

**City Council Workshop**  
**September 26, 1992**

**PRESENT:** David Weiser, Mayor  
Ken Baxter  
Otto Herman  
Mike Leighan  
Dave Mc Gee  
John Myers  
Donna Pedersen, Mayor Pro Tem  
Donna Wright

Staff: John Garner, City Administrator  
Mary Swenson, Assistant to City Administrator  
Dave Zabell, Public Works Director  
Steve Wilson, Finance Director  
Lillie Lein, Secretary

Facilitator: Martha Bryan

**THINGS GOING WELL**

Cooperation with School Board

Informing Elected Officials by Staff

Passing Library Bond

Improved City with Other Municipalities

Garbage Services

Library Services

Council Involved in Outside Activities/Groups/Committees

Planning Dept. Overhaul

Citizens Awareness of Openness to Council

**City Council Workshop**  
**September 26, 1992**  
**Page 2**

Golf Course Success

Critical Water Study/Implementation

Citizen Involvement

Street/Utilities Implementation Plan

Park Dedication by Developers

Clean Streets/Maintenance

Water Pipeline Completion

Improved Communications with Other Agencies

Improved Waste Treatment Capacity

Maintained Budget Controls

Fire District Consolidation & Communication (911)

Increase in Parks

Improved Clubhouse and Restaurant

Hearing Examiner Process

Jail/Court System

Improved Audits

Development Permit Process

Color Coordination of City Hall

**City Council Workshop**  
**September 26, 1992**  
**Page 3**

Recycling

Smooth Personnel Changes/ Excellent Recruiting and Selection  
Process

Development Criteria Progress

Increased and Continued Employee Training

Satellite Communication

Improved Accounting and Reporting

Records Management

Risk Management/Personal Safety

Cable TV

D.A.R.E. Program

Better Communications of Employee Benefits

Better Inter-Department Communications

Bicycle Patrol

Summer Parks Program for Kids and Concerts

Traffic Control

Improved Employee Morale

City/County Collaboration (Mother Nature's Window)

**City Council Workshop**  
**September 26, 1992**  
**Page 4**

Improved City Council Meetings

Improved Communications/Relations Between City & Tulalip Tribes

Full Service Dispatch

Petting Zoo

Recreation Program

Continued New Initiatives/Pro-Active

**IDENTIFY THINGS WHICH COULD BE IMPROVED:**

Customer Service

Public Image

Annexation Process

Land Use Planning

Police Morale

More Active Parks

Equipment Rental/Replacement

Garbage Department

Purchasing Control

**City Council Workshop**  
**September 26, 1992**  
**Page 5**

Fireworks Control

Recycling (Business & Multi-Family)

Enhance Relations with Social Service Agencies

City Hall

Traffic Control

**VOTE ON ABOVE TOPICS IN ORDER OF PRIORITY 1-2-3**

	<b>POINTS RECEIVED</b>		
	<b>COUNCIL</b>	<b>STAFF</b>	<b>TOTAL</b>
1. CUSTOMER SERVICE	18	10	28
2. CITY HALL	11	6	17
3. IMPROVE CITY IMAGE	7	4	11
4. LAND USE PLANNING	6	2	8
5. ANNEXATION PROCESS	3	2	5
6. ENHANCE RELATIONS WITH SOCIAL SERVICE AGENCIES	2	0	2
7. PURCHASING CONTROL	1	0	1

**REMAINDING TOPICS RECEIVED NO VOTES**

## WAYS TO IMPLEMENT IMPROVEMENTS & RESPONSIBILITY ASSIGNED

### 1. Public Awareness

- A. Make public aware of the day to day operation of the City through a video
  - 1. Show video on Channel 18
  - 2. Must be professionally made
  - 3. Video need to be current
  
- B. Have major TV stations cover special events
  
- C. Hire a Public Relations salesperson to go out into the community and talk sell the City.
  
- D. Need more positive press releases.
  
- E. Get the Globe to include a special section on Marysville focusing on positive press releases.
  
- F. Have department heads report to Council
  - 1. Under Staff Reports
  - 2. On a rotation basis, so that one or two departments report each meeting.
  
- G. Council needs more feedback/follow-up on items approved at City Council.

**City Council Workshop**  
**September 26, 1992**  
**Page 7**

- H. Combine newsletter with utility bills and send to all utility customers.
- I. Allocate 1/2 Community Information Officer's time to work with Channel 18.
- J. Summarized: (1) Set aside funds in the budget for Public Relations (video) /(\$10,000-25,000).

**John Garner will be responsible to develop a plan of action by the end of the year.**

**2. City Hall**

- A. Should have a comprehensive plan for the different buildings.
- B. Replacement of City Hall.
  - 1. Some preliminary work has been done on relocating.
    - a. Location
    - b. Type of Building
    - c. Renovating has been ruled out.
  - 2. Questions need answering.
    - a. Should facilities be combined?
    - b. How big should building be?

