



**Medina City Council Retreat
March 2022**

City of Medina Departments

**Lines-of-Business, Products Produced,
and Services**

Police Department

Public Safety: Protect People and Property and Reduce Crime

- Our Mission - “Committed to Providing Service that Exceeds Expectations”

The Medina Police Department Team:

- Medina Police Department has nine (9) fully commissioned officers and two (2) administrative personnel.
- Officers provide 24 hours a day/365 days a year law enforcement coverage.
- Schedule routinely evaluated to attain maximum coverage and address public safety needs.
- Officer candidates are hired after displaying a strong commitment to community policing, exemplary communication skills, extensive training and experience, and a firm understanding of the relationship officers must have with the Points communities residents.
- Officers bring experience to the department as special investigations, collision technicians, Field Training Officers (FTO), DUI enforcement, civil demonstration management, Special Operations Team, public information officers, and in homeland security.
- Officers bring a high level of service, experience, and training to each call, leaving the citizen feeling confident in the officer(s)’ abilities.
- Police department is responsible for lifeguard program and city emergency preparedness.
- Mutual aid responses with Clyde Hill, Bellevue, Kirkland Police Departments and Washington State Patrol.

Focus:

- Maintain high, proactive visibility in the community
- Actively patrol by vehicle and foot
- Maintain strong positive relationships that promote interaction with community
- Instill confidence in the community of the officers’ abilities to see a call for service through to an appropriate resolution
- Foster and uphold a shared commitment to the highest levels of integrity, accountability, respect, compassion, and respect for civil and constitutional rights
- Protect all who live, work or play in Medina and Hunts Point

Patrol:

- Community coverage – 24/7/365
- School visits – 225 visits per year
- Park patrol – 275 visits per year
- Trail patrol – 125 visits per year
- Park and Ride – 200 time per year
- Targeted Traffic Enforcement -
- Speed Trailer – deployed throughout the year

Community Policing:

- Shredder/Electronics -Recycling/Drug-Take-Back Days – two per year in April and September
- Community Forums – two per year
- Coffee with a Cop – annually
- Walk-to-School Days
- Field Days – Medina and Three Points Elementary
- Local Government Days – Medina Elementary @ City Hall, annually
- Medina Days – Concert-in-the-Park, Parade, Carnival, Beach Party
- SeaFair – Manage parking issues and over 1000 people in Medina Beach Park on Saturdays and Sundays
- Hunts Point Clean-Up Day
- Council meetings (1/month), study sessions (1/month) and retreats (1-2/year)
- Additional community/neighborhood/business meetings to address specific concerns as they arise

Additional Services:

- Concealed Pistol License (CPL)
- Pistol Transfers
- Fingerprinting
- Parking Permits
- Hunts Point Solicitation Permits

Preparedness:

- School exercise participation – Medina, St. Thomas, and Three Points Schools’ drills, including for fire, lockdown, earthquake, etc.
- Emergency preparedness practice – Officers participate in the Sunday evening radio drill.
- Regular attendance at Emergency Preparedness community meetings
- Active Shooter training with Bellevue and Clyde Hill police departments
- Washington Association of Sheriffs and Police Chiefs (WASPC) Accredited Agency – since 2013
- Updated Medina’s Comprehensive Emergency Management Plan (CEMP) in 2018
- Maintain Emergency Preparedness equipment inventory and supplies
- Participate in Great Shake-out earthquake exercise (annually) – in 2018, all three schools participated with the Medina radio group

Response:

- Each call for service is handled in person or, at a minimum, by phone to help develop rapport and strengthen the relationship with the reporting party.
- Response time for arrival on an emergency call for service is under three minutes from the time of dispatch to time of arrival on scene.
- A report is taken by an officer for every crime, and often on calls for service where it would be prudent to do so or the reporting party requests one to be taken.
- A thorough investigation is completed on all reported crimes until all leads are completely exhausted or a case is filed with the prosecutor’s office.

- The City's Automated License Plate Recognition software, camera system and other technologies are frequently used to assist with investigations.

