COUNCIL AGENDA SYNOPSIS



		Initials	
Meeting Date	Prepared by	Mayor's review	Council review
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ITEM NO.

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ITEM INFORMATION

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City of Tukwila

Allan Ekberg, Mayor

INFORMATIONAL MEMORANDUM

TO: Committee of the Whole

FROM: Mia Navarro, Community Engagement Manager

CC: Mayor Ekberg

DATE: April 5, 2017

SUBJECT: Public Safety Plan Outreach to Date, Summary, and Results

ISSUE

The City is engaging in a robust public outreach effort around the Public Safety Plan. As a part of this effort, the City held the first open house for the implementation of the Public Safety Plan on March 18, 2017, followed by two internal open houses for City staff, and concurrently with an online open house. The City is also using its various communications channels – website, TukTV, etc. – to continue to provide information and updates on implementation of the Plan.

BACKGROUND

Envirolssues, a subcontractor to the City's Project Management consultant SOJ, prepared the attached summary.

RECOMMENDATION

Information Only.

ATTACHMENTS

PSP Public Involvement Summary – OH1 Committee of the Whole Presentation – PSP OH1





Public Involvement Summary Open House Series 1—Public Safety Plan Kick-off

Overview and Goals

The initial in-person and online open house introduced the public to work that has been done on the Public Safety Plan since Tukwila voters approved the Public Safety Bond in November 2016. The kick-off open houses worked to help community members understand:

- The purpose, goals, and general timeline for the Public Safety Plan project
- How they could help guide and influence Public Safety Plan implementation

Key Audiences

- Tukwila residents
- Community organizations
- Tukwila businesses and employees
- Project sponsors
- Partner organizations
- Community connectors

Outreach Opportunities

An **IN-PERSON PUBLIC OPEN HOUSE** was held on Saturday, March 18 from 10:00 AM – noon at Station 54 in Tukwila. The public open house had information on the Public Safety Plan available for attendees to review, and City staff and members of the project team were available to answer questions and engage with visitors. Breakfast and childcare were available. Attendees were encouraged to provide comments on how new facilities outlined in the Public Safety Plan could help to support their community.

Key statistics from the in-person open house:

- → The in-person open house was attended by approximately **65 community members** (excluding event volunteers)
- → Most attendees identified that they heard about the open house via the postcard (44%)
- → Open house attendees primarily lived in the **98168 (44%) or the 98188 (44%)** ZIP Code

Two INTERNAL INFORMATIONAL EVENTS were held for City employees, one on Wednesday, March 22 from 7:30 - 9:30 AM at the Emergency Operations Center training room at Fire Station 51 and one on Friday, March 24 from 1:00 - 3:00 PM in the Tukwila Council Chambers. These internal events provided City employees with opportunities to learn more about the Public Safety Plan and upcoming work.

An **ONLINE OPEN HOUSE** is also available to residents and stakeholders. The online open presents the same information as the in-person open house, and stakeholders could access the information and submit feedback on their own time. The deadline to participate was extended from March 31 to April 30.



Key statistics from the online open house as of 3/31/2017:

- → The online open house was attended by **70 unique users**
- → The average amount of time that each visitor spent visiting the site was 4 minutes 11 seconds
- → Most new online open house visitors (67%) came directly to the site
- → Most site referrals (11% of total visitors) came from the City of Tukwila website
- → Most visitors identified that they heard about the online open house via the **postcard (27%)**
- → Online open house attendees primarily lived in the 98188 (36%) or the 98168 (27%) ZIP Codes

The City of Tukwila also set up a **DEDICATED PROJECT EMAIL** (<u>PublicSafetyPlan@TukwilaWA.gov</u>) that community members could use to directly submit comments and questions.

Notification and Engagement Tools

A variety of notification and engagement tools were used to advertise the in-person and online open houses and inform Tukwila residents about the Public Safety Plan. These tools included:

TOOL	DETAIL
PROJECT WEBSITE	Description: The project website (<u>tukwilawa.gov/public-safety-plan</u>) contained project updates, a link to the online open house, the project email address and information from the 2016 Public Safety Bond.
POSTCARD	 Description: A postcard (see Appendix I) highlighting the date and location of the in-person open house and the access information for the online open house was mailed to all Tukwila households (approximately 10,000 addresses). Distribution date: Thursday, March 2
Posters	 Description: Posters were distributed to key community gathering locations such as coffee shops, grocery stores, libraries, and churches. The poster and a full list of distribution locations is included as Appendix II. Distribution date: Tuesday, March 7
FLYER (KID MAIL)	 Description: Flyers (see Appendix III) were distributed to students at Tukwila schools. Distribution date: Thursday, March 9
TUKWILA REPORTER	Description: Notice of the event was published in the February and March editions of the Tukwila Reporter.
SOCIAL MEDIA	Description: The City posted information about the open house on both their Facebook and Twitter feeds. In addition, the City created a Facebook event for the open house. This event was boosted for the eight days in advance of the open house to provide it with additional visibility to Tukwila residents.



