



# **GEORGETOWN, KENTUCKY**

## **2017 END OF CALENDAR YEAR REPORT**

A report of the accomplishments, milestones and initiatives of the City of Georgetown, Kentucky for the 2017 calendar year.

# GEORGETOWN, KENTUCKY

## 2017 END OF CALENDAR YEAR REPORT

Dear Reader,

As I look back on 2017, I am once again filled with a sense of pride for our accomplishments. As Georgetown continues to grow, we are witness to a city-wide passion for progress paired with a reverence for the rich history of this Kentucky Treasure.

The City's staff and elected officials work tirelessly to cultivate this community, respond to the needs of citizens, and ensure that tax dollars are spent efficiently. As you read through this compilation of the year's achievements and initiatives, I hope you can sense the level of dedication associated with each project. While the City operates with many "departments," it is not a group of teams, but a unified, collaborative effort of those dedicated to seeing our great city prosper.

I am happy to present to you the following summary of the accomplishments, milestones, and initiatives of the City of Georgetown for calendar year 2017. I hope this report brings you optimism and excitement for the future. I truly believe the best is yet to come.

Sincerely yours,



Mayor Tom Prather

### 2017 City Council Members

Chuck Bradley	Millie Butcher Conway	Polly Singer Eardley	David Lusby
Karen Tingle- Sames	Mark Showalter	Connie Tackett	Marvin Thompson

## WELCOME!

The City of  
Georgetown,  
Kentucky is proud to  
share with you this  
Report of its  
Accomplishments,  
Milestones and  
Initiatives for the  
calendar year of  
2017.

## GENERAL STATISTICS AND MILESTONES

### Census

In 2017, the estimated population of Georgetown increased from 32,356 to 33,440 (data from May 2017) an increase of 3.35%. Since 2010 Georgetown is estimated to have grown by 4,342 people or 14.9 percent, making it once again the fastest growing of the top 25 largest cities in Kentucky. To put this in perspective: If growth rates from the last year continue in all top ten cities, the City of Georgetown will have become the 6th largest city in 2019 (passing Richmond) and the 5th largest in 2022 (passing Covington).

### Property Tax Base

2015 - \$2,415,676,814

2016 – \$2,735,629,201

**2017 – \$ 2,874,819,379**

### Budget

The City's 2016-17 All-Funds Budget is **\$32,809,324**.

### HISTORICAL GENERAL FUND BUDGET AND POPULATION DATA

Year	Budget	Population	Per Capita	Fund Balance
2017	\$24,082,390	33440	\$981.14	\$20,940,110
2016	\$22,180,848	32356	\$795.50	\$18,356,872
2015	\$22,255,701	31685	\$798.38	\$13,315,520
2010	\$16,781,345	29098	\$770.27	\$6,336,416

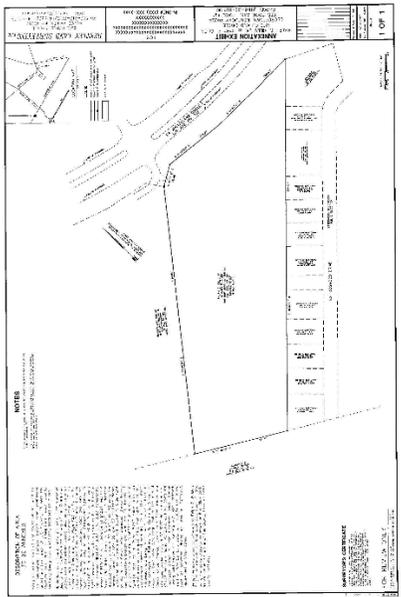
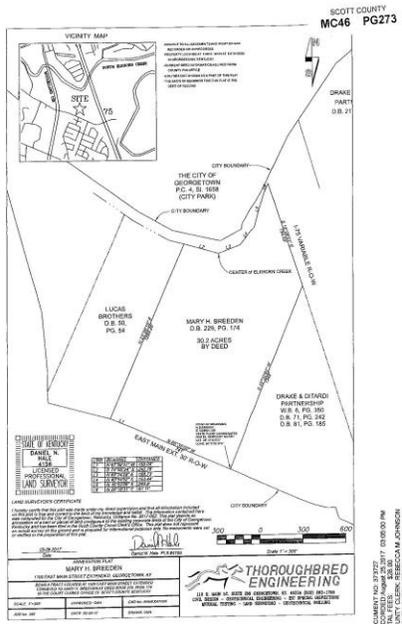
### Building Permits

The Georgetown/Scott County Building Inspection Department issued a total of 1782 permits in 2016, 930 of which were building permits. See the detailed Building Inspection report below.

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# Annexations

The City annexed two parcels of land, for a total of 40.16 acres, into the city.



## Major and Minor Development Applications

### Major: 40

- Final Subdivision Plan – 5
- Preliminary Development Plan – 22
- Preliminary Subdivision Plan – 6
- Zone Change (ZMA) – 7

### Minor: 65

- Amended Minor Development Plan – 4
- Boundary Retracement – 1
- Consolidation – 11
- Transfer-Consolidation – 20
- Easement Retracement – 3
- Subdivision – 26

## Code Enforcement

Code Enforcement responded to 1785 complaints of code violations.

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## ECONOMIC DEVELOPMENT



### Vuteq USA

Capital Investment	Date Completed	Jobs Created
\$15,000,000	2017/2018	50 New Jobs



### Creform Corporation

Capital Investment	Date Completed	Jobs Created
\$4,500,000	March 2017	18 with 11 New Jobs



## Minova Americas

Capital Investment	Date Completed	Jobs Created
\$348,000	2017	14 New Jobs



## Cyron Holdings

Capital Investment	Date Completed	Jobs Created
\$4,500,000	2017/18	50-80* All Tenants



## Country Boy Brewing

Capital Investment	Date Completed	Jobs Created
<b>\$5,750,000</b>	<b>2017</b>	<b>18-30 New Jobs</b>



## MVH, LLC

Capital Investment	Date Completed	Jobs Created
<b>\$450,000 +</b>	<b>2018</b>	<b>5-10 New Jobs</b>



## Scariot Equipment

Capital Investment	Date Completed	Jobs Created
\$800,000	2018	3-4 New Jobs



## Leggett & Platt – Summer Ct.

Capital Investment	Date Completed	Jobs Created
\$8,290,000	2017	126+



## Adient US, Inc. (Johnson Ctrl's)

Capital Investment	Date Completed	Jobs Created
Lease Build	2018	0 New Warehouse



## Work Ready Community in Progress

Georgetown/Scott County is now a Work Ready Community in Progress as of November 2017. The Work Ready Community Committee will now begin the process of achieving the “Work Ready Community” status by the end of 2018. New criteria have been issued by the Commonwealth relating to “soft skills”, licensures, apprenticeships, engagement of the disabled, veterans, ex-offenders and the Medicaid population among other criteria.

