

CITY OF SHORELINE CURRENTS

June 2002 Vol. 4 No. 3

Inside

Summer Events
in Shoreline

Page

4



More Inside:

Deputy City Manager 2

Council Work Plan 3

Summer Overlay Schedule 5

Police Service Report 6

Central Subarea Draft 7



Residents Survey: Shoreline residents describe City as friendly and safe

"Excellent schools." "Small-town feeling." "Friendly." These are just a few of the ways Shoreline residents defined their City recently.

As part of the 2002 City of Shoreline's Survey of Residents, 400 residents were asked in January to share their views on the quality of life in Shoreline, how the City communicates with its residents and how satisfied they are with City services.

The City's first survey was conducted in 1997 as part of the Citizen Involvement and Communications Advisory Committee process. This year's study provides updated information about residents' needs, concerns, satisfaction and attitudes about services and community issues.

"The survey is a valuable tool for us," explains City Manager Steve Burkett. "We want residents to know we are listening. The information they share with us allows us to make strategic changes and improvements in City services and even add new ones. By asking for regular feedback, we can also measure our progress toward achieving City goals."

Survey results show that residents generally have a positive

view of the quality of life, safety, communications and services in Shoreline.

Respondents ranked the following issues in order of importance:

- Finishing the Aurora Corridor Project 13%
- Repair the roads/fill potholes 13%
- Improve traffic problems 12%
- Improve pedestrian safety 11%
- Control growth 10%

See **Survey Results** page 5

Remember Shoreline fireworks ban

The City of Shoreline and the Shoreline Police Department would like to remind you that all types of fireworks are illegal in Shoreline. Shoreline Police will be enforcing the ban by confiscating fireworks and writing tickets.

"People can report offenders by calling 911, (206) 296-3311 or the anonymous tip line at (800) 546-7861," says Shoreline Police Chief Denise Pentony. "Those who want to dispose of fireworks can drop them off at the police station (1206 N. 185th St.) during business hours or call the non-emergency number, (206) 296-3311, to request an officer pick them up."

Welcome Bob Olander as Deputy City Manager

The City of Shoreline has hired Robert Olander as Deputy City Manager from a pool of 130 candidates. His first day was May 20.



Deputy City Manager
Robert Olander

The Deputy City Manager position replaces the Assistant to the City Manager position formerly held by Kristoff Bauer who left in January to accept the Assistant City Manager position in Billings, Montana.

Olander will assist the City Manager in leadership and management of the City operations. He will also directly supervise the Planning and Development Services Department, the Public Works Department and the Parks, Recreation and Cultural Services Department, as well as take the lead on major City projects.

"Bob is a very good match for our community and what we are trying to achieve in our organization," says Burkett. "His passion for municipal service that focuses on the customer is just what we were looking for in a Deputy City Manager."

Olander's past experience includes nearly 30 years in city government. He has been the City Manager for Des Moines since 1996 following eight years as Assistant City Manager. He has also served as City Manager for Ocean Shores and Anacortes.

"We are fortunate to be able to attract someone with Bob's experience, knowledge and skills,"

says Burkett. "He is also knowledgeable about our region and issues due to his depth of experience with Washington cities."

Olander says he is looking forward to the opportunity to assist in developing a progressive, innovative and service-oriented city team.

"Developing a great service team is one of the most exciting and rewarding aspects of municipal service," explains Olander.

"Shoreline faces major opportunities and challenges to develop services and capital infrastructure responsive to the needs of its residents and I welcome the chance to be part of this exciting and dynamic process."

Olander holds a Bachelor of Arts in Political Science from the University of California Santa Barbara and a Masters of Public Administration from the University of Washington.

Walk, drive, ride safely

The City of Shoreline and Shoreline Police Department offer the following reminders of how you can be a safer driver, pedestrian and bicyclist.

Expect the unexpected – stay alert. Whether you are walking, driving or riding, do not take anyone else's actions for granted. Incorrect assumptions can cause accidents.

As a driver

- Drive the speed limit. Speed limits are in place to make our roads safer. Unless otherwise posted, the speed limit on residential streets is 25 mph.
- Yield to pedestrians. Pedestrians have the right-of-way at intersections whether or not there is a painted crosswalk.
- Stop at a crosswalk when other cars are stopped. Assume there is a pedestrian, even if you don't see one.

As a pedestrian

- Walk facing traffic.
- Stop at the edge of the road before crossing the street.
- Look left, right and then left again. Keep looking both ways until safely across the street.
- Make eye contact with the driver before crossing in front of a car. If you are not sure the driver sees you, let the car pass.
- Wear bright clothing and/or reflective material at night.

