



**CARING • PROFESSIONAL • RESPONSIVE**

*These core values are common threads of character woven into our framework of public service – strands that connect us to the community and strengthen the fabric of Tukwila.*



**CARING**

**PROFESSIONAL**

**RESPONSIVE**

## OUR VISION

*TUKWILA –  
The city of opportunity,  
the community of choice.*

## OUR MISSION

*To provide superior services that support  
a safe, inviting and healthy environment  
for our residents, businesses and guests.*

## OUR VALUES

*As City of Tukwila employees, we have developed these values as  
our guiding principles to achieve the City's vision and mission.*

### CARING

*We support the diverse community we serve  
with compassion, empathy and kindness.*

### PROFESSIONAL

*We hold ourselves to the highest ethical standards  
and act with integrity and transparency.  
We are respectful and courteous with all.*

### RESPONSIVE

*We are timely and effective in the delivery of  
great customer service. We continually strive  
to find innovative ways to improve.*

# MAYORS'S WELCOME



Dear Friends,

2015 marked the end of an era for the City of Tukwila as Mayor Jim Haggerton retired at the end of the year. Mayor for eight years and a member of the City Council for 13 years, he began his work with the City as a six-year member of the Planning Commission. Mayor Haggerton's legacy in the City of Tukwila is vast – he ushered in the City's first Strategic Plan, oversaw our transition from an annual budget to a biennial one, and pushed through major construction projects such as the Klickitat interchange that significantly improved traffic coming into and out of the Southcenter area, the City's economic engine.



There were many highlights in Mayor Haggerton's final year in office that illustrate his effective leadership at City Hall, including:

- ❖ Multiple grants awarded to the City that assist in funding a wide-range of projects, from more streets and sidewalks in our residential neighborhoods to more police patrolling the City.
- ❖ An effective Community Connectors program that linked members of Tukwila's immigrant and refugee communities with City and regional safety institutions – such as the Fire Department, Valley Communications (911) and others – making them better prepared in a potential emergency;
- ❖ Multiple ribbon cuttings at projects both public – including the new regional transit center located in the Southcenter area – and private, illustrating Tukwila's good economic footing.
- ❖ Additional community surveys that had City staff going door to door in two neighborhoods, soliciting direct feedback and ideas from residents.
- ❖ Active participation in a number of regional, State and federal organizations and efforts, to broaden Tukwila's influence and ensure that issues affecting the City are addressed.

These examples provide only a small snapshot of Mayor Haggerton's accomplishments in 2015 and his eight years in that office. As the new mayor of Tukwila, I am very fortunate to assume this position following his tenure and to start from such a position of strength thanks to his leadership. In the coming years we will continue our work to improve the City and the experience for residents, businesses and guests, and we shall build those enhancements on top of the great foundation that Mayor Haggerton left us.

I hope you will enjoy reading through the City's 2015 Annual Report.

Sincerely,

Allan Ekberg  
Mayor, City of Tukwila

# DEMONSTRATING OUR VALUES

## CARING

Staff from the **Municipal Court** prepared packages of food, bus passes, and cold weather clothing items to provide to homeless defendants upon release from jail.

**Human Services** staff facilitated the City's response to the return of Tent City 3, which has been hosted in Tukwila previously without incident. Cross-departmental meetings were held to proactively address potential concerns. Close coordination with clergy and other representatives ensured another smooth transition for Tent City 3 and the Tukwila community.

**Finance** staff spearheaded a project associated with compensating jurors and witnesses attending Municipal Court. The object: to streamline the process, reducing the paperwork and resources needed, and to eliminate the potential for unclaimed property, which requires significant paperwork to the State. By the end of 2015, the Department had implemented a new program that allows jurors and witnesses to be paid in cash on their day of service, and gives them the opportunity to donate their fees to the Tukwila Pantry. Thus far, each trial date has seen jurors or witnesses choose to donate to this nonprofit providing food assistance for many Tukwila families.

2015 saw an increase in homeless members of our community utilizing City resources, including Tukwila's Community Center (TCC). Positive interactions between **Parks and Recreation** staff and these individuals include a single mom and her two young daughters, who utilized the showers at TCC to prepare for school for the kids and job hunting for the mom. Parks staff helped the family secure needed toiletries, brought in stuffed animals and toys for the children, and gently used clothing. This mother often expressed her appreciation for the safe environment at TCC and the amazing kindness shown by the staff.



**Tukwila Firefighters** keenly understand that warm coats are a must-have in our inclement weather. In 2015, spearheaded by a firefighter and with donations from colleagues and the union, Operation Warm was able to purchase a warm winter coat for every kindergarten student attending Thorndyke Elementary.

With facility in other languages beyond English, **Municipal Court** staff often provide Spanish and Vietnamese translation for court clients. Court staff also assist other City staff with translation assistance when residents walk in to City Hall looking for assistance with services.

**Department of Community Development** staff was recognized by one of the City's vendors for going above and beyond on a daily basis. "I deal with a lot of cities and it would be fabulous if they were all as helpful as you! You get a gold star in my book!"

Through quick thinking and a commitment to teamwork, members of the **Tukwila Fire Department** saved the lives of firefighters in two neighboring departments when responding to an incident on the Cedar River.

## RESPONSIVE

RESPONSIVE

PROFESSIONAL

CARING

## PROFESSIONAL

After the **Police Department** reported a break-in at a vacant structure on Tukwila International Boulevard that could have become a magnet for unwanted activity, **Public Works** was asked to secure the facility. Within two hours, staff had customized plywood entrance barriers, removed debris, and completely secured the vacant structure.

**Technology Services** staff were recognized for the critical role that the Department plays in ensuring the City is compliant with the Public Records Act, thereby reducing its risk exposure. Technology Services staff is key to ensuring that the public has access to records, as well as minimizing the resources needed to retrieve records internally.



An out-of-town, disabled, nearly homeless person was dropped off in the lobby of the **Police Department** one afternoon. A multi-division team effort combined problem solving and brainstorming to attend to the needs of this guest and provide him with a way to return to his home.

A thorough review of a business license application for an event revealed that the applicant was planning to host a large and unauthorized marijuana-related event in Tukwila. Not only did **Finance** flag the issue for the **Mayor's Office** and **Tukwila Police Department**, but it also went back to revise future applications, requiring business owners to provide information on whether marijuana would be used or sold on the premises.

A resident reached out to the City about a downed tree that had fallen across his driveway, making it impossible for him to drive in or out of his property. Unemployed, he had no means to remove the tree himself. With his vehicle stuck inside the driveway, continuing his job search would be significantly hampered without a car. **Public Works** staff quickly agreed they needed to help. The streets team brought out the chainsaws and cut up the ivy-covered snag. Later, a backhoe was brought in to move the heavy logs out of the driveway, giving the resident vehicular access to his home for the first time in days.