	Facebook and Twitter post dates: March 6, 15, 23 (narrated slideshow), and 31 (narrated slideshow)
EHAZELNUT	Description: The E-Hazelnut newsletter incorporated brief write-ups in both February 2017 and March 2017 encouraging Tukwila residents to attend the in-person open house and learn more about the Public Safety Plan.
	Distribution date: February 2017 and March 2017 newsletters
NARRATED SLIDESHOW	 Description: A narrated slideshow of open house information boards was posted on the City's project website and shared via social media to share information and encourage web users to visit the online open house. A Spanish version of this narrated slideshow was also created. Posted on: Thursday, March 23
COMMUNITY CALENDARS	Description: The St. Thomas Parish included information about the Public Safety Plan in-person open house within their community bulletin for the week of March 27.

Overview of Feedback from In-Person and Online Open Houses

Participants who attended the project's in-person and online open houses were asked how new facilities could support their community. A summary of the feedback that they provided is highlighted below:

FIRE STATIONS-

- Include meeting rooms that community members could use
- Make the fire stations easier to find using signage so that kids and community members can visit
- Provide services such as community CPR and fire extinguisher trainings, as well as disaster prevention education programs

JUSTICE CENTER-

- Facilitate the work of community engagement and Neighborhood Watch programs by providing support and meeting space
- Provide additional clarification at future open houses on how holding facilities will be incorporated into the Justice Center, including detail on the maximum number of detainees and the maximum length of time they could remain at the Justice Center



Participants were also asked how close to or far from various community features they would like the new Justice Center to be located. In-person and online open house visitors provided the following input:

	Close to		Far from
Major roadways and transit routes	23	2	1
Schools	2	9	17
Existing City buildings	2	16	
Local businesses	5	14	2
Residential areas	2	7	20
Color key:	least	\rightarrow	most

PUBLIC WORKS SHOP FACILITY-

- Partner with local schools to provide trainings to students and residents
- Incorporate a radio room

Overview of Feedback from Internal Informational Events

City employees who attended the project's internal informational events were asked how new facilities could support their community. A summary of the feedback that they provided is highlighted below:

FIRE STATIONS-

• No new comments.

JUSTICE CENTER-

- Provide additional clarification at future open houses on how holding facilities will be incorporated into the Justice Center, including detail on the maximum number of detainees and the maximum length of time they could remain at the Justice Center
- Publicly available conference rooms; adequate number and size of meeting rooms
- Major investments in technology
- Host events
- Training for youth
- Shuttles for kids and youth to the Tukwila Community Center

City employees were also asked how close to or far from various community features they would like the new Justice Center to be located. In-person and online open house visitors provided the following input:

	Close to		Far from
Major roadways and transit routes	12	0	1
Schools	1	0	2
Existing City buildings	3	1	0
Local businesses	2	1	1
Residential areas	2	0	5
Color key:	least	→	most



PUBLIC WORKS SHOP FACILITY—

- More resources are needed for the Sign Shop
- Adequate parking
- Updated technology and communication facilities, including email and computer access, and related training
- Combine PW engineering staff with maintenance staff to have more efficient daily operation

Next Steps

All comments gathered from community members are being shared with the project team and City Council as they continue work associated with selecting sites and programming new facilities. The City will share a summary of comments with the community in summer 2017.



Table of Appendices

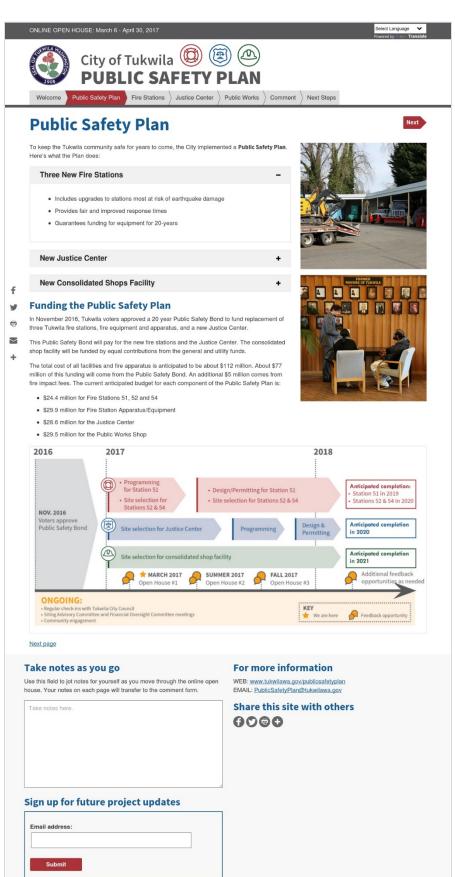
Appendix I: Online Open House Stations	7
Appendix II: Postcard	
Appendix III: Poster	15
Appendix IV: Flyer	17
Appendix V: Social Media Posts	