Training:

- Crisis Intervention Training – all officers receive advanced 40 hours training in addition to the 8-hour state-mandated training.
- Active shooter training with Clyde Hill and Bellevue (primary responding agencies to Medina).
- Annual diversity training for all personnel.
- Regular training and applicable recertification in Hazardous Materials, Bloodborne & Airborne Pathogens, DUI investigations, emergency vehicle operation, legislative updates, firearms, CPR/AED use and operation, and the use, operation and application of multiple law enforcement weapons (i.e. pepper spray, baton, taser, etc.)

Prevention:

- Maintain City's Security Camera System
- Promote information sharing with community to increase suspicious activity reporting
- E-Lerts/Facebook/Twitter –
- House Watch –
Emergency Preparedness Committee Meetings – one per quarter/four per year
- Lifeguards – Eleven/twelve lifeguards hired to work from end of June to end of August
- Facilitate neighborhood watch program/map my neighborhood program
- Community Forums (ID theft prevention, missing and exploited children)

Professional Associations:

International Association of Police Chiefs (IACP)
Washington Association of Sheriff and Police Chiefs (WASPC)
King County Police Chief Association
Eastside Police Chief Association
Member of Coalition of Small Police Agencies (CSPA)
CSPA Major Crimes Task Force (MCTF)
Law Enforcement Records Network (LERN)
Evidence and Property Information Network (EPIN)
International Association for Property and Evidence (IAPE)
Washington Association of Public Records Officers (WAPRO)
Law Enforcement Information and Records Association (LEIRA)
Washington Homicide Investigators Association (WHIA)
FBI National Academy Associates (FBINAA)

Demographics:

- Population - 3,246 Medina and 450 Hunts Point residents.
- Homes and property - 1200 homes and 4.8 square miles in Medina and 181 homes and 0.3 square miles in Hunts Point.

ATTACHMENT 1

- Parks and visitors (Medina Park, Viewpoint Park, Fairweather Park & Fairweather Nature Preserve, Medina Beach Park, City Dock at Lake Lane, City Dock at 84th Ave NE, pocket park at Post Office property)
- Schools - Medina Elementary School (550 kids), Bellevue Christian School (preschool and elementary, 300 students), St. Thomas School (preschool through grade 8, about 340 students), St. Thomas Church and parishioners (about 12 staff and TBD parishioners)
- Businesses – Medina Market (The Green Store), Medina Nursery, Overlake Golf & Country Club, and Chevron.

NORCOM 911:

- Emergency calls answered in 2017 - 167,180
- Calls answered within 10 seconds - 98.51%
- After answer, high-priority calls dispatched in 53 seconds (average)
- Time from 911 call answer, to dispatch, to arrival – less than three minutes in Medina/Hunts Point
- Seamless communication abilities with local police agencies (Bellevue, Clyde Hill, Kirkland, Mercer Island & Normandy Park Police Departments)
- Ability to communicate with agencies not within the NORCOM scope (Washington State Patrol, King County Sheriff, Seattle Police Department)

Development Services Department

The Medina Development Services Department is managed by the Development Services Director and divided into three primary functions: Permit Services, Planning, and Building/Code Enforcement. Our Department enforces federal, state, and local mandates through formal and informal procedures.

Development Services Director

- Perform administrative tasks required to maintain operation of the Development Services Department.
- Assures that the work products of the Development Services Department meet state, local and federal mandates.
- Assures that the work produced, and manner it is produced by the Development Services Department meets performance standards set by the City Manager and City Council.
- Assures consistency of the Development Services work products.
- Reviews building plans for consistency with state, local, and federal building laws by analyzing architectural and engineering plans and documents, and drafting comment letters.
- Revises existing process and develops new processes.
- Attends Planning Commission meetings in support of the Planning Manager.
- Attends City Council meetings.
- Trains staff in methods and code applications.
- Creates staff performance expectations and conducts performance reviews based on those expectations.
- Represents Medina on State level committee(s).
- Assures that the Medina Municipal Code is updated.
- Coordinates with the City of Bellevue for services and consistencies.
- Completes the Building Code Effectiveness Grading survey.
- Answers a significant number of email and phone inquiries daily.