## Ribbon Cuttings



**Align Studio**  
January 6, 2017

## NOOGHIE VARNER BASEBALL & SOFTBALL ACADEMY



**Nooghie Varner Baseball & Softball Academy**  
January 18, 2017



**The Wooden Straw**  
February 10, 2017



**Staff Management SMX**  
February 17, 2017



**Windsor Gardens Meadows Memory Care Facility**  
March 15, 2017

**Chenault & Hoge Insurance**  
March 16, 2017



**Raising Cane's**  
March 29, 2017

**Tracy's Landscape Supply**  
April 3, 2017



**Weichert Realtors Central KY**  
April 6, 2017

**Bless Your h'ART**  
April 13, 2017



**BCTC Advanced Manufacturing Center**  
**April 17, 2017**



**Kassie & Associates**  
**April 18, 2017**



**Movement Mortgage**  
**May 16, 2017**



**The Floor Guy**  
**June 2, 2017**



**Suffoletta Playground**  
June 6, 2017



**Riley's Automotive**  
July 3, 2017



**Hidden Creek Estates**  
July 28, 2017

**The Other Wooden Straw**  
August 15, 2017



**Creform**  
September 7, 2017



**Fantastic Sams**  
September 29, 2017



**Georgetown Scott Co Building Inspection  
November 16, 2017**



**Amy Evert Fitness  
December 1, 2017**

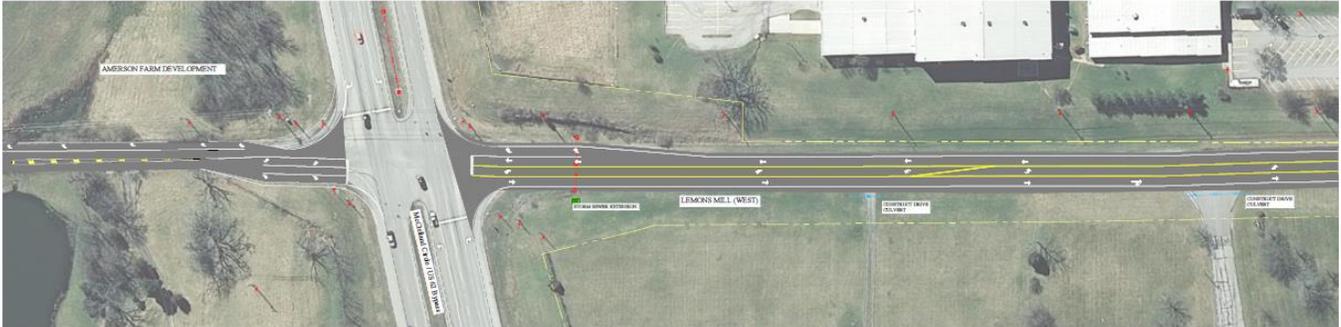


**AT&T Tower in Sadieville  
December 4, 2017**

1. **Scott County United, Inc. currently has three active clients at the Lanes Run Business Park:**
  - 6.33 acres on Corporate Blvd
  - 2-4 acres at the corner of Corporate and Endeavor
  - 16+/- acres at the end of Endeavor Court (Majority in Phase II)
2. **Three active clients at Georgetown Industrial Park:**
  - A. 47-acre international client
  - B. 47-acre expansion client
  - C. .5 to 1-acre expansion client

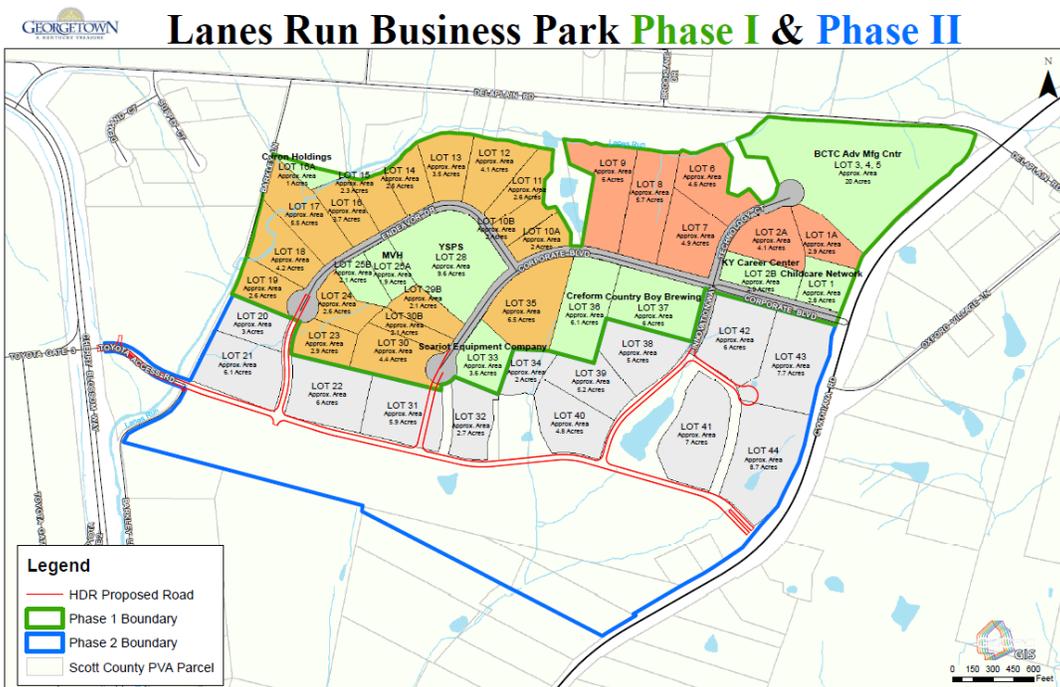
## Lemons Mill Road Widening Project:

Project is 90% complete; project closed for the winter because of traffic signals not in place and asphalt plant closed. All that remains to do is install left turn signals and put final surface (restripe lanes). Project should be accomplished in March or April 2018 and under budget by approximately \$250,000. The City of Georgetown will then pave the remaining portion of Lemons Mill Road from Georgetown College to the Norfolk Southern Railroad Bridge.



## Lanes Run Business Park Expansion:

Heading into 2018, the City has laid the groundwork for a nearly \$8 million expansion of the Lanes Run Business Park. The project will extend a road and infrastructure from Cynthiana Pike headed west to Cherry Blossom at Toyota Gate 3 with connections to three existing roads in the park. The City and County will split the costs of the project and revenues from lot sales equally: another shining example of the two governments' long history of cooperation. Design will be complete in March 2018 and bids for construction will be awarded in April. The project should be completed by December 2018.



## Toyota Engineering Facility

The \$80,000,000 LEED Platinum certified Toyota Engineering Facility officially opened in 2017 and employs over 700 team members.



## GENERAL GOVERNMENT

### Fleet Management Contract

The City issued a Request for Proposals for management of its fleet of non-commercial vehicles, including police, fire and public works.

