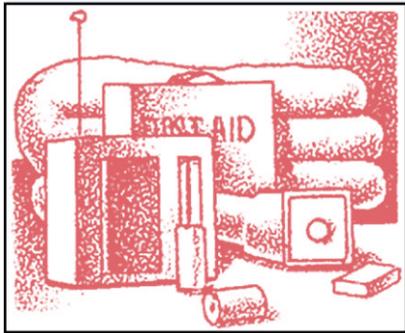


# B E L L E V U E It's Your City

NOVEMBER/DECEMBER 2005  
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## 911 Center, other public safety services to be consolidated at new City Hall

After 20 years in a cramped, windowless basement of a Bellevue fire station, the Eastside 911 Communications Center will soon see the light of day.

Planned for the top floor at the new City Hall building, the new Communications Center will offer natural light from windows and provide critically-needed space for employees and emergency equipment.

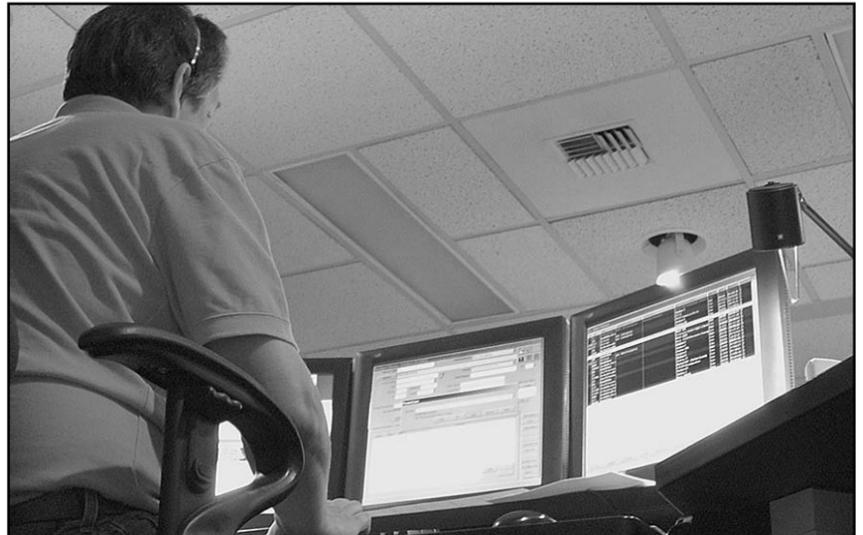
"Being located underground used to be the standard design for 911 centers back in the 1960s and 1970s," said Pam Heide, Assistant Communications Center Manager. "That's not the case anymore. Plus we've really outgrown our space."

Along with a new Communications Center, other public safety services moving to the new City Hall include Bellevue's Fire and Police headquarters and the Emergency Operations Center.

Currently, these public safety services are scattered around the city in multiple locations; and many of the facilities are small, unreliable and hard for the public to find.

"It's been a personal goal to see the consolidation of all police services in a central location," said Bellevue Police Chief Jim Montgomery. "I'm delighted that goal will soon be achieved through the generous support of our City Manager and the City Council. This consolidation will resolve critical public safety needs. I'm pleased to see it become a reality to ensure the best service for Bellevue citizens."

Although the current 6,000-square-foot 911 center was designed for 13 employees, 57 employees occupy the space—42 full and part-time dispatchers and 15 other positions, including supervisors, management and support personnel. In addition



*911 Communications Center dispatchers handle about 350,000 emergency and non-emergency calls a year. The new Communications Center will provide more space and better coordination.*

to crowded working conditions, space is tight for records and specialized, high-technology equipment. Further, there is no meeting room or training room.

Working behind the scenes in close quarters, Communications Center dispatchers are the lifeline for 700,000 people 24 hours a day, seven days a week. In the last few years, the region covered has grown to 1400 square miles—from the Shoreline area east to Skykomish and south from Skykomish to Snoqualmie Pass.

Dispatchers handle about 350,000 emergency and non-emergency 911 calls a year. They dispatch for Bellevue Police and Fire and also other jurisdictions who contract with Bellevue: Clyde Hill Police and fire departments in Kirkland, Redmond, Bothell, Mercer Island, Woodinville, City of Snoqualmie, Fall City, Duvall, Northshore, Shoreline, Skykomish, Snoqualmie Pass, and Eastside Fire & Rescue (Issaquah, North Bend).

To meet growth demands, space for the Communications Center will double to 12,000 square feet at the new building. Multiple advantages include more room for employees and emergency equipment, a training room, a break room, meeting rooms, and showers and lockers. Access will be limited, for security reasons, and backup generators will keep things running in the event of a power failure.

Heide feels that having a dedicated training room for on-site training will be one of the many benefits of the new space. For years, training has occurred off-site, across town.

"Employees will be able to observe dispatchers at work and see how equipment is used," said Heide. "They'll also be able to get to know other dispatchers they'll be working with."

The first phase of training to become a dispatcher is intense and takes about three months. Trainees must learn addressing for King County and a portion of Snohomish County and be able to handle up to 50 units on the air at the same time, monitoring the location status of each. While checking information on five to six computer screens at once, they need to multi-task, prioritize calls, and problem solve—all while remaining calm. After initial training, dispatchers work with a coach for four to six weeks and take real calls. When training is complete, they are tested, and continuing education is required.

Once on the job, stress is the norm. Dispatchers work rotating shifts, with some overtime, and make decisions in life and death incidents. Often they get involved with a caller in a critical situation, yet seldom know how things turn out.

"Sometimes they will check later to see what happened on a significant event just to get closure," said Heide. "The new Communications Center will have a small 'quiet room' where a dispatcher can go for a few minutes if a call has been particularly stressful."

Despite stress and current inadequate working facilities, dispatchers at the Communications Center provide some of the fastest



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## Council Corner



### City offers various ways to help residents prepare for a natural disaster or emergency

By John Chelminiak

Devastating hurricanes in the Gulf states. A massive earthquake in Pakistan. Killer mudslides in Guatemala.

We've witnessed horrific natural disasters in disparate parts of the world these past few weeks, reminding all of us of the destructive force of Mother Nature and the fragility of life itself.

Unfortunately, we cannot predict with any certainty where or when most natural disasters will hit, or how life-threatening they will be.

But one thing we can do is take steps to be prepared.

Our fire, police, and other emergency personnel work continually to make sure the city has the proper resources to respond to a disaster or emergency. We're also assisting residents, businesses, schools and others to become prepared. We operate under the belief that it's not if, but when, the next disaster or emergency will strike, and we must be ready.

