



CITY OF LAKE FOREST PARK

CITY COUNCIL WORK SESSION

Thursday, September 14, 2023 at 6:00 PM

Meeting Location: In Person and Virtual / Zoom

17425 Ballinger Way NE Lake Forest Park, WA 98155

INSTRUCTIONS FOR PARTICIPATING IN THIS MEETING VIRTUALLY:

Please note, this link works for both the Work Session (6:00 p.m.) and Regular Meeting (7:00 p.m.).

Join Zoom Webinar: <https://us06web.zoom.us/j/81208922305>
Call into Webinar: 253-215-8782 | Webinar ID: 812 0892 2305

Public Comment is not taken during the Work Session.

As allowed by law, the Council may add items not listed on the agenda.

For up-to-date information on agendas, please visit the City's website at www.cityoflfp.gov

Meetings are shown on the city's website and on Comcast channel 21 for subscribers within the Lake Forest Park city limits.

AGENDA

- 1. CALL TO ORDER: 6:00 PM**
- 2. ADOPTION OF AGENDA**
- 3. COUNCIL DISCUSSION TOPICS**
 - A. Update from the Municipal Services Department and Records Management in the city**
 - B. Quarterly Update from Human Resources**
- 4. ADJOURN**

FUTURE SCHEDULE

- Thursday, September 21, 2023 City Council Budget and Finance Committee Meeting 6 pm – *hybrid meeting (Zoom and City Hall)*
- Monday, September 25, 2023 City Council Committee of the Whole Regular Meeting 6 pm - *hybrid meeting (Zoom and City Hall)*
- Thursday, September 28, 2023 City Council Regular Meeting 7 pm - *hybrid meeting (Zoom and City Hall)*

Any person requiring a disability accommodation should contact city hall at 206-368-5440 by 4:00 p.m. on the day of the meeting for more information.



