

# PROGRAM INVENTORY

City of SeaTac  
2023-2024 Biennial Budget

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## City Manager's Office

The City Manager is the only City position appointed directly by the City Council. The City Manager's Office (CMO) works with the City Council to identify and accommodate the needs of the SeaTac community. CMO includes an Administration Division and a Communications Division. The Administration Division is responsible for providing organizational direction and overarching strategic guidance for City operations. The Communications Division is responsible for crafting external messaging and maintaining intergovernmental and community relationships.

### **DIVISION #1: Administration**

#### **PROGRAMS:**

1. [Administration](#)
2. [Employee Safety and Satisfaction](#)

### **DIVISION #2: Communications**

#### **PROGRAMS:**

3. [Communications](#)
4. [Government Relations/Lobbying](#)
5. [Community Outreach](#)

## 1. Administration

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Preparing and proposing a budget for the City Council's review and adoption, submitting policy options and recommendations to the City Council, and overseeing the day-to-day operations of the municipal government to ensure the attainment of the policy goals set by the City Council.

Program Activities:

- Budget preparation/review
- Policy recommendations
- Operations oversight
- Administrative support
- Strategic planning
- Process improvement
- Council relations
- Departmental assistance
- Service Contract oversight

How does this program benefit the community?

- Adoption of a biennial budget ensures delivery of quality services to the community.

How does it support the department's mission?

- City Manager's Office administration is responsible for program activities leading to high quality, innovative and fiscally responsible public policy, services and projects.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City departments.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Percentage of responses to public requests for services made within two working days

## 2. Employee Safety and Satisfaction

Funding source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Provides opportunities for staff to evaluate City workspaces, environments, leadership, and processes. Summarizes staff feedback and facilitates discussion and action to address employee concerns.

Program Activities:

- Preparing employee survey
- Distribution and evaluation of survey
- Communication of findings to Leadership and staff
- Lead response to survey findings and facilitate action to address identified issues

How does this program benefit the community?

- A safe, satisfied, and motivated staff is essential to providing quality service and communication to residents and recipients of City services.

How does it support the department's mission?

- It is an essential foundation for providing high quality services to understand and respond to issues identified by staff while providing a productive and communicative environment for staff to operation within.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Average rating in the overall satisfaction question of the employee survey



### 3. Communications

Funding source: General Fund (001)  
Types of Revenue: Comcast Franchise Fee

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

The Communications Program oversees both internal and external customer communications for the City. The program provides the most trusted source of information on City happenings and is an effective voice for City interests at all levels of government.

Program Activities:

- Manage social media across several platforms
- Oversee Website Content and Website Committee
- Participate in the Intranet Project Team
- Provide Photography/Videography services
- Manage Photo Archives
- Manage Adobe Photo Service
- Create internal newsletter: Snapshots News
- Create Key Takeaways for Extended Leadership Team
- Oversee email marketing and communication notifications
- Participate in Leadership Meetings, Expanded Leadership Meetings, Coffee Chat with Carl, Citywide Staff Meetings
- Create and distribute press releases
- Provide City Council Communications
- Administer Language Access Plan
- Oversee SeaTV
- Create and manage templates and e-mail signatures
- Manage City logos
- Create QR codes

How does this program benefit the community?

- Communications increases the engagement between the City and community through a two-way conversation that helps connect residents to resources, programs, and events.

How does it support the department's mission?

- Effective two-way communications between the community and the City leads to better and more effective policies and helps better define the services and projects that meet community needs.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1A Actively promote meaningful community engagement and implement an effective public awareness and notification process that encourages community involvement in all

Comprehensive Plan, subarea, transportation and park plans, as well as other planning or public projects the City undertakes.

- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.

What Performance Indicators are tied to this program?

- Number of impressions on social media platforms

## 4. Government Relations/Lobbying

Funding source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Government Relations/Lobbying Program builds and maintains relationships with legislative leadership, city delegation, and other intergovernmental entities.

Program Activities:

- Participate in Intergovernmental meetings/ coordination
- Build and manage legislative relations
- Provide regional coordination
- Contract oversight of Gordon Thomas Honeywell (GTH)
- Establish legislative priorities with City Council
- Advocate City priorities
- Maintain awareness of all legislative activity

How does this program benefit the community?

- Government Relations/Lobbying allows the City's voice and interests to be heard by County, State, and Federal legislators and leads to meaningful policies, laws, and funding.

How does it support the department's mission?

- Lobbying aligns all levels of government to deliver high quality, innovative and fiscally responsible public policy, services, and projects.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.

What Performance Indicators are tied to this program?

- Number of bills impacted by City actions

## 5. Community Outreach

Funding source: ARPA Grant Fund (113)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Community Outreach Program increases the community's general knowledge of SeaTac and leads to a better understanding of the communities the City serves. Community outreach helps build trust and increases collaboration between the City and the community.

Program Activities:

- Coordinate Public Presentations, Seminars, Forums
- Manage tabling or leafleting events
- Coordinate one-on-one meetings & canvassing
- Create internal and external communications including social media posts
- Create community contact lists
- Build strategic community outreach plan
- Provide project outreach and participate in open houses
- Oversee Language Access Program

How does this program benefit the community?

- Having a robust community outreach program creates a more positive relationship between the City and its residents. This program also helps connect the community with City programs, services, and events.

How does it support the department's mission?

- Community Outreach will lead to more effective communications between residents and the City leading to improved services, policies, and projects.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1A Actively promote meaningful community engagement and implement an effective public awareness and notification process that encourages community involvement in all Comprehensive Plan, subarea, transportation and park plans, as well as other planning or public projects the City undertakes.
- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.

What Performance Indicators are tied to this program?

- Number of community events attended by the Community Outreach Strategist

## Finance and Systems

The Finance and Systems Department is responsible for all accounting, budgeting, payroll, and information systems related functions for the City. The department is responsible for ensuring the availability and integrity of digital information and provides accountability for all public funds, assets, policies, and systems in a fiscally responsible manner, maintaining stability and public trust through sound financial management. The Department is made up of two divisions: Finance Administration and Information Systems.

### **DIVISION #1: Finance Administration**

#### **PROGRAMS:**

1. [Budget Development & Monitoring](#)
2. [Accounting and Financial Reporting](#)
3. [Auditing](#)
4. [Grant Monitoring & Reporting](#)
5. [Payroll](#)
6. [Cash Handling, Accounts Receivable and Collections](#)
7. [Accounts Payable](#)
8. [Business Licenses](#)

### **DIVISION #2: Information Systems**

#### **PROGRAMS:**

9. [Enterprise Software Programs](#)
10. [Technical Support](#)
11. [Voice and Data Communications](#)
12. [Network Security](#)

## 1. Budgeting Development & Monitoring

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

The City creates a Biennial budget, and the budget function manages and maintains the budget process in support of all departments and funds.

Program Activities:

- Review and create budget amendments occurring throughout the biennium and carry-forwards at the end of the fiscal year
- Create and manage the payroll budget for all employees, ensuring accuracy for the salaries and benefits budget
- Verify salaries and benefits are coded to the proper department/division for reporting purposes

How does this program benefit the community?

- The budget is the communication and planning tool that lets the community know what the spending plan is for the next two years.

How does it support the department's mission?

- The budget ensures fiscal responsibility and transparency in how the city spends its resources.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1A Actively promote meaningful community engagement and implementation an effective public awareness and notification process that encourages community involvement in all Comprehensive Plan, subarea, transportation and park plans, as well as other planning or public projects the City undertakes.
- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.
- 1.1D When preparing City policies and regulations, take into account the good of the community as a whole, while treating property owners fairly and allowing some reasonable economic use for all properties.
- 1.1E Where possible, evaluate the effectiveness of policies, regulations, and other implementation actions in achieving SeaTac's goals and vision and update the Plan as needed.

What Performance Indicators are tied to this program?

- Number of consecutive adopted budgets the City receives the Government Finance Officers Association

## 2. Accounting and Financial Reporting

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

Accounting and Financial Reporting is the foundation for everything the finance division does and a continual process.

Program Activities:

- Tracking the purchase and sale of assets as part of the accounting and financial reporting program
- Ensure the correctly recording of every transaction including setting up and maintaining the financial system, communicating proper coding to departments, and combining all data into reports
- Monitoring and training to ensuring accurate reports that conform to Generally Accepted Accounting Principles (GAAP)

How does this program benefit the community?

- Accounting and Financial Reporting benefits the community by providing financial information on how the city is spending resources and performing.

How does it support the department's mission?

- Accounting and Financial Reporting ensures fiscal responsibility and transparency in how the city spends its resources.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Number of Adjusting Journal Entries (AJEs) for account coding corrections

### 3. Auditing

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

The City is audited by the State of Washington annually (financial, accountability and single) and subject to other audits (Department of Retirement, Department of Revenue, etc.).

Program Activities:

- Acting as the central point of contact for audits
- Coordinating communication between the auditing department and staff
- Communicating the results to the Administration and Finance Committee, or Council as needed

How does this program benefit the community?

- Accountability audits evaluate whether we adhere to applicable state laws, regulations and our own policies and procedures, to ensure public funds are accounted for and controls are in place to protect public resourced from misappropriation and misuse.
- Financial statement audits provide an independent opinion on whether the financial statements present a reliable, accurate picture of the City's finances.
- A federal single audit's objective is to determine and report on whether the City, when federal funding is received, has complied with applicable requirements.

How does it support the department's mission?

- Auditing ensures fiscal responsibility and transparency in how the City spends its resources.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Number of consecutive years the City receives an annual audit with no findings
- Number of Adjusting Journal Entries (AJEs) resulting from audit recommendations



## 4. Grant Monitoring and Reporting

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Brief Description/Narrative:

The Grant Monitoring and Reporting program is a service provided to all departments who apply for grants. Specific reporting is required at the end of the fiscal year for all federal, state, and local grants. Finance monitors for timely and accurate reimbursement requests and ensures all departments have the necessary paperwork to support the audit process.

Program Activities:

- Billing and receiving grant funds
- Ensuring all paperwork is complete and accurate

How does this program benefit the community?

- Grant Monitoring and Reporting benefits the community by providing financial information on how the City is spending resources and performing.

How does it support the department's mission?

- Grant monitoring ensures fiscal responsibility and transparency in how the City spends its resources.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

Are there any performance indicators tied to this program?

- Number of consecutive years the City receives an annual audit with no findings

## 5. Payroll

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Brief Description/Narrative:

Payroll is processed semi-monthly. Payroll manages the timekeeping system to ensure it is available for employees to record time accurately. Payroll processes all reports and payments for taxes, retirement, loans, etc.

Program Activities:

- Process employee payments and filing employment taxes
- Track hours worked
- Calculate wages, withholding of taxes, and other benefit payments/deductions
- Print and deliver payroll

How does this program benefit the community?

- Processing accurate payroll ensures public funds are spent properly.

How does it support the department's mission?

- Accurate payroll ensures fiscal responsibility and transparency in how the City spends its resources.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

Are there any performance indicators tied to this program?

- Number of employee timesheets not submitted to Payroll Coordinator by due date

## 6. Cash Handling, Accounts Receivable, and Collections

Funding Source: General Fund (001)  
Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Brief Description/Narrative:

Cash Handling includes receipting all payments to the City. The Treasury Operations function monitors tax payments to the City and creates reports for monitoring and auditing.

Accounts Receivable (AR) creates invoices and collects cash receipts, assuring payments are accurately applied to customer accounts or Budgeting, Accounting and Reporting Standards (BARS) numbers. This function provides support to all City departments who issue invoices or receive revenue through other means.

Program Activities:

- Cash receipting
- Accounts receivable invoicing
- Collections

How does this program benefit the community?

- Cash receipting, AR, and collections ensure the city is collecting money owed to it.

How does it support the department's mission?

- Cash Receipting, AR, and Collections ensure fiscal responsibility and transparency.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

Are there any performance indicators tied to this program?

- Average number of days to collect on Accounts Receivable invoices
- Number of errors entered in cash receipting system not corrected prior to posting

## 7. Accounts Payable

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Brief Description/Narrative:

Accounts Payable (AP) processes payments to outside vendors, ensuring invoices are accurate, submitted and paid in a timely fashion according to purchasing procedures.

Program activities:

- Auditing invoices and payment processing

How does this program benefit the community?

- Accounts Payable ensures fiscal responsibility and transparency in how the City spends its resources.

How does it support the department's mission?

- Accounts Payable ensures fiscal responsibility and transparency through accurate processing of vendor payments.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.
- 1.1E Where possible, evaluate the effectiveness of policies, regulations, and other implementation actions in achieving SeaTac's goals and vision and update the Plan as needed.

Are there any performance indicators tied to this program?

- Ratio of duplicate Accounts Payable invoices submitted to duplicate invoices processed
- Number of Accounts Payable checks voided due to processing error

## 8. Business Licenses

Funding Source: General Fund (001)  
Types of Revenue: Business License Revenue

Is the program internal or external service oriented?

- Internal  
 External

Brief Description/Narrative:

Business Licenses are processed through the State Business Licensing System.

Program activities:

- Treasury Operations audits applications for the proper paperwork and forwards to the proper divisions for review. Once approvals are provided, the application is approved in the state system for the license to be issued.

How does this program benefit the community?

- Business Licensing ensures businesses are operating safely and according to City code requirements.

How does it support the department's mission?