The resulting contract with Enterprise Fleet Management will revolutionize the city's fleet management by decreasing costs and administrative burdens. Benefits of this partnership include:



- Maintenance Program - a nationwide network of approved maintenance providers, including most local providers. Personnel are provided with convenient cards for access to services.
- Leasing - The City will lease its vehicles from Enterprise, eliminating the need for procurement on a vehicle-to-vehicle basis. End of lease purchases are available.
- Disposal - Enterprise will dispose of Leased and Purchased vehicles through its nationwide auction system, increasing return and decreasing administrative burden.
- License and Title - Enterprise will manage titling and licensing of all city fleet vehicles.
- Metrics - Enterprise will provide the City with data on its fuel and maintenance usages and suggest ways of further increasing savings.
- Telematics (Future) A small plug-and-play telematics device can drive big fleet efficiencies, by letting the City track fleet vehicles from almost anywhere in real-time. The fleet telematics system provides a wealth of data—including GPS location, speed, fuel usage and engine performance—capturing details needed to improve fuel usage, optimize routes and plan maintenance.

### Public Purchase System



The City entered a contract with Public Purchase to provide a web-based system for procuring public contracts, similar to the system used by the Commonwealth. The City posts invitations to bid and requests for proposals and qualifications to an online database accessible to vendors. Registered vendors submit responses through the system, simplifying administration and reducing errors. Bids are publicly accessible, making the entire process transparent. The system is used by thousands of state and local governments across the country, including LFUCG and the University of Kentucky.

### GovQuote

In a corollary effort to increase transparency and competition, the City partnered with GovQuote for purchases under the bidding threshold but requiring quotes from interested vendors. The **free** service allows the City to post requests for quotes for services or products to an online database. Vendors can submit quotes through the system.

Registration is free and vendors can elect to receive notifications of requests for quotes based on subject matter. The City amended its policy to require departments to use GovQuote for purchases requiring quotes (above \$1,000 but below \$10,000).



## KLC City Employee of the Year

In November, the Kentucky League of Cities appeared before City Council and presented its annual City Employee of the Year award to Georgetown City Attorney/Chief of Staff Andrew Hartley.

Of the ten largest cities in Kentucky, Georgetown is the only one without either a city manager or city administrator. The effects of this absence are difficult to overstate. But City Attorney Andrew Hartley has so seamlessly filled the gaps that, in January, Mayor Tom Prather gave him the additional title of the City's first ever Chief of Staff, a responsibility Andrew accepted without additional compensation. Add that to his unofficial title of Acting IT Manager and you have the makings of a versatile leader willing to tackle any problem faced by the fastest growing city in the Commonwealth.

When the City's IT Manager left abruptly in September of 2014, after publicly warning the city council that the digital sky was falling, tensions were running high. Georgetown was living in the technological dark ages, and its entire network had just crashed. Recognizing that lack of information was the City's primary obstacle, Andrew worked over the weekend to craft a



CITY ATTORNEY/CHIEF OF STAFF ANDREW HARTLEY WITH HIS FAMILY

“State of the Network” presentation, including a plan for modernizing the City's network infrastructure. He delivered the presentation to the council just five days after the resignation, and convinced then-Mayor Everette Varney to hold off on hiring another IT Manager. Andrew upgraded five physical locations from slow DSL to a robust, interconnected broadband network. After commissioning a phone audit that saved the City over \$13,000 annually in unnecessary costs, he restructured the City's 25-year-old, unreliable phone system to a centralized VoIP service that saved the City an additional \$18,000 annually. And, after negotiating a contract with a new IT managed service provider, Andrew refused to accept the company's pricey disaster recovery system, pushing them to “get creative.” The result was a low cost yet effective disaster recovery solution designed to get the City up and running quickly after a hardware failure. With no formal IT training, Andrew accomplished what his predecessors struggled to do and gave the City the secure, modern technology infrastructure it deserves.

Even before becoming Chief of Staff, Andrew demonstrated leadership and fostered a sense of pride among his colleagues. In 2015, he called a meeting of department directors to brainstorm a list of the City's goals and achievements. Andrew used the list to create a professional report entitled,

“Accomplishments, Milestones and Initiatives,” which he delivered to a surprised Mayor Prather on behalf of his Directors. Mayor Prather was proud to share the report with the City Council and the citizens of Georgetown. Compiling the report has now become an annual practice.

In the face of difficult problems, Andrew relies on ingenuity to find the most practical solution. After a citizen publicly accused the City of failing to collect delinquent property taxes, Andrew compiled a decade of tax collection data and created a report showing the city’s effective collection rate averaged 101%. He’s often the first to volunteer for difficult tasks, acting as lead on projects to: acquire and demolish dilapidated properties and construct a new city hall parking lot; design a new city website; implement several software systems; and create a joint code enforcement board between Sadieville, Stamping Ground, Georgetown, and Scott County. When the city council rejected the administration’s plan to purchase an old furniture store for a long discussed one-stop permit shop, Andrew didn’t get discouraged. He worked with the City’s water and sewer company to put the one stop shop in the company’s old headquarters and served as project manager on the building’s remodeling. The City saved over \$750,000.

Andrew is never afraid to think big. In Spring 2014, Georgetown Police Chief Michael Bosse approached him with an idea of sharing law enforcement jurisdiction with neighboring cities and counties. Drawing on his knowledge of interlocal agreements, Andrew helped Chief Bosse form the Bluegrass and Central Kentucky Unified Police Protection System, or BACKUPPS. The groundbreaking program consisting of 15 police departments and 11 sheriff’s offices was hailed by the DOJ as a model of 21<sup>st</sup> century policing. But when other cities and counties later wanted to join, Andrew realized the process was cumbersome and the state law needed amending. He drafted a bill that simplified the requirements for adding parties to an interlocal agreement. Backed by more than a dozen Chiefs and Sheriffs, Andrew testified before House and Senate Committees and, with the help of KLC, got HB 189 passed in the 2016 session. Today, BACKUPPS includes 21 police departments and 34 sheriff’s offices and remains a national model for interlocal cooperation.

## **211/311 and Ping!**

In an effort to make Georgetown one of the most livable places in Kentucky, the City entered into a contract with United Way of the Bluegrass for implementation of a 211/311 system. When completed, Georgetown will be only the second city in Kentucky, after Lexington, to implement a 311 system. The City also is implementing a new Customer Resource Management system through a contract with CitySourced. Dubbed Ping!, the platform will enable mobile users to report problems and be notified of important events and announcements. For an excellent explanation of 211/311 and customer resource management platforms, see the article below from *Government Technology Magazine*.

## **What Is 311?**

BY: Colin Wood | August 4, 2016

*Government Technology Magazine*

America’s highly popular hotline service, known as 311, is a non-emergency phone number that people can call in many cities to find information about services, make complaints, or report problems like graffiti or road damage. Even in cities where a different phone number is used, 311 is the generally

recognized moniker for non-emergency phone systems. Since its inception, 311 has evolved with technological advances into a multi-channel service that connects citizen with government, while also providing a wealth of data that improves how cities are run.

The first 311 system, adopted by Baltimore, Md., in 1996, coincided with a sentiment among government that the public sector can and should be more closely connected with citizens and their needs. At the same time, 311 had the additional impact of collecting reams of data about government operations. Its back-end system, Customer Relationship Management software, captured details about every phone call, query, complaint and request, generating insight into how workers delivered city services, as well as the problems that bothered citizens the most, from too much noise and streets in need of repair to trash in abandoned lots and illegal parking. Instead of gassing up the truck and searching for things like graffiti and potholes manually, citizens became the eyes and ears of the city, assisting government's mission with each call or online request over the Internet.