If there is one point emergency experts stress, it's that being personally prepared is key to both survival and recovery, both in the home or workplace, when a natural disaster or emergency occurs. Given our busy schedules, it's likely family members will be apart when an emergency strikes. When the Nisqually Earthquake struck, I was on an airplane headed for Washington, D.C. I felt totally separated from my wife and family, but was relieved to find out later that they were okay and no major damage had occurred at home.

Each of us has a responsibility to make sure our families and co-workers are ready and that we are capable of surviving on our own without water, sewer, transportation, electricity and phones for an indefinite period.

One way the City of Bellevue is helping residents achieve that is through a program called Strengthening Preparedness Among Neighbors (SPAN). Provided by the Bellevue Fire Department, SPAN's premise is that when an emergency or disaster hits, the best source of help is your neighbors because fire, police, and other emergency personnel are likely to be overwhelmed and may not be able to get to you for a couple of days.

Through the SPAN program, which is featured in the Neighborhood Focus section of this newsletter, you and your neighbors can learn how to organize to meet specific group needs ranging, from first aid and safety to communications and damage assessment.

SPAN is an excellent program and one that JoAnn Jordan, our city's Emergency Education Coordinator, highly recommends. At least five of Bellevue's neighborhood associations have taken advantage of the program, and individuals elsewhere have taken it upon themselves to use the SPAN program where they live.

Besides SPAN, the city offers other types of assistance to residents, businesses and others, including:

- Teaching basic disaster preparedness classes. The class is held whenever there is enough demand (as you can imagine, demand of late has been extremely high).
- Providing disaster preparedness presentations and other outreach programs to public schools, local groups and organizations.
- Producing and distributing public information materials offering guidelines and other tips on how to prepare for a disaster.
- Participating in regional disaster preparedness programs. See the opposite page for a story on one such a program designed to help you survive for three days during a disaster.

You can learn more about classes and programs and obtain information by calling Lisa Scott in our Emergency Preparedness Division at 425-452-7923. Of course, all these efforts are for naught if we all don't take advantage of them. It's so easy, after the headlines of the any disaster fades from the front pages, to forget about what each of us needs to do.

Consider a recent survey completed for King County emergency officials, which revealed that about 6 out of 10 respondents said they had stored food and water in the event of an emergency.

But the number of people who had planned for equally important measures wasn't so encouraging. For example, the number who had established a plan to communicate with family members during an emergency or disaster was about 2 in 10, while the number who had selected a family meeting place during an emergency or disaster fell to less than 2 out of 10.

Don't procrastinate until it's too late. Take advantage of the city resources available to you and your family. Make sure you have food and water stored to last at least 72 hours. Be ready when the next disaster strikes.

## School celebrates improved pedestrian safety

Special activities and a school assembly marked the culmination of grant-funded efforts to improve pedestrian safety for children, teens and other community members in north Bellevue.

In early October, students, teachers and Bellevue City Council members celebrated the completion of a missing link of sidewalk on 164th Avenue Northeast between Northrup Way and Northeast 24th Street. The new sidewalk completes an important walking route to both Sherwood Forest Elementary and Interlake High schools.

Before the project, students and others often walked alongside parked cars, right next to traffic traveling along a curve. Now the sidewalk on the west side of 164th Avenue is complete, along with a three-foot-wide shoulder for bicyclists and a parking strip on the east side.

The project was funded by the City of Bellevue, the Washington State Transportation Improvement Board's Pedestrian Safety and Mobility Program, and the state's Safe Routes to School pilot program. The Safe Routes program is a partnership of the Washington State Department of Transportation (WSDOT), Washington Traffic Safety Commission, the Office of the Superintendent of Public Instruction and the Bicycle Alliance of Washington.

In addition to funding construction of the sidewalk, the grants helped provide traffic safety awareness programs at Sherwood Forest Elementary and Interlake High schools. Students at Sherwood Forest received walk route maps and instruction on safe walking practices, and participated in a bike rodeo and other activities. Interlake High students participated in an event that demonstrated the dangers of distracted driving and driving under the influence of alcohol.

In addition to promoting safety, the programs align with the city's Fit and Active Initiative that encourages physical fitness.

## Parks & Community Services wins 2005 National Gold Medal Award



The City of Bellevue Parks & Community Services was awarded the prestigious 2005 National Gold Medal Award for Excellence in Park and Recreation Management. The award was announced by The American Academy for Park and Recreation Administration, in partnership with the National Recreation and Park Association (NRPA) at their annual congress in Austin, Texas.

"The people of Bellevue should be extremely proud," said Bellevue City Manager Steve Sarkozy. "This award serves to underscore something we've known for some time—that our Parks & Community Services Department is simply one of the best in the nation."

The Gold Medal Award recognizes parks agencies throughout the United States in five divisions based on population. The winners demonstrate excellence in long-range planning, resource management, citizen support systems, environmental stewardship, program development, professional development and agency recognition. Each agency is evaluated on its ability to meet the needs of those it serves through the collective efforts of citizens, staff and elected officials. Bellevue was chosen among four finalists in its division: City of Peoria Community Services Department, Peoria, Arizona; City of Westminster Department of Parks, Recreation and Libraries, Westminster, Colorado; Lake Metroparks, Concord Twp., Ohio.

In addition to the Gold Medal Award, Bellevue Parks & Community Services has recently received two other major distinctions. Bellevue was chosen as a winner of the first national competition to identify 100 Best Communities for Young People, and in October the Parks Department joined three other City of Bellevue departments to win national recognition for operational excellence by becoming accredited. Fifty-five other parks departments in the nation have received accreditation from the NRPA Commission for Accreditation of Parks and Recreation Agencies (CAPRA).

"I want to acknowledge the City Council, the Parks & Community Services Board, and the many citizens, community partners and staff who have made the department worthy of these honors," said Parks & Community Services Director, Patrick Foran.

Bellevue Parks & Community Services is dedicated to providing a healthy community through an integrated system of exceptional parks, open spaces, recreation, and cultural and human services. Often called a "City in a Park," Bellevue's park system is approximately 3,000 acres and includes Bellevue Downtown Park, Kelsey Creek Farm Park and Bellevue Botanical Garden. The system's Lake to Lake Trail connects these and other spectacular parks from Lake Washington to Lake Sammamish.

## Are you prepared for an emergency?

Hurricane Katrina brought home to us all the importance of personal and family preparedness in times of disaster.

While the Puget Sound area does not experience hurricanes, it is prone to a variety of other types of disasters. The most common is severe weather, and the most complex is an earthquake.

It's important all of us be prepared for disasters, and one way to do it is to break the process into easy, manageable parts. Here's how you can be prepared for three days:

### Put together a disaster supplies kit

Actually, you will probably be putting together a couple of kits. Your most comprehensive kit will be the one at your home. Smaller versions should be prepared for work and for your vehicles.