- Business Licensing ensures City codes related to business operations are followed to allow for safe and legal business operations.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1D When preparing City policies and regulations, take into account the good of the community as a whole, while treating property owners fairly and allowing some reasonable economic use for all properties.
- 1.1E Where possible, evaluate the effectiveness of policies, regulations, and other implementation actions in achieving SeaTac's goals and vision and update the Plan as needed.

Are there any performance indicators tied to this program?

- Number of In-City Business Licenses approved
- Number of Out-of-City Business Licenses approved

## 9. Enterprise Software Programs

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Information Systems supports and maintains Enterprise Software Programs used by all City departments to conduct the business of the City.

Program Activities:

- Ensures enterprise software is current and available to all users in a secure manner
- Maintains software maintenance and support contracts
- Works with departments to understand business needs of programs
- Provides end user training on programs

How does this program benefit the community?

- Ensuring public facing departments have the tools they need to support their goals.

How does it support the department's mission?

- Maintaining Enterprise Programs ensures availability, security, and integrity of digital information.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.1E Where possible, evaluate the effectiveness of policies, regulations, and other implementation actions in achieving SeaTac's goals and vision and update the Plan as needed.

What Performance Indicators are tied to this program?

- Percent of Enterprise Software Systems that are on supported versions
- Percentage of planned Major Projects completed
- Total numbers of views on our public-facing web maps

## 10. Technical Support

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

This program provides technical support to all City staff, City Council, and Citizen Advisory Committee members.

Program Activities:

- Respond to and resolve help desk requests from customers

How does this program benefit the community?

- Ensures City staff and Council have access to the tools they need to support their goals.
- Ensures Citizen Advisory Committee members have access to meetings and City email as needed.

How does it support the department's mission?

- Resolving users' technical support issues allows the users access to needed systems.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of Help Desk tickets meeting Service Level Agreement for first contact by Information Systems
- Percentage of tickets meeting Service Level Agreement for problem resolution

## 11.Voice and Data Communications

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Information Systems supports and maintains the City's voice and data network to ensure uptime, security, and reliability.

Program Activities:

- Configure phone system for new phones, voicemail, email integration and emergency response locations
- Ensure physical and virtual network environments are updated and secure

How does this program benefit the community?

- System availability ensures that City staff have reliable access to the tools they use to serve the City.

How does it support the department's mission?

- Maintaining the voice and data network ensures availability, security, and integrity of digital information.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of time the Voice and Data Network is available for use



## 12. Network Security

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Information Systems continually looks for ways to improve network security to ensure the integrity and availability of City data and resources.

Program Activities:

- Provide employee education programs, security policies, and system updates
- Monitor internal and external network threats

How does this program benefit the community?

- Network Security benefits the community by safeguarding the information and assets paid for with public funds.

How does it support the department's mission?

- Proper network security ensures the availability, security, and integrity of digital information and accountability.

What City goal(s) does this support?

- Build Effective and Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percent of Enterprise Software Systems that are on supported versions.
- Percentage of computers with current patches installed

## Human Resources

The Human Resources department provides programs and services to the employees of the City of SeaTac. Because we are a smaller department, we have programs rather than divisions. All programs and services are funded through the General Fund and align with the Citywide goal to Build Effective and Accountable Government. It is important to note that we are an internally facing department with limited contact with external customers, however, we believe the work we do for City employees influences the City's external facing departments.

### **PROGRAMS:**

1. [Wellness Program](#)
2. [Employee Benefits](#)
3. [LEOFF 1 Retirement Program](#)
4. [Tuition Reimbursement](#)
5. [Employee Recognition](#)
6. [Commute Trip Reduction](#)
7. [Learning and Development](#)
8. [Safety Administration](#)
9. [Recruitment and Onboarding](#)
10. [Employee Performance Management](#)
11. [Employee and Labor Relations](#)
12. [Classification and Compensation](#)

## 1. Wellness Program

Funding Source: General Fund (001)  
Types of Revenue: Wellness Event/Campaigns

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

This program includes any activity designed to support better health at work and/or to improve health outcomes and promote employee engagement.

Program Activities:

- Health screenings, incentives, behavior change interventions, fitness programs, social support, and team competitions to promote physical health

How does this program benefit the community?

- Promotes a healthy workforce who provide quality services to the community.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Number of employees participating in hosted Wellness Program events

## 2. Employee Benefits

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

We administer medical, dental, vision, retirement benefits, disability benefits and basic life insurance, including leaves administration of the Family and Medical Leave Act (FMLA) Washington Paid Family Medical Leave (WPFML), Emergency Paid Sick Leave (EPSL), Public Health Emergency Leave (PHEL), Labor and Industries Worker's Compensation, Leave Without Pay (LWOP).

Program Activities:

- Process employee enrollment forms and answer employee questions

How does this program benefit the community?

- Promotes a healthy workforce who provide quality services to the community.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- None

### 3. LEOFF 1 Retirement Program

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The City is responsible for medical premiums, dental and vision reimbursements, and the administration of the Health Reimbursement Account (HRA) for three (3) fire department, LEOFF 1 Retirees. These retirees are from the City's previous fire department before we began our current contract for fire services.

Program Activities:

- Process reimbursement claims for payment of LEOFF I benefits

How does this program benefit the community?

- Promotes a healthy community.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- None

## 4. Tuition Reimbursement

Funding source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Tuition Reimbursement program allows employees to pursue higher education that directly correlates to their current work. After employees complete a course/semester, they may request partial reimbursement for courses that align with their current position. This program benefits our employees and in turn our community because of the investment in knowledge and expertise in services.

Program Activities:

- Review and approve claims for reimbursement

How does this program benefit the community?

- Promotes a knowledgeable workforce who provide quality services to the community.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Number of employees who participate in the Tuition Reimbursement Program

## 5. Employee Recognition Program

Funding source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Employee Recognition Program strives to help create a positive work environment for employees, increase employee performance, promote employee engagement, and improve morale. Each year the City of SeaTac selects employees for citywide awards who have demonstrated outstanding performance. Awards are given for customer service, going the extra mile, promoting diversity, and demonstrating SeaTac's core values. The SeaTac Employees are nominated by their fellow staff members and an employee committee determines the selection of the recipients for the Customer Service, Extra Mile, Diversity, and The SeaTac Award.

Program Activities:

- Plan and host recognition events

How does this program benefit the community?

- Promotes an engaged workforce who provide quality services to the community.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Number of Employee Recognition Program events held per year

## 6. Commute Trip Reduction

Funding Source: General Fund (001)

Types of Revenue: Department of Revenue Commute Trip Reduction Credit

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Commute Trip Reduction program is designed to reduce the drive-alone rates of employees traveling to and from work. The goals of the program are to improve air quality, reduce traffic congestion, and reduce gas usage. Employees are eligible to receive incentives for participating in the program.

Program Activities:

- Process claims for incentives

How does this program benefit the community?

- Promotes a healthier environment, reduces traffic and noise for all community members to enjoy.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Number of employees who participate in the Commute Trip Reduction program.



## 7. Learning and Development

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Learning and Development aims to improve group and individual performance by increasing and honing skills and knowledge. Learning and Development helps, in part, form our talent management strategy and is designed to align group and individual goals and performance with the City's overall vision and goals. Good training provides individuals with tools and skills and demonstrates how to apply these new tools and skills within their own organization and role.

Program Activities:

- Assist with creation of individual development plans (IDP) as well as department, division, and section development goals.
- Identify skill gaps among groups and teams, and find suitable training to fill these gaps, promoting a skilled workforce.
- Procurement for training consultants and online resources to provide a cost-effective service appropriate for the City's needs.

How does this program benefit the community?

- Promotes a knowledgeable and skilled workforce who provide quality services to the community.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Percentage of employees who complete required training

## 8. Safety Administration

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

This service ensures the safe and healthy work environment for all City employees. This program encourages employees to perform their assigned work as safely and as reasonably as possible. Employees are to follow safety policies as they complete their assigned duties to ensure their own safety, the safety of fellow employees, the safety of the public, and the protection of City property.

Program Activities:

- Assist people managers and employees in their efforts to comply with all applicable rules, laws, and regulations pertaining to employee health and safety
- Coordinate Safety Committee meetings, regular safety trainings, inspections, and update policies and procedures

How does this program benefit the community?

- Promotes a healthy, safe, and skilled workforce who provide quality services to the community.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.
- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Percentage of applicable employees who complete required safety training

## 9. Recruitment and Onboarding

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Recruitment is the active and involved process of attracting, selecting, screening, and hiring qualified candidates for all departments at the City.

Program Activities:

- Onboard selected candidates by completing necessary documentation and steps involved in preparing the employee to commence work, as well as ensuring they assimilate well into the organization on the first day and beyond

How does this program benefit the community?

- Hiring a skilled workforce directly benefits our community with persons equipped to provide needed services.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.2A Manage population and employment growth in a way that is compatible with SeaTac's values and aspirations while supporting the Vision 2040 Regional Growth Strategy.

What Performance Indicators are tied to this program?

- Average number of business days to recruit and fill a position internally
- Average number of business days to recruit and fill a position externally

## 10. Employee Performance Management

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Performance Management includes setting clear and specific performance expectations for each employee and providing periodic informal and/or formal feedback about employee performance relative to those stated goals and the position responsibilities. Often performance management works in correlation with Learning and Development; specifically developing and implementing Individual Development Plans (IDP).

Program Activities:

- Notify people managers of performance reviews
- Provide feedback about employee performance relative to the performance review

How does this program benefit the community?

- Setting expectations around service and performance for employees provides the community with a standard of quality services.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.

What Performance Indicators are tied to this program?

- Percentage of permanent employees with an Individual Development Plan (IDP)

## 11. Employee and Labor Relations

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Employee and Labor Relations assists with general management regarding developing, maintaining, and improving employee relationships via communication, performance management, processing grievances and/or disputes as well as interpreting and conveying City policies.

Program Activities:

- Negotiation and administration of the Collective Bargaining Agreements
- Prevention and resolution of issues involving employees which stem out of or affect work situations

How does this program benefit the community?

- There is an indirect community benefit in creating a collaborative work environment, promoting employee engagement as well as fair and equitable workplace policies and practices, which in turn allows employees to focus on their job responsibilities in a supportive environment.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1B Support a culture of dialogue and partnership among community members, agencies, organizations, officials, and City Departments.

What Performance Indicators are tied to this program?

- Number of required Labor Management Committee meetings conducted

## 12. Classification and Compensation

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Classification and Compensation provides and monitors a competitive and fair compensation system and maintains a standardized and equitable classification system which defines the scope and nature of job assignments, provides ongoing updates of classification specifications, differentiates between work assignments, identifies job expectations, and supports career development options which enables the City to hire and retain qualified employees.

Program Activities:

- Perform annual class and compensation study as defined in the Collective Bargaining Agreement
- Perform job audits requested by employees as defined in the Collective Bargaining Agreement

How does this program benefit the community?

- There is an indirect community benefit to ensuring City employees are correctly classified and compensated. Insuring employees are properly classified and compensated helps promote an equitable work environment, and in turn an engaged workforce that provides services to the community.

How does it support the department's mission?

- Provides effective human resources expertise by developing and implementing policies, programs and services that contribute and align with City initiatives, values, and strategies.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1C Serve as a model employer and public agency by providing an example to the larger community through equitable, healthy, and environmentally sound practices.

What Performance Indicators are tied to this program?

- Number of employee-initiated Job Audit requests

## Legal

It is the Legal Department's mission to provide comprehensive legal advice and representation to the City Council and City departments, which includes open access to and accurate preservation of City records, effective prosecution, victim advocacy, and prevention and mitigation of risk, to promote transparency and for the health and safety of the community.

The SeaTac Legal Department consists of five (5) primary divisions: Civil, Risk Management, Criminal, City Clerk, and Records.

### **DIVISION #1: Civil**

#### **PROGRAMS:**

1. [Legal Advice](#)
2. [Legal Claims & Litigation](#)
3. [Legal Files Program & Training](#)

### **DIVISION #2: Risk Management**

#### **PROGRAMS:**

4. [Insurance Management](#)
5. [Risk Management Claims & Litigation](#)
6. [Mitigating Risk](#)

### **DIVISION #3: Criminal**

#### **PROGRAMS:**

7. [Prosecution – SeaTac](#)
8. [Prosecution – Port of Seattle](#)
9. [Victim & Crisis Intervention Advocacy](#)

### **DIVISION #4: City Clerk**

#### **PROGRAMS:**

10. [City Council](#)
11. [Citizen Advisory Committees](#)
12. [AgendaQuick Program & Training](#)

### **DIVISION #5: Records**

#### **PROGRAMS:**

13. [Records Management, Retention, Archiving & Destruction](#)
14. [Public Records Requests](#)
15. [OnBase Program & Training](#)

## 1. Legal Advice

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

The Civil division provides legal advice to the City Council, City Manager, and all officers, departments, and committees of the City regarding all government matters.

Program Activities:

- Council Meeting agenda review
- Project/topic specific legal advice
- Contract review and tracking

How does this program benefit the community?

- This program provides comprehensive legal advice and representation to the City Council, City Manager and City departments, which provide community programs and services to support and engage the community and residents of SeaTac, and the public.

How does it support the department's mission?

- This program provides comprehensive legal advice and representation to the City Council, City Manager, and City departments.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of contracts reviewed and approved by an attorney within three (3) business days



## 2. Legal Claims and Litigation

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Civil division represents the City of SeaTac in civil cases filed by or against the City, in local, State and/or federal court.

Program Activities:

- Civil litigation

How does this program benefit the community?