In 2010, former federal chief information officer Vivek Kundra announced the creation of Open 311, an application programming interface (API) that would allow for greater standardization of modern 311 systems across jurisdictions. And many cities used it to build mobile 311 apps, a further evolution of the concept, which reduced loads on call centers and made connecting with citizens cheaper and more versatile.

Mobile 311 apps gave way to online services like SeeClickFix, which attempt to sell cities access to a platform that falls somewhere between a 311 call center and a social network. Some city governments monitor what SeeClickFix users are saying about the places they live, while others take things a step further, integrating the platform into the city's back-end systems.

Today, things have gone a step further. Seeing how well mobile reporting apps work for citizens has made governments realize that if it works for citizens, it can work for internal operations too. From SeeClickFix to custom purpose-built reporting apps, what began as a humble call center has evolved into a nimble and reliable way for government to target scarce resources on its most vexing problems.

"Where cloud-based request management tools were really thought of as a citizen-sourced experience initially and as an add-on to an existing 311 department, they've really in a lot of cases become the primary way of documenting service requests," said Ben Berkowitz, CEO and co-founder of SeeClickFix. "And in many cases they have replaced the need for a standalone 311 call center, which has huge cost benefits."

Along with traditional 311 call centers, the use of mobile applications and digital platforms to track and monitor service requests in cities continues to yield huge volumes of data. That data has the favorable side effect of enticing data scientists to turn their talents toward government's problems, and also provides fuel for other major public-sector trends, such as the adoption of artificial intelligence and data-driven decision-making.

## **Human Resources**

The Department of Human Resources had a busy year! It completed a transition of the City's health and vision insurance providers from Baptist Health and Guardian Vision to UMR and United Vision. These changes required conducting a mid-year open enrollment. Working with our insurers, HR Director Megan Miller and her staff locked in insurance rates through end of 2018. Mid-year the

Department procured a new payroll provider and began the lengthy and tedious process of transitioning the City's account from ADP to Paycom. Implementation was completed in March of 2018. The Department hosted its 5<sup>th</sup> annual health fair, an important event that provides employees with direct access to insurers and health care providers for questions and benefits assistance. This year, the City offered Health Risk Assessments for all COG, P&Z, Parks & Rec, Tourism and Housing Authority employees.

### **One Stop Shop - Remodel of 125 W. Clinton**

The City of Georgetown and Scott County have long sought to provide their citizens with a one stop shop for all permitting and business needs. This year, the City and County took a huge step toward that goal, moving the Building Inspection and Code Enforcement Departments (operated by the City) and the Electrical Inspection Department (operated by the County) into one building at 125 W. Clinton St. In yet



another shining example of the power of cooperation, the City and County entered into an Interlocal Agreement for the remodeling and long-term cost sharing of the new location. The former GMWSS headquarters was remodeled by the City under a contract with John Shirley Contractors. The building's HVAC and IT systems were updated and the City's VOIP phone system was expanded to add 125 W. Clinton as a seventh location.

# Greater Boston Area Revitalization Project

GREATER BOSTON REVITALIZATION PROJECT

Issue # 1



FEBRUARY 2018

Greater  
Boston  
Revitalization  
Project  
Follow us on  
Facebook at  
"Greater Boston  
Revitalization  
Project"  
(@GBRevitalization)

## WELCOME

Hello! This is the first of many newsletters to come. What is the "Greater Boston Area Revitalization Project?" Stemming from the idea of submitting a Community Development Block Grant application for the Boston Area, the City of Georgetown has gathered a group of individuals who are discussing the general well-being of this historic neighborhood. While the "steering committee" is exploring the potential for this grant money, the greater goal of the committee is to work hand in hand with the Greater Boston community in order to achieve the following goals and objectives, as well as any others that surface along the way:

- Build trust and relationships within the community
- Develop a community survey to receive feedback
- Create an affordable housing strategy, including standards
- Maintain the historical aspects of the community
- Develop a business district with locally-owned small businesses
- Prevent gentrification
- Facilitate the rehabilitation of homes and revitalize the community
- Define potential legislative changes that would impact the redevelopment of the community

While it may not be possible to achieve ALL of these goals, this committee intends to make the effort to utilize all available resources and partnerships to ensure that we sustain the community that the citizens of the Greater Boston area know and love.

## STEERING COMMITTEE

This group is comprised of members of the Greater Boston community, City of Georgetown representatives, and general advocates for the neighborhood.

- Bias Tilford
- Tonja Fisher
- Tim Thompson
- Tammy Vinegar-Ford
- Kitty Dougoud
- Connie Tackett
- Andrew Hartley
- Devon Golden

**\*\*NOTE:** Following nomination and voting at the upcoming community meeting, there will be three (3) new steering committee members from the Greater Boston community. This will give a total of five (5) representatives from the community to serve on the steering committee.

## COMMUNITY MEETING

Please join us for a community discussion session. Kitty Dougoud will be facilitating this meeting. It will be a casual event to accomplish the following:

1. Briefly update the community on the status of the steering committee's work.

2. Fill the remaining positions on the steering committee.
3. Gather community ideas and feedback in a small group discussion setting.

**Location:** Ed Davis Learning Center

**Date:** Wednesday, March 7, 2018

**Time:** 6:00 PM - 8:00 PM

## DID YOU KNOW?

A portion of the area commonly known as "Boston" was re-named "Pearson's Addition" by the area's original owners, via a filing with the County Clerk's Office in 1947. At the request of Boston area residents, the Georgetown City Council recently passed Resolution 18-003, which states that the City will recognize this area by the name "Boston."

## **CITY ENGINEER**

**Lemons Mill Road Widening** - Road Widening that added a center turn lane to help the flow of traffic adjacent to the industrial Park. Construction of this project was completed in the Fall. Final surface and signalization changes are schedule for Spring 2018.

**Cardome Roof Repair** – SSRG was contracted to repair roof leaks and any sub-structures structures caused by roof leaks. Repairs are completed and the Sale of Cardome to the Catholic Church has been completed.

**Hail Damaged Roof Repair-** This summer the roofs at City Hall, Cemetery, and Fire Station #3 were replaced from a previous hail storm dated back in 2014. Several dugouts and concession stands were replaced in this process also. The funds for these replacements came from insurance claims.

**Geo-tech Service Agreement** – The City has contracted SM&E for a 5-year term, for any Geo-technical services that the city needs. This year SM&E has already helped with E. Court Street Wall Failure and the Royal Springs Park Sink holes.

**Storm-pipe Cleaning Service Agreement** – The City has contracted Leak eliminators for a 5-year term, for any stormwater infrastructure cleaning service. This year they have cleaned every pipe in two small watersheds part of the Cane Run Watershed.

**Fire Station #1 & #2** –The City contracted with ATC, a geo-technical firm, to find a way to help alleviate concrete failures in front of the bay doors. Sections of concrete were replaced at each station, and the trench drain at fire station #1 was removed.