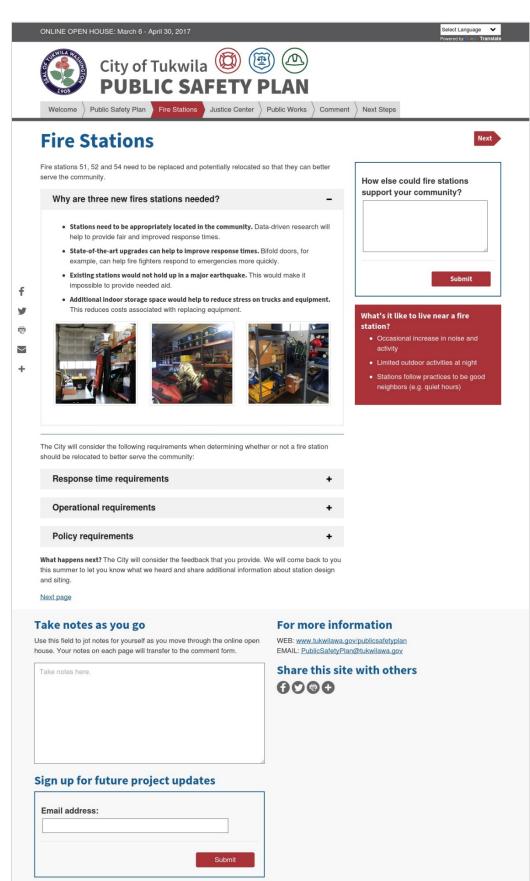
Appendix I: Online Open House Stations

Welcome		Public Works Comment Next Steps
		Next
implementing a Public Safety Plan headquarters, the municipal court, Safety Bond in November 2016 to	es, and visitors are safe for decades to co to upgrade some of Tukwila's fire station: and the public works shops. Tukwila vote help fund these important safety improve	is, the Police
We want to hear fro Since November, the City has bee	m you! n hard at work planning for these upgrade	ed facilities. We'd like to
share what we've done and hear fi successful implementation of the F	rom you. Your thoughts and perspectives Public Safety Plan.	will be key to the
We've extended the online open h people to participate.	ouse through the end of April to allow add	filional opportunities for
Please sign in:		
What ZIP code do you live	e in?	
 98108 98138 	9817898188	
98168	Other - Write In	
How did you hear about t apply:	his online open house? Please cl	heck all that
Postcard	School	
 Social media Flier 	Other - Write In	
Email		
Its components. • Additional information within subheadings. • Many stations include opport support your community. Pie- • Click the "Next" button or set house. • Take notes using the space <i>a</i>	top of this page to learn more about the l aach station can be accessed by clicking unlites for you to provide your thoughts or ase hit submit at the end of each section. cct any tab at the top of the page to move at the bottom of the page. Any notes that t	on and expanding n how facilities could a around the open
you as you navigate from sta	ut the Tukwila Public Safety Plan or the P	ublic Safety Bond
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bofore you get started, visit us <u>her</u> <u>Next page</u> ake notes as you go	as you move through the online open	For more information WEB: www.tukwilawa.gov/publicsafetyplan EMAIL: PublicSafetyPlan@tukwilawa.gov
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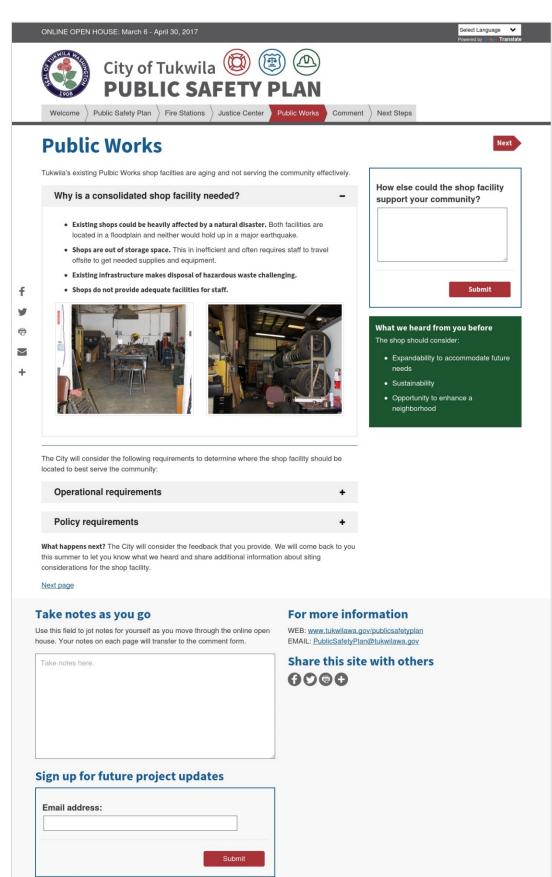






