

**Special City Council Meeting
February 20, 2024 - 6:00 PM
City Hall Council Chambers
AGENDA**

I. CALL TO ORDER

II. LAND ACKNOWLEDGEMENT

We would like to acknowledge the Federally Recognized Muckleshoot Indian Tribe, the ancestral keepers of the land we are gathered on today. We thank them for their immense contributions to our state and local history, culture, economy, and identity as Washingtonians.

III. PUBLIC PARTICIPATION

1. Public Participation

The Auburn Special City Council Meeting scheduled for Tuesday February 20, 2024 at 6:00 p.m. will be held in person and virtually.

Virtual Participation Link:

To view or listen to the meeting virtually please click the below link, or call into the meeting at the phone number listed below.

Telephone: 253 205 0468

Toll Free: 888 475 4499

Zoom: <https://us06web.zoom.us/j/88071752192>

A. Pledge of Allegiance

IV. ROLL CALL

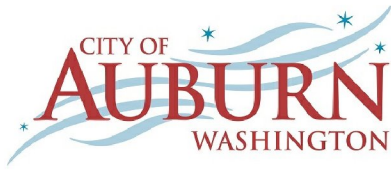
V. DISCUSSION ITEMS

A. Department Overview - Human Resources (Martinson) (30 Minutes)

B. Department Overview - Innovation & Technology (Travis) (30 Minutes)

VI. ADJOURNMENT

Agendas and minutes are available to the public at the City Clerk's Office, on the City website (<http://www.auburnwa.gov>), and via e-mail. Complete agenda packets are available for review at the City Clerk's Office.



AGENDA BILL APPROVAL FORM

Agenda Subject:

Department Overview - Human Resources (Martinson) (30 Minutes)

Date:

February 14, 2024

Department:

Human Resources

Attachments:

[HR Council Presentation](#)

Budget Impact:

Current Budget: \$0

Proposed Revision: \$0

Revised Budget: \$0

Administrative Recommendation:

For discussion only.

Background for Motion:**Background Summary:****Reviewed by Council Committees:**

Councilmember: Cheryl Rakes

Staff:

Candis Martinson

Meeting Date: February 20, 2024

Item Number:

DI.B

Human Resources

TEAM AUBURN



TEAM AUBURN



478

Full-time
positions



34%

Staff with 10+
years' service

170+

Job Titles



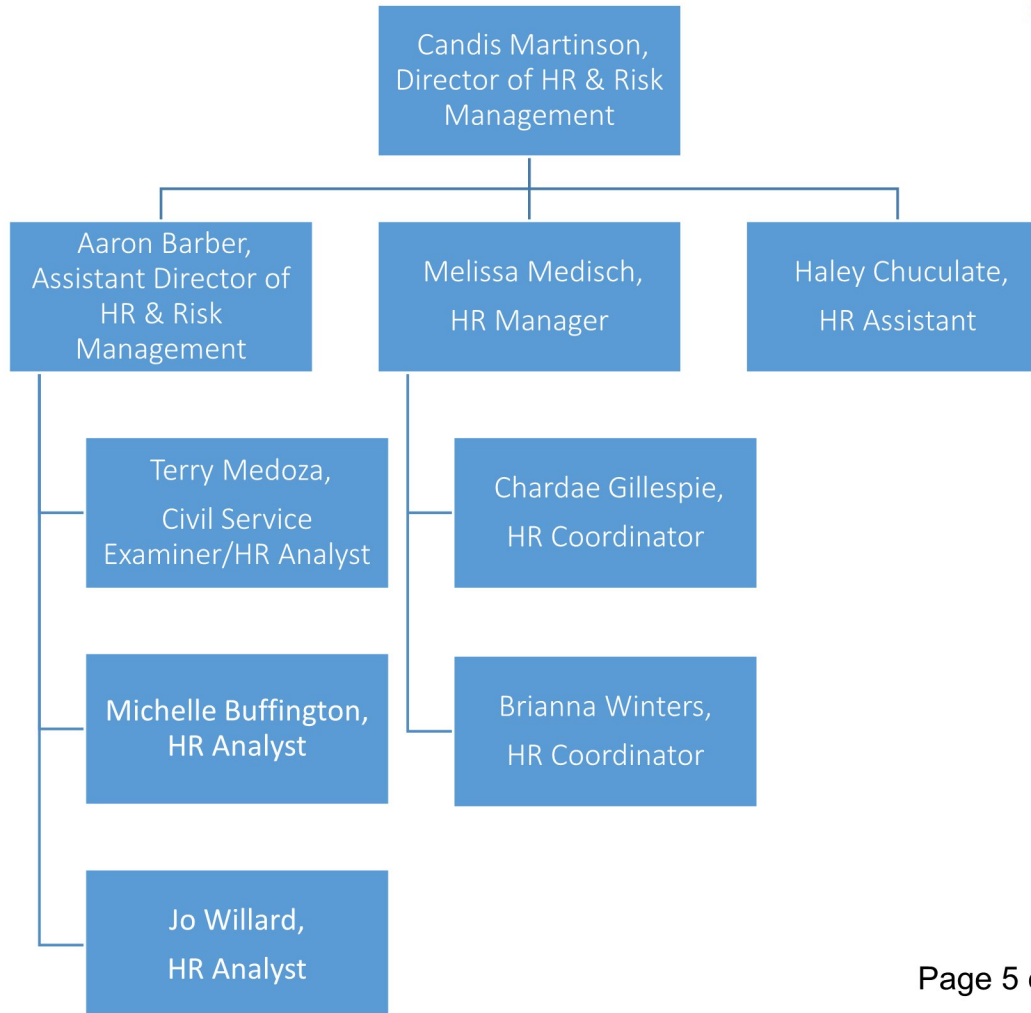
8.67 yrs

Average FTE
tenure



DEPARTMENT STRUCTURE

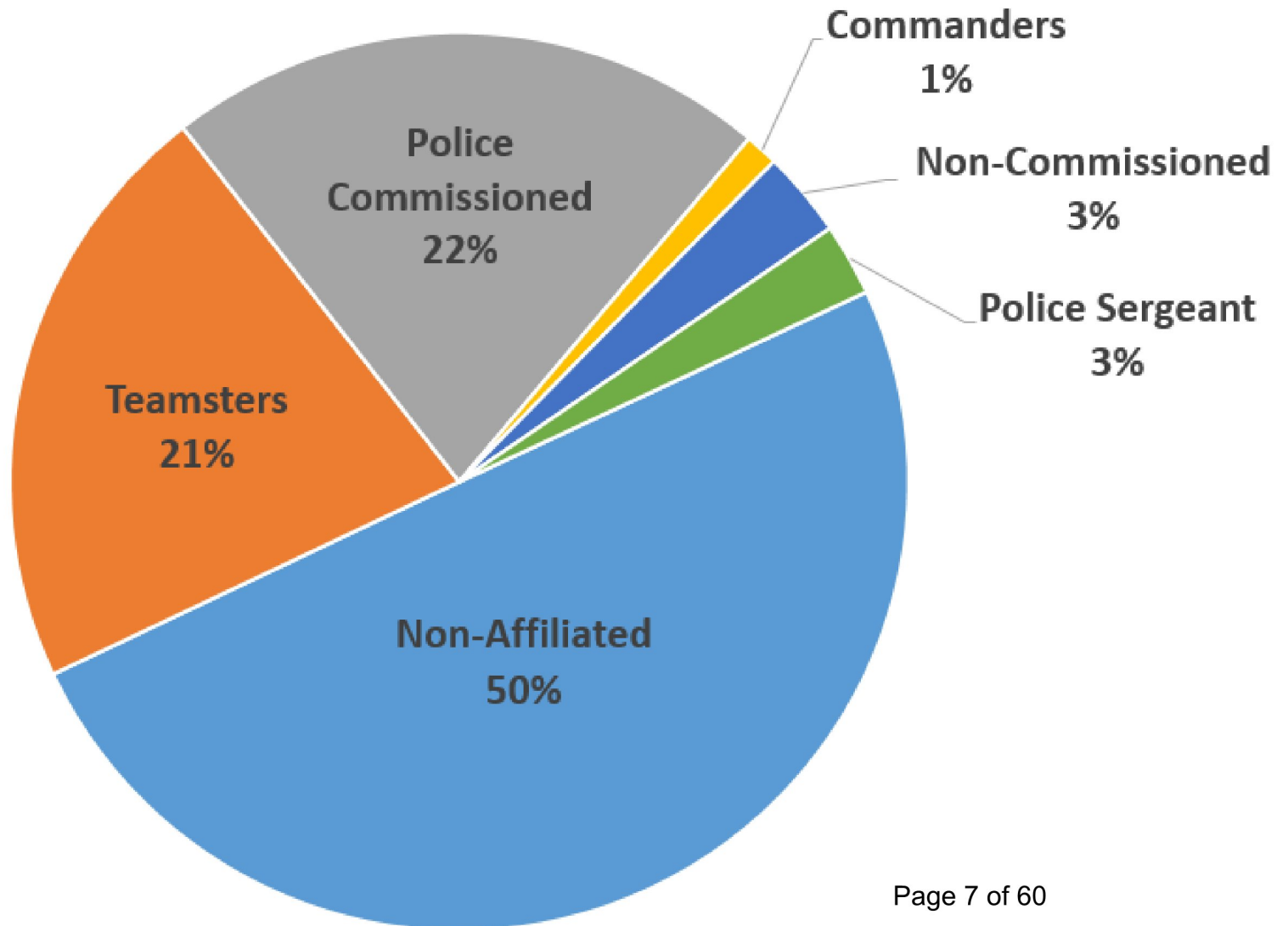
Human Resources & Risk Management



Collective Bargaining Agreements

- 5 Collective Bargaining Agreements
 - 4 in Police Department (3 – Interest Arbitration)
 - 1 Maintenance Staff
- Drafts, maintains, and interprets Collective Bargaining Agreements and Memorandums of Understanding
- Resolves grievances, mediations, and arbitrations

Representative Groups



Employee Relations

- Create, update, and revise citywide policies and procedures (FMLA, Discrimination, Rules)
- Maintains flex schedules and telework schedules
- Conducts personnel investigations and assists in determining appropriate discipline
- Provide coaching and training for management and staff



Employee Relations Metrics

- 41 Investigations of complaints/personnel issues
- 89 analysis costing models, reclassifications, new positions
- 78 FMLA/PFML claims
- 28 Workers' Compensation claims



Civil Service Hiring – *TeamAPD.org*

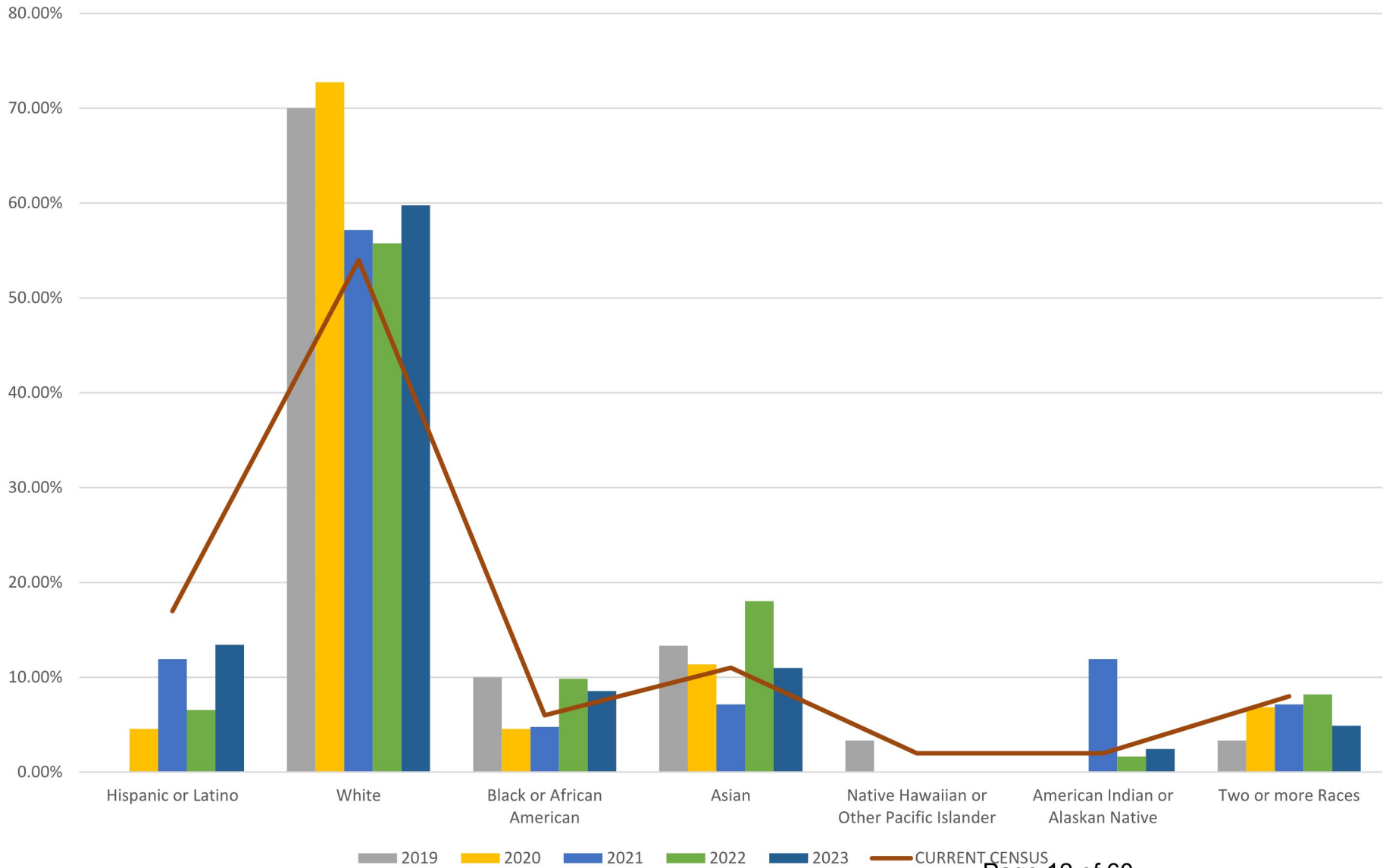
- **Currently have 8 openings for Officers**
- **Overall process can take several months to complete:**
 - Written test & physical test with *Public Safety Testing* (Entry Level)
 - Speed Round and Panel interview
 - Initial review of the Personal History Statement and other documents
 - Background Investigation
 - Polygraph and fingerprinting
 - Chief's interview
 - Conditional offer, psychological exam and medical/drug screening
- **Diversity and Recruiting Program:**
 - Recruiters at PST events & tests scheduled in Auburn
 - Reimburse PST testing fee for passing candidates
 - Virtual and in-person Hiring Seminar & interview questions in advance
 - Assign APD Mentor during hiring process
- **Promotional Exams**

2023 Hiring Statistics

- 6,614 applications received
- 63 full time employees separated/retired
- 118 full time employees hired or promoted/reclassified
- 94 non-benefited employees hired (24 seasonal maintenance, 70 variable or limited hour)



New Hire FTE Comparisons 2019-2023
Data based on July – June (EEOC reporting year)



Benefits Administration

- Medical/Dental/Vision Plans
- WA State Dept of Retirement Systems (DRS)
- Deferred Compensation
- VEBA
- Flexible Spending
- Employee Assistance Program (EAP)
- Supplemental Insurance
- Long Term Care



Investing in our Employees...

- Dedicated Wellness Committee with representatives from all departments
 - Events relating to physical, mental, and financial wellness
- Membership at the Community & Events Center
- Tuition Reimbursement Program
- Commute Trip Reduction Program
- Summer @ Work – Assistance with student loan management
- Hybrid Telecommuting Program
- Learning and Development



2023 Achievements

Training Excellence

- Completed 85 citywide WCIA trainings.

CPR Partnership

- Partnered with Best CPR USA for 13 first aid/CPR/AED courses.

Driver Safety Initiative

- Conducted defensive driving training for all CDL employees.

Harassment Prevention

- Delivered in-person harassment training for union employees, virtual training for office staff

Leadership Development

- Implemented a 48-hour leadership training for 100 people leaders.



2023 Achievements

Efficient Hiring Process

- Transferred police hiring process to NEOGOV for expedited offers.

Early Risk Assessment

- Introduced a suitability test for early risk assessment for police candidates.