**Human Resources** staff relentlessly ensured that an unprecedented request from a resident was answered within one day.



After receiving feedback from users and other stakeholders, the **Parks and Recreation Department** reformatted the City's Activities Guide, making it easier to find programs and activities. The guide also features a revised parks and facilities map with more user-friendly features.

The McMicken neighborhood became the focus of the **Department of Community Development** and the **Police Department** in 2015. Several properties were cleaned up as a result of complaints and concerns raised by community members. The City has received many positive responses from neighbors in the area due to the proactive effort in this neighborhood.

# SNAPSHOTS OF 2015

## COMMUNITY ENGAGEMENT OF A SPECIAL NATURE

When Tukwila Police were called to check out noise in an apartment stairwell, what they found was a large group of kids ages 8–13, who were avoiding the windy weather as they had fun throwing their paper airplane creations. Striking up a conversation, the officers challenged the kids to a future contest and – three days later – returned to find all of the kids ready to go. The parking lot competition drew eager contestants, along with interested parents and spectators who enjoyed the activity.



The contest results were best described in an email from a participating Tukwila police officer who announced that the kids “legitimately beat us – badly. Our airplanes sucked, and they had three kids in particular who made things that were truly amazing – like to the point that they flew onto the roof of the complex.”



The officers offered their sincere congratulations to the winning team. This is just one small example of the proactive community engagement displayed regularly by members of the Tukwila Police Department.

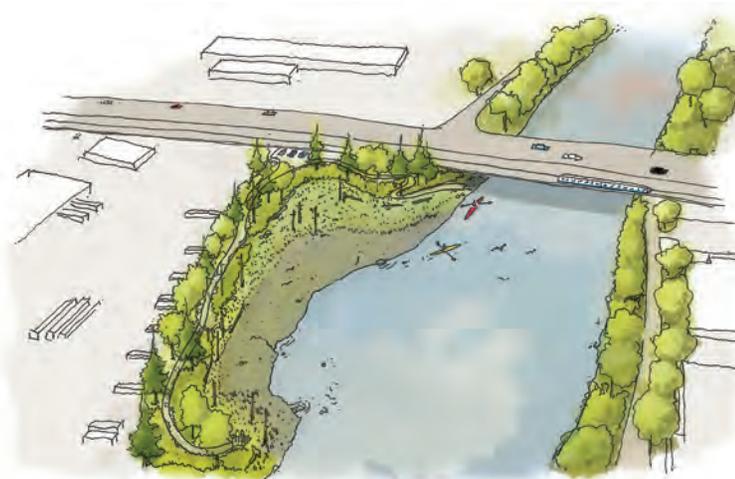
## DUWAMISH GARDENS

Construction began in 2015 on the Duwamish Gardens Habitat Restoration Project located on the north bank of the Duwamish River at East Marginal Way South. The old farmhouse and several other buildings were removed and a mass excavation followed, to connect the site with the Duwamish River and create nearly two acres of off-channel habitat for salmon and wildlife.

Temporarily suspended in October, construction will resume in April 2016 with completion anticipated in the fall. The completed Duwamish Gardens project will be a City park featuring walking paths, viewpoints of the river, a gathering area and a hand-carry boat launch. There will also be interpretive signage and art relating to Native American and settlers’ use of the river. The project will also include parking for five cars and rain gardens that will collect and treat stormwater from the parking lot and overhead Sound Transit Central Link Light rail.

The Duwamish Gardens Project has been funded by State grants, King County Conservation Futures, King Conservation District, King County Flood Control District, and City funding.

North of Duwamish Gardens is a future habitat site, Chinook Winds. King County purchased the Riverside Residence Inn and is scheduled to demolish the structures in 2016. It is anticipated that the City will take ownership of the property and participate in project development.



## TUKWILA'S COMPREHENSIVE PLAN

The updated Comprehensive Plan, adopted in October 2015, was the result of a four-year effort led by Planning Division staff with assistance from other divisions and departments. Staff reached out to the entire community through: open houses and visits at a variety of locations; public work sessions, meetings and hearings before the Planning Commission and City Council; email and postal mail; community events such as *Touch-a-Truck* and *See You at the Park*; frequent articles in the Tukwila Reporter and Hazelnut; a dedicated web page; online surveys, on-site and phone interviews with Tukwila businesses; and a Tree Advisory Committee. With the help from Community Connectors, DCD staff engaged the public in Somali, Spanish, Amharic, Burmese, Tinigra and Arabic, as well as English, in an effort to hear from many voices.



The 20-year Comprehensive Plan carries out not only land use goals and policies but also key elements of the City's Strategic Plan. The Comprehensive Plan helps guide actions that will have a significant positive impact on the City's future. The demographics and economics of Tukwila have dramatically changed in the 20 years since the first Comprehensive Plan in 1995. The 2015 Plan continues the original vision while reflecting the community's shifting circumstances and aspirations for the future.

## SEE YOU IN THE PARK

At neighborhood parks throughout the City, Tukwila's Parks Department hosted a series of events called "See You in the Park." On four Wednesday evenings during July and on National Night Out, over 750 neighbors joined City staff members and elected officials for a free barbecue and an opportunity to share their priorities for Tukwila's parks. The Tukwila Fire Department administered free blood pressure testing, members of the Tukwila Police Department's Community Policing Team played badminton and other games with young people (and were often defeated by them), and staff shared information on important upcoming issues, such as the City's Comprehensive Plan update.

These City-sponsored events enabled the Parks Department to get more direct feedback from park users, forge relationships between residents and Parks staff, and foster neighborhood "ownership" of these important assets. Overall, the feedback received by the City indicated that neighbors are generally pleased with the maintenance and cleanliness of Tukwila's residential parks. These facilities are well-loved and used, and there was significant enthusiasm for the various "See You in the Park" events.

Neighbors also provided a number of ideas and suggestions for improving neighborhood parks, including the need for more swings, drinking fountains, and park-based community events. Ideas specific to certain parks were also offered, such as converting parts of Crestview and Duwamish parks into off-leash areas. Riverton neighbors shared thoughts on redirecting the trail so that it does not go through the barbecue shelter. They also requested that staff look into adding beehives to enhance Gully Gardens. Neighbors around Duwamish Park were interested in having a food forest or community garden constructed there.

The "See You in the Park" events serve as great reference points for future planning by the Department, enabling Parks staff to better understand each individual park and its users, and how to best provide continued support. Over 160 people shared contact information with Parks staff, who will follow up and make direct connections with these neighbors.

These get-togethers proved to be a positive way for City staff to hear directly from parks users and neighbors.



