



# Meeting Agenda - Final-revised

## General Government Committee

City Hall  
601 4th Avenue E  
Olympia, WA 98501

Information: 360.753.8244

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**Friday, December 9, 2016**

**3:00 PM**

**Room 207**

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### Special Meeting

1. **CALL TO ORDER**
2. **ROLL CALL**
3. **APPROVAL OF AGENDA**
4. **APPROVAL OF MINUTES**
- 4.A [16-1362](#) Approval of October 26, 2017 General Government Committee Meeting Minutes  
*Attachments:* [Minutes](#)
5. **COMMITTEE BUSINESS**
- 5.A [16-1248](#) Public Safety/OPD Update
- 5.B [16-1205](#) Update on Welcome Center/ Downtown Ambassadors and Clean Team  
*Attachments:* [Program Deliverables](#)
- 5.C [16-1361](#) Citizen Request Management (CRM) Project Update  
*Attachments:* [2015 CRM Staff Report](#)
- 5.D [16-1365](#) Sanctuary City Resolution  
*Attachments:* [Proposed Resolution](#)  
[1985 Resolution](#)
6. **REPORTS AND UPDATES**
7. **ADJOURNMENT**

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City Hall  
601 4th Avenue E.  
Olympia, WA 98501  
360-753-8244

**General Government Committee**  
**Approval of October 26, 2017 General  
Government Committee Meeting Minutes**

**Agenda Date: 12/9/2016**  
**Agenda Item Number: 4.A**  
**File Number: 16-1362**

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**Type:** minutes **Version:** 1 **Status:** In Committee

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**Title**

Approval of October 26, 2017 General Government Committee Meeting Minutes



# Meeting Minutes - Draft

## General Government Committee

City Hall  
601 4th Avenue E  
Olympia, WA 98501

Information: 360.753.8244

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**Wednesday, October 26, 2016**

**4:30 PM**

**Council Chambers**

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**1. CALL TO ORDER**

Chair Roe called the meeting to order at 4:35p.m.

**2. ROLL CALL**

**Present:** 3 - Chair Jeannine Roe, Committee member Jessica Bateman and Committee member Clark Gilman

**3. APPROVAL OF AGENDA**

**The agenda was approved.**

**4. APPROVAL OF MINUTES**

- 4.A** [16-1171](#) Approval of September 28, 2016 General Government Committee Meeting Minutes

**The minutes were approved.**

**5. COMMITTEE BUSINESS**

- 5.A** [16-1079](#) Oral Report - Update on Public Engagement and Social Media Efforts

Communications Specialist Josh Linn gave an update on the City's Social Media activities. He reported since last year the City's Facebook's "likes" increased from approximately 1,300 to more than 4,500. The total reach of the Facebook page increased from nearly 109,000 to nearly 925,000. Twitter followers have increased from just under 2,000 to over 3,200. Mr. Linn discussed the successful use of short videos to engage the communities and inspire action.

Committee members discussed engaging with youth in the community and ways to recruit youth to three of the City's advisory committees and working with local high schools to meet with students possibly in November.

**The information was received.**

- 5.B** [16-1184](#) Discussion of 2017 General Government Committee Work Plan Items

Committee members reviewed their year-long calendar of standing items for discussion. They asked for a section to be added in the work plan for upcoming items to include a list

of any referrals heading to the Committee.

**The discussion was completed.**

**5.C**     [16-1183](#)            Preparations for the 2017 City Council Retreat

Committee members discussed the upcoming annual City Council retreat which will be held on Friday, January 13 and 14, 2017 at the LOTT Clean Water Alliance board room. The retreat will be facilitated by Kendra Dahlen.

Strategic Communications Director Kellie Purce Braseth noted staff are putting together a draft agenda which will be reviewed at the next General Government Committee meeting and then forward it to the City Council.

**The discussion was completed.**

**5.D**     [16-1186](#)            Discussion of Advisory Board Recruitment Application Questions

Committee members reviewed questions for the 2017 Advisory Board membership applications. Ms. Purce Braseth noted the application period opened today and will close on Tuesday Jan. 31, 2017 and noted citizens can apply online for advisory committees through the City's website.

**The discussion was completed.**

**6.        REPORTS AND UPDATES**

**7.        ADJOURNMENT**

The meeting adjourned at 6:40p.m.



## General Government Committee

### Public Safety/OPD Update

**Agenda Date:** 12/9/2016  
**Agenda Item Number:** 5.A  
**File Number:** 16-1248

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**Type:** report **Version:** 1 **Status:** In Committee

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**Title**

Public Safety/OPD Update

**Recommended Action**

**Committee Recommendation:**

Not referred to committee

**City Manager Recommendation:**

Receive the update. Briefing only; no action requested.

