

Santa Fe Summer Report: Department by Department Accomplishments

This report is a compilation of some of the summer 2019 accomplishments of the hard-working men and women who proudly serve the City of Santa Fe. It is designed to present only some of the achievements of the past summer; a companion document presents a few vignettes of individuals who delivered exceptional person-to-person service and offers examples of cross-boundary cooperation between and among different City departments. These two documents are a continuation of the City's efforts to provide up-to-date information about the tireless work that goes on every day on behalf of the people of Santa Fe. The reports demonstrate the commitment of Santa Fe City government to deliver on this statement of purpose: "We give our best every day to help everyone in Santa Fe live their best every day."

Public Works Department

Began implementing more than \$2.4 million of repairs funded by the 2018 GRT-backed bond. Design has been completed of HVAC systems, and structural repairs and design for the remodel of the locker rooms has been completed. Completion scheduled for February 2020.

Began implementing more than \$4.6 million of repairs for the Genoveva Chavez Community Center funded by the 2018 GRT-backed bond. Equipment designs have been completed, equipment ordered, and parking lot repaving underway.

Completing design of Phase II for SWAN Park with improvements identified by the community; preparing for installation of a perimeter fence, funded by grants and legislative appropriations.

Nearing completion of the design of Fire Station #2 at South Meadows and West Alameda, funded with more than \$6 million from the 2018 GRT-backed bond.

Implementing an energy audit of 40 City facilities to identify where solar, lighting retrofits, and water conservation measures can be installed; \$925,000 appropriated from the legislature will be leveraged with bonding to move to construction after the audit is complete.

Completed renovation of the women's locker room and replaced the HVAC system at Fort Marcy Recreation facility.

Began an innovative public engagement process with EarthCare to get input for the design of the Southside Teen Center.

Completed HVAC control upgrades and recommissioning at the Southside Library.

Completed the design for \$1.25 million in improvements for the development of the Soccer Valley facility at the MRC; now securing bids for construction.

Completed the expansion of the cafeteria at the Mary Esther Gonzales Senior Center to provide meals and activities for more seniors.

Served more than 200,000 commercial passengers at the Santa Fe Regional Airport—almost double the number of passengers during the same period in 2018.

Secured new snow removal equipment for the airport—including a 19-foot cupping plow, and a 22-foot snow plow and broom—to allow the airport to plow and sweep snow as soon as possible and to avoid runway closures.

Continued to pave streets using money from the Gas Tax Bond issue; so far more than 28 lane miles of Santa Fe streets have been improved at a cost of \$7 million, with \$4 million remaining to be spent.

Filled more than 1,400 potholes; the City allocated an additional \$80,000 for pothole repair this summer.

Worked with NMDOT to secure paving of unimproved portions of Paseo de Peralta and St. Michaels Drive, and to initiate a corridor improvement study for the remainder of Cerrillos Road between St. Michaels Drive and St. Francis.

Reached agreement with the State to utilize the State parking garage on weekends to serve the Railyard and Downtown during the busy summer season.

Adjusted the schedule of bus service to Santa Fe Community College to do a better job of meeting the needs of students and faculty.

Installed 50 signs saying, "Bikes may use full lane"—adopting best practices to improve bicycle safety on Santa Fe streets.

Office of Affordable Housing

Supported homebuyer training classes that served 195 people/households looking to become homebuyers.

