

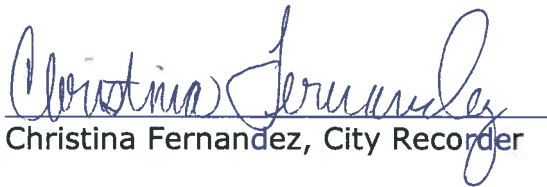
**NOTICE OF REGULAR MEETING OF THE CITY COUNCIL
OF THE CITY OF ST. GEORGE,
WASHINGTON COUNTY, UTAH**

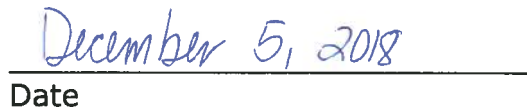
Public Notice

Public notice is hereby given that the City Council of the City of St. George, Washington County, Utah, will hold a regular meeting on Friday, December 7, 2018 commencing at 11:30 a.m. at Dixie Power Administrative Building, 145 West Brigham Road, St. George, Utah.

The agenda for the meeting is as follows:

DISCUSSION REGARDING THE FISCAL YEAR 2019-2020 BUDGET.


Christina Fernandez, City Recorder


Date

REASONABLE ACCOMMODATION: The City of St. George will make efforts to provide reasonable accommodations to disabled members of the public in accessing City programs. Please contact the City Human Resource Office, 627-4674, at least 24 hours in advance if you have special needs.

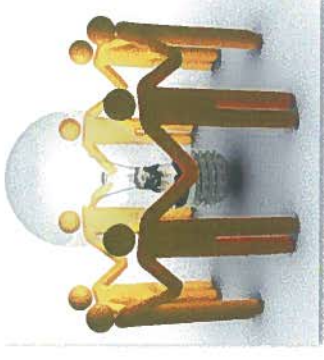
Professional and Personable Service (...and doing it as a Team)



Why do Business Differently?

□ What comes to mind when you think of:

1. Amazon
2. Chick-fil-A
3. Apple
4. Marriot (Ritz Carlton)
5. Samsung



*Top 5 service companies, Wall Street and Douglas McIntyre, USA Today 2018 Service Hall of Fame.

***Creating a service culture involves
changing from the way things have
always been done.***

Definition of Service Culture



- Serving/Doing things differently
- It's a Behavior. For most people, a part of their very Nature and Being
- Done best by those who desire to give it.
- Pre-planned and Intentional
- It's easier to find those who are service minded than to teach it.

“Happiness...consists in GIVING and in SERVING others.” – Henry Drummond

A Service Culture Starts at the Top

- A service culture starts in the head, and heart of the leader and then is passed one from one team member to the next.
- A service culture can't be taught. It is lived, experienced, shared, and shown (Brent Harris, Nordstrom's)
- Servant leadership is the best way to establish and demonstrate a service culture.
"Leadership is practiced not so much in words as in attitude and in actions" – Harold S. Geneen
"Good Leaders must become what they want their followers to become." – Nido R. Qubein

Hire and Develop the right People

- What comes first? Our people, customers, or our shareholders?
- Hire Nice People!
- Develop systems to recruit, develop, and engage people with their future progress in mind.
- Servant leadership creates a culture where employees want to do their best for customers.

“Trust men and they will be true to you; treat them greatly and they will show themselves great” – Ralph Waldo Emerson

Bet on Your People



- Set the bar high. Maintain high expectations for yourself and others.
- Learn to EMPATHIZE with your employees and customers you serve.
- Be genuine and proactive! Core 4
- Hospitality is an art! It's amazingly contagious and fun to do right!

“Always treat your employees how you would like them to treat your very best customers.” – Steven Covey

Make Your Culture Your Brand



- ❑ Customer service isn't just a department, it's the entire company.
- ❑ Your culture IS your Brand. LIVE it.
- ❑ Reject the notion to focus on SELF.
- ❑ Consistency is Key. Winning brands perform at their best day in and day out.

“Organizations exist to SERVE

Leaders LIVE to serve”

- Tom Peters

Doing it All Right



- Only get one chance to make a first impression (with both your employees and customers). The power of first impressions is undeniable!
- Seek opportunities to go the extra mile. Empower your people to act and take initiative.
- Don't assume. Regularly ask for, and seek feedback.
- Measure and track progress

“What gets measures gets improved”

-Peter Drucker



Airport PR needs

Here are some things we may want to consider:

- I recommend including it as part of the mayor's State of the City address in front of the Chamber in February
- Trifold brochure at Airport gate for passengers explaining the process (ready as soon as we can put it together)
- At least one video explaining the process
- Address the project in front of the Chamber at a weekly luncheon in either April, May or June.
- Web landing page with photos, video embedded and FAQ
- On the Web, percentage of progress shaded in on a graphic of an airport runway, as the project goes on
- On the Web, a graphic that shows the depth of the dig (17 feet) as well as the layers put on it as well and where the impermeable barrier sits
- Bi-weekly email updates to city employees, Chambers of Commerce, Washington County Tourism, Utah Hotel and Lodging Association, St. George Hotel and Lodging Association, media outlets
- Press conference July 19 (a breakfast time event. This is a Aviation event)
- Obtain a sample piece of the impermeable material being used on the runway
- Utilize Presswire for distribution of favorable PR work on improvements. Target regions that our airport services, including Phoenix, Denver, SLC and LA