**Report**

**Issue:**

Whether to receive the quarterly briefing on the work of the Olympia Police Department

**Staff Contact:**

Lt. Paul Lower, Olympia Police Department  
360.753.8410

**Presenter(s):**

Lt. Paul Lower, Olympia Police Department

**Background and Analysis:**

Oral report highlighting the public safety initiatives under way in the Olympia Police Department.

**Neighborhood/Community Interests (if known):**

NA

**Options:**

NA

**Financial Impact:**

NA

**Attachments:**

None





## General Government Committee

### Update on Welcome Center/ Downtown Ambassadors and Clean Team

**Agenda Date:** 12/9/2016  
**Agenda Item Number:** 5.B  
**File Number:** 16-1205

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**Type:** report   **Version:** 1   **Status:** In Committee

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**Title**

Update on Welcome Center/ Downtown Ambassadors and Clean Team

**Recommended Action**

**Committee Recommendation:**

Not referred to a committee.

**City Manager Recommendation:**

Receive the update and status report on the Welcome Center, Clean Team and Downtown Ambassadors. Briefing only; no action requested.

**Report**

**Issue:**

Whether to receive the update on the Downtown Welcome Center, Clean Team and Downtown Ambassadors

**Staff Contact:**

Mark Rentfrow, Downtown Liaison, Community Planning and Development, 360.570.3798

**Presenter(s):**

Mark Rentfrow, Downtown Liaison

**Background and Analysis:**

The City of Olympia contracts with Capitol Recovery Center (CRC) to operate the City's Downtown Ambassador Program, Clean Team and Downtown Welcome Center. This provides a variety of services to Downtown Olympia including human waste abatement, graffiti removal, trash and debris removal, recycling, cigarette butt collection container maintenance, community outreach and a variety of other related services.

The Welcome Center opened in April 2015 and has now been in operation for the last two summers. Working from the Welcome Center, the Downtown Ambassadors provide downtown business and service information to visitors and residents of Olympia and the greater Thurston County area.

As we continue into the second year of operation of the Welcome Center, the Downtown Ambassadors and the Clean Team continue to meet their objectives and expectations. The Ambassadors have clearly articulated performance measures which help to ensure that the program is meeting those objectives. Metrics for services can be found in the attached document "Clean Team, Ambassadors, and Welcome Center Metrics."

City Staff and CRC leadership continue to look at opportunities to identify a new location for the Welcome Center that has the potential to offer public restrooms and may also provide for co-location with other service providers.

**Neighborhood/Community Interests (if known):**

The Downtown Welcome Center employs two Downtown Ambassadors, six Clean Team members and more than a dozen regular volunteers.

**Options:**

N/A

**Financial Impact:**

The cost of the Downtown Ambassador Program, Clean Team and Welcome Center for 2016 is approximately \$332,484.00

**Attachments:**

Clean Team, Ambassadors, and Welcome Center Metrics



## Downtown Ambassador Program

### Clean Team Data Jan.2016 - Oct.2016

Month, Year	Trash Bags	Recycling Lbs.	Flyers & Stickers	Needles	Anti-Social Deposits	Organic Bags	Drains	Graffiti
<b>This Month</b>	<b>51</b>	<b>240</b>	<b>114</b>	<b>59</b>	<b>62</b>	<b>56</b>	<b>53</b>	<b>63</b>
<b>Average</b>	<b>55.67</b>	<b>485.00</b>	<b>125.33</b>	<b>72.78</b>	<b>51.00</b>	<b>8.75</b>	<b>9.71</b>	<b>89.56</b>
<b>Year to Date</b>	<b>501.00</b>	<b>4,365.00</b>	<b>1,128.00</b>	<b>655.00</b>	<b>459.00</b>	<b>70.00</b>	<b>68.00</b>	<b>806.00</b>
1/1/2016	59	500	28	18	14			134
2/1/2016	86	360	87	45	5			90
3/1/2016	62	440	147	89	10	0	0	115
4/1/2016	49	580	134	40	74	0	0	102
5/1/2016	44	410	93	126	55	0		76
6/1/2016	41	437	53	45	70	6	0	61
7/1/2016	84	843	158	117	65	2	0	85
8/1/2016	51	720	91	81	54	0	0	117
9/1/2016	33	335	251	53	64	6	15	97
10/1/2016	51	240	114	59	62	56	53	63

