



2013 City-Wide Work Plan - Third Quarter Update

Community Vision

The City of opportunity, the community of choice.

City Mission

To provide superior services that support a safe, inviting and healthy environment for our residents, businesses and guests.

Strategic Goals and Objectives

1. A Community of Inviting Neighborhoods & Vibrant Business Districts

- A. Cultivate community ownership of shared spaces.
- B. Build a broad and collaborative approach to preventing crime and increasing the sense of safety.
- C. Focus City planning and investments on creating a connected, dynamic urban environment.
- D. Use City efforts and investments to realize established visions for specific sub-areas.

2. A Solid Foundation for All Tukwila Residents

- A. Partner with organizations that help meet the basic needs of all residents.
- B. Strive for excellent education, vocational supports, and personal growth opportunities through effective partnerships and City services.
- C. Encourage maintenance, improvements, and diversity in the City's housing stock.

3. A Diverse & Regionally Competitive Economy

- A. Embrace the City's economic potential and strengthen the City's role as a regional business and employment center.
- B. Strengthen the City's engagement and partnership with the business community.

4. A High-Performing & Effective Organization

- A. Use Tukwila's Vision, Mission, and Strategic Plan to focus and prioritize City efforts.
- B. Advance Tukwila's interests through participation in regional partnerships.
- C. Continue to develop as an organization and support individual growth.
- D. Ensure City facilities are safe, efficient, and inviting to the public.
- E. Ensure the long-term fiscal sustainability of the City.

5. A Positive Community Identity & Image

- A. Improve the City's ability to build trust and work with all members of the Tukwila community.
- B. Facilitate connections among Tukwila's communities.
- C. Promote a positive identity and image of Tukwila.

2013 Priorities

- ❖ Crime Reduction along Tukwila International Boulevard (TIB)
- ❖ An Improved Environment for Community Livability
- ❖ Strengthened Financial Fundamentals
- ❖ Updated Plans and Policies Aligned with the Community's Vision
- ❖ Improved Access to City Services and Decision-Making
- ❖ Council, Staff and Partners Engaged in a Shared Commitment to the Community's Vision



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Crime Reduction along Tukwila International Boulevard (TIB)			
Implement the Crime Reduction Initiative (CRI) and engage all departments in supporting crime reduction	Police	1B, 1D	<p>On August 27, 2013, more than 400 law enforcement and agency personnel searched and seized three motels on Tukwila International Boulevard as a result of a year-long investigation of criminal activity. A total of 19 arrests were made at the three motels. The City provided short-term assistance to 31 adults and 11 children that were displaced from housing as a result of these circumstances. Most departments across the City were involved at various points throughout the operation, from blocking streets for smooth flow of enforcement vehicles; coordination of logistical support; emergency response planning; and humanitarian assistance (temporary shelter, food, support service needs). Human Services continues work with some of the clients.</p> <p>The Police Department along with other City departments led two tours of Tukwila International Boulevard on August 30 and September 5. The tours included City Council members, School Board members, the Tukwila School District Superintendent and the President of the Southwest King County Chamber of Commerce.</p> <p>Records Specialist Dawn Zuger was selected as the Patrol Administrative Assistant. The start date is to be determined as we continue the process of selecting her replacement. Officer Zack Anderson was selected as the new Crime Prevention Officer. His start date was 9/1/13. These two new positions are part of the increased staffing approved to support the Crime Reduction Initiative (CRI). Officer Anderson's temporary assignment is to work full-time on recruiting strategies to fix our staffing which is critical to achieving the goals of our CRI.</p> <p>The Targeted Offender/Top Contacts Program, part of the CRI, has been implemented using the web-based program InfoShare. Through crime analysis, the department identified top offenders using specific and measurable criteria. This information is tabulated in InfoShare and officers can access the web-based data in the field. When an Officer documents a Top Offender contact in the field, the activity is annotated in InfoShare. If there is probable cause for an arrest of the individual, the officer does so and the database is also updated. The Police Department communicated the Top Offender program with the prosecutor's office to facilitate understanding and efficiency during court proceedings.</p>
Begin Tukwila Village Construction	ED, DCD	1D	Tukwila Village Phase 1 and the new library are going through design review and tentatively scheduled for Board of Architecture Review in October. Normandy Court is reviewing a draft agreement related to the future vacation of 41 st Avenue. The Statements of Purpose for the Plaza and Commons will be finalized in early October. The Library purchase and sale agreement will come to Council in November.



