



City of Coeur d'Alene Municipal Milestones Newsletter

Issue 20/January 2016

IN THE NEWS

City Council and SD 271 School Board Approve Public Library Branch

How do we bring public library services to an area of Coeur d'Alene that is growing? After a year and a half of exploration, the answer is: open a public library branch in Lake City High School's library. The plan was endorsed by the Library Board and recently approved by the Coeur d'Alene City Council and the SD 271 School Board, and is expected to become a reality within the next two months. Library Director Bette Ammon said the project is modeled after similar branch libraries in public schools in Missoula, MT. The plan is to open the Cd'A Library at Lake City High School when school is dismissed for the day. The high school library will stay open, staffed by J.D. Smithson, Coeur d'Alene Library Reference Clerk. Initially the branch library will be open Monday—Thursday, late afternoon and early evening hours. Ammon notes that the final plans for the branch remain to be determined, but will be based on comments and concerns raised during the lengthy trial period and on community needs.

City of Cd'A Receives GOOGLE eCity Award for Idaho

The City of Coeur d'Alene has been named the Google 2015 eCity for the State of Idaho. The Google eCity awards recognize the strongest online business community in each state—the digital capitals of America. These cities' businesses are embracing the web to find new customers, connect with existing clients and fuel their local economies. The City of Coeur d'Alene joins other 2015 eCity award recipients including Santa Fe, NM, Ft. Lauderdale, FL, Anchorage, AK, and Jackson, WY.



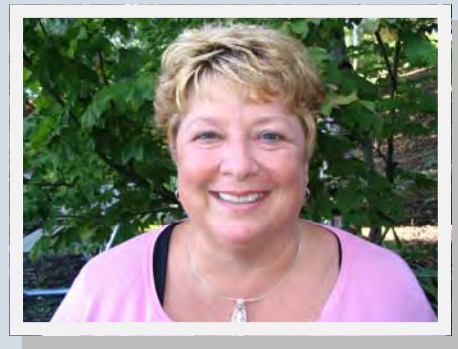
City of Cd'A Employees Enjoy a Safe 2015

Kudos to all of the City of Coeur d'Alene departments and staff for a safe year! 2015 has been a phenomenal year as the city continuously strives to make its work environment safe. The Idaho Industrial Commission recently commended the City on its risk management practices. Thanks to all of the departments for creating a culture of safety at the City of Coeur d'Alene.

Newsletter Archives



CITY FACES



Kathy Lewis: Customer Service with a Smile!

Having worked with the City of Coeur d'Alene for over 17 years as the Deputy City Clerk, Kathy Lewis is the first point of contact for many people who visit City Hall with questions regard business licensing and permits, city codes and regulations. Municipal Milestones recently caught up with Kathy to learn more about the functions of the City Clerk's Office.

Tell us a little bit about yourself: I love the outdoors, love to cook and travel, garden, ride my ATV on mountain trails at our

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City Receives Donations from 1st Christian Church

The City of Coeur d'Alene recently received two generous donations from the 1st Christian Church. The first donation of \$50,000 went to the Cd'A PD's K-9



Officer Winstead & K9 Pecco

Unit, and an additional \$5,000 was donated to the Specialized Needs Recreation program. The 1st Christian Church was formed in 1905 and remained active until 2012. The funds for the donation came from the sale of the church building in Coeur d'Alene. Our sincerest gratitude to the 1st Christian Church for their remarkable generosity.

Adopt Your Local Fire Hydrant!

As the snow continues to fly and the snow berms get ever larger, please remember to Adopt your closest fire hydrant. During winter months the Street and Fire Departments try to place identifying markers on the fire hydrants to make them easier to locate in case they are needed in an emergency. Delays caused by not being able to find a hydrant, or time needed to unbury the hydrant is time that is critical to the safe and fast mitigation of a fire. Life safety and minimizing property damage are always our goal. A few extra minutes with your shovel will help you become a hero to your family and neighbors.



2015/16 Snow Plan

As Old Man Winter bestows his wonderful, weary favors on Coeur d'Alene, it is useful to review policies and expectations concerning snow and ice control on area roadways. The goal of the City's snow plan is to establish a system of priorities that facilitate keeping winter traffic moving as safely as possible. With



over 250 center lane miles of streets in our City, not all roadways can be given immediate attention. Accordingly, a prioritized system of roadway plowing has been established.