\*Anti-Social Deposits include vomit and human waste

## Downtown Ambassador Program

### Ambassador Data Jan.2016 - Oct.2016

Month, Year	First Contact	Community Building	Social Service	Public Relations	Info	Business Checks	Dispatch Calls	Non-Emergency	911	City Totals	CDBG Totals
<b>This Month</b>	82	216	56	246	132	206	72	8	1	584	272
<b>Average</b>	173.11	208.11	64.22	216.89	182.11	179.22	48.33	5.22	1.44	578.22	272.33
<b>Year to Date</b>	1,558.00	1,873.00	578.00	1,952.00	1,639.00	1,613.00	435.00	47.00	13.00	5,204.00	2,451.00
1/1/2016	88	169	45	82	109	166	41	0	1	357	214
2/1/2016	108	152	53	102	108	203	32	5	3	413	205
3/1/2016	79	159	64	116	104	212	60	8	1	432	223
4/1/2016	163	127	47	339	238	153	42	10	1	730	174
5/1/2016	327	156	58	330	348	214	52	4	4	892	214
6/1/2016	185	380	84	170	155	174	62	3	2	499	464
7/1/2016	120	244	73	110	112	140	31	4	0	362	317
8/1/2016	372	299	95	399	348	138	39	2	0	885	394
9/1/2016	122	140	48	140	94	173	45	3	1	407	188
10/1/2016	82	216	56	246	132	206	72	8	1	584	272

## Downtown Ambassador Program

### Welcome Center Data Jan.2016 - Oct.2016

Month, Year	International	Out of State	Other	Total
<b>This Month</b>	<b>8</b>	<b>14</b>	<b>533</b>	<b>555</b>
<b>Average</b>	<b>12.89</b>	<b>21.89</b>	<b>214.11</b>	<b>249.33</b>
<b>Year to Date</b>	<b>116.00</b>	<b>197.00</b>	<b>1,927.00</b>	<b>2,244.00</b>
1/1/2016	0	4	107	111
2/1/2016	0	11	73	84
3/1/2016	9	10	161	180
4/1/2016	12	18	440	474
5/1/2016	16	27	234	277
6/1/2016	20	27	173	220
7/1/2016	24	33	130	187
8/1/2016	24	43	109	176
9/1/2016	3	14	74	91
10/1/2016	8	14	533	555



**General Government Committee**  
**Citizen Request Management (CRM) Project**  
**Update**

**Agenda Date:** 12/9/2016  
**Agenda Item Number:** 5.C  
**File Number:** 16-1361

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**Type:** information **Version:** 1 **Status:** In Committee

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**Title**

Citizen Request Management (CRM) Project Update

**Recommended Action**

**Committee Recommendation:**

Not referred to a committee.

**City Manager Recommendation:**

Receive the update on the Citizen Request Management (CRM) Project

**Report**

**Issue:**

Whether to receive an update on the Citizen Request Management (CRM) project.

**Staff Contact:**

Melynda Schmitt, IT Supervisor IV, Administrative Services, 360.753.8225

**Presenter(s):**

Melynda Schmitt, IT Supervisor IV, Administrative Services,

**Background and Analysis:**

In December 2015, Information Technology staff updated the General Government Committee on the implementation of a Citizen Request Management solution. The Committee asked for a follow-up update in 2016.

The City has moved forward with the project to deploy a Citizen Request Management (CRM) solution. And the solution, Oly Connects, recently had a soft launch.

**Neighborhood/Community Interests (if known):**

N/A

**Options:**

None. Information only.

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**Type:** information   **Version:** 1   **Status:** In Committee

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**Financial Impact:**

The implementation cost were funded by the IT Planning and Implementation program, \$25,000 has been allocated to this project.

**Attachment:**

2015 Staff Report

**..Title**

Citizen Request Management (CRM) Project Update

**..Recommended Action****Committee Recommendation:**

Not referred to a committee.

**City Manager Recommendation:**

Receive the update and provide guidance on the Committee's intent and needs for the project.

**..Report****Issue:**

A request was made by the General Government Committee to provide an update on the implementation of a Citizen Request Management solution.

**Staff Contact:**

Shawn Ward, IT Services Line of Business Director, Administrative Services,  
360.753.8069

**Presenter(s):**

Shawn Ward, IT Services Line of Business Director, Administrative Services

**Background and Analysis:**

The City is moving forward with a project to deploy a Citizen Request Management (CRM) solution.