The Development Services Department:

- Accepts, tracks and issues permit's
- Promotes land use laws which are consistent with the desires of the Medina citizens
- Assures safety of occupants and quality of construction through the even enforcement of our Municipal code
- Enforces the Medina Tree Code through permit review and field inspections
- Enforces Low Impact Development through permit review and field inspections (2019)
- Enforces the Grading and Drainage Code through permit review and field inspections
- Enforces neighborhood protection during the construction process
- Promotes environmental protection through the enforcement of erosion control laws

Permit Services:

- Our Development Services Coordinator schedules Pre-application and Intake meetings with permit applicants to assist with understanding our codes, and to help assure that documents are complete which will aid in expediting the permit process.

- We accept permit applications, route to various reviewers, track status, respond to inquiries, calculate fees due, write reminder letters, help people at our permit services counter, track permit progress, and issue permits.
- We process permits in a manner which is professional, timely, helpful, and informative to those required to apply for permits.
- Works closely with staff and consultant permit reviewers.
- Answers a significant number of email and phone inquiries daily.

Planning:

- Our Planner proposes ordinances which are consistent with the desires of the Medina citizens and which conform to state and local laws.
- Participate in the Pre-Application and Intake process to assist permit applicants with their zoning questions and to ultimately assure that the permit process is as short as possible.
- Review permit applications for compliance with our Zoning Code. Issue correction letters, track work, answer technical zoning questions, approves permits.
- Liaison to the Planning Commission
- Regularly recommends updates to the Comprehensive Plan, Shorelines Master Plan, Tree Ordinance and other ordinances.
- Works closely with outside agencies.
- Represents Medina on State level committee(s) 2019
- Provides staff training regarding the Zoning Code.
- Answers a significant number of email and phone inquiries daily.

Building/Code Enforcement:

- The Building Official and Deputy Building Official (2019) participate in the Pre-Application and Intake process to assist applicants with their building code questions with the goal of assuring that the permit process is a short as possible.
- Reviews building plans for consistency with state, local, and federal building laws by analyzing architectural and engineering plans and documents, and drafting comment letters.
- Inspects building permits for compliance with the approved plans.
- Provides code enforcement based on complaints.
- Enforces the Construction Mitigation Plan (2019).
- Inspects temporary erosion and sedimentation control (2019).
- Proposes code amendments including the State Code update.
- Works closely with staff of the Bellevue Fire and Utility Departments.
- Answers a significant number of email and phone inquiries daily.

Finance & Human Resources Department

The Medina Finance and Human Resources Department provides mandatory services (those required by statute, policy, or ordinance) and essential services (those required for effective and efficient City operations)

Mandatory Services:

- Treasury
 - Ensure fiscal integrity & efficient use of revenue
 - Maintain City's excellent credit rating
 - Long-term financial planning
- Budgeting
 - Generate a balanced budget on first draft
 - Provide Council with alternative balancing scenarios
 - Create calendar for public engagement which includes 2-3 Public Hearings
 - Meet all State mandated deadlines
 - Run Council budget study session(s)
 - Present at public meetings
- Financial Reporting
 - Monthly financial statements
 - Monthly check registers
 - Monthly detail-level financial reporting to Finance Committee
 - Quarterly cash position report
 - Q3 & Q4 Fund comparison & year-end projection report
 - Annual report filing with State (requires approx. 40 hours)
- Auditing
 - External audits performed by State Auditor's Office continues to achieve unqualified audit opinion with no material weaknesses or significant deficiencies (requires approx. 80 hours of prep, 2 weeks of on-site review & approx. 20 hours of remote follow up). Fee = 3% of dept. budget.
 - Washington Cities Insurance Authority annual survey and audit
 - Example of other external audits was recent Department of Retirement Services leasehold audit
 - Internal Auditing: reconciling accounts, reviewing revenue & expense lines for variances, etc. In 2018, \$97K of unpaid franchise fee revenue was collected because of an internal audit.

Essential Services:

- Insurance/Risk Management (41% of annual department budget)
 - WCIA delegate
 - File claims
 - Maintain property schedules & determine deductibles
- Human Resources
 - Arrange all Staff trainings such as recent anti-harassment
 - Wellness program coordinator (qualifies City for 2% discount on health insurance)