Call the Bellevue Fire Department at 425-452-7923 to have a brochure mailed to you that provides good suggestions for disaster supply kit items. When you get the brochure, highlight the items that are important to you and your family, then look around your house to see what you already have on hand. Create a shopping list for items you don't.



Put your supplies in something you could easily take out the door with you if you need to evacuate quickly. Your front hall closet is a good place to put your supplies kit.

When you change your clock in the fall and spring, check your kit to be sure the clothes fit, any personnel papers are up to date, and the food and water are still good.

### Select a family contact person

The phone system will likely be very unreliable for several hours to several days after a disaster, mostly due to overuse of the system.

After any disaster, stay off the phones for 3 to 5 hours, unless you have a life-threatening emergency that you need to call 911 for. This includes cellular phones. By staying off the phones, you will give priority to those who need emergency assistance. You will also help the system get back in operation quicker.

After 3 to 5 hours, if you pick up the phone and get a dial tone, you'll have a better chance of completing the call if you are calling long distance, out of state. Ask a friend or relative who lives out of state to be

## Crossroads getting 'In Motion' this fall

People in the Crossroads area are being asked to test new ways of getting around this fall, from taking the bus more often to carpooling, bicycling and walking.

The "In Motion" program is co-sponsored by King County Metro Transit, the City of Bellevue, and Hopelink. The goal is to provide education and incentives that encourage area residents to travel in healthier ways to benefit themselves and their community. Participants also have the opportunity to make a "drive-less" pledge and be rewarded with Metro Free-Ride tickets.

Key components of the 10-week Crossroads In Motion program include a neighborhood mailing, multi-lingual transportation planning assistance for non-English speakers, and new bus stop signage. Additionally, the In Motion web site provides program information and helpful transportation links ([www.metrokc.gov/inmotion/crossroads](http://www.metrokc.gov/inmotion/crossroads)).

About 3,500 households have received a neighborhood transportation guide that offers the opportunity to make a pledge to reduce car trips. The guide also connects Crossroads residents with multi-lingual assistance provided by the Residential Transportation Coordinators (RTCs).

The RTCs all live or work in the Crossroads neighborhood, and speak several languages, including Spanish, Vietnamese, Korean, Mandarin/Taiwanese, Russian, Cambodian, French and English. King County Metro Transit, the City of Bellevue, and Hopelink are training, funding, and providing administrative support to the RTCs. The RTCs started this summer helping their Crossroads neighbors find transportation resources that work for them.

Both the guide and new bus stop signage, installed last month, use universal symbols and include the phone number for non-English speakers to obtain additional information from the RTCs: 425-943-6786.

This project is funded by King County Metro Transit through a Congestion Mitigation and Air Quality (CMAQ) grant and a Job Access and Reverse Commute (JARC) grant, and by the City of Bellevue. For more information, please contact Franz Loewenherz, [floewenherz@ci.bellevue.wa.us](mailto:floewenherz@ci.bellevue.wa.us) or 425-452-4077.

the point of contact for your family. Have this person relay information to your family. The Bellevue Fire Department has out-of-area phone contact cards available upon request. Call 425-452-7923.

### Organize your neighborhood.

The nature of disasters, no matter what the cause, means that there will be more people in need than there are first responders to help. Police and fire departments become overwhelmed very quickly, so the best source of help is your neighbors.



The Bellevue Fire Department provides an excellent program to help you get your neighborhood ready. The program is called Strengthening Preparedness Among Neighbors. To schedule a program in your neighborhood, contact the Bellevue Fire Department, Emergency Preparedness Division

at 425-452-7923, or e-mail at [lscott@ci.bellevue.wa.us](mailto:lscott@ci.bellevue.wa.us).

A county-wide "three days/three ways" emergency preparedness campaign will begin October 21st. The multi-faceted public outreach effort will last into 2006.

## Kamber Road reopens

A long-awaited project to reduce flooding and enhance conditions for salmon in East Creek is complete. Kamber Road reopened to traffic on Sept. 30 after a brief ceremony attended by more than 200 people.

"The complexities of this project were huge, but the result is good news for everyone – drivers, bicyclists, pedestrians, local residents and fish," said Goran Sparrman, Director of the city's Transportation Department.

The \$3.1-million project involved coordination among many public and private organizations to ensure a safe, successful completion.



(Left to right) Bellevue City Councilmembers Don Davidson, Claudia Balducci and Conrad Lee helped celebrate the grand reopening of Kamber Road and the completion of the East Creek culvert project on Sept. 30. More than 200 people attended the event.

In addition to the city sewer, water, and storm lines, many other underground utilities intersect in the area. These include two major fuel lines owned by BP/Olympic Pipe Line, a major King County/Metro sewer main, a Puget Sound Energy gas line, a regional Qwest telecommunications line, Seattle Public Utility's 36-inch water main, and other fiber optic and communication facilities.

Before the city's work could proceed, many of these utilities completed complex work of their own to move out of the path of the new culvert. State and federal permit requirements meant portions of the project had to be conducted within a specific time to to minimize impacts on the creek and fish.

"Construction work was done carefully with strict controls to protect fish, and the new culvert is expected to improve conditions for chinook, coho, and sockeye salmon in East Creek," said Brad Miyake, Utilities Department director.

For years, Kamber Road has flooded frequently, even in moderate rainstorms. To reduce flooding and improve fish passage, the City of Bellevue replaced three small culverts in East Creek with a single larger culvert. The project included new sidewalks along the north side of the road and a widened shoulder for bicyclists, improving access and safety.

## Westwood Highlands is emergency preparedness "supermodel"



Long before Hurricane Katrina slammed into the Gulf, residents of the Westwood Highlands were already getting organized for unforeseen or potential emergencies in their Bellevue neighborhood. Westwood Highlands and many other Bellevue neighborhoods recognize that the nature of disasters, no matter what the cause, means there will be more people in need than there are first responders to help. Today, a number of Bellevue neighborhoods are organized for disaster response and recovery.

Westwood Highlands (located in south Bellevue) is the ideal model for the Strengthening Preparedness Among Neighbors (SPAN) program (see related article, page 3). The neighborhood held their first

SPAN meeting in March 2005, followed by several neighborhood and team meetings. Residents have completed several disaster response skills classes such as Search and Rescue, Fire Suppression, and Disaster Medical. Neighbors will also participate in a walk-about drill with the Fire Department and have their own mock drills. Westwood – made up of 123 households – split into three neighborhoods (or blocks); each block has a captain and a cache of emergency supplies.