Details relating to the project are as follows:

**Business Case**

- City staff and Council currently receive citizen requests and reports of service issues through multiple sources and systems.
- Citizens cannot easily find information on how to submit requests or report issues to the City.
- Citizens do not have a self-service option for submitting requests or issues, other than email and phone.
- Citizens do not have a way to monitor the status of requests/reports.
- City staff currently does not have an easy way to reconcile duplicate request/reports.
- City staff and Council currently do not have a way to globally track responsiveness to citizen requests or reported issues.

**Project Goals**

- Provide Citizens with a single web portal, including mobile, to submit request/reports related to City services.

- Provide Citizens with the ability to receive updates and/or monitor the status of their requests/reports.
- Provide City staff and Council with the ability to manage citizen requests in a centralized system.
- Provide a two way interface between citizen request management system and VUEWorks, the City's primary Work Orders system.
- Provide reporting related to the management of citizen requests.

**Workflows Included in Project Scope**

- General Government – Council and Claims Management
- Public Works – Customer Service / Dispatch
- Parks, Arts and Recreation – Customer Service / Parks Maintenance
- Community Planning and Development – Code Enforcement
- Administrative Services – General Information / Utility Billing

**Not Included in Project Scope\***

- Police – Public Safety
- Fire – Public Safety
- Administrative Services – Records Requests
- Community Planning and Development – Planning/Permits

\*These workflows have existing systems in place and are not included in the scope of this project.

**Neighborhood/Community Interests (if known):**

N/A

**Options:**

None. Information only.

**Financial Impact:**

The implementation cost will be funded by the IT Planning and Implementation program, \$25,000 has been allocated to this project.



## General Government Committee

### Sanctuary City Resolution

**Agenda Date:** 12/9/2016  
**Agenda Item Number:** 5.E  
**File Number:** 16-1365

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**Type:** decision **Version:** 1 **Status:** In Committee

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#### **Title**

Sanctuary City Resolution

#### **Recommended Action**

##### **Committee Recommendation:**

Consider a draft resolution that ensures that all Olympia residents are protected and served without regard to their immigration status.

##### **City Manager Recommendation:**

Consider the draft resolution.

#### **Report**

##### **Issue:**

Consider a Sanctuary City resolution.

##### **Staff Contact:**

Steve Hall, City Manager, 360-753-8370

##### **Presenter(s):**

Jessica Bateman, Councilmember

#### **Background and Analysis:**

Following the recent national election, some Olympia residents have expressed fear and concern about possible changes in immigration policies. Numerous citizens have asked the City Council to pass a resolution making statements about how Olympia will treat immigrants, both legal and illegal.

Current City policies and practices do not discriminate when delivering services to Olympia residents or customers.

The City does not participate in the enforcement of immigration effort, notwithstanding criminal actions that may be committed by person who do not have legal citizenship status.

The resolution will make clear the City's intent with regard to immigration status is to treat all equally and not become an extension of possible immigration efforts to expulse residents from Olympia.



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**Type:** decision **Version:** 1 **Status:** In Committee

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A copy of the draft resolution will be provided at the meeting.

**Neighborhood/Community Interests (if known):**

n/a

**Options:**

1. Recommend the resolution to the City Council.
2. Modify and recommend the resolution to the City Council.
3. Decide not to recommend a resolution.

**Financial Impact:**

Unknown

**Attachments:**

1985 Resolution

A copy of the draft resolution will be provided at the meeting.

**RESOLUTION NO. \_\_\_\_\_**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF OLYMPIA,  
WASHINGTON, DECLARING THE CITY OF OLYMPIA A SANCTUARY CITY**

WHEREAS, the City of Olympia is a welcoming city that serves and protects its residents regardless of their immigration status; and

WHEREAS, the City of Olympia is a city of peace where those who are politically persecuted can find safe haven and sanctuary, with a history of supporting immigrant rights including refugees; and

WHEREAS, in the City Olympia all people, including immigrants, are respected and valued and are vital to our shared prosperity; and

WHEREAS, immigration has been a cornerstone of our city, region, state and nation's development throughout our history; and

WHEREAS, Washington's population grew by forty thousand (40,000) unauthorized residents between 2009 and 2014, making our state one of just six in the country with a growing unauthorized population; and

WHEREAS, Washington is the nation's eighth largest refugee-receiving state; and

WHEREAS, one hundred thousand (100,000) Muslim residents are proud to call Washington their home and live peacefully as our neighbors, colleagues and friends; and

WHEREAS, more than twenty-eight thousand (28,000) unauthorized youth in Washington received temporary status through the Deferred Action for Childhood Arrivals (DACA) program, and they deserve an opportunity to have a bright future and to contribute their time and talent to make Olympia a city of innovation and growth;