**ADA Compliance for private Sidewalks** – The City has begun the process to monitor and inspect sidewalks city wide. At the end of the 2017 year, the engineer's office has completed inspections for all south Georgetown inside the by-pass.

**Encroachment Permit and Ordinance Update** – The Encroachment we had was dated back in the 1970's, and needed to be upgraded to relevant terms and conditions used in local and state regulations. The Ordinance and new permit is going through final stages to present to council.

**N. & S. Water Street Streetscape** – With the economic growth of West Main Street and Water Street, we have hired a design firm to give us a face lift of the Water street corridor.

**Street Lighting (Dark Areas)** – The City wanted to address the areas of the city that were not lit very well, so with the help from the police department, the city was able to identify dark areas of the City. Councils approved funding to allow us to move forward with plans to install more street lights, and we just hired an engineering firm to have designs made for the State Right-of-Way areas.

**Summer Paving (2017)** – This last year, the City paved approximately 5 miles of city streets using MAP funds. The streets were chosen from a stability index based on how stable the existing road was at the time. Our Priority is to fix the worst streets in the city, while maintain stability in the others with little to no maintenance required.

**Derby Estates Channel Repair** – A reconstruction of a drainage swale and installation of a storm pipe. Council approved this plan of action, and the contractors are about halfway through with the project waiting on Utility Relocations.

**Hollyhock Lane Stormwater Improvements** – Replacement of failing infrastructure and pipes under Hollyhock Lane. The Roadway was widened approximately 1 foot to obtain an emergency vehicle drive lane with a new curb. The final cost for the completed project was approximately \$100K, that was approved through council.

**Source Water Protection Grant** - The City has installed a Rain Garden from the Source Water Protection Grant fund that was received. Over 1,000 Plants were installed in this rain garden that is in Suffoletta Park. This project serves as an educational outreach for the public.



## POLICE DEPARTMENT

### Victims' Advocate and Angel Program



MEGHAN SHOOK - GPD VICTIMS' ADVOCATE

Our Victims Advocate Program began in early 2017 with the hiring of Meghan Shook. During the first grant cycle (April – September) Mrs. Shook provided service to 131 victims. From November to December she worked with an additional 63 victims bringing the total to 194 victims in 2017.

One major initiative that we started under the Victims Advocate is the Angel Program. This is a program that allows individuals who are suffering from addiction to seek help at the police department. The Angel Program partners with rehabilitation centers across Kentucky and even other adjoining states to provide treatment opportunities. The Angel Program was launched on September 19<sup>th</sup>, 2017 and to date we have provided services to 11 people with 8 of those entering treatment centers.

The Victim Advocate position at the Georgetown Police Department adds an extra layer of support for Victims of crime, sexual assault, domestic violence etc. in our community. Resources, emotional support, education, and advocacy are provided to victims immediately after and throughout the court process. The Victim

Advocate works with other community partners and the courts to provide Victims with services that meet their needs. Additionally, Operation Hope, the Georgetown Police Department Angel program was launched in September 2017. Operation Hope allows for anyone who is addicted to a substance to come to the Police Department without fear of being charged, and the Victim Advocate and a team of Officers will find a treatment center that meets that persons' needs. Additionally, outreach is being done and supports are being provided once a person returns from treatment. This program is a new and innovative way to address the opioid epidemic and overdoses that have been affecting our community. To date 10 individuals have come to the Police Department seeking assistance from Operation Hope. The Police Department has partnered with PAARI, a national non-profit network of Police Departments who are initiating programs such as Operation Hope.

## GPD Aviation Unit – Unmanned Aircraft System

Our Aviation Unit began in March of 2017. The Georgetown Police Department founded its UAS Unit in March of 2017 with the purchase of our Inspire UAS. The creation of the unit is a first for the Central Kentucky region. The unit is manned by six members: five officers and Lt. Phil Halley, the Unit Commander. The creation of the UAS Unit is one more step in the Agency's mission to maintain its premier status amongst Law Enforcement Agencies in the Commonwealth of Kentucky.



GPD AVIATION UNIT AND ITS UAS

It provides a technological edge to the men and women of the Department that has the capability to increase officer safety and improve overall response measures. Currently, we have three FAA certified members and three visual observers. We are working towards training the visual observers and obtaining a Certificate of Authorization (COA) from the FAA in order to further boost our flight approved staff.

To date, the UAS Unit has flown numerous hours on patrol over the City of Georgetown in a continuing effort to maintain the safety and security of the citizens and their properties. In one such instance, we were able to locate a burglar on the roof of a building and aid in the apprehension of the suspect. Additionally, officers with the UAS have help locate suspects in a car theft and search for a missing child.

It is expected that we will be of more service in the coming year as we branch out to serve neighboring agencies that are part of BACKUPPS.

The current members of the unit are: Lt. Phil Halley, Ofc. Zach Slone, Ofc. Tommy Enricco, Ofc. Joey Enricco, Ofc. Mitch Lair, and Ofc. Ben Smith.



New Hire  
**Joey Enricco**



New Hire  
**Zack Slone**



New Hire  
**Cole Centner**

## 911/DISPATCH

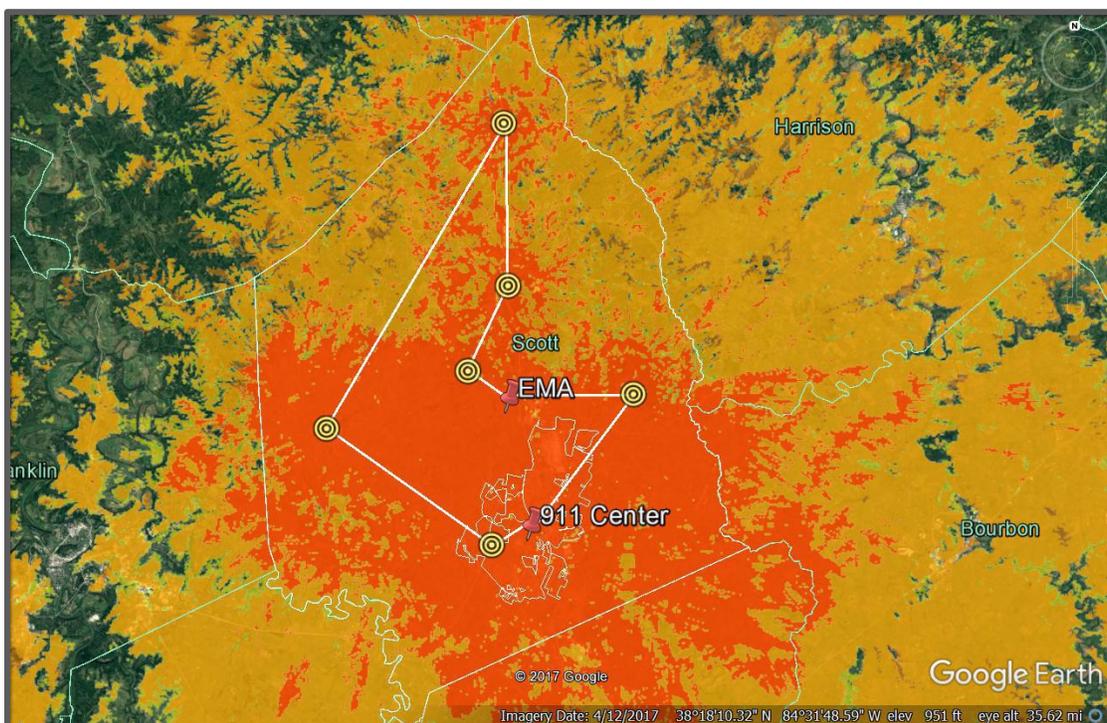
### TUSA Consulting Contract – Redo of Radio System

Georgetown and Scott County's first responders radio system is failing. After putting bandages on the 20-year-old system became a gamble, the City and County decided it was time to invest in a new radio system. The city hired TUSA Consulting, experts in the field of dispatch radio communications, to evaluate the current system and the needs of both communities and design a state of the art communications system that would support the city and county for decades.