Recruitment Events

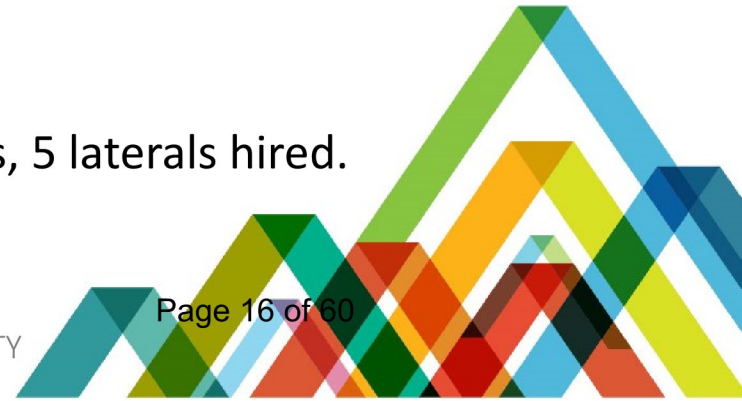
- Participated in multiple in-person and virtual hiring events.

Internship Success

- Launched the Next Step Auburn Internship Program, resulting in 2 FTE hires.

Police Force Growth

- Recruited and promoted 22 police officers, 5 laterals hired.



2023 Achievements

Wellness Recognition

- Achieved the AWC Well City Award, which reduces Kaiser premiums by 2%.

Collaborative Wellness Fair

- Collaborated with Green River College/Auburn SD for a joint wellness fair.

Health and Safety Focus

- Implemented the Hearing Conservation Program for Police and conducted L&I consultations.

Safety Committee Revitalization

- Reenergized the safety committee and drafted an Accident Prevention Program.

Safety App Implementation

- Initiated the Rave Panic Button safety app process for staff safety.

Pre-Employment Testing Healthcare Transition

- Transitioned from MultiCare to Concentra for physicals/audiograms.



2023 Achievements

Coalition Membership

- Became a member of the REDI coalition.

Streamlined Recruitment

- Enhanced candidate sourcing and streamlined the background investigation process.

Contract Reconciliation

- Conducted ILA contract reconciliation with KCDC and a Municipal Court Study.

Digitization Initiative

- Completed the digitization of personnel files using Laserfiche.

Strategic Outreach

- Attracted candidates through NEOGOV and grew LinkedIn followers by 400.

Recruitment Boost

- Utilized Boostpoint for social media advertising and two-way texting.



Insurance & Claims

Liability claims are considered “third-party claims for damages” meaning they are filed against the City and allege wrongdoing in some way by the City.



Public Defender & Court Liaison

- Negotiates the Public Defense, King County District Court, and Conflict Attorney Contracts
- District Court Liaison with King County
- Work Crew Administration
- Municipal Court Study – Completed, next steps



Auburn Case Filings

TYPE	2023
Infraction – Traffic	1,447
Infraction – Non-Traffic	59
DUI	157
Criminal – Traffic	159
Criminal – Non-Traffic	1,985
Parking	15,065
Total	18,872

Community Court & Resource Center

2023: Year in Review

	TOTAL VISITS	PROVIDERS ATTENDED (weekly average)
SHORELINE	646	8
REDMOND	796	13
AUBURN	1,835	12

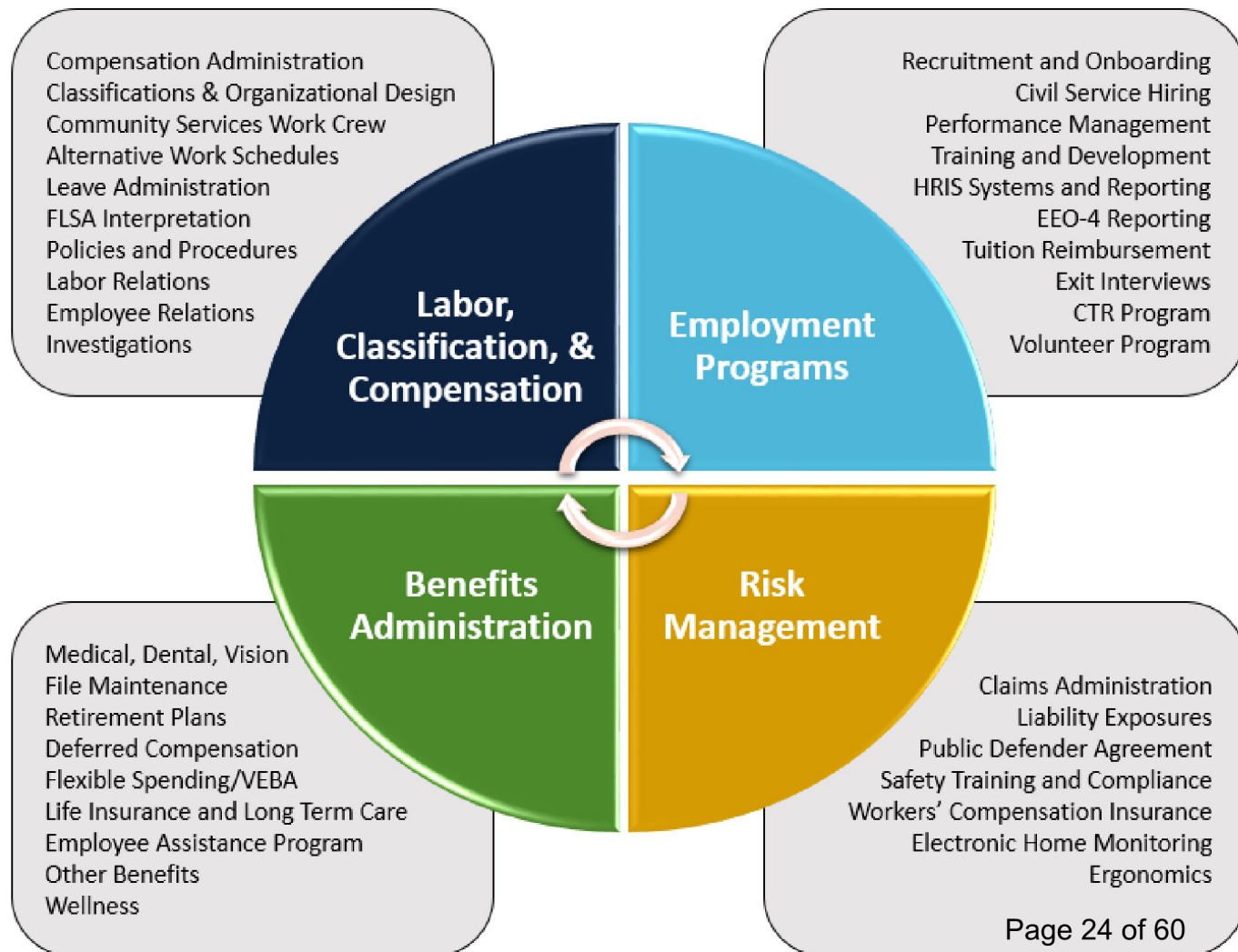
	GRADUATIONS	NEW PARTICIPANTS	CURRENT ACTIVE PARTICIPANTS
SHORELINE	10	31	39
REDMOND	18	26	62
AUBURN	21	32	23

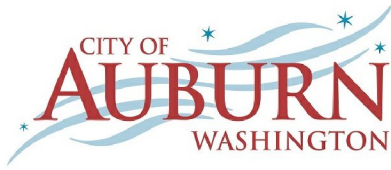
Court Metrics

- 764 public defense screenings
- 402.25 work crew service hours



Any Questions?





AGENDA BILL APPROVAL FORM

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Department Overview - Innovation & Technology (Travis) (30 Minutes)

Date:

February 14, 2024

Department:

Information Services

Attachments:

[Council Presentation - IT](#)

Budget Impact:

Current Budget: \$0

Proposed Revision: \$0

Revised Budget: \$0

Administrative Recommendation:

For discussion only.