- This program represents and defends the City in cases filed in local, State and/or federal court. All the functions of this program are services provided to internal customers of the City.

How does it support the department's mission?

- This program litigates civil matters by providing comprehensive legal advice and representation to the City Council, City Manager, and City departments.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Number of cases filed against the City

### 3. Legal Files Program & Training

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

Legal Files is a case management software program allowing the Legal department to be more efficient and organized. The Civil, Risk Management and Criminal divisions utilize this program, and it has allowed the Criminal division to move toward a paperless system.

Program Activities:

- Civil, risk management and criminal case management
- Program configuration
- Training

How does this program benefit the community?

- This program allows all members of the Legal department to access case files while in the office or while teleworking. It provides a central location for emails, pleadings, discovery and other case related documents and notes. The program allows attorneys to work on cases easily and efficiently when someone is out of the office. It also allows for multiple people to work on the same file simultaneously.

How does it support the department's mission?

- This program allows members of the Legal department to work collaboratively and succinctly. The program provides a central location for files and documents, which allows staff to easily access records and accurately preserves records.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Number of electronic case files opened for Civil in Legal Files

#### 4. Insurance Management

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

The Risk Management division ensures that the City always has appropriate property and casualty insurance coverage through the City's insurance broker. It is also responsible for ensuring that Notary Bonds and Public Official Bonds are maintained for all staff who require coverage.

Program Activities:

- Maintain annual liability insurance policies, which renew in January of each year. This includes policies for: Public Entity, Excess Liability, Sexual Abuse, Cyber Risk, Crime and Storage Tank Pollution.
- Maintain annual property insurance policies, which renew in July of each year. This includes policies for: Property, Inland Marine (Public Works and Parks equipment) and Auto Physical Damage.
- Maintain bonds for Notary Public and Public Officials.

How does this program benefit the community?

- This program ensures that the City has the appropriate amount of property and casualty insurance coverage, to minimize the fiscal impacts of a natural disaster, cyberattack, criminal activity, gas leak, or several other types of incidents and/or accidents.

How does it support the department's mission?

- This program maintains the City's annual liability and property insurance policies, which would mitigate the financial implications of potential incidents and/or accidents, such as natural disasters, cyberattacks and/or criminal activity, etc.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Number of claims filed with and paid out by the City's insurer

## 5. Risk Management Claims & Litigation

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

All claims for damages are received by the City Clerk and referred to Risk Management for review. The Risk Management division is responsible for processing and investigating potential claims submitted to the City. This program also coordinates with the City's insurance carriers for claims related to damaged City vehicles and/or property. And finally, this program collaborates with other City departments to recoup any losses caused by a third-party.

Program Activities:

- Process and investigate claims submitted to the City
- Manage and coordinate claims related to damaged City vehicles and/or property
- Recoup losses caused by a third-party

How does this program benefit the community?

- This program works with claimants to investigate and resolve claims. This program also works with City staff to submit claims to insurance carriers for damaged City vehicles and/or property. This program recoups losses caused by a third-party.

How does it support the department's mission?

- This program reviews and processes claims (against the City) so a determination can be made as to whether the claim should be paid. This program also investigates and collaborates with City departments to recoup losses caused by a third-party.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of tort claims investigated with initial determinations made within sixty (60) days

## 6. Mitigating Risk

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

This program within the Risk Management division aims to identify potential risks to the City by coordinating a City-wide Safety Assessment conducted by Cities Insurance Association of Washington (CIAW) every two (2) years. CIAW provides assistance determining ways that can help the City reduce risk, which could lead to fewer claims. This is a free assessment through our membership with CIAW.

Program Activities:

- Conduct City-wide Safety Assessment every two (2) years

How does this program benefit the community?

- This program identifies ways that can help the City reduce risk.

How does it support the department's mission?

- This program conducts a City-wide Safety Assessment every two (2) years that identifies potential risks to the City, which could lead to fewer claims. This program identifies potential risks to the City.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of Action Items identified in the City-Wide Safety Assessment and completed (every two years)

## 7. Prosecution - SeaTac

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

The Criminal division prosecutes criminal misdemeanors in violation of the City's Criminal Code, as well as traffic infractions, code compliance offenses and other civil violations of the City's ordinances.

Program Activities:

- Prosecution of criminal misdemeanors for the City of SeaTac

How does this program benefit the community?

- This program promotes safety, welfare, and justice for both SeaTac residents and people living outside of the City. All these functions and programs are services provided for the health and safety of the community.

How does it support the department's mission?

- This program provides comprehensive legal advice and representation to effectively prosecute criminal misdemeanors.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of cases filed by the City, referred by the SeaTac Police

## 8. Prosecution – Port of Seattle

Funding Source: General Fund (001)  
Types of Revenue: Port of Seattle Court ILA

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

Through an interlocal agreement with the Port of Seattle Police, the Criminal division prosecutes criminal misdemeanors in violation of the City's Criminal Code, as well as contested traffic infractions, investigated by the Port of Seattle Police and referred to the City of SeaTac for prosecution.

Program Activities:

- Prosecute criminal misdemeanors for the Port of Seattle Police

How does this program benefit the community?

- This program promotes safety, welfare, and justice for both SeaTac residents and people traveling through the Seattle-Tacoma International Airport. All these functions and programs are services provided for the health and safety of the community and airport.

How does it support the department's mission?

- This program provides comprehensive legal advice and representation to effectively prosecute criminal misdemeanors.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of cases filed by the City, referred by the Port of Seattle Police

## 9. Victim & Crisis Intervention Advocacy

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Criminal division provides crisis intervention and advocacy to crime victims, and connects people in need of temporary shelter, transportation, or food with available community resources.

Program Activities:

- Provide victim advocacy
- Provide crisis intervention advocacy

How does this program benefit the community?

- This program employs a full-time Victim and Crisis Intervention Advocate who provides support and assistance to victims who live within the City of SeaTac.

How does it support the department's mission?

- This program aims to provide victim advocacy through safety planning, resource referrals and domestic violence education.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of victims contacted by the Victim and Crisis Intervention Advocate within two (2) business days of the criminal case filing



## 10. City Council

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

Work with the City Council, Department Heads, and employees to prepare, process, and retain all Council actions and records.

Program Activities:

- Onboard new Councilmembers
- Train Councilmembers and staff as needed to ensure meetings go as smoothly as possible
- Prepare agendas, minutes, Council Packets
- Process Council Actions
- Public Notices
- Update policies, as needed

How does this program benefit the community?

- This program ensures efficiency and transparency in the Council actions.

How does it support the department's mission?

- The City Council program supports the department's mission by contributing to the open access and accurate preservation of City records, mitigating risk per Open Public Meetings Act (OPMA), and promoting transparency.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of Council Meeting Agenda Bills which met the deadline to the Legal Department, and were also submitted complete (no documents or sections were missing)

## 11. Citizen Advisory Committees

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

This program ensures a fair and efficient process in filling vacancies on advisory committees. The City of SeaTac Advisory Committees assist the City Council in decision-making and setting City policies.

Program Activities:

- Publish vacancies
- Work with the Mayor and staff liaisons to fill vacancies
- Retain committee and member documentation

How does this program benefit the community?

- This program ensures the public can participate in the workings of the City by providing their voice to upcoming projects and issues.

How does it support the department's mission?

- This program contributes to the open access and accurate preservation of City records and promotes transparency.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- None

## 12. AgendaQuick Program & Training

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

AgendaQuick is an electronic program the City uses to prepare documentation related to the City Council Meetings. This program is directly tied to Program #1 City Council Meetings.

Program Activities:

- Train City staff on the use of AgendaQuick
- Update manuals and policies

How does this program benefit the community?

- This program ensures the documentation is available for the public to review in order to understand the projects of the City and the actions of the Council.

How does it support the department's mission?

- This program contributes to the open access and accurate preservation of City records, mitigating risk per Open Public Meetings Act (OPMA), and promoting transparency.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of Agenda bills which met the deadline to the Legal Department

### 13. Records Management, Retention, Archiving & Destruction

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

Records Management is responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including processes for capturing and maintaining evidence of any information about business activities and transactions in the form of records.

Program Activities:

- Conduct annual records vault inventory
- Monitor records retention periods to determine disposition and value of records
- Perform and record document destructions throughout the year
- Conduct annual agreement/contract review
- Catalog and digitize historical and current City records
- Transfer of archival records to State Archives
- Facilitate quarterly Records Representative Meetings
- Train employees on a quarterly, one-on-one, and as-needed basis

How does this program benefit the community?

- This program ensures efficiency and transparency in government by preserving records that support City activities.

How does it support the department's mission?

- This program contributes to the open access and accurate preservation of City records.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of agreements received by Records containing all necessary information

## 14. Public Records Requests

Funding Source: General Fund (001)

Types of Revenue: Fees

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

This program complies with the legislative requirements of the Public Records Act, Chapter 42.56 RCW, through the processing of Public Record Requests submitted by both internal and external customers.

Program Activities:

- Process, respond to, track, and disclose records in response to submitted Public Record Requests
- Annual reporting to the Joint Legislative Audit and Review Committee (JLARC)

How does this program benefit the community?

- Promotes transparency in government.

How does it support the department's mission?

- Promotes transparency in government.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Percentage of Public Records Requests completed within five (5) business days

## 15. OnBase Program & Training

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

OnBase is an information platform designed to manage the City's records. City departments utilize the program's cabinets to scan and organize the City's current and historical documents.

Program Activities:

- Train all new employees and provide refresher sessions offered throughout the year, including one-on-one sessions
- Reconfigure department cabinets in OnBase, as needed
- Maintenance of records contained within OnBase cabinets

How does this program benefit the community?

- Provides the public with easy access to records.

How does it support the department's mission?

- Promotes transparency in government.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- Number of employees participating in OnBase trainings

## Community and Economic Development

The Community and Economic Development (CED) department's mission is to create an inclusive, economically thriving, livable and safe community that is clean, healthy, and both neighborhood and business focused. We engage with the community, promote SeaTac's economic advantages, provide friendly and knowledgeable customer service, and enforce development regulations. The 2023-2024 CED budget is designed to support this mission.

CED's goal is to help SeaTac become a stronger, more vibrant and prosperous community through effective citizen engagement, excellent customer service, and promotion of the City's competitive advantages and attributes.

We review applications and plans for compliance with State, City, and other applicable codes to help ensure and enable the community to be well designed, safely built and maintained, so that property values are protected. We involve the community and stakeholders in current activities and issues, and in the development of future plans and programs.

CED is organized into four different operational divisions; these divisions are Building Services, Economic Development, Permit Center, and Planning. Code compliance, technically a separate budgetary division, is operationally located in the Building Services division under the supervision of the Building Services Manager. The department is supported by the director and several administrative assistants, and hosts the Human Services program, which is supported by the Human Services Coordinator. The CED divisions collaborate with each other, and the related division of Engineering Review in the Public Works department, to support eight programs. Each division contains professional subject matter experts to inform the implementation of the programs.

### **PROGRAMS:**

1. [Code Compliance](#)
2. [Construction Permit Review & Inspection](#)
3. [Land Use Decisions](#)
4. [Legislative Support: Municipal Code](#)
5. [Legislative Support: Comprehensive Plan](#)
6. [Economic Development Pillars 1, 4, and 6: Business Retention & Expansion, Workforce Development, and Tourism & Travel](#)
7. [Economic Development Pillars 2, 3, and 5: Real Estate, Business Attraction, Neighborhood Development](#)
8. [Human Services](#)

## 1. Code Compliance

Funding Source: General Fund (001)  
Types of Revenue: Civil Infractions and Civil Penalties

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

The Code Compliance program ensures that private property and businesses comply with adopted regulations that implement the Comprehensive Plan and other state or federal mandates.

Program Activities:

- Receive and investigate complaints from the community regarding possible violations of community standards
- Collaborate with property owners and business to correct violations of community standards
- Enforce compliance with community standards, when necessary, through the issuance of civil infractions, penalties, development of voluntary compliance agreements, and in some cases, support the abatement of extreme violations

How does this program benefit the community?

- The Code Compliance program is intended to support the implementation of the community vision contained within the Comprehensive Plan by ensuring that the property and business owners comply with adopted regulations. The adopted regulations are intended to implement the Comprehensive Plan goals and policies related to neighborhood character, business improvements, protecting the environment, and protecting public safety.

How does it support the department's mission?

- The Code Compliance program ensures compliance with SeaTac regulations, which are designed to ensure SeaTac becomes an economically thriving, livable and safe community that is clean and healthy.

What City goal(s) does this support?

- Promote our Neighborhoods
- Build Effective and Accountable Government
- Create & Preserve Housing

What Comprehensive Plan goal(s) does this support?

- 2.2 Create walkable, compact, transit-oriented communities with a range of transportation, employment, housing, recreation, goods, and service choices for residents of all income levels.
- 3.5 Strengthen SeaTac's existing residential neighborhoods and foster a high degree of pride in residency or ownership.
- 7.1 Provide residents and visitors with a positive, identifiable image of the City of SeaTac.



- 7.2 Provide a well-designed, pedestrian-friendly, and community-oriented environment in the Urban Center.
- 7.3 Enhance the character of residential areas and promote a range of well-designed housing types.
- 8.7 Enhance and utilize the City's natural and built environment to increase the desirability of locating in SeaTac.
- 9.2 Preserve and enhance the quality of water resources.
- 9.3 Protect, preserve, and enhance natural drainage systems.
- 9.9 Protect, preserve, and enhance steep slope, landslide, erosion, and seismic hazard areas due to their sensitivity to human activities, and provide adequate mitigation of adverse environmental impacts.
- 9.10 Preserve and protect the natural flood storage function of floodplains.

