City of Tukwila 2016 Annual Report

Count Tukwila IN!

- Initiative-driven
- Innovative in outlook
- Industrious by design
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.
Mayor’s Welcome

It was an honor to serve my first year as your mayor in 2016, truly a noteworthy year for the City of Tukwila. With wonderful community support, we passed the Public Safety Bond as part of our overall Public Safety Plan. This ensures that our first responders will have efficient, safe facilities to serve our community and that our Fire Department is fully funded through the next 20 years. I want to express my appreciation to everyone who had a hand in getting us to this significant milestone. My thanks to the volunteers who served on the various committees, the City Council who placed the measure on the ballot, the voters who passed the measure, and City-wide staff who worked to develop a fiscally sound plan for our community. It truly takes a village, and I am grateful to everyone who made it happen.

When I took office in January, I asked the staff to work on three initial focus areas:

Proactive Code Enforcement • Speed reduction in our residential neighborhoods • Increasing community reporting methods

I am pleased to say that we made great progress in 2016 on all three efforts.

Proactive Code Enforcement – Our Code Enforcement staff did some amazing work this past year. For example, a code enforcement officer worked in collaboration with a neighborhood that was having specific difficulties with one house. She offered her time during evenings and weekends to make herself available to the neighbors at their convenience. Utilizing a variety of strategies and tactics, their shared efforts made a significant difference in improving the situation and safety in the neighborhood. I am also pleased that we freed up additional capacity to dedicate to proactive Code Enforcement responsibilities.

Speed reduction in residential neighborhoods – Under the direction of our Police Chief, this effort is a great example of interdepartmental collaboration where City staff addresses critical issues in our community. Staff from Public Works look critically at specific problem areas where speeding occurs to identify potential engineering solutions for slowing drivers down. The Police Department shifted two patrol positions to speeding enforcement. Also, with minimal investment in equipment, all on-duty patrol officers were equipped with speed detectors, increasing our ability to deter speeding through warnings and citations. Speed reduction in any community takes time and vigilance, and our officers are doing a great job of making our neighborhoods safer for families to walk, bike and drive.

Increasing community reporting methods – As someone with a technology background, I am always interested in how we can deploy technologies to better serve our community. Staff researched various ways to take in online reporting of various issues (potholes, graffiti, etc.). Ultimately, we developed Tukwila Works. Tukwila Works enables residents and visitors to instantly report issues – anonymously if they so choose – from a link on our website or through downloadable apps for both iPhone and Android phones. It’s seamless and trackable communication between the user and City staff charged with addressing the issue. I’ve heard lots of great things from community members and staff about Tukwila Works, and I encourage you to check it out if you haven’t already.

Of course, these are just a few examples of the great work performed in Tukwila during 2016. Throughout the pages of this Annual Report you will find many additional examples of the City’s efforts – ranging from small-scale to substantial – that have had a positive impact on our community and our future.

It is a pleasure to serve as your mayor. Thank you for a great first year.

Allan Ekberg
Mayor, City of Tukwila
CITY OFFERS ANOTHER WAY TO REPORT ISSUES

In the spring of 2016, the City of Tukwila unveiled Tukwila Works – an online and app-based program that allows residents and others to report issues in the City. The community is utilizing this new system to report issues of garbage being dumped, graffiti, traffic signal problems, sidewalk issues, overgrowth of bushes, etc. The mobile app and web tools let individuals take a photo or video of concerns – potholes, for example – and, with the click of a button, send it directly to City Hall. This method joined the more traditional ways of reporting issues to Tukwila through phone calls, emails, and in-person discussions with Councilmembers or City staff.

This single platform for incorporating information provides City staff with a centralized system for managing issues from creation to resolution, ensuring all issues are addressed. An important feature of Tukwila Works is that it enables anyone to view these community requests and track their status.

As part of its Strategic Plan, Tukwila is continually working to increase its dialogue with the community. Deploying this additional technology helps the City provide a responsive and mobile communication vehicle.

<table>
<thead>
<tr>
<th>CATEGORY OF ISSUE</th>
<th>ISSUES REPORTED</th>
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<td>Animal Control</td>
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<td>Camping</td>
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<td>Code Enforcement, private property</td>
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<td><strong>GRAND TOTAL</strong></td>
<td><strong>381</strong></td>
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- 381 issues were opened
- 275 issues were acknowledged
- 315 issues were closed
- The average time to acknowledge was 1.6 days
- The average time to close was 11.3 days
Tukwila’s Municipal Court set out to become nearly 100% “paper-on-demand” to improve efficiencies, information access, and save the City thousands of dollars in printing costs. After selecting Laserfiche and OCourts to serve as the Court’s electronic document management and forms generator, all Court documents created and saved are electronic and immediately accessible. The Court team took on the monumental task of scanning the court documents included in literally thousands of files. With the City Clerk’s division and the support of the Technology Services department, the Court team invested a great deal of time preparing to launch its new court processes. The learning curve was steep for all, but implementation went very well. The courtroom now is equipped with the latest in court information management innovations to help the attorneys serve their clients, assist community customers, and save the City valuable dollars by eliminating unnecessary forms printing.

COMMUNITY LIAISON OFFICERS

Earlier this year, the Tukwila Police Department and the International Rescue Committee (IRC) partnered to develop a program for new immigrants and refugees focused on law enforcement in the United States. With support from a Federal COPS grant, the Department designated two Community Liaison Officers – a sergeant and an officer – with the exclusive duties to lead outreach efforts by the Department within Tukwila’s diverse refugee and immigrant population. These Police officers assist the new residents with transitioning into the community. They address preconceived perceptions of police based on the interactions and experiences – often negative in nature – that immigrants may have had in their home countries.