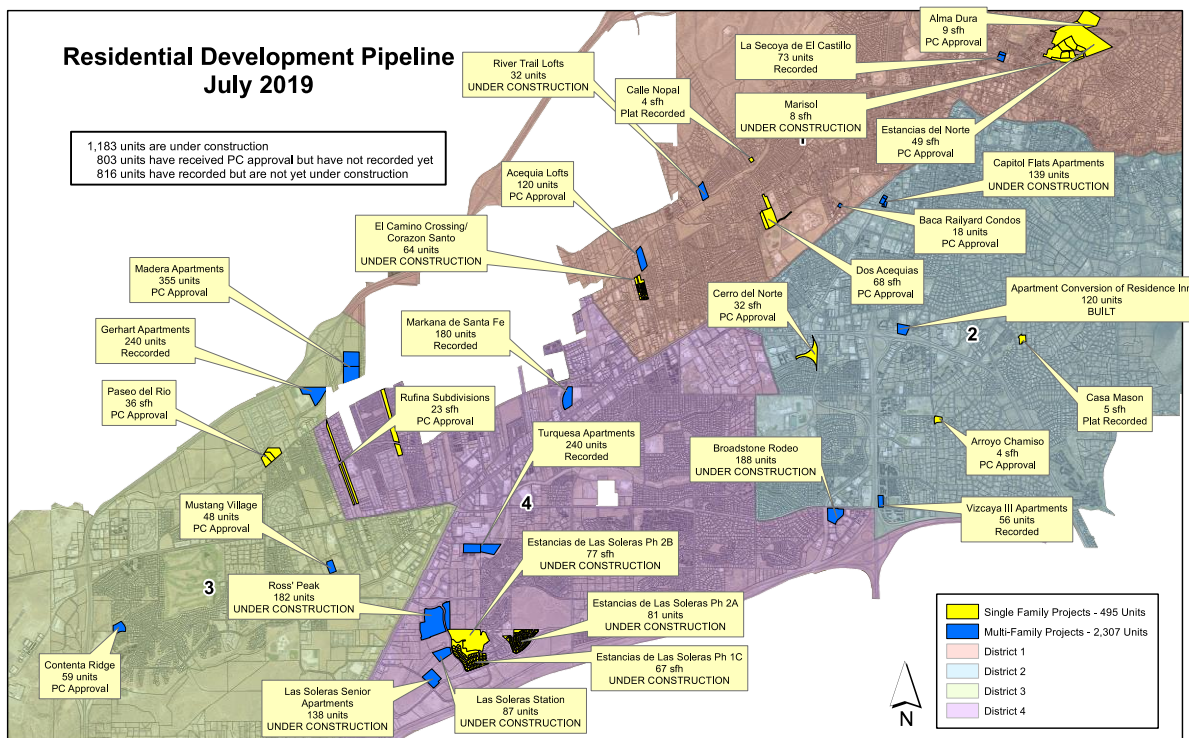
Supported homebuyer training and counseling programs that certified 225 people/households as “mortgage ready” and enabled 84 homebuyers to close on the purchase of a home and become Santa Fe homeowners.

Provided financing and supported financial loan programs so that 19 homeowners earning less than 120% of the area median income were able to repair their homes.

Supported financial counseling programs so that 18 homeowners earning less than 100% of the area median income were able to obtain Home Equity Conversion Mortgages.

Prepared and consulted with interested community groups on a draft ordinance to update and improve the City’s Inclusionary Zoning ordinance, with more flexibility for developers so they can produce housing for Santa Fe and with higher fees in cases involving “fee in lieu of” developments so the City will have additional financial resources to provide housing assistance to those in need.

Also, this summer, the non-profit Homewise, which receives ongoing support from the City, assisted its 5,000th customer to become a homeowner through its combination of homebuyer training, counseling, and financing.



Parks and Recreation Department

Kept the Bicentennial Pool opened longer than usual and served 15,920 swimmers over the course of the summer. Outfitted the facility with new furniture and accessories for added comfort.

Served 1,058 young Santa Feans—a record number of participants—in the Summer Youth Camps.

Recorded all-time high attendance at the GCCC, averaging 2,000 to 2,200 visitors per day, all summer.

Worked overtime to keep the City's medians in shape, collecting 6.4 tons of debris from 521 medians.

Oversaw a large number of traditional summer events: the Fishing Derby, the Santa Fe Triathlon, Community Days, Pancakes on the Plaza, and Zozobra, among a wide variety of celebrations, gatherings, and festivals.

Booked and hosted 42 summer tournaments at the MRC, including the FORE Kids Golf Tournament, which raised \$13,680 for scholarships. Received a State-wide recognition award for this work.

Hosted 160 kids in the Little Linkster lessons—an increase of 28 kids over last year.

Hosted a new soccer tournament at the MRC, with 1,700 participants from local, regional, and international teams.

Staged 75 booths as part of the Back to School Bash, with more than 600 students enjoying free food, entertainment, games, and prizes.

Made the "Meet Your Local Super Heroes Night" a signal success as part of the Southside Summer celebration—working with the National Guard which served more than 600 plates and the Frogurt Snow Cream Crush Van, which sold out its entire supply of desserts. The event was Parks and Recreation's way of recognizing hometown "super heroes," such as the first responders and active and retired military personnel.