# MAYOR'S OFFICE

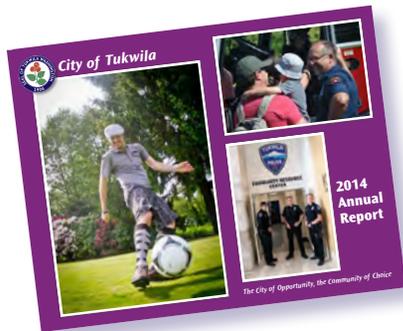
RESPONSIVE

In 2015 the Mayor's Office was comprised of seven different divisions: Administration, the City Attorney's Office, the City Clerk's Office, Communications, Economic Development, Human Services, and Tourism. Beginning in 2016, Tourism has become part of a new public development authority.

Throughout the year *Administration* continued to cultivate important partnerships through meetings with federal representatives in Washington DC, as well as State and regional representatives.

The *City Attorney's Office* secured injunctions to shut down two illegal marijuana collective gardens operating within the City. The City Prosecutor filed close to 2,000 misdemeanor charges in Tukwila Municipal Court. Additionally, the City Attorney, in conjunction with the City Clerk's Office, went through a Lean process improvement project, addressing the City's public records process to enable efficient and consistent responses.

Staff from the *City Clerk's Office* participated in a regional collaboration with city and State agencies to update the State Records Retention Schedule for law enforcement agencies; created a training video for elected officials and members of City Boards and Commissions to meet the requirements of the Open Government Training Act; and participated in the City's neighborhood canvassing efforts, National Night Out event and "Spirit of Giving" campaign.



*Economic Development* saw revitalization continue along Tukwila International Boulevard with the purchase of Sam's Smoke Shop in September. The Division facilitated and completed the bid process for demolition of the four City-owned motels and smoke shop, scheduled for the first quarter of 2016.

The City completed the vacation of 41st Avenue and consolidated the parcels north of South 144th Street as part of the Tukwila Village project. Tukwila Village Development Associates began grading and installing storm water systems and other underground infrastructure. The City sold a portion of the Tukwila Village land to the King County Library System.

Construction began on Washington Place, a 19-story hotel/residential development at 223 Andover Park East. This project will be the first residential high-rise in Tukwila's Southcenter District and the tallest building between Seattle and Tacoma.

The *Communications Division* performed research, logistics and design work in preparation for the City's first website update in eight years, collaborating with City departments on content for the early 2016 launch. Other communications vehicles aimed at improved delivery of information to the community included the publication of Tukwila's first Annual Report; the return of the long-established *Hazelnut* newsletter; and creation of a Mayoral Transition Book designed as a comprehensive resource for newly-elected officials. The Division spearheaded the City's neighborhood canvass efforts in McMicken Heights and the multi-family neighborhood around South 152nd Street.

PROFESSIONAL

CARING

The *Human Services Division* continued to provide same-day response to requests for social and health services. Walk-in and phone requests from homeless individuals and families seeking resource and referral information – as well as gift cards, emergency food bags, hygiene supplies and other items – increased about 70% from the previous year.



The City provided housing repair services entailing 93 hours of service for 20 households. Staff partnered with the Union Gospel Mission to pilot a summer mobile lunch program, providing lunches for students and families who could not access existing site-based programs.

The major focus of the Seattle Southside Visitor Services *Tourism Division* was the transition from a City department to the new Public Development Authority, effective January 1, 2016.



## Spotlight on Community Connectors

In support of the City's focus on safety, the Community Connector Program – a partnership between the City of Tukwila, Global to Local, and Forterra – collaborated to bring important safety information to historically under-reached communities. This project engaged residents in meaningful conversations about the specifics of safety concerns, culminating in a successful community event during October. In addition to the safety focus, the City provided the Connectors with enhanced leadership development to build skills for their continuing work with the program. They were involved in planning and preparation for the safety event, provided written and verbal testimony to City Council regarding the Comprehensive Plan policies, and facilitated discussions.



## 2015 Notable Numbers

# 1,819

calls for assistance received by Human Services staff

# 300+

Court defendants sent through newly-created pre-filing diversion program

# 10,000

square feet in new King County Library located in Tukwila Village, to be completed in late 2016

# CITY COUNCIL

Serving terms of four years, the Tukwila City Council is a diverse group of seven dedicated civic leaders elected by and representing the people of Tukwila. As the legislative branch of Tukwila City government, the role of the City Council is to direct policy via passage of legislation, adoption of the biennial budget, approval of comprehensive plans and capital improvement programs, and other responsibilities set forth by State law. Councilmembers also represent the City in numerous types of intergovernmental affairs; they actively participate in multiple regional boards and committees, and they communicate Tukwila's issues and needs to State and federal legislators.



Councilmembers participate in four standing committees that meet bi-monthly: Transportation, Community Affairs & Parks, Utilities, and Finance & Safety. Committee of the Whole meetings, held the second and fourth Mondays at 7:00PM, are work sessions that provide an opportunity to further discuss and consider business of the City. Final Council action is taken at its Regular meetings, which are held on the first and third Mondays of each month at 7:00PM. Additional ad-hoc committees and subject-specific work sessions are scheduled throughout the year.



Councilmembers value input from the City's residents and businesses, and the public is welcome at all meetings. For more information about the City Council and its work and activities, please visit [TukwilaWA.gov/council/council.html](http://TukwilaWA.gov/council/council.html).

2015 represented a very busy year for the Councilmembers as they dealt with many challenging issues with significant short- and long-term impacts to the community. Review of the Facilities Needs Assessment and Feasibility Study continued throughout the year, as did the City's in-depth exploration of the potential to annex into the Kent Regional Fire Authority. Both of those efforts involved official steering committees that included representation from Council. In October, the Council adopted the remaining elements of the Comprehensive Plan Update, which Housing, Tukwila International Boulevard District, and Residential Neighborhoods. This was the rewarding culmination of a multiyear effort including significant and innovative community outreach and feedback.

In 2015 the Council continued its effective partnership with the Tukwila School District, including meeting jointly with the School Board, helping plan for the 2016 bond measure, interacting with students, and collaborating to engage District families in the November municipal elections. All Councilmembers remained active in training and networking opportunities via organizations such as Sound Cities Association, Association of Washington Cities, and National League of Cities.

## COMMUNITY ENGAGEMENT

### *Town Hall*

In June, under the leadership of Council President Kate Kruller, the City Council hosted a "Town Hall" event where community members were invited to share anything on their minds regarding the City. The event was hosted at the Church by the Side of the Road, and also included a special guest speaker. Mike Lydon, Principal of the Street Plans Collective and author of "Tactical Urbanism," shared a presentation on innovative and low-cost strategies to address matters of municipal infrastructure and design.

### *Council Chats*

In an effort to reach more areas of the City, 2015 found Councilmembers taking their regular monthly Council Chats out into new venues. Locations included the Foster Library, Fire Station 51, both Police Resource Centers (at Westfield Southcenter and on Tukwila International Boulevard), the Community Center, and even a walking chat on the trails of the Duwamish River.

