

# Grandview Washington

Council Retreat – Grandview Library

August 1-2, 2024



Facilitated by: Chris Wickenhagen, Executive Director  
Yakima Valley Conference of Governments



## **Grandview, Washington**

Grandview received its name in 1906 because of the ‘GRAND’ view of Mount Rainer and Mount Adams. Grandview was officially incorporated on September 21, 1909. It began as the halfway point on the rail line between Prosser and Sunnyside.

Today, Grandview is a growing community. Grandview’s economy is agriculture based; with apples, cherries, concord and wine grapes, hops, asparagus, corn, wheat, dairy, and other fruit and vegetable production supported by processing plants and cold storage facilities.



Community members enjoy local outdoor recreation including golf, tennis, swimming, fishing, hunting, and boating. Grandview also offers walking and bicycling on dedicated pathways. Supporting agriculture and outdoor recreation, Grandview enjoys an average of 300 days of sunshine per year.

According to the Census, Grandview is home to approximately 10,891 people, with 9,344 being Hispanic or Latino. 13.4% of the population is considered to live at or below the moderate-income level. Grandview has grown 28.2% since the 2000 and is growing somewhat quickly. The Census reports that Grandview is growing faster than 70% of similarly sized cities since 2000.



# **COUNCIL RETREAT DAY 1**

Council attended a retreat facilitated by Yakima Valley Conference of Governments on August 1 from 8:45 am – 4:00 pm.

## **Those in attendance included:**

Mayor:	Ashley Lara	
Mayor PRO TEM:	Bill Moore	
	David Diaz	Joan Souders
	Robert Ozuna	Laura Flores

## **Others in attendance:**

City Administrator Shane Fisher; City Treasurer Matt Cordray; Police Chief Kal Fuller; Fire Chief Pat Mason; Parks & Recreation Director Gretchen Chronis; Library Director Wendy Poteet; Public Works Director Hector Mejia

YVCOG Executive Director, Chris Wickenhagen; YVCOG Media Specialist, Shane Andreas

Members of the public, Cody Goeppner



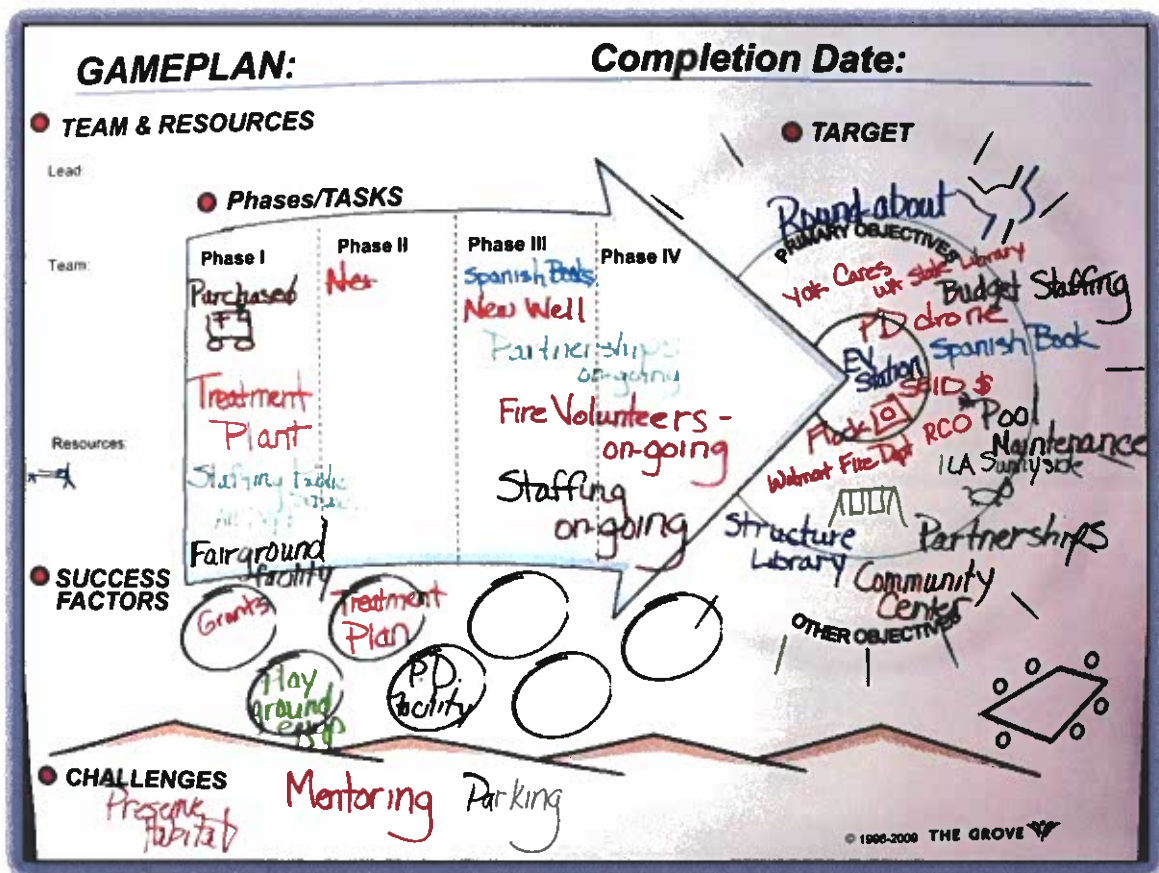
The Council began the retreat by reviewing accomplishments over the past year.