Keeping **major streets** open is the City's key priority. By focusing first on major streets, emergency routes are maintained to keep essential services functioning after snowfalls that would otherwise paralyze the City. By following this priority system, in the event of an emergency, police and fire personnel can get to within a few blocks of any home by the way of a plowed major street. Focusing first on major streets ensures that emergency equipment keeps moving, kids get

Montana place, and spend time with my three grandchildren. I previously worked in the banking industry for many years. I have been very involved in the community in the past, serving as past president of the Post Falls Rotary Club, past president and treasurer of the Post Falls Education Foundation, past president of the Flathead Chapter of the National Association of Women in Banking, PTO, and as an officer in many other groups.

Describe the functions of the City's Clerk's Office and what your primary responsibilities are as Deputy City Clerk:

The fun part of my job is I perform many various duties—so I am always busy. I issue sign permits including A-Frame permits, issue business licenses for many types of business which may include criminal history background checks, and childcare issues that arise. I perform the legal part of Cemetery lot transfers and sales back to the City. I issue the special event permits for any event that involves use of a City street, sidewalk or trail. I issue all alcohol licenses for the City and work with the State on issues. I issue permits for home businesses, door-to-door solicitors, and outdoor dining on the sidewalk. I also work on projects to develop changes to current City codes and serve on the City's project review team. I also serve as the City's liaison to the Coeur d'Alene Childcare Commission, which strives to maintain safe quality childcare within the City.

What do you love about this area: I love the weather, the people who appreciate this area, and I always enjoy the four seasons. I wish for and love snow, which is not always appreciated by my co-workers!

What do you love most about your job? I enjoy working with the public, helping with problem resolution, challenges in developing new ideas, and the opportunity to make Coeur d'Alene a better and safer place for the

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to school and people to work. Please note that sometimes this approach results in a necessary compromise of service to individual residential streets. To view the 2015/2016 Snow Plan, visit <https://goo.gl/SWT9aU>.

Cd'A Library Receives Chamber Education Award

The Coeur d'Alene Public Library was recognized recently with an A+ Education Award presented by the Coeur d'Alene Chamber of Commerce for support of education in the community. The Chamber commended the library's expanded Young Adult programs, teen participation, Summer Reading and other children's programs, and the recently approved Branch library at Lake City High School.

Cd'A Library Patrons Can Now Print from Own Devices Wirelessly, Remotely

Need to print an airline boarding pass but your printer at home is out of toner? Are you at the library and have a document on your smart phone, laptop, or tablet that you would like to print? No problem. The Coeur d'Alene Public Library has recently added a new capability—wireless and remote printing services. “This is something patrons and visitors have been asking for since we opened the new building,” commented Christopher Brannon, IT Coordinator for the library. “We are very pleased to finally provide that service.” The new capability has been funded by The Coeur d'Alene Public Library Foundation. For more information regarding printing, visit the Cd'A Library website, cdalibrary.org and click the SERVICES link, or talk to the helpful library staff at the Research and Information Desk.



Water Rate Increases to Take Effect January 1

The City of Coeur d'Alene is in the middle of a series of multi-year rate increases which all take effect on January 1st. The final year of the increases is 2018. These increases were recommended in the 2012 rate study and are necessary to maintain the high quality of Coeur d'Alene's water system. Even with these increases, the City's rates compare very favorably both locally and regionally. To review the water rate schedule, visit <https://goo.gl/6Ahbic>.

citizens. I really enjoy the working relationship that I have with the City's dedicated employees. I like to educate people on why regulations have evolved so they better understand that the City and the City Council want a thriving business community.

What is your greatest challenge as Deputy City Clerk: Situations that make sense but a regulation interferes. Educating the public as to why regulation exists. Managing many different tasks and trying to accomplish more through paper reduction and efficiencies.

From a customer service standpoint, what is your philosophy on dealing with the public? I believe that number 1 is acknowledging a person when they walk in the door, caring about the person and their problem, listening and trying to solve the problem, or getting the customer to the person who can help, and following through to make certain the issue is resolved to the best of the City's ability. The customer should feel that they are welcome at City Hall. I learn something every day from my customers which helps me do my job better and is very rewarding

Tell us about your family: I am blessed with my husband, Jim, who has provided humor for the past 49 years, and we have two daughters, Jessica and Holly, which we are lucky to have both living in the area. I have three wonderful grandchildren — Kolby, who attends Coeur d'Alene High, Mia at Canfield Middle School, and Macey at Ponderosa Elementary in Post Falls. They are all great students. We also have a large overgrown spoiled child at home that barks—his name is “T-Bone.”

