



## **CITY COUNCIL WORK SESSION**

**Wednesday, December 05, 2018**

265 Strand Street, St. Helens, OR 97051

[www.ci.st-helens.or.us](http://www.ci.st-helens.or.us)

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### **Welcome!**

All persons planning to address the Council, please sign-in at the back of the room. When invited to provide comment regarding items not on tonight's agenda, please raise your hand to be recognized, walk to the podium in the front of the room to the right, and state your name only. You are not required to give your address when speaking to the City Council. If you wish to address a specific item on the agenda, you should make your request known to the Mayor as soon as possible before the item comes up. The Council has the authority to grant or deny your request. Agenda times and order of items are estimated and are subject to change without notice.

1. **Call Work Session to Order - 1:00 p.m.**
2. **Presentation of Certificate of Appreciation to Letica Employees**
3. **Visitor Comments - Limited to five (5) minutes per speaker.**
4. **Discussion Topics**
  - 4.A. Semi-Annual Report from Columbia County Economic Team - Chuck Daughtry
  - 4.B. Semi-Annual IT Consultant Report - Max with Centerlogic
  - 4.C. Review of St. Helens Street & 1st Street Alternatives Analysis - Sue Kittelson & Associates - [1st St Helens SPICE SCOPE 2018-11-26.pdf](#)
  - 4.D. Review FY2019-20 Budget Calendar - Matt [FY 2020 Budget Calendar.pdf](#)
5. **Department Reports**
  - 5.A. Administration/Community Development Departments Report [ADMIN Dept Report.pdf](#)

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**The St. Helens City Council Chambers are handicapped accessible. If you wish to participate or attend the meeting and need special accommodation, please contact City Hall at 503-397-6272 in advance of the meeting.**

**Be a part of the vision...get involved with your City...volunteer for a City of St. Helens Board or Commission!  
For more information or for an application, stop by City Hall or call 503-366-8217.**

6. **Council Reports**

7. **Other Business**

8. **Adjourn**

**Executive Session** - *Following the conclusion of the Council Work Session, an Executive Session is scheduled to take place to discuss Real Property Transactions, under ORS 192.660(2)(e) and Consult with Counsel/Potential Litigation, under ORS 192.660(2)(h). Representatives of the news media, staff and other persons as approved, shall be allowed to attend the Executive Session. All other members of the audience are asked to leave the Council Chambers.*

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Project #: 23544

November 26, 2018

Sue Nelson, PE  
Public Works Engineering Director  
265 Strand Street  
St. Helens, OR 97051

***RE: St. Helens Street & S 1<sup>st</sup> Street: Alternatives Analysis***

Dear Sue:

Attached is a proposal for an intersection control evaluation and conceptual design associated with the intersection of St. Helens Street at S 1<sup>st</sup> Street in St. Helens, OR. Part "A" identifies our proposed services for the project. This scope was developed based on our discussions with you, our review of the US30 & Columbia Blvd / St Helens Street Corridor Master Plan adopted in 2015, and our familiarity with the City.

We propose to conduct the services (detailed in Part "A" herein) on a time & materials basis per the attached Professional Services Hourly Breakdown.

Thank you for the opportunity to propose on this project. If you have any questions, please call me at (503) 535-7444.

Sincerely,

**KITTELSON & ASSOCIATES, INC.**

Tony Roos, PE  
Project Manager/Principal Engineer

## PART A - SCOPE OF WORK

### PROJECT BACKGROUND

In 2014, Kittelson & Associates, Inc. (Kittelson), through a contract with the Oregon Department of Transportation (ODOT), worked with the City of St. Helens to develop a Corridor Master Plan for the US30 & Columbia Blvd./St. Helens St. Corridors. The Master Plan addressed the US 30 corridor, as well as Columbia Boulevard, St. Helens Street and 1st Street within the greater Downtown Area, including the Houlton business district and the Riverfront District. The plan reflects the community's vision of how these areas should appear and function in the future and includes measures for how to implement the plan. The plan focuses primarily on how the major streets and intersections in these areas are designed and improved over time to ensure that vehicles, bicyclists and pedestrians have ready access to local businesses and can travel safely and comfortably within and between these different parts of town.