The Community Liaison Officers have made great strides in building a relationship with Tukwila’s refugee and immigrant population, dispelling fear and distrust to bridge the gap between them and the department to address their public safety concerns.
KING COUNTY’S 2016 BEST WORKPLACE FOR WASTE PREVENTION AND RECYCLING

For the seventh consecutive year, the City of Tukwila returns to the list of Best Workplaces for Waste Prevention and Recycling, earning a spot on the Honor Roll. The City of Tukwila not only promotes recycling and waste reduction among its residents and businesses, but also works hard to reduce waste and recycle within City government. Employees at City offices can recycle a range of materials, from office paper, cans, bottles and paper packaging to ink and toner cartridges, mercury-containing lights, yard debris, and food waste.

SHE BUILDS EVENT

Rebuilding Together Seattle (RTS) brings community volunteers together to serve low-income homeowners who are elderly, living with a disability, families with children, or veterans. RTS launched the She Builds project in 2016 by assisting four single, female homeowners in the Allentown neighborhood of Tukwila with repairing and improving their homes. In addition, female contractors demonstrated how women exhibit leadership in the construction trades. RTS facilitated home repair workshops designed to train volunteers and empower homeowners to take their home maintenance needs into their own hands. These women-led workshops at the Tukwila Community Center taught basic electrical and plumbing repairs.
THE HEALTHY TUKWILA INITIATIVE TAKES SHAPE

During 2016, staff made great strides towards creating an atmosphere where making the healthy choice is the easy choice. All recreation programs and events offering food and beverages received a makeover, reaching several thousand people by embracing Healthy Tukwila initiatives.

Efforts to encourage more water and less sugary beverage consumption were implemented by installing three water bottle re-filling stations at the Tukwila Community Center. 34,409 water bottles were refilled in a seven-month period! In addition to less sugar consumption, less plastic was contributed to landfills.

Teens participated in taste tests to identify healthier food options they could purchase at Teen Late Night.

Food guidelines were implemented, detailing the types of snacks parents can contribute to the classroom.

Before/after school programs changed the types of foods being offered during snack times.

The Duwamish Curve Café offered nutrition consultations and group nutrition coaching led by a nutritionist and Spanish-speaking interpreter.

Summer camp kids participated in cooking classes, learning how to make healthy snacks.

Meeting guidelines were developed for facility rentals which detail tips for hosting a healthy meeting.

Sugary beverages were eliminated and healthier food choices added at all events.

Senior programs expanded lunch programs, including adding lunch program tours, healthy cooking workshops, and lunch with a movie.

Policies were developed that affected vending options at Tukwila Community Center.

Messaging regarding the harmful effects of sugar – specifically sugary beverages – were strategically placed within recreation guides and throughout TCC.

Preschool children played nutrition-oriented games.
Industrious

“PROJECT FINANCE”

In mid-2016, Finance embarked on a major initiative to improve the Department’s functions and teamwork. They took part in detailed employee surveys, staff meetings, brainstorming sessions, goal-focused small groups, half-day retreats and training sessions. Working through a strategic planning process, the team created mission and vision statements:

**Mission:** The Finance Department is the steward of financial services and resources for the benefit of those who live, work and play in the City of Tukwila.

**Vision:** The Finance Department is a cohesive, caring team that works collaboratively to consistently provide quality financial services.

They identified and addressed their major challenge areas, and created goals and strategies for overcoming them. The development of an operational action plan will help guide the Department for years to come. Finance staff also worked toward more effective communication methods enabling constructive and open-minded dialogue, resulting in a positive workplace atmosphere, increased job satisfaction and greatly improved productivity.

Deemed worth the extra effort, this commitment to positive transformation improved the work dynamic within the Department, and Finance staff has emerged as a stronger, more cohesive team. They received the Citywide Teamwork In Action Award by a vote of all City staff, a great accomplishment.
BRINGING THE BUDGET TO THE COMMUNITY

As the Tukwila City Council, Mayor and staff approached the planning period for the 2017-2018 biennial budget, they worked collaboratively to identify budget priorities that directly align with the Strategic Plan. The City believes it is important to grow community engagement for important discussions such as the budget. To help people understand the basics of City finances, a presentation was developed that would explain revenues, expenditures, and priorities.

The City hosted two budget open houses plus an online open house, and used its various communications channels – including the Tukwila Reporter, Hazelnut, mailings, social media and website – to solicit input from the community on the budget and 2017/2018 work plan priorities. Posters listing possible areas for the City address in the next two years enabled workshop attendees to indicate what they thought was important. The information gathered from residents in this process was invaluable in pulling together the proposed budget.

WHERE TAX DOLLARS GO

PROPERTY TAXES

- 58% goes to fund schools
- 21% of property taxes goes to the City

SALES TAXES

- Tukwila generates more sales tax than 28 of Washington’s 39 counties
- For every $2 of sales generated in Tukwila, the City receives less than 1 cent

TUKWILA’S GENERAL FUND

WHERE IT COMES FROM

- Main operating fund for core City services
- Largely funded through general tax revenue

WHERE IT GOES

- Over half goes to Public Safety: police, fire, public works services

WHERE IT COMES FROM

- Home in Tukwila
- Assessed Value: $290,000
- 2016 Taxes: $3,702.23

A SIGNIFICANT CHANGE IN TUKWILA’S SKYLINE

A major project taking place in Tukwila’s central business district is the city’s first high-rise, the 19-story Washington Place apartment and hotel tower, with a four-story above-ground parking garage.