Westwood Highlands residents, Vicki Minzel and Cathy Meade, are two of the neighborhood captains who have been instrumental in getting their neighbors organized and trained. These dedicated neighbors coordinate meetings, classes, and drills and work to keep the momentum going in their community. Minzel said that "neighbors feel good about neighbors checking on one another and not being forgotten. One of the positive surprises that has come out of our efforts is increased attendance at neighborhood activities and more people seem to be talking to each other when they are out walking."

Getting to know your neighbors and discovering resources are real benefits. According to Minzel, they discovered doctors, nurses, therapists and others with medical training, as well as ham radio operators and people with experience in disasters and disaster preparedness.

Meade states that "We are much better prepared than we were before. We realize there will be some unease, but people feel better knowing what they will be doing to help in case of a disaster and that there is a plan in place." Getting to know your neighbors is an easy price to pay for peace of mind!



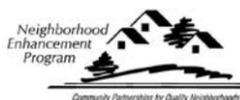
## Mediation Program celebrates 10th anniversary, volunteers, and peaceful neighborhoods

The City of Bellevue made a landmark decision in 1995 to provide citizens with an option for resolving code complaint issues through mediation. In 1996 the Bellevue Neighborhood Mediation Program (BNMP) was launched to promote a more peaceful community by helping people work through neighborhood disputes and other problems.

Over the past decade more than 300 citizens have volunteered their time, energy, and compassion to support clients in resolving troublesome issues with neighbors, tenants and landlords, parents and teens, merchants, homeowner's associations – and the list goes on. Their generosity of spirit is the reason why the program can provide such a volume of services, and how the BNMP supports the culture of peace-making in Bellevue.

The mediation office has received more than 5000 calls, convened 200 mediations, and provided over 20,000 hours of client services at no charge to the citizens of Bellevue. All are good reasons to celebrate.

The Mediation Program will have a formal celebration at the new City Hall in February 2006 and will toast to the next ten years!



## Funding for your ideas

Sammamish/East Lake Hills youth are in good "spirits," because they recently unveiled their new play equipment at Spiritridge Elementary School. Students and PTA members celebrated this Neighborhood Enhancement Program (NEP) project with a dedication ceremony on Sept. 27.



Children in Enatai will soon enjoy play equipment of their own, as well as a safer route to school. Construction is well under way on SE 25th St., where a new sidewalk will connect 104th Ave SE to 108th Ave SE, providing a safer walking route to Enatai Elementary School and Enatai Neighborhood Park. Both projects were funded by NEP, and the city's Transportation Department provided supplemental funds to extend the SE 25th St. project farther than NEP funds would have allowed.

## Join the discussion of Crossroads options

There's still time to comment on three options for the long-term development of the Crossroads business area. To learn more about Crossroads Center Plan options – all of which call for an updated, mixed-use center with better pedestrian connections to parks and neighborhoods – check out the options at [www.cityofbellevue.org/planning](http://www.cityofbellevue.org/planning) or contact city staff.

On Sept. 13 the Planning Commission sponsored a well-attended open house on the Crossroads Center Plan development concepts. At that event, Ron Sher, Managing Partner of the Crossroads Bellevue Shopping Center, offered his perspectives about the need for continued change in the shopping center. City staff provided background and hosted a question and answer session. In October, city staff met with several neighborhood groups to explain the concepts and listen to their ideas and reactions.

The Planning Commission held study sessions in September and October to hear about the open house and the results of the community meetings. The Commission will hold additional study sessions in November to discuss the impacts of potential Crossroads land use changes on traffic, schools, parks and other community facilities and services.

For more information about the process, upcoming meetings, and to express your opinion, contact Kathleen Burgess, 425-452-6866, [kburgess@ci.bellevue.wa.us](mailto:kburgess@ci.bellevue.wa.us); or Steve Cohn, 425-452-4884, [scohn@ci.bellevue.wa.us](mailto:scohn@ci.bellevue.wa.us); or log on to [www.cityofbellevue.org/planning](http://www.cityofbellevue.org/planning).

While these projects are being completed, residents in West Lake Hills will be voting to prioritize NEP proposals in their neighborhood. There are \$275,000 available for this community, and the ballot will include sidewalks, streetlights, park improvements, and trails. West Lake Hills residents should receive ballots in late October.

The next stop for NEP is Wilburton. Wilburton residents should watch their mailboxes in early December! Along with all those holiday cards and catalogs, residents will receive a NEP newsletter and request for submitting their suggestions.

For information about NEP contact program coordinator, Tim Stever, 425-452-4075, [tstever@ci.bellevue.wa.us](mailto:tstever@ci.bellevue.wa.us).



Neighborhood Enhancement Program funds paid for this kiosk, located at the intersection of Lake Hills Connector and SE 8th St and displays historical information about the Wilburton Trestle over SE 8th St. The kiosk was installed earlier this year, along with the adjacent bench and footpath, providing an informative rest stop for users of the Lake-To-Lake Trail System.

## Service First to streamline access to public services

When Bellevue's new City Hall opens this winter, residents and other city customers will find it easier and faster to do business with the city.

The delivery of city services ranging from obtaining a building permit to booking meeting space at a city facility will occur on the first floor, allowing people to conduct their business in a single location and, typically, with a single person.

The city is calling the concierge-style approach to service delivery Service First.

"One of the major frustrations we all have in dealing with any large organization is knowing where to go to get what we need done," said Laurie Leland, who will oversee Service First. "All too often we find ourselves being shuffled from one person to another, and from one place to another."

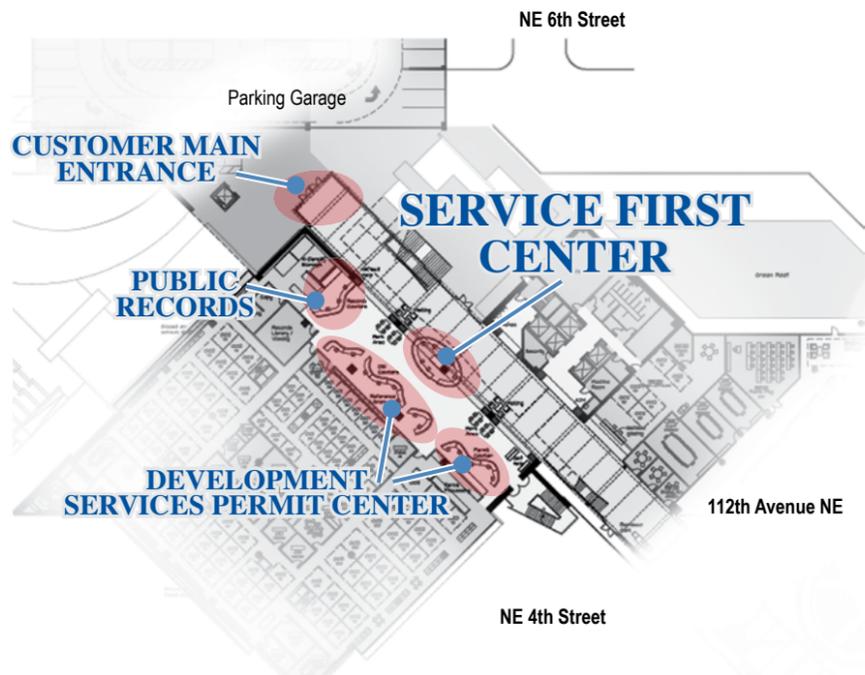
"In the new City Hall, most people should be able to do everything from paying bills to signing up for an exercise class in one location with one person," Leland added. "And if our customer's needs require they deal with more than one city staff person, then we're going to do our best to bring that staff person to the customer."