Revisiting the previous year's decisions and goals identified during the 2023 retreat provided accountability for the past year's actions taken by Council. This starting point was a natural way to assess their success or areas they may need to complete.

**Grandview met many of their goals for 2023 and were able to identify what is currently in process.**

This exercise assisted in staff being able to share some of their challenges working through goals. Having an internal mentoring program to teach new staff the technical skills necessary to perform a job, and also teach customer service and expectations of the city in their roles.

*Council was informed of the many goals achieved. Pool maintenance, books in Spanish, electric vehicle charging station, new playground equipment, a drone for the police department, a new round-about, an ILA with Sunnyside for animal control, and multiple partnerships.*



# Law Enforcement:

## Identify the Strengths

### Grandview Police Department Has:

- A well-trained workforce.
- Employees that reflect the race and ethnicity of the community.
- Employees with strong ties to our community or area.
- Strong partnerships with other agencies.
- Leadership positions on several county-wide governing boards or initiatives.
- Up-to-date and cutting-edge policies.
- Well documented procedures.
- A great in-house training program.
- Strong first level supervisors.
- A fair and thorough disciplinary system.
- Good PD and community engagement.



## Assess the Weaknesses

- Half of its road officers are very inexperienced. Adequate training budgets must be continued.
- Staffing levels have not kept pace with 1. Population growth, 2. Legal requirements.
- Building/office infrastructure is reaching its maximum ability to house a modern police operation. A 13,000sf, six million dollar building, on 4 acres, will be needed to account for future growth.
- No in-house jail operation, leaves GPD unable to manage certain correctional related issues. Because we must contract out for jail services, we are at the mercy of other entities procedures and billing decisions.
- High levels of overtime to provide basic road coverage. This leads to employee burnout and even more overtime. Money that could be spent for officer coverage at regular pay rate is now billed as overtime at time and a half.

## Identify the Opportunities

Actively pursued various county-wide programs to leverage outside resources to our advantage. Some examples of these programs are;

- The Local Crime Lab. Chief Fuller sits on the administrative board.
- Yakima Valley Regional Crisis Response Unit (SWAT). Chief Fuller sits on the administrative board.
- Yakima Valley Special Investigations Unit. Chief Fuller is Assistant Chair of the board. AC Bailey is Co-Commander of unit operations.
- Yakima County Radio System Infrastructure Project.
- Regional Dispatch System study group

Made use of emerging technologies such as drones, license plate reader (Flock) cameras.

Purchased programs to make PD operations more efficient.

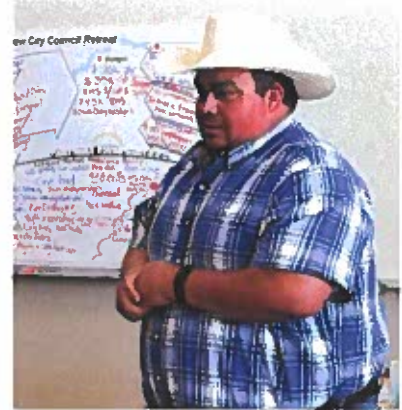
- Planet Scheduling to manage staffing and overtime.
- Lexipol policy services to keep PD policies up to date and legally defensible.
- Power DMS to provide a way to interact with the state accrediting body.