SOME WEIGHTY FACTS

Washington Place on Andover Park East is very solid. The core foundation has over one million pounds of reinforcing steel, and rests on 264 steel pipes that are each two feet in diameter and were driven to an average depth of 130 feet. The entire structure includes over 25,000 cubic yards of concrete.
ECONOMIC DEVELOPMENT

The tower crane places construction materials for the first two senior apartment buildings.

A Busy Tukwila International Boulevard – The City signed a purchase and sale agreement with the Tukwila Village developer for Phase One of the three-phase development. That phase is currently under construction and two new senior apartment buildings are scheduled for completion in early 2018. The plaza and library will open in 2017.

The City completed the demolition of four motels and a smoke shop in the vicinity of Tukwila International Boulevard and South 146th Street. The City selected HealthPoint to negotiate the purchase and development of the parcels on Tukwila International Boulevard. HealthPoint’s goal is to build a comprehensive health and wellness center, which will include a primary care medical and dental clinic plus other social services.

Greeting Visitors and New Businesses – The Office of Economic Development provided information and other assistance to businesses deciding whether to stay or locate in Tukwila. As an example, when BECU recently evaluated the current location of its headquarters in the Gateway Corporate Center in Tukwila, the City provided information and assistance, helping them see the benefits of the City. BECU subsequently purchased eight more neighboring buildings to grow their corporate campus in Tukwila.

The City’s top three destinations for visitors posted impressive attendance. More than 15 million people visited Westfield Southcenter to shop, play and dine; 1.3 million visited Starfire Sports to play soccer and cheer on their favorite team; and more than 530,000 explored the Museum of Flight.

In 2016 Economic Development also improved operations of the Lodging Tax Advisory Committee, and began working on a new Tukwila/Southcenter brand development program.
CITY CLERK

Managing Public Records – The City Clerk’s Office continues to streamline tools and best practices for receiving and fulfilling requests for public records. In 2016, more than 130 requests that required responses from multiple departments were coordinated and processed through the City Clerk’s Office.

The City Clerk’s Office instituted policy guidelines for City staff to ensure departmental records are integrated into the new Office 365 environment efficiently. The tools and resources provided have inspired staff City-wide to investigate the opportunities available in Office 365.

The City’s Value of Caring – On her own time, Ana Le, the Electronic Content Management Coordinator in the City Clerk’s Office, spearheaded donation efforts and coordinated volunteers to provide two events at Riverton Park Methodist Church for homeless families: a Thanksgiving dinner and a holiday gift-making event and community dinner in December.

 Throughout the year Clerk’s Office staff members also volunteered their time and funds to other events that assist the Tukwila community, including school supply, food and clothing drives, the Dr. Seuss event at TCC, Parks & Recreation youth scholarship fund, serving Thanksgiving Dinner to local seniors, Spirit of Giving Day event, and the Weekend SnackPack Program.

Industrious

Providing support for items that impact the City Council meeting process, the City Clerk’s Office processed 62 pieces of new legislation in 2016, scheduled over 300 agenda items, composed 45 sets of meeting minutes, and published multiple legal notices every month. The City Clerk’s Office collaborated with staff in the Department of Community Development to microfilm and digitize 56 boxes of SEPA (State Environmental Policy Act) records, to be processed and incorporated into the online Digital Records Center.

HUMAN SERVICES

The Office of Human Services continued providing same-day response to requests for social, health, housing repairs, education, and other services. In 2016 Tukwila Human Services staff directly assisted over 1,650 residents.

Human Services and the Tukwila School District co-hosted two international groups of visitors through their partnership with the World Affairs Council. This dynamic exchange helped us share information how the US and other countries welcome, support and integrate refugees.

Minor Home Repair Program – Human Services maintained its lead in the number of households assisted by the multi-jurisdictional Minor Home Repair program, and was awarded additional Community Development Block Grant funds to provide health and safety-related repairs for low-income homeowners in Tukwila.

In 2016 the Minor Home Repair Program provided 21 Tukwila households with over 100 hours of service repairs. Contractors addressed railings, sewer back-up, leaky roofs, broken sinks, gutter repairs, furnace servicing, non-functioning electrical outlets, and other safety issues. This work supported a solid foundation for all residents.

Helping Non-Profits – Recognizing that it is challenging for small non-profit organizations to easily access City general funds for human services, the cities of Tukwila, Federal Way and Kent presented a newly simplified proposal process for small organizations serving underserved and under-represented populations. The funding provided by the cities was matched by the Seattle Foundation, which also wanted to better reach these smaller community-based organizations. Because of this, Human Services is working with small organizations that serve diverse members of the Tukwila community.
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, take advantage of numerous training opportunities to enhance their leadership and policy skills, and they communicate Tukwila’s issues and needs to State and federal legislators.

Councilmembers participate in four standing committees that meet bimonthly. In 2016 those committees were 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, including committees and work sessions. For more information about the City Council and its work and activities, visit TukwilaWA.gov/departments/city-council.

SECOND ANNUAL VETERANS DAY CEREMONY

On November 10, the City hosted its second annual Veterans Day Ceremony at the Tukwila Community Center to honor the military service of community members. Mayor Ekberg and Council President Duffie opened the program which featured keynote speaker Lieutenant Colonel William Blakey. Showalter Middle School student Alex Zuniga performed a beautiful rendition of the National Anthem and community members and City staff alike were honored and thanked for their service to the United States.

