and the Association of Idaho Cities Resort City Roundtable. She also attends numerous other agency board meetings, workgroups, and summits to maintain positive work relationships with the non-profit, state, federal and local agency partners integral to the success of the City.

The two operational functions within the City Manager Department are the City's Communications Program and the Human Resources Program. The department leverages use of social media, local news media, the City's website, and other resources to provide information to the community about City initiatives. Human Resources is responsible for processing payroll, benefits administration, employee development, employee recruitment, personnel risk management, policy creation and implementation, as well as assisting with personnel budget preparation for each department.

Mission

The mission of the City Manager's Office is to provide leadership for City staff in regard to operations and the administration of the City, to keep the public well-informed, and to carry-out policies and procedures adopted by the Council.



City of McCall

A Performance Report

Selected Programs & Services

How We Have Progressed

Over the past year, the City of McCall has achieved many positive accomplishments and our professional staff has continued to provide a multitude of services to our great community. I would like to take a moment to reflect on a number of these great accomplishments.

Major products produced by the Communications Manager in 2018 included coordinating the 4th of July Lakeside Liberty Fest with the Parks department, developing and producing the Stibnite Mine Project 3-part Lecture Series, creating numerous materials to educate the public on the Downtown Core Construction Project, educating the community on the City's first Water Rate increase in many years, building a New Business welcome packet. In 2018 the new City website platform was launched with more than 22,000 users and 85,000 page views. The Communications Manager also provided in depth customer service training to all City employees.

The Human Resources program worked diligently to implement a new employee benefit program this year that saves the City money and provides better coverage. The City has joined the III-A (Idaho Independent Intergovernmental Authority) which provides our health and vision insurance. The III-A is a forward thinking organization that has joined together several small government agencies within Idaho. The grouping of smaller agencies into a pool creates an environment that is more representative of a rather large group when assessing insurance premium rates. Large groups have historically received lower rates, and increases, due to the number of members and the ability to spread the cost of critical expenses over a larger number of members. Now we have the opportunity to share in typically lower large group rates, as a small employer through our membership with III-A. This is a change that we are excited about, and we have been impressed with the customer service and employee experience that we have received thus far.

The City continues to actively plan for the future by preparing a 5-year Capital Plan which outlines capital needs across all services of the City. This process has resulted in smarter planning and investment strategies to address the critical needs of our community. This plan also showed a substantial capital need moving into future years. Our challenge will continue to be prioritizing these substantial infrastructure needs amid limited funding, however this 5-year planning tool will help us better evaluate the long term impacts which result from our funding decisions throughout the year.

The City of McCall recruited and hired a new City Manager in February 2018, Anette Spickard, and a new Information Services Director in October 2018, Chris Curtin. The Executive Team of the City is comprised of smart, talented professionals who have a strong commitment to serve the McCall community. Other recruiting efforts throughout the City resulted in hiring a total of 31 temporary seasonal employees who rotate in and out throughout the year, and filling 6 regular full-time vacancies. We continued through the end of the year with a few vacancies, which we have been working hard to fill.

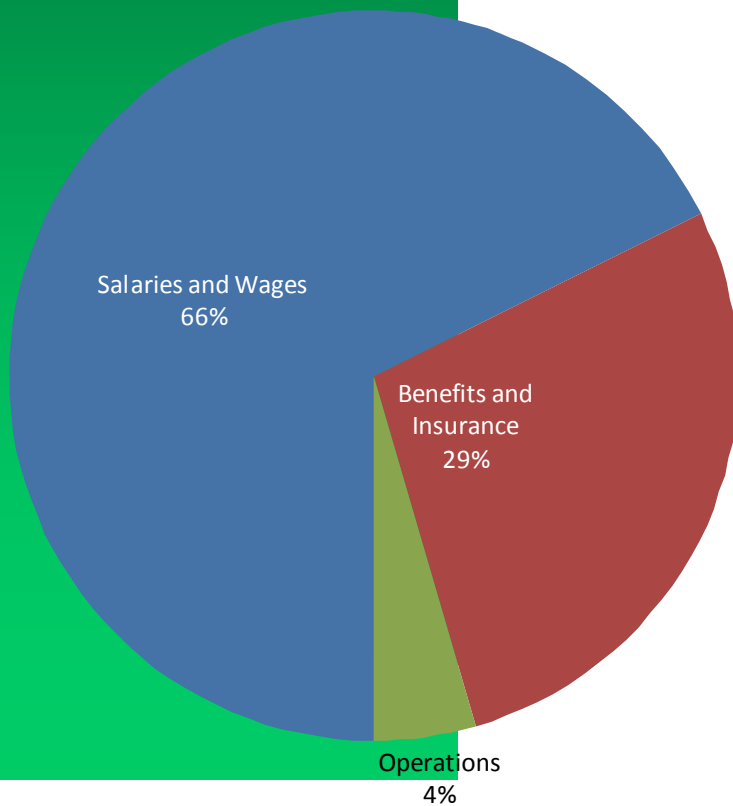


City of McCall

City Manager Finances

Fiscal Year 2018

Expense by Category



	FY17	FY18
PERSONNEL		
Salaries & Wages	\$222,430	\$237,853
Benefits & Insurance	\$101,369	\$97,808
TOTAL	\$323,799	\$335,661

OPERATIONS		
Travel & Meetings	\$3,318	\$11,447
Professional Development	\$3,896	\$3,820
Professional Services	\$30,959	\$ 529
Senior Center Repairs	\$ 175	\$ 594
Website	\$2,750	\$10,250
Other	\$3,554	\$5,949
TOTAL	\$44,652	\$32,589





City of McCall

Looking Forward

What's Next: Projects & Challenges

**We want to
hear from you!**

Anette Spickard,
City Manager

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Looking Forward

2019 will be a busy and challenging year for staff members. We have many significant capital investment projects which will require close attention and management from our staff.

The City of McCall will implement the City's first adopted housing strategy that will provide substantial effort and resources toward solving our workforce housing crises. Other community issues that will receive focus from the City leadership in 2019 stem from increased growth and tourism such as traffic, parking, pedestrian-friendly corridors, recycling, and wildfire prevention.

Facility planning and design efforts will continue for the McCall Library and other City structures on our central campus including a relocation of the Parks and Recreation department to a new site and the consolidation of City Administrative offices into City Hall.

The Downtown Core Construction Project will be in full swing in 2019 creating a new pedestrian friendly environment in addition to replacing aging underground infrastructure and repairing the street system.

Despite our challenges, 2019 will be an exciting year with many more positive achievements led by our wonderful staff members, and I look forward to leading the charge for the City of McCall.