## Public Works:

### ● Identify the Strengths

- 120 years of combined PW experience as a department.
- Teamwork is a definite strength for the PW Department.
- Our PW support staff in the office has almost 50 years of work experience in GV.
- Our building department has done a good job processing building permits with the increase in residential/ commercial growth we are experiencing.
- Code Enforcement is getting better at contacting property owners to ensure that they are following our code requirements.



### ● Assess the Weaknesses

- Communication has been challenging but has improved over the past few months.
- Staff need to take ownership of what they do, and not just the good things. We need to be accountable for the mistakes that are made too.
- We are short-staffed and are expected to do more with fewer resources each year.
- PW equipment is tired and needs to be replaced.
- We need to be better about bringing in technology to help us do our jobs more effectively and efficiently.

### ● Identify the Opportunities

- We will continue to take advantage of grant opportunities to fund various PW projects.
- Work with HLA Engineering to make projects we have now and in the future successful.
- Look at other ways to fund improvements using more unconventional methods. Legislative earmarking/ appropriations to help fund facility improvements.

### ● Analyze the Threats

- Current Expense Fund revenue constraints; staffing, equipment, facility maintenance.
- Current wages for staff are below other municipalities in our region of similar size and service delivery.
- Departmental communication.

### ● Develop an action plan

- Develop a plan that justifies the need for additional PW staffing.
- Continue to improve our departmental communication to ensure that tasks and work directives are being done correctly and timely.
- Work with the City Administrator to develop an equipment replacement program to ensure that we have good equipment that are reliable.
- Cost out building/ planning/ PW software that will make our processes more efficient and trackable for both staff and the community.

## **Parks and Recreation:**

### **Identify the Strengths**

- We are a diversified department offering an array of programs and services for youth, adults, senior citizens and the special population.
- The staff is accomplished in the parks and recreation arena with over three decades of experience. We aim to meet the leisure service needs of our community.
- The department operates facilities (community center, museum, swimming pool, parks) that are attractive and inviting to the public.
- The department is trained in budgeting and the importance of being financially responsible while maintaining a well-rounded program and resource menu.
- We strive to serve all citizens with positivity and act as an information hub for the community and surrounding region.
- Our goal is to provide quality parks and recreational opportunities that are
- affordable for our residents. We rely on United Way and other funding sources and grants to help offset costs for our patrons.
- We have sustained a number of longstanding partnerships with local civic groups, the school district, and the private sector.



### **Assess the Weaknesses**

- As resources become limited each year, we continue to be more creative in our efforts to maintain current programming.
- The recruitment of volunteers is becoming slightly more challenging, but we have been fortunate enough to attract quality citizens that are committed to their work.
- The nationwide lifeguard shortage has created a few hardships for our seasonal swimming pool. We have managed to tackle the challenges and network with other agencies in our region.

### **Identify the Opportunities**

- Sustain the partnership with People for People to enhance the well-being of our senior citizens.
- Leveraging annual donations from community partners to create co-sponsorships.
- Take advantage of local grant opportunities.
- Capitalize on Recreational Use Permits for use of athletic fields, parks and the swimming pool.

### **Analyze the Threats**

- Changes in partnerships, agreements or funding sources.
- Lack of volunteers and seasonal staff.
- Current expense budget cuts to non-essential departments.
- Maintenance staffing levels associated with parks and facilities.

### **Develop an Action Plan**

- Continue to evaluate services annually. Be innovative as it relates to future programming opportunities.
- Be flexible and open-minded in the ever-changing needs of the community.
- Work closely with other departments to provide safe playground equipment & park amenities and public facilities.
- Serve as a resource center for the citizens of Grandview.
- Develop and maintain a strong social media marketing platform to keep residents informed.

- a) Create a pay scale for part-time staff that reflects their time and experience.
- b) Speaking more than one language is not an easy skill and it should be given an increase in salary.
- 2) Create a pathway to full-time work for anyone pursuing a library degree. Many libraries (including rural and independent libraries) are now paying for library degrees, we should at the very least offer students full-time work upon completion.
- 3) Create a full-time programming and outreach position that includes social media permissions, and website development and maintenance. This position *must* be fluent in English and Spanish and can create all social media posts, advertising, and webpage information in both languages.
- 4) Encourage our college partners to integrate technology at least equal to other academic libraries in our state.
- 5) Create an action plan and gain a legal commitment from council that protects our collection, outreach, and programming from outside challenges, despite who may take office or have supervisory duties in the future.
- 6) We must create community and a sense of value and belonging with all our residents. We need to connect better with our Hispanic community, and we need to reach students before they find self-worth in gangs.