Brought back the Learn to Swim program at Fort Marcy with 97 students learning to swim. Lessons at other facilities were offered as well.

Received strong recognition from the community; Santa Fe Reporter's Best of Santa including:

Best Summer Program: 2nd Place Genoveva Chavez Community Center

Best Youth Fitness Program: 3rd Place Genoveva Chavez Community Center

Best Pool: 1st Place Genoveva Chavez Community Center, 2nd Place Bicentennial

Best Playground: 1st Place Ragle Park, 2nd place Fort Marcy Park, 3rd place Santa Fe Railyard Park

Continued to modernize the City's approach to daily operations of Parks and Recreation; launched Drone Technology Tree Canopy Sampling in collaboration with New Mexico State University to evaluate and sample tree canopy health in City parks.

Identified and established sites to improve or establish native pollinator and beneficial insect habitats, an important step in protecting and preserving the bee population.

Finance Department

Implemented the Munis Financials component of the City's ERP software program; in the first 60 days of its utilization processed 947 invoices for a total amount of \$12,444,212, with 994 purchase orders, 507 contracts, and 7,000 vendors registered in the Vendor Self Service part of the program.

Conducted 117 Munis Financials End User Training sessions for 1,006 City employees, giving them new skills in the areas of entering contracts, creating and approving requisitions, receiving goods and services, entering and approving invoices for payment, and utilizing the Vendor Self Service feature of the software.

Secured \$1.5 million from the New Mexico Finance Authority to implement a new automated parking system for the City.

Completed an internal audit of the City's procurement and accounts payable processes.

Brought up to date three years' worth of uncompleted filing for all personnel payroll files, thanks to the outstanding work of the Finance Department's payroll group.

Completed the annual update of Finance Policies, including the City's cash handling policy and purchasing card policy; also expanded the training for and use of p-cards by City employees.

Brought the City's fuel station into compliance.

Reorganized the Finance Department to ensure the proper segregation of duties—one of the key recommendations of the McHard Report.

Began the process to refund the 2010 General Obligation bond.

Police Department

Implemented salary increases for the City's sworn personnel to make Santa Fe competitive with surrounding law enforcement agencies.

Collaborated with New Mexicans Against Gun Violence in a successful gun buyback program.

Implemented crisis intervention training for a majority of the police personnel.

Participated in a large number and wide variety of community events as part of the department's commitment to community policing; events included: 2019 Heroes' Day Community event; neighborhood watch meetings; Junior Police Academy; Autism Picnic; car show; National Night Out; Cruise Night on the Downtown Plaza; Hair Kuts 4 Kids event; the annual Purple Heart ceremony at the Bataan Memorial; the Battle of the Badges; and the Back to School Bash.

Calls for service and self-initiated calls starting in June and ending in September:

June:

Calls Dispatched – 4,803

Calls Self-Initiated – 2,823

Reports – 1,292

July:

Calls Dispatched – 5,054

Calls Self-Initiated – 3,563

Reports – 1,469

August:

Calls Dispatched – 5,282

Calls Self-Initiated – 3,592

Reports – 1,492

September:

Calls Dispatched – 4,954

Calls Self-Initiated – 3,548

Reports – 1,295

Fire Department

Participated in the “Over The Edge” event to raise money for Girls, Inc.

Prepared for and made sure the EMS response was available for a large number of summer events, including: Spanish Market; Indian Market; the Triathlon; the 4-H Rodeo; Rodeo de Santa Fe; the Folk Art Market; the Kiwanis Pancakes on the Plaza; Zozobra; Zia Rodeo, the Railyard Inter-Planetary event.

Implemented an Opioid Overdose Outreach Project designed to reduce opioid misuse and the incidence of fatal and non-fatal opiate overdoses; this summer, Fire Department personnel made 930 outreach attempts; had responsive contact in 593 cases; gave outreach support to 79 individuals; referred 26 individuals to recovery support services; referred 3 individuals to substance abuse treatment services. In addition, Fire Department personnel distributed 34 Narcan kits this summer; trained 11 clients in Naloxone; trained 18 clients in harm reduction; and trained 10 clients in overdose response. Twenty-two family members were trained this summer: 8 were trained in Naloxone; 5 were trained in harm reduction; 9 were trained in overdose response. Out of 105 reported overdoses this summer, 101 were non-fatal. This summer, patients with whom Fire Department personnel interacted recorded these accomplishments: 3 obtained housing; 3 cleared pending court issues; 1 secured employment; 1 regained custody of their children; 1 reported zero substance use in the past 30-days.