## Spotlight on Tukwila's Veteran's Day Event

On November 10, 2015, Councilmember Joe Duffie hosted an event at the Tukwila Community Center to honor veterans that work and live in Tukwila. The program featured remarks from a variety of distinguished guests, a reading of "In Flanders Fields," a performance of "O America," a color guard, and a performance of "Taps" by youth from the community. The event was well attended and will be restaged in future years.



## 2015 COUNCIL

### Committee assignments



#### Joe Duffie

*Chair, Transportation Committee  
Member, Finance & Safety Committee  
Joe.Duffie@TukwilaWA.gov*



#### Allan Ekberg

*Member, Transportation Committee  
Member, Community Affairs & Parks Committee  
Allan.Ekberg@TukwilaWA.gov*



#### Kathy Hougardy

*Chair, Finance & Safety Committee  
Member, Transportation Committee  
Kathy.Hougardy@TukwilaWA.gov*

#### De'Sean Quinn

*Member, Finance & Safety Committee  
Member, Utilities Committee  
DeSean.Quinn@TukwilaWA.gov*



#### Kate Kruller

*2015 Council President  
Kate.Kruller@TukwilaWA.gov*



#### Dennis Robertson

*Chair, Utilities Committee  
Member, Community Affairs & Parks Committee  
Dennis.Robertson@TukwilaWA.gov*



#### Verna Seal

*Chair, Community Affairs & Parks Committee  
Member, Utilities Committee  
Verna.Seal@TukwilaWA.gov*



## 2015 Notable Numbers

# 23

*Committee of the Whole meetings*

# 20

*Special meetings/ work sessions/ joint meetings*

# 85

*Council Committee meetings*

# 29

*Boards, commissions and committees with Councilmember participation*

# 23

*Regular Council meetings*

# PARKS AND RECREATION

RESPONSIVE

The quality of life for those that live, work, and play in Tukwila was enhanced through the City's recreation programs, special events, golf activities and park places. Many people took advantage of the combined fitness pass that allows a person to participate in a variety of fitness classes at one reasonable rate. More than 13,000 people participated in City of Tukwila special events in 2015. The Department saw record numbers at Foster Golf Links for golf, Foot Golf, player development and visitors to Billy Baroo's restaurant. On the maintenance and development side of things, Park staff reviewed current practices and developed a set of service levels for the park and trail system. Duwamish Hill Preserve Phase 2 was designed and construction begun; and in an effort to connect residents to their neighborhood parks, the Parks crew hosted five informal meet and greet gatherings called See You in the Park.

Special event participation was incredible in 2015, particularly with participation in two key events. Our annual Touch-A-Truck Safety and Emergency Preparedness Fair changed the location (moving to Westfield Southcenter's south parking lot), which expanded the space to accommodate more vehicles, exhibitors and event visitors. Another notable event was the annual Tukwila Kids Festival, held at Cascade View Community Park. This year's event included the Camp Tukwilly annual talent show as the main entertainment and was a huge draw for local families.



PROFESSIONAL



The Rental Office at the Community Center coordinated use and provided gathering spaces for 1,836 events that covered 9,288 hours of use at the Center, plus 118 shelter and 155 field reservations. This represents a 10% increase of use from 2014, which has allowed us to re-implement an equipment replacement plan at the Community Center.



The Tukwila Learning Center (TLC) preschool program has been a great success during its second year of classes, fostering a great learning environment for all students and families. This year the TLC preschool program was able to add a third class. The program offers a 3-year-old class, 4-year-old class, and a 3 and 4-year-old afternoon split class to accommodate the high demand for early childhood education. Total enrollment for these classes is 52 students, 34 of which are Tukwila residents, and the makeup of these classes represents the Tukwila's diverse population.

In 2015, Senior Adult Programs had 1,106 senior sign-ups to participate in various educational tours, cultural experiences and social events. Also offered were three extended trips to Ireland, Washington D.C., and a musical tour to Nashville, Memphis, and New Orleans. The Tukwila Trailer's women's hiking group – with ages ranging between 50 and 87 years – hiked over 150 miles. The Meals on Wheels program in Tukwila served 23 clients this year and delivered over 6,500 meals to home-bound senior adults 60 years of age or older.

CARING

The staff at Foster Golf Links used multiple opportunities to enhance customer engagement. Special events – like the New Year’s Day Cross Country Tournament, League Cup tournament, Ron Hadford Senior Open, Moonlight Classic and Caddyshack Night – drew many participants to the course. Instructional opportunities included the Get Golf Ready program, bi-weekly instructional clinics, and working with Foster High School to support our commitment to Junior Golf. Over 51,000 rounds were played in 2015 which represents a 7.5% growth over 2014, and is the most rounds and revenue Foster has recorded since 2009.



More than 1,249 volunteers contributed 8,554 volunteer hours working throughout Tukwila in 2015. Volunteer projects included restoration work at Codiga Park, Duwamish Hill Preserve, and the Shoreline Restoration along the Duwamish River. Community volunteers also assisted in Tukwila’s youth basketball league, community special events, and the senior Meals on Wheels program. And in December, 63 volunteers contributed more than 200 hours of volunteer service providing holiday help to local families in need at our annual Spirit of Giving distribution event.



## Spotlight on Assisting those in need

The Tukwila Community Center has seen a huge increase in homeless population usage this past year. Staff has observed several regulars who spend most of their days in the lobby and on the campus. One employee, Kirstin May, in particular has been more than caring and responsive with many of these individuals and has truly made an impact in their lives. Because of Kirstin May’s consistent morning schedule at the front desk, she is able to build a relationship with many of these individuals. In one particular situation, a client came to TCC and handed the front desk staff a note saying he needed help and to please call 911 as he was going to kill himself (he was unable to speak because of throat cancer). Staff alerted the police who responded right away, assisting him in getting the immediate help he needed. The client came back to TCC the next week to thank the staff for helping him. Kirstin went above and beyond to help the client – including assisting him with applying for his social security card, making medical appointments, finding temporary housing, and securing basic necessities such as clothing, toiletries, and food.



## 2015 Notable Numbers

AFTER FIRST FULL YEAR OF SILVER SNEAKERS PROGRAM:

**104**

Silver Sneakers  
pass holders

**16**

activity offerings  
per week

**1,665**

Silver Sneakers  
member visits

# FIRE

RESPONSIVE

In simple terms, the Fire Department exists to protect and save lives, property and environment. Every action should contribute to this concept or philosophy. How exactly does that happen? The Suppression Division responds to a wide variety of emergencies, doing so 5,549 times in 2015. It brought the equipment, training and preparedness to provide critical services in emergencies. Two major acquisitions in 2015 placed state-of-the-art defibrillators and thermal-imaging cameras in the hands of Tukwila's responders.