**Staff:**

- “Use free online resources this includes social media. Translate flyers and post on social media. Contact Hispanic community leaders. Create events that encourage Hispanic community to join the Grandview Library. Learn Spanish greeting phrases. Using the team’s organization skills conduct surveys to learn more about the community. Use data from survey to create a specific plan on what needs to be done to get more Hispanic involvement. Have staff and city learn about the importance on why involving the Hispanic community in Library is important. To reach these goals, we would need to continue asking the City of Grandview to provide financial support in order to hire a bilingual staff member.”
- “Access to social media means more opportunities for communication with the community. The group is also capable of working to create things like surveys and promotional materials for the library to help provide further outreach opportunities and build rapport with the community, as well as gain a better knowledge of the community’s needs/wants for the library. More financial support could also help to lead to an improved and increased collection, especially the Spanish materials.”





**Fire Chief Mason** discussed the need to have a minimum of **3 Fulltime Fire Personnel**. He shared that he has been with the department for 42 years and has decided to retire next year. The payout cost will need to be addressed in the fire budget for 2025.

He shared some of the reasons for adding a Deputy Chief position and a 3<sup>rd</sup> Fulltime Person:

- Bring the rank structure in-line with what the current level of responsibilities of personnel on the department are now
- Potential burnout of current employees
- Insufficient personnel to get the work done in a timely manner
- Needs to be able to conduct training in-house rather than depending on outside agencies
- Time to complete state requirements with reporting and being able to sustain volunteers



Chief Mason also shared some information he has collected so far in reference to operating Grandview's own ambulance service.

The City of Grandview is on track to have over 900 calls this year. Of that, approximately 10 - 15% of those calls will require a paramedic. Based on that information, the city could establish a BLS level ambulance and then call for assistance when the call required a paramedic.

If personnel on the ambulance crew were certified at a higher level than BLS, they would be able to operate at the level they're trained at. It would need to be in operation 24/7.

There are 3 existing revenue sources and the potential to add 2 more if operating your own ambulance service. Chief Mason believe Grandview could look at starting the service by hiring 4 FTE's and supplementing the crew with Volunteers.

**3 Fulltime Fire Personnel**

**Library Director Wendy Poteet** discussed years 3-4 in the 5-year plan are coming up in 2025-2026. This part of the plan includes updating the nonfiction sections in all age groups.

She also expressed the need for the creation of a new role that would be a program and outreach specialist (Bilingual required) that would be shared with City Hall and other Departments as needed. This role would include booths at community and GSD events, as well as attendance at YVC sponsored events; creating, updating, and moderating web and social media content; and plan and execute all library programming. The creation of this position would free up the Library Director to spend more time on grant writing and other funding sources as well as better attendance at the meetings expected by YVC.