Responded to 63 fire-related incidents; 3,607 calls for EMS assistance; 41 reports of hazardous conditions; 637 good intent and service calls; there were also 211 false calls for a total response level of 4,559 calls from June 1 through August 31.

Partnered with Southwest Care Center’s Syringe program, cleaning up 2,462 syringes throughout the community over a three-month time frame.

Human Resources Department

Hired a Safety Officer; this position is crucial to build a safety-focused environment and a culture of safety in the whole City.

Began a comprehensive prevention training program regarding sexual harassment and violence in the workplace; phase one was for managers; phase two will be for employees.

Implemented the classification and compensation plan.

Implemented the AFSCME equity pay plan.

Implemented salary increases for AFSCME, Fire Union, Police Union and non-union employees.

Implemented changes to police union classifications as a result of successful contract negotiations/

Revamped uniform processing to get into compliance with IRS regulations; this included agreement with AFSCME and police union leadership/

Implemented changes to insurance premiums to work toward a more sustainable self-insured fund.

Developed a central email system for requests to advertise jobs, thereby expediting the posting process.

Changed the request to advertise form to include deadlines and reminders of what's needed.

Created a monthly distribution of position organizational listing reports to department directors.

Completed the following training sessions for 1,286 employees in programs from May through June: Active Shooter; Aerial Lift; Blood Borne Pathogens; Defensive Driving; Drug and Alcohol Awareness; First Aid/CPR; Hazard Communications; New Employee Orientation; Personal Protective Equipment; Stop the Bleed; Summer Youth Program; Uniform Traffic Control.

Information Technology Department

Completed the full transition from a 12-year old email system—providing fast, efficient, reliable email services to every City user.

Provided modern, up-to-date work stations at BDD, Waste Water, the Golf Course, and Animal Control.

Hired a Chief Information Security Officer to build up the City's framework for overall information security.

Deployed additional security features to protect the perimeter of the City's network infrastructure, enabling the City to monitor threats and better protect the City's information technology system.

Upgraded internet speeds from 100 MBS to 1 GB across 37 of the 42 operating locations with City government.

Created a new business continuity center to ensure the City has continuity capabilities in place in case of an emergency.

Modernized the City's information infrastructure by implementing internet phone technology—consolidating phone circuits and achieving cost savings on long distance calls.

Assisted with the implementation and “go live” dates of Energov and Munis Financials to modernize and professionalize Finance and Land Use Departments.

Public Utilities Department

Diverted more than 1,652 acre feet of water from the Rio Grande; hired a new Operations Superintendent and Maintenance Superintendent; and installed a new raw water pump as the first phase of an overall replacement program—all working at the Buckman Direct Diversion.

Oversaw the management of approximately \$8 million in projects for the City's Capital Improvement Plan (CIP), including planning, design, and construction.

Implemented 15 new development agreements, including approximately 9,000 linear feet of water main, 114 new water meters, 18 new fire hydrants, and 7 new backflow preventers.

Flushed 53 miles of pipe—approximately 10% of the entire system.

Began implementing the public information phase of the proposed Water Re-Use Pipeline project.

Reinitiated water rights transfer and water bank program.

Community Services Department

Served 181,243 visitors at the Public Library; library visitors used 206,871 print and electronic materials from the collection; the libraries held 168 public programs that attracted 5,036 participants.

Served 1,604 kids through the Summer Reading Program; 1,090 people participated in the Summer Reading Program performances.

Promoted literacy and a love of books at all three branches, with story time programs, which attracted 811 participants; books and babies, which had 428 participants; and bilingual books and babies, which drew 612 participants.

Offered a wide variety of programs at the Main Library, including: Family Table Top Game Night; Super Wolf Blood Moon Eclipse party; Tech Talks on a number of technology-related topics; a lecture on New Mexico movie history; and a Lost Letters letter-writing club.

Implemented new programming at the LaFarge Branch, including: a “photo booth” for use by visitors; a 39th birthday party for Harry Potter, attended by 726 people; an “owl crate” raffle to promote the young adult book collection; and a Sister Cities Outreach program with San Miguel de Allende.