► Municipal Services Department Update

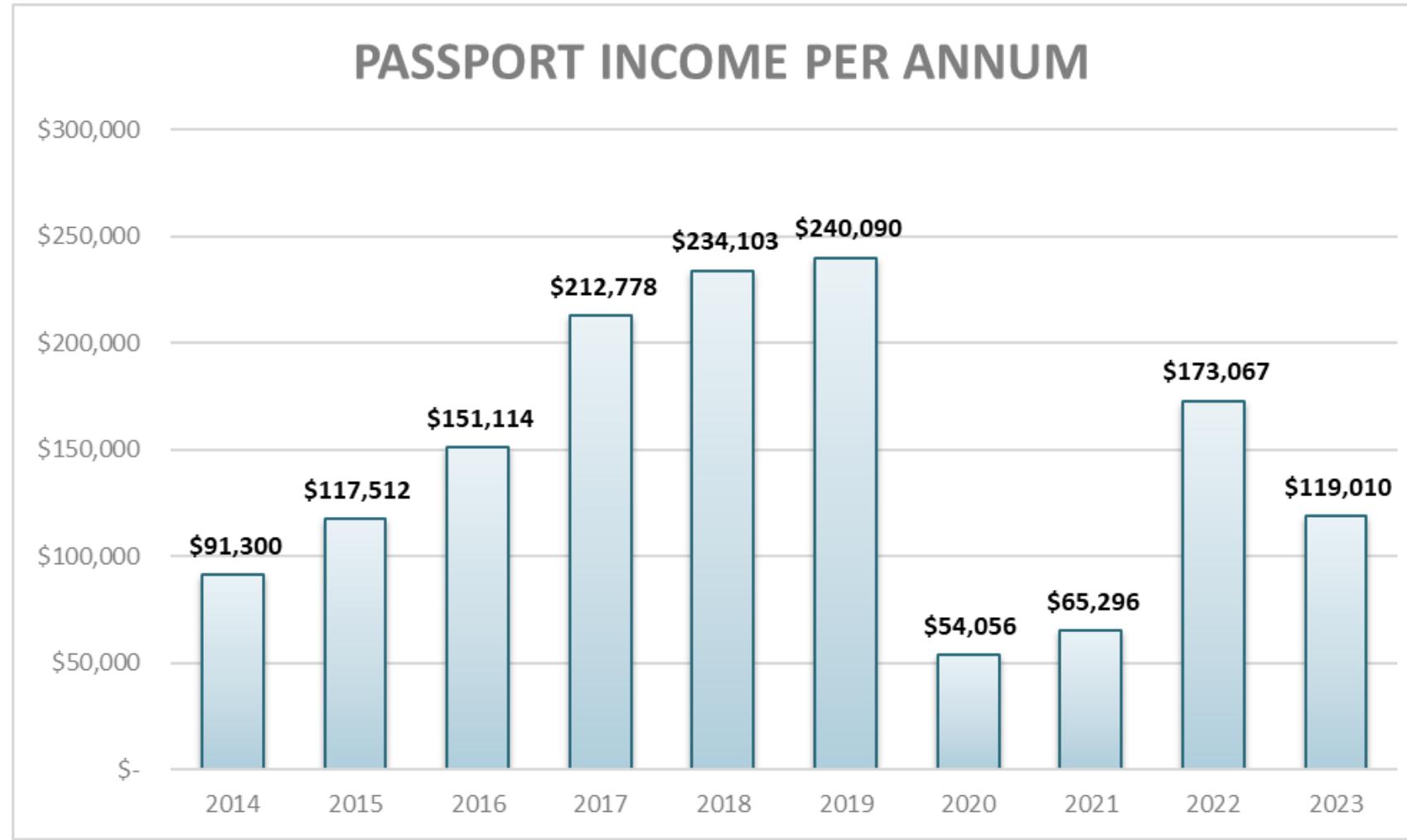
Matt McLean

City Clerk/Municipal Services Manager

Department

- ▶ JoAnne Trudel, Deputy City Clerk
- ▶ Caroline Thompson, Records Management Specialist
- ▶ Jessica Halterman, Receptionist
- ▶ Passport Clerks
 - ▶ Shannon Givens
 - ▶ Lillian Hawkins
 - ▶ Teresa Gilbert

