

**Meeting Minutes**  
**City of Sammamish Ad Hoc Communications Committee**

Thursday, September 8, 2016  
Executive Briefing Room - Sammamish City Hall  
10:00 am

**Called to Order:** Committee Chair Malchow called the meeting to order at 10:30 am

**Committee Members Present:** Christie Malchow (Chair)  
Tom Hornish  
Bob Keller

**Staff Members Present:** Lyman Howard, City Manager  
Jessi Bon, Deputy City Manager  
Melonie Anderson, City Clerk  
Tim Larson, Communications Manager  
Paulette O'Connell, Admin Assist & Recording Secretary  
Cynthia Tiwana, Webmaster

**Public Present:** None

**Agenda item 1: Approval of minutes from August 11, 2016 meeting:**  
Moved, seconded and approved.

**Agenda Item 2: Public Comment:**  
None

**Agenda Item 3: Website Update – Cynthia Tiwana**

Cynthia distributed a Website Project Update Handout and reviewed:

- Projected Launch: Crabtree & Co. completes their part of the launch by 9/30/16.
- Cynthia predicts the City work will be complete by 10/16/16, barring any unforeseen testing or training issues.
- Staff training (group & one-on-one) is scheduled for the first week in October.
- Council meetings (videos) will be uploaded to YouTube to include content bookmarks. Links will be on the website and social media.
- Delays have resulted from additional “clean-up” of data, removing invalid records, developing a cross-referencing structure and building a custom attachment manager for over 12,000 records.
- Deviations from the contractor’s scope of work included the City building the Megamenu (menu at the top of the new website Home page) and converting all forms to JotForm.
- Related Website projects include creation of the Permit Bulletin (Cynthia/Tammy), converting Rental Application form (Cynthia/Joanna/ Belle), getting photos for the website (Cynthia/Admins) and formalizing our website linking guidelines.

Cynthia put the new website on-screen to show the Committee the many features that have been completed to date. It was discussed that the public should have an opportunity to report any failures/bugs they find on the new site. Jessi will talk with Aaron about getting Cynthia some help with the YouTube/bookmarked videos. Relating to the Permit Bulletin creation, Bob asked about the reporting capabilities of My Building Permit and Trakit as resources for the Permit Bulletin.

**Agenda Item 4: Virtual Town Hall (VTH) Update – Tim Larson**

Tim provided a summary of the key results of the surveys (Communications and Growth).

- Communications questions results: 642 visitors, 255 comments, 137 registered. A question was asked if anything was edited out? Tim didn't think so. Top source for information about the City was the City Newsletter, and the last source was Channel 21. It was discussed that most people do not know about the Council Meetings on Channel 21, and that most people don't watch the whole meeting but perhaps want to view a particular agenda item of interest (the reason we are going to bookmarked videos on YouTube). It was also discussed that Issaquah is going to publish their Committee meetings (three) in addition to their Council meetings, and that we have several more committees than three. It was discussed that perhaps we could publish key meetings (like Finance Committee – budget) periodically.
- Are people getting timely information about city issues? 84% said sometimes (53.3%) and yes (29.9%)
- How would people prefer to get City information? 69.3% chose email alerts, and 41.6% chose electronic newsletter. We do not currently offer an electronic newsletter. It was discussed that we should have a link on the website connecting to the newsletter now while the electronic newsletter options are being investigated and developed.
- Growth questions results: 888 visitors, 335 responses, 213 registered. Bad traffic was the most popular topic. Lots of comments about traffic problems.

**Agenda Item 5: Virtual Town Hall (VTH) Communications Topic Outcome Statement – Tim Larson**

- It was suggested that we send the registered users a thank-you for their participation in the survey.
- It was discussed that we should have a VTH Outcome tab on the website where we post our outcome statements to questions asked.
- It was suggested that the statement be a summary of the statistics, mention the electronic newsletter that we are looking into, the council meetings being videoed, bookmarked and moved to YouTube and shared on social media, and directions on how to register for text and email alerts (and the difference in the number of topics if you elect text – you only get three).

**Agenda Item 6: Review of revised social media policy – Tim Larson**

- Tim handed out a revised Internal Social Media Policy. Council decided that they would like to take the time to read the document, and discuss it at the next meeting.

**Agenda Item 7: Open Discussion**

- Jessi discussed the City's Asset Management system, CityWorks, and some of the problems we have encountered with implementation. We are only partially implemented now (parks module) with streets, stormwater and facilities in the queue. We will be utilizing consultant support to fully deploy this system by mid-2017.
- A question was raised about the potential of videotaping committee meetings. This may be a good topic for the City Council Retreat.
- There was also discussion about the "Ad-Hoc" status and whether or not the Human Services Committee should become a permanent committee. On the contrary, if a Human Services Commission is formed, there may not be a need for a committee. This is also a topic with would be well suited for the City Council Retreat.

**Meeting adjourned at 11:30am.**

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