Partnered with the Museum of International Folk Art to bring traditional folk art to the Southside Library; this summer the Southside Library provided 50 programs with 1,392 participants.

Continued funding a Veterans Scholarship with a match from the Santa Fe Community Foundation, for a total of \$36,000 for veterans and their families; the scholarship has helped veterans and their families with assistance with books, tuition, rent, and other needs; since the scholarship’s inception, the fund has assisted 7 students to complete their Associates degrees.

Raised \$10,000 through the Santa Fe Veterans Alliance to advance funding to address veteran homelessness, provide support services, and improve opportunities for education.

Continued to improve the “by name” list of chronic and veteran homelessness in Santa Fe, following the approach of the Built For Zero initiative.

Brought an overview of the work of the Municipal Drug Policy Taskforce to the City Council, with final recommendations expected in December.

Continued to work with the Santa Fe Public Schools on a city-wide truancy strategy, using navigation in the schools to connect with youth and families.

Sponsored the Summer Youth Program, which attracted 995 participants; the program employed approximately 93 young adults for the 8-week undertaking.

Collaborated with Girls, Inc. at two program sites on girl empowerment education.

Collaborated with the Guadalupe Credit Union for the second summer of Biz Kids—a program that teaches young people how to develop a business from the ground up, from writing a business plan to delivering the product. At the business fair held at the Railyard, all youth who participated sold out of their items.

Hosted a Santa Fe Art Institute storyteller fellow at the Monica Roybal Center.

Obtained a \$35,000 AmeriCorps planning grant to develop a city-wide navigation system, using AmeriCorps members to assist, screen, and refer residents to the services they need, but may not know how to access.

Delivered a wide array of services to seniors across the City, including: 17,340 nutritious hot meals served at five sites; 21,497 meals delivered by Meals on Wheels; 9,936 rides provided by the Senior Transportation program; 135 senior citizens newly enrolled with Senior Services; 231 seniors provided with Health Promotion and Assessment Screenings; 1,728 hours of in-home service provided by the Homemaker Program; 2,691 hours of respite provided to caregivers by the Respite Program; 7,947 sessions of education and training, physical fitness, nutrition education, recreation and arts provided through Activities Programs; 2,525 hours of tutoring/mentoring provided to children in public schools and Head Start by Foster Grandparent volunteers; 8,035 hours provided by RSVP volunteers to community partners to address local needs; 10,673 hours of assistance and friendship provided Senior Companion volunteers to adults who have difficulty with daily tasks.

Tourism Santa Fe Department

Received very high recognition from Travel & Leisure magazine in its annual rankings of “the world’s best,” including: Santa Fe Was recognized as the number two city on the “Top 15 Cities in the United States” list in the 2019 Travel + Leisure World’s Best Awards. Santa Fe also ranked at number 14 on the “Top 15 Cities in the World” list, making this the city’s fourth consecutive year as one of the most desired American travel destinations. The Inn of the Five Graces earned top honors, ranking as the number one hotel on the “15 Best City Hotels in the Continental United States” list. The Inn’s first place ranking beats its previous rank at number 9 in the same category last year. The Inn also ranked number 33 on the “Top 100 Hotels in the World” list.

Additional honors for Santa Fe area properties include:

- Top 10 Destination Spas in the United States – Sunrise Springs Spa Resort (#3)
- Top 10 Destination Spas in the United States – Ojo Caliente Mineral Resort Springs & Spa (#5)
- Top 10 Destination Spas in the United States – Ten Thousand Waves Japanese Spa (#8)

Received top honors from SMU DataArts, the National Center for Arts Research at Southern Methodist University in Dallas, which announced that Santa Fe is at the top of their fifth annual Arts Vibrancy Index Report—a ranking of more than 900 communities across the nation, assessing the level of supply, demand, and government support for the arts.

Expanded the Santa Fe Margarita Trail, adding 15 new locations. The addition of the new locations brings the trail’s total number of stops to 45. New participating locations include: Blue Corn Brewery, Boxcar, Dinner for Two, El Farol, El Nido, Harry’s Roadhouse, La Cantina at La Casa Sena, La Reina in El Rey Court, Float Bar at Meow Wolf, Rio Chama, The Compound, The Ranch House, Thunderbird Bar & Grill, Cottonwood Kitchen in Tesuque Casino and Dragon Room at the Pink Adobe.

