

PLEASE NOTE SPECIAL MEETING DATE AND TIME

CHEHALIS CITY COUNCIL AGENDA
CITY HALL
350 N MARKET BOULEVARD, CHEHALIS, WA 98532

Anthony E. Ketchum Sr., District 3 Mayor		
Terry F. Harris, District 1		Dennis Dawes, Position at Large, Mayor Pro Tem
Daryl J. Lund, District 2		Chad E. Taylor, Position at Large
Dr. Isaac S. Pope, District 4		Bob Spahr, Position at Large

Special Meeting of Monday, May 3, 2010

5:00 PM

EXECUTIVE SESSION		
1. Pursuant to RCW. 42.30.10(1)(c) - Lease or Sale of Real Estate. (City Manager)	---	

5:30 PM

WORK SESSION		
2. <u>Discuss City Nickname.</u> (Mayor)	---	
3. <u>Review 2010 Projects and Goals.</u> (City Manager)	---	1
4. <u>Identify and Discuss City Projects and Goals for 2011.</u> (Mayor, Council)	---	
5. <u>Prioritize 2011 Goals.</u> (Mayor, Council)	---	

THE NEXT REGULAR MEETING WILL BE MONDAY, MAY 10, 2010

BUDGET YEAR 2010	FUND: DEPARTMENT:	001 - GENERAL FUND CITY COUNCIL (B1)
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Mission Statement:

The city council is the legislative branch of city government. The seven councilors, who select the mayor from among themselves that the city should play, the services it should provide, and the projects it should undertake in striving toward their vision of the city.

Services Provided:

The city council is responsible for making all legislative policy regarding the city government. This is done by passing ordinances budget. The council meets twice a month to hold public hearings and take other formal action, and holds informal work sessions with the city manager, the city attorney, the planning commission and various other citizen advisory committees. Councilors represent the city.

2009 Accomplishments:

- * Completed construction of the Chamber Way Project.
- * Placed 2009 Emergency Medical Services Levy before voters.
- * Completed and approved the Chehalis Renaissance and developed a Chehalis Renaissance Implementation Plan.
- * Surplused city-owned properties that will not be used by the city in an effort to improve the financial status of the city.
- * Completed Industrial Park South Annexation Analysis.
- * Made significant progress to complete the city's Critical Areas Ordinance and Comprehensive Plan.
- * Cooperated with local and regional governments in support of the Flood Authority and began work on flood control projects

2010 Goals and Objectives:

- * Maintain the fiscal viability of the city
- * Capital Improvement Plan (CIP) - Phase II underway
- * Transportation entrances to the city - Plan for entrance enhancements, beautification to draw people off of I-5
- * Comprehensive Plan - Complete and approve Comprehensive Plan update that includes a Parks Comprehensive Plan
- * Louisiana extension improvements – Continue progress on the Louisiana Avenue Project, begin construction in 2010
- * Customer service – Develop and begin implementation of a "Customer Service Program" for city staff
- * Chehalis Renaissance - Continue support of the Implementation Plan and the Renaissance Team
- * Analyze identified city programs/services to improve service delivery

2010 GOALS AND PROJECTS UPDATE – APRIL 2010

CONTINUE PROGRESS ON THE LOUISIANA AVENUE PROJECT, BEGIN CONSTRUCTION IN 2010

The administration continues to work with the Washington State Department of Transportation (WSDOT) and Lewis County on this project. Lewis County is designing the roadway and utilities and currently they are at 50% design level. WSDOT is doing the environmental studies and permitting and we have received notice that the permits have been turned in for review. Our street superintendent and engineer technician continue to meet with Lewis County and WSDOT personnel to discuss each phase of the project. We will be requesting funding from the water and sewer utilities during the 2011 budget request process as these utilities are not covered by any of the grant funds for the project. We are waiting on preliminary monetary estimates for the utility work that will need to be installed for the project.

The project is still scheduled for construction during 2012. This project and the new Mellen Street interchange are scheduled to bid as one project. This should get more contractors interested in the project and hopefully more favorable bids.

