

***Sam responds to complaint re: Harbor House:***

Hi everyone - great comments and I always appreciate the feedback. I'm so thankful that you're all participating in the community conversation, too. Remember that we are public servants working on your behalf and we need to hear from you. We can't be everywhere at once (though lately I'm wondering if people think we actually are everywhere at once) and so feedback and understanding related to our resources is always appreciated.

Here are some quick thoughts on each of the issues regarding this post, parks special events, and traffic downtown:

1) This incident: Mr. Wagner contacted us last week and I immediately responded to him and told him I'd be sending it to the Parks & Recreation Department so we could take care of these issues. I did just that, and P&R Dept. Director Bill Greenwood immediately got in touch with his crew to ask them to make another major sweep before they leave for the day and also asked the Harbor House contractors, the Buoy Boys, to work hard to be vigilant related to drinking and the other issues. The Buoy Boys noted that sometimes they catch people in the beer garden who have sneaked in that appear to have come off Tubbs Hill. We have connected them with PD so that the Buoy Boys can be proactive in addressing those folks. We're happy to help with our public safety team. Please understand that we do make rounds every few hours to the trash cans and into this area to clean it. I believe that Mr. Wagner unfortunately came upon this area in between cleaning times. We are asking the Buoy Boys to consider assisting with trash, particularly after our crew goes home because they're open later than we work during the day. The system we have had in place for City staff to pick up the trash in cans has, in the past, worked very well. Both fortunately and unfortunately for us - the Buoy Boys are kicking butt and bringing way more people into that area and so we will be seeking assistance to help with the trash issues because we simply can't always be there. One final aspect I should note: While we did do all of this work based on Mr. Wagner's contact, I unfortunately hadn't gotten back to him yet, and that's my fault. I've been dealing with a mother in intensive care and spaced getting back to him, so I apologize I didn't fully finish up with him to let him know all we had done based on his feedback. It's no excuse, and I'll continue to make sure I'm always following up with folks after the initial messaging we do.

2) Trash during Taste of Coeur d'Alene in City Park: The City has 27 parks staff members. On a typical weekend, half of those staff members would not be working. During this event, 13 workers that would normally be off worked, so our full contingent of staff were on board and cleaning these areas. The crew made trash runs every hour in City Park and the restrooms were cleaned on a 30-minute cycle.

3) Traffic control for the Street Fair was exactly the same as it has been for many, many years except perhaps minor tweaks. Typically folks are not shy about sharing their feedback with us in this age of social media and I genuinely have not heard any complaints except on this post from Bourbon. The area he is discussing for 1st and Lakeside is managed by the Resort during the Street Fair and we appreciate the assistance. In speaking with the Streets & Engineering Department, they suggested a flagger and a four-way stop at 2nd and Lakeside will be considered for next year based on Bourbon's feedback.