The City of Bellevue is not alone in turning to a one-stop approach to customer service. A growing number of cities in the United States and elsewhere are adopting similar systems to simplify and enhance service delivery.

But the present configuration of Bellevue's City Hall complex made it impossible to consolidate service delivery to customers using a Service First approach, Sarkozy said.

"Our current City Hall opened its doors more than fifty years ago, and as the city grew, a second building next door was purchased and three major city departments headquartered there," he said. "We essentially have city services spread out in two buildings, and neither has enough suitable space to accommodate something like Service First."

### New City Hall



Leland said the Service First desk in the new City Hall will be staffed by employees who will greet and welcome visitors as they walk into the first floor of the building and determine how they can obtain the city service they need.

While these employees are expected to provide a variety of services, separate Public Records, Permit Processing and Development Services centers will be located several feet away from the main Service First counter.

Other features of Service First, which will be managed by the city's Parks & Community Services Department, will include:

- A Neighborhood Resource Center for people to obtain information on programs, services and other neighborhoods resources. The center will be staffed by the city's existing Neighborhood Outreach personnel and managed by the city's Department of Planning & Community Development.
- Computer workstations providing easy online access to city services and information.
- Electronic building directories to help visitors find their way to meetings and other events being held in the building.

The new City Hall is just the first step, according to Sarkozy.

In coming years, the city plans to extend the Service First approach to its mini-City Halls located in shopping centers and other, offsite locations, he said, and Service First will also figure prominently in the city's redesigned web page, due to be launched next spring.

"More than a service delivery model, Service First is a philosophy by which we will continue to deliver public services in the future," Sarkozy said.



Service First Manager, Laurie Leland (standing), confers with Joan Reedy (foreground), while Helena Parker assists a telephone customer.

### SERVICE FIRST CUSTOMERS CAN ...

#### SERVICE FIRST CENTER

##### ← GENERAL

- Obtain general information about city and its services
- Use self-help computer work stations
- Receive language interpretation services
- Obtain visitor passes
- Make comments & suggestions

##### ← PLANNING & COMMUNITY DEVELOPMENT

- Speak with on-duty Development Services staff
- Order maps
- Pick up Certificates of Occupancy

##### ← HUMAN RESOURCES

- Apply for city jobs
- View city job postings
- Ask employment questions

##### ← FINANCE

- Obtain general cashing
- Obtain codes and pet licenses
- Apply for business registrations
- Pick up city project bid materials

##### ← PARKS

- Sign up for Parks & Recreation programs
- Pick up boat launch permits
- Receive Home Repair Program information

##### ← CITY CLERK

- Book City Hall meeting rooms & facilities
- Submit application for temporary art exhibit

##### ← UTILITIES

- Pay Utility bills
- Obtain water conservation equipment

##### ← TRANSPORTATION

- Validate City Hall parking
- Obtain neighborhood parking permits

Carla Weinheimer, a Bellevue city employee who helped design the new City Hall, said as the building was being designed, she and other city officials visited Richmond, B.C. to learn first-hand about the streamlined customer service delivery concept.

Richmond, a suburban city south of Vancouver, B.C., successfully adopted a Service First-type approach to customer service about three years ago.

"The guiding philosophy behind the whole concept is that when it comes to delivering services, it's simply not in the customer's best interest to splinter your services and provide them at multiple locations," Weinheimer said.

Bellevue City Manager Steve Sarkozy said a major priority of the City Council in recent years has been to work with staff to pursue innovative and more efficient ways to deliver city services to residents and other customers.

For example, the city's eCityGov Alliance, which provides citizens with Internet access to a variety of municipal services, has proven extremely successful and continues to attract a growing number of new users.



## Here comes the rain . . .

Bellevue receives about 75 percent of its average annual rainfall between the months of October and March, so it's no surprise that our community prepares for the inevitable winter storm. Now is a good time to refresh your emergency supplies and prepare your homes and businesses for the upcoming rainy season.

Rain water collects in natural basins known as watersheds or drainage basins. These basins collect rain water and direct it to the basin's dedicated stream course, lake or wetland.

Bellevue has 26 watersheds that drain to either Lake Washington or Lake Sammamish. These two lakes are the final receiving waters for all streams in Bellevue. Bellevue is unique in that most of the drainage basins begin and end within the city limits.

Occasionally streams flood. Flooding happens when the volume of stream flow exceeds the stream's capacity to contain and convey the water. The result is that the land adjacent to the stream—also known as the floodplain—is temporarily inundated with this excess water. No matter the size of the stream, it can flood.

In Bellevue, the major streams are Kelsey Creek and its smaller tributaries (Valley, West Trib, and Richards Creeks), Coal Creek to the south, Lewis Creek draining to Lake Sammamish, and Sturtevant Creek draining Lake Bellevue and the downtown area. Because Bellevue has historically protected floodplains from development, when the need to store excess storm water arrives, the damage to personal property is minimized. The city has ordinances that preserve the floodplain's natural function of storing excess storm water.

### Do you live in a floodplain?

Most floodplains in cities have been mapped by the Federal Emergency Management Agency (FEMA) and are included in the community Flood Insurance Study. This study and associated maps are available at Bellevue's Regional Library, 1111 110th Ave. NE, and at the Permit Center, City Hall, 11511 Main Street.

To find out if your property is located in a floodplain, call Utilities at 425-452-7869, and have the property address handy. You can also search for your parcel by visiting [www.cityofbellevue.org](http://www.cityofbellevue.org). To locate mapping information, select the Online Mapping Services from the Featured Pages drop-down menu; then select GIS Browser and the Search From Map button. Floodplain information can be found in the Layers tab.