Nelcome > Public Safety Plan > Fire Stations > Justice Center	Public Works Comment Next Steps
ustice Center	Next
The Justice Center should be located	How else could the Justice Center
Nove the slider to the right or left to show	support your community?
now close to or far from the following locations should be in relation to the Justice Center.	
Close to	
	Far from
Major Roadways and Transit	Submit
Routes Schools	
Existing	What we heard from you before The justice center should consider:
City Buildings	Expandability to accommodate future
Local Businesses	needs Security for the public and staff
Residential Areas	Nearby transit access
	Opportunity to enhance a neighborhood
	Submit • Sustainability
e existing facilities for the Tukwila Police Department and the Municip	I Court are too small and
fficient to effectively serve residents. For example: The existing police headquarters	
The existing police headquarters	
 Houses a department that has grown 66 percent in the past 40 is split up into three different facilities, which has created signifi 	
 Does not have adequate holding facilities. This takes officers a guard inmates. 	
Does not have enough space to effectively store evidence and r	cords. This limits the
 department's administrative capacity. Does not have adequate space for training and other programs. 	
	1
The existing municipal court	+
• City will consider the following requirements to determine where the ated to best serve the community:	Justice Center should be
Police headquarters requirements	+
Municipal court requirements	+
Shared requirements	+
at happens next? The City will consider the feedback that you provide summer to let you know what we heard and share additional informa siderations for the Justice Center.	We will come back to you ion about siting
ke notes as you go his field to jot notes for yourself as you move through the online open	For more information WEB: www.tukwilawa.gov/publicsafetypian
e. Your notes on each page will transfer to the comment form.	EMAIL: PublicSafetyPlan@tukwlawa.gov Share this site with others
e notes here.	
	3
n up for future project updates	







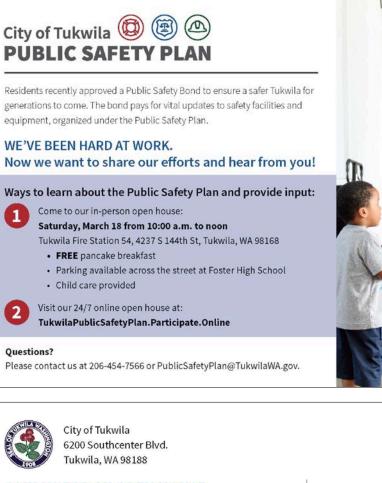
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Comme	ent				Next
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implementing t	he Public Safe	ety Plan?			
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Next page					
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Sign up for fu	ture proje	ect updates			
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Appendix II: Postcard



JOIN US FOR AN OPEN HOUSE

Saturday, March 18 from 10:00 a.m. to noon

- Tukwila Fire Station 54, 4237 S 144th St, Tukwila, WA 98168
- Free pancake breakfast
- Parking available across the street at Foster High School
- Child care provided

JOIN US TO:

- Learn about safety improvements
- · Enjoy breakfast and kid-friendly activities
- Tour Fire Station 54

Share your thoughts

Esta informacion es muy importante sobre su comunidad. Por favor pida a alguien que se lo tradusca a usted.

Tani waa macluumaad muhiim ah oo ku saabsan beeshaada, fadlan codso caawinaada turjumidda.

Đây là tin quan trọng về cộng đồng của quý vị, quý vị hãy yêu cầu trợ giúp phiên dịch. ၄င်းသည် သင့်ကန်မနတီအတက် အရေးပသည့် အစက်အလက်မားဖစ်နေသောကောင့် ဘာသာပန်အကူအညီကို ကေးဇူးပ၍ တောင်းဆိုပ။

तपाईंको समुदायको निम्ति यो मत्त्वपूर्ण जानकारी हो, कृपया अन्वादको

सहायताको लागि भन्नुहोस् ।





Appendix III: Poster





JOIN US FOR AN OPEN HOUSE!

- · Learn about safety improvements
- · Enjoy breakfast and kid-friendly activities
- · Share your thoughts

Saturday, March 18 from 10:00 a.m. to noon

Tukwila Fire Station 54, 4237 S 144th St, Tukwila, WA 98168

- FREE pancake breakfast
- Parking available across the street at Foster High School
- Child care provided

Can't make it to the open house? Join us online!

TukwilaPublicSafetyPlan.Participate.Online

Questions? Contact us!

PublicSafetyPlan@TukwilaWA.gov

206-454-7566

Esta informacion es muy importante sobre ငှင်းသည် သင့်ကန်မနတိအတက် အစရာပသည့် su comunidad. Por favor picla a alguien que se lo tradusca a usted. Tani waa macluumaad muhiim ah oo ku saabsan beeshaada, fadlan codso caawinaada turjumidda. Đảy là tin quan trọng về cộng đồng của quý vị, quý vị hãy yêu cấu trợ giúp phiên dịch.