What Performance Indicators are tied to this program?

- Percentage of initial investigations of a Code Compliance complaint with first contact attempted within 2 business days
- Percentage of follow up Code Compliance inspections conducted within one day of scheduled date

## 2. Construction Permit Review & Inspection

Funding Source: General Fund (001)

Types of Revenue: Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Construction Permit Review & Inspection program ensures that private development and construction complies with adopted local, state, and federal regulations.

Program activities:

- Intake and routing of all applications for construction permitting of buildings, site grading, and improvements in the public right-of-way
- Review, correction, and approval of application materials and plans
- Coordination of consultant peer review(s) of application materials and plans
- Invoicing required construction permitting fees, impact fees
- Quality assurance plan review and inspections for the Port of Seattle
- Construction permit issuance
- Inspections of construction of buildings, site grading, and improvements in the public right-of-way
- Archiving of construction permit records

How does this program benefit the community?

- The Construction Permit Review & Inspection program is intended to support the implementation of the community vision contained within the Comprehensive Plan by ensuring that new construction complies with adopted regulations. The adopted regulations are intended to implement the Comprehensive Plan goals and policies related to neighborhood character, supporting housing and business growth, protecting the environment, and protecting public safety.

How does it support the department's mission?

- Ensures new construction work complies with SeaTac regulations, which are designed to ensure SeaTac becomes and remains an economically thriving, livable, and safe community that is clean and healthy.

What City goal(s) does this support?

- Promote our Neighborhoods
- Build Effective and Accountable Government
- Create & Preserve Housing
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 2.1 Focus growth to achieve a balanced mix and arrangement of land uses that support economic vitality, community health and equity, and transit access.
- 2.2 Create walkable, compact, transit-oriented communities with a range of transportation, employment, housing, recreation, goods, and service choices for residents of all income levels.

- 2.3 Achieve a mix of housing types while maintaining healthy residential neighborhoods and guiding new housing development into appropriate areas.
- 2.4 Serve the needs of the City's residents, businesses, and visitors through appropriate commercial land uses.
- 2.5 Provide an appropriate level of manufacturing, industrial, and warehouse/distribution land uses within the City.
- 2.7 Accommodate essential public facilities in alignment with this Plan's [Comprehensive Plan] goals and policies.
- 3.4 Increase housing options in ways that complement and enhance nearby residential and commercial uses.
- 3.5 Strengthen SeaTac's existing residential neighborhoods and foster a high degree of pride in residency or ownership.
- 3.6 Increase housing opportunities for all economic segments of the community, especially in SeaTac's transit communities.
- 4.4 Plan for and develop a system of transportation facilities for all users and all modes including pedestrians, transit users and bicyclists.
- 4.8 Establish and maintain a consistent, sustainable, adequate, and equitable funding program to maintain, operate and improve the City's transportation system in a timely manner to support implementation of the City's Comprehensive Plan.
- 5.1 Plan for public facilities to adequately serve existing and new development by establishing levels of service (LOS) standards and determining the capital improvements needed to achieve and maintain these standards for existing and future residents and employees.
- 5.2 Provide needed public facilities through City funding or requirements for others to provide.
- 5.3 Provide adequate public facilities concurrent with new development impacts.
- 7.1 Provide residents and visitors with a positive, identifiable image of the City of SeaTac.
- 7.2 Provide a well-designed, pedestrian-friendly, and community-oriented environment in the Urban Center.
- 7.3 Enhance the character of residential areas and promote a range of well-designed housing types.
- 7.4 Promote well-designed developments in the Industrial and Aviation Commercial zones that respect the natural environment.
- 8.7 Enhance and utilize the City's natural and built environment to increase the desirability of locating in SeaTac.
- 9.2 Preserve and enhance the quality of water resources.
- 9.3 Protect, preserve, and enhance natural drainage systems.
- 9.9 Protect, preserve, and enhance steep slope, landslide, erosion, and seismic hazard areas due to their sensitivity to human activities, and provide adequate mitigation of adverse environmental impacts.

What Performance Indicators are tied to this program?

- Percentage of construction permit plan reviews completed within the established target review time
- Percentage of construction permit inspection requests completed within 1 business day

### 3. Land Use Decisions

Funding Source: General Fund (001)

Types of Revenue: Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Land Use Decision program ensures that private and public development and construction complies with adopted local, state, and federal regulations. The Land Use Decision program focuses primarily on the proposed use, required improvements to support the proposed use, and administrative or discretionary decisions that must occur prior to construction permit application. The Land Use Decision process also provides for public comment, input, and appeal of proposed developments.

Program Activities:

- Engaging in pre-application meetings with private developers.
- Intake and routing of all applications for land use decisions, including the subdivision of land, development agreements, SEPA environmental review, variances, etc.
- Engaging in pre-application meetings with the Port of Seattle, subject to the terms of the Interlocal Agreement
- Review, correction, and approval of application materials and plans
- Coordination of consultant peer review(s) of application materials and plans
- Invoicing required fees for land use review and decision
- Land use decision issuance and appeals process
- Archiving of land use decision records

How does this program benefit the community?

- The Land Use Decision program is intended to support the implementation of the community vision contained within the Comprehensive Plan by ensuring that new development complies with adopted regulations. The adopted regulations are intended to implement the Comprehensive Plan goals and policies related to neighborhood character, supporting housing and business growth, protecting the environment, and protecting public safety.

How does it support the department's mission?

- The Land Use Decision program ensures that new construction work complies with SeaTac regulations, which are designed to ensure SeaTac becomes and remains an economically thriving, livable and safe community that is clean and healthy.

What City goal(s) does this support?

- Promote our Neighborhoods
- Build Effective and Accountable Government
- Create & Preserve Housing
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

- 2.1 Focus growth to achieve a balanced mix and arrangement of land uses that support economic vitality, community health and equity, and transit access.
- 2.2 Create walkable, compact, transit-oriented communities with a range of transportation, employment, housing, recreation, goods, and service choices for residents of all income levels.
- 2.3 Achieve a mix of housing types while maintaining healthy residential neighborhoods and guiding new housing development into appropriate areas.
- 2.4 Serve the needs of the City's residents, businesses, and visitors through appropriate commercial land uses.
- 2.5 Provide an appropriate level of manufacturing, industrial, and warehouse/distribution land uses within the City.
- 2.7 Accommodate essential public facilities in alignment with this Plan's [Comprehensive Plan] goals and policies.
- 3.4 Increase housing options in ways that complement and enhance nearby residential and commercial uses.
- 3.5 Strengthen SeaTac's existing residential neighborhoods and foster a high degree of pride in residency or ownership.
- 3.6 Increase housing opportunities for all economic segments of the community, especially in SeaTac's transit communities.
- 4.4 Plan for and develop a system of transportation facilities for all users and all modes including pedestrians, transit users and bicyclists.
- 4.8 Establish and maintain a consistent, sustainable, adequate, and equitable funding program to maintain, operate and improve the City's transportation system in a timely manner to support implementation of the City's Comprehensive Plan.
- 5.1 Plan for public facilities to adequately serve existing and new development by establishing levels of service (LOS) standards and determining the capital improvements needed to achieve and maintain these standards for existing and future residents and employees.
- 5.2 Provide needed public facilities through City funding or requirements for others to provide.
- 5.3 Provide adequate public facilities concurrent with new development impacts.
- 7.1 Provide residents and visitors with a positive, identifiable image of the City of SeaTac.
- 7.2 Provide a well-designed, pedestrian-friendly, and community-oriented environment in the Urban Center.
- 7.3 Enhance the character of residential areas and promote a range of well-designed housing types.
- 7.4 Promote well-designed developments in the Industrial and Aviation Commercial zones that respect the natural environment.
- 8.7 Enhance and utilize the City's natural and built environment to increase the desirability of locating in SeaTac.
- 9.2 Preserve and enhance the quality of water resources.
- 9.3 Protect, preserve, and enhance natural drainage systems.
- 9.9 Protect, preserve, and enhance steep slope, landslide, erosion, and seismic hazard areas due to their sensitivity to human activities, and provide adequate mitigation of adverse environmental impacts.

What Performance Indicators are tied to this program?

- Percentage of land use decisions completed within 180 calendar days
- Percentage of land use decision plan reviews completed within the established target review time

## 4. Legislative Support: Municipal Code

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Legislative Support: Municipal Code program supports the process by which the City Council amends the SeaTac Municipal Code in response to changing needs and circumstances.

Program Activities:

- Identification and docketing of code amendments by the City Council in response to community needs, State legislation, regional policies, and relevant case law
- Identification and docketing of code amendments by the City staff, or community, engaged in the Construction Permit Review & Inspection or Land Use Decision programs
- Initiation of the code amendment review by Council Committee and referral to Planning Commission
- Staff research, development of options, administrative and subject matter expert support of Planning Commission meetings, review, and public hearing(s)
- Administration of consultant support, if required
- Technical drafting of ordinance, draft code amendment language for review
- SEPA and Department of Commerce review
- Presentation of Planning Commission and staff recommendations to Council Committee and City Council

How does this program benefit the community?

- The Municipal Code is one of the methods used by the City Council to implement the Comprehensive Plan to achieve the community's goals and vision. As the community grows and new concerns are identified, and new federal and state legislation is adopted, the Municipal Code should be updated to better implement the Comprehensive Plan.

How does it support the department's mission?

- CED's mission is based upon the implementation of the Comprehensive Plan, which, if implemented correctly, will result in an inclusive, economically thriving, livable and safe community that is clean, healthy, and both neighborhood and business focused. The Municipal Code must be consistent with, and implement, the Comprehensive Plan. Consequently, implementation of the Comprehensive Plan occurs, in part, by requiring private development to comply with the Municipal Code. Development is a dynamic activity, resulting in regular changes in technology, new scientific findings, and changing perceptions. Regular amendments to the municipal code to allow SeaTac to address new or changed circumstances is necessary to allow the City to continue to implement the Comprehensive Plan.
- Allows CED to modify its approach to implementing the Comprehensive Plan and achieving CED's mission in response to changes in local, state, and federal legislative direction and changing circumstances. This program also allows staff to further refine the approach used by CED's Code Compliance, Construction Permit Review & Inspection, and Land Use Decision programs.

What City goal(s) does this support?

- Promote our Neighborhoods
- Build Effective and Accountable Government
- Create & Preserve Housing
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.2 Ensure that SeaTac's Comprehensive Plan is internally consistent and remains consistent with the State's Growth Management Act and regional growth management plans and policies.
- 2.1 Focus growth to achieve a balanced mix and arrangement of land uses that support economic vitality, community health and equity, and transit access.
- 2.2 Create walkable, compact, transit-oriented communities with a range of transportation, employment, housing, recreation, goods, and service choices for residents of all income levels.
- 2.3 Achieve a mix of housing types while maintaining healthy residential neighborhoods and guiding new housing development into appropriate areas.
- 2.4 Serve the needs of the City's residents, businesses, and visitors through appropriate commercial land uses.
- 2.5 Provide an appropriate level of manufacturing, industrial, and warehouse/distribution land uses within the City.
- 2.7 Accommodate essential public facilities in alignment with this Plan's [Comprehensive Plan] goals and policies.
- 3.4 Increase housing options in ways that complement and enhance nearby residential and commercial uses.
- 3.5 Strengthen SeaTac's existing residential neighborhoods and foster a high degree of pride in residency or ownership.
- 3.6 Increase housing opportunities for all economic segments of the community, especially in SeaTac's transit communities.
- 4.4 Plan for and develop a system of transportation facilities for all users and all modes including pedestrians, transit users and bicyclists.
- 4.8 Establish and maintain a consistent, sustainable, adequate, and equitable funding program to maintain, operate and improve the City's transportation system in a timely manner to support implementation of the City's Comprehensive Plan.
- 5.1 Plan for public facilities to adequately serve existing and new development by establishing levels of service (LOS) standards and determining the capital improvements needed to achieve and maintain these standards for existing and future residents and employees.
- 5.2 Provide needed public facilities through City funding or requirements for others to provide.
- 5.3 Provide adequate public facilities concurrent with new development impacts.
- 7.1 Provide residents and visitors with a positive, identifiable image of the City of SeaTac.
- 7.2 Provide a well-designed, pedestrian-friendly, and community-oriented environment in the Urban Center.
- 7.3 Enhance the character of residential areas and promote a range of well-designed housing types.
- 7.4 Promote well-designed developments in the Industrial and Aviation Commercial zones that respect the natural environment.

- 8.7 Enhance and utilize the City's natural and built environment to increase the desirability of locating in SeaTac.
- 9.2 Preserve and enhance the quality of water resources.
- 9.3 Protect, preserve, and enhance natural drainage systems.
- 9.9 Protect, preserve, and enhance steep slope, landslide, erosion, and seismic hazard areas due to their sensitivity to human activities, and provide adequate mitigation of adverse environmental impacts.

What Performance Indicators are tied to this program?

- Percentage of code amendments initiated consistent with the timing specified in the Comprehensive Plan
- Percentage of code amendments completed within state mandated deadlines



## 5. Legislative Support: Comprehensive Plan

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Legislative Support: Comprehensive Plan program supports the process by which the City Council amends the Comprehensive Plan, and related policy documents (e.g., subarea plans, Parks, Recreation and Open Space plan, and similar policy documents), in response to the changing needs and circumstances of the SeaTac community.