Since its inception in May 2016 and going mobile in February 2018, we’ve seen:

- 16,452 total participants in the Margarita Trail
- 4,870 Santa Fe Margarita Trail Apps have been downloaded
- Over 4,000 T-shirts have been claimed
- Nearly 230 copies of “The Great Margarita Book” have been awarded
- 130 margarita lovers are now members of the Margarita Society
- Passports are available in either paper or the electronic App

Added new events to the summer line-up of activities and programs, including:

GFNY Santa Fe: Gran Fondo New York Selects Santa Fe as North American Championship Location; organizers of the Gran Fondo New York (GFNY) international cycling competition selected Santa Fe to be the first-ever preliminary GFNY event in the United States and the North American Championship location.

Riders from around the globe flocked to Santa Fe for the inaugural GFNY Santa Fe on June 23, 2019. The Santa Fe race is the newest in the 18 event GFNY series, which offers the opportunity to qualify for a front corral start at the 2020 GFNY World Championship.

The inaugural event drew more than 300 riders from all over the world.

Santa Fe Art Week: Inaugural Santa Fe Art Week puts focus on city's visual arts.

Santa Fe Art Week, a new 10-day festival celebrated Santa Fe's position as a vibrant and thriving center for arts and culture, featured more than 100 visual arts-focused events and creative experiences, and offered behind-the-scenes access to the city's artists, studios, galleries and museums.

The week began with the International Folk Art Market on Museum Hill, continued with a mid-week Canyon Road Art & Wine Stroll and culminated with Art Santa Fe in the Santa Fe Community Convention Center.

The Canyon Road Art & Wine Stroll took over the famous gallery district on Wednesday, July 17, in a return to summer art crawl days of the past and drew more than 450 locals and visitors to the event.

Second Annual Santa Fe Music Week:

After a successful launch in 2019, Music Week had a much stronger lineup and has begun to show an impact with a 10% increase in downtown hotel occupancy during the 12-day period.

Headliner acts included performances by Ringo Starr, Boz Scaggs, Kacey Musgraves and a tribute to Michael and Bill Hearne.

Over 21 partner restaurants, hotels and clubs offered nightly music options.

Provided enhanced, free wifi connections on the Plaza. Users are required to fill out a data capture form and provide the City with information, including their email address and where they are visiting from (local versus visitor). To date we have identified: 2,019 Current Valid Subscribers (713 NM / 1,306 Non-NM).

Relaunched the Santa Fe Community Convention Center website and made it more user friendly.

Launched a new partnership with CrowdRiff. CrowdRiff's platform gives the City the ability to optimize visual content throughout our entire visual marketing journey on SantaFe.org. We're now able to get all the photos and videos taken and shared at Santa Fe's most popular restaurants, attractions, and landmarks, sent straight to our CrowdRiff platform in real time.

Hosted 12 international journalists and writers over the summer. Many of the visiting journalists were brought to the U.S. by Brand USA; Tourism Santa Fe did not have to spend City dollars on their flights to and from the destination. The interest has come from media in the UK, Australia,

Canada, France, Spain and a few smaller markets like Norway and Brazil. A portion of the earned media resulting from these media visits include:

- <https://www.edmontonexaminer.com/travel/ama-tips/finding-your-way-to-santa-fe/wcm/253fba55-adf0-4a93-8016-6037d10f374e>
- <https://www.nationalgeographic.co.uk/travel/2019/08/tasting-new-mexico-chiles-santa-fe>

Launched new branding and marketing campaign: "Uncover Your Different." The "Uncover Your Different" campaign is underway in Santa Fe. <https://vimeo.com/360562153>

Continue to build branding and marketing campaigns on social media engagements and messaging. Social Media Y/Y Comparison (5/1/18-8/30/18 vs 5/1/19 – 8/30/19); Organic Traffic only

Facebook

- Engagement
 - 2018 - 73,408 engagements
 - 2019 – 203,352 engagements
 - Y/Y – 117% increase
- People Talking About
 - 2018 – 22,621 PTAT
 - 2019 – 72,437 PTAT
 - Y/Y – 220% increase
- Website Referrals
 - 2018 – 6072 referrals
 - 2019 – 11,367 referrals
 - Y/Y – 87.2% increase