အဓက်အလက်မားစစ်နေသောကောင့် ဘာသာပန်အကူအညီကို ကေးဖူးပ၍ တောင်းဆိုပ။

तपाईको सम्दायको निम्ति यो मत्त्वपूर्ण जानकारी हो, कृपया अन्वादको सहायताको लागि भन्नुहोस् ।

Residents recently approved a Public Safety Bond to ensure a safer Tukwila for generations to come. The bond pays for vital updates to safety facilities and equipment, organized under the Public Safety Plan.





Posters were distributed on Tuesday, March 7 to the following locations:

Location	Address
Bartell Drugs	14277 Pacific Highway S
	Tukwila, WA 98168
Foster Golf Links	13500 Interurban Ave S
	Tukwila, WA 98168
Foster Library	4060 S 144 th St
	Tukwila, WA 98168
Pacific Laundromat	14227 Tukwila Intl Blvd,
	Tukwila, WA 98168
Riverton Methodist	3118 S 140 th St
Church/Tukwila Pantry	Tukwila, WA 98168
Safeway	4011 S 164 th St
	SeaTac, WA 98188
Starbucks	13038 Interurban Ave S
	Tukwila, WA 98168
Starbucks	17480 Southcenter Pkwy
Starbucks	333 Strander Blvd
	Tukwila, WA 98188
St. Thomas Parish	4415 S 104 th St
	Tukwila, WA 98168
Tukwila Community Center	12424 42 nd Ave S
	Tukwila, WA 98168



Appendix IV: Flyer





JOIN US FOR AN OPEN HOUSE!

Residents recently approved a Public Safety Bond to ensure a safer Tukwila for generations to come. The bond pays for vital updates to safety facilities and equipment, organized under the Public Safety Plan.

Saturday, March 18 from 10:00 a.m. to noon

Tukwila Fire Station 54, 4237 S 144th St, Tukwila, WA 98168

- Parking available across the street at Foster High School FREE pancake breakfast
 - Child care provided

Join us to:

- Learn about safety
- Enjoy breakfast and kid-friendly activities Share your thoughts Tour Fire Station 54







Appendix V: Social Media Posts

February 28, 2017









Help impact changes in your community!

The City of Tukwila will be replacing three fire stations, the Justice Center and expanding the city works facilities. There are two ways you can be involved and stay updated with the progress of the Public Safety Plan.

Join us on March 18 to learn more about the Public Safety Plan...
See More











...laPublicSafetyPlan.Participate.Online





March 23, 2017

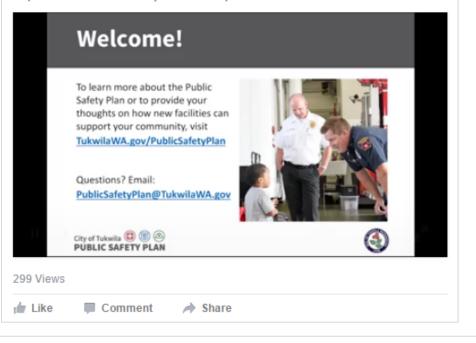


City of Tukwila March 23 at 10:28am · @

Share your thoughts with us about the Public Safety Plan!

Couldn't make it to the Public Safety Plan open house? We wanted to share a bit more information with you about why facility upgrades and relocations are needed, what we've accomplished so far, and how you can be involved in the process. Watch the video below to become more familiar with what the Public Safety Plan will do.

You can still visit our online open house through March 31, 2017 to learn more about the project and provide comment. http://TukwilaPublicSafetyPlan.Participate.Online

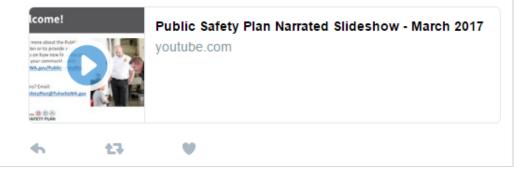




City of Tukwila 🤣 @CityofTukwila · Mar 23

Share your thoughts about the Public Safety Plan! Visit our Online open house until 3/31:

... laPublicSafetyPlan.Participate.Online,





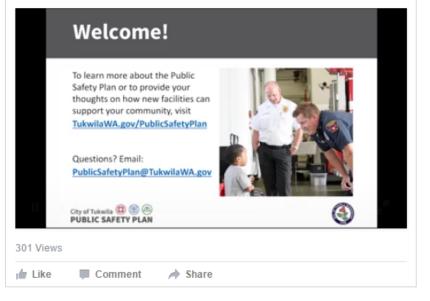
March 31, 2017



Share your thoughts with us about the Public Safety Plan! Deadline to provide comment on our Online Open House has been extended to April 30, 2017.

Couldn't make it to the Public Safety Plan open house? We wanted to share a bit more information with you about why facility upgrades and relocations are needed, what we've accomplished so far, and how you can be involved in the process. Watch the video below to become more familiar with what the Public Safety Plan will do.