As a bicyclist

- Ride with traffic on the right hand side of the street.
- Obey all traffic signs and signals and use proper hand signals.
- Yield the right-of-way to pedestrians and vehicles.
- Stop at intersections. Walk your bike across busy intersections.
- Protect your head by wearing a properly adjusted helmet.

City Council develops 2002-2003 Work Plan

Each year, the City Council holds a retreat with the City Manager and department directors to determine the focus for the upcoming budget cycle. The City Council Work Plan sets goals for the coming year that prioritize how City resources are used. These goals help measure City success and accomplishments, and are designed to further the community's vision.

During this year's retreat, the City also reviewed and revised the vision and listed critical success factors to reaching that vision.

"As we reviewed the original vision developed by the community, it was good to note our accomplishments and our goals for this year still reflect that vision," says Shoreline Mayor Scott Jepsen.

Where the City Council Work Plan details specific goals, the Vision and Values direct the formation of those goals.

"It's essential to have in writing what we agree upon as a City Council," says Councilmember Rich Gustafson. "The goals and values not only act as a yardstick against which we can measure success, but give us something to refer back to when making decisions."

The group at the retreat also defined "Critical Success Factors" -- those conditions that are vital and necessary to the success of the City not only as an organization, but as a community.

2002-2003 City Council Work Plan

1. Work towards completion of Aurora Corridor and Interurban Trail projects

2. Implement the economic development program
3. Improve parks, streets and drainage systems
 - North City/15th Avenue NE
 - Ronald Bog Drainage
 - 3rd Avenue Drainage
 - Review the Parks Master Plan
4. Implement City Hall plan
5. Support and pursue King County's proposed improvements to the solid waste transfer station
6. Evaluate the financial options to acquire and land bank property intended for redevelopment
7. Establish a Shoreline Citizen's Bond Advisory Committee to review and make recommendations regarding financing City capital improvements
8. Develop a water quality and environmental program to comply with state and federal regulations
9. Implement Gateway Master Plan to enhance community identity

Our Vision

Shoreline! The best place to live, learn, work and play. A place to live your dream.

In Shoreline, we value:

- Our respect for each other
- Safe places to live and work
- Quality learning opportunities for all ages
- Pride in our neighborhoods and community
- Our outdoor and recreational opportunities
- Volunteers and community participation
- Social and economic diversity
- Our town-oriented, personalized customer service

Critical Success Factors

- Healthy vibrant neighborhoods
- Economic vitality and financial stability
- Quality services and facilities
- Innovative leadership and strategic planning
- Community alliances and partnerships
- Effective community relations and communications
- Professional and committed workforce

Shoreline volunteers honored



Inspirational guest speaker, Phil Smart, Sr., shared his 56 years of experience as a volunteer at the City of Shoreline's Annual Volunteer Breakfast. As part of National Volunteer Week, the Shoreline City Council honored the City's volunteers at the breakfast held April 26 at Shoreline Conference Center. Mayor Scott Jepsen recognized the 200 volunteers who donated more than 8,000 hours to the City of Shoreline in 2001.

Summer events offer something for everyone

Celebrate Shoreline

Saturday, Aug. 17

9 a.m. – 5 p.m.

Help the City of Shoreline celebrate its 7th birthday with free fun for the whole family.

The **Parade** begins at 11 a.m. and will travel south on 15th Ave. NE between 180th and 165th Streets. It will disperse on 165th St. at Ridgecrest Elementary School, the site of the **Celebrate Shoreline Festival**. The Festival is open until 5 p.m. and will feature food vendors, community booths, outdoor music and a children's area.

A **Cruise in Car Show** gets rolling at 11:30 a.m. at Ridgecrest Elementary School. Check out some really cool cars until 5 p.m. Sponsored by the Shoreline Historical Museum.

The **Rotary Fun Run** kicks off at 9 a.m., with registration beginning at 7:45 a.m. The 5K Run/Walk and 10K Run begins and ends at the Shoreline Stadium. This event is sponsored by the Shoreline Rotary Clubs with proceeds going to youth programs. Register online at www.ontherun.com or call Allen Anderson, Event Coordinator at (425) 787-6868.

Celebrate Shoreline is brought to you by the City of Shoreline, Parks, Recreation and Cultural Services Department. For more information about this event, call (206) 546-5041 or visit our Web site at: www.cityofshoreline.com.

Shoreline Arts Festival

Sat., June 29, 10 a.m. - 7 p.m.

Sun., June 30, 10 a.m. – 5 p.m.