Historically, Columbia Boulevard and St. Helens Street served as major trucking routes to industries located along the Columbia River and were constructed to accommodate freight vehicles between US 30 and the river industrial area. Over time the amount of right-of-way needed to accommodate these wide roadways has become unnecessary due to the evolution of local industry and diminished large truck travel needs through the corridor. The wide roadways present challenges for the community in that they create a travel environment that contributes to speeding, requires lengthy pedestrian crossings, and is costly to maintain.

Recently, concern over the safety and operations of the 1<sup>st</sup> Street/St. Helens Street intersection has been identified by citizens and City leaders. The intersection is two-lane, two-way stop controlled, with 1<sup>st</sup> street as the through movement. On-street parking is allowed on both sides of all streets.

### PROJECT UNDERSTANDING

The Project will identify a new intersection control at the intersection of S 1<sup>st</sup> Street & St. Helens Street. Phase 1 of the project will prepare a report that analyzes up to four (4) different intersection control alternatives:

- 1) No-Build
- 2) 2-way stop with curb extensions
- 3) 4-way stop
  - a. Without curb extensions
  - b. With curb extensions

Phase 2 of this project may include design and construction of the preferred alternative.

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## SPECIFIC SCOPE OF SERVICES

### Summary of Work

Traffic engineering, estimating and planning based on the scope of services described herein.

Task 1.0 Project Management, Project Coordination, and Project Scheduling.

Task 2.0 Alternative Report

Task 3.0 Extra Work as Authorized

The duration of this project is assumed to be from January 2019 through February 2019 for the completion of report tasks.

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## Consultant RESPONSIBILITIES

### **Task 1.0 PROJECT MANAGEMENT, PROJECT COORDINATION**

#### **1.1 Project Management**

- Prepare monthly invoices and progress reports. Consultant assumes a 2-month timeframe for the project to be designed.

#### **1.2 Project Coordination**

The proposed approach to project coordination during this phase of the project is to conduct project meetings with key project team members and representatives from City of St Helens. The Project Management Team (PMT) will direct all meetings and provide direction to the rest of the team as the project progresses. These meetings will have a specific agenda addressing and resolving project issues as they are encountered.

- Facilitate up to 1 PMT coordination meetings (2 hours) during this phase of the project (2-month time frame), PMT meetings correspond with a kick-off meeting and to review draft deliverables of task 2.
- Prepare agenda for PMT meeting
- Conduct bi-weekly project status conference calls with City, not to exceed 30-minutes each.
- Provide summary of each meeting capturing identified issues, action items, and key decision

#### **1.3 Council Presentations**

Consultant will prepare for and attend one (1) council work session to present the results of the intersection study and support staff's recommended preferred alternative.

#### **Task 1.0 Deliverables:**

- *Monthly Invoices and Progress Reports*
- *Meeting agendas and summaries*
- *City Council Meeting graphics*
  - *Strip map conceptual drawings*
  - *Traffic Study results*

**Task 2.0 ALTERNATIVE ANALYSIS****2.1 Data Collection**

The following data collection will be required:

- 24-hour vehicle counts (including vehicle classifications and speed) along St Helens Street and 1<sup>st</sup> Street.
- 16-hour turn movement count (all modes) at St. Helens Street & 1<sup>st</sup> Street
- 5 most recent years of crash data at the intersection and along approaches
- Future traffic predictions based on work that has been done for the City of St Helens' Transportation System Plan ("TSP") update

**Task 2.1 Deliverables:**

- *Traffic count data*
- *Crash data*
- *Future year volume data.*

**2.2 Traffic Operations Alternatives Analysis**

Consultant shall prepare a traffic analysis to support the City's selection of intersection control for the Project. Alternatives to be considered are identified above. Capacity analysis must be based on current Highway Capacity Manual ("HCM") methodology.