Program Activities:

- Identification and docketing of Comprehensive Plan amendments by the City Council in response to community needs
- Identification and docketing of Comprehensive Plan amendments by the City staff, or community in response to State, the Puget Sound Regional Council, or King County legislation
- Initiation of the Comprehensive Plan amendment review by Council Committee and referral to Planning Commission
- Staff research and support to inform SeaTac's engagement in State and Federal lobbying
- Staff research, development of options, administrative and subject matter expert support of Planning Commission meetings, review, and public hearing(s).
- Interagency coordination (e.g., Port of Seattle SAMP, King County, PSRC, Sound Cities Association, etc.)
- Administration of consultant support, if required
- Technical drafting of ordinance, draft Comprehensive Plan amendment language for review
- State Environmental Policy Act (SEPA) and Department of Commerce review.
- Presentation of Planning Commission and staff recommendations to Council Committee and City Council

How does this program benefit the community?

- The Comprehensive Plan contains the community's vision, which along with goals and policies in the Comprehensive Plan, is the basis for the City to engage in programs, make funding decisions, and adopt regulations intended to benefit the community. The Comprehensive Plan is a foundational policy document, which is updated regularly to reflect the changing circumstances and priorities of the community.

How does it support the department's mission?

- CED's mission is based upon the vision, goals, and policies in the Comprehensive Plan. This program allows the community, through the City Council, to continue to amend, refine, and update the Comprehensive Plan in response to the changing circumstances and priorities of the community.

What City goal(s) does this support?

- Promote our Neighborhoods
- Build Effective & Accountable Government
- Create & Preserve Housing
- Expand Green & Public Spaces
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.
- 1.2 Ensure that SeaTac's Comprehensive Plan is internally consistent and remains consistent with the State's Growth Management Act and regional growth management plans and policies.

What Performance Indicators are tied to this program?

- Percentage of Comprehensive Plan amendments completed in compliance with legal deadlines
- Percentage of the impacted community, as identified in project scoping, engaged during plan updates

## 6. Economic Development Pillars 1, 4, 6: Business Retention & Expansion, Workforce Development, and Tourism & Travel

Funding Source: General Fund (001); Hotel/Motel Tax Fund (107)

Types of Revenue: Taxes

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

These three components (“Pillars”) of Economic Development have been grouped together as a single program because many of the activities are inter-related and support multiple aspects of Economic Development. The Business Retention and Expansion and Workforce Development components of this program focus on supporting the growth of existing businesses and the workforce engaged in business activities. The Tourism and Travel component focuses on marketing SeaTac businesses to increase travel and tourism activity in SeaTac, which in turn supports business growth and development.

Program Activities:

- Administering specific programs related to focus areas, including consultant contracts
- Supporting City Council and committee review of specific program activities
- Managing business community outreach, strategic plan development, and business and marketing research reports
- Daily coordination with partner organizations, including the Small Business Development Center (SBDC), Chamber of Commerce, Seattle Southside Regional Tourism Authority (SSRTA), and Sound Cities Association (SCA)
- Administrative and subject matter expert support of Hotel/Motel Advisory Committee meetings
- Presentation of Hotel/Motel Advisory Committee budgetary recommendations to City Council

How does this program benefit the community?

- These programs are intended to help support the SeaTac business community grow, develop a strong SeaTac workforce, and promote tourism and travel to SeaTac for the benefit of the hospitality community. The business retention and expansion program focus is on supporting the growth of existing community businesses to better serve their customers and allow for long-term business expansion. The workforce development program focuses on expanding the community’s knowledge and training to ensure the availability of trained workers for businesses in SeaTac, and support SeaTac residents in finding work. The tourism and travel program works to promote tourism and travel in SeaTac, through the targeted use of hotel / motel monies, by marketing the City and creating tourism amenities and programs.

How does it support the department’s mission?

- The CED mission directs CED to create an economically thriving and livable community that is business focused. These programs directly support the business community as described above; the programs also support the resident community by creating strong businesses, workforce training, and tourism amenities.

What City goal(s) does this support?

- Promote our Neighborhoods
- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 8.1 Support the private sector through partnerships, plans, and monitoring.
- 8.2 Review and reform regulations and taxing policies to develop a strong business climate and encourage entrepreneurial government.
- 8.3 Promote and encourage quality job training and educational opportunities.
- 8.8 Enhance the visitor experience and foster the local travel and tourism ecosystem to maximize the benefits of the City of SeaTac's geographic position regionally and globally.

What Performance Indicators are tied to this program?

- Percentage of total existing & active businesses engaged by Economic Development staff
- Percentage change in lodging tax revenues per year

## 7. Economic Development Pillars 2, 3, 5: Real Estate, Business Attraction, Neighborhood Development

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

These three components (“Pillars”) of Economic Development have been grouped together as a single program because many of the activities are inter-related and support multiple aspects of Economic Development. The real estate component focuses on encouraging the development or redevelopment of existing properties within SeaTac. The business attraction component focuses on attracting new businesses to SeaTac, often to address specific community needs. Neighborhood development works in partnership with the Legislative Support: Comprehensive Plan program to create neighborhood development plans.

Program Activities:

- Administering programs and consultant contracts
- Developing and publishing marketing materials
- Supporting City Council and committee review of specific program activities
- Managing business community outreach, strategic plan development, and business and marketing research reports
- Daily coordination with partner organizations, including the SBDC, Chamber of Commerce, SSRTA, and SCA

How does this program benefit the community?

- These programs directly support the growth of the business community as described above. In particular, the Real Estate and the Business Attraction programs are intended to increase new development or redevelopment and new business opportunities within SeaTac. The neighborhood development program supports the real estate program and the implementation of the Legislative Support: Comprehensive Plan goals and policies by promoting neighborhood development consistent with the communities’ goals.

How does it support the department’s mission?

- The CED mission directs CED to create an economically thriving and livable community that is business focused. These programs directly support the business community as described above; the programs also support the resident community by attracting new businesses to SeaTac, promoting new development or re-development of existing areas, and supporting the long-term creation of strong neighborhoods.

What City goal(s) does this support?

- Promote Our Neighborhoods
- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 8.1 Support the private sector through partnerships, plans, and monitoring.

- 8.2 Review and reform regulations and taxing policies to develop a strong business climate and encourage entrepreneurial government.
- 8.4 Encourage economic diversity and a variety of jobs at various wage levels.
- 8.5 Create an environment that spurs local food sector development to increase opportunities for economic self-sufficiency.
- 8.6 Maintain and upgrade existing and strategically locate new public infrastructure to provide capacity for economic growth.

What Performance Indicators are tied to this program?

- Assessed value of new construction
- Number of potential new businesses engaged by Economic Development staff

## 8. Human Services

Funding Source: General Fund (001); Affordable Housing Sales Tax Fund (112)  
Types of Revenue: Grants, Taxes

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

This program allows the City to deliver resources through contracts with non-profit human service agencies that provide direct services to residents who meet income and/or other program-specific requirements. The program also addresses immediate assistance needed due to a hardship or emergency through the Minor Home Repair and Hotel Voucher programs. In addition, this program supports the Minor Home Repair, Rental Assistance Program, assistance with personal taxes, and provides resources to the Senior Program, including the Senior lunch program.

Program Activities:

- Create and monitor contracts with non-profit agencies that help the underserved
- Administer Minor Home Repair, Rental Assistance Program, and Hotel Voucher Program
- Act as staff liaison for Community Services Advisory Committee
- Provide resources to the Senior Program including the Senior lunch program

How does this program benefit the community?

- This program benefits the community by providing services and resources for those in need (basic and urgent needs, business opportunities, apprenticeships).
- Funds agencies throughout South King County to assist SeaTac residents with human services.

How does it support the department's mission?

- The department's mission is to create an inclusive, economically thriving, livable and safe community that is clean, healthy, and both neighborhood and business focused. This program supports the department's mission by delivering human services that focus on helping residents thrive, be safe, and be healthy.

What City goal(s) does this support?

- Create & Preserve Housing
- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 3.1 Maintain and enhance the quality of life for all community members by providing and supporting effective and accessible human services that are culturally relevant, physically accessible, near adequate public transportation, affordable, and immediate.
- 3.2 Effectively allocate City general funds for services that address the full spectrum of community needs and values.
- 3.3 Partner with funders, governments, educators, human service providers, media, police, the criminal justice system, and the community at large to meet human needs in a humane and holistic manner.

- 3.5 Strengthen SeaTac's existing residential neighborhoods and foster a high degree of pride in residency or ownership.

What Performance Indicators are tied to this program?

- Number of Minor Home Repair projects completed



## Municipal Court

The SeaTac Municipal Court is a court of limited jurisdiction. The Judge is authorized by the Revised Code of Washington to preside over civil infractions, traffic infractions, and criminal misdemeanor and gross misdemeanor violations. The Court accepts case filings from the executive branch for violations of ordinances established by the legislative branch and serves as impartial forum for resolution.

Our Court Support Services department supervises individuals who have been placed on active supervision. They work to ensure that defendants are successful in fulfilling the requirements of their sentence, reduce the likelihood of reoffending, and are not a danger to the community. This is accomplished by employing various monitoring techniques and arranging additional services as may be required. The Case manager acts as an intermediary between the judge and the defendant, tracking their progress and makes recommendations as needed. Case Managers may develop and oversee rehabilitation and support programs.

Currently, our department facilitates a Domestic Violence Moral Reconciliation Therapy (DVMRT) program. DVMRT is a cognitive-behavior modification group process based on the theory that thoughts, beliefs, and attitudes are the primary determinants of behaviors. DVMRT is designed to facilitate a change in the client's process of conscious decision-making and enhance appropriate behavior through development of higher moral reasoning.

### **DIVISION #1: Municipal Court**

#### **PROGRAMS:**

1. [Court Services](#)
2. [Port of Seattle Contract](#)

### **DIVISION #2: Court Support Services**

#### **PROGRAMS:**

3. [Court Support Services](#)
4. [Domestic Violence Moral Reconciliation Therapy \(DVMRT\)](#)

## 1. Court Services

Funding Source: General Fund (001)

Types of Revenue: Fines

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

We provide the City of SeaTac with court services for all misdemeanor and gross misdemeanor cases and civil and traffic infractions.

Program Activities:

- Court Services

How does this program benefit the community?

- Provides court services for citizens of SeaTac.

How does it support the department's mission?

- By providing a just, impartial, and accessible forum for resolution of criminal matters and civil and traffic infractions.

What City goal(s) does this support?

- Increase Connectivity and Safety

What Comprehensive Plan goal(s) does this support?

- 3.1 Maintain and enhance the quality of life for all community members by providing and supporting effective and accessible human services that are culturally relevant, physically accessible, near adequate public transportation, affordable, and immediate.
- 3.2 Effectively allocate City general funds for services that address the full spectrum of community needs and values.

What Performance Indicators are tied to this program?

- Percentage of domestic violence cases fast tracked through the court 60 days from the date of arraignment; Percentage of civil infraction hearings set within 90 days of the notice of infraction

## 2. Port of Seattle Contract

Funding Source: General Fund (001)  
Types of Revenue: Port of Seattle ILA Revenues

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

SeaTac Municipal Court provides court services for Port of Seattle. Port of Seattle files all their parking, gross misdemeanor, and misdemeanor cases with us.

Program activities:

- Court Services

How does this program benefit the community?

- Provides court services for our local airport community.

How does it support the department's mission?

- By providing a just, impartial, and accessible forum for resolution of criminal matters and civil and traffic infractions.

What City goal(s) does this support?

- Increase Connectivity and Safety

What Comprehensive Plan goal(s) does this support?

- 3.1 Maintain and enhance the quality of life for all community members by providing and supporting effective and accessible human services that are culturally relevant, physically accessible, near adequate public transportation, affordable, and immediate.
- 3.2 Effectively allocate City general funds for services that address the full spectrum of community needs and values.

What Performance Indicators are tied to this program?

- None

### 3. Court Support Services

Funding Source: General Fund (001)

Type of Revenues: Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Our Court Support Services program supervises individuals who have been placed on active supervision. They work to ensure defendants are successful in fulfilling the requirements of their sentence, reduce the likelihood of reoffending, and are not a danger to the community.

Program Activities:

- Meet with clients on a regular basis to help them achieve compliance with their sentence

How does this program benefit the community?

- Holds defendants accountable for their actions.

How does it support the department's mission?

- Accessible forum for resolution of criminal cases.

What City goal(s) does this support?

- Increase Connectivity and Safety

What Comprehensive Plan goal(s) does this support?

- 3.3 Partner with funders, governments, educators, human service providers, media, police, the criminal justice system, and the community at large to meet human needs in a humane and holistic manner.

What Performance Indicators are tied to this program?

- Percentage of defendants who successfully complete requirements of their sentence

#### 4. Domestic Violence Moral Reconciliation Therapy (DVMRT)

Funding Source: General Fund (001)

Types of Revenue: Participant Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Domestic Violence Moral Reconciliation Therapy (DVMRT) is a peer run group with a facilitator. It is for people who have been charged and/or convicted of domestic violence crimes. The program is divided in to 24 modules, which are opened ended. This a cognitive behavioral therapy approach and directly confronts faulty thinking and inappropriate behavior.

Program Activities:

- This program consists of 24 modules. Each week they work on breaking the cycle of abuse. They confront beliefs and behaviors with an emphasis on power and control issues.

How does this program benefit the community?

- Gives needed tools to people charged and/or convicted of domestic violence to be productive citizens in society and reduce recidivism.

How does it support the department's mission?