**Shoreline Conference Center
18560 1st Ave. NE**

The Shoreline Arts Festival, sponsored by the Shoreline/Lake Forest Park Arts Council, offers two full days of art fun for all ages. The festival includes live music, dance and theater performances, hands-on art projects, a

juried arts and crafts show and food. For more information, call (206) 417-4645.

Swingin' Summer

Eve

**Wednesday,
July 24**

5:30 – 8:30 p.m.

**Cromwell Park
Meridian Ave.
and 179th St.**

Join the City of Shoreline and the Shoreline/Lake Forest Park Arts Council for a free concert and community BBQ at Cromwell Park. Come taste the culinary talents of the Shoreline firefighters at the Shoreline Fire District-sponsored BBQ. Before or after dinner, the kids can ride on a replica fire truck and play on inflatables and bounce games. The whole family will enjoy a performance of high-energy world music from Maya Soleil. For more information, call (206) 546-5041.

Tuesday Lunchtime Music Series

Noon to 1 p.m.

- July 9: Richmond Beach Saltwater Park (2021 NW 190th St.), Urban Oasis, Brazilian Samba, Bossa Nova, Jazz and Funk
- July 16: Hamlin Park (16006 15th Ave. NE), Duwamish Dixieland Band, New Orleans style
- July 23: Richmond Beach Saltwater Park, Morning Star Dancers, Korean Dance and Music
- July 30: Hamlin Park, Kaze

Daiko, Japanese Taiko Drumming

- August 6: Richmond Beach Saltwater Park, Filucies, good-time family fun band

For more information, call Shoreline at (206) 546-5041.

Wednesday Concerts in the Parks

7 to 8 p.m.

- July 10: Animal Acres Park (NE 178th and Brookside Blvd.), LFP, Toucans, Steel drum music
- July 17: Cromwell Park (N. 179th St. & Meridian Ave.), File Gumbo, Zydeco and Cajun
- July 24: Cromwell Park, Maya Soleil, Afro world fusion music
- July 31: Cromwell Park, Jo Miller and the Burly Roughnecks, Rockabilly country
- Aug. 7: Richmond Beach Saltwater Park, Nick Vigarino's Meantown Blues
- Aug 14: Richmond Beach Saltwater Park, Crossfire, Bluegrass music
- Aug 21: Richmond Beach Saltwater Park, Portage Bay Big Band

Call the Shoreline/LFP Arts Council at (206) 417-4645 for more information.

Shoreline streets get new surface this summer

Thanks to Shoreline's annual Overlay Program, 14.35 lane miles of City streets will end this summer with a new surface.

Soon after incorporation, the City Council made this program a top priority to bring Shoreline streets up to better standards. At its May 13 meeting, the City Council authorized contracting with King County to do the paving. For the past three years, \$700,000 has been devoted to the project in the Capital Improvement Program budget.

Street resurfacing is prioritized based on a 1999 comprehensive technical evaluation of the surface and structural distress of all Shoreline roads. This year the evalua-

Shoreline streets slated for overlay

- 1st Ave. NE & 5th Ave. NE, from NE 185th St. to NE 205 St.
- NE 195th St. from 5th Ave. NE to 1st Ave. NE
- NE 194th St. from 1st Ave. NE, east to end
- Wallingford Ave. N. from N. 185th St. to N. 200th St.
- Burke Ave. N. from N. 192nd St. to N. 198th St.
- N. 198th St. from Wallingford Ave. N. to Burke Ave. N.
- N. 199th St. from Burke Ave. N. to Ashworth Ave. N.
- Dayton Ave. N. from N. 171st St. to N. 178th St.

tion will be updated to prioritize resurfacing projects for the next three to five years.

Most of the overlay work planned for this summer is in the Echo Lake neighborhood. The City will distribute flyers to residences and businesses along roads receiving treatment. A

complete list of streets marked for overlay is available on Shoreline's Web site at www.cityofshoreline.com under the Public Works Department Street Maintenance page. For more information, contact the Shoreline Customer Response Team at (206) 546-1700.

City of Shoreline residents survey *from page 1*

- Improve quality and appearance of businesses on Aurora 9%
- More parks 8%
- More activities for teens 7%

City Services

The following City services were given high marks by a majority of residents: 911 emergency service, garbage collection and the appearance, maintenance and number of parks. Most in need of improvement were: sidewalks, street lighting, street repair, planning and zoning, neighborhood patrols and traffic signal timing.

Communications

Most residents feel the City is doing a good job of keeping them informed (73%). They identified the following as their information sources: City mailings (50%), the Shoreline Enterprise (50%), gov-

ernment access channel (31%) and the City newsletter, *Currents* (23%).

