



From the Desk of
Mayor Will Finn

Monday, July 10, 2023

Hello Neighbor!

Hope this message finds you well! I hope you had a wonderful July 4th holiday. Whether you spent it camping, with family, or enjoying time with friends, celebrating America always brings me great joy.

My door is always open! Send me an email or call. I am always ready to assist or answer questions.

Mayor Will Finn

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Yard of the Month

Public Works

Congratulations to the family at 716 Goerig Street for being selected the first Yard of the Month!

We are accepting submissions for the month of July. Submissions are due by 5:00PM July 26th. If you want to be recognized, or want to recognize a neighbor, our website home page has the link. Fill out the easy form and attach a photo of the property. Once a month a winner will be selected and highlighted for their outstanding efforts. [Yard of the Month | Woodland Washington](#)



Climate Resiliency Project

Community Development

The City of Woodland was approached to be part of a pilot program regarding “Climate Resiliency”. When approached, my biggest concern was the impact this potential planning project would have to development in Woodland. As we dug further into the program, I quickly realized this could be an opportunity to “check a box” before the State forces us to unreasonably. By planning for future legislation, we are able to develop a plan that best suits Woodland, rather than the State. Many grant opportunities require certain programs/processes in place before a consideration for selection can be made. Like the Park Plan recently adopted by city council, the climate resiliency plan will eventually be a requirement for state funding opportunities. Many cities across the state will be forced to create a program at a high expense. Fortunately for Woodland, we did not pay for program that has limited impact because we tailored the program to our needs and not those of the State. [City of Woodland - Climate Resilience \(CR\) Pilot Project | Woodland Washington](#)

Upcoming Road Closures

Public Works

A “grind and overlay” is scheduled for Willow Street and Pine Street this month. Willow Street (*between Eagle Park/Insel Road to Gun Club Road*) and Pine Street (*between Hawthorn Court to Rhododendron*) are scheduled for road improvements this year. Expect delays in travel times beginning this week

WSDOT will be doing repairs to the I-5 Northbound North Fork Lewis River Bridge. Construction will begin late July through early Fall (*dates are subject to change*). This means people commuting from Clark County and all places south, could face delays traveling North on I-5 to get to Woodland. There will be significant delays during peak travel times, so plan your trips accordingly. More information can be found at: [I-5 NB/SB North Fork Lewis River Bridge – Bridge Deck Repair & Overlay | WSDOT \(wa.gov\)](#)

What is Going on with Utilities

Public Works

There have been some more questions regarding our billing contractor, Minol. Many of the questions are surrounding the letter our residents received regarding an information breach at Minol. I asked Minol to provide additional information regarding the breach.

Letter Received from Minol

Thank you for sharing the comments made by the citizen regarding the cyber event. I hope that I may be able to provide additional clarification. As soon as Minol discovered suspicious activity in its environment, our team immediately engaged third-party specialists to assist in investigating the nature and source of the event and to securely restore operations. As part of the investigation, specialist worked to determine if information had been accessed. This investigation took time and diligence, however, as we became apprised of new and confirmed information, we worked to promptly share this information with our clients. While there may have been speculation during the investigation, we understood how important it was to communicate confirmed facts, rather than sharing incomplete or inaccurate information. Based on the review and conclusion of the investigation, we were able to confirm that no financial account information or credit card information was impacted by this event for any our clients. Further, credentials to any portals or applications Minol may use were not impacted by this event for any of our clients. We were able to confirm that the limited information potentially impacted, may have included customer's name, mailing address, utility usage data, billing charges and account balances. Again, this information was conveyed as the investigation was completed. To date, there is no evidence that this information has been misused and we continue to have our specialist monitor.

All key systems are back online and operational. Minol takes this event and the security of information in our care very seriously. This event has been reported to federal law enforcement and we are assisting in their investigation. Minol is also reviewing our policies and procedures, as well as reviewing and implementing additional security enhancements, to reduce the likelihood of similar events from occurring in the future.

We are very appreciative of the Woodland team and highly value our partnership. We are committed to serving the businesses and residents of Woodland and to continual improvement and enhancement of the program.

While there were challenges, several positive changes were made and we are confident that we on track for normal steady state operations. We have added 4 additional team members to our Municipal Operations team and we look forward to focusing resources on further streamlining processes with local operations, pursuing further quality measures, working with Travis on customer informational pieces and continued improvement in our efforts to support Woodland customers through quality customer service.