Background for Motion:**Background Summary:****Reviewed by Council Committees:**

Councilmember: Kate Baldwin

Staff:

David Travis

Meeting Date: February 20, 2024

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"Behind the Scenes to Keep it Going"

Innovation & Technology

David Travis, Director of IT



Experience: 27 Years

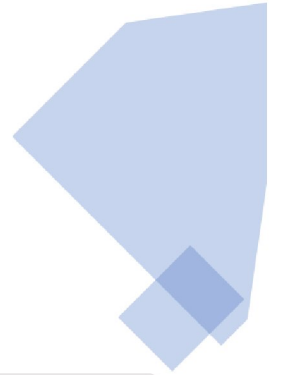
Government Experience: 25 Years

Auburn Experience: 5 Years

- Masters Degree in Business Administration (MBA)
- Bachelors of Science in Computer Information Systems
- Associates of Arts and Science
- Technical Background
 - Systems Engineering
 - Software Engineering



Ashley Riggs, Assistant Director of IT



Experience: 21 Years

Government Experience: 21 Years

Auburn Experience: 18 Years

- Bachelor's Degree in Engineering Technology, WWU
- Technical Management Program, UCLA
- Professional Certifications:
 - Project Management Professional (PMP), Agile Professional
 - Geographic Information System (GIS) Professional, UAV
 - ITIL and Six Sigma



Our Strategic Guiding Principle

*“We are a **trusted team of technologists** striving to provide world-class customer service by being highly educated, experienced and passionate about technology and the people we serve.”*



Character | Wellness | Service | Economy | Celebration | Environment | Sustainability

Trusted Team



FBI Fingerprinted with security background check



Criminal Justice Information Systems (CJIS)
Certified



Some of have undergone Polygraphs

Technology Professionals



24x7x365 Support Team

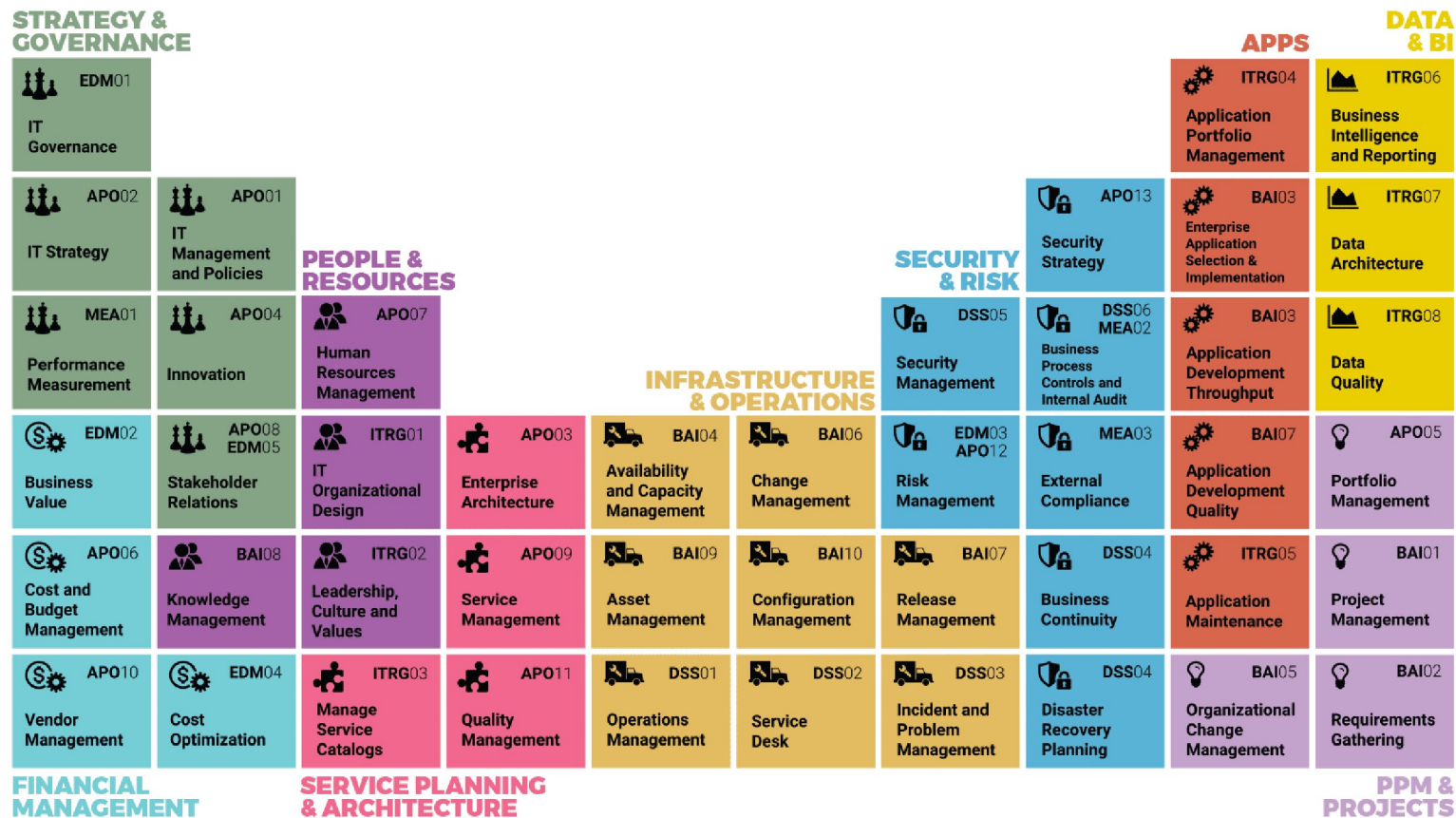


Support for over 600 employees, 200 software applications and 3,000 hardware devices.



Provide IT services for Auburn, Algona and Pacific.