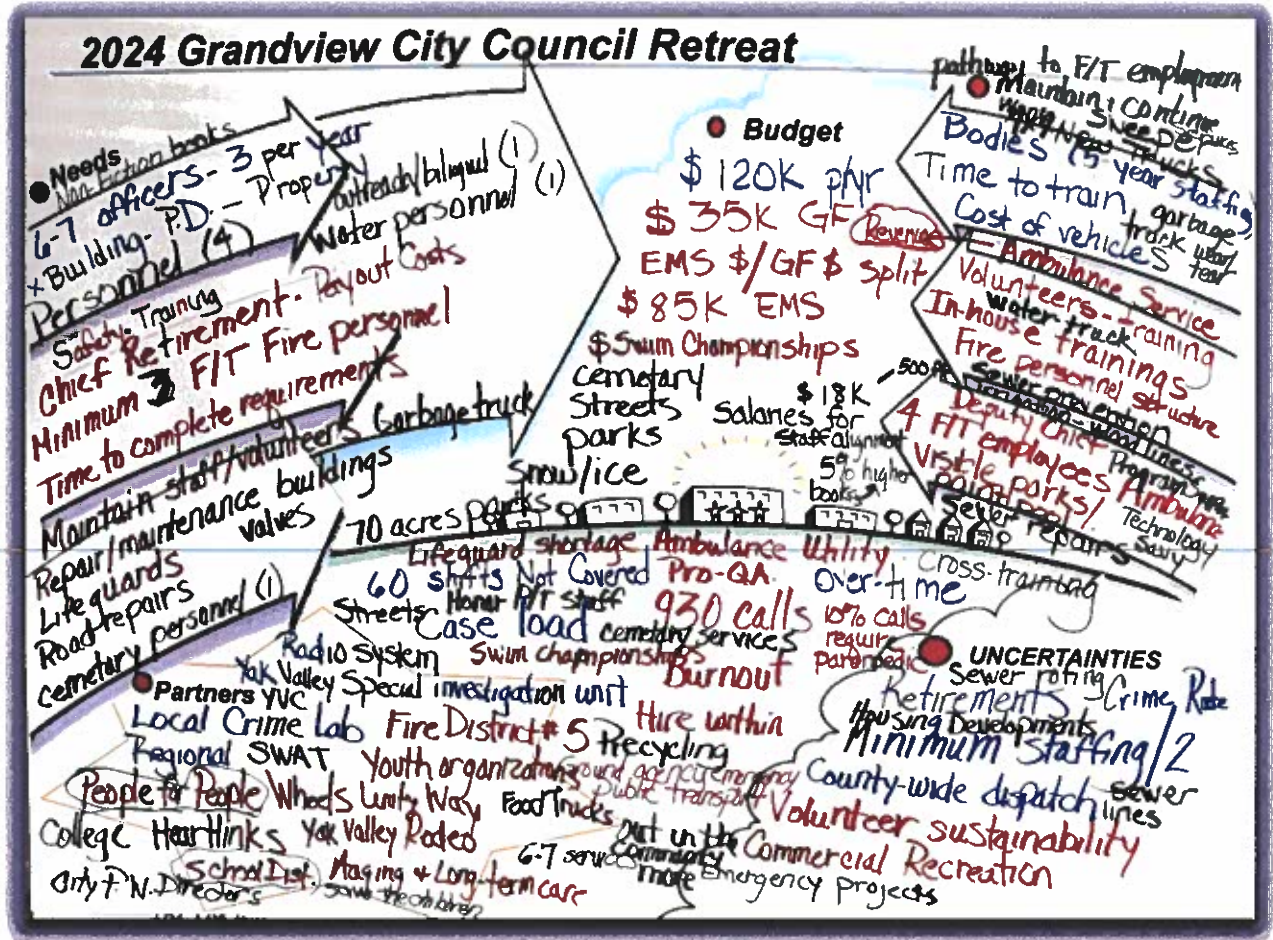
She shared how much the library is being utilized by people living in Grandview as well as the YVC students, and how beneficial it was to completely re-arrange the library to make it easier for people to find the literature they would like to read. She said there has been a lot of kids coming into the library and it has a great atmosphere.

Her concern is the rising cost of books and being able to maintain and continue the services and hours they currently offer.

She would like to offer a pathway to full-time employment for current part-time staff working towards a library science degree, as well as a wage scale for long-term part-time staff. She would like to be in the community more, including classrooms. She acknowledged YVC for the important role in their partnership with Grandview.

**Non-fiction books**

The following poster is a collection of the needs and wants for the City of Grandview.




After City Directors shared their needs for 2025, the council received a five-year forecast for the Current Expense Fund.

City Treasurer, Matt Cordray, provided an assessment of the financial health for Grandview through 2029 maintaining the current operating budget.



		2024	2026	2030	2035	2040	2045	2050	Score
★ 0	Roads	6	6	6	4	4	3	3	32
	Sidewalks	10	8	8	6	6	5	5	48
	Housing	3	3	3	2	2	2	2	17
👁️ 3	Treatment Plant	10	10	10	3	3	3	3	42
	Law Enforcement Response	3	6	10	10	10	10	10	59
⚠️ 6	Fire Response	9	8	7	7	6	7	8	52
	City Staff Operations	<del>7</del> 7	9	9	8	7	10	10	60
👍 10	Small Business	10	10	9	9	8	8	7	61
	Large Business	6	6	5	5	5	5	5	37
	Industry	<del>7</del> 7	6	6	3	3	3	3	31
	City Capital Assets	7	7	6	5	5	5	5	40



GRANDVIEW IMPACTS 2024

After a full day of presentations and discussions, day 1 was a wrap!



The process of day 2 for the retreat is described using the following agenda. Reviewing the purpose for the retreat, the desired outcomes, and role of the participants gave Council an overview of what to expect throughout the day. Going through each exercise assisted in the meeting's desired outcomes.