Twitter

- Engagement
 - 2018 - 3236 engagements
 - 2019 – 5616 engagements
 - Y/Y – 73.5% increase
- Website Referrals
 - 2018 – 362 referrals
 - 2019 – 441 referrals
- Y/Y – 21.8% increase

Continued to serve visitors, collect trash in the historic district, and work for increased hotel revenues. For example: The three city visitor centers served 13,328 visitors; the three-person litter patrol collected over 200 60 gallon bags of trash from City streets in the historic district, making them far more enjoyable for our residents and visitors; hotel revenues increased by over 5% even with a 10% increase of available short term rental bedrooms

City Attorney's Office

Received 133 IPRA requests during June, July, and August and responded to 144 IPRA requests over the same period.

Processed and reviewed 233 contracts.

Assisted in preparing and reviewed legislation that passed to: amend the Election Code; amend the Public Finance Code; permit the installation of banners on Guadalupe Street; amend the Land Use Code as it pertains to Accessory Dwelling Units; replace and update the City's Electric Franchise Ordinance with PNM; issue an IRB for an economic development project.

Provided training concerning: the City's Ethics Code; IPRA requests; the Open Meetings Act for the Governing Body; how to undertake progressive discipline in managing City departments.

Collaborated with the Procurement staff to update the procurement manual and compile answers to "frequently asked questions."

Assisted in resolving long-running disputes, including: the City, Sierra Del Norte, and PNM; and High Summit v. City of Santa Fe.

Provided support to a Santa Fe resident to enable the recovery of \$17,000 in lost wages, under the City's Living Wage policy; held monthly Living Wage roundtables with City of Albuquerque attorneys.

Office of Emergency Management

Finalized the establishment of the Emergency Operations Center at the mid-town site, creating a unified location for a variety of OEM programs, including: defensive driving training; active shooter training; stop the bleed and rescue task force trainings; fireshed ambassador; and department safety training.

Worked with city departments, external stakeholders, and consultant Wood, LPC to update the City's Response Plan and Mitigation Plan.

Land Use Department

Successfully implemented the first phase of the new EnerGov permit system; all Divisions of the Land Use Department were actively engaged in developing work flows for each of their permit types, testing the software, checking to make sure data converted accurately, and training to make the best use of this new tool. Phase One provides similar functionality as the 28-year old, green screen program but is more accessible to users. All Land Use staff are able to look up the status of a permit, and as a result can respond more quickly to inquiries. Future phases will enable applicants and the general community to look up information on their own, apply for permits on-line, and ultimately, submit digital plans on-line. The implementation was not without its challenges; the team in Land Use sends thanks to the many contractors, architects, developers, and community members for their patience through the temporary closures and data conversion issues.

Code Compliance Division supported a successful summer special event season by processing over 4,500 temporary vendor permits and working more than 60 hours over five weekends to assure that only authorized vendors were present at these events. This work helps to prevent the sale of counterfeit merchandise, and assists the event sponsors maintain the quality of these unique celebrations and events that make Santa Fe so special.

Building Division issued 1,612 permits over the months of June, July and August, compared to 1,853 for the same months in 2018, and 1,441 in 2017. Given the transition to the new permitting system, reduced hours and a one week closure, this is a remarkable accomplishment by the City on behalf of those seeking permits.

Inspections Division completed 6,531 inspections during June, July and August. This team was also impacted by the transition to the new permitting system, and the demands involved with mapping out the requirements for a new automated inspections system. This new system is anticipated to be available by December 31, 2019.

Constituent and Council Services

Received and provided assistance on more than 3,500 phone calls during the summer months; implemented a call back option, allowing residents to leave a number for staff to call back instead of having to stay on hold.

Reestablished the Orange Barrel Report, which details road construction projects across the City and from each department. The Orange Barrel Report is posted on the City website weekly and shared on social media; another innovation was Orange Barrel Report door hangers for staff to place on the doors of resident or businesses to alert them to projects in their area.

Collaborated with Streets Division to create weekly updates on potholes and to post the information on the City website. Constituent Services also created the "Top 30" pothole list and organized the list of potholes by area for crews.

Implemented site visits for constituent calls or emails as a way of gathering additional critical information for response or assignment to departments.