The Disciplines of an IT Organization



Core Strategies



Mobile First

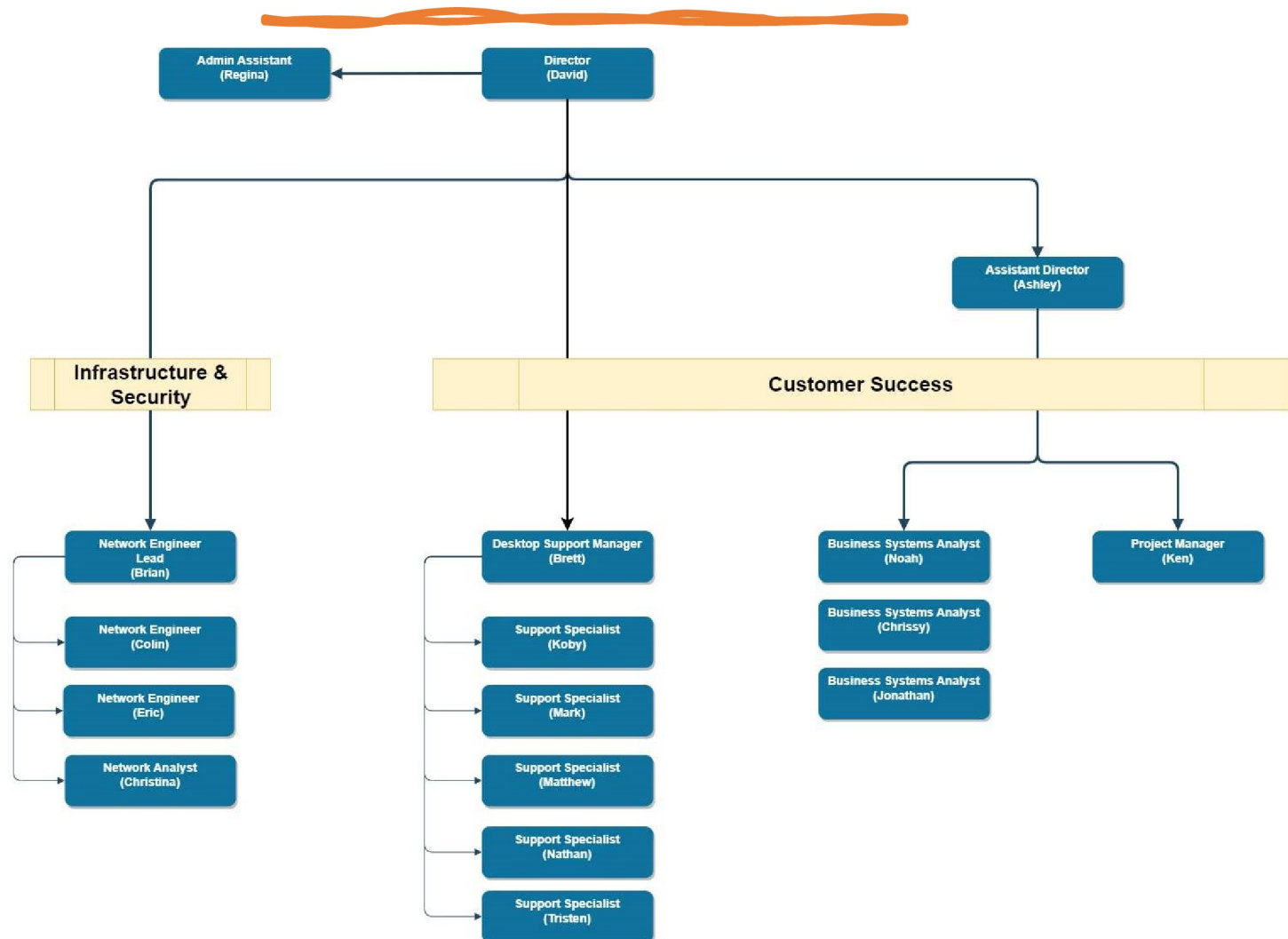


Productivity



Security
Always

Our Team



Divisions of IT



Customer Success



Projects

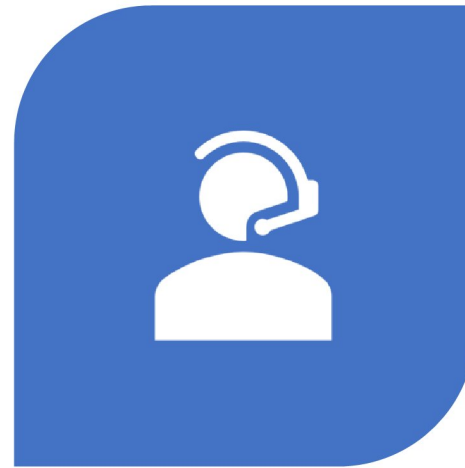


Infrastructure & Cyber Security

Customer Success



Business Systems Analysts



Support Specialists

Business Systems Analyst (BSA)

This group is responsible for:

- Specific department(s)
- The customer liaison to IT
- Proactively solving problems before they exist
- Process improvement
- Small projects
- Implementing new technology

“Understand the people, process, and programs.”

BSA Assignments

Chrissy

- Administration
- Community Development
- Councilmembers
- Finance
- Mayor's Office
- Parks, Arts & Recreation

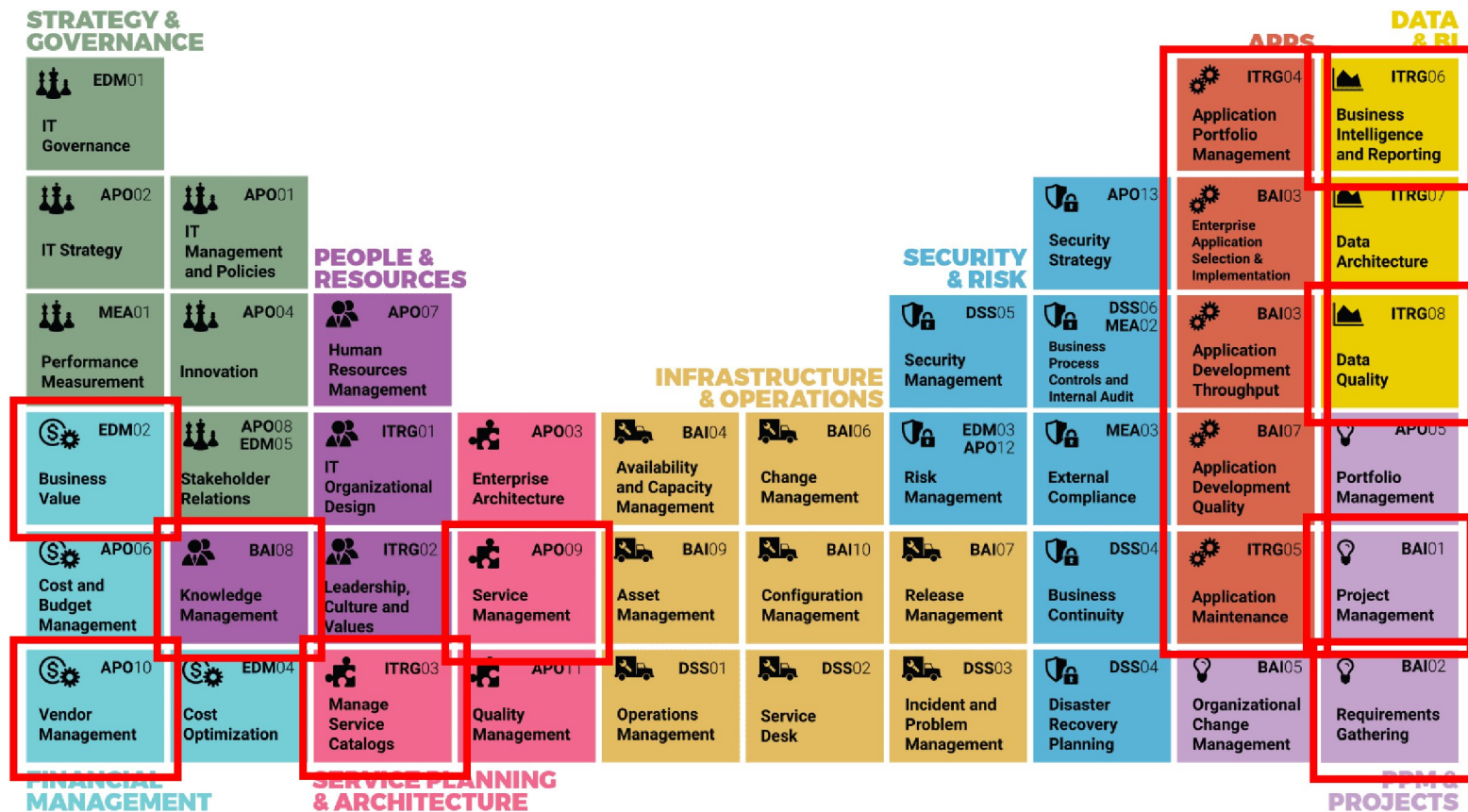
Jonathan

- DEI
- Human Resources & Risk Management
- Public Works

Noah

- Anti-Homelessness
- Legal
- Police

The Disciplines of an IT Organization



Support Specialist (SS)

This group is responsible for:

- Point of contact for the service desk
- After hours support
- Reactively problem solving (break-fix)
- Replacement of customer-devices i.e., iPhone, Computer, etc.
- End-user device replacements

“Customer Services is our #1 priority; treat the customer as if you are that customer.”

SS Assignments

Mark & Chrissy

- Administration
- Community Development
- Councilmembers
- Finance
- Mayor's Office
- Parks, Arts & Recreation