## 2024 – Grandview City Council Retreat – Day 2

### 2024 Grandview City Council Retreat – Day 2

#### ● AGENDA

TIMES	ACTIVITIES
8:45 – 9:00	Breakfast
9:00 – 9:10	Mayor
9:10 – 9:15	Agenda Review
9:15 – 10:15	Day 1 Review
10:15 – 10:30	Break
10:30 – 11:30	Combine Opportunities
11:30 – 12:15	Low-High Hanging Fruit
12:15 – 1:00	Lunch
1:00 – 3:00	ARPA
3:00 – 3:15	Wrap Up

Thank you!

#### ● ROLES


Participants	Facilitators
➤ Active Participation	➤ Guide Conversation
➤ Active Listening	➤ Referee
➤ Ask questions	➤ Recorder
	➤ Timekeeper

#### ● OUTCOMES

- Determine Short Term Goal(s)
- Determine Long Term Goal(s)
- Determine 2025 Priorities

#### ● RULES

- Start / End on
- Freedom to move around
- Silence off cell phones
- No cross-talk
- Respect others
- Stay Focused



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After reviewing the previous days activities and presentation, council was ready to begin.

Council took the time to discuss the opportunities staff presented for each department and continued to discuss other opportunities they may have. Council recognizes the growth for the city will require an investment in staffing, services, equipment, water, sewer services, roads, infrastructure, recreation, public safety, emergency services, housing, and economic development opportunities.

Council discussed *Community Education* vs. *Community Engagement*. Wanting to be transparent and informing the community about events is important to those who were in attendance.