- Utilize 2017 existing traffic counts from City's TSP Update
- Utilize 2031 traffic volumes prepared for the St. Helens' TSP Update, with and a without the Riverfront Connector
- Conduct stop control warrant analysis based on MUTCD methodology & current count data
- Summarize traffic operations analysis in technical memorandum to be incorporated into combined Alternatives Analysis Report (see Task 2.5)

**Task 2.2 Deliverables:**

- Traffic operations analysis worksheets for each alternative
- Technical memorandum summarizing traffic operations analysis

**2.3 Safety Performance Analysis**

Consultant shall prepare a Safety Performance Analysis to support the selection of intersection control for the Project. Safety analysis will be based on the current Highway Safety Manual (HSM) Methodology. Historic crash data will be evaluated to identify trends or patterns in type or severity of the crashes, identify the trends related to the primary contributing factors and inform the design considerations.

- Predicted crash frequency and severity of each intersection alternative
- Safety analysis of each alternative compared to each other
- Summarize safety performance analysis in technical memorandum to be incorporated into combined Alternatives Analysis Report (see Task 2.5)

**Task 2.3 Deliverables:**

- Technical memorandum summarizing safety performance analysis

**2.4 Alternatives Preliminary Design & Estimates**

Consultant shall prepare conceptual plans in AutoCAD and conceptual construction cost estimates for each of the alternatives analyzed under Tasks 2.2 and 2.3. Consultant shall develop each alternative to concept level design sufficient to establish horizontal construction limits, quantities and major construction activities. Each alternative shall have a horizontal alignment developed that meets appropriate design standards. Consultant shall prepare a drawing stamped “preliminary” in AutoCAD for each alternative. The drawing shall utilize the current City provided ortho-rectified aerial imagery, GIS boundary and environmental data. Geometric design elements that do not meet design standards shall be identified as needing a design exception. Consultant shall analyze each alternative and determine the potential benefits and impacts associated with construction of the proposed alternative. Potential benefits and impacts to be considered include, but are not limited to, right-of-way, intersection capacity, access, safety, pedestrian crossing treatments, bicycle treatments, utilities, permitting and environmental.

Consultant shall prepare a conceptual level construction cost estimate for each alternative that includes the major construction items and quantities that can be identified at this level of design detail. Consultant shall analyze the lifecycle cost/benefit ratio for each alternative including comparison of predicted safety using the Highway Safety Manual crash prediction models (refer to Task 2.3).

The memorandum must include a summary of the identified impacts and cost estimate associated with each alternative to allow the City to determine which alternative to move forward to construction.

- Develop conceptual layout for each alternative based on the outcome of Tasks 2.2 and 2.3. Conceptual drawings and AutoCAD files for full size strip maps drawings of each alternative. Drawings shall be scalable in the horizontal (X-Y) plane and will be used for public documents and presentations. Right-of-way and environmental impacts, if known, shall be shown on all alternatives.
- Prepare construction cost estimates for each alternative
- Develop lifecycle cost/benefit ratio for each alternative including comparison of predicted safety.
- Summarize preliminary design evaluation in technical memorandum to be incorporated into combined Alternatives Analysis (see Task 2.5)

**Task 2.4 Deliverables:**

- Technical memorandum capturing key geometric features, cost estimate, and lifecycle benefit/cost ratio accompanying with full size strip maps for each alternative

**2.5 Alternative Analysis Report**

This task will combine and summary the work completed for Tasks 2.1 through 2.4.

- Combine technical memorandums prepared under Tasks 2.2, 2.3, and 2.4 respectively into Draft Alternatives Analysis Report
- Incorporate agency's comments and submit Final Alternatives Analysis Report

**Task 2.5 Deliverables:**

- *Draft Alternatives Analysis Report*
- *Final Alternative Analysis Report incorporating comments from the City.*

**Reimbursable Expenses:**

The following reimbursable budget estimate is based on our experience with this project type and the governing agencies. It is an estimate only. Additional budget may be necessary to complete the project.