Safety

Almost all respondents (98%) said they feel very or somewhat safe walking in their neighborhoods in the daytime, with 70% feeling safe in the evenings.

Aurora Corridor Project

Most residents (84%) knew about the Aurora Corridor Project, and 71% identified the following benefits of the project: make Aurora more attractive, improve traffic flow and pedestrian safety, improve general safety, attract more/nicer businesses, make area less "seedy." Concerns included: too

expensive, more difficult to turn into businesses, will eliminate businesses, will slow traffic, will not get rid of "seedy" businesses and will take too long.

Street Lighting

Of those surveyed, 90% said they are very or somewhat satisfied with the level of lighting on major arterials. In neighborhoods, 62% were very or somewhat satisfied, while 36% say they are not satisfied with neighborhood street lighting.

The survey results report is available on the City of Shoreline Web site, www.cityofshoreline.com. For more information about the Survey of Residents, please call Communications and Intergovernmental Relations Director Joyce Nichols at (206) 546-0779.

Public safety remains strong in 2001 report

The results are in: Shoreline citizens are satisfied with police services and feel safe in their neighborhoods. These findings and other information from the second annual Police Service Efforts and Accomplishments (SEA) Report were recently presented to the City Council by the Shoreline Police Department.

The report provides a scorecard of the City's public safety and police service. It blends crime trend and workload data, examines citizen satisfaction and concerns with police, and measures perceptions of safety in the community. Survey results are used to compare Shoreline with cities of like population and community makeup to better understand police service strengths and weaknesses.

"Our ongoing goals are to reduce crime and the fear of crime and to provide high-quality, cost-effective and accountable service to the people of Shoreline," says Police Chief Denise Pentony. "Based on the favorable results of the survey, we're doing a pretty good job. We're especially proud that out of 29,428 police contacts, there were only three complaints last year. This data becomes our benchmark to measure our performance."

Shoreline Police have initiated and continued several problem-solving projects since 2001 to address citizen concerns, reduce crime and to create a more efficient and effective workforce. For instance, the 2001 survey revealed that police could improve service by establishing more Block Watch programs and foster com-

munication with residents by providing better follow-through information, especially to reporting parties. The Department now provides newsletters, meetings and training for the community. Police are also adopting an Auto Theft Reduction program and have partnered with a statewide taskforce to reduce auto theft in the community.

Below are other key findings of the 2001 Police Service Efforts and Accomplishments (SEA) survey:

- Shoreline's crime rate remains below the national average. Crime increased from 32.6 incidents per 1,000 residents in 2000 to 36.14 crimes in 2001. The increase was due to more nonviolent property crimes, such as a 40 percent increase in residential burglary, a 24 percent increase in auto thefts, and an 18.5 percent increase in larcenies (theft). The violent crime rate did not increase.

The most common crimes in Shoreline are in order: theft, vandalism, auto theft, residential burglary, assault, forgery/fraud, and driving under the influence.

- Rape was down 23.8 percent, aggravated assault was down 27.7 percent, and arsons declined by 28.6 percent. There was no change in the homicide rate.

- Police response time to critical 911 calls was 3.61 minutes. Response times to priority one calls were 6.41 minutes and times to priority two calls were 10.02 minutes, exceeding performance standards. Less than one percent of

Shoreline residents would like to see an improvement in police response times.

- Fewer traffic citations were issued in 2001 (17.3 percent). Dispatched calls were down slightly, at 13,659 calls for 2001. For the past three years, Shoreline has benefited from the Communications Center (911) staff taking "phone in" reports. This program has freed up time for officers to engage in proactive policing.

- Ninety-six percent of residents feel safe/very safe in their neighborhoods during the day, and 66.3 percent feel safe/very safe at night.

- The injury accident rate decreased by 9.8 percent (from 256 accidents in 2000 to 231 in 2001). Non-injury accidents increased by 3.8 percent and hit and run "injury" accidents decreased by 15.4 percent while non-injury rates increased by 27.8 percent.

- The City's False Alarm Ordinance was implemented in August 2001 to reduce repeat false alarm calls. In just six months, alarms were reduced in all areas by 31.5 percent, and 182 alarm citations were issued in a nine-month period with fines totaling \$10,400.

- The number of self-initiated and dispatched calls for service was 29,428 in 2001. Only three citizen complaints were filed against Shoreline officers. This is equal to .10 percent complaints per 1,000 police contacts. This extremely low number indicates citizens' satisfaction with police contacts.

See **Police Results** page 7

Central Subarea draft report now available

The Central Shoreline Subarea project continues to move forward this summer. Consultants incorporated residents' ideas from March meetings into a preliminary draft report which was presented to the City Council and Planning Commission on April 15. This preliminary draft report is now available for public view and comment.