Of course, getting these responders from the station to an emergency's doorstep requires even more support from behind the scenes. The Division spent thousands of hours training and preparing equipment. Training is a critical component of response, and Tukwila's training officers are assigned to the South King County Fire Training Consortium. The consortium is responsible for providing hundreds of hours of training to several hundred regional firefighters on an annual basis. Providing this training on a regional basis allows participating fire departments to significantly stretch training dollars.

The Fire Marshal's Office oversees compliance with the International Fire Code and Tukwila Municipal Code as related to fire safety. New buildings and remodeled buildings must be constructed to provide required safety features for the occupants, and for firefighters responding to emergencies. Existing buildings and occupancies must be monitored for the continued compliance with these governing codes. Large projects began to impact the division in 2015, and strategies are being considered for the maintenance of a very community-oriented approach to customer service.



The City of Tukwila Emergency Management Division resides within the Tukwila Fire Department. This division serves the Department, fellow City departments and the community through preparedness and training. First aid, CPR, defibrillator, fire extinguisher and CERT training are all coordinated through the Division. All disaster-related response plans are managed and updated by the Division, which coordinates all training in the National Incident Management System. In 2015 the Division gained valuable experience by assisting Okanogan County during an extremely trying wildfire season.

The Department continued support and sponsorship of the regional Zone 3 Fire Explorer Post. Department members serve as advisors for this group. Several of the past Tukwila Fire Explorers have embarked upon successful professional careers related to emergency services. Firefighters, paramedics and nurses are among those who have participated in this program.

The Department participated in the Regional Fire Authority Exploratory Process and in the RFA Steering Committee Process during 2015. A significant amount of time and energy was devoted to this subject, as the Department seeks to determine the most efficient and cost-effective ways to deliver future services to the community. The Steering Committee concluded its official work with a recommendation to the Tukwila City Council that the Department annex into the Kent Fire Department Regional Fire Authority. This discussion will continue into 2016.

**2015 Notable Numbers**

**5,549**  
calls for service

**68**  
percentage of calls related to emergency medical services

**35**  
CERT students certified

**612**  
business fire inspections performed, with 347 reinspections

**32**  
percentage of calls related to fire or other responses

**\$4,617.56**  
average loss in assessed value per fire incident

CARING

PROFESSIONAL

## Spotlight on Tukwila lending a hand

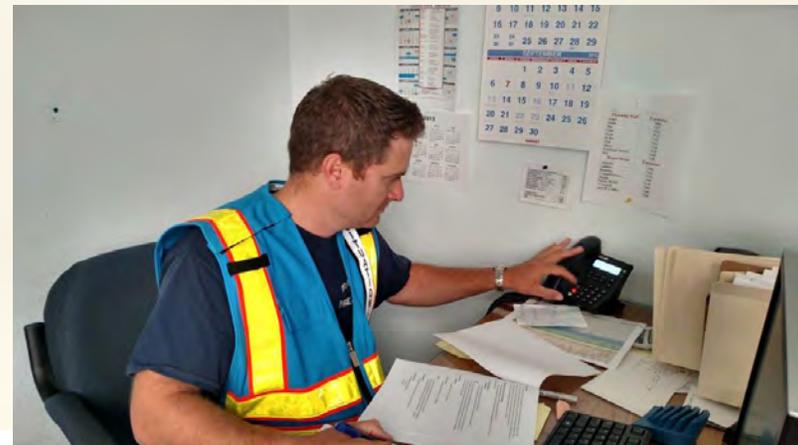
As the wildfire in Okanogan County began to spread, the City of Tukwila was one of the first agencies to provide staffing assistance. On Saturday, August 15, Emergency Management Specialist Raejean Kreel deployed to Okanogan County to serve as the Operations Section Chief in the Emergency Operations Center (EOC). Later, as more resources were deployed from other agencies, she transitioned to Deputy Section Chief. Charged with keeping the EOC aware of the situation and tracking the fire movement, Raejean worked the 12 hour day shift for over a week.



The City of Tukwila has a history of assisting other agencies and, like many of our counterparts throughout the Northwest, is proud to serve our neighbors during emergencies. Tukwila deployed multiple personnel and equipment to the assist with rescue and recovery during the Oso landslide last year, and is an active member in a number of mutual aid relationships in the region.



Two days after Raejean's deployment, Tukwila's Emergency Manager Marty Grisham joined her at the Okanogan EOC to serve as the Deputy EOC Manager. As fate would have it, the Okanogan Emergency Manager's daughter was getting married, and Marty shadowed him for two days to better understand their process. When the Okanogan Emergency Manager left for his prior commitment, Marty became the Okanogan Interim Emergency Manager for those four days. In addition, Firefighter Patrick Smith was deployed to assist in the EOC and eventually became the Situation Unit Leader for the EOC.



# POLICE

RESPONSIVE

In 2015 the Police Department continued to focus on its overall Strategic Plan goals. Taking precedence were two of the priorities most important to Tukwila residents and therefore to the Department: decreasing incidents of property crime in residential neighborhoods, and decreasing violent crime along the TIB corridor.

A Property Crime Reduction Initiative focused on residential neighborhoods. Emphasis patrols providing neighborhood visibility and engagement were led by the Community Police Team (CPT) with full departmental support. Working with the PD Patrol Division, PD Crime Analyst, Code Enforcement, the Parks Department and the City of SeaTac, the Department used the community team approach, focusing efforts to mitigate many McMicken Heights-area challenges: marijuana grow houses, stolen vehicles, illegally parked cars, illegal dumping and drug hangouts.

Through multiple community meetings, Sergeant Mettlin and the CPT led an intense communication and education campaign centered on providing solutions to the neighborhood problems. The results were a true testament to positive outcomes that come from working together with the community to solve problems.

The strategy for decreasing violent crime along the TIB corridor was to capitalize on the continuing momentum gained after the 2013 seizures of the crime-ridden motels. One year later, 2014 crime data showed significant decreases in violent crime and property crime in the area. During 2015, significant efforts were made in the form of targeted emphasis patrols to increase visibility and curb gang activity at hot spots such as the Light Rail Station and areas along TIB between South 152nd and South 148th Streets. The result: another year of positive impacts, with a significant decrease in violent crime and another decrease in residential property crime compared to 2014.



## 2015 Notable Numbers

**28%**

decrease from 2014  
in recorded robberies (62)  
15-year low number  
39% lower than 4 years ago

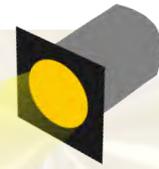
**10**-YEAR LOW

number of residential  
burglaries (92)  
5% decrease from 2014  
56% lower than 5 years ago

CARING

PROFESSIONAL

## Spotlight on Community Outreach



Tukwila is one of the most diverse cities in the country. Many refugees who are continually arriving in Tukwila have little or no language skills and often have few resources. The Police Department has been working with immigrant and refugee populations to build relationships of trust and cooperation between the community and the police department. The task of community outreach started mostly in the Somali population, but is to be expanded to all communities in the city.