- Helps to reenforce respect for the dignity of all people and the needs of the community.

What City goal(s) does this support?

- Increase Connectivity and Safety

What Comprehensive Plan goal(s) does this support?

- 3.3 Partner with funders, governments, educators, human service providers, media, police, the criminal justice system, and the community at large to meet human needs in a humane and holistic manner.

What Performance Indicators are tied to this program?

- Percentage of Domestic Violence Moral Reconciliation Therapy (DVMRT) graduates that don't recidivate, specific to convictions for domestic violence crimes

## Police Services

The SeaTac Police Department is a full-service department that primarily responds to emergency calls for service generated by SeaTac community members. SeaTac Police services include:

### **PROGRAMS:**

1. [Traffic Safety](#)
2. [Community Engagement](#)
3. [Community Police Academy](#)
4. [Teen Academy](#)
5. [Parking Permit Program](#)
6. [Police Explorers](#)
7. [Shop with a Cop](#)
8. [In-Progress Violence Training](#)
9. [False Alarm Program](#)
10. [Contracted Police Services](#)
11. [Court Security](#)
12. [Mailbox Program](#)
13. [Jail Services – South Correctional Entity \(SCORE\)](#)
14. [Animal Control](#)

## 1. Traffic Safety

Funding Source: General Fund (001)  
Types of Revenue: Fines; Grants

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

Traffic safety is conducted by all patrol officers but is also augmented by two, dedicated motor officers. Their primary focus is response and investigation of traffic safety issues. Traffic safety issues can be self-generated responses to ongoing traffic data or citizen complaints.

Program Activities:

- Traffic enforcement
- Accident and impaired driving investigations
- Respond to emergency calls for service

How does this program benefit the community?

- Traffic safety benefits the community by contacting traffic violators and educating them on traffic laws. Traffic officers also investigate suspected impaired motorists. They are a visible presence that deters unsafe driving practices. Traffic enforcement reduces collisions and motorist injuries. This also significantly reduces danger to pedestrians.

How does it support the department's mission?

- Traffic officers support the department's mission by improving the community's sense of security through traffic enforcement. Traffic officers support community engagement by stopping motorists and educating them on traffic laws. This program also supports City operations by freeing up patrol officers to respond to emergency calls for service.

What City goal(s) does this support?

- Promote our Neighborhoods
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- Average number of traffic contacts made by SeaTac Motorcycle Officers per quarter
- Average number of total contacts made by SeaTac Motorcycle Officers by quarter

## 2. Community Engagement

Funding Source: General Fund (001)

Types of Revenue: Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Community Engagement program is a unique program within the City of SeaTac. The Community Engagement Program has a dedicated officer who focuses on building relationships and trust within the community. The Community Engagement Program focuses on building relationships with segments of the community who are less comfortable with the police.

Program Activities:

- Routine patrol with a special concentration on relationship and trust building within the BIPOC community
- Attend community hosted events to strengthen bonds within the community

How does this program benefit the community?

- Provides a dedicated resource to build relationships and trust with the community members of the City of SeaTac.

How does it support the department's mission?

- This program supports the department mission of community engagement. This program also supports the community's sense of security by providing a dedicated officer to help bridge the gap between the various cultures with the city.

What City goal(s) does this support?

- Promote our Neighborhoods
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- Number of community events attended by Community Engagement Officer



### 3. Community Police Academy

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Community Police Academy (CPA) allows community members to get a “behind the scenes” look at the Sheriff’s Office and some of our specialty units. It is typically a 9-week program that meets once a week in the spring and/or fall and, as we partner with Burien, includes people who live and/or work in either Burien or SeaTac.

Program Activities:

- Presentations on the Green River Task Force, Airport Rescue and Fire Fighting (ARFF), Canine (K9), Crisis Negotiation Team (CNT), Special Weapons and Tactics (TAC30), Bomb Disposal Unit (BDU), Emergency Vehicle Operations Course (EVOC), Major Accident Response and Reconstruction (MARR), Virtual shooting, Communications Center (Comm Center), Automated Fingerprint Information System (AFIS), Search and Seizure, and Guardian 1

How does this program benefit the community?

- It allows our community members to gain a better understanding of how the Sheriff’s Office operates and allows them to connect with deputies in a personal way. It also allows younger attendees who are interested in Law Enforcement as a possible career to get a better understanding of the work.

How does it support the department’s mission?

- This program supports the department mission by enhancing the community's sense of security, community engagement, and trust.

What City goal(s) does this support?

- Promote our Neighborhoods
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- Number of SeaTac residents participating in the Community Police Academy

## 4. Teen Academy

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Teen Academy is similar to the CPA, only scaled down to one week in the summer. It meets in the mornings and is a collaboration between Burien and SeaTac. The youth get the same behind-the-scenes look the adults do and it is a good way to help kids view the Sheriff's Office as a potential career path. A significant number of kids put on their applications that they want to explore law enforcement and we provide resources at the end of the session to further engage them.

Program Activities:

- Presentations on ARFF, K9, CNT, TAC30, BDU, EVOC, MARR, Virtual shooting, Comm Center, AFIS, Search and Seizure, and Guardian 1
- Explorers-Teen Only and Recruiting

How does this program benefit the community?

- One of the biggest benefits is it allows our younger community members to gain a better understanding of how the Sheriff's Office operates and allows them to connect with deputies in a personal way. It also allows attendees who are interested in Law Enforcement as a possible career to get a better understanding of the work.

How does it support the department's mission?

- This program supports the department mission by enhancing the community's sense of security, community engagement, and trust.

What City goal(s) does this support?

- Promote our Neighborhoods
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- Number of SeaTac residents participating in the Teen Academy

## 5. Parking Permit Program

Funding Source: General Fund (001)  
Types of Revenue: Parking Permit Fees; Fines

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

Parking Permit Program (PPP) exists in part to ensure that residents of high-density parking areas are insured the ability to park within their own neighborhood. Additionally, the program is in place to address chronic parking issues and violations throughout the City. The service provided by the PPP is an important link in creating a sense of neighborhood for the citizens of SeaTac. Importantly, Parking Compliance Officers (PCOs) accomplish this work while freeing police officers to address criminal complaints and other calls that require response from a commissioned law enforcement official.

Program Activities:

- High visibility patrol in PPP zone
- Issues warnings and citations for violators of the SeaTac PPP ordinance
- Patrols parks and other areas known for high parking use

How does this program benefit the community?

- This program was created as a response to community complaints about long-term parking around the airport. The PPP benefits the community by directly addressing an identified issue brought forward by concerned/affected community members. Addressing the issue benefits the community by freeing up parking for community members, building trust between the community and city government.

How does it support the department's mission?

- This program supports the department's efforts of reducing crime and improving the community's sense of security. This program also improves traffic safety by reducing vehicle congestion. This program supports City operations by freeing up police officers to respond to emergency calls for service.

What City goal(s) does this support?

- Promote our Neighborhoods
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 4.6 Manage parking supply and demand to best support the City's overall transportation goals

What Performance Indicators are tied to this program?

- Number of Parking Permits issued

## 6. Police Explorers

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The King County Sheriff's Office (KCSO) Explorer program's SeaTac Explorer Post provides local youth (up to age 21) with volunteer opportunities to serve their own community while they learn about law enforcement/criminal justice careers. SeaTac Police Explorers demonstrate to their neighbors that leadership and service can come from every corner of the community. The partnership between local law enforcers and local youth also demonstrates to the community that PD need not be the only ones in our community who care about safety and quality of life. Our Explorers also provide a pool of willing and able bodies to assist with parking and perimeter management at local events.

Program Activities:

- Provide parking assistance at Community events
- Provide traffic control for parking lots and closed roads
- Assist law enforcement with large events

How does this program benefit the community?

- The Explorer Program offers an opportunity for local youth to work with community mentors. Some kids come to local cops, on their own, looking for somewhere to belong, seeking a role model. The local explorer program indirectly benefits the community by giving youth (some of whom may be considered at-risk) something productive to do and a way to stay away from trouble for a few hours each month.

How does it support the department's mission?

- The SeaTac Explorer program is supportive of departments mission to reduce crime and improve the community's sense of security. First and foremost, the program gives youth an opportunity to be exposed to local and state law and the steps involved with enforcing violations of those laws. Explorers also learn de-escalation skills and begin to come familiar with crisis resolution tactics that can be of use by any citizen in many different situations.

What City goal(s) does this support?

- Promote our Neighborhoods
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- Number of community participation hours by Police Explorers

## 7. Shop with a Cop

Funding Source: General Fund (001)

Type of Revenues: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Shop with a Cop program serves multiple purposes, the most important of which is helping to ensure a happy holiday season for children and families in the community. Beyond that, the program is also an opportunity for members of the community to see the caring, community-oriented side of our officers that is not always apparent as they carry out their daily duties. Just as important, the program provides our officers with a greater insight on the lives and perspectives of the families we serve. SeaTac PD partners with the Burien/White Center Rotary Club, SeaTac/Tukwila Rotary club, Highline school district, and community members in a collaborative effort to make the holidays a little brighter for SeaTac's youths.

Program Activities:

- Provide less fortunate community members with food for their families and presents for the children during the holiday season

How does this program benefit the community?

- This program benefits the community through community engagement. Participating in this program provides the community with a unique opportunity to engage with police officers. Community members get to know their officers through this collaborative program that mutually benefits the community and police department.

How does it support the department's mission?

- This program provides a unique opportunity for the department to engage with the community on a more intimate level.

What City goal(s) does this support?

- Promote our Neighborhoods
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- Number of SeaTac children participating in Shop with a Cop program

## 8. In-Progress Violence Training

Funding Source: General Fund (001)

Types of Revenue: Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Implemented in recent years, the In-Progress Violence (IPV) response training provides critical training to prepare officers to respond in the face of the most critical, active, and complex events they are likely to see. Additionally, facets of this training are used by officers throughout their careers in a variety of possibly less grave, but still critical incidents. This and other officer training remain a priority for the SeaTac Police and are an important part of supporting the people who work here and the effectiveness of the department.

Program Activities:

- Training on interior/exterior movement, room clearing, team movement of 2, 3 or 4 deputies, cover and concealment, utilizing the 5 fundamentals of tactical movement, first aid, and breaching techniques

How does this program benefit the community?

- This program benefits the community by offering our police officers additional training critical to the safety of our community. This program teaches tactics essential to effective mitigation of IPV events. It also trains lifesaving medical techniques for officers to use on victims or themselves.

How does it support the department's mission?

- This program supports the departments mission to improve the community's sense of security by having well trained officers. This program also supports our officers by providing them enhanced training and equipment to effectively deal with IPV incidents.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- Total hours of officer training in In-Progress Violence

## 9. False Alarm Program

Funding Source: General Fund (001)

Types of Revenue: Fines and Penalties

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The False Alarm Program is a means of encouraging reliable private home and business security systems, without creating an unreasonable burden on a public resource. By working with alarm holders and encouraging repair or modification of malfunctioning systems, the program prevents excessive response to false alarms and over response to particular locations. The program does create revenue via fees levied for excessive alarm responses.

Program Activities:

- Identify chronic false alarm locations and place them on a “no response” list
- Issue fines to chronic false alarm offenders

How does this program benefit the community?

- This benefits the community by notifying security alarm owners of possible defective equipment, allowing officers more time to respond to emergency calls for service.

How does it support the department’s mission?

- This program supports the department’s mission by supporting city operations. It does this by freeing up police officers to respond to emergency calls for service instead of chronic false alarm calls.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- Number of false alarm calls responded to by SeaTac officers

## 10. Contracted Police Services

Funding Source: General Fund (001); Port of Seattle ILA Fund (105); Restricted Public Safety Fund (114)

Types of Revenue: Fees, State and Federal Narcotics Seizure Funds, Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Police services encompasses patrol, detectives, and Administration, with a total full-time equivalent (FTE) count of 50 personnel, effective October 1<sup>st</sup>, 2022. Patrol focuses on emergency calls for service generated primarily by City of SeaTac community members. Patrol provides a high visibility presence, 24hrs a day, with intent to deter crime, build trust in the community, and ensure a safe city to live and work in.

Criminal Investigation Unit (CIU) Detectives follow up on cases generated by patrol. CIU detectives focus on property crimes but will investigate other crimes when appropriate. Street Crimes Unit (SCU) Detective follow up on narcotics cases and other quality of life issues including an emphasis on human trafficking. SCU detectives follow up on cases generated by patrol but also complaints from community members when appropriate. CIU and SCU detectives routinely work collaboratively to assist each other successfully complete investigations.

School Resource Officer (SRO) works as a liaison with the school district to develop relationships with facility, students, and parents. The SRO's goal is to provide a positive law enforcement influence that concentrates on safety and security, encourages relationships between officers and students, and fosters education. An SRO can provide guidance and direction to students, parents, and teachers by participating in classrooms, informal discussions, assemblies, staff meetings, and parent group meetings.

The administration includes the chief, two captains (effective October 1<sup>st</sup>, 2022), administrative sergeant, a KCSO Administrative Specialist IV (ASIV), and a SeaTac Administrative Specialist III (ASIII). The administrative team is responsible for the administrative work associated with running the police department daily and long-term operations. These functions include long range planning, administrative reviews, paperwork processing, concealed pistol license (CPL) applications, and numerous additional functions.

Program Activities:

- Routine patrols, response to emergency calls for service, crisis management and mitigation, case follow-up, and administrative functions

How does this program benefit the community?