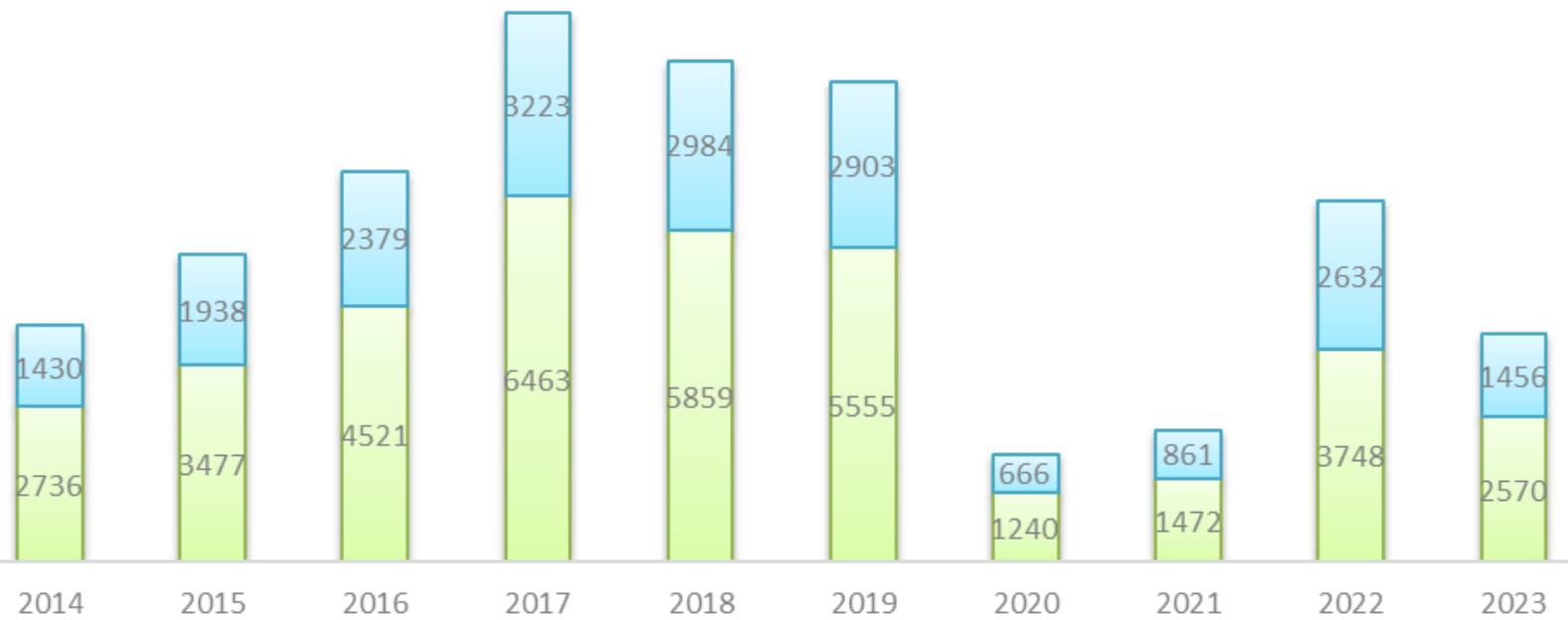
Historical Passports Revenues



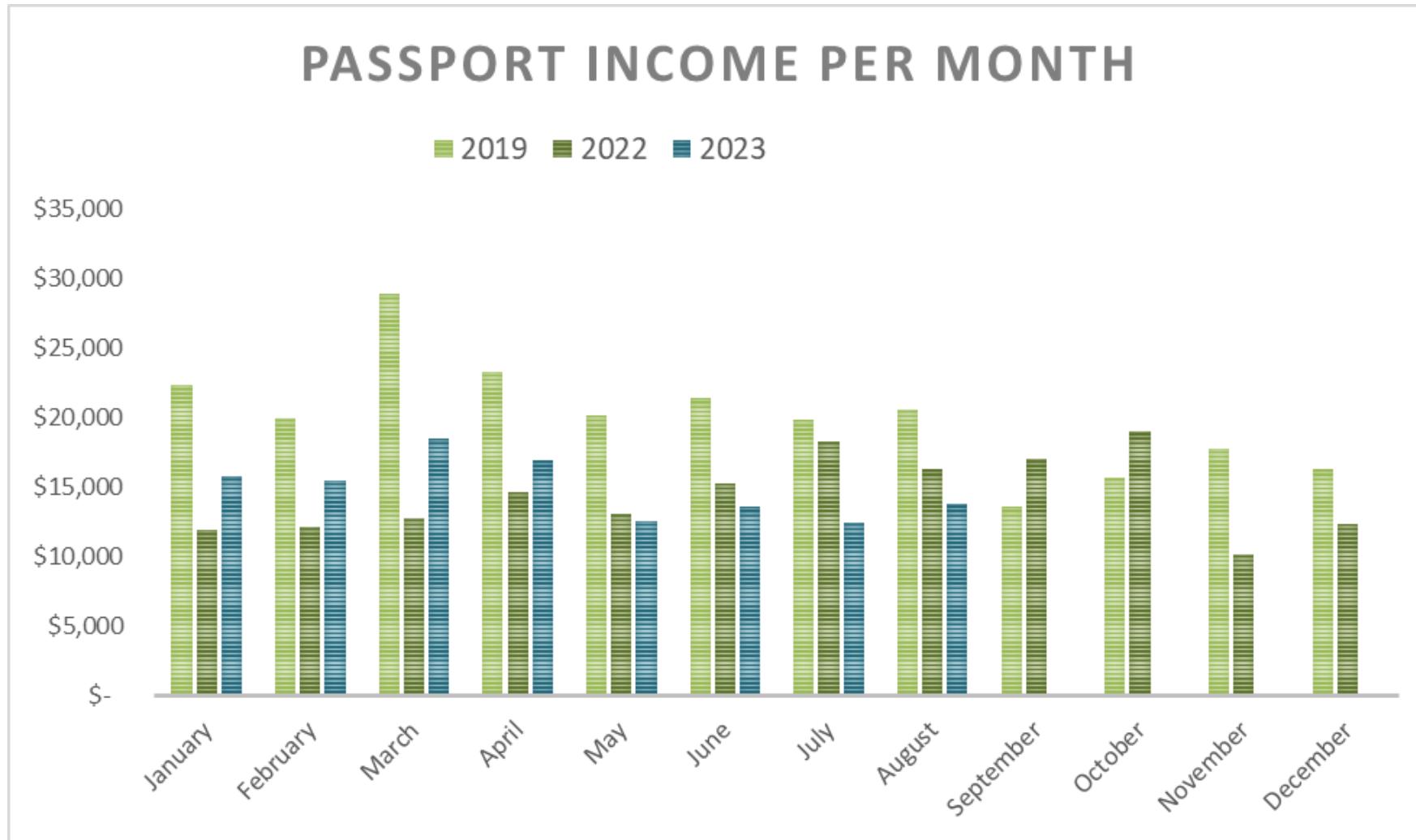
Historical Passports Revenues

NUMBER OF PASSPORTS AND PHOTOS

Passports Photos



Passport Income per Month



Passport Clerk Costs vs. Revenues

	Weekly		3 month average	Year total
Salary	\$762.60		\$6,297.48	\$25,189.92
Earnings	\$2,800.00		\$30,380.00	\$121,520.00
Difference	\$2,037.40		\$24,082.52	\$96,330.08
Hours	20	worked	240	960
Salary with benefits	\$38.13	/hour	\$26.24	\$26.24
Weekly Salary with benefits	\$762.60		\$6,297.48	\$25,189.92
Passports application processed	80	/day	868	3472
Passport Revenue	\$2,800.00		\$30,380.00	\$121,520.00
Yearly Anticipated Passports	3800			
Anticipated Revenue	\$133,000.00			