LEGISLATOR BARBECUE

In September, the City Council hosted jointly with the Mayor’s Office an end-of-summer barbecue for all the elected officials representing the Tukwila Community. Elected officials at all levels were invited – federal, state, county, city and district – to meet, network and discuss issues at a more personal level. The event was very well attended and guests appreciated the opportunity to talk with one another about issues in the community. Members of the Teens for Tukwila group also attended and enjoyed the opportunity to engage with the variety of elected officials in attendance.
The City Council continued its ongoing partnership with the Teens for Tukwila student group in 2016. In March, Mayor Ekberg and Councilmembers Seal, Hougardy, Kruller and Quinn attended the National League of Cities’ Congressional City Conference in Washington D.C., along with students Barby Arquiza, Makelle Mills, Akeela Dowers, Ara Papyan, Armen Papyan, Mohamed Abdi, Maranda James, Andre Jones II, Travis Boyd, Keanu Camacho, and Andrew Hougardy. Tukwila students were able to attend training sessions and network with other youth attendees from all over the country.

In June, the Teens for Tukwila hosted the City Council and Mayor at the Foster High Library for a discussion session to talk about issues important to students. Attendees split into small work groups to share stories, ideas and inspiration. The City Council values this partnership and looks forward to future opportunities.
The Parks and Recreation Department thrives on creating opportunities that enhance the quality of life for people that live, work, and play in Tukwila. 2016 was an exceptional year that focused on health – health of people, parks and spaces.

**DUWAMISH HILL PRESERVE**
Phase II of this project was completed in 2016, with the development of an additional 3.6 acres. Features were added to the site, including areas that highlight unique native habitats, an information kiosk and benches. More than 1/3 mile of trail leads to a new outdoor classroom featuring artwork that interprets seasonal changes experienced at the Hill.

In 2016 volunteers continued to play a significant role at the Duwamish Hill Preserve. 12,690 plants (including bulbs, bare root, tubes, 4”, 1-gallon, and 5-gallon plants) were planted.

**TUKWILA COMMUNITY CENTER (TCC) RENTALS AND PROGRAMS**
To serve more people and meet the diverse cultural needs of patrons, a new partnership was developed with Catholic Community Services of Pierce County. 2016 saw the positive transformation of Tukwila’s senior lunch program – Duwamish Curve Café – resulting in 27% more lunches being served.

Fitness programs offered through the Recreation Division were restructured in 2016 by expanding personal training options and adding new group fitness classes. Tukwila’s senior programs continued to attract Silver Sneakers participants. TCC saw a 10% growth in overall fitness pass swipes.

TCC was the location for the Seattle Theatre Group’s AileyCamp, a six-week summer program of dance training and personal development, for at-risk middle schoolers from throughout King and Pierce Counties. The Northwest’s first Alvin Ailey Dance Camp became the longest consecutive day rental block ever at TCC.

Throughout the entire 10-week program, TCC hosted summer camp programs operating at full capacity. Camp Tukwilly spent more time than ever playing outdoors, experimenting with healthy foods and creating craft projects. Teen Camp explored south King County and ventured to many familiar places that teens love.
COMMUNITY EVENTS

Parks and Recreation provides a variety of events that promote community engagement, connection to the environment, and educational opportunities for the community. Approximately 14,000 people participated in City-sponsored special events during 2016. Events like the Tukwila Kids Festival, Touch-A-Truck and Family 4th at the Fort attracted large crowds, while the Cinema Under the Stars and Peanut Butter and Jam concert series appealed to families and small groups.

In 2016 Parks staff continued to engage with park neighbors by hosting four “See You in the Park” neighborhood events. To connect with Tukwila’s business community, one event was held at Bicentennial Park, where workers told staff about their needs and interests along the Green River Trail and Southcenter area parks.

In 2016 staff began integrating service level standards into resource management plans throughout the parks and trails system. Providing specific details such as park amenities and their maintenance needs, these standards allow staff to strategize maintenance needs for each park and trail and create numerous efficiencies.

To create uniformity of appearance throughout the park system, all tables, benches and waste bins were either replaced or painted black.

GREATER GREENS

New equipment enabled Foster Golf Links maintenance staff to improve its procedure for aerating the greens, important in creating a healthy and playable surface. Rather than physically removing small soil cores and backfilling the holes with sand (which closed half of the course for several days at a time), sand is now applied to the green and numerous ¼” holes are created with solid tines through the sand, followed immediately by a brush that drags the sand into the holes. The result is a less obtrusive treatment with a shorter healing time, leaving the green in great playing shape for golfers almost immediately. 2016 course conditions were fantastic; 47,595 rounds of golf were played.

TUKWILA’S PARKS

Parks Maintenance staff completed installation of outdoor fitness equipment at Riverton Park, Bicentennial Park and Fort Dent. The equipment provides opportunities for parents/guardians to work out while watching their children on play equipment. Everyone can be active!

Parks maintenance focused on implementing Crime Prevention through Environmental Design (CPTED) techniques. As a crime deterrent, Cascade View Park and Crystal Springs Park had significant underbrush and low tree limbs removed to create open sight lines, creating safer places for people to play.

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The Healthy Earth, Healthy You 5K connects people with nature during and after they participate in a 5K fun run and walk. After the 5K, participants volunteer to restore the Duwamish riverbank, an effort led by the City’s partners at BECU.
TUKWILA PARTICIPATES IN “CASCADE RISING” EXERCISE

In early June, with participation and support of City Administration, City Council members, the Fire and Police Departments, Emergency Management, and almost all other departments in the City participated in an international earthquake and resulting tsunami exercise. It was titled “Cascadia Rising 2016”. The scenario was a 9.0 earthquake along the Cascadia Subduction Zone off the west coast of North America. The script called for an earthquake that generated a large tsunami along Washington’s coastline. The City participated for two full days, testing its communications, Emergency Operations Center, plans and the organization’s ability to manage such a large-scale event. Overall, the exercise provided valuable training and lessons learned that can be used to enhance Tukwila’s emergency preparedness.