Customary reimbursable expenses mean the actual expense incurred in direct connection with the project. Vehicle mileage is reimbursed at the current IRS rate for project related travel.

The following project related expenses are reimbursed at cost:

- Copy and Reproduction Services
- Travel Expenses, other than private vehicle mileage
- Express Postage
- Survey Filing fees

**ASSUMPTIONS****CITY'S RESPONSIBILITIES**

The City will:

1. Coordinate the relationship with other jurisdictions involved in the project, with adjacent property owners and with the general public.
2. Provide City Standard Drawings and Details when possible.
3. Provide current ortho-rectified aerial imagery, right-of-way boundary, and easement information.
4. Maintain the public involvement mailing list, obtain public meeting facilities, refreshments, and project press releases.
5. Actively participate in design review and decision making to maintain the project schedule.



## Project Budget Form

Project Name: 1st & St. Helens Intersection Study  
 Project Manager: Caleb Cox  
 KAI Project Number: 23544  
 Date: 11/26/2018

### LABOR ESTIMATE - 1st & St. Helens Intersection Study

Task	Notes	Staff	Roos, Tony	Bell, Matthew	Cox, Caleb	Cullimore, Brad					SUBTASK/ TASK HOURS	SUBTASK/ TASK COST
			AMR	MJB	CEC	BSC						
<b>1</b>	<b>Project Management, Coordination, &amp; Meetings</b>											
	Project Management		1		4						5	\$639
	Project Coordination		6		10						16	\$2,359
	Council Presentation		4		6	2					12	\$1,694
	Reimbursable Expense											\$69
	Task #1 - Subtotal		11	0	20	2	0	0	0	0	33	\$4,761
<b>2</b>	<b>Alternatives Analysis</b>											
	Data Collection		0.5	2	6						8.5	\$1,024
	Traffic Operations Alternatives Analysis		0.5	2	12						14.5	\$1,656
	Safety Performance Analysis		0.5	2	18						20.5	\$2,288
	Alternatives Preliminary Design & Estimates		4		22	8					34	\$3,954
	Alternatives Analysis Report		2	2	16						20	\$2,404
	Reimbursable Expense											\$1,600
	Task #2 - Subtotal		7.5	8	74	8	0	0	0	0	97.5	\$12,927
TOTAL HOURS			18.5	8	94	10		0	0	0		
LABOR RATE			\$217.65	\$141.89	\$105.31	\$95.78					<b>TOTAL HOURS</b>	<b>TOTAL LABOR</b>
LABOR COST			\$4,027	\$1,135	\$9,899	\$958					<b>131</b>	<b>\$16,019</b>

**TOTAL REIMBURSABLES**  
\$1,669

**TOTAL KAI FEES**  
\$17,688

**TOTAL SUB FEES**  
\$0

**TOTAL PROJECT BUDGET**  
\$17,688

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**St. Helens Budget Calendar for FY 2020**

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<b>DATE</b>	<b>DESCRIPTION</b>	<b>DUE DATE</b>
12/05/18	Approve Budget Committee Chair	12/05/18
12/05/18	Approve Budget Calendar	12/05/18
01/02/19	Department Goals Approved by City Council	01/02/19
01/28/19	Year End Projections to Departments	02/08/19
01/28/19	Salary Projections to Departments	02/08/19
01/28/19	Capital Improvement Plan to Departments	02/15/19
02/18/19	2020 Budgets out to Departments	03/01/19
03/01/19	Initial 2020 Budgets Review	03/20/19
04/15/19	BUDGET COMMITTEE MEETING (1)	Official Meeting
04/22/19	BUDGET COMMITTEE MEETING (2)	Official Meeting
04/29/19	BUDGET COMMITTEE MEETING (If necessary)	Official Meeting

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**St. Helens Urban Renewal Budget Calendar for FY 2020**

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<b>DATE</b>	<b>DESCRIPTION</b>	<b>DUE DATE</b>
12/05/18	Approve Budget Committee Chair	12/05/18
12/05/18	Approve Budget Calendar	12/05/18
03/01/19	Initial 2020 Budgets Review	03/20/19
04/22/19	URA BUDGET COMMITTEE MEETING (1)	Official Meeting



## Memorandum

To: Mayor and City Council

From: John Walsh, City Administrator

Subject: **Administration & Community Development Dept. Report**

Date: December 5, 2018

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*Planning Division Report* attached.