Recreated the top "How Do I" items on the City website. Created "How Do I" cards for distribution to city residents to supplement the newly created website items.

Began transition to a complete redevelopment for responses to constituents, with expected timelines and bi-weekly meetings with departments for status evaluation of requests.

Assisted in the researched, draft, and coordination of the Veteran Banners Resolution on behalf of Councilor Vigil Coppler, making the City of Santa Fe the first City in the State of New Mexico to recognize its veterans in this way. Staff also organized the "Veteran Banner Hanging Event" that the families of the veterans being honored could attend.

Organized and anchored the Neighbor to Neighbor Food Drive on behalf of six City Council members.

Implemented "Weekly Updates" for each of the Council members. On Friday each Councilor receives an update with all requests received to date along with the status of each request.

Hosted and organized a District 2 community safety meeting, the Arroyo Chamiso Crossing project Kick-Off meeting, and the Veteran Banner event. Also attended a variety of community meetings, Homeowner Association Meetings, and community events.

Participated in the Back to School Bash by interacting with residents and asking how the City can better assist, report items, work for our residents.

Assisted with all Southside Summer events from creating the logo, flyers, producing marketing materials, doing social media marketing, and participating at each event.

Added new vendors and issued new licenses for the Plaza vendor program.

Hosted a Back to School supply drive for teachers in our community. Handed out more than 30 baskets full of items donated by City staff to teachers at six different schools across the city, providing supplies for teachers who needed them most. Also filled backpacks for students who needed backpacks and supplies.

Created 86 video productions for the City of Santa Fe. Productions ranged from City Hall Live, to videos for social media, recording our Governing Body Meetings, and a variety of other special projects.

Economic Development Department

Did staff work to enable the City Council to approve an Industrial Revenue Bond of \$80 million for the construction of El Castillo senior residence project; project will create 17-22 jobs over 5 years with an average wage of \$38,000 per year plus 1,020 construction jobs, 40% of which will go to Santa Fe residents.

Contracted new Food Accelerator program to grow food industry entrepreneurship in Santa Fe.

Brought together a team approach for Civic Engagement, Urban Planning and Economic Analysis mid-town recommendation teams.

Launched “new arrivals to Santa Fe” group to increase social capital, employment, and entrepreneurial opportunities.

Hosted more than 100 developers, educators, businesses, and non-profits on two days of tours of the midtown site.

Launched mySidewalk Data Visualization tool for consolidating data to improve programming and policy decisions.

Sponsored Startup Generation Middle School Entrepreneur Pitch Contest.

Helped NM Family Connection expand; they will provide 10-14 jobs over 5 years with an average annual wage of \$65,000; they are looking to open in December 2019/January 2020.

Assisted 35 businesses with technical assistance and business resources through the Office of Business Growth.

Awarded contract to SCORE for four additional years of business services, through senior retired executives.

Pitched Santa Fe as a possible location for a digital media company looking for a new location.

Conducted 10 Business Education Training events; 201 entrepreneurs trained.

Did outreach to 130 local businesses and organizations to participate in Workforce Innovation Program for disconnected youth (Youthworks FY 2018-2019).

Engaged 340 youth and young adults in Workforce Innovation Program services.

Offer education for between 8 and 12 young at-risk Santa Feans on a weekly basis.

Provided 63 youth and young adults with unsubsidized employment with a local employer as a result of Youthworks WIP program involvement.

Increased enrollment in community college courses with 69 WIP-engaged participants enrolled in at least one community college course or another career or skill-oriented certification course.

Awarded 82 career or skill-oriented training certifications as a result of Youthworks WIP program involvement.

Recruited and trained 12 youth participants for Youthworks environmental restoration crews as part of Summer Blitz program.

Trained 30 youth participants in culinary workshops as part of the Youthworks Summer Blitz program.

Provided on-the-job training and hands-on coaching for 40 youth to prepare them for local workforce opportunities through the Youthworks Summer Blitz program; the workshops were facilitated by professional industry trainers.

Educated 20 students on entrepreneurship education/support at different levels; specifically, students were engaged through Community Screen Printing, a social enterprise of Youthworks that equips young people with skills in screen printing, design, production, and product marketing.

Trained 7 youth in a week-long program sponsored by the Institute for Applied Ecology.