- c. Can old library building be used as an interim facility?
- d. Can funding be through Utilities revenue bonds?

**C. Identify Options**

- 1. Hire a consultant
  - a. Recommend size of building
  - b. Recommend location
  - c. Recommend design
- 2. Begin Revenue Bond Process

**D. Preliminary work before consultant is hired**

- 1. Put money in budget (\$20,000+?)
- 2. Decide what department will be housed in building

**John Garner responsible for preliminary planning. Consultant to be hired in 1993.**

**3. Customer Service**

- A. Service as measured by the perception of the customer.

**John Garner to form guidelines or options of what can be done to improve customer service by end of November.**

**4. Land Use Planning**

- A. Interim Comprehensive Plan is due before the end of 1992.
- B. Economic Development Plan is due July, 1993.
- C. Need to encourage development in areas where City wants it.

**5. Enhance Relations with Social Services**

- A. Needs to be addressed before budget is final.
- B. Need to go through a ranking process.
- C. Set criteria for dispersing funds.
  - 1. Grants?
  - 2. Budget funds to be available throughout the year.
  - 3. Agencies within the City should get first priority.
  - 4. Consider a cap of funds one agency can receive in a year.

**6. Purchasing Control**

- A. Implement a purchase order system by January, 1993.
  - 1. A low-end cap to allow small, minor purchases.
  - 2. Sign-off by Department Heads.
  - 3. Level of sign-off based on amount of purchase.

4. Line item balance provided with each purchase order to provide budget controls.
- B. Purchasing Agent (Plan to be developed by September 30, 1993 for 1994 budget purposes.)
  1. Need to investigate the idea.
  2. To control purchases.
  3. Provides accountability.

**Steve Wilson to be responsible for implementing and developing plans by dates above.**

The following goals were discussed in no particular order . . .

**7. Police Morale**

- A. Give police more recognition.
- B. Provide more training.
- C. Community orientation through . . .
  1. Making presentations to service clubs, groups, etc.
  2. Personal contact with community.
  3. Monthly programs for citizens/groups with specific topics (shoplifting, personal safety, etc.) .

**City Council Workshop**

**September 26, 1992**

**Page 11**

- D. Get police involved with fire department making inspections of alleys, etc. for potential fire/arson hazards.
- E. Survey police personnel.
  - 1. Do they feel they have a morale problem?
  - 2. Measure improvements to morale.
- F. Make this an employee morale issue.
- G. Particular problem developed when fire department consolidated with the Fire District.
  - 1. Fire employees salaries took a big jump.
  - 2. Needs to be addressed in **1993** when contract talks begin.

**John Garner will be responsible for improved morale plans by end of 1992.**

**8. More Active Parks**

A comprehensive park plan needs to be developed to possibly include a sports park complex.

**Jim Ballew will develop by the end of 1992.**

**9. Equipment Rental/Replacement**

- A. Need to budget reserves for equipment replacement. **Steve Wilson will be responsible for planning.**
- B. Departments will need to determine approximate replacement times for equipment.
  - 1. Amounts will be set aside in reserve for future replacement.
  - 2. Reserve funds to come from general fund.

**10. Garbage Department Improvements**

- A. To be addressed at Monday, September 28, 1992, Council meeting.
- B. Recycling.
  - 1. Already mandatory for individuals.
  - 2. In the process of implementing for businesses and multi-family housing.
  - 3. Council needs to remain up-dated on progress.

**11. Fireworks Control**

Set specific guidelines to control use/when they can be set off.

**John Garner to set public hearing.**

**12. Enhanced Relations with Community Organizations**

- A. Need to identify organizations/groups.
- B. Need to get affected people involved in decision making.
- C. Plan a meeting with different organizations.

**Mayor to be responsible for planning by November 1.**

**13. Traffic Control**

- A. Congestion - 6 year comprehensive plan is in place.
- B. Parking - to be addressed at September 28, 1992 Council meeting.
- C. Need a comprehensive plan to develop walking and bike paths.
- D. Transit options explored after Comprehensive Land Use Plan is developed.

**Public Works Director, Planner, & Parks Director to work together in planning after Comprehensive Land Use Plan is developed. Also, to keep Council informed of progress.**

**Other Concerns:**

**1. Ordinances**

- A. Need procedures/plan for implementing ordinances.
  - 1. Councilmembers bring before Council.