*Business License Reports* attached.

*Suggestions/Comments Box Report* attached.

# **CITY OF ST. HELENS PLANNING DEPARTMENT ACTIVITY REPORT**



**To:** City Council  
**From:** Jacob A. Graichen, AICP, City Planner

**Date:** 11.26.2018

This report does not indicate all *current planning* activities over the past report period. These are tasks, processing and administration of the Development Code which are a weekly if not daily responsibility. The Planning Commission agenda, available on the City's website, is a good indicator of *current planning* activities. The number of building permits issued is another good indicator as many require Development Code review prior to Building Official review.

## **PLANNING ADMINISTRATION**

Conducted a pre-application meeting for potential expansion of the Matzen Subdivision apartment complex (the 204 unit one) for garages/storage areas.

Given City Administrator absence, I helped facilitate the public hearing on November 15<sup>th</sup> for sale of property amongst the former Boise white paper site.

Completed Housing and Rent Burden survey as required by House Bill 4006. This is the first one and it is an ongoing annual requirement.

## **DEVELOPMENT CODE ENFORCEMENT**

Sent a letter to a business along Columba Boulevard (near Vernonia Road) about an unauthorized sign.

## **PLANNING COMMISSION (& *acting* HISTORIC LANDMARKS COMMISSION)**

November 13, 2018 meeting (outcome): This meeting was cancelled.

December 11, 2018 meeting (upcoming): The first meeting starting at 6pm will be the City's kickoff for the City's Housing Needs Analysis efforts. We are using this meeting to also satisfy the new annually required meeting to discuss affordable housing per House Bill 4006.

As part of the City regular meeting the City has a public hearing for Conditional Use Permit for a new veterinarian business on vacant land surrounded by Columbia Boulevard, St. Helens Street, N. 14<sup>th</sup> Street, and N. 15<sup>th</sup> Street.

The Commission will also discuss term expirations (status of advertising for the potential vacant positions).

**As the Historic Landmarks Commission**, the commission is also anticipated also review exterior modifications to 50 Plaza Square.

## **COUNCIL ACTIONS RELATED TO LAND USE**

We scheduled the continued public hearing for the Scholl/Shlumpberger right-of-way vacation for December 5<sup>th</sup>.

**HOUSING NEEDS ANALYSIS**

Kick off meeting will be December 11 at 6pm with the Planning Commission. Note that we have a webpage for this project now: <https://www.ci.st-helens.or.us/planning/page/housing-needs-analysis>

**ST. HELENS RIVERFRONT CONNECTOR PLAN (TGM FILE NO. 2D-16)**

No major updates for this project. The consultants are working on revisions based on meetings/feedback to date.

**ASSOCIATE PLANNER**—*In addition to routine tasks, the Associate Planner has been working on:*  
**See attached.**

## Jacob Graichen

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**From:** Jennifer Dimsho  
**Sent:** Monday, November 26, 2018 10:48 AM  
**To:** Jacob Graichen  
**Subject:** November Planning Department Report

Here are my additions to the November Planning Department Report.