- Serve on CBA negotiation team; analyze financial impact of proposals
- Recruitment assistance; coordinate on-boarding process with payroll (15 in 2018)
- Coordinate with payroll for terminating employees (17 in last 12 months)
- Open enrollment period for benefits
- Payroll
 - Monthly payroll cycle (approx. 16-20 staff hours each)
 - 2 “special” payrolls (approx. 4 staff hours each)
 - Monthly mid-month draw payments (approx. 1 staff hour each)
 - Quarterly reporting: L&I, ESD, WA Treasurer, IRS
 - Annual W2/W3
 - NOTE: While our staffing total is small: 25 year-round, 12-14 seasonal & 2 LEOFF1 retirees receiving benefits; it is extremely complex for payroll processing.
 - We have 18 positions represented in 3 separate union bargaining units (2 hrly/non-exempt & 16 salary/non-exempt) and 19-22 unrepresented employees (6 exempt, 1 salary/non-exempt & 11-13 hrly/non-exempt).
 - We have 3 different requirements on how overtime is calculated depending on employee classification. Additionally, the PD has 6 levels of overtime. Our payroll software doesn’t have the ability to recognize even standard overtime.
 - In setting up a new employee or processing a timesheet there are potentially 30 different types of compensation of which 10 have 72 associated functional sub-categories. The last 12 months of payroll processing had a total of 2418 compensation lines allocated across 8 cost centers, creating 21,786 lines of financial reporting detail lines.
- Accounts Payable
 - 1177 payments issued (Nov 17 – Oct 18) comprised of 24,103 coded expense lines, 263 active vendors
 - 13-month payables cycle; approx. 26 batches, each taking approx. 20-24 staff hours
 - Annual 1099/1096
- Other reporting
 - WA DOT Financial/Street report
 - AWC Salary survey
 - Parks levy
 - Public records & internal information research requests
 - Intergovernmental comparable & courtesy exchange
 - AWC grant
 - WA Treasurer
 - DOR Leasehold Excise return

Central Services

Central Services provides multiple public service to residents immediately upon entering City Hall, to facilitate and streamline access to services and information during all city hall business hours.

Central Services plays an important role in every department, including technology, website management, Council packets, Council, boards and commission support, staff back-up support, and department director support.

The Medina Central Services & City Clerk's Office delivers reliable, timely, cost-effective technology capabilities and quality information & services to the City Council, city staff, and the general public.

Central Services Team:

Central Services is comprised of three (3) full-time employees: City Clerk, Deputy City Clerk, and Information Systems Coordinator. This is the minimum necessary to provide services at the current level.

The City Clerk is a state mandated position and is a member of the City's leadership team, responsible for overseeing the daily activities and functions of the City Clerk's office, which includes supervision of staff, agenda management, records management and final disposition of city contracts. Maintains official City records, legal documents and holds the City's seal. The City Clerk also develops, plans, and administers the Central Services budget by monitoring and approving expenditures, forecasting of additional funds needed for staffing, projects, equipment and supplies and implementing mid-year adjustments.

The Deputy City Clerk works under general direction of the City Clerk, provides multiple technical duties, and assists in the preparation and distribution of the City Council, Park Board, and Planning Commission agenda packets. Helps maintain official City records and legal documents and responds to general public inquiries on behalf of the Central Services Department. This position also serves as Civil Service Commission Secretary; schedules Civil Service Commission meetings; files application forms, test papers, records and maintains Civil Service files.

The Information Systems Coordinator works under general direction of the City Clerk and performs routine and complex administrative duties, customer service (internally and externally), cash management, general office, and administrative and IT support. This position serves as webmaster by managing and maintaining the City's website; overseeing the integrity, quality of content, design, and overall functionality of the website.

Services We Provide:

- Customer service (internally and externally) – coordinate and direct public to proper department.
- IT Infrastructure and Services Management.
- Public records requests and support.
- Cashier/Receipting.

- Staff support and back up to other departments.
- Citizen helpdesk and support.
- New employee onboarding.
- Intake of almost all forms for house watch, public records, permits, park use, garage sale, estate sale, special use applications.
- Administration of City Council, Park Board, Planning Commission and Civil Service agenda packets.
- Support the production of the City quarterly newsletter.
- Provide easy access of City records and required postings of all City business.
- Passport services.
- Notary services.
- Pet Licensing.

Who We Support:

Development Services:

- Back up to the Development Services Coordinator.
- Produce Planning Commission agenda packets, post notices of their hearings, assemble mailers, update the website as needed, update their forms as needed, process payments for permits, help schedule intake meetings.
- Provide support for special projects.