- This program's primary function is to directly benefit the community it serves. It does this by responding to calls for service, community engagement, and partnerships with City of SeaTac community members and businesses.



How does it support the department's mission?

- This program supports the departments mission by reducing crime and the fear of crime. It also improves traffic safety by investigating traffic complaints, proactive traffic enforcement and intoxicated driver investigations.

What City goal(s) does this support?

- Promote our Neighborhoods
- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- Average Response Time to Priority 1 and higher calls for service (in minutes)
- Percentage of concealed pistol license (CPL) applications and renewals completed within 45 days from initial request
- Percentage of commissioned and non-commissioned officers who complete a minimum of 40 hours of annual training
- Closure rate of Criminal Investigations Unit investigations

## 11. Court Security

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Contract security services provider (contractor) will provide unarmed physical security services to the City of SeaTac city-owned facilities. The main physical security services would be for courtroom screening operations and the City Hall Building.

Program Activities:

- Act as a visible presence at SeaTac City Hall's main entrance
- Provide security and screening services for SeaTac Municipal Court

How does this program benefit the community?

- This program benefits the community by providing a sense of security for community members who visit City Hall and the SeaTac Municipal Court.

How does it support the department's mission?

- This program supports the department's mission by supporting city operations.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- None

## 12. Mailbox Program

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Mailbox Program is designed to encourage residents and businesses of SeaTac to reduce mail theft by installing high quality locking mailboxes. The program makes bulk purchases of locking mailboxes and offers them to the community at cost. As an additional incentive, free mailbox installation is included with each purchase.

Program Activities:

- Install locking mailboxes and build mailbox stands for members of the community

How does this program benefit the community?

- Provides a cost-effective approach to reducing mail theft and reduces the Police workload associated with this crime allowing for more focus on addressing more serious community priorities.

How does it support the department's mission?

- It provides a proactive service to help combat mailbox theft.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- None

### 13. Jail Services – South Correctional Entity (SCORE)

Funding Source: General Fund (001); SCORE Bond Fund (207)  
Types of Revenue: None

Is the program internal or external service oriented?

- Internal
- External

Program Description/Narrative:

The Jail Services Program provides secure and humane housing of inmates. The City is legally obligated to budget for our portion of the debt service, however the SCORE Administrative Board adopted a financial policy to fund the debt service with contract revenue collected in the prior year. The City will only make the payment when the contract revenue is not sufficient to cover debt service.

Program Activities:

- Provide a safe housing environment for inmates booked and sentenced from Owner Cities and Contract Agencies
- Provide necessary medical services including dental, prescription drug, and mental health treatment
- Provide Inmate Programs including Commissary, Counseling, Religious Practice, Chemical Dependency Treatment, Legal Counsel, access to telephones, and mail services
- Provide access to rehabilitation programs designed to reduce recidivism

How does this program benefit the community?

- Having a safe housing facility benefits the community by providing local accommodations for those accused of and found guilty of misdemeanor crimes. While the inmate is in custody, they are unable to commit further crimes in the community and are afforded opportunities to address root causes for their behavior.

How does it support the department's mission?

- This program supports the departments mission by reducing crime and the fear of crime.

What City goal(s) does this support?

- Promote our Neighborhoods
- Increase Connectivity and Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community.

What Performance Indicators are tied to this program?

- None

## 14. Animal Control

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Animal Control Program provides cost effective services for humane domestic Animal Control Services.

Program Activities:

- Maintaining a public call center and Animal Control Officers available to respond to domestic animal issues with the City
- Provision of around the clock Shelter Services including general veterinary care, cleaning, and feeding for owner released, lost or stray dogs, cats, and other domesticated animals
- Administering a unified system of pet licensing and relicensing

How does this program benefit the community?

- The Animal Control program benefits the community by promoting and protecting the welfare of people and pets.

How does it support the department's mission?

- Proactively and effectively handling Animal Control issues makes the community safer.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 1.1 As a public entity, serve the good of the SeaTac community

What Performance Indicators are tied to this program?

- None

## Fire Services

Puget Sound Regional Fire Authority (PSRFA) exists to maintain and enhance the quality of life within its boundaries by protecting life, property, and the environment. PSRFA is an internationally accredited, full-service, all-risk fire and rescue department that provides services to the citizens of Covington, Kent, Maple Valley, SeaTac, King County Fire District #37, and King County Fire District #43. Puget Sound Fire covers 108.81 square miles and protects a population of over 226,815.

### **Core Services:**

1. [Fire Suppression](#)
2. [Emergency Medical Services \(EMS\)](#)
3. [Hazardous Materials](#)
4. [Technical Rescue](#)
5. [Community Assistance, Referrals and Education Services \(CARES\)](#)

### **Other Services:**

1. Community Risk Reduction (CRR) Fire Prevention, Public Education, Emergency Management, Fire Investigations
2. Fleet & Facilities
3. Logistics/IT/Planning

## 1. Fire Suppression

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Engines, ladders, and aid units respond from 13 stations with an on-duty staff of 50-60 personnel.

Program Activities:

- Hose, Ladders, Ventilation, Training

How does this program benefit the community?

- Preservation of property.

How does it support the department's mission?

- Public safety.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 5.1B Set Level of Service standards; Category 4: Fire Services: 0.1 fire aid units per 1,000 population. Functional Service level set by contract with provider.

What Performance Indicators are tied to this program?

- Fire Suppression average reaction time (90% percentile) in minutes
  - Reaction times are one component of the total 'response time' to an emergency. The reaction time is the interval between a fire crew receiving the call for service and being enroute. The other components, call processing at the alarm center, and actual drive time, are not times a fire crew can influence.
- Percentage increase in number of Puget Sound Fire personnel trained and certified in wildland firefighting

## 2. Emergency Medical Services (EMS)

Funding Source: General Fund (001)

Types of Revenue: EMS Levy

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

All Puget Sound Fire (PSF) units are staffed with Firefighter/EMTs who respond to all Basic Life Support (BLS) and Advanced Life Support (ALS) calls for service. ALS alarms are supported by paramedic units from King County Medic One. Patient transport is performed by PSF aid units, private ambulance or King Medic One.

Program Activities:

- CPR, defibrillation, Aspirin, Epinephrine, Narcan and oxygen therapy, wound care, ongoing training, etc.

How does this program benefit the community?

- Preservation of life.

How does it support the department's mission?

- Public safety.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 5.1B Set Level of Service standards; Category 4: Fire Services: 0.1 fire aid units per 1,000 population. Functional Service level set by contract with provider.

What Performance Indicators are tied to this program?

- Emergency Medical Services (EMS) average reaction time (90% percentile) in seconds
  - Reaction times are one component of the total 'response time' to an emergency. The reaction time is the interval between a fire crew receiving the call for service and being enroute. The other components, call processing at the alarm center, and actual drive time, are not times a fire crew can influence.



### 3. Hazardous Materials

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Puget Sound Fire (PSF) provides technician level response from 2 stations with a minimum of 4 personnel each day.

Program Activities:

- Level A entry, metering, sampling, hazard mitigation

How does this program benefit the community?

- Preservation of life and property.

How does it support the department's mission?

- Public safety.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 5.1B Set Level of Service standards; Category 4: Fire Services: 0.1 fire aid units per 1,000 population. Functional Service level set by contract with provider.

What Performance Indicators are tied to this program?

- None

## 4. Technical Rescue

Funding Source: General Fund (001)

Type of Revenues: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Puget Sound Fire (PSF) ladder trucks are staffed by personnel trained to technician level for rope rescue, as well as the Operations level for trench rescue, confined spaces, and rescue systems. Minimum staffing is 6 personnel / day. The PSF Heavy Rescue unit is staffed with 4 personnel trained to the technician level in ropes, confined spaces, trench, machinery, and auto extrication. There are at least 2 technicians on duty at all times. Additionally, crews at 2 PSF stations are trained as swiftwater rescue technicians.

Program Activities:

- Response and ongoing training for each rescue discipline

How does this program benefit the community?

- Preservation of life.

How does it support the department's mission?

- Public safety.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 5.1B Set Level of Service standards; Category 4: Fire Services: 0.1 fire aid units per 1,000 population. Functional Service level set by contract with provider.

What Performance Indicators are tied to this program?

- None

## 5. Community Assistance, Referrals and Education Services (CARES)

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Puget Sound Fire (PSF) provides an alternative response model to deal with low acuity calls, mental health emergencies, and chronic medical conditions.

Program Activities:

- Nurses and Social Workers respond with firefighters when appropriate, perform proactive home visits, and follow up with their contacts

How does this program benefit the community?

- Addresses chronic and systemic issues in the community rather than just the acute emergency.

How does it support the department's mission?

- Public safety.

What City goal(s) does this support?

- Increase Connectivity & Safety

What Comprehensive Plan goal(s) does this support?

- 5.1B Set Level of Service standards; Category 4: Fire Services: 0.1 fire aid units per 1,000 population. Functional Service level set by contract with provider.

What Performance Indicators are tied to this program?

- Percentage increase in number of patient contacts by the Community Assistance, Referrals and Education Services (CARES) program

## Parks, Community Programs and Services

The Parks, Community Programs and Services (PCPS) Department acts as the steward of the City's parks, trails, and facilities. PCPS is responsible for long-range planning and current maintenance for all parks and facilities. The Department also offers cultural experiences by developing and maintaining a comprehensive recreation program, including citywide events.

### **DIVISION #1: Parks Administration**

#### **PROGRAMS:**

1. [Capital Improvement Project Administration and Management](#)
2. [Equipment Repair and Replacement](#)

### **DIVISION #2: Recreation**

#### **PROGRAMS:**

3. [Senior Programs](#)
4. [Youth Programs](#)
5. [Teen Programs](#)
6. [Adult Recreation Programs](#)
7. [Recreation Scholarship Program](#)
8. [Special Events](#)
9. [Community Center Programs](#)
10. [YMCA Recreation Service Program](#)

### **DIVISION #3: Park Maintenance**

#### **PROGRAMS:**

11. [General Parks Maintenance](#)
12. [Sport Field Rentals](#)
13. [Tree Program](#)
14. [Parks User Group Support](#)
15. [Public Garden Maintenance](#)
16. [Special Events Support](#)

### **DIVISION #4: Facilities**

#### **PROGRAMS:**

17. [City Hall Facility Maintenance](#)
18. [SeaTac and Valley Ridge Community Centers Facility Maintenance](#)
19. [Maintenance Facility Maintenance](#)
20. [Fire Station #45 Facility Maintenance](#)
21. [Fire Station #46 Facility Maintenance](#)

## 1. Capital Improvement Project Administration and Management

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Capital Improvement Plan (CIP) is a multi-year plan for capital expenditures necessary to restore, improve and expand City-owned infrastructure, which includes trails, parks and buildings owned and/or maintained by the city. The plan identifies projects and funding improvements over a six-year period and is updated annually to reflect changes, including additional projects.

Program Activities:

- Monitor and administer Capital Improvement Projects
- Apply for federal and state grants to support projects
- Evaluate and submit CIP projects for future funding
- Act as staff liaison for Council's Parks and Recreation Committee

How does this program benefit the community?

- The program benefits the community by providing new and/or updated park/recreation facilities and amenities.

How does it support the department's mission?

- This program supports the department's mission by providing high-quality and sustainable public facilities and parks.

What City goal(s) does this support?

- Expand Green & Public spaces
- Promote Our Neighborhoods

What Comprehensive Plan goal(s) does this support?

- 10.1B Use the PROS Capital Improvement Program as the primary source for identifying park projects.
- 10.2A Continue City efforts to expand the PROS system so that all residents live within one-half mile of a community or neighborhood park.
- 10.3 Provide a balanced, quality park and recreational system and offer a wide range of park and recreational facilities to community members and visitors of various ages and physical capabilities, cultural backgrounds, abilities, incomes, and participation levels.
- 10.4 Maintain, remodel, and upgrade park and recreational facilities to respond to changing uses and attain and preserve operational efficiency.

What Performance Indicators are tied to this program?

- Percentage of capital projects completed

## 2. Equipment Repair and Replacement

Funding Source: General Fund (001); Municipal Capital Improvement Fund (301)  
Types of Revenue: None

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

Maintains the equipment and replacement schedule to track the age and value of assets such as fitness equipment, playground equipment, facilities' carpet and paint, and pavement within parks and City facilities. For each asset, we determine the original value and the life expectancy. With the correct data, we schedule the future replacement with a 3% inflation factor. Prior to each budget cycle, the department reviews the schedule to determine if an asset has reached the end of its useful lifespan or if it can be replaced later. Assets are only repaired or replaced when needed.

Program Activities:

- Collect data for future programs/projects and level of service
- Strengthen funding opportunities through the CIP and grants by providing asset lifespan and current condition data
- Track trends in recreation equipment and facilities degradation to inform future capital projects

How does this program benefit the community?

- Maintains equipment over the life expectancy of the equipment, thus reducing the cost to the community.
- Maintains equipment to proactively address safety issues over a long period of time,

How does it support the department's mission?

- This program supports the department's mission by providing high quality and sustainable public facilities and parks.

What City goal(s) does this support?

- Expand Green & Public Spaces.

What Comprehensive Plan goal(s) does this support?

- 10.4B Design, maintain, and modify parks and recreational facilities in a manner that ensures the public's safety and accessibility, allows for year-round use, and results in low public maintenance costs when possible.

What Performance Indicators are tied to this program?