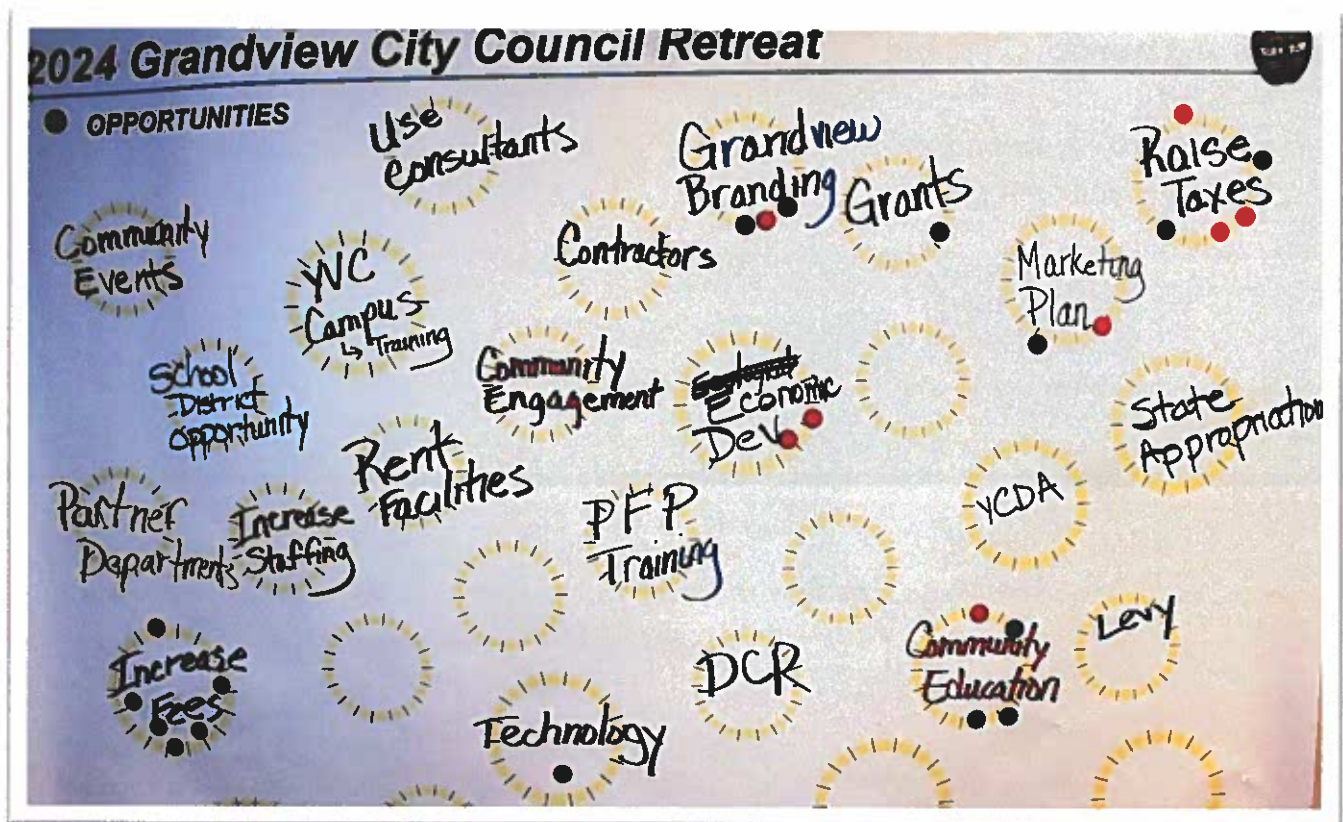


Following a review of department presentation and the detailed discussion, Council was given an opportunity to consider priorities for each department.



After a very difficult discussion, each council member was given three stickers to 'vote' on how council should move forward.

The poster below is the result.





The last exercise council participated in was an **ARPA Presentation**. The presentation's objective was to:

- Review of ARPA Projects
- Remaining funds that need to be spent
- Decide how to spend the remaining ARPA funds within the final guidance eligibility rules

Council made the decision to obligate a portion of their funding to the business in their community. They wanted to be able to assist those current businesses who needed support in staying in business when the governor shut down all non-essential businesses during the beginning of COVID.

Council also wanted to help those who wanted to startup a small business in Grandview. They invested in marketing materials and began working on developing a truck plaza.

The graphs below show if funds were fully spent or if they are in the process of being spent out (budgeted).

These show the dedication Grandview has to Small Businesses, different organizations within Grandview, ways the city was able to use some of these funds to support needs within city government, and other essential needs that were highlighted during the COVID Pandemic.

<b>Small Businesses</b>	<b>\$ Amount</b>	<b>Budgeted or Spent</b>
Existing Small Business Grants-ARPA	\$ 386,663.73	Spent
New Small Business Grants - ARPA	\$ 58,500.00	Budgeted
Marketing Materials	\$ 80,000.00	Budgeted
Truck Plaza	\$ 414,000.00	Spent
<b>Total</b>	<b>\$ 939,163.73</b>	

Other	\$ Amount	Budgeted or Spent
Broadband Infrastructure	\$ 10,000.00	Spent
Local Crime Lab	\$ 42,600.00	Budgeted
<b>Total</b>	<b>\$ 52,600.00</b>	

Council was reminded of the rules surrounding the ARPA funds. The requirement to be spent according to the regulations set by Treasury, all ARPA funds need to be obligated by December 2024, meaning a contract must be in place or a purchase order issued. The final requirement is that all funds need to be fully spent out by December 2026.

Council learned of projects that would not meet the requirements above:

<b>ARPA Projects Not To Be Implemented</b>	
• Senior/Museum Programs	\$5,000
• Senior Citizen's Recognition Event	\$6,000
• Downtown/Entrance Beautification	\$150,000
• Travel to RECON Conference	\$15,000
<b>Remaining</b>	<b>\$176,000</b>

The ARPA Committee reconvened and has proposed the new projects that will meet the ARPA rules:

<b>ARPA Committee Proposed Projects</b>	
1. Fairground Childress Amphitheater Sound System	\$120,000
2. Contract with a vendor to conduct two events	\$20,000
(\$10,000 x 2) In the Amphitheater	
3. Downtown Sound System	\$36,000
<b>Remaining</b>	<b>\$176,000</b>

The retreat ended after YVCOG Executive Director Chris Wickenhagen reviewed the determined outcome of the retreat.

**SHORT-TERM GOALS:**

- Rebranding Grandview
- Road Paint
- Downtown Sound System
- Grandview Information Table for Community Events
- Fairground Use & Improvements
- Community Engagement
- Marketing Plan
- Coordinate Partnerships

**LONG-TERM GOALS:**

- Hire Staff
- Build a Police Department
- Implement an Ambulance Service
- Update the Swimming Pool
- Equipment Replacement
- Utilize Technology

**2025 Priorities:**

- Increase Fees
- Raise Taxes
- Community Education
- Branding
- Economic Development
- Marketing Plan
- Technology
- Pursue Grants