Finance:

- Take in payments and process receipts for City Hall services. (As of 10/31/19 CS staff processed \$2.2 million in cash receipts)
- Process and deposit checks.
- Provide administrative support to the Finance Director as needed.

Public Works:

- Perform and officiate bid openings as a neutral party.
- Provide Park Board support.
- Produce Park Board agenda packets, post notices, attend some of the same trainings. (stormwater)
- Attend Park Board meetings and record Minutes.
- Public safety. Report hazards in the community on behalf of the citizen helpdesk
- Provide support for special projects.

Police:

- Civil Service.
- Provide support when their administrative staff is out of the office.
- Process payments for fingerprinting and CPL's.
- Process special event permits.

City Manager

- Provide administrative support and support for special projects.

IT Infrastructure and Services Management:

- Planning – coordinate with TIG on annual needs, improvements, licensing, security, etc.
- Purchasing – execute all orders of hardware and software, managed services, SaaS, DCM purchases and/or renewals.
- Maintenance – coordinate maintenance of Windows with TIG, repairs, issues, blacklist/whitelist updates, etc.
- Troubleshooting – coordinate repairs/fixes for all user issues for all CH and PW hardware and software.
- Inventory – maintain IT asset inventory for CH users.
- Websites – maintenance and updates, domain, SSL cert. renewals for medina-wa.gov, maintainmedina.org.
- Annual Budget – research, plan, and coordinate with TIG for annual IT budget needs.
- Telecommunications System – maintenance, troubleshooting and updates.
- Audio/Visual System – coordinate semi-annual maintenance, repairs, updates.

Certifications:

The City Clerk is a Certified Municipal Clerk (CMC) through the International Institute of Municipal Clerks (IIMC). To earn this designation, a clerk must complete three years of full attendance at a recognized institute and fulfill other educational and professional requirements.

The Deputy City Clerk is a Certified Municipal Clerk and has attended public records training through Washington Association of Public Records Officers (WAPRO).

The Information Systems Coordinator has a strong background in IT Infrastructure and services management.

With our combined experience and training, we come with a wide range of skill sets and bring the following to the organization:

- Staff Competence – Professionalism and expertise.
- Timeliness – Speed and timeliness of service delivery.
- Information – Quality and completeness of information.
- Reliability – Performance of providing services and availability of staff.
- Fairness – Honesty and fairness of system/organization.
- Access – Availability of staff, services, and records.
- Look and Feel – Appearance, comfort of environment and staff.
- Safety and Security – Customer Safety and Confidentiality.
- Convenience – Ease of obtaining product or service.
- Value and Cost – Value of the product or service compared to cost.

Central Services Budget:

Central Services Personnel Costs (including training): \$396,696

This represents 5.6% of the City's total budget for General Fund and Street Operations

Public Works

The Medina Public Works Department maintains landscaping, lawns, and irrigation systems. The Department also maintains infrastructure throughout the City.

City Infrastructure:

Streets – 39.6 Lane Miles of Streets
Sidewalks – 35,000 Linear Feet (approximately 7 miles)
Parking Lots – 7
Bridges – 7
Public Park and Natural Areas – 29.74 Acres
Power/Light Poles – 151
City Hall Building – 9,791 Square Feet
City Hall Grounds – Included in Public Park
Medina Post Office Building – 1,500 Square Feet
Medina Post Office Grounds – 21,085 Square Feet

Value Replacement Costs of City Infrastructure:

Work in progress.

Landscaping, Lawns, and Irrigation Maintenance:

- City Hall
- Medina Beach
- Viewpoint Park
- 84th St Dock
- Lake Lane Dock
- Fairweather Park
- Indian Trail
- Medina Park
- Roadside Planting
- Rights-of-Way
- City Events

Infrastructure Maintenance:

- City Hall
- Post Office
- Picnic Shelter
- Restrooms
- Bocce Ball Court
- Basketball Court
- Tennis Courts
- Dog Wash Station
- Drinking Fountains and Aerators

- Playground
- Public Works Shop
- Beach Docks
- Park Bridges
- Notice Boards
- Dog Waste/Garbage Stations
- Dog Agility Course
- Benches and Tables
- Bollards
- Street Signs
- Flags and Flag Poles
- Parking Lots