Because of mistreatment from police in their home countries as well as in refugee camps, there is a mistrust of government in general and law enforcement officials in particular. Immigrant and refugee community leaders have expressed the desire to have regular contact with the Police Department during casual, non-emergency situations in order to decrease fear and mistrust of the police. This led to the need for full time community outreach efforts.

A COPS grant for two Community Liaison Officers was obtained and approved by the City Council. These officers will work with our refugee and immigrant communities to build trust, communication and increase safety within those populations and our city as a whole. This will be accomplished through partnerships with community organizations, athletic and youth programs, and immigrant/refugee education programs to bridge the gap between the diverse Tukwila community and the Police Department. This year, the Police Department has been working with organizations such as Companion Athletics and the Abu Bakr Islamic Center to strengthen these relationships.

As the Community Liaison Officers are hired and trained in 2016, the relationships with the community will be expanded and strengthened. These officers will work to further the department's mission "to improve the quality of life for all through community partnerships and problem solving to promote safe, secure neighborhoods."

# PUBLIC WORKS

During 2015 Tukwila's Public Works Department completed the annual Overlay and Repair Project pavement improvements which were made at seven different locations throughout the City, as well as a portion of the parking lot at Fort Dent Park. Storm Drainage Program repairs were made at Longacres Way South, 34th Place South, 51st Avenue South, and Gilliam Creek at Tukwila Parkway and Andover Park East. A ribbon cutting was held on June 29, officially opening the Tukwila Transit Center and Andover Park West Street Improvement Project.



Public Works' workload for 2015 included extensive design work for projects scheduled to begin construction in 2016, including the Boeing Access Road Bridge Rehabilitation; the Tukwila Urban Center Pedestrian/Bicycle Bridge over the Green River; and major maintenance to three bridges in the City: the Frank Zepp Bridge (South 180th Street), the Grady Way Bridge (shared with Renton) and the Beacon Avenue South Bridge.

Also slated to start construction in 2016, preliminary work was done for water main replacement on 58th Avenue South, between South 142nd and South 144th Streets, and upgrades to water infrastructure on Macadam Road between South 144th Street and Southcenter Boulevard.

Design proceeded for scheduled street projects, which include frontage and roadway improvements next to Tukwila Village on South 144th Street from 42nd Avenue South to Tukwila International Boulevard; construction along 42nd Avenue South between Southcenter Boulevard and South 160th Street; improvements to 53rd Avenue South between South 137th and South 144th Streets; and 42nd Avenue South/Allentown roadside barriers, which includes new timber guardrails along the Duwamish River.

## Spotlight on Interurban Avenue South

2015 saw construction underway on Interurban Avenue South. This large street improvement project includes 4,065 linear feet of street improvements within the right-of-way on Interurban Avenue South, from South 143rd Street to Fort Dent Way. Improvements include constructing curbs, gutters, sidewalks, driveways, retaining walls, installation of storm drainage structures and pipes, new water main, hot mix asphalt paving, overlay and pavement repair, landscaping, illumination, signal modifications, fiber optic, irrigation, restoration, channelization and new roadway medians. The \$11 million Interurban Avenue South Street Improvement Project is funded with federal and State grants, development fees, and City dollars. Final paving, landscaping and property restoration are scheduled for completion in spring 2016.



### 2015 Notable Numbers

# 300

trash tires picked up from City rights-of-way

# 492

City fire hydrants inspected

# 2,100

feet of storm pipe installed in Allentown

# 18,727

feet of surface water pipe jetted/root cut

# 5,000

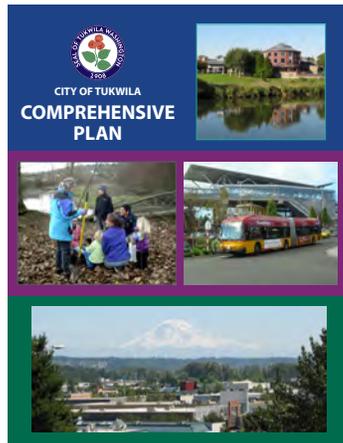
feet of sewer mains video inspected

# COMMUNITY DEVELOPMENT

RESPONSIVE

The Department of Community Development (DCD) consists of three divisions – Planning Community Services, Building, and the Permit Center. Department staff includes city planners, building inspectors, plans examiners, permit technicians, code enforcement officers, an urban environmentalist, and one grant-supported Commute Trip Reduction specialist. DCD also manages the City’s recycling program, which is supported by a King County grant.

In 2015 the Tukwila Commute Trip Reduction Program was granted \$536,000 over three years to develop and implement trip-reduction programs, which will enable DCD to improve and expand services provided to businesses and the public. This grant will allow for partnerships with Hopelink to increase awareness and use of the Orca Lift reduced fare card, as well as enhancing assistance to businesses by providing additional transportation training and incentives.



The multi-year team effort to update Tukwila’s Comprehensive Plan concluded in October with the Council’s adoption of the rewritten and reformatted Plan. It was a great opportunity to increase dialog with our residents and business community and to lay the groundwork for future success.

During 2015 the Permit Center issued 1,689 construction permits for a total construction valuation of \$190,037,780. Compared to 2014, this was actually fewer permits but more than double the valuation due to the larger projects.



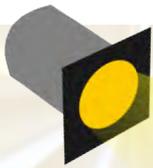
Notable projects include Tukwila’s first high-rise, the 19-story Washington Place apartment and hotel tower with a four-story aboveground parking garage. Tukwila Village and the new 10,000-square foot King County Library – located on Tukwila International Boulevard at 144th Street – completed the plan review process in 2015. This project features the City’s first five-over-one type buildings (five-story wood frame over one concrete story). Also under construction is the Museum of Flight Airpark, a 400,000+ square-foot structure to display the museum’s large and small aircraft. DCD also issued 38 new single-family dwelling permits, up from 17 last year.



Tukwila’s Southcenter Subarea Plan was recognized with a Governor’s *Smart Choices Award* for fostering development of a high-density, regionally-oriented, mixed-use center including housing. It was called a “very strong and realistic path to achieving status as an urban center” that was “accomplished thoughtfully and with great care and many reality checks, a mark of really good planning.”

CARING

PROFESSIONAL



## Spotlight on Tree Videos

In response to newly-adopted urban forestry goals and policies in the Comprehensive Plan, DCD staff, in partnership with the Washington State Department of Natural Resources (DNR), prepared two Tree Care videos for use by City staff and the general public. Each year DCD receives many calls from property owners concerned about trees with possible defects that could lead to tree failure. In addition, many code enforcement actions stem from improper tree pruning that can lead to the death of the tree. To help residents and business owners understand the importance of Tukwila's Urban Forest and how to provide proper care to the trees on their properties, information was provided in the form of two educational videos: *Proper Tree Pruning Techniques* and *Recognizing Tree Defects*. Prior to filming the videos, over 20 staff from the City, the Tukwila School District, and local apartment complex management attended two classroom sessions on these topics, ensuring that City professionals were up to date on the latest tree care science. Ben Thompson, DNR staff urban



forester and ISA certified arborist, taught the classes and served as the instructor for the videos. The videos are available to the general public via the City's website; search for "Urban Forestry."