You can still visit our online open house through April 30, 2017 to learn more about the project and provide comment. http://TukwilaPublicSafetyPlan.Participate.Online

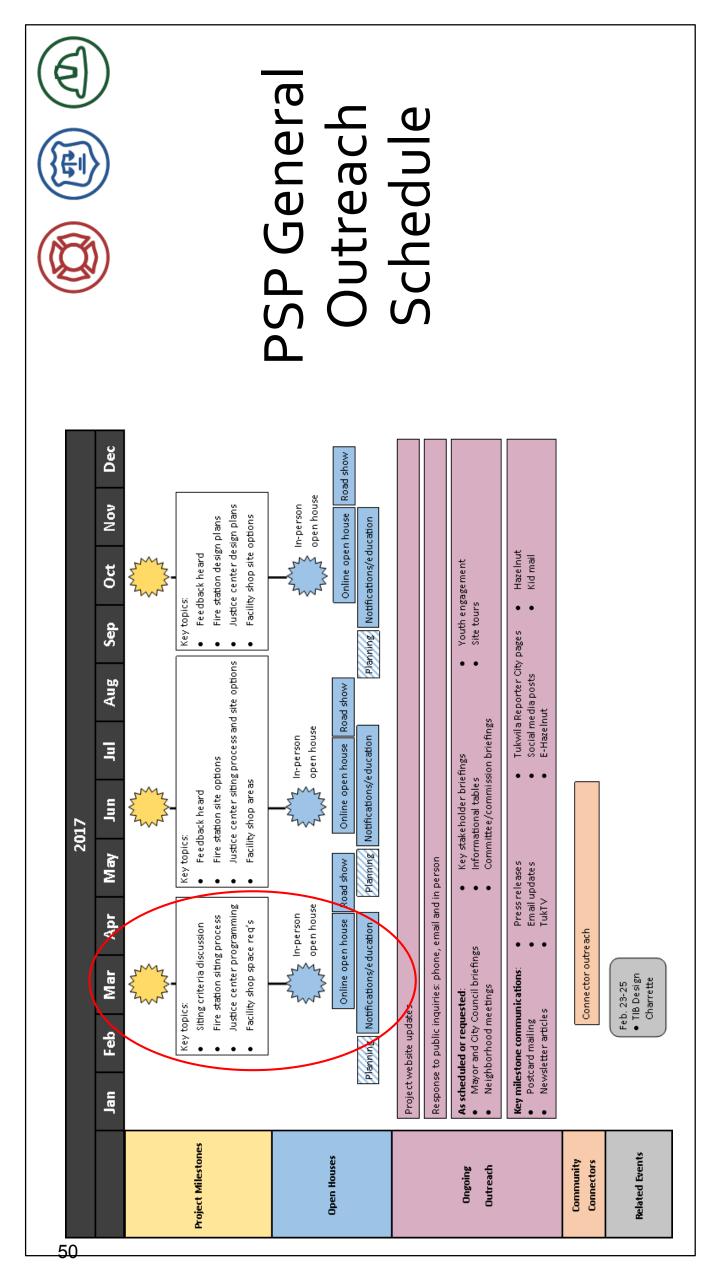






Open House Series 1—Public Safety Plan Kick-off

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Overview and Goals

We wanted to help community members understand:

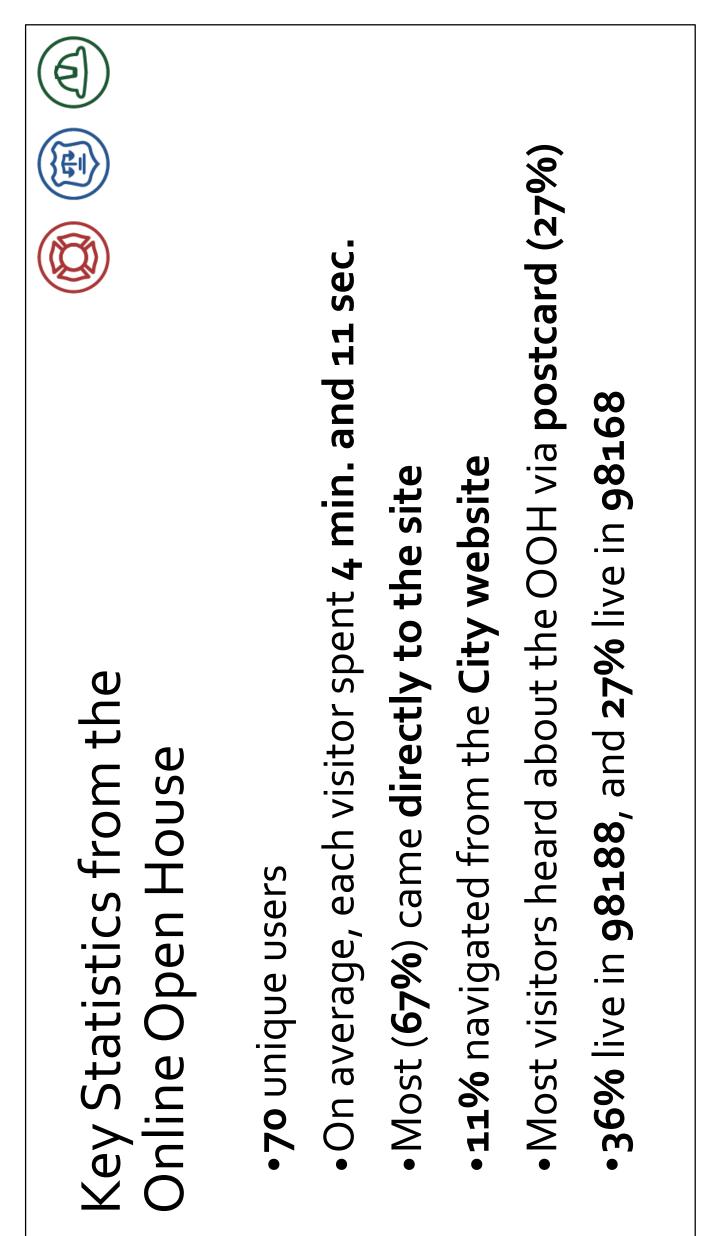
- The purpose, goals and general timeline of the PSP
- How they could help guide and influence PSP implementation