CITY OF ST. GEORGE

Active Voters Approximately 42,000 per County As of 12/04/18

Vote By Mail Approximate Costs for Primary and General Election:

	2017 Election Actual Cost	2017 Election Budget	Quantity per election	Cost per Election	Estimate for entire 2019 Election
10-4170-2700					
Ballots & Postage	\$ 13,370.79	\$ 12,000.00	Est. cost per County	\$ 110,581.80	This would be the cost for their printer to print & mail ballots
Publications	\$ 919.03	\$ 1,500.00		\$ 1,500.00	
Misc Expenses	\$ 445.56	\$ 1,500.00		\$ 1,500.00	
Provisional & Vote Center Ballots			5,000	\$ 0.324	\$ 3,240.00 These are ballots to be used for provisional and ballots for voters who wish to vote on election day
10-4170-3100					
*Poll Workers	\$ 15,323.59	\$ 20,000.00	40	\$ 225.00	\$ 18,000.00 Consolidated to 4 locations, will have 8-10 workers per location
*Poll Managers	combined	combined	4	\$ 300.00	\$ 2,400.00 Consolidated to 4 locations, 1 manager per location
County's Invoice	\$ 14,725.00	\$ 25,000.00	Est. cost per County	\$ 23,365.30	Cost includes the use and delivery of the County's machines, printers, etc., to train poll workers and managers, testing of system/ballots, to count ballots, and canvass the election
	\$ 44,783.97	\$ 65,000.00			\$ 160,587.10

* We had 21 polling locations with approximately 75 poll workers/managers in 2015 and 15 polling locations with approximately 65 workers/managers in 2017 (we combined polling locations that year due to trouble contacting poll workers). With regard to payment for poll workers/managers, we have always paid the same as the County which was \$110 for worker and \$130 for manager; they have since changed that amount to \$225 for worker and \$300 for manager, I would like to continue with that.

Approximate Cost for By Mail Ballots		St George City		K&H Printers
41,182 voters				
10,654 Permanent absentee voters				
Item:	Description	Actual Qty	Each	Extended Price
Lot 1	Ballot Types tested	49	\$25.00	\$1,225.00
	Ballots - Marked	49	0.5	\$24.50
	Total: Lot 1			\$1,249.50
Lot 2	Preparing Permant Absentee and Vote by Mail Ballots			
	Account Management	42,000	0.3240	\$13,608.00
	Mail Ballots	42,000	0.3100	\$13,020.00
	Total: Lot 2			\$26,628.00
Lot 3	Preparing Polling Place Ballots			
	Provisional Ballots/Poll Location	0	0.3240	\$0.00
	Test Ballots - Blank	0	0.3240	\$0.00
	Vault / Counter Ballots / EXTRA	5,000	0.3240	\$1,620.00
	Total: Lot 3			\$1,620.00
Lot 4	Preparing Supplemental Absentee Ballots			
	Number of packages (ballots)	0	0.7340	\$0.00
	Total: Lot 4			\$0.00
Lot 5	Printing Ancillary Materials			
	Outer and Return Envelopes with 1 insert	42,000	0.2523	\$10,596.60
	Total: Lot 5			\$10,596.60
	Sub Total:			\$37,224.60
	Freight	42,000	0.0214	\$898.80
	Postage:	42,000	0.3790	\$15,918.00
	Grand Total: K&H Printing			\$56,910.90

Election Services / BY MAIL Election ONLY**Washington
County as Election
Vendor****Ballot on Demand Ballots (for provisional)** 1,225 0.45 \$551.25

These will be used mainly for voters who do not go to their vote center to vote (est. 25 per precinct). In the past, they were able to vote anywhere, now they will have to fill out a provisional ballot if they go to another location.

Ballot Programming and Testing Estimate

Ballot Programming 42,000 0.0967 \$4,061.40

Logic and Accuracy Testing per election / By Mail

Ballots \$150.00 \$150.00

Public Demonstration / Testing \$150.00 \$150.00

Poll Book Programming Early Voting and Election

Day 10 \$50.00 \$500.00

Precinct Pakckets 5 \$75.00 \$70.00

Poll Manager, Election Worker Training	Per Electior	Per Person	Total Per Election
Poll Manager	4	\$150.00	\$600.00
Election Worker	40	\$75.00	\$3,000.00

Machine Delivery and Pick Up	Per Location	Locations	Total per election
Monday before the Election	\$75.00	4	\$300.00
Wednesday after the Election	\$75.00	4	\$300.00
Early Voting	\$75.00	4	\$300.00

	Per Hour	Minimum	Total Minimum Hours Per Election
Counting and Cavassing			
County Election Staff	\$50.00	10	\$500.00
Extra Counting Staff / 6 people per hour	\$60.00	10	\$600.00
Canvass Preparation	\$50.00	2	\$100.00
Signature Verification / 6 people per hour	\$60.00	10	\$500.00

Estimated Total, Election Services: **\$11,682.65****Estimated Cost per Election:** **\$68,593.55**