**WHY  
CODE  
ENFORCEMENT?  
BECAUSE...**



# 2015 Notable Numbers

### CODE ENFORCEMENT

## 430

*cases opened*

## 371

*cases closed*

### RENTAL HOUSING PROGRAM

## 625

*rental housing  
licenses issued*

## 416

*rental units inspected  
(one of four zones  
each year)*

### CUSTOMER ASSISTANCE AT SERVICE COUNTER

	Customers served	Staff hours spent at counter
January	61	23.1
February	103	41.1
March	61	24.7
April	100	37.7
May	65	21.7
June	100	40.3
July	122	44.1
August	79	29.6
September	139	42.6
October	82	21.3
November	54	16.0
December	40	16.5
TOTAL	1,006	358.7
Monthly avg.	84	29.9

# MUNICIPAL COURT

RESPONSIVE

The Tukwila Municipal Court is a court of limited jurisdiction and has legal authority over very specific subject matter and types of cases. The court hears alleged law violations occurring within the City's boundaries. The maximum penalty for criminal charges filed in the court is 364 days in jail and a \$5,000 fine. The court schedules a variety of hearings when Tukwila Police or the City Attorney's Office files charges. Hearings held in the court include arraignments, pre-trial hearings, non-jury and jury trials, and traffic infraction disputes. The court also supervises related services including legal representation for indigent persons, probation, domestic violence orders, and interpreter services.

The Tukwila Municipal Court Judge is appointed by the Mayor and subject to confirmation by the City Council. Judge Kimberly Walden has presided over the Tukwila Court for the last 13 years.



Recognized as the standard-bearer for mid-sized courts, Tukwila's Court proudly serves the City. The Court sincerely embraces its mission:

*"Committed to providing the community with a fair, efficient and accessible venue for timely resolution of alleged law violations, in an atmosphere of mutual respect and dignity for all its employees and customers."*



In 2015, one way the Court adhered to its mission involved going the extra mile for homeless defendants, Court team members prepared packages of food, bus passes, and cold weather clothing items to provide for homeless defendants upon release from jail.

The *Court for Kids* program hosted the entire second grade of Tukwila Elementary in 2015, as well as two high school classes for a court lesson and mock trial. They also taught twelve sessions of Junior Achievement to fifth graders.

As a part of the Court's continuing effort to improve its entire operation, the leadership team explored how to identify the best qualities of successful private companies and translate them to public service. All members of the Court team took part in a comprehensive tour of Starbucks' corporate campus to learn about the company's values, business processes and customer service philosophy. The Tukwila Municipal Court is committed to ensuring that team members know they are valued and providing the best possible service to its customers.



CARING

PROFESSIONAL

## 2015 Notable Numbers

**6,000+**  
Court hearings held

**14,000+**  
Court hearing held

**\$200,000**  
approximate savings in jail costs  
through Jail Alternatives Program

**23**  
different language interpreters  
used in proceedings

### Spotlight on Mindy Breiner

Mindy Breiner, Tukwila Probation Director, developed two special courses offered in-house to deal with very real and significant problems facing our community. Like other communities, the Tukwila Municipal Court struggles with cases involving domestic violence (DV). Domestic violence perpetrator treatment programs are very costly (most of the court's offenders cannot afford this program) and typically regarded as ineffective. Determined to find a viable solution, Mindy attended training to become a DV MRT (Moral Reconciliation Therapy) instructor. MRT is a six-month cognitive-behavioral counseling program that combines education, group and individual counseling, and structured exercises designed to foster moral development in treatment-resistant clients. It is widely used in corrections institutions, parole settings and juvenile populations. Research has shown MRT results in significantly lower recidivism rates.

After receiving her certification, Mindy set up a weekly class held in the courtroom. The fee for the class is only \$75, which covers the cost of course materials. Indigent defendants may request a waiver of the fee. She published the availability of MRT to other local courts who responded with significant interest. The

sessions are interactive and heartfelt, and students are very engaged and enthusiastic.

Because of the success of her DV program, Mindy also recently received training certification for a class called *Alive at 25*. This is a survival course developed by the National Safety Council and designed to prevent the number one killer of teens – automobile crashes. The course is delivered in one 4.5 hour program that focuses on the behaviors, decision-making and risks facing young drivers each time they get behind the wheel. The Court plans to use this resource when teens and young adults have accumulated numerous tickets, major traffic infractions, or serious criminal driving offenses such as reckless driving or DUI.

Mindy's initiative and dedication to finding real workable solutions to problems experienced by the court's offender population is extraordinary and inspirational. Her commitment to helping offenders make positive changes and to protecting our community from further and potential harm is invaluable.



# HUMAN RESOURCES

Human Resources provides internal services to all City departments. The Department's efforts in 2015 were focused on furthering the City's fourth strategic plan goal of creating a high performing organization through mitigating risk management and enhancing employee safety. Approximately 320 City employees received anti-harassment training as part of the City's risk management strategy. In addition, the City's Accident Prevention Program was updated to reflect best practices in safety protocol and procedures. In October, HR Assistant Erika Eddins rolled out the program through presentations to the Public Works and Parks Maintenance employees.

The HR Department conducted a survey of senior and mid-level management in October 2015, to gather feedback on its service provided to internal departments and what could be done to improve these services. An HR Strategic Plan is currently being developed that will address strategies to meet improvement goals now and into the future.

Among the 2015 accomplishments of the Human Resources Department:

- ▶ Implementation of the updated Citywide Accident Prevention Program.
- ▶ Completion of mandatory anti-harassment training for 320 City employees.
- ▶ Adoption of revised vacation policy from an annual to monthly accrual system.
- ▶ Development of HR operations overview outlining core services, performance measures and planned operational improvements.
- ▶ Conducted first annual HR improvement survey of senior and mid-level managers.
- ▶ Held three promotional tests for Police Commander, Fire Battalion Chief and Police Sergeant.

Human Resources staff, a department of four, participates in or facilitates the following cross-department committees:

- ▶ TESHCOM Safety Committee
- ▶ Employee Orientation Ad Hoc Committee
- ▶ Non-Represented Compensation Committee
- ▶ Healthcare Committee
- ▶ Wellness Committee
- ▶ Employee Recognition Committee
- ▶ Communications Roundtable

## 2015 Notable Numbers

**30**

regular full-time & part-time job postings

**1,222**

applications received

**25**

employees hired

**25**

seasonal/temporary/extra labor job postings

**368**

applications received

**95**

employees hired

**5**

internship job postings

**90**

applications received

**5**

employees hired

*Note: Job posting can reflect multiple positions to be filled.*



### Spotlight on Community Event Participation

In April, HR Technician Brenda LaFleur participated in the Foster High School Career Day, where students could stop by and ask questions about the types of jobs and careers available to teens after high school. Additionally, the City created a questionnaire to gauge student interest in City internships and job shadowing opportunities designed for encouraging a future career in city government. The Human Resources Department also partnered with WorkSource to provide youth summer internships that were fully funded by King County. The Departments of Community Development, and Technology Services participated in this effort.