**NOW, THEREFORE, THE OLYMPIA CITY COUNCIL DOES HEREBY RESOLVE AS  
FOLLOWS:**

Section 1. The City of Olympia declares itself to be a Sanctuary City and;

Section 2. As a Sanctuary City, City employees will serve all residents, and city services will be accessible to all residents regardless of immigration status; and

Section 3. The City of Olympia will not inquire upon a resident's immigration status in providing municipal services or in the course of law enforcement; and

Section 4. As a Sanctuary City, the City of Olympia will have policies that instruct employees to refuse the application of any request from a state or federal agency that requires the identification of a resident's immigration status, leaving that determination to federal authorities; and

Section 5. The City of Olympia shall refuse any requests that are an extension of any federal immigration policy enforcement actions to federal authorities and shall not enter into any agreements to carry out such federal enforcement actions, but leave such actions to federal authorities; and

Section 6. The City of Olympia shall review its policies to ensure that they reflect Olympia's status as a Sanctuary City, including possible revision of City policies to comply with this Resolution.

**PASSED BY THE OLYMPIA CITY COUNCIL** this \_\_\_\_\_ day of December 2016.

\_\_\_\_\_  
MAYOR

ATTEST:

\_\_\_\_\_  
CITY CLERK

APPROVED AS TO FORM:



\_\_\_\_\_  
CITY ATTORNEY

RESOLUTION NO. m-1192

A RESOLUTION of the Olympia City Council declaring its desire that Olympia be a City of peace and requesting that the federal government suspend the deportation of Central American refugees who have fled from persecution in their home countries.

WHEREAS, the United States supported the United Nations General Assembly's adoption of the universal declaration of human rights on December 10, 1948, which commits the member states to recognize and observe basic human rights; and

WHEREAS, on August 12, 1949, the United States, El Salvador and Guatemala ratified the Geneva Convention IV, relative to the protection of civilian persons in time of war; and

WHEREAS, the United States has acceded to the 1967 United Nations Convention and Protocol Relating to the Status of Refugees which states:

"No contracting state shall expel or return a refugee in any manner whatsoever to the frontiers of territories where his life or freedom would be threatened on account of his race, religion, nationality, membership of a particular social group or political opinion."

and

WHEREAS, the United States Refugee Act of 1980 authorizes the granting of asylum to refugees who are defined in terms identical to the 1967 United Nations Convention as any person who:

". . . owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside of the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country."

and

WHEREAS, the United Nations High Commission on

Refugees has declared that many people fleeing El Salvador and Guatemala are political refugees; and

WHEREAS, the United States signed the United Nations Protocol on Refugees but denies Guatemalan and Salvadoran refugees temporary safe haven and instead deports them; and

WHEREAS, the City of Olympia voters passed Proposition One in November, 1984, which calls for an end to the United States military involvement in Nicaragua and El Salvador; and

WHEREAS, the Washington State Legislature passed a Resolution calling for the granting of extended voluntary departure status to El Salvadoran and Guatemalan refugees; and

WHEREAS, members of religious communities within the City of Olympia have offered sanctuary to Central American refugees believing themselves to be acting not in civil disobedience but under the law of the land; and

WHEREAS, these groups and individuals have acted in a way they consider morally and legally correct and in the best tradition of our country which is founded on the principles of providing a safe haven for those fleeing political oppression; and

WHEREAS, in a similar circumstance, Washington State recently honored people who aided Jewish refugees during the Nazi holocaust.

THE OLYMPIA CITY COUNCIL HEREBY RESOLVES that it desires to be known as a CITY OF PEACE where those politically persecuted can find safe haven and sanctuary; and


FURTHER RESOLVES and petitions the Legislature, the Governor of the State of Washington, the United States Congress and the President to take action to uphold the 1967 United Nations Convention and Protocol relating to refugees; and

FURTHER RESOLVES and urges the Immigration Service to provide El Salvadoran and Guatemalan refugees with the status of "extended voluntary departure" so that they may live free of the threat of deportation until conditions allow their return home; and

FURTHER RESOLVES that it respects the various sanctuary groups and individuals for their courage, sensitivity, humanity and willingness to act in accordance with their conscience; and

BE IT FURTHER RESOLVED that a copy of this Resolution be sent to the United States Congress, the United States Immigration Service, the United States Department of State and the President of the United States.

DATED this 13<sup>th</sup> day of August, 1985.

  
MAYOR

Approved as to Form:

  
City Attorney

PUBLISHED: August 30, 1985