Outreach Opportunities

 In-person, public open house and pancake breakfast on Saturday, March 18th, at Fire Station 54.

- Two internal open houses:
- Weds, 3/22, 7:30-9:30 am, Station 51
 Fri, 3/24, 1-3 pm, Court/Council Chambers
- Online open house
- Dedicated e-mail address: publicsafetyplan@tukwilawa.go





Notification and Engagement Tools



- City Website Calendar
- Postcard: went to over 10,000 addresses on 3/2
- Posters: went to key gathering locations on 3/7
- Kid Mail: went home with elementary school kids on 3/9
- Tukwila Reporter: published in February and March
- Social Media: FB event, and multiple FB and Twitter posts
- EhazeInut: February and March
- Narrated Slideshow: English version 3/23, Spanish TBA
- Community Calendars: St. Thomas Parish



City of Tukwila 🕲 関 🕲 PUBLIC SAFETY PLAN

JOIN US FOR AN OPEN HOUSE!

open house? Join us online! ukwilaPublicSafetyPlan.Participate.Onlin

Can't make it to the

 Enjoy breakfast and kid-friendly activities Learn about safety improvements

Saturday, March 18 Share your thoughts

PublicSafetyPlan@TukwilaWA.gov

206-454-7566

Questions? Contact us!

Tukwila Fire Station 54, 4237 S 144th St, Tukwila, WA 98168 from 10:00 a.m. to noon

 Parking available across the street at FREE pancake breakfast Foster High School

Child care provided

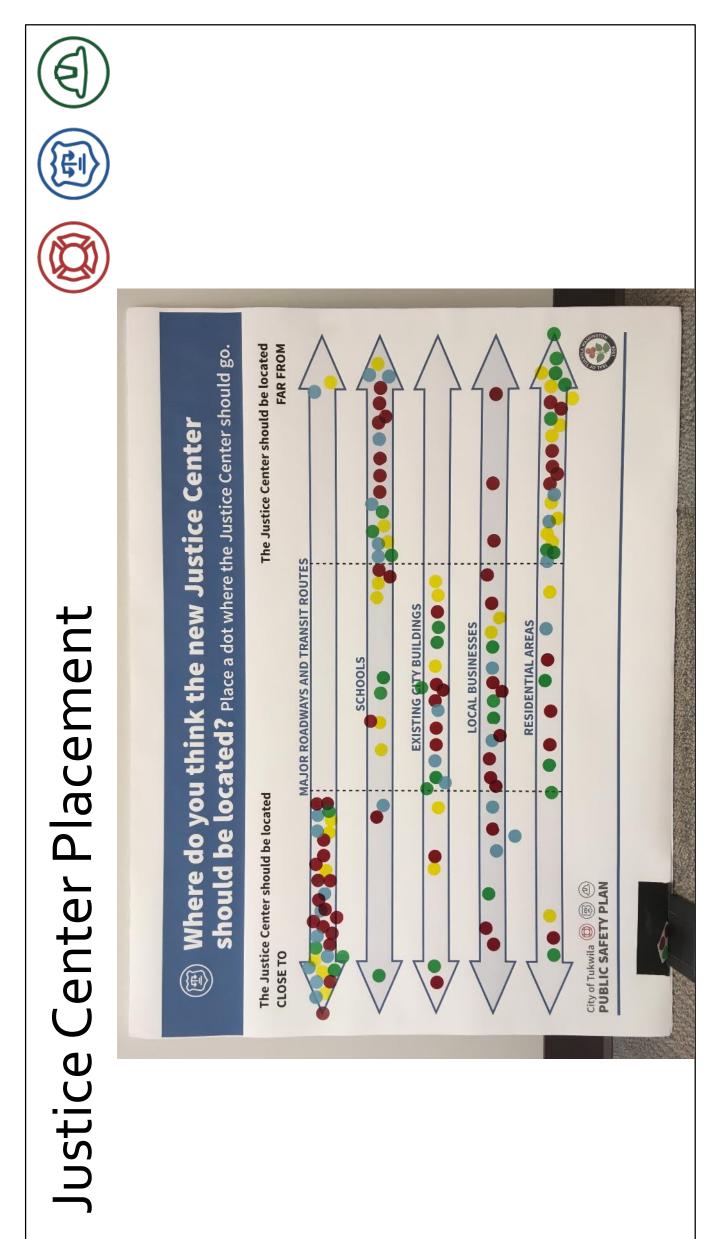
तामहिको सन्त्रायको निर्मित यो न्तत्तवयु ज्ञान्त्रसरी हो, मृत्यया उत्तायहरूदे सहायतान्त्रो सन्त्रांग्रेस् ।