After meeting with the individual first responders in Georgetown and Scott County, TUSA developed a custom set of system requirements:

- P25 design, Phase 1 and Phase 2 compatibility
- 6 Site Simulcast
- Redundant Simulcast Control Point/Prime Site
- Portable on-hip coverage with 20db building-loss margin within municipalities and identified critical buildings 97% portable on-hip coverage throughout the County
- DAQ 3.4 audio quality as per EIA/TSB-88D
- Public Safety Grade IP-Based Site/System Connectivity
- Owned or Shared P25 Switch/Core
- Backup Dispatch Center
- Regional Interoperability, as defined by Users
- Fire Alerting System



In early 2018, TUSA issued a request for proposals. With an anticipated cost of \$12.5 million, the City will open bids on the project in April. The City and County have entered into an interlocal agreement to split the costs of the Radio Project and ongoing maintenance equally.

### **Training Program**

Georgetown/Scott County E911 has been implementing a new training program for our new employees. The training program will be consisting of three phases, where the new employee will have to test and pass to proceed with the next phase of training. Then the new employee will receive additional training at the Department of Criminal Justice Telecommunications Training Academy in Richmond, Kentucky.

### **Dispatch Renovation**

Georgetown/Scott County E911 began renovations to the communications room inside the dispatch center. Our employees have taken the initiative to paint inside the building and replace the carpeting in the communications room in preparation of the new radio system.



New Hire  
**Sarah Wilhoite**



New Hire  
**Drew Swanigan**



New Hire  
**Ashley Cavendish**



New Hire  
**Stephanie Neace**



Promotion  
**Taylor Hoskins** to Third Shift Supervisor



Promotion  
**Heather Morris** to Telecommunicator In Charge 2nd Shift



Telecommunicator of the Year  
**Nick Erskine**

## INFORMATION TECHNOLOGY

### Disaster Recovery Solution

Drawing on its relationship with its managed service provider, NetGain, the City implemented a disaster recovery solution to ensure speedy recovery of data and operations in the event of a disaster or cyber-attack.

### Finance and Cityworks Server

The City purchased a new server, housed at P&Z, to host its finance and accounting software and its Cityworks software. By moving the finance server out of the cloud, the City is saving \$12,000 per year in cloud hosting fees. The server also doubles as a daily backup of the domain and file servers at City Hall.

# FIRE DEPARTMENT

## CITY OF GEORGETOWN FIRE DEPARTMENT

2017 YEAR IN REVIEW



- ▶ Two new Firefighter/EMT members joined the Georgetown Fire Department



K. Lawrence



T. Sipes

2017 YEAR IN REVIEW

- ▶ Georgetown Fire Department Promotion

- ▶ Firefighter/EMT Anne Willett was promoted to Captain. First female to be promoted to an officer position in the history of the Georgetown Fire Department



A. Willett

2017 YEAR IN REVIEW

▶ **Georgetown Fire Department Retirements**

- ▶ Firefighter/EMT Randy Marshall      21 Years of Service
- ▶ Captain Todd Monroe                    21 Years of Service
- ▶ Firefighter/EMT Sam Waite            11 Years of Service

2017 YEAR IN REVIEW



New Pierce Saber  
pumper (E-3)  
added to the GFD  
fleet

2017 YEAR IN  
REVIEW



2003 Pierce (Truck 2)  
added to the GFD  
fleet

2017 YEAR IN  
REVIEW



Two sets of battery powered extrication tools:

E1 received a combination tool & ram

E3 received a spreader, cutter, & ram

2017 YEAR IN REVIEW



Training Prop – Kentucky Fire Commission Grant

This prop allows our members to train on following techniques

- ▶ Pulling ceiling
- ▶ Breaching walls
- ▶ Low profile
- ▶ Rebar and chain cut & lock
- ▶ Forcible entry station

2017 YEAR IN REVIEW



▶ Georgetown Fire Department Fire Prevention Parade and Safety Day

- ▶ Had 50 agencies participate
- ▶ Educated over 1,500 people

2017 YEAR IN REVIEW



**Smoke Detector Installation Program:**

Installed over 200 10-year lithium battery smoke detectors in Georgetown at no cost to the department or the citizens

Donated by Red Cross and Kentucky Injury Prevention and Research Center

2017 YEAR IN REVIEW



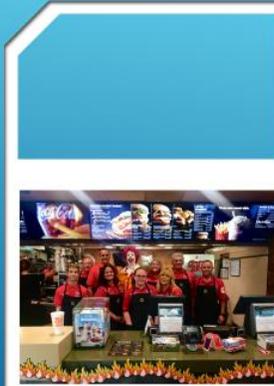
- ▶ Georgetown Fire Department Citizens Fire Academy
- ▶ Class of 2017 graduated 11 members

2017 YEAR IN REVIEW



- ▶ Georgetown Fire Department Citizens Fire Alumni Association was established and raised over \$10,000 for Fire Prevention Materials
- ▶ Partnered with McDonalds for McFire Night in October and had over 150 kids participate in a Halloween costume contest

2017 YEAR IN REVIEW



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## 2017 YEAR IN REVIEW

### Additional Accomplishments:

- ▶ Awarded Kentucky American Water's 2017 Firefighting Support Grant to purchase roadway safety equipment
- ▶ Youth Fire Setting Prevention and Intervention (YFPI)
  - ▶ Graduated the first class with three Juveniles; ages 8, 11 & 16
  - ▶ Awarded the Curious Forever Grant for Education Materials
- ▶ Conducted our 1<sup>st</sup> Chief's retreat that allowed us to discuss and plan for the future of the department.
- ▶ Started publishing a monthly newsletter on our Facebook page to recap our monthly events
- ▶ Established training committees that has a primary focus of planning and scheduling Recruit, Probationary, Shift, Officer Development training.