Records Management

Records Requests

Years	Number of Requests	Total Staff Time (hours)
2023	358	297.5
2022	526	562.9
2021	282	No Time recorded
2020	337	121 (total not recorded)
2019	545	328.25
2018	484	194 (total not recorded)

Total money spent in 2022 on Records Requests

Including all staff time and legal fees:

\$103,525 (approximately)

- ▶ We can't charge staff time to anyone
- ▶ We can charge what we use to respond to records requests - i.e. if we need to scan something or use a specific program
- ▶ Some of the things we use (i.e. office programs, electricity) are too burdensome to calculate to make any meaningful cost impact
- ▶ Right now (aside from PD requests) we are charging \$.11 per request
 - ▶ Might be good customer service to allow a waiver option

Records Management Team

- ▶ Caroline Thompson, Records Specialist
- ▶ JoAnne Trudel, Deputy City Clerk
- ▶ Aaron Edmunds, IT Manager
- ▶ Beth Wright, Accounting Supervisor

Steps taken to lessen the costs for Public Records Requests

- ▶ We are using less legal fees than in the past.
- ▶ Working on standardizing all records in the city (except for PD and Court)
 - ▶ Completed a records management policy
 - ▶ Scanning documents
 - ▶ Audit documents in the city
- ▶ Putting more documents on the city's website
 - ▶ Example: Side Sewer as-built plans on the website now

Public Records Management

- ▶ We are running out of space physically and virtually
 - ▶ Costs involved in expanding both
- ▶ Time spent on records requests
 - ▶ Reduce the number of staff working on requests
 - ▶ Index and access to records
 - ▶ Make more records available online
 - ▶ Costs involved in hosting records
- ▶ Using a more hybrid approach to records - more digital
 - ▶ Move to electronic signatures
 - ▶ Stop making copies of the same document

Grants available

- ▶ State Archives
 - ▶ Technology Tools - \$30,000
 - ▶ Organizing File Room - \$20,000
 - ▶ Digital Imaging - \$50,000
- ▶ Grants for 2024-25 open on February 1, 2024
- ▶ Recommendation is to apply for Public Records Request Software
 - ▶ Software would allow it to be more self-service on the website
 - ▶ Recover the costs involved for the software

HR REPORT

SHANNON MOORE, HR DIRECTOR

September 14, 2023

Section 3, ItemB.



BENEFITS

- Open Enrollment
- Employee Benefits Fair
- Employee Engagement Activities
 - "Lunch and Learn"
 - Pumpkin Carving Contest
 - Holiday Lunch

PROMOTING DIVERSITY, EQUITY, INCLUSION, AND BELONGING (DEIB) IN THE WORKFORCE

Section 3, ItemB.

- Babies of Homelessness Supplies Drive (Dec. 2022)
- Inclusive language
- DEIB focused interview questions & evaluation criteria to recruitment documents
- Performance Evaluations
- Juneteenth recognition

HR ADMINISTRATION

- Updating/creating documents & forms
- Partnering with Finance/Payroll to streamline & document processes
- Auditing personnel files



Salary Survey & Compensation Review

Job Descriptions

Added to City [website](#)

Employee Handbook

RECRUITMENT

Positions Filled:

- Arborist
- Court Administrator
- Domestic Violence Advocate
- Finance Specialist
- Police Officer (3)
- Probationary Officer
- Seasonal Maintenance Worker (4)

1

Turn-over: 8 voluntary terms, 1
involuntary term

2

Recruitment Strategies

3

Preparing for the future

LABOR MANAGEMENT

- Ratified 2022 – 2024 Teamsters CBA
- Reinstated Labor Management meetings
- Lead Maintenance Worker
- Guild – June wage increase

RISK MANAGEMENT

- 2023 facility/park walk through audit
- All required education requirements have been completed for 2023
- Actual losses below expected losses
- Ongoing claim management

Questions?