### GRANTS

1. **Columbia Care Organization (CCO) Community Wellness Investment Fund – Received notice of award of \$20,000 for the Recreation Program!** Received grant award check.
2. Travel Oregon - Medium Grants Program (100k) – Implementation Phase One of the Wayfinding Master Plan – RFP Closing date for proposals 11/15. Answered questions from multiple firms. Proposal selection scoring/award by end of November for upcoming Council meeting.
3. OPRD – Veterans Memorial Grant – Shelter installation. Continued discussions about design of wall and area where previous monuments were located. Attended Veterans Day celebration on 11/11. Spoke to the press about the funding gap and project progress. Discussed with OPRD Grants Coordinator about a time extension and additional funding. Project management team meeting to discuss design revisions and budget.
4. TGM – Riverfront Connector Plan – Scheduled remaining COOLPPL Meeting. Reviewed agenda and meeting materials.
5. EPA – CWA Grant Program – Reviewed South 80 final report. Finalized BAC Meeting #2 minutes. Reviewed draft property owner brochure. Submitted quarterly report. Public Meeting #1 to be scheduled January 2019.
6. Housing Needs Analysis – Created press release/outreach materials for kickoff meeting #1 on 12/11 at 6 p.m. Includes information about our House Bill 4006 public meeting requirements. Scheduled/prepared/reviewed materials for the meeting. Created a project website.
7. Researched Nike's Community Impact Fund – Potential for contributions to the National Fitness Campaign's fitness court installation project. It was decided to use our resources on a different project. Tracking the deadline for this grant for another park project instead.
8. CareOregon Community Benefits Program – Adaptive Grant Funds – Submitted application for 50k for Recreation Center renovations. Discussed with coordinator about timeline for funding the Recreation Center renovations in 2019. Should hear back by February 2019.
9. Ford Family Foundation Community Building Spaces – Submitted application for 50k for Recreation Center renovations. Included narrative and letter of support from the Columbia Pacific CCO.
10. Continued conversations with Columbia Pacific CCO about their grant program to be amended by Spring 2019. Potential for additional Recreation Center capital and/or programming funding.

### MISC

11. Continued coordination with ODOT about entrance sign location at Millard Road intersection
12. Coordinated wetland delineation/scope of work for authorization on the Boise White Paper site

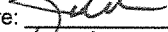
### Jenny Dimsho

Associate Planner  
City of St. Helens  
(503) 366-8207  
[jdimsho@ci.st-helens.or.us](mailto:jdimsho@ci.st-helens.or.us)

# BUSINESS LICENSE REPORT

City Department Approval: 11/19/2018

The following occupational business licenses are being presented for City approval:

Signature:   
Date: 11/19/18

## RESIDENT BUSINESS – RENEWAL 2018

### RESIDENT BUSINESS – NEW 2018

- |                          |                                      |                   |
|--------------------------|--------------------------------------|-------------------|
| <input type="checkbox"/> | LAY'S PRISTINE PROFESSIONAL CLEANING | CLEANING BUSINESS |
| <input type="checkbox"/> | ROSE STREET BOUTIQUE LLC             | RETAIL FASHION    |

### NON-RESIDENT BUSINESS - 2018

- |                          |                                     |                             |
|--------------------------|-------------------------------------|-----------------------------|
| <input type="checkbox"/> | ALEGIS RESTORATION INC.             | TENANT IMPROVEMENTS         |
| <input type="checkbox"/> | CONCRETE ARTISAN LLC                | CONCRETE ARTISAN            |
| <input type="checkbox"/> | FAITH HVAC                          | HVAC REPAIR/SERVICE/INSTALL |
| <input type="checkbox"/> | FOUNDATIONS FIRST NORTHWEST LLC     | CONSTRUCTION                |
| <input type="checkbox"/> | PDX PROP INNOVATIONS LLC            | SEWER & EXCAVATION          |
| <input type="checkbox"/> | S & E LAWN AND PROPERTY MAINTENANCE | LAWN CARE                   |
| <input type="checkbox"/> | SHIELDS PAINTING CORP               | PAINTING                    |
| <input type="checkbox"/> | STATEWIDE RESTORATION               | CONSTRUCTION RESTORATION    |
| <input type="checkbox"/> | 3 KINGS ENVIRONMENTAL INC           | CONSTRUCTION                |
| <input type="checkbox"/> | WOODBURN PLUMBING INC               | PLUMBING                    |