## 2017 YEAR IN REVIEW

- ▶ Georgetown Fire Department Statistics
  - ▶ GFD crews responded to 2695 incidents
    - ▶ Fires – 113
    - ▶ Overpressure Rupture – 2
    - ▶ Rescue and EMS – 1666
    - ▶ Hazardous Condition – 126
    - ▶ Service – 116
    - ▶ Good Intent – 408
    - ▶ False Alarm – 251
    - ▶ Sever Weather – 2
    - ▶ Special Incident – 11
  - ▶ Training/Instructor hours completed by GFD members
    - ▶ 14,742 hours
  - ▶ Fire Marshal Division building inspections completed
    - ▶ 837 inspections

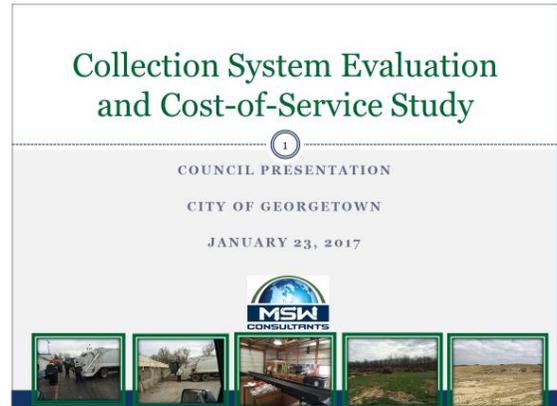
## 2017 YEAR IN REVIEW

## PUBLIC WORKS AND SANITATION

### Restructure of Solid Waste Collections

After contracting with MSW Consultants for a review of its solid waste collections operations in 2016, the City heard the consultant's report in January. MSW recommended numerous changes to the way the City operates its garbage collection system:

- Discontinue Commercial dumpster collection
- Adopt a new rate structure for Commercial Herbie collections, based on number of pickups per week and number of Herbies.
- Add Automated Collection Routes
- Implement Curbside Recycling
- Reduce the Senior Citizen Discount
- Establish rate schedule for bulky items/set outs



The City moved quickly to implement many of MSW's recommendations, including exiting the commercial dumpster business, adopting a new commercial Herbie matrix, adding a third automated garbage route, and switching to a single stream collection system with LFUCG at the recycling center. These changes are expected to save the City more than \$300,000 annually. The city does not plan to reduce the Senior Citizen's discount.

Part of MSW's study involved a survey of customers. Georgetown residents who took part in the survey overwhelmingly support implementation of curbside recycling, even if doing so means a small cost increase. The city is currently considering the requirements of implementing curbside recycling, while waiting to see whether savings from its changes will be fully realized.

Sanitation also equipped one of the small truck with a new leaf box. We can run two leaf trucks during peak time and have one for leaf pickup after we put snow removal equipment on large trucks.



New Leaf Box



Added Third Automated Truck Route

## BUILDING INSPECTION

Single Family home builders ranked by the number of homes built during the calendar year, 2017.

2017 RANK	BUILDER	NUMBER OF HOUSES	TOTAL SQUARE FOOTAGE	PERMIT FEES
1	Ball Homes	116	387,427	\$58,864.66
2	Urban Groupe	66	112,628	\$23,009.72
3	Haddix Construction	53	160,109	\$23,426.48
4	New Haven Homes	30	90,299	\$12,663.40
5	Wright Home Designs	16	48,297	\$7,253.24
5	Turning Leaf Properties	16	26,884	\$3,990.00
7	Harmony HB	15	41,625	\$5,904.20
8	White Oak Development	12	22,680	\$3,763.20
9	Commonwealth Designs	11	36,800	\$5,603.68
10	KBR LLC	7	13,206	\$2,223.64
11	Scates Builders	6	36,140	\$4,066.08
11	John Shirley Properties	6	16,561	\$2,514.40
13	Matt Welch Homes	5	35,909	\$4,349.08
14	KRC Homes	4	20,202	\$2,524.24
15	Construction Management	4	22,715	\$2,765.80

## A New Home for Building Inspection!!! - August



## CODE ENFORCEMENT

(1) As we work to provide a safe and pleasant place to live through education and compliance, we completed 1785 calls for service ranging from grass and weed complaints, trash, junk, parking, obstructions and basic property neglect. This number is up from 772 in 2016. This was only accomplished due to the addition of one full time enforcement officer and one part time office administrative assistant. We will only continue to grow....

(2) Utilizing the Public Works and County Road Departments to do our mowing and property clean ups and then invoicing those property owners the associated costs caused us to place 22 property liens amounting to \$18,968.00. We did collect \$6,196.00 on payments of 10 liens.

(3) We began using a new Cityworks reporting system which generates the appropriate notice, citation, invoice or other required notification as each complaint is reported, inspected and processed. This makes for a much smoother workflow of the code enforcement processing of our daily activities of inspections and follow up work afterwards.

Our most common complaints are of tall grass and weeds, trash and accumulated junk on properties, parking and obstructions being placed in the public way.

I would like to thank the public for their understanding and cooperation in helping us to make our area a pleasant place to live, work and play.

## TOURISM



January – December 2017  
Year End Report

### Media Mix Campaigns

#### Radio

- **1220 Radio Spots**
  - Festival of the Horse, Seed to Feed, and Shop Local

#### TV:

- **807 TV Spots**
  - National Tourism Week, Celebrate Georgetown with a Staycation, FOTH, and Shop local for the Holidays

#### Print

- **39 Insertions**

- Southern Living, AAA, Midwest Living, Travel Host, Cincy Magazine, Edible Louisville, Preservation Magazine, Ohio Magazine, Long Weekends, Kentucky Living, Kentucky Monthly, Group Travel Leader, Dreamscapes Magazine, USA Today Tennessee, Going on Faith Magazine, Small Town Living, and Kentucky Horse Park Magazine

## **Visiting Media - 12 US Travel Writers and 3 International Travel Writers**

### **Travel Writers**

- Pam Wattenbarger – Simply Southern Moms
- Barb Webb – Rural Mom Blog
- Jane Ammeson – Long Weekends, Cleveland Magazine, & The Times of Northwest Indiana
- Hope Philbrick – Getaways For Grown Ups
- Nicky Reynolds – This Girl Travels Blog
- Annaliese and Kylie – Southern Belle In Training
- Kirk Alliman – Ky. Living - Pedaling for Pie

### **FAM Tours Travel Writers**

- Hosted Mid-West Travel Writers Fam Tour -Mary Bergin, David Hoekman, Barbara Ostmann, and Kathie Sutin
- UK & France Writers FAM Tour – Stephen Paul Hartride – Selling Travel Magazine and Laura French – Travel Weekly
- Horse & Hound International Writer – Hannah Lemieux

### **Travel Operators FAM Tours – 2 International FAMS**

- UK & France FAM Tour – 9 Operator Representatives
- Rey Royal – Travels from France and Spain

### **Motor Coach Group Travel Shows Attended – 4 Showcases**

- American Bus Association
- Travel South
- Heartland
- Going On Faith

### **Motor Coach Itinerary Assistance -**

- **Assisted 27 Tour Operators in customizing the local experience with itinerary help.**

### **Earned Media – July/December 2017**

- **Publication/Link**
  - Circulation/Readership/Potential – 3,224,386
  - Blogs/Websites/Other News Sites – 52,400
  - Other Editorial Related Activity – 10,000
- **Total Likes/Views/Followers/Fans – 3,286,786**