Koby & Jonathan

- DEI
- Human Resources & Risk Management
- Public Works

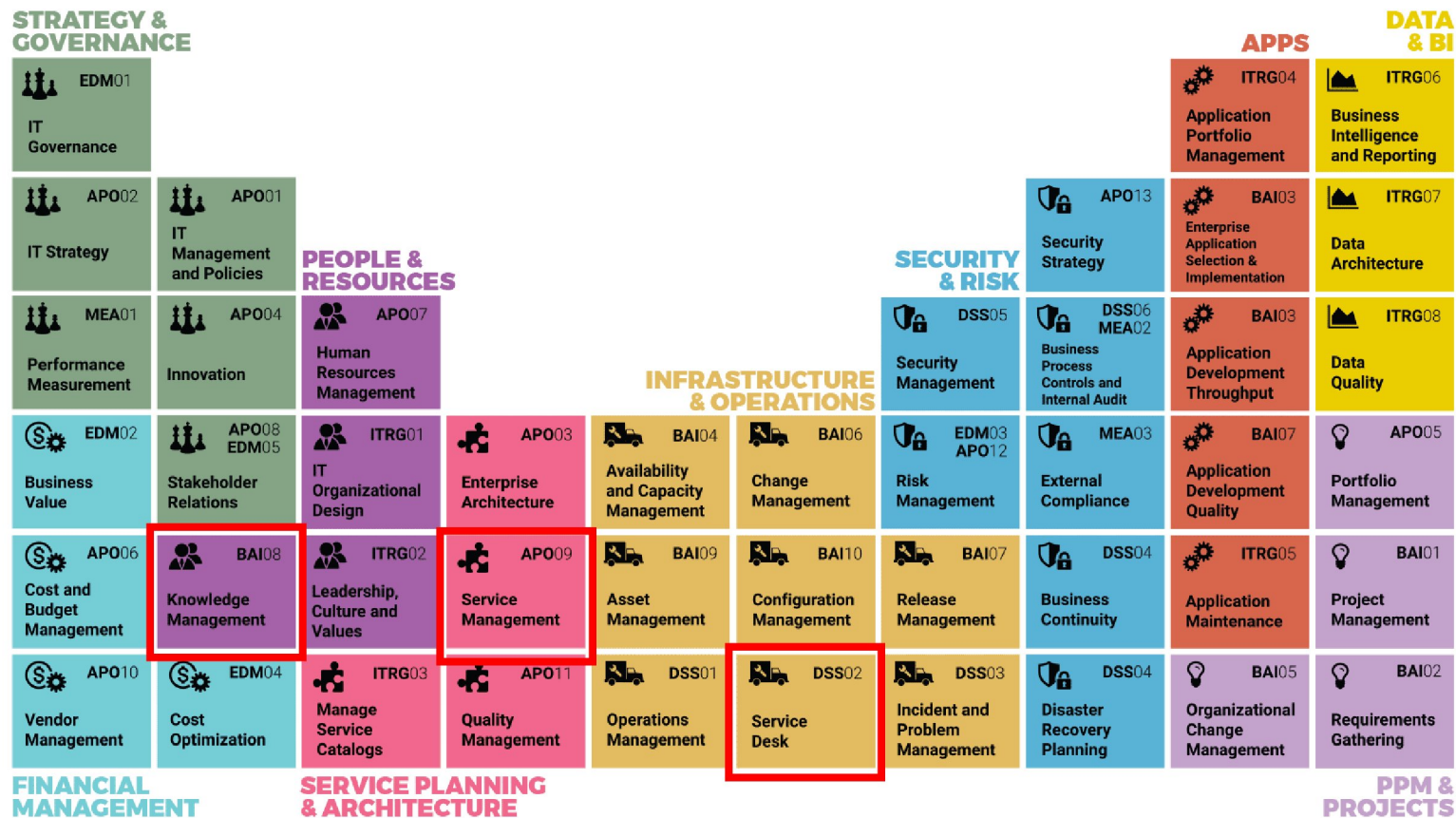
Nathan & Noah

- Anti-Homelessness
- Legal
- Police

Matthew & Tristen

- Triage
- Algona
- Pacific

The Disciplines of an IT Organization





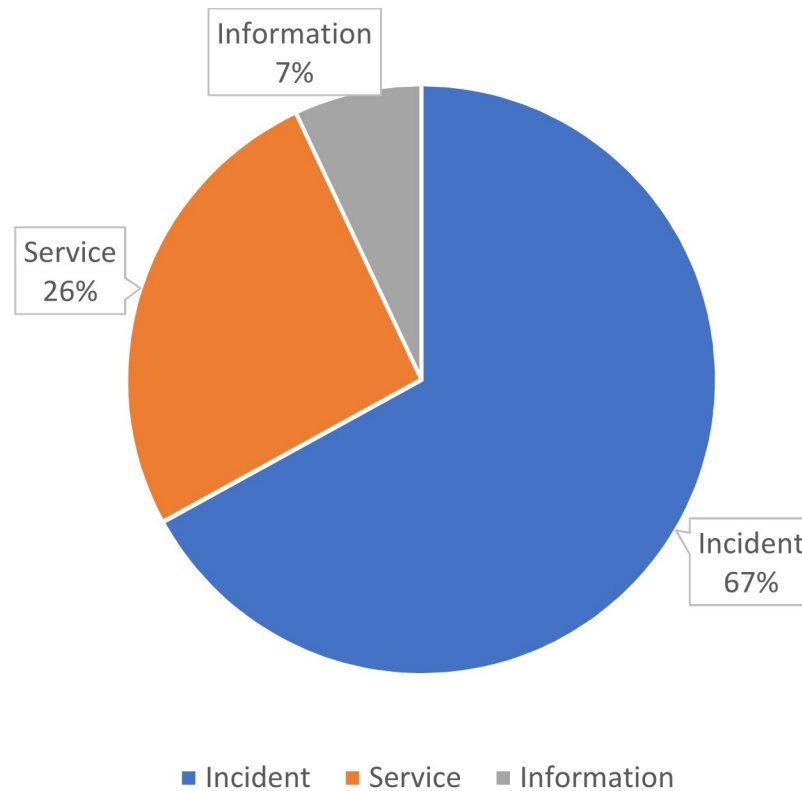
Service Desk

We pride ourselves in providing great customer service.

Our customer service team use the **service desk** as a **tool** to **support our customers**.

Average Requests per year

10,423



Service Level Agreements (SLA)



VIP or Department Priority (1 business day)



Incident (3 business days)



Information (3 business days)



Service (14 business days)



Rotation of SS On Call for After Hours Support

Morning Standup: Walk the Wall

199	To Be Picked Up	9	Waiting On	7	Incidents	4	Due Date Violated	8	VIP & Priority
45831	City Owned Property Storm Assets -D	46798	Telestaff	46778	Mobile Com Veh 28I - computer apd28	46476	GIS to CAD Tool (9)	46848	APDT09 Net Mobility
46450	Parks Copier needs toner	43502	ProLow + PDF Conversion	46786	HR Front Counter printer queue dele	45637	Survey Monitoring Points (14)	46882	Message in SDP
46550	Maintenance for Mimecast Security A	45074	Vehicle 118A	46872	Regina Thompson New Employee / Empl	46144	Missing emails from Valley Com (4)	45870	Play Area Camera Addition
46613	eGIS Water Map Update	45275	Lost a site ID # on Tokay	46864	FTR Player not opening	46238	geo address incorrect (2)	46469	Add GIS Layers to GPS Insight
45844	New camera added to the PD	46693	New Badge readers - City Hall	46877	PATROL VEHICLE 22J			46470	Add GPS Locations to SAT Map
46718	Help finding email	46869	Portable Scanner request	46879	Something is Wrong with my PC			46841	Cell phones for Cemetery Staff
46730	Upgrade Operating Systems	46398	Update Documentation on Sharp Copie	46843	Avalyne Johnson - Employee Change			46880	Box 3: Move to Surplus
45616	Rack/Cleanup Cables - Airport	46762	Install Mimecast Security Agent					46886	Increase device trust loss time per
45621	Senior Center Cable Cleanup	46769	FW: Computers missing DUO Software						
46747	Finish ServiceDesk Runbook								
46760	Kyle McCoy								
46794	Document: ArcGIS Enterprise Upgrade								
45623	Troubleshoot 25Gb Connections								

Did we
meet our
SLA



Service Level
Agreements

95%

Happy
Customers



98%

Yolanda Trout -Response Summary-Closed Request Based Survey #2 Aug 1 2019

Details

Id # 60975

Ticket Title : Email search

Technician : Matthew Lawson

Time : Feb 5, 2024 03:54 PM

Satisfaction Level

100%

1 How would you rate our team's ability to solve your request?



2 How satisfied are you with the amount of time it took to resolve your request?



3 How satisfied are you with our ability to communicate status and completion of this request?



4 How satisfied are you with the overall quality of the solution provided?



5 How satisfied were you with the manner of the agent who dealt with your request?



Additional Comment

Love our IT staff they're great.