- Number of outstanding equipment repair and replacement projects

### 3. Senior Programs

Funding Source: General Fund (001)

Types of Revenue: Fees; Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Senior Programs are designed to provide recreation activities for the senior population. These programs can include field trips, classes, Meal on Wheels program for homebound seniors, a very social-oriented lunch program, and fitness classes. In addition, this program provides resources through Human Services ranging from Minor Home Repair to seniors needing assistance with their personal taxes.

Program Activities:

- Meals on Wheels
- Congregate Lunch Program
- Classes and Field Trips

How does this program benefit the community?

- Provides activities and programs for the aging population.
- Provides food for homebound seniors.
- Provides volunteer opportunities.
- Collaborates with Human Services to provide additional resources.

How does it support the department's mission?

- This program supports the department's mission by delivering affordable recreational and cultural opportunities for seniors.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.

What Performance Indicators are tied to this program?

- Number of Meals on Wheels served

## 4. Youth Programs

Funding Source: General Fund (001)

Types of Revenue: Fees; Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Youth Programs provide children attending elementary schools with recreational opportunities. These recreational opportunities range from playing soccer, learning how to play chess, arts and crafts, and attending our After School Program and/or Summer Day Camps. This program also provides job opportunities for kids who are at least 16 years old.

Program Activities:

- Coordinate and staff afterschool and summer camp programs
- Offer and staff classes and the homeschool program

How does this program benefit the community?

- Providing recreational activities for the youth population.
- Keeping youth active during non-school hours.
- Partnering with local youth organizations.

How does it support the department's mission?

- This program supports the department's mission by delivering affordable recreational and cultural opportunities for youth.

What City goal(s) does this support?

- Build Effective & Accountable Government.

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.

What Performance Indicators are tied to this program?

- Number of youth recreation scholarship applications approved



## 5. Teen Programs

Funding Source: General Fund (001)

Types of Revenue: Fees; Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Teen Programs are designed for pre-teens and teenagers attending local schools. Programs include sports, classes, arts and crafts, enrichment courses and a Teen Center for those who need a safe place to go after school. This program also provides volunteer opportunities for those who are looking for extra credit in the classroom.

Program Activities:

- Afterschool and Summer Camp
- Classes and Homeschool

How does this program benefit the community?

- Providing recreational activities for the teen population.
- Keeping teens active during non-school hours.
- Partnering with Highline School District and local organizations.
- Providing age-appropriate job opportunities for teens.

How does it support the department's mission?

- This program supports the department's mission by delivering affordable recreational and cultural opportunities for teens.

What City goal(s) does this support?

- Build Effective & Accountable Government.

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.

What Performance Indicators are tied to this program?

- Number of languages spoken by participants at Teen Center

## 6. Adult Recreation Programs

Funding Source: General Fund (001)

Types of Revenue: Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Adult Recreation Programs are designed for the adult population, providing recreational activities and classes for a fee. These programs

Program Activities:

- Basketball leagues
- Pickleball tournaments
- Aerobics
- Drop-in activities (fitness classes, badminton and pickleball, and archery)

How does this program benefit the community?

- Provides recreational activities for the adult population.
- Generates revenue to offset the need for general tax revenue.
- Provides athletic opportunities for our residents.

How does it support the department's mission?

- This program supports the department's mission by delivering affordable recreational and cultural opportunities for adults.

What City goal(s) does this support?

- Build Effective & Accountable Government.

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.
- 10.3D Bring innovative recreation opportunities to SeaTac that serve the community and distinguish the city from surrounding communities.

What Performance Indicators are tied to this program?

- Percentage of adult recreation program participants that are residents

## 7. Recreation Scholarship Program

Funding Source: General Fund (001)

Types of Revenue: None

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

This program provides financial assistance to youth and teen residents for recreation. Financial assistance can be used for activities offered by the City, ranging from summer camps, to soccer leagues, and afterschool programs.

Program Activities:

- Coordinate with schools and other organizations to promote scholarships
- Verify eligibility and award scholarships to community members
- Apply to the Community Services Advisory Committee for ongoing funding for the scholarship program

How does this program benefit the community?

- Providing financial assistance for those who are low-income to moderate low-income to participate in recreational classes, sports, afterschool and camp programs.

How does it support the department's mission?

- This program supports the department's mission by delivering affordable recreational and cultural opportunities for youth and teens.

What City goal(s) does this support?

- Build Effective & Accountable Government.

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.

What Performance Indicators are tied to this program?

- Number of recreation scholarship requests

## 8. Special Events

Funding Source: General Fund (001)  
Types of Revenue: Fees; Grants; Sponsorships

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

This program provides numerous citywide special events. Events are held throughout the year with the majority of events occurring during the summer. Several of these events are co-sponsored by art agencies and/or local businesses and other local service organizations. The City hired a full-time Special Events Coordinator in 2022.

Program Activities:

- Music and Theatre in the Parks
- Holiday Bazaar
- Tree Lighting Event
- Art Programs
- Touch a Truck
- July 4<sup>th</sup> Event

How does this program benefit the community?

- Provides entertainment and other family-oriented activities free of charge.
- Provides job and volunteer opportunities for the community.
- Builds a sense of community.

How does it support the department's mission?

- This program supports the department's mission by delivering affordable recreational and cultural opportunities.

What City goal(s) does this support?

- Build Effective & Accountable Government.

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.

What Performance Indicators are tied to this program?

- Number of people attending special events held by the City

## 9. Community Center Programs

Funding Source: General Fund (001)

Types of Revenue: Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Recreation staff are located at the Community Center facilities. They program and administer all city-wide recreation classes, special events, homeschool programs, and social events. In addition, the scheduling of the shelters at Angle Lake and North SeaTac parks and facility rentals are coordinated by Community Center staff, as well as operation of the center as a warming and cooling shelter as needed.

Program Activities:

- Administer recreation programs
- Schedule rental facilities
- Monitor drop-in activities
- Supervise cooling and warming shelter at center

How does this program benefit the community?

- Provides the community with a place to gather.
- Provides classes and recreational activities.
- The facility is used as a cooling/warming during hazardous weather.

How does it support the department's mission?

- This program supports the department's mission by acting as a steward of the parks through maintenance and planning and provides recreation and cultural experience to the community through a wide range of programs.

What City goal(s) does this support?

- Expand Green & Public Spaces

What Comprehensive Plan goal(s) does this support?

- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.

What Performance Indicators are tied to this program?

- Percentage of recreation class registrations completed online

## 10. YMCA Recreation Service Program

Funding Source: General Fund (001)

Types of Revenue: Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The City of SeaTac and YMCA entered into an agreement in 2009 wherein the YMCA will provide the City with a predetermined number of recreational services for residents. In addition, the agreement provides an opportunity for residents to purchase a household punch card to allow entrance to the YMCA facility on a limited basis at reduced cost.

Program Activities:

- Swimming activities for children attending City-sponsored afterschool program
- Rock climbing for summer camps
- Teen and family night at the YMCA
- Water aerobics class or other water-related activities for seniors

How does this program benefit the community?

- Allows residents to utilize the YMCA at a reduced rate.
- Provides additional swimming activities for children attending the City's afterschool program.

How does it support the department's mission?

- This program supports the department's mission by delivering exceptional and affordable recreational and cultural opportunities to residents.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.

What Performance Indicators are tied to this program?

- Number of recreation services at the YMCA utilized by residents through the City agreement

## 11. General Parks Maintenance

Funding Source: General Fund (001)

Types of Revenue: Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Parks Operations division staff are tasked with maintaining 352 acres of parks and open space within the City. Of the 352 acres, approximately 148 acres are highly maintained, being comprised of public park space containing athletic fields (artificial turf and natural grass) playgrounds, sports courts, skate parks, spray park, public gardens, and mixed-use pathways and trails.

Program Activities:

- Maintain landscaping
- Prepare sports fields
- Provide custodial services for restrooms and other facilities within parks
- Perform minor facility repairs and maintenance

How does this program benefit the community?

- Provides state-of-the-art facilities for the community.
- Provides maintenance and high level of service for special events and park patrons.

How does it support the department's mission?

- This program supports the department's mission by providing high quality and sustainable public facilities and parks.

What City goal(s) does this support?

- Expand Green & Public Spaces.

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.
- 10.4 Maintain, remodel, and upgrade park and recreational facilities to respond to changing uses and attain and preserve operational efficiency.

What Performance Indicators are tied to this program?

- Average number of developed park acreage maintained per full time parks operations worker

## 12.Sport Field Rentals

Funding Source: General Fund (001)  
Types of Revenue: Rental and Lighting Fees

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

The Sport Field Rentals Program schedules requests and activities on the City's athletic fields. Those requests include soccer, baseball/softball, youth football, lacrosse, and cricket.

Program Activities:

- Coordinate sport field rentals, including assessing and collecting fees
- Collaborate with the Highline School District for shared use of Valley Ridge facilities and Tye High School parking lot

How does this program benefit the community?

- Provides state-of-the-art facilities for the community.

How does it support the department's mission?

- This program supports the department's mission by providing high quality and sustainable public facilities and parks.

What City goal(s) does this support?

- Expand Green & Public Spaces.

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.
- 10.4 Maintain, remodel, and upgrade park and recreational facilities to respond to changing uses and attain and preserve operational efficiency.

What Performance Indicators are tied to this program?

- Number of sport field rental bookings provided at no fee



## 13. Tree Program

Funding Source: General Fund (001)

Types of Revenue: Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Tree Program focuses on identifying trees with a high probability of failure due to structural issues and/or disease. Trees in parks are identified by the consulting arborist and given a hazard priority status when uploaded into the tree inventory. The priority level of the tree is based on its overall health, location in the park, and likelihood to cause damage to people or structures within the park.

Program Activities:

- Participate in Earth Week activities
- Collaborate with local organizations for removal of invasive species that threaten trees
- Act as staff liaison to the community/Council Tree Board
- Maintain tree inventory in consultation with arborist
- Host tree planting events
- Maintain City's designation as a Tree City USA

How does this program benefit the community?

- Teaches the community about tree restoration.
- Encourages community engagement.
- Creates volunteer opportunities.

How does it support the department's mission?

- This program supports the department's mission by providing high quality and sustainable public facilities and parks.

What City goal(s) does this support?

- Expand Green & Public Spaces

What Comprehensive Plan goal(s) does this support?

- 10.4D Encourage volunteer and civic groups to take part in appropriate periodic maintenance and improvement of park facilities.

What Performance Indicators are tied to this program?

- Number of volunteer hours spent on urban forest restoration

## 14. Park User Group Support

Funding Source: General Fund (001)

Types of Revenue: Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Park User Group Support Program focuses on assistance in the repair and maintenance of park areas under park user agreements. Examples of areas include Grandview Off-leash Dog Park, BMX track, disc golf course, two remote control car tracks and cricket pitch. While these areas are programmed and largely maintained by the respective user groups, Parks Operations assists with labor, tools and materials beyond the capabilities of the user groups.

Program Activities:

- Administer agreements with park user groups and re-negotiate as needed
- Provide minimal labor, tools and materials as needed to support user groups

How does this program benefit the community?

- Provides unique and well-maintained facilities.
- Provides maintenance and high level of service for special events.

How does it support the department's mission?

- This program supports the department's mission by providing high quality and sustainable public facilities and parks with a variety of recreation offerings while minimizing investment of City staff and other resources.

What City goal(s) does this support?

- Expand Green & Public Spaces

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.
- 10.4 Maintain, remodel, and upgrade park and recreational facilities to respond to changing uses and attain and preserve operational efficiency.

What Performance Indicators are tied to this program?

- Number of projects requested by park user groups completed by Parks Maintenance staff or City-funded contractor

## 15. Public Garden Maintenance

Funding Source: General Fund (001); Port ILA Fund (105)

Types of Revenue: Fees, Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Public Garden Maintenance Program assists volunteer-based public gardens including the Botanical, Sensory, and Community Gardens. This program provides funding and maintenance to assist in all facets of maintenance and operations.

Program Activities:

- Partner with the Botanical Garden Foundation
- Support special events within the garden
- Support maintenance within the community garden

How does this program benefit the community?

- Beautification of the botanical garden.
- Provide maintenance and level of service for special events and park patrons.

How does it support the department's mission?

- This program supports the department's mission by providing high quality and sustainable public facilities and parks.

What City goal(s) does this support?

- Expand Green & Public Spaces

What Comprehensive Plan goal(s) does this support?

- 10.4C Provide clean, safe, and attractive parks for public use through a maintenance program commensurate with the intensity of use and character of the park and facilities.
- 10.4D Encourage volunteer and civic groups to take part in appropriate periodic maintenance and improvement of park facilities.

What Performance Indicators are tied to this program?

- Number of projects requested by Highline Botanical Garden Foundation completed by staff

## 16. Special Events Support

Funding Source: General Fund (001)  
Types of Revenue: Parks Special Use Permit Fees

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

The Special Events Support Program assists with special events hosted by various organizations, such as Walk-A-Thons/Fun Runs, Orienteering, etc. In addition to City of SeaTac sponsored special events, this program supports the recreation division by setting up and tearing down chairs, tables, stages, canopies, etc. at City parks and facilities for each event per request.

Program Activities:

- July 4<sup>th</sup> celebration
- Holiday tree lighting
- Theater, movie, and music in parks
- Support special events at various City facilities including setting up and tearing down temporary structures

How does this program benefit the community?

- Provides entertainment and family-oriented activities free of charge.
- Provides job and volunteer opportunities.
- Builds a sense of community.

How does it support the department's mission?

- This program supports the department's mission by delivering affordable recreational and cultural opportunities.

What City goal(s) does this support