## RENTALS - 2018

### MISCELLANEOUS - 2018

- ☐  
☐

\*Denotes In-Home Business

# Suggestion Boxes

## City Hall – 1<sup>st</sup> Floor Lobby

Date Received	Comment	Suggestion	Response Requested?	Name and Contact Information	Overall Customer Service Rating	Date to Council for Review	Staff Assigned	Staff Follow-up Actions	Date Closed
8/5/2018	Heidi Davis was extremely helpful, kind, and on top of her job everytime I've had to come in to your office.	She needs to be told she is very valued and should get a good raise come that time ☺	No	Thank you for your time	Great	12/5/18	All		

## City Hall – Municipal Court Lobby

Date Received	Comment	Suggestion	Response Requested?	Name and Contact Information	Overall Customer Service Rating	Date to Council for Review	Staff Assigned	Staff Follow-up Actions	Date Closed
10/11/18	Court was at 9 & we still haven't been allowed to go in & sit. It's 9:39.	To let us in & sit at least. & now I'm going to be late for work			Poor	12/5/18			

## Library

Date Received	Comment	Suggestion	Response Requested?	Name and Contact Information	Overall Customer Service Rating	Date to Council for Review	Staff Assigned	Staff Follow-up Actions	Date Closed
(says 4/14/18, but had to be after 6/6/18)	"Your doing a good job"  [Note: child's handwriting]	More storys on weekends	No	Tayler  (illegible: Trippet totgrytube?)	Great	12/5/18			
6/8/18	I am so gratefu for the wonderful Library resource – especially the use of computers! The staff is fantastic! They are so friendly and helpful.	Keep up the good work!	No Need!	Cynthia Dailey-Hawkin	Great	12/5/18			
7/28/18	I love the magazine swap! Keep it up!			Cynthia Dailey-Hawkin		12/5/18			



## Suggestion Boxes

Date Received	Comment	Suggestion	Response Requested?	Name and Contact Information	Overall Customer Service Rating	Date to Council for Review	Staff Assigned	Staff Follow-up Actions	Date Closed
9/10/2018	I was in the library the other day, had a problem printing files for a court document and Brenda went above to help me get my file printed. This may seem trivial, but I am elderly and disabled and the court case the files relate to mean my very survival....  So what Brenda did was literally life saving	Pay library employees more – a whole lot more!!!	Don't care one way or the other	Elaine Greenwood <a href="mailto:eegreenwood54@gmail.com">eegreenwood54@gmail.com</a>	Great  Super fabulous	12/5/18			
9/22/18	I ALWAYS have a good experience at the SH library. The staff is helpful and welcoming.	I wish the library subscribed to The New Yorker magazine – but not if it means a cut elsewhere.	No	Grateful SH taxpayer	Great	12/5/18			
9/24/18	One of my favorite places to visit in St. Helens		No	Tanika McDenny (??)	Great	12/5/18			
11/7/18	I love this place, tho it's one of the noisiest libraries I've ever been in, it's a pleasant place to sit and torture myself online.	Get chairs that match the height of the computer monitors. Most do, but not all.	No	503.410.8161 <a href="mailto:careydoan@gmail.com">careydoan@gmail.com</a>  324. N. 7 <sup>th</sup> St St Helens, OR 97051  Kcarey G. Doan, AKA Kerry Contrary	Great	12/5/18			

Suggestion Boxes

Date Received	Comment	Suggestion	Response Requested?	Name and Contact Information	Overall Customer Service Rating	Date to Council for Review	Staff Assigned	Staff Follow-up Actions	Date Closed
11/7/18	HOORAY!! Thank you so much for your new policy of NOT taking my bag. I remembeer years ago being able to come here & do “work”. I look forward to resuming this practice of bringing myself, my pencils, and notebooks doing my creative work here (writing, drawing) & using yoru facility as my resource – your books as my references and resources, using your chairs & tables.		No		Great	12/5/18			

(^^^End Library^^^)

City Hall – 2<sup>nd</sup> Floor Lobby/ Council Chambers Lobby/ Municipal Court Lobby / Water Dept. Lobby /

Date Received	Comment	Suggestion	Response Requested?	Name and Contact Information	Overall Customer Service Rating	Date to Council for Review	Staff Assigned	Staff Follow-up Actions	Date Closed
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None received.