Highlights of the draft plan include:

The Interurban Trail - The Trail is one of the key elements of the plan. It will offer recreational areas for residents and visitors and allow commuters to walk and bike in a safe and pleasant environment. Within the Subarea, the Trail is proposed to run within the Seattle City Light right-of-way, east of Aurora Avenue, creating a special place in the heart of Shoreline separate from other areas along Aurora.

Midvale "Main Street" - A proposed mixed-use redevelopment of Midvale Avenue between North 175th and 192nd Streets will offer a variety of services and work and living space in an attractive, pedestrian-friendly setting. The plan includes connecting Midvale to 192nd. The Midvale "Main Street" is anchored to the south by the "wedge" and the future Top Foods market, and to the north by the Gateway OFC. Also proposed is closing Ronald Place (the red brick road) to traffic north of 175th and converting it to a pedestrian way.

The Central Shoreline Subarea Plan will eventually be adopted as an amendment to the City's Com-

prehensive Plan. The development standards will be adopted as an overlay in the City's Development Code.

"The preliminary draft plan reflects what we heard in the design charrettes, and it provides a solid foundation for future economic development in the Central area. While we still have a significant amount of public review, analysis and environmental process to complete, the end result will be a revitalized and pleasant space for Shoreline residents," says Kirk McKinley, City Planning

Manager.

Free copies of the draft plan in paper or CD format are available at City Hall (17544 Midvale Ave. N.) and the Annex (1110 N. 175th St.). It may also be viewed at the Shoreline Library (342 NE 175th St.) and the Richmond Beach Library (19601 21st Ave. NW). McKinley is available to meet with neighborhood groups and service organizations about the Central Subarea design. For more information about the plan, please call McKinley at (206) 546-3901.

Police results *from page 6*

- Less than 20 percent of Shoreline residents were Block Watch partners in 2001. Police will be aggressively marketing this grassroots effort as a tremendous opportunity to reduce residential burglaries.

The Police Service Efforts and Accomplishments (SEA) Report is different from the 2001 Police Citizen's Satisfaction Survey which appeared in the April issue of Currents. That survey measured how residents feel about crime, safety and the quality of police services in Shoreline. The SEA Report combines information about residents' satisfaction with police services with crime and workload data for the past five years and

measures police progress on problem-solving projects.

The 2001 Service Efforts and Accomplishments Report is available at City Hall (17544 Midvale Ave. N.) the Annex (1110 N. 175th St.) the Shoreline Library (342 NE 175th St.) and the Richmond Beach Library (19601 21st Ave. NW). The report is also available on the City of Shoreline and King County Sheriff's Office Web sites, www.cityofshoreline.com and www.metrokc.gov, the Main Police Station (1206 N. 185th St.), Eastside Police Neighborhood Center (521 NE 165th St.) and Westside Police Neighborhood Center (624 Richmond Beach Road). For more information, please call Pentony at (206) 546-0169.

Who, what, where in the City of Shoreline

City of Shoreline

Shoreline City Hall
17544 Midvale Avenue N.
Shoreline, WA 98133-4921
(206) 546-1700
Fax (206) 546-7868

City Hall Annex
Home of: • Planning and
Development Services Department
• Public Works Department
Highland Plaza
1110 N. 175th St., Suite 105
Shoreline, WA 98133



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Alternate formats
available upon request.

City Council

City Councilmembers
Mayor Scott Jepsen
Deputy Mayor Kevin Grossman
John Chang
Rich Gustafson
Ron Hansen
Linda Montgomery
Bob Ransom

Meeting Location
Shoreline Conference Center
18560 First Ave. NE
Mt. Rainier Room

Workshop Meetings
First and third Mondays
beginning at 6:30 p.m.

Regular Meetings
Second and fourth Mondays
beginning at 7:30 p.m.

Agenda Line
(206) 546-2190

Televised City Council Meetings
Cable Channel 21
Wednesday through Sunday
6 a.m., noon and 8 p.m.

Shoreline Police

Emergency: 911

Shoreline Police Station
Chief Denise Pentony
1206 N. 185th St.
Shoreline, WA 98133
(206) 546-6730

Westside Neighborhood Police Ctr.
Officer Leona Obstler
624 NW Richmond Beach Road
Shoreline, WA 98177
(206) 546-3636

Eastside Neighborhood Police Ctr.
Officer Charlie Akers
521 NE 165th St.
Shoreline, WA 98155
(206) 363-8424

City of Shoreline Web site

Information on agendas,
minutes and how to partici-
pate is now available online.
www.cityofshoreline.com



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