BOEING CENTENNIAL

The Department assisted with the spectacular Boeing Founders Day 100-Year Celebration held July 16-17, 2016. Fire’s major role was to support Boeing with safety issues, permits and coordination of resources. Emergency Management coordinated efforts between Tukwila’s Departments of Community Development, Fire, Fire Prevention, and Police. Boeing delivered a wonderful event to all employees past and present.

TUKWILA VOLUNTEERS RECOGNIZED BY COUNTY EXECUTIVE DOW CONSTANTINE

On September 15, the Tukwila Emergency Communications Team was awarded the 2016 Executive’s Award for Community Preparedness, in recognition of their dedication and support for the City of Tukwila’s communications needs during times of distress. An all-volunteer effort, this group provides HAM radio assistance to Tukwila’s first responders in the event of a major disaster that disrupts communications devices. The Team engages in frequent emergency drills – including “Cascadia Rising 2016” – and performs a weekly test on the system to ensure Tukwila is always prepared for an emergency.
NEW FIRE CHIEF

Jay Wittwer was appointed as Tukwila's Fire Chief and began his duties with the City on September 15. Originally from Las Vegas, Nevada, Wittwer had served most recently as a Battalion Chief in the City of North Las Vegas where he began his fire service in 1987. He has a bachelor's degree in Fire Service and a Masters in Public Administration, both from Columbia Southern University. He completed the Executive Fire Officer Program at the National Fire Academy, and received the Chief Fire Officer (CFO) designation from the Commission of Professional Credentialing in May of 2016.

OPERATION WARM 2016
FIRE, POLICE AND COATS AT
CRESTVIEW ELEMENTARY

Tukwila Firefighters Local 2088, in partnership with the Tukwila Fire Department, held their second Operation Warm Coat Delivery Day on October 19. Thanks to generous support from donors, they were able to provide 138 brand new warm coats to every kindergartner at Thorndyke and Cascade View Elementary Schools. The event had Firefighters and Police Officers present to meet and give the kids safety demonstrations and talk about their jobs. Afterwards, the kids received their coats, took a tour of the police cars and fire trucks, and were given a goody bag. Thank you to the Tukwila Firefighters and donors for all that you do in this community!
The Tukwila Police Department remains committed and focused on its core values of Leadership, Excellence, Accountability and Dedication.

The Tukwila Police Department is comprised of four divisions: Patrol, Investigations, Special Operations, and Support Services. Within these divisions are staff handling a variety of responsibilities and assignments such as Patrol Officer, Sergeant, Detective, SWAT Officer, Records Specialist, Narcotics Detective, Canine Officer, Evidence Technician, and many more. Through its employees, the Department is also committed to the City values of Caring, Professional and Responsive.

In 2016, the Department again remained focused on accomplishing the goals of its five-year strategic plan that include lowering crime, increasing community outreach, and improving the quality of life and safety for all residents, businesses and visitors to the City of Tukwila.

SPRINT PROGRAM

In 2016, the Police Department developed an initiative known as SPRINT (Speed Reduction in Neighborhoods in Tukwila). SPRINT was implemented to address Tukwila residents’ concerns of speeding motorists, a problem that had become common in Tukwila’s residential neighborhoods. To fully address and work this issue, two additional officers were selected to join the traffic unit, boosting the unit’s staffing to four officers and a Sergeant. In addition, the Department partnered with Public Works to strategize potential engineering solutions that could result in slower speeds. Throughout the year, these and other Tukwila officers focused on targeting speeding motorists in residential neighborhoods and around the schools at both the beginning and end of school days.

COMMUNITY OUTREACH/SOCIAL MEDIA

In 2016, the Department continued its focus on community partnerships and outreach, with an emphasis on social media. While the Department was already successfully building relationships with residents, community groups and businesses via the Community Police Team (CPT), prior to 2016 the Department had no online or social media presence. After creating a position within the Department, an officer was selected to lead the effort of establishing an online presence for the Department, to better connect with and serve the community. Tukwila Police Facebook and Twitter accounts were established, both of which went live during the first week of November. The Department’s goal for its social media is to reach Tukwila’s residents, businesses and visitors in a timely manner, keeping them informed of police activity, events and activities related to public safety and community outreach.
COMMUNITY EVENTS

In August 2016, the Police Department coordinated and participated in the annual Night Out Against Crime. Block watch groups and neighborhoods throughout the City held gatherings to strengthen relationships and stand up together against crime. Several Department employees, along with the Mayor and Council members, traveled throughout the City, joining these groups for dinner and discussions on partnerships and lowering crime in Tukwila.

In December of 2016, the Department again participated in Shop with A Cop – an opportunity for at-risk youth to shop with officers for holiday gifts for themselves and their family members. Tukwila businesses assisted by providing gift cards and/or donations. The program enabled officers to take several local children shopping, followed by a luncheon and a tour of Police vehicles and equipment. This was a great opportunity for the children to interact with Tukwila officers, ask questions, and get to know each other on a personal level.

NEW RECORDS MANAGEMENT SOFTWARE

The Department went live with its new records management system. It represents the latest technology and software designed for the storage and collection of the Department’s numerous files, records and reports. The new system will streamline Police processes for reporting, storing and producing Department records. A great deal of time and effort went into researching and implementing this software, which will have a profound impact on the Department’s efficiency for years to come.

