



## City of Coeur d'Alene Municipal Milestones Newsletter

Issue 25/June 2016

### IN THE NEWS

#### Coeur d'Alene Hires New Deputy City Administrator

The City of Coeur d'Alene has hired Sam Taylor, a native of the community, to be the next Deputy City Administrator. Taylor brings more than a decade of experience in journalism and public administration to the City, where he will be responsible for, among many things, internal and external communication, City liaison to the Arts Commission and CDA 2030, accountable for City parking issues, assisting with the supervision of departments and helping with special projects. A graduate of Coeur d'Alene High School and the University of Idaho, Taylor was the top candidate after a nationwide search for the new employee. Taylor has worked at five newspapers in Idaho and Washington before transitioning to a public service career in local government. In that capacity, the new deputy worked as both the city clerk and community information officer and assistant city administrator for Ferndale, Washington, and comes to Coeur d'Alene after working the last year as the deputy city manager for the City of Morro Bay, California. Taylor begins June 13th.



#### CDA FD & PD Conduct Mock DUI Crash for High School Students



On May 24th, the Coeur d'Alene Fire Department, along with the Coeur d'Alene Police Department, KC Sheriff's Department, Idaho State Police, Yates Funeral Home and Shaffer's Towing conducted a Mock DUI Crash at Coeur d'Alene High School for the

outgoing seniors. The scenario was a head on crash involving 2 vehicles

#### Newsletter Archives



#### CITY FACES



#### *Pat Ball: Making a Difference One Customer at a Time*

For Pat Ball, Lead Utility Billing Specialist, customer service means treating customers the way she would like to be treated. Municipal Milestones recently caught up with Pat  
*(Continued on page 2)*



# City of Coeur d'Alene Municipal Milestones Newsletter

with high school students. Among the injuries were 2 fatalities, 3 critical patients, 2 non-critical patients and 1 intoxicated person. The entities try to make the mock crash scene as real as possible to show the students the perils of driving while intoxicated or texting.

## CDA Raising the Bar for Child Care Facilities

The Coeur d'Alene City Council recently adopted new regulations for licensed child care facilities. The changes, proposed by the Panhandle Health District and the Coeur d'Alene Childcare Commission, raise the standards for licensed facilities to operate in Coeur d'Alene. The new



rules reflect current health and safety data trends. Increased use of electronic nicotine delivery systems has prompted a heightened awareness of the harmful effects of nicotine. Under the newly adopted regs, child care providers must secure all nicotine devices away from children, accompanying the existing prohibition of smoking when children are present. Providers are also required to implement safe infant sleep practices, where sleeping infants are properly placed in Consumer Product Safety Approved equipment. The ordinance also includes regulation of ambient temperature inside childcare centers and homes.

## Planting for the Future: Re-Leaf CDA Plants New Street Trees

The City of Coeur d'Alene is in the midst of planting 100 new street trees within the public right-of-way areas within the city through the Re-Leaf Program. Trees are planted at no cost to the homeowner to enhance our neighborhoods and provide many street-side benefits such as mitigating storm water, reducing pollution, increasing oxygen, buffering noises and providing habitat for wildlife. Trees were provided to homeowners who are willing to provide care, including watering and protecting from mowers and trimmers. Didn't get on the list? Don't worry! Contact the Urban Forestry Division of the Coeur d'Alene Parks Department to sign up for the next spring planting, or a possible fall planting. Funds for the program come from forfeited street tree fees on building permits. To sign up for a tree, send an email to

to learn more about her role with the City.

### **Tell us a little bit about yourself and your family:**

I moved to Post Falls from LeGrand, California in 1996 due to a job transfer. I basically had two weeks notice that the move was taking place and knew nothing about Coeur d'Alene, or Idaho in general! I have been married to my awesome husband for almost 13 years. We have a 6-year-old son who was born 13 years to the date after I moved to Coeur d'Alene. My family loves to keep busy and enjoys hiking, biking, kayaking, running, and just being together. My family is my greatest blessing.

### **What are your primary responsibilities as Lead Utility Billing Specialist?**

As the Lead, I take care of the Utility billing, garbage imports, past due letters, tags, shut-offs, customer concerns, rate changes, researching issues, and covering for the cashiers as needed.

### **What do you love most about your job?**

My favorite part of the job would be research and resolving issues that come up with customers' accounts. I also really love working downtown.

### **From a customer service standpoint, what is your philosophy on dealing with the public?**

I once had a travel agent treat me very poorly. Since that time, I remind myself to not treat customers as he treated me and to try and be kind and patient. It is rewarding when someone really appreciates your help and they let you know that you have made a difference. That doesn't always happen, but when it does you know you've done something

*(Continued on page 3)*



## City of Coeur d'Alene Municipal Milestones Newsletter

kkosanke@cdaid.org, or call the Urban Forestry Division at 769-2266.

### CDA FD Conducts Technical Rescue Training

Recently the FD's Technical Rescue Team was at Silverwood doing high angle rescue training on their roller coasters. This drill was a year in the making and simulated getting trapped passengers out of the sleds to safety.



### Library Invites Submissions for July Art Exhibit

The Coeur d'Alene Public Library, in partnership with the Human Rights Education Institute, will host a Smithsonian Traveling Exhibit—"Changing America: The Emancipation Proclamation, 1863, and the March on Washington, 1963" - from June 1 to July 15. As part of this exhibit, the library will host an art exhibit in the Parkside Gallery, on the lower level, during the month of July. Library patrons of all ages are invited to submit art work for this project based on the theme "Civil Rights, Civil Life." The deadline to submit a hanging piece or a 3D piece will be Friday, June 24. The exhibit will end on Friday, July 29. While there are no restrictions on content, participants are asked to be mindful that the gallery is adjacent to the Children's Library. Entry forms and instructions are available at the library, and can also be obtained by emailing dtownsend@cdalibrary.org.

### Cd'A Arts Commission seeks Artists for Riverstone Public Art

The Coeur d'Alene Arts Commission invites artists to submit qualifications for public art in Riverstone. Information packets are available at City Hall, or online at [www.cdaid.org](http://www.cdaid.org). Artist proposals are due by July 10, 2016 and must be submitted through the CaFE website ([www.callforentry.org](http://www.callforentry.org)). The call is entitled "City of Coeur d'Alene, Idaho—Riverstone Public Art."

right.

**Tell us a little bit about your professional background:** I have a Bachelor's degree in Bilingual Cross Cultural Education with a minor in Spanish. I worked as a bilingual secretary which transitioned into HR functions when I first moved to Post Falls. I worked for Macy's as the "Tommy Specialist" prior to coming to the City. I also worked as a photographer for JCPenney and as a teller for Bank of America while attending Merced Junior College and then for the Associated Students at California State University, Sacramento, while attending college there. Even though my degree is in Education, I have an extensive customer service background.

**What do you love about this area?** I love the mountains, the lakes, all the outdoor activities and the fact that I met my husband here. In college we would go to South Lake Tahoe for retreats and I always knew I wanted to live in an area like that.

**Tell us about some of the functions of the Finance Department:** The Finance Department handles all functions dealing with money for the City. Within the Finance Department is payroll, accounts payable and utility billing.