MAINTAIN THE FISCAL VIABILITY OF THE CITY

The 2010 Annual Budget approved by the City Council, was a conservative one which tried to balance somber revenue projections with muted expenditures. This budget is now uploaded into the accounting system, and financial reports show "budget to actual" comparisons as well as "current to prior year" comparisons. This allows us to benchmark ourselves and see how we are doing compared to the prior year as well as determine how we compare to our projections.

This is the first step in helping to ensure our City's fiscal viability. We have to know where we are and where we are heading. The administration continues to have serious concerns about a drop in sales and use taxes experienced in January and February, but is encouraged by the March report. At this point management is not recommending any additional cuts to the budget for council consideration. Meanwhile, we continue to explore ways in which we can reduce expenditures without compromising the quality of the important services we provide to our community.

TRANSPORTATION ENTRANCES TO THE CITY: PLAN FOR ENTRANCE ENHANCEMENTS AND BEAUTIFCATION TO DRAW PEOPLE OFF I-5.

National historic district signage on I-5 and a system of wayfinding signs were included in the Chehalis Renaissance Plan under the implementation task of "Promotion & Design."

Freeway Signage ~ This project was completed in March with the installation of historic district and park signage on I-5. The historic district signs identify and highlight our historical assets and entice more people to enter the city as tourists and shoppers. The Hedwall and Recreation Parks signs help direct users to the facilities and highlight park amenities to attract people into the city. The original estimated cost of the project was \$24,000 using hotel/motel funds. Due to WSDOT's redesign of the park signs, the approximate cost was \$19,000.

Wayfinding Signage ~ Working in conjunction with the freeway signage, the wayfinding signage will direct visitors to major destinations, attractions, and other areas of interest once inside the city. The first of 32 new wayfinding signs was unveiled on February 26. The 3' by 5' signs showcase the city's new color scheme and the recently adopted city logo. The signs will reinforce a common identity and image for the city, and raise the interest and visibility of area attractions and points of interest. Public works has installed most of the signs and we have received numerous positive comments about the signs, particularly about their attractiveness. To-date, \$25,000 was paid for consultant design services using the Tourism Fund. The signs and associated hardware, totaling just under \$23,500, is being paid for by a Lewis County Distressed Counties Fund grant.

The next step of this project is to make sure the signs flow together and to determine if additional signs are needed. Public works will also begin the second phase of the project, which includes pedestrian signage. This could include identifying trail, bikeway, and walking routes, landmark and activity information, public comforts and amenities, business directories, etc., using maps in kiosks in targeted areas of the city and in bus shelters. Funding will come from remaining grant funds which total \$36,500.

The overall task of "Promotion & Design" includes several projects to further the council's goal of enhancing and beautifying the city's entrances. Those projects could include:

- Adopting building, sign, and landscape design standards
- Erect major gateways on I-5, National Avenue, and Jackson Highway
- Create Dillenbaugh Creek gateway conservancy park
- Relocate Chehalis-Centralia steam train depot to Main Street
- Install street trees on major arterials throughout the city

- Replace the abandoned gas station on the northwest corner of West Street and National Avenue with a plaza and 3-dimensional artwork
- Enhance streetscape on Market Boulevard and Boistfort Street
- Extend curbs, walkways, and other streetscape enhancements on Chehalis to North Street, and Pacific to Main Street
- Reconfigure Twin City Town Center access and landscaping

CONTINUED SUPPORT OF THE IMPLEMENTATION PLAN AND THE RENAISSANCE TEAM

As part of the implementation of the plan in the first year the primary focus was to establish the implementation team (The Chehalis Community Renaissance Team: CCRT) that would be the lead community group in the implementation. Additionally, the city took the lead on doing a pilot project on Chehalis Avenue that focuses on parking changes and street trees for a 6 month period, which is currently underway. Providing wayfinding signage that supports the new logo and city colors and more signage on the freeway to help direct people into and within the city (see above details) is currently underway. The CCRT, Lewis County Historical Museum and the City also produced a Historic Walking Tour and brochure that focuses and highlights many of the historic buildings in our Old Town and downtown.