COMMUNITY POLICE ACADEMY

Early in 2016, the Tukwila Police Department again held its popular Community Police Academy. This program is designed to strengthen working relationships vital to problem-solving and quality-of-life issues in the community. The 12-session academy provided Tukwila residents and merchants with first-hand information about the operations of the City’s Police Department. This no-cost class covered a variety of topics including criminal and civil law, investigative procedures, patrol procedures, narcotics enforcement, 9-1-1 communications, adult and juvenile courts, SWAT, emergency vehicle operations, firearms training and more.
Public Works

EMPLOYEE LONGEVITY
More than 2/3 of Tukwila’s Public Works staff – 46 out of 68 employees – have been with the City for more than 10 years, and 32 of those employees for over 15 years. The priceless institutional knowledge of the City’s long-term employees saves taxpayer dollars by enabling quick, knowledgable response when infrastructure repairs are needed.

WATER & SEWER MAIN REPLACEMENT
Work began on replacing water and sewer mains in Andover Park East between Strander Boulevard and Tukwila Parkway. Originally installed in the early 1960’s, this infrastructure needs to be upgraded with larger mains to facilitate new development in the Commercial Business District. Construction continues into 2017 with final paving of Andover Park East.

DUWAMISH GARDENS
This project was substantially completed in 2016. This $5 million project, located on the north bank of the Duwamish River at East Marginal Way South, created an off-channel habitat for salmon and wildlife. The City park features walking paths, viewpoints of the river, a gathering circle, interpretive signage and art relating to Native American and settlers’ use of the river, along with a hand-carry boat launch.

TIB REDEVELOPMENT, MOTEL DEMOLITION
All four motels and the smoke shop were demolished in 2016. The site was then cleared, graded with topsoil, hydro-seeded, and completed with a split rail fence.
SOUTHCENTER PEDESTRIAN BRIDGE
The groundbreaking for the new $10 million Tukwila Urban Center pedestrian/bicycle bridge was held on August 12. This non-motorized bridge across the Green River will connect the Southcenter and West Valley Highway areas, including the Tukwila Sounder/Amtrak Station. The pedestrian bridge is funded with a $6.87 million from WSDOT’s State Regional Mobility Grant, federal grant funds, park impact fees, and City funding.

CROSSWALK AND SIGNAGE
In December 2016, a new crosswalk with pedestrian crossing signs was installed at South 137th Street and 34th Avenue South.

DESIGN PROJECTS

Residential Streets
Design is underway for three residential street and sidewalk improvements projects: 53rd Avenue South, 42nd Avenue South Phase III (from Southcenter Blvd to South 160th Street), and Cascade View Safe Routes to School Phase II.

Public Works’ workload for 2016 also included extensive design work for projects scheduled to begin construction in 2017, including the Boeing Access Road South Bridge Rehabilitation, Major Maintenance to three bridges: the Frank Zepp Bridge (South 180th Street), the Grady Way Bridge (shared with Renton), and the Beacon Avenue South Bridge. The South 144th Street Phase II Project, next to Tukwila Village, will include frontage and roadway improvements from Tukwila International Boulevard to 42nd Avenue South and is currently being advertised for construction bids. All three of these projects are grant funded.

Arterial Streets
Strander Boulevard Phase 3: The City received a $5 million construction grant from the United States Department of Transportation’s FASTLANE program to support Phase 3 of the Strander Project. This project will build a road under the Union Pacific rail line just east of West Valley Highway and will establish a critical east-west corridor between Tukwila and Renton. The City continues to seek other construction funding for the $38 million project.

GUARDRAILS ALONG RIVER
New roadside timber guardrails were installed in Allentown along 42nd Avenue South and the Duwamish River.

ALLENTOWN PEDESTRIAN BRIDGE
Phase 1 of the Allentown South 119th Street Pedestrian Bridge improvements removed and repaired wood rot on the top of the girders. Phase 2, scheduled for 2017, includes cleaning the bridge deck and covering it with an epoxy to seal the timber and provide a non-slip surface.
In 2015 the Tukwila Commute Trip Reduction Program was granted $536,000 over three years to develop and implement trip reduction programs which has enabled the Department of Community Development (DCD) to improve and expand services provided to businesses and the public. This grant allowed for partnerships with Hopelink to increase awareness and use of the Orca Lift reduced fare card, as well as enhanced assistance to businesses by providing additional transportation training and incentives.

**AFFORDABLE HOUSING**

During the process of updating Tukwila’s Comprehensive Plan, the community repeatedly expressed concern about the unmet need for affordable family-sized housing and housing for those with very low incomes. In response, Tukwila reduced certain permit fees to incentivize the development of these housing types. Discounted building and planning fees, and reduced fire, parks and transportation impact fees reduce housing development costs and increase feasibility for affordable housing projects without spending existing general fund money.

**LANDSCAPE CODE UPDATE**

With the assistance of a citizen advisory committee, DCD completed a draft of a completely updated Tukwila landscape code. Part of the 2015 Comprehensive Plan update was the City Council’s adoption of innovative urban forestry goals and policies, which include increasing tree canopy in all zoning districts throughout the City. Incorporating best management practices for landscape maintenance, innovative techniques for increasing tree canopy in industrial zoning districts, and credit towards required landscaping for retaining significant trees on-site during development all necessitated an update to the 17-year-old code. The Planning Commission forwarded its recommended draft landscaping ordinance to the City Council at its November 2016 meeting; the Council will review begin its review in early 2017.
PERMIT CENTER

It was a busy year in the Permit Center. The Department issued 1,863 construction permits in 2016 for a total construction valuation of $93.7 million. This was an increase in the number of permits over 2015 and brought in $2.8 million in permit revenue, a $411,000 increase. DCD issued 32 new single-family dwelling and townhouse permits.

