

Citizens Engagement Academy

Course 1-Intro to City Government/Course 2-Inside City Operations

Intro to City Government – How the City Works

Week 1 – Welcome & Foundations of City Governance

- Mayor/CM Welcome
- City Manager overview
- Form of Government-CM/Mayor/Legal
- Legal
- Council conversation and Q&A

Week 2 – Community Growth: Land Use & Planning Basics

- Community Development
- Code Enforcement
- Legal role in zoning
- Assistant City Managers conversation and Q&A

Week 3 – Core City Services: Solid Waste & Maintenance

- Solid Waste & Recycling
- Maintenance Operations
- Council conversation + Q&A

Week 4 – Public Safety Overview

- Police
- Fire
- Emergency Management
- Joint response overview
- Assistant City Managers and Q&A

Week 5 – Communications, Courts & Public Information

- Communications
- Police PIO
- Prosecutor overview
- Court operations
- Council conversation and Q&A

Week 6 – Infrastructure Basics: Engineering, Streets & Stormwater

- Engineering & Construction
- Streets & Stormwater
- Council and City Manager conversation and Q&A

- Graduation

In-Depth Departmental Academy – Inside City Operations

Week 1 – Utilities & Customer Service (Deep Dive)

- Water & Wastewater lifecycle/Tour
- Utility customer service systems
- Council and City Manager conversation and Q & A

Week 2 – Technology, Data & Innovation

- IT
- GIS
- Assistant City Managers conversation and Q&A

Week 3 – Finance, Human Resources & Internal Operations

- Budget, bonds, TIF districts
- HR functions
- Council conversation and Q&A

Week 4 – Parks, Recreation & Quality of Life

- Parks & Recreation
- Optional facility tour
- Assistant City Managers conversation and Q&A

Week 5 – Economic Development & Community Partners

- Economic Development (TED)
- Chamber
- BAEDC
- School District
- Council conversation and Q&A

Week 6 – Civic Engagement & Graduation

- User groups
- Engagement opportunities
- Council and City Manager conversation and Q&A
- Graduation