2. Mayor or John Garner submit when approached by concerned citizens.

B. Develop form to have items included on agenda.

**Mary Swenson to develop form and distribute to Council.**

**2. Is an in-house attorney needed?**

A. Need to investigate options.

B. Determine Grant's time availability.

C. Would a paralegal be an alternative option.

D. This has been address before:

1. What level of expertise would we have?

2. Cost Needs to be addressed.

a. Attorney's salary.

b. Legal Secretary's Salary.

c. Law Library.

d. Space to house above.

**City Council to be responsible - 1993.**

**3. City Mission Statement/Motto**

- A. Need to form a committee.
  - 1. To affirm current mission statement or develop a revised statement.
  - 2. To develop a City motto which could be included on stationery etc.
- B. Committee should be comprised of Council members, employees, and citizens.

**Mayor Weiser will be responsible for appointing committee by October 5, 1992.**

**4. Next Workshop.**

- A. To work on budget.
- B. After preliminary budget/before final 1993 budget.



## Mission Statement

The Marysville City Council and staff are dedicated to providing efficient city services that meet the needs of their constituents — residents, businesses and visitors.

These services will focus on maintaining a community appearance and attitude that is of the utmost quality. By integrating residential and commercial development and developing a comprehensive recreation and park system, the City pledges to maintain economic stability and a commitment to quality of life.

The City recognizes in all its activities the fragile nature of the environment and is committed to practices which preserve and protect the environment of Marysville and its surroundings.



## BRYAN & BRYAN ASSOCIATES

Martha N. Bryan, President

3521 - 105th Place S. E.

Everett, WA 98208

206 - 337 - 1838 \* Fax 206 - 338 - 4509

October 2, 1992

Training & Development Consultancy

Mr. John Garner, Administrator  
City of Marysville  
514 Delta Avenue  
Marysville, WA 98270

Dear John,

You were right - you do have a Mayor and Council that works well together. You also have a Mayor and Council that cares about the City of Marysville and its people.

Attached is the list of goals the Council, Mayor and Staff generated at the retreat held September 26, 1992. The goals and plans of action are very ambitious. I suggest that progress in reaching these goals be monitored on at least a monthly bases and if adjustments to the schedule need to be made, action be taken. You do not want to wait until the end of the year and wonder "what happened to our plans?"

A suggested insert to your Council agenda packet is attached.

If you have question or need additional help in wrapping up this project, please call.

Sincerely,

Martha N. Bryan

Attachments (2)

*MISSION: "To empower people and organizations with the skills, attitudes and strategies they need to move from acceptable to excellent performance in both their professional and personal lives."*

# CITY OF MARYSVILLE

## 1992 - 1993 GOALS

<i>GOAL</i>	<i>EXPECTED COMPLETION DATE</i>	<i>PERSON(S) RESPONSIBLE FOR GOAL COMPLETION</i>
1. PUBLIC AWARENESS	December 31, 1992	JOHN GARNER
2. CITY HALL REPLACEMENT PRELIMINARY PLANNING CONSULTANT HIRED	December 31, 1992 1993	JOHN GARNER
3. IMPROVED CUSTOMER SERVICE GUIDELINES / OPTIONS IMPLEMENTATION	November 30, 1992	JOHN GARNER ??????
4. LAND USE PLANS	December 31, 1992	
5. ENHANCING RELATIONS WITH SOCIAL SERVICE AGENTS	December 31, 1992	COUNCIL
6. PURCHASING CONTROL PURCHASE ORDER SYS. FEASIBILITY OF PURCHASING AGENT	January 31, 1993 September 30, 1993	STEVE WILSON STEVE WILSON
7. IMPROVING POLICE MORALE	December 31, 1992	JOHN GARNER
8. MORE ACTIVE PARKS	December 31, 1992	JIM BALLEW
9. EQUIPMENT RENTAL / REPLACEMENT	December 31, 1992	STEVE WILSON
10. GARBAGE DEPT. IMPROVEMENTS	September 30, 1992	COUNCIL
11. FIREWORKS CONTROL	December 31, 1992	JOHN GARNER
2. ENHANCED RELATIONS WITH COMMUNITY ORGANIZATIONS	November 1, 1992	MAYOR DAVE WEISER

*1992 - 1993 GOALS (CONTINUED)*

- |   |  |                                    |
|---|--|------------------------------------|
| 13. TRAFFIC CONTROL                                     | (will keep Council informed<br>of progress.) | PUBLIC WKS. DIR.<br>PARKS DIRECTOR |
| 14. OTHER CONCERNS                                      |  |                                    |
| ~ ORDINANCES<br>FOR SUBMITTING<br>(FORM COMPLET.)       |  | MARY SWENSON                       |
| ~ IN - HOUSE<br>ATTORNEY                                | December 31, 1993                            | COUNCIL                            |
| ~ MISSION STATEMENT<br>/ MOTTO<br>(COMMITTEE<br>FORMED) | October 5, 1992                              | MAYOR DAVE WEISER                  |