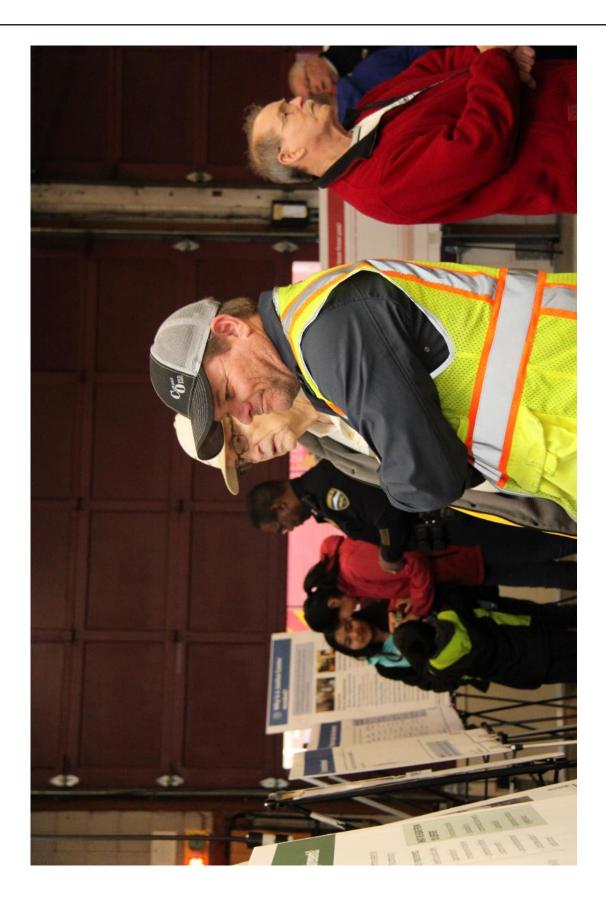
Residents recently approved a Public Safety Bond to ensure a safer Tukwita for generations to come. The bond pays for vital updates to safety facilities and equipment, organized under the Public Safety Plan.



 FRE STATIONS— Include meeting rooms that community members could use Make the fire stations easier to find using signage so that kids and community members can visit Provide services such as community CPR and fire extinguisher trainings, as well as disaster prevention education programs Provide services such as community engagement and Neighborhood Watch programs by providing support and meeting space Provide additional clarification at future open houses on how holding facilities will be incorporated into the Justice Center, including detail on the maximum number of detainees and the maximum length of time they could remain at the Justice Center, including to the sould remain at the Justice Center, including to the maximum number of detainees and the maximum length of time they could remain at the Justice Center, including to the maximum number of the source of the source	Overview of Feedback from the Public 🧐 🧐
• •	g rooms that community m tations easier to find using s isit
• •	 Provide services such as community CPR and fire extinguisher trainings, as well as disaster prevention education programs
	 JUSTICE CENTER— Facilitate the work of community engagement and Neighborhood Watch programs by providing support and meeting space Provide additional clarification at future open houses on how holding facilities will be incorporated into the Justice Center, including detail on the maximum number of detainees and the maximum length of time they could remain at the Justice Center PUBLIC WORKS SHOP FACILITY— Partner with local schools to provide trainings to students and residents Incorporate a radio room

⁵ Overview of Feedback from Staff	
FIRE STATIONS— No new comments.	
 JUSTICE CENTER— JUSTICE CENTER— Provide additional clarification at future open houses on how holding facilities will be incorporated into the Justice Center, including detail on the maximum number of detainees and the maximum length of time they could remain at the Justice Center 	lities will be incorporated nees and the maximum
 Publicly available conference rooms; adequate number and size of meeting rooms Maior investments in technology 	ıg rooms
Host events	
 Training for youth Shuttles for kids and youth to the Tukwila Community Center 	
 PUBLIC WORKS SHOP FACILITY— More resources are needed for the Sign Shop Adaginate parking 	
 Updated technology and communication facilities, including email and computer access, and related training 	uter access, and related
Combine PW engineering staff with maintenance staff to have more efficient daily operation	daily operation





Questions?