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Revitalize the Urban Renewal Area	ED	1D	<p>The City completed appraisals, made offers, and is in negotiations to purchase the Super Pawn Shop, Sam's Smoke Shop, and the Spruce Motel.</p> <p>Staff assisted the property owner of the former Tukwila Trading Company grocery store in their attempt to attract a large, full-service grocery store. Unfortunately, the owner was unable to attract a large store and has signed a letter of intent with a smaller, full-service store called Saar's Marketplace.</p>
Increase bus shelter cleaning, litter pickup and graffiti removal	PW	1A, 1B, 1D	Bus shelter cleaning and litter pickup is still being accomplished at a greater frequency.
An Improved Environment for Community Livability			
Restore proactive code enforcement efforts citywide	DCD, CE	1A	Proactive code enforcement has continued through the third quarter. Notices of violations have been issued to businesses with non-conforming signage. All food trucks operating in Tukwila have been checked for appropriate licensing and accessory shelters that have been installed without permits have been removed. Rental housing inspections have commenced in inspection zone 3 which encompasses the T.I.B. district. Proactive code enforcement continues city wide.
Streamline and strengthen nuisance ordinance and abatement process	DCD	1A, 1B	TMC Section 8.28.030 has been amended regarding Chronic Nuisance Building or premises. The amendments provide for an expedited abatement /civil penalties process. In the third quarter, two derelict properties were abated under the new process and a third has been initiated and will be completed in the fourth quarter.
Plan for pedestrian safety improvements along Tukwila International Boulevard	PW	1B, 1C, 1D	90% design plans will be finalized soon for ADA and pedestrian safety.
Create strategies to mitigate neighborhood impacts of freight mobility	Mayor's Office	1A	Staff has received a draft Request for Proposal from BNSF in regards to alternatives for southern access to the Intermodal Facility located in Allentown and is currently reviewing the document for content and legal applicability. Consideration is also being given to the most efficient way to proceed with the livability study.
Strengthened Financial Fundamentals			
City Compensation Policy	HR, Finance	4E	The compensation policy has been adopted.
Research revenues and opportunities to reduce expenditures (including impact of golf course on General Fund)	Finance	4E	Both the golf course financial status and performance, and the golf course operations have been analyzed and discussed at Finance and Safety Committee meetings. This topic is ongoing and the Parks & Recreation Director is scheduled to return to the Committee in the 4 th quarter with additional operating information. Also discussed at Committee, were Transportation Benefit District options, cost recovery opportunities from motor vehicle accident assistance and false alarm fee increases. Considerable time has been spent on finalizing the Local Improvement District assessment role and preparing for bond issuance. Over \$8.5M of City costs will be reimbursed from the bond proceeds.



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Evaluate viability of sewer utility funds	PW, Finance	4E	The sewer fund financial viability was discussed at a Finance and Safety Committee meeting. No additional discussion is considered necessary as the fund appears able to meet its reserve requirements over the 6-year planning period.
Updated Plans and Policies Aligned with the Community's Vision			
Incorporate Strategic Plan Vision and aspirations into Comprehensive Plan updates.	DCD, PW	1A, 1C, 1D, 2C, 2D, 3A, 4A	Contracted liaisons will be utilized to share information with various communities and gather feedback that will be utilized in the update of the Housing element of the Comprehensive Plan. The Council has held 4 work sessions to review the Planning Commission's recommended changes to the Utilities, Capital Facilities, Transportation, Natural Environment, Shoreline and Southcenter Comprehensive Plan elements. The elements have been updated to reflect current conditions and regulatory requirements as well as incorporating Strategic Plan guidance. Council adoption is expected in the 4 th quarter.
Tukwila International Boulevard Plan	DCD, ED	1D	The Transportation Corridors Comprehensive Plan Element will be refocused on the TIB corridor and updated as part of the 2014 annual amendments. Work on the TIB Plan will begin after the Comprehensive Plan process is complete.
Southcenter Plan Update	DCD	1D	The Draft Supplemental Environmental Impact Statement (SEIS) has been routed for internal review. We are using a new tool called Transit Infill where the City performs an upfront analysis of the development anticipated under the Plan and individual projects that conform to the Plan will not have to conduct their own SEPA analysis and will be protected from environmental appeals. Next will be a public comment period on the SEIS prior to adoption.
Facilities Needs Assessment	PW	4D	The first phase of the needs assessment is almost ready to present to Executive Staff and Council. The second phase will begin in the 4 th Quarter.
Parks, Recreation and Open Space Plan Update (PROS)	PR	1C, 2B	Public Outreach efforts have concluded. Staff and Consultant have prepared a Needs Analysis and presented updates to City Council. Moving into phase 3 of the process and developing strategies, actions and recommendations.
Revise policies for undergrounding of utilities	PW	1A	Included in the Utilities Element of the Comprehensive Plan.
Establish public safety oriented sidewalk policy	PW	1A, 1B	Included as a Goal in the Transportation Element of the Comprehensive Plan.
Implement improved and tailored public engagement strategies in all planning efforts	All Depts	5A	The City's liaison program (Community Connectors) will be directed through Global to Local directors and overseen by the Mayor's office. We are identifying options for sharing City information with health promoters and our liaisons as a way to develop greater understanding of basic City functions for individuals who work across the various communities in Tukwila.