The change to monthly billing and transparency of billing charges is encouraging awareness and engagement. The ability for customers to see their monthly usage and line item charges has given them the information to engage and allow either leaks to be addressed and resolved or billing issues corrected. Bill itemization and transparency also brought about questions related to sewer costs and the winter averages. We have been able to make several sewer billing corrections by updating usage credit for confirmed leaks (which were not previously reflected).

In turn, opportunities have been found to ensure revenue is not lost. The municipal code had recently been modified to reduce billing from 6 months to 3 months for customers not occupying their home. It was identified that customers who had previously been suspended during the winter months were receiving zero sewer usage average that in turn kept them from billing sewer costs during the rest of the year.

Further, we continue to ensure compliance with the Municipal Code. During the implementation phase we identified several inconsistencies between what was perceived to be occurring with billing versus how the municipal code was written. As these were discovered we were able to review with Woodland and implement per the municipal code, this ensures that everyone is billed consistently and equitably.

We greatly appreciate the opportunity to serve Woodland customers and are committed to providing the exceptional customer service they deserve. While on occasion we may stumble or not quite hit the mark, we will always be available and accessible and ready to promptly correct our course. Should you need us, we are always available. While we love to hear about great experiences, should we fall short, we appreciate the opportunity to make corrections. If we can ever be of assistance, please find our team's contact information below (24/7):

<i>Andrian Basson, SVP</i>	<i>972-743-6313</i>
<i>Kevin Marcinek, VP Federal & Municipal Markets</i>	<i>206-631-9656</i>
<i>Brad Richards, Director- Contact Center Operations</i>	<i>972-310-9173</i>
<i>Lisa Poste, Director - Client Relations</i>	<i>720-581-2909</i>
<i>Jason Brown, AD Project Management</i>	<i>972-989-3554</i>

Last, we greatly appreciate the invitation to join and participate in the most recent council meeting. It was extremely helpful to hear the concerns expressed and allow us to the opportunity to address questions. If there is any additional information or questions that arise, please do not hesitate reaching out

*Kind Regards,
Andrian*

Budget Season is Fast Approaching

City Hall

We recently had a demonstration for a new financial software system. Our current system is outdated and does not “speak” to other necessary programs in the city. City Hall staff has been researching options that will integrate well into current processes. As we move through the research process, we will present the options to city council. If a software is approved, it will be budgeted into the 2024 budget.

Speaking of budgets, our city administrator, Peter Boyce, has begun the task of looking into 2024 and starting the budget process. Once all departments have presented a budget, it will be analyzed by myself and Mr. Boyce. Each year we meticulously analyze items requested from each department that are in addition to normal operating expenses. In fact, since Mr. Boyce has joined us in 2016, he has delivered seven balanced budgets to city council. Before the addition of a city administrator, balanced budgets were not a normal occurrence. Mr. Boyce continues to be an asset to the administration and citizens of Woodland.

As the first mayor to take advantage of a professional manager, I couldn't be more pleased with the direction we have been able to go due to the employment of a city administrator. The City of Woodland has never had a professional assisting the mayor in daily operations. The hiring of a city administrator was directed by city council during the 2015 budgeting process, the year before I was first elected. I am grateful for the progressive thinking of city council at the time.

Special Thanks

Citizen Outreach

I want to take a minute to send a special thanks to Mr. Willy Bowen. When Mr. Bowen first started coming to the council meetings, he had some stinging words and we butted heads. But I want him to know I heard what he said. He pointed out that we needed to do a better job communicating. Taking that to heart, I've got the team at city hall working hard on updating the website, creating information handouts, and making a point to engage the public as much as they can. This newsletter, our open houses, my town hall, and changes to how public testimony is taken during council meetings, all show that we are upping our game. I thank Willy for kicking up some dust in a positive and constructive manner.

Upcoming Events & Meeting Dates

City Council Meeting - July 17, 2023 at 7:00PM - 200 E Scott Ave

Planning Commission Meeting - July 20, 2023 - 200 E Scott Ave

Hot Summer Nights & Movies in the Park - July 21, 2023 at 5:30PM - Horseshoe Lake Park

Hot Summer Nights & Movies in the Park - July 28, 2023 at 5:30PM - Horseshoe Lake Park

[For a list of all of the events and meetings, visit our website to view the City Calendar.](#)