Divisions of IT



Customer Success

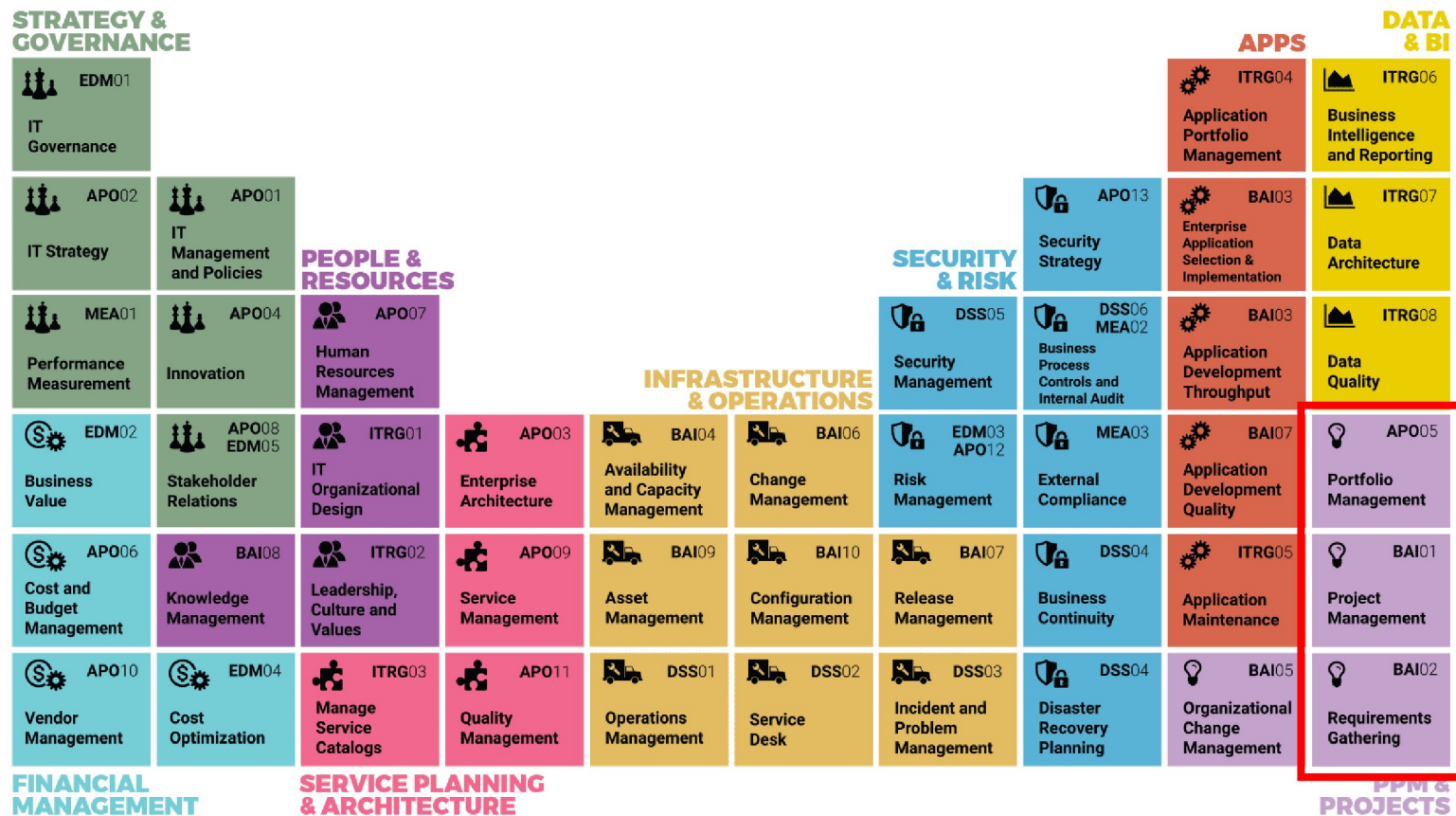


Projects



Infrastructure & Cyber Security

The Disciplines of an IT Organization



IT Project Management

19	REQUESTED	1	Initiation	0	Planning	4	Execution	0	Monitoring	23	COMPLETED
● 175 i175 - SDP Service Portal ● 189 i189 - Community Center M ● 216 i216 - Airport Online Pay ● 230 i230 - Disaster Recovery ● 233 i233 - CI Security Evalua ● 289 i289 - Tokay Data Recover ● 292 i292 - Resource Account C ● 293 i293 - Service Account CI ● 294 i294 - Naming Convention ● 295 i295 - Teams Phone System ● 296 i296 - SharePoint Redesig ● 297 i297 - IT Laserfiche Rede ● 299 i299 - Cloud Based Faxing ● 310 i310 - Migrate SharePoint ● 311 i311 - Rename Computens t ● 315 i315 - Auburn Ave Theater ● 319 i319 - M&O Bay Expansion ● 320 i320 - Airport Network Ra ● 323 i323 - INTUNE IOS Deploy	● 321 P321 - Community Center I					● 232 P232 - SCADA Upgrade ● 298 P298 - C3 Diverse Pathway ● 318 P318 - Annex Floor 2 Remo ● 335 P335 - Windows 11 Citywid			● 179 P179 - M365 - OneDrive ● 241 P241 - Telestaff Upgrade ● 251 P251 - Museum Past Perfec ● 265 P265 - Autodesk upgrade ● 266 P266 - Digital Shift Boar ● 269 P269 - Large Scale Record ● 272 P272 - Cisco Wireless Rep ● 273 P273 - Legal Hold Request ● 276 P276 - Bluebeam Revu Upgr ● 277 P277 - Parks Mobile POS I ● 278 P278 - GolfNow Replacemen ● 279 P279 - Farmers Market Sof ● 280 P280 - M&O 2022 Year End ● 281 P281 - TEAMS Conf Rooms ● 285 P285 - Financial System U ● 286 P286 - Meraki Expansion ● 287 P287 - Outdoor Motorola W ● 308 P308 - GIS Flood Plain ● 309 P309 - DataOn OS Upgrade ● 312 P312 - Fiber expansion to ● 313 P313 - WIFI expansion to ● 314 P314 - WinCan Database an ● 317 P317 - Create NEW deploy		

Divisions of IT



Customer Success

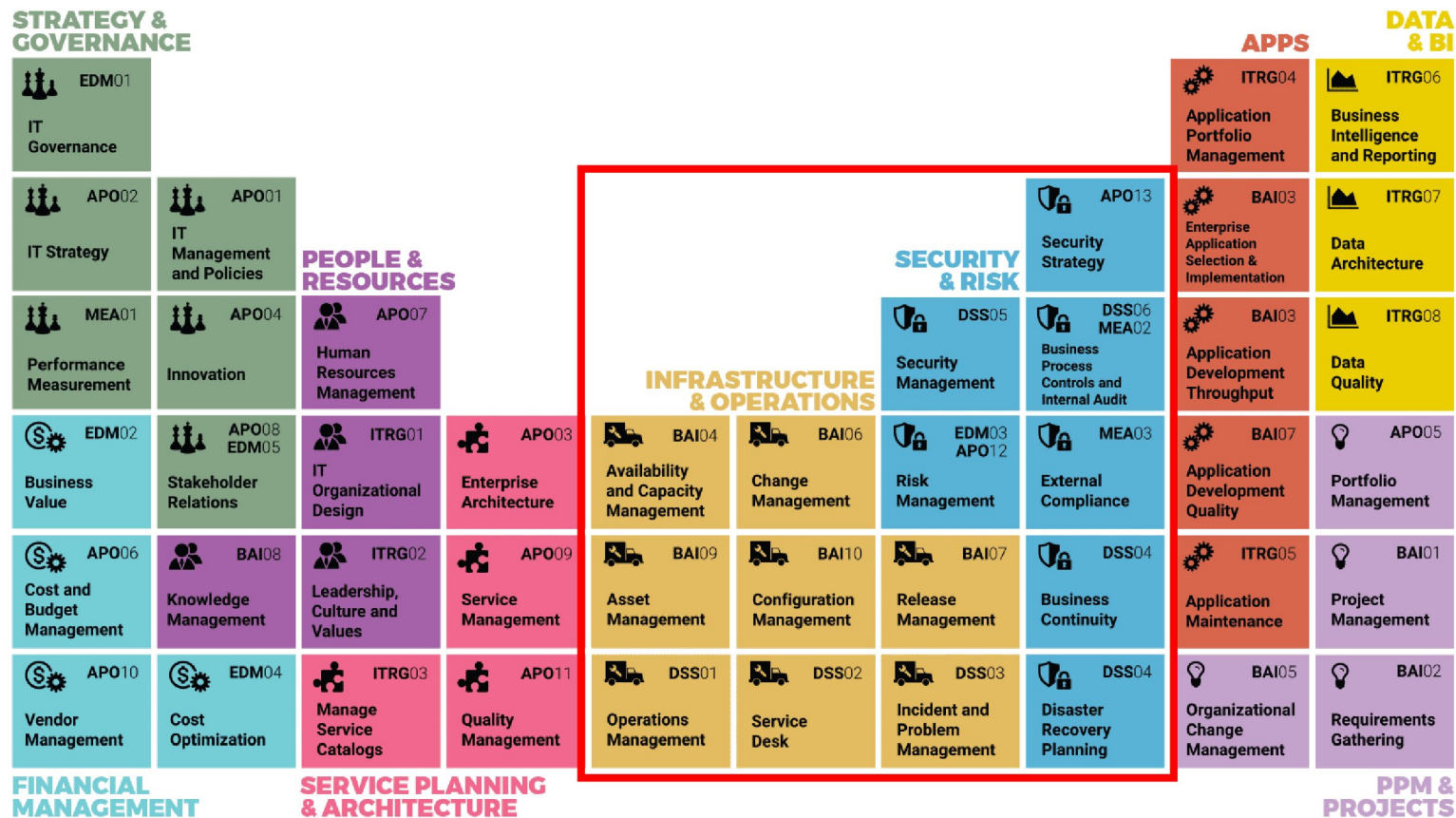


Projects



Infrastructure & Cyber Security

The Disciplines of an IT Organization



Infrastructure at it's Core



How is everything connected?