SHORELINE RESTORATION CHALLENGE

Started in 2012 by a BECU employee working on his own to clear blackberries and other invasive plants from the shoreline behind the credit union, volunteers and partnerships continue the work of the Shoreline Restoration Challenge along the Duwamish River. Work in 2016 focused on two restoration efforts: clearing and planting a bench of land south of BECU behind Yellow Truck, and clearing an upland area to create a butterfly garden along the Green River Trail just north of the credit union. DCD provided technical advice to the restoration efforts, financial support for plant purchases, and volunteer labor for many of the work parties. In 2016, 320 volunteers cleared invasive plants from 2,850 square feet of new shoreline area, and planted 371 native plants.

MUSEUM DISPLAY SPACE

Museum of Flight Airpark – a 400,000+ square foot structure to display the museum’s large and small aircraft – was completed this year, in time for Boeing’s 100-year anniversary celebration.
Recognized as a 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.

The Tukwila Municipal Court is a court of limited authority 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 14 years.

Marcos Ortiz, Municipal Court team member of the year, best demonstrates the values City employees strive to achieve and maintain. His dedication to technology advancements proved invaluable to the Court’s successful “paperless” launch. Marcos committed extra time to become the local expert in all of the system additions and upgrades. His expertise combined with his energy and personal touch had this project performing well ahead of expectations. This effort came on the heels of his implementation of the Court’s online interpreter scheduling system and his introduction of this new program to courts all over the Puget Sound area. His work in 2016 exemplified public service to the Tukwila community and the justice system.
WORKING WITH TUWKILA’S YOUTH

The Tukwila Municipal Court’s program – Court-4-Kids – was once again a major highlight of the year. The Court places great value in supporting local youth in any way possible. Team members are sure to identify themselves as Court employees to the youthful audience, helping to earn respect for the law and judicial branch. The Court hosted the entire second grade of Tukwila Elementary, several court/law lessons, high school mock trials, internships for high school and college-aged students, and other volunteer efforts.

The Court also hosted the State-champion U18 PACNW women’s soccer team, based out of Starfire sports, for education and community service events. The team also took a trip to feed and visit the residents of Tukwila’s tent city.

THE COURT IN 2016

**Industrious**

- 5,000 cases filed
- 12,000 court hearings held
- 36 different language interpreters used in court proceedings

**Innovative**

COURT OFFERS CLASSES

Last year the Court’s Probation Department introduced a wildly successful slate of classes to better serve the local community and expand treatment opportunities for low-income clients. Enrollment numbers required that the Court add a second track to the Domestic Violence Moral Reconation Therapy program. This low-cost, well-regarded program is in such demand by courts throughout the region that there are currently more than 20 clients on the waiting list, with Tukwila defendants receiving priority placement. The Municipal Court also continues to offer classes addressing local concerns for shoplifting, theft and negative juvenile behavior.
The HR Department supported the hiring process for two high profile positions in the City, the Director of Technology and Innovation Services, and the Fire Chief. Human Resources employed several different methods to get the word out, including LinkedIn, Facebook and Twitter. These were in addition to the City’s more traditional outlets and publications.

Human Resources staff participated in the Foster High School Career Day held on April 28. Information was provided about the types of jobs available for teens, and an interest survey was conducted regarding City internships and job shadow opportunities. HR staff handed out job announcements and answered questions about minimum qualifications, work hours, pay, and information on what documentation is required at the time of hire [proof of age, a Social Security card, and a signed Parent/School Authorization to Work form]. Students were also provided detailed information about how to apply for City of Tukwila jobs online through the City’s recruitment program NEOGOV; what is appropriate attire to wear at an interview; and what types of skills and education are needed for today’s local government jobs.

In 2016 the Human Resources Department put on its first Employee Benefits Fair. The fair was held on November 17 at the Tukwila Community Center. One of the core functions of the HR Department is to manage the employee Health and Welfare Benefits Program. The focus of the fair was to provide benefit-eligible employees and their spouses an opportunity to meet with our benefits vendors to learn about the benefits offered by the City, and answer coverage and claims questions. City benefits representatives discussed medical insurance, retirement, deferred compensation, flexible spending plan, life and disability insurance, and the City’s Employee Assistance Program (EAP). Using the opportunity provided by fair attendance, the HR Department was able to gauge interest from employees on offering two new supplemental benefits provided by Aflac and Legal Shield. Receiving favorable response, the HR department plans to offer these supplemental benefits in 2017.
As technology continues to play a more significant role in everyone's lives, it is critical for Tukwila to make proper investments that ensure the efficient delivery of services to the community. In 2016, Technology and Innovation Services (TIS) deployed and/or supported several initiatives to improve how the City delivers and meets the demand for community services.

**Innovative New and improved records management systems**

- TIS has worked hard to support upgrades and replacements of department records management systems. For example, Tukwila's Police Department recently began the roll-out of its new records management system. The new Police system will reduce officers’ time spent doing paperwork and reporting, freeing up more of their time to patrol Tukwila's neighborhoods.

**Help desk support and training** – City employees now have 24/7 access to a third-party IT Help Desk via phone, chat and/or email. Employees can also access self-service help training videos online, or attend in-person classes.

**Transition to cloud** – TIS has moved the City away from site-based servers and into the cloud. One key aspect of this is moving employees from computer-based versions of Microsoft Office Suite programs like Outlook, Word and Excel to the cloud-based Office 365 platform. Moving to the cloud allows employees to access files from any computer or device with Internet access, boosting productivity. It allows the City to scale operations up or down more easily, depending on the need. It also reduces costs, and provides better security and data protection for City systems.

**Geographic Information System (GIS) enhancements** – The City's GIS data warehouse is now integrated with other key data systems in the Department of Community Development, Public Works Department, and Economic Development. This allows staff to create maps that include key data points, making it easier to make data-informed decisions, and also deploying on-line cloud GIS services allowing for layered data maps, which include demographics, transposition information, and increased transparency on the future plans of the City.