### **Awards and Accolades -Media**

- **Best of Kentucky**
  - Country Boy Brewing – Craft Beer
  - Whispering Woods Riding Stables - Agritourism
  - Georgetown Antique Mall – Antique Stores
  - Red State Taps - Barbeque
- **Southern Living**
  - The South's Best Girlfriend Getaways

- Best Small Town Getaways
- **Horse and Hound International**
  - Kentucky hot-list – Old Friends – An ex-racehorse haven and Kentucky Horse Park – Time Out at Kentucky Horse Park

## Digital

### 10 Digital Campaigns:

RollnSouth.com, KentuckyTourism.com Sponsored Content, Ontario Motor Coach Association, Carbon Media Group, and WCPO.com

## Online Traffic

### General

- Visitors from all 50 states plus the District of Columbia
- Visitors from 86 different Countries
- Traffic increase of 102% since launched of rebranded website in July
- 70,998 Page Views

### Mobile

- 40% of visitors accessed our website through a mobile device

### Social Media

- 2,618,905 Impressions
- Total Followers (Facebook, Twitter, & Instagram) – 13,422
- 40.6% Increase in followers

### Constant Contact

- 38,196 Emails sent
- 3,182 Subscribers

### Office Visitors

- 40% increase in visitors at Georgetown Tourism locations from 2016 to 2017

### Brochure Distribution with Rebrand Launch – 8 months

- Welcome Centers, Tourist Centers, Ad Rack, & Where To Go – 33,000
- Travel Shows – 500
- Direct Requests (Leads) – 4,200
- Community – 2,000
- Event Distribution (Horsey Hundred, Ky. Three Day Event, Tiger Orientation, etc.) – 2,000
- **Total Brochures Distributed – 41,700**

### Top Out of State Requests

- Ohio
- Indiana
- Illinois
- Michigan
- Georgia
- Florida
- Texas
- \* Canada

## 20 Speaking Engagements

### Rebranding Effort Completed

- Logo
- Brochure
- Map
- Website

### Celebrate Georgetown

### Hosted 12 Meetings

### Advertising

- 53 Print Ads
  - Georgetown News-Graphic, Lexington Herald Leader, AAA World, Edible Louisville, Cincy Magazine, Dayton Magazine, Travel Host, Georgetown Town Money Saver, Georgetown Magazine, Georgetown/Scott Co. Chamber Map
- 2 TV Commercials – 152 Spots
- Radio Commercial – 120 Spots
- 2 TV Segments on local businesses (Heirlooms & Gretchen's & Red State Taps)
- 2 In-studio interview featuring Holiday Shopping

### Events

- 26 Events
  - G'Town Snowman Selfie, Love Your Downtown, Kentucky Three-Day Event, (2) Downtown Sidewalk Sales, Horsey Hundred, Horsey Hundred Family Fun Ride, (5) Party on the Square, (2) G'town After Hours, (5) Seed to Feed, Scott County's Geotrot, Girlfriends Day, Festival of the Horse, Fireman's Chili Cook-Off, Spooktacular, Small Business Saturday, Home for the Holidays

## REVENUE COMMISSION



- Annual external audit for FYE 6.30.2017 was completed successfully. Agency received no findings.
- GSCRC hired vendor Value Payment Systems (VPS) to handle electronic payment services. Taxpayers can now use their credit cards and debit cards to make payments at our office, over the phone and online. There is no cost to the Commission for this service. A Convenience Fee is paid by the credit card holder.

- COST SAVINGS INITIATIVE - Existing copier contract for our 16 year old black and white only, non-networked copier expired and was replaced by a new vendor contract which provided 2 new copier/scanners that are networked and handle incoming and outgoing faxes saving the Commission \$400 per month.
- July 2017- Comprehensive Analysis of Delinquencies was presented to the Board – \$1.7 million in FTP delinquencies. Delinquency rate .42% (12 yr. avg.)  
Collection rate 99.58% (12 yr. avg.).  
\$937,635 uncollectible.  
\$780,615 collectible.  
  
July 2017 – Comprehensive Collections and Enforcement Strategy (The Path Forward) was presented to the Board – RFQ issued for Third Party Collections and Enforcement quotes.
- GSCRC hired a third party vendor to begin the Collections and Legal processes for handling delinquent accounts.
- Upgraded to Quickbooks 2017 with multi-user license.
- COST SAVINGS INITIATIVE - Verizon wireless plan reviewed, re-negotiated and changed reducing the monthly wireless cost from \$122/month to \$52/month. Change included a free upgrade to iPhone 6s for our Business License Inspector to use.
- COST SAVINGS INITIATIVE – Dropped all auto insurance coverage, except liability, on GSCRC vehicle due to age.
- Voluntary Disclosure Policy (VDP) presented to Board of Commissioners for review and discussion.
- New policy adopted requiring all Refund Requests greater than or equal to \$10,000 must come before the Board of Commissioners for review, discussion, approval or denial.
- Official Policy Adopted outlining the Consideration of Penalty and Interest Abatement Requests.
- **September 2, 2017 - New Website design launched. There was no additional cost for the design or hosting of the new website through our existing IT Service provider. New and enhanced website features include:**
  - **NEW - Taxpayers now have the option of paying online using their credit cards, debit cards or eCheck.**
  - **NEW - Kentucky One Stop Business Portal - Everything you need to know about starting a business in Kentucky.**
  - **NEW - Business Licensing Guide - Everything you need to know about starting a business in Georgetown/Scott County.**

- **NEW - Taxpayers may take part in an online Customer Satisfaction Survey so taxpayers can let the Revenue Commission know how they are doing as well as suggest ways they can better serve the taxpayers.**
- **NEW - FAQ (Frequently Asked Questions) tab. The questions were compiled by the Team at the Revenue Commission based on many years of Taxpayer interactions.**
- **NEW - A News tab has been added to provide Taxpayers with pertinent tax related news stories from around the web. This includes alerts and notices from both the IRS and the Kentucky Department of Revenue on current topics such as tax scams, tax season updates and FREE tax preparation services offered to qualifying Taxpayers.**
- **NEW - Taxpayer Rights has been added to the website. Located in the Resources tab.**
- **NEW - Under Taxpayer Rights there is link to our policy on how to request Consideration of Penalty and Interest abatement.**
- **NEW – Schedule of Regulatory Fees published on the Resources tab.**
- January 1, 2017- December 31, 2017 - Director Scott Hall served as Vice President of Kentucky Occupational License Association (KOLA).
- At the KOLA Spring Conference in Frankfort, Director Scott Hall was elected by KOLA Members to serve a two (2) year term as KOLA's Representative on the Kentucky League of Cities (KLC) Board of Directors beginning July 1, 2017.
- November 9, 2017 Director Scott Hall was elected 2018 National Vice Chair for the IRS Taxpayer Advocacy Panel.
- December 2017, Director Scott Hall recognized by the Kentucky Senate, specifically Senator Thayer, congratulating him on his election as IRS TAP National Vice Chair.

**END OF REPORT**