A standard homeowner's insurance policy typically does not cover flood damage unless the policy has special flood provisions. Flood insurance is available through the National Flood Insurance Program (NFIP), a program designed to provide federally-backed flood insurance for residents of participating communities, such as Bellevue. Citizens owning properties within a floodplain can purchase flood insurance at a 25-percent reduction. Flood insurance is available on all other Bellevue properties at a five-percent reduction.

All development projects near streams and wetlands must meet setback requirements. For further information on permit requirements in floodplain areas, call the city's Permit Center at 425-452-6864. Report non-permitted activities within a floodplain to the city's Code Compliance Office at 425-452-4570.

If you own a structure in a floodplain and are considering reconstructing, remodeling, repairing damage, an addition, or other improvements, contact the Permit Center regarding construction requirements in Special Flood Hazard Areas. When building improvements equal or exceed 50 percent of the building's market value, the city and NFIP will require new building construction code requirements. Elevation Certificates for legal non-conforming structures—buildings built in the floodplain prior to floodplain regulations—are maintained by the city and are available to the public.

Bellevue's storm drainage system combines natural waterways, 11 monitored regional stormwater storage facilities, more than 270 neighborhood and 1,030 commercially-owned stormwater storage facilities, and more than 400 miles of underground pipes, all designed to direct and manage stormwater runoff.

Bellevue Utilities provides a safe, reliable, cost-effective, and innovative surface water system that protects the natural environment.

Utilities staff:

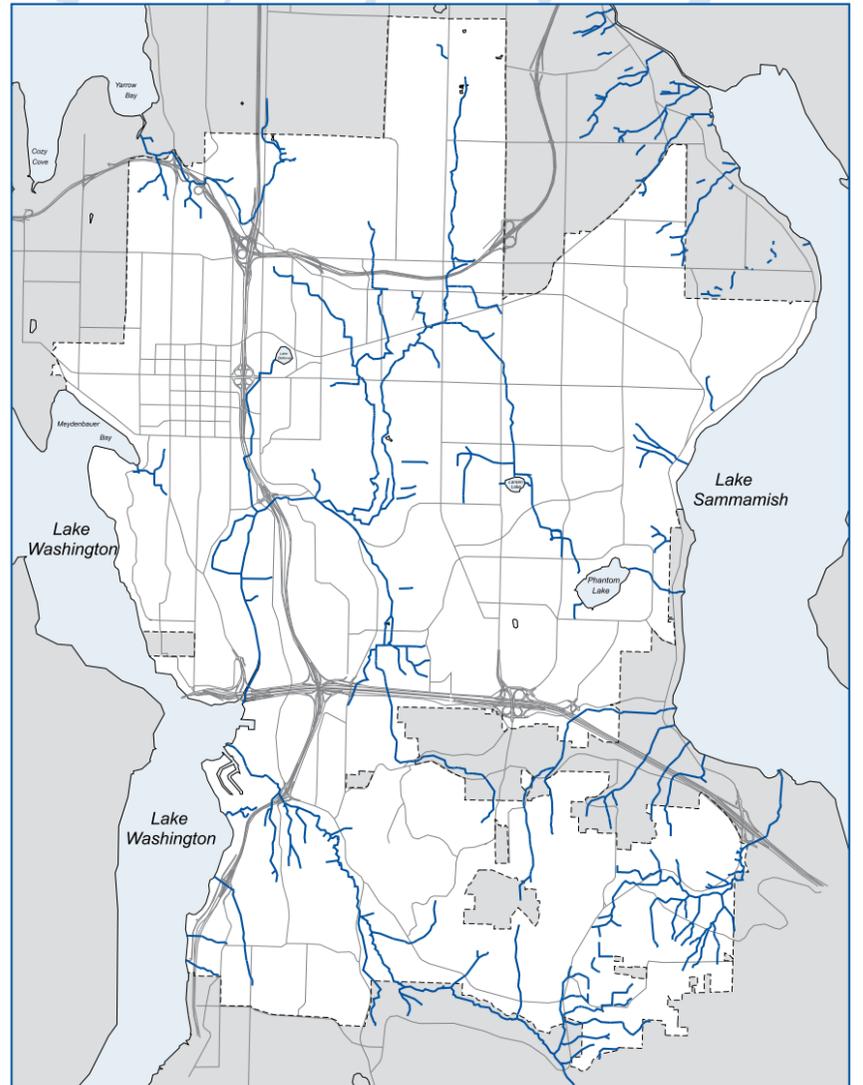
- Clean and maintain publicly-owned culverts, flood control facilities and piped drainage systems year round, and maintain open streams.
- Construct new flood control facilities and inspect private systems.
- Offer stream enhancement programs.
- Provide advice to residents regarding flood protection and retrofitting flood-prone structures.
- Provide 24-hour emergency service (425-452-7840) for flooding, hazardous road conditions, pollutant spills, water interruptions, wastewater overflows, and water main breaks.

If your home is in danger of flooding

- Call Utilities at 425-452-7840.
- Use a sump pump to evacuate rising floodwaters.
- Unplug all electrical appliances and turn off gas at the meter.
- Move valuables to higher levels.
- Stack sandbags well away from the building to avoid damaging walls.

### To prevent flooding problems

- Remove leaves from clogged storm drain grates near your home.
- Install a sump pump or if you already own a pump, test it now.
- Preserve natural drainage systems by not filling in ponds, wetlands, or ditches. Debris like trash and grass clippings can block stream flow. If you see dumping, call Utilities at 425-452-7840.
- Leave natural vegetation on steep slopes and along streams and lakes. Plants slow stormwater runoff, filter pollutants, and help stabilize the earth so it won't wash away.
- Contact Utilities at 425-452-7840 for advice with a drainage problem.
- Remember that during a storm it's normal for streams to rise and that some parking lots and parks are designed to fill with water.
- Do not attempt to drive through standing water.
- Stay away from fallen power lines and electrical wires.
- Have an emergency kit with bottled water, first aid kit, extra clothing, food, battery operated radio and extra batteries, sleeping bag or blankets, prescription medication, etc.



Bellevue has over 60 miles of streams, 800 acres of wetlands, and three small lakes and is bordered by Lake Washington and Lake Sammamish.



## We Need Your Ideas!

### Transportation Facilities Plan update underway

Interested in helping decide which transportation projects will eventually be built in Bellevue? The process starts with selecting projects for the 12-year Transportation Facilities Plan (TFP). An open house is set for Nov. 10, 5–6:30 p.m. in the Council Conference Room at City Hall, 11511 Main St.

The Bellevue Transportation Commission is scheduled to approve a 2006-2017 TFP project list late this year. In 2006 the new TFP will be used in the update process for the transportation sections of the Capital Investment Program (CIP) Plan, which identifies projects for funding and implementation.