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			DCD expanded our outreach efforts for the Comprehensive Plan to include attendance at Touch a Truck, a lunchtime concert and the Teen Fest.
Improved Access to City Services and Decision-Making			
Streamline permitting process and use technology to provide better service for customers and greater internal efficiencies	DCD, IT, City Clerk	4A	<p>DCD and the internal TRAKiT team have completed the testing phase of the permitting system and have been retesting the issues as they come back from CRW. Go Live is targeted for November 6th. Council will review a technology fee proposal to support ongoing customer service improvements in the 4th Quarter.</p> <p>The City Clerk's Office is working with a vendor to create internal efficiencies to facilitate a paperless agenda packet creation process. City staff in multiple locations throughout the City will have the ability to submit agenda materials through an online interface as opposed to submitting paper documents. The new automated system is also compatible with the City's Digital Records Center.</p>
Increase public access and visibility of Councilmembers (Council video recording, other efforts)	IT, City Clerk	5A	<p>The process for videotaping, archiving and citizen viewing of Council meetings has been streamlined and stabilized. PSA is now ready to start preparing for Channel TV21 programming and content management. Several City events have been videotaped and produced for TV21 content.</p> <p>Public access is fostered through availability of high-retrieval documents in the City's Digital Records Center. As part of the Records Management Program, as ordinances and resolutions are adopted by the Council, they are made available online the next day. Other records available online include Council minutes, legal/public notices, press releases, contracts and agreements, recorded documents, and the Tukwila Municipal Code. All are intuitively named and keyword searchable to facilitate ease of access.</p>
Advance the City's tools and processes for effective community engagement	Mayor's Office, IT, City Clerk	5A	<p>Human Services brought on 3 new partners; Providence Health services, Big Brothers-Big Sisters and Muslim Housing Partners. Google Translate is now being utilized on the City's website (Spanish, Vietnamese, and Somali). We are monitoring usage and will communicate more information after the initial test phase (2014.1). Human Services continues ongoing communication with Global to Local and will assist any providers needing linkages as it relates to health care enrollment.</p> <p>Community engagement is encouraged through a link on the City's website allowing community members the ability to sign-up to receive agenda packets electronically each week. The City Clerk's Office incorporates materials for City Council, Planning Commission, Parks Commission, Civil Service Commission and Special Council Workshops in the City's Digital Records Center. A weekly email is generated with a link to packet materials and distributed to the City Council, staff and members of the community.</p>



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Explore online registration for Parks and Recreation Programs	PR, IT	4A	PR and IT Staff are scheduled to attend a vendor symposium at the community center on October 24 th . Multiple Parks and Recreation registration software programs will be available for viewing and feature comparison.
Council, Staff and Partners Engaged in a Shared Commitment to the Community's Vision			
Establish a yearly process and procedures to align Council and staff, as well as the City's budget and annual priorities around next step in advancing the Strategic Plan	Mayor's Office Finance	5A	A joint Executive Staff/City Council meeting has been scheduled for October, 2013 – to identify priority areas for 2014, and establish an initial timeline/process for budget/goal development for the 2015/2016 budget cycle.
Engage and align staff in proactive leadership around our shared Vision and Goals	Mayor's Office	4A, 4C, 5A	The second High Performance Organization workshop was held in September, including 36 staff from across all City departments. An all-employee survey (Likert) was conducted in order to establish a baseline for employee's perceptions regarding current leadership, within their own departments and across the larger city organization. Based on key learnings, departments will identify 1-2 areas for change, with an expectation that a follow-up survey in a year/two will show improvement and progress toward a more empowered workforce, and broader leadership throughout departments.
Improve our internal communications to ensure staff are well-informed and have opportunities to provide input	Mayor's Office	4A	More cross-departmental teams/groups are being utilized to address broad range issues (PROS, liaisons, Trakit).
Develop a City Communications Plan to provide consistent and thorough communications with the public	Mayor's Office	5A	Strategies and opportunities that will improve communication between the City and public continue to be identified. During the 3rd quarter, staff met with representatives from the School District as well as the Tukwila Reporter to determine areas for improved information sharing.
Build a stronger relationship with the school district(s)	Mayor's Office	2B	Monthly meetings are held with the school superintendent and provide opportunities for shared information and updates. Staff from various departments across the City interact and collaborate with school district personnel to address common issues/concerns.