**Hardware updates** – TIS has refreshed aging computers with laptops to support new generation software, and increase mobility for frontline employees, increase employee productivity, and provide better continuity during a disaster event.

**IT Service Management** – The TIS Department has organized itself around the Information Technology Service Management (ITSM) framework. ITSM refers to the policies and procedures the City uses for planning, delivering and operating all of the IT services it provides to employees and external City customers. This approach focuses on customer needs and strives for continuous improvement.

**NEW TECHNOLOGY DIRECTOR**

In 2016 the City of Tukwila hired Joseph Todd as its Technology and Innovation Services (TIS) Director to support the City’s vision of delivering the highest quality services and information for internal and external customers in an efficient, effective and fiscally responsible manner. Joseph brings a wealth of knowledge from the private sector where he spent 17 years in research and development, corporate audit, and implementing and operationalizing large-scale enterprise systems for front and back office users.
Tukwila’s Finance Department prides itself in taking time to identify needs and then develop a plan to move forward and “get it done.” The Department found many opportunities in 2016 for working together as a team to accomplish great tasks. It also embraced ways to keep a more relaxed office environment which resulted in happier, more productive employees.

The Department helped lead a more inclusive 2017-2018 Budget process that was unanimously adopted. With unprecedented outreach in the community and with staff, the 2017-2018 budget process was well received by all stakeholders.

**Awarded Publications** – The Department is also responsible for producing major publications. The City has received the Distinguished Budget Presentation Award from the Government Finance Officers Association for every budget submitted since the 2011/2012 biennial budget submission. This national award recognizes that the City’s budget meets criteria as a policy document, an operations guide, a financial plan, and a communications device.

State law requires that cities publish financial statements that conform to Generally Accepted Accounting Principles (GAAP). These financial statements are audited annually by the State Auditor’s Office. The City’s 2015 Comprehensive Annual Financial Report (CAFR) received a clean audit, and an award from the Government Finance Officers Association (GFOA) as it has every year for the past 28 years.

The Finance Department successfully implemented the new Budgeting, Accounting and Reporting System (BARS) chart of accounts. Staff met with each department to explain the new accounts and how they related to the former accounts. New expenditure reports were also created and shared with each department to facilitate budget oversight and management.

The Finance staff experiences a high volume of transactions that are completed on a daily, monthly and annual basis. The Department filled its Senior Fiscal Coordinator position, which is responsible for the annual financial report and biennial budget process. The unexpected staffing shortage in this position, vacant since early 2016, required other Finance staff to find creative ways to manage the additional workload.

**Community Involvement** – Finance staff participated in the See You in The Park summer events and also the Foster High School Career Fair. Additionally, the Finance Director assisted the advisor to the Foster High School Future Business Leaders (FBLA) of America Club, and served as a member of the Foster High School Career and Technical Education Advisory Committee (CTE).
A MAJOR MILESTONE FOR THE CITY OF TUKWILA

In November of 2016, the voters in the City of Tukwila passed a historic public safety bond to support first responders. The public safety bonds were one aspect of the overall Public Safety Plan, which will fund:

- Building three fire stations – Nos. 51, 52 and 54
- Fully funding fire equipment and apparatus, such as trucks and breathing equipment, for the 20-year life of the bonds
- Construction of a new justice center to house the Tukwila Police Department and Municipal Court
- Development of a new Public Works facility to replace the existing aging and unsafe buildings currently in use

Community support for our first responders has a long positive history. The passage of the bonds clearly shows our community’s commitment to ensuring that the long-term delivery of law enforcement and fire service needs will continue to be met. Because of this effort, our firefighters and police officers look forward to being housed in modern, safe facilities that will enable them to provide us with an improved level of service on a daily basis.

Implementation of the Public Safety Plan will take many years, and it will benefit greatly from robust community input throughout this effort. As we move forward, the City will continue to pursue its aggressive public involvement effort, and the entire community is encouraged to take part. We have the opportunity to use these investments to positively improve our City and our community’s safety.

Thanks again to the community for this great showing of support for our first responders. 2016 will go down in our City’s history as a watershed year where we collaborated to improve Tukwila’s future for generations to come.
The City of Opportunity, the Community of Choice

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<tr>
<th>CITY OFFICIALS</th>
<th>2016 CITY ADMINISTRATIVE TEAM</th>
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<tr>
<td>MAYOR</td>
<td>CITY ADMINISTRATOR</td>
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<td>Allan Ekberg</td>
<td>David Cline</td>
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<td>2016 DEPARTMENT STAFF</td>
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<td>COUNCILMEMBERS</td>
<td>Rachel Bianchi, Communications/</td>
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<tr>
<td>Joe Duffie, 2016 President</td>
<td>Government Relations Manager</td>
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<tr>
<td>Dennis Robertson</td>
<td>Stephanie Brown, HR Director</td>
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<td>Verna Seal</td>
<td>Bob Giberson, Public Works Director</td>
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<td>Kathy Hougardy</td>
<td>Laurel Humphrey, Council Analyst</td>
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<td>De'Sean Quinn</td>
<td>Trish Kinlow, Court Administrator</td>
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<td>Kate Kruller</td>
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<td>Thomas McLeod</td>
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<td>Derek Speck, Economic Development Administrator</td>
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<td>MUNICIPAL COURT</td>
<td>Rick Still, Parks &amp; Recreation Director</td>
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<td>Judge Kimberly Walden</td>
<td>Joseph Todd, TIS Director</td>
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<td>Rachel Turpin, City Attorney</td>
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<td>Mike Villa, Police Chief</td>
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<td>Jay Wittwer, Fire Chief</td>
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