For more information about the TFP, the TFP update process and ways you can be involved, including the open house/public meeting, see the city's web site at [www.cityofbellevue.org/transportation](http://www.cityofbellevue.org/transportation) under Transportation Projects, Plans and Studies or contact Kristi Oosterveen at 425-452-4496 or e-mail [TransportationTFP@ci.bellevue.wa.us](mailto:TransportationTFP@ci.bellevue.wa.us).



Transportation Solutions for You

## Community Calendar

**Nov. 7, 2005**

A public hearing about **Auto Row Land Use** will be held at City Hall to take comment on a 60-day moratorium in place on land use changes on Bellevue's Auto Row. The moratorium was approved Oct. 10 by the City Council to allow city land use planners time to complete their comprehensive review of the area on the east side of 116th Avenue between SE 3rd and NE 8th streets.

**Nov. 9, 2005**

### BEL-RED corridor project

Come learn about the **Bel-Red Corridor Project** and participate in a workshop to help shape the future of the area. The Open House/Workshop is 5–8 p.m. at Stevenson Elementary School, 14220 NE 8th St. For more information, e-mail [BelRed@ci.bellevue.wa.us](mailto:BelRed@ci.bellevue.wa.us) or see the city's web site at [www.cityofbellevue.org/belred.asp](http://www.cityofbellevue.org/belred.asp).

**Nov. 10, 2005**

5–6:30 p.m. The public is invited to the **Transportation Facilities Plan (TFP) Update Open House** in the Council Conference Room at City Hall, 11511 Main St. See article on page 6 for more details about the 12-year TFP.

**Nov. 11 – 13, 2005**

The Ethnic Heritage Council and Crossroads Bellevue will present the **16th Annual Cultural Crossroads Festival and Parade** at the Crossroads Bellevue Shopping Center located at NE 8th and 156th Ave NE in Bellevue.

Festival hours are Friday, Nov. 11, 5–10 p.m.; Saturday, Nov. 12, 10 a.m.–10 p.m.; and Sunday, Nov. 13, 11 a.m.–6 p.m. The Cultural Crossroads Parade will begin at 10 a.m. on Saturday.

The festival and the parade are free. The multi-cultural celebration will feature the area's best ethnic entertainment on two stages, an international bazaar and exhibits. For more information on the festival, please call 206-443-1410; for information on the parade, please call 425-452-7686.



Over 400,000 lights will illuminate the Bellevue Botanical Garden for this nationally recognized display of brilliance.

**Nov. 26 – Dec. 31, 2005**

The Bellevue Botanical Garden will be blooming with lights every evening with their **Garden d'Lights** display, from Nov. 26 through Dec. 31. This renowned holiday light display features thousands of colorful mini-lights designed to resemble plants and animals found in Northwest gardens.

Garden d'Lights will run every night from 5–9:30 p.m. at the Bellevue Botanical Garden, 12001 Main St. Admission is free; a donation is encouraged. For more information, call the Bellevue Botanical Garden Society at 425-451-3755 or visit [www.bellevuebotanical.org](http://www.bellevuebotanical.org).

**Nov. 30 – Dec. 3, 2005**

The annual **Hilltop Holiday Craft Fair** features thousands of hand-crafted items from more than 80 selected Northwest crafters. Admission is free with complimentary refreshments. For more information, call 360-668-1987 or e-mail [Hilltop.Crafts@verizon.net](mailto:Hilltop.Crafts@verizon.net).

The fair is held at the Northwest Arts Center, 9825 NE 24th St., Bellevue. Hours are Wednesday, Thursday and Friday, 10 a.m. to 8 p.m., and Saturday, 10 a.m. to 5 p.m.

**December**

On **December 3** from 11 a.m. to 4 p.m., join city officials for the **Grand Opening of the South Bellevue Community Center**, located at 14509 SE Newport Way. The official ceremony will be held at **noon**. The grand opening celebration will include facility tours, sampler classes, free refreshments and much more. Check out the much-anticipated indoor climbing wall.

Programs at the center will emphasize health and wellness, with activities and services that encourage active lifestyles. Designed to be "a partnership for a healthy community," Boys and Girls Clubs of Bellevue provide a variety of services for youth and teens at the center.

During the month of December, the Fitness Room will be open for drop-in use. A daily, monthly or annual pass gives you access to this 2,400-square-foot fitness center equipped with state-of-the-art treadmills, bikes, elliptical trainers, and weight training. The double gymnasium will be available for drop-in basketball, walking, and volleyball.

Sampler classes and workshops will be held during December to give you a taste of the fitness and wellness options to choose from starting in January. For more information, call 425-452-6881.

**Dec. 10, 2005**

Long-time residents of Bellevue will gather around the fireplace at the **Winters House** for **storytelling** during 11 a.m. to 3 p.m. about stories that bring the history of the Eastside to life.

Historic and modern toys will be on display and children can make a toy to take home. There will also be tours of the historic Winters House and grounds, located at 2102 Bellevue Way SE. Admission is free. For more information, call 425-450-1049.



After Halloween, put your pumpkin into your green yard debris cart. Your pumpkin will be taken to Cedar Grove and recycled into compost.

## Environmental stewardship at Coal Creek



Over the next six years, the city will work on a series of projects in the Coal Creek Basin to reduce erosion, improve water quality, and provide enhanced stream habitat for fish. Part of the work involves stream bank stabilization.



A vulnerable stream bank (top) is protected with interwoven logs and root wads (bottom). The wood also improves habitat for fish by forming shade and pools. Insects on the wood drop into the stream, providing food for fish.

**Nov. 29, 2005**

The **Season of Sharing Gift Drive** will have their kick-off from noon to 1 p.m. in the Bellevue City Hall lobby floor located at 11511 Main St. in Bellevue. Residents are invited to join city employees marking the beginning of the Season of Sharing, a holiday gift drive for the needy. The event will include music, refreshments and information about Eastside agencies that will benefit from the program. The public is welcome to select a "wish tag" and buy the item requested. Monetary donations also are accepted.

**Dec. 4, 5, and 21, 2005**

The Christmas ships are coming to three Bellevue beach parks listed below. Join the city for a bon fire, hot cider, and festive music to welcome the **Seattle Civic Christmas Ships** to Bellevue. The event is free and all ages are welcome.

Here are the dates, places, and times of sighting:  
Dec. 4 – Newcastle Beach Park, 4400 Lake Washington Blvd. SE, 6:50–7:10 p.m.  
Dec. 5 – Chism Beach Park, 1175 96 Ave SE, 8:50–9:10 p.m.  
Dec. 21 – Meydenbauer Beach Park, 419 98 Ave NE, 8:30–8:50 p.m.