# TECHNOLOGY SERVICES

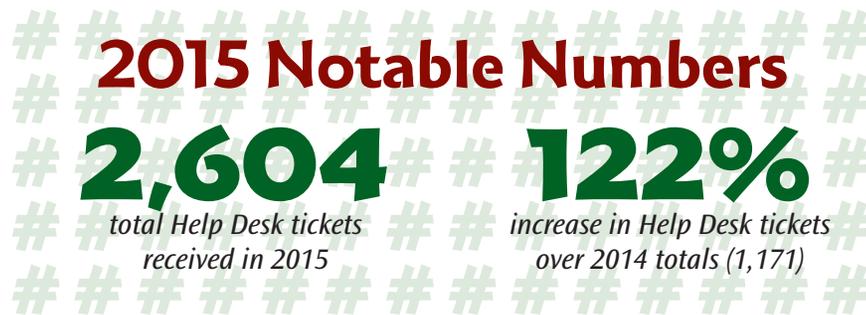
Technology Services (TS) is an internal service department that provides assistance throughout the City on technology-related operations, as well as promoting efficient usage and education of technology through special initiatives. Technology Services improvements and efforts increase the efficiency of other City departments that work directly with the public, ultimately enhancing the citizen's experience within the City.

During 2015, TS realized many goals. The team worked together to compile both an Operations Plan and Strategic Plan, and vastly expanded the TS HelpDesk process of addressing end-user needs and following up with resolutions. The increased utilization of HelpDesk improves overall service to the City, and also provides valuable metrics for further analysis and considerations for positive change.

Working closely with the Police Department, Technology Services researched and selected an optimal product (RSA Solutions) to provide Police staff with secure access to the network while mobile. RSA satisfies dual factor authentication, which is a compliance requirement of the Criminal Justice Information Systems, pertaining to the access of any CJI (Criminal Justice information.) Compliance now allows CJI to be accessible on mobile devices, increasing officer efficiency and safety. The efficiencies reached by having a police force that is mobile will be far-reaching.

Throughout the year, Technology Services secured and improved the very foundation of the City's infrastructure, completing a full build-out of the Datacenter during 2015. This included the installation and full implementation of additional storage to house server backups, as well as a standby storage area network. All backups of existing servers, with the exception of servers being phased out, are currently located at the datacenter with a current retention of as much as four months.

Utilizing the City's core value building blocks of Caring, Professional and Responsive, the work completed by Technology Services in 2015 has enabled the City to be a more efficient and effective organization as a whole.



## Spotlight on Enhanced Customer Service

In support of Strategic Plan Goal #4, *A High-Performing and Effective Organization*, Technology Services placed focus on improving customer service. Starting in January 2015, Maverick Evans joined Technology Services for a six-month internship. Maverick worked three days a week answering the phones in the Department and was the first point of contact for service before requests were assigned to a Tech Services Specialist. His primary duty was gaining customer feedback on the Helpdesk system where he would follow up closed tickets with questions about the resolution of the helpdesk issue and the service that the employee received. Additionally, Maverick ran reports for metrics, triaged and assigned tickets, and on occasion was first line support for general questions.

With a six-month internship extension, Maverick was also able to help the Communications Division. He programmed two years' worth of archived Council meetings on the City's new CASTUS Video-on-Demand server, adding the Council agenda items and linked documentation from the cover sheet of every Council meeting during that period and linking each agenda item to its location in the Council meeting streaming video. His work helped these departments achieve their goals.



# FINANCE

The Finance Department provides a variety of services including financial reporting and data processing, cash control, utility billing and collection, payroll, accounts payable and receivable, and business licensing. The Department also produces the Comprehensive Annual Financial Report (CAFR) and the biennial budget.



2015 was a busy year for the Department, with some exciting new efforts initiated. Fiscal Specialist Cindy Wilkins spearheaded a project to change the way jurors and witnesses are compensated. Previously, as jurors and witnesses were paid through accounts payable, the checks quite often went uncashed, resulting in additional work required to report the unclaimed property to the State. The new process allows jurors and witnesses to receive cash payment on the day of service, streamlining the payment process and eliminating the potential for unclaimed property. Additionally, jurors and witnesses now have the option of donating their fees to the Tukwila Pantry. Even though this is a new program, on each payment date some have elected to donate rather than take their fee.

Other accomplishments include participating in the South King County Finance Director liaison group with the State Auditor to improve the audit process and results; completing an operational overview as well

## 2015 Notable Numbers

**\$19.1 M** **\$2.3 M**

*actual sales tax revenue,  
above the budgeted \$17.5M  
by \$1.4M*

*Real Estate Excise Tax collected,  
higher than 2014 total of \$705K,  
due to large property sale.*

as a strategic plan for the Department; and conforming the City's chart of accounts to new BARS requirements. The team also revised the CAFR preparation process, which allows the Department to complete the CAFR in April rather than in June.

Finance also improved debt management by engaging the services of Public Financial Management. This new partnership resulted in the City improving its credit rating from Moody's "A1" to Standard and Poors "AA." The Department also successfully issued debt via a competitive bid process for the first time, resulting in a very favorable interest rate.





*Thank you, Mayor Haggerton, for your eight years of leadership to the City of Tukwila!*





## *The City of Opportunity, the Community of Choice*

### **CITY OFFICIALS**

**MAYOR** *Jim Haggerton*  
**COUNCILMEMBERS** *Kate Kruller, 2015 President*  
*Joe Duffie*  
*Dennis Robertson*  
*Allan Ekberg*  
*Verna Seal*  
*Kathy Hougardy*  
*De'Sean Quinn*  
**MUNICIPAL COURT** *Judge Kimberly Walden*

### **CITY STAFF**

**CITY ADMINISTRATOR** *David Cline*  
**2015 DEPARTMENT STAFF** *Stephanie Brown, HR Director*  
*Chris Flores, Interim Fire Chief*  
*Bob Giberson, Public Works Director*  
*Laurel Humphrey, Council Analyst*  
*Trish Kinlow, Court Administrator*  
*Peggy McCarthy, Finance Director*  
*Mary Miotke, IT Director*  
*Jack Pace, DCD Director*  
*Rick Still, Parks & Recreation Director*  
*Rachel Turpin, City Attorney*  
*Mike Villa, Police Chief*

**CARING**

**PROFESSIONAL**

**RESPONSIVE**