How is everything managed?



How is everything trusted?



How is data stored?



How do we recover?

Auburn Recovery

We back up all data in the data center 6 times a day



We have 4 copies of that data in multiple facilities



We have a replica of the primary hardware running in a separate hardened facility



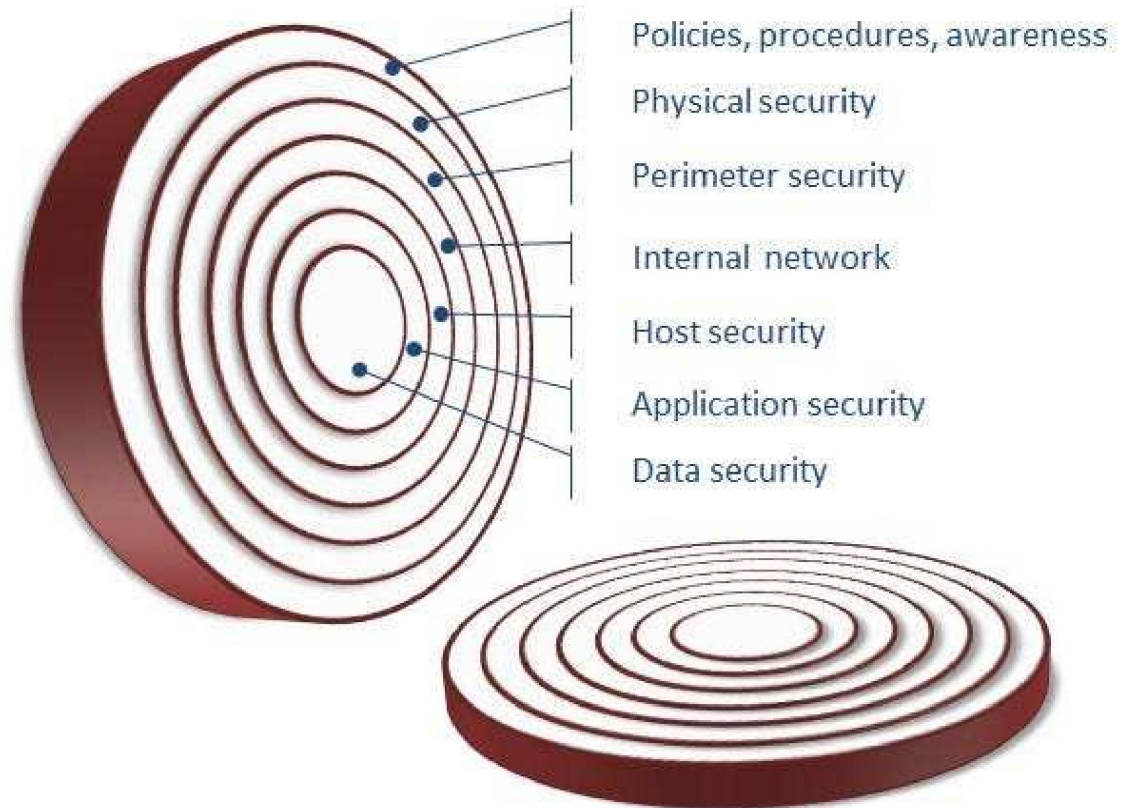
IF NEEDED, we can recover the entire data center in 30 minutes or less



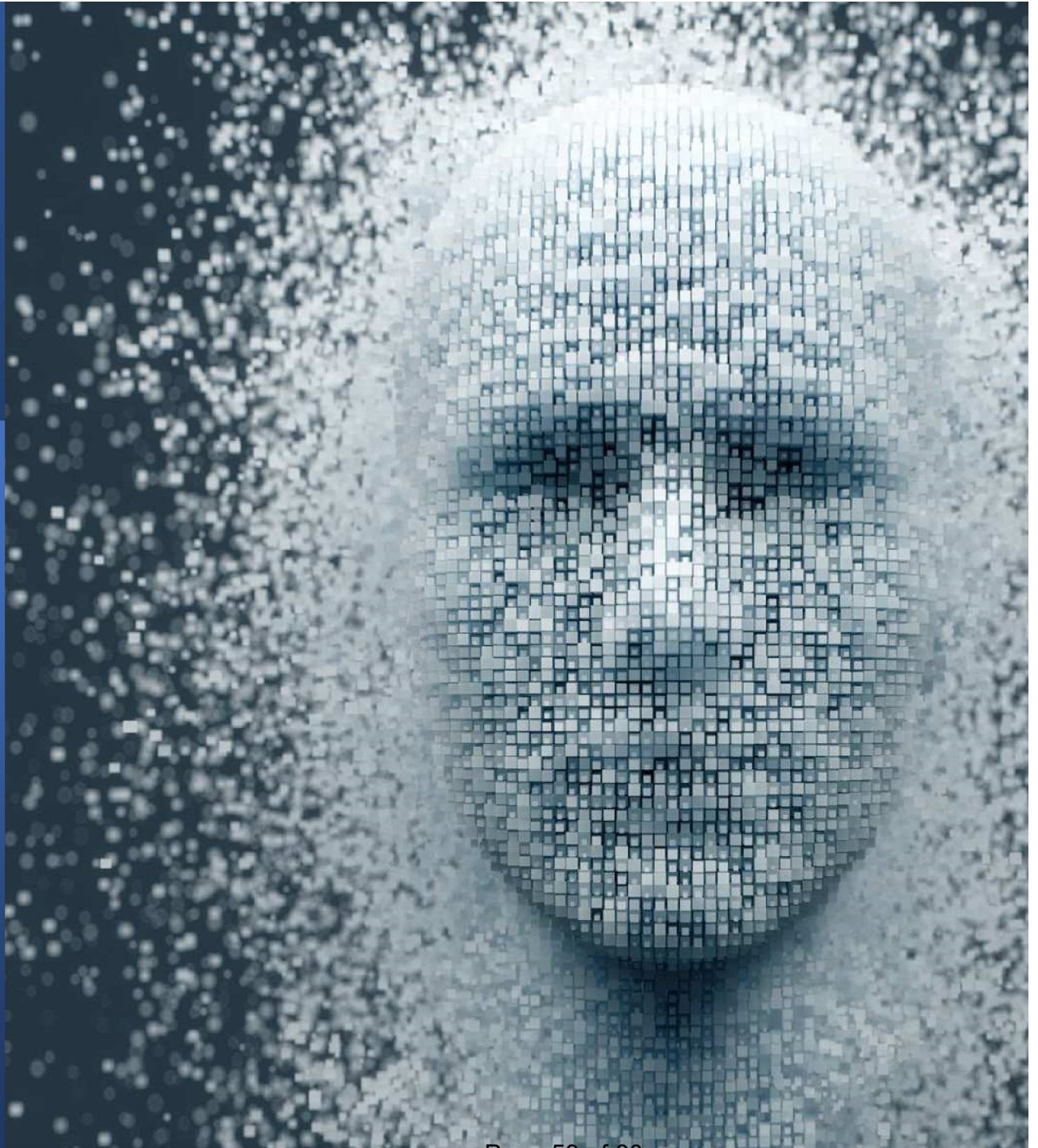
Cyber Security

- Cyber security is a core focus in everything we do in IT.
- Think of everything we have covered so far, and without security it would all be vulnerable.
- The rise of Ransomware
- The human factor
 - MGM, Caesar's Palace
- Artificial Intelligence

Cyber Security



Artificial Intelligence





Thank You