## City Contact Information

### Bellevue City Hall

11511 Main Street/P.O. Box 90012

Bellevue, WA 98009-9012

City of Bellevue web site: [www.cityofbellevue.org](http://www.cityofbellevue.org)

Information Center: 452-6800

City Council Office: 452-7810

### City Council Meetings

1st and 3rd Mondays each month: study session 6-8 p.m., regular session 8-10 p.m.

2nd and 4th Mondays each month: extended study session 6-10 p.m.

### Community Council Meetings

East Bellevue Community Council: 1st Tuesday each month, 6:30 p.m.

Lake Hills Clubhouse, 15230 Lake Hills Blvd.

### Board & Commission Meetings

Call 452-6805 for meeting locations/agendas

Arts: 1st Tuesday, 4 p.m.

Civil Service: 2nd Tuesday, 4 p.m., Jan., Mar., July, Oct.

Environmental Services: 1st Thursday, 7 p.m.

Human Services: 1st and 3rd Tuesday, 6:30 p.m.

Library Board: 4th Tuesday, 4 p.m.

Parks & Community Services Board: 2nd Tuesday, 6 p.m.

Planning: 1st and 3rd Wednesdays, 7 p.m.

Transportation: 2nd & 4th Thursdays of each month, 6:30 p.m.

Youth Link Board: 2nd and 4th Wednesday, 5:30

### City Offices (all city phone numbers use the 425 area code)

City Clerk's Office and Public Records: 452-6805

City Manager: 452-6810

#### Community Centers

Crossroads: 452-4874

Highland: 452-7686

North Bellevue Senior: 452-7681

Community Council: 452-6805

Crossroads Mini City Hall: 452-2800

Fire & Emergency Medical

Emergency Only: 911

Business and Information: 452-6892

Inspection/Fire prevention: 452-6872

Human Resources: 452-6838

Job Line: 452-7822 or [www.cityofbellevue.org](http://www.cityofbellevue.org)

Information Technology: 452-4626

Marina Hotline: 452-6123

Neighborhood Mediation Program: 452-4091

Neighborhood Outreach: 452-6836

#### Parks & Community Services

Parks Information: 452-6881

Recreation Registration: 452-6885

Youth Sports: 452-6887

Ballfields: 452-6914

Picnics/Rentals: 452-7158

Park Maintenance: 452-6855

Human Services: 452-6884

Cultural Diversity: 452-7886

Probation: 452-6956

Recreation & Special Services Division: 452-6885

Planning & Community Development: 452-6864

New permit applications and application status: 452-6864

Code compliance: 452-4570

Neighborhood Outreach: 452-6836

#### Police

Crossroads Station: 452-2891

Factoria Station: 452-2880

D.A.R.E.: 452-7895

Emergency Only: 911

Administration: 452-6952

Complaints and Information: 452-6917

Detective Division: 452-5373

Crime Prevention: Commercial 452-6915; Residential 452-6916

Traffic Safety/Enforcement: 452-6940

#### Transportation

Administration/Information: 452-6856

Transportation Construction Hotline: 452-7933

#### Utilities

Administration/Information: 452-2977

Billing/Customer Service: 452-6973

Water, Sewer, Street, & Surface Water Maintenance and Emergency: 452-7840

### Other Numbers (Not city government)

King County Animal Control: 206-296-PETS

Eastside Disposal: 206-682-9730 (recycling, yard waste, garbage)

Metro Transit/Sound Transit: 206-553-3000



*It's Your City* is published for people who live or work in Bellevue, WA. If you have questions or comments about this publication or city services, call 425-452-4090; or write: Editor, *It's Your City*, City of Bellevue, P.O. Box 90012, Bellevue, WA 98009-9012;

or send e-mail to [trwaters@ci.bellevue.wa.us](mailto:trwaters@ci.bellevue.wa.us).

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## Bellevue City Council



Connie Marshall  
Mayor



Phil Noble  
Deputy Mayor



Claudia Balducci



John Chelminiak



Don Davidson



Grant Degginger



Conrad Lee

## Trees planted in the median of Factoria Boulevard



The city is moving quickly to implement some of the projects the community requested through the Factoria Area Transportation Study (FATS) Update.

The first project, completed in September, added trees in the median of Factoria Boulevard. Staff from the city's Parks & Community Services Department selected trees that should stay healthy, won't grow too big, and will significantly improve the look of the boulevard.

Other FATS Update early implementation projects are on the way, including an improved trailhead where the I-90 trail meets Factoria Boulevard and a mid-block pedestrian crossing on SE 38th Street, east of Factoria Boulevard. For more information, please contact Kevin McDonald in the Bellevue Transportation Department, 425-452-4558 or [kmcdonald@ci.bellevue.wa.us](mailto:kmcdonald@ci.bellevue.wa.us).

### public safety, continued from page 1

response times in the nation. Calls are answered within 10 seconds, a required standard. For fire and police emergencies, dispatchers use "quick dispatch." Instead of waiting until they have all the information, call receivers begin dispatching 15-30 seconds after the call is answered.

Dispatchers ask a series of questions while relaying updated information to responding units. They give pre-arrival medical instruction on all medical calls and, in some cases, provide phone CPR instructions to the caller, which can result in a life-saving outcome. Since starting quick dispatch in 2002, the time it takes for units to respond to a medical emergency has been reduced by about 31 seconds.

"That may not seem like much," said Heide, "but it can be significant in a life-threatening emergency."

Quick dispatch helps Bellevue's Fire Department save more lives. In 2003, 35 percent of Bellevue cardiac arrest patients were delivered alive to emergency rooms. Nationally, the cardiac resuscitation rate for some cities ranges from below 5 percent to 35 percent. Quick response times also help Bellevue residents and businesses get better rates on fire insurance.

The Communications Center's service area and population are expanding, and calls to 911 are expected to continue to increase, in part due to a growing elderly population. Census figures show that in 1990, 10 percent of Bellevue's population was over the age of 65; by 2010 that number is expected to grow to 17 percent.

"Bellevue is growing, and we are seeing a more mature population," said Fire Chief Mario H. Trevino. "We expect the high demand for timely and high quality emergency medical and fire services to continue. A new Communications Center is essential in helping us meet that demand."

As the new Communications Center takes shape, small groups of dispatchers have been going on tours to get an idea of what their new space will look like. All are excited about the move.

"Any time employees are given a work environment they can take pride in, they will be happier," said Heide. "The dispatchers are especially looking forward to working above ground and having windows. Being able to see the weather and the daylight at work will be a new experience."