There is also preliminary efforts underway between the city, county, the CCRT and a private group to develop a parking garage on the city surface parking lot at Washington and Boistfort. A workshop will be set up in early June for those interested.

DEVELOP A CUSTOMER SERVICE PROGRAM FOR THE CITY

Peggy Hammer, City Human Resources Administrator, provides the following approach for development of a customer services training program for the city over the next two years.

Define who our customers are. Examples: bill payers, court defendants, all citizens, tourists visiting the area and recreation program participants.

Examine the different ways they are looking to obtain service from the city. Examples: walk-ins to pay bills, calling for information, using the city website and using city facilities.

Examine the different ways that city employees interface/how do the customers receive services. Examples: In person, via telephone, via website, by participating in city or community activity and provide assistance during emergency.

Identify what they need from the city. Examples: Instructions/information, a clear and accurate process, safe activities and facilities, and a timely and professional response.

Identify what can inhibit our ability to give good customer service (barriers). Examples: Lack of training, not enough time, lack of personnel, supervision, attitude, other needed resources, language barriers, cumbersome or unclear processes, limited access to information (e.g. only available via internet or via daytime contacts) and the need to sign up in person rather than online or after non-business hours.

Identify what the city can do to remove barriers to good customer service. Examples: More information available on the web, clear written information and improved processes, employees trained on their role and how to give good customer service, provide new ways to communicate and get information to customers.

Prioritize and create a strategy for removing barriers and making improvements in customer service throughout the city. Customer service program should start with the hiring process and training should begin with the new employee orientation and continue throughout employee's tenure with the city.

ANALYSE IDENTIFIED CITY PROGRAMS/SERVICES TO IMPROVE SERVICE DELIVERY AT LESS COST

In 2010 the administration will be analyzing the utility billing system to determine if it can be done at less cost and maintain or improve customer service from an outside source. The analysis will include other local governments, special purpose districts and private sector providers.

CITY CAPITAL IMPROVEMENT PLAN (CIP): ENSURE THAT PHASE 2 IS UNDERWAY

The Capital Improvement Plan (CIP) is a component of the city's Comprehensive Plan. The CIP is currently being developed by the city's planning consultant, and will be presented for review and approval as part of the Comprehensive Plan update process later this year. The administration has obtained an intern to coordinate the interdepartmental capital projects, and is working with the consultant to provide historic CIP information, as well as future projects, to provide a document that will be appropriate for future budget considerations. The Growth Management Act requires that the city's budget reflect the adopted CIP.

CITY COMPREHENSIVE PLAN: COMPLETE AND APPROVAL OF THE COMPREHENSIVE PLAN UPDATE AND INCULDES A PARKS COMPREHENSIVE PLAN

The city's consultant for producing a comprehensive Parks and Recreation Plan (also Known as the Parks, Recreation and Open Space (PROS) Plan) has been slowed by serious injuries to the consultant. All of the elements of the draft plan have now been received by the administration, and they are being formatted for publication as a review document. Many of the provisions of the PROS Plan will directly and significantly affect the CIP. It will be important for the review and adoption process for the PROS Plan to consider the affect on the CIP. The city's consultant working on the Comprehensive Plan will incorporate the adopted Parks and Recreation (PROS) Plan by reference when it is completed.

Initial drafts of the required elements of the city's Comprehensive Plan have been completed. The consultant is working directly with the state Department of Commerce to make sure all of the elements are consistent with the revised Growth Management Act. The individual elements are being presented to the Planning Commission one at a time starting in April to begin the local public review process. Revisions would then be made based on the public comments. The completed draft Plan will be presented to the council for public hearings and consideration. The Plan will contain the required GMA elements, including the CIP, and also other adopted plans such as the Parks and Recreation Master Plan, the Hazard Mitigation Plan, the Renaissance Plan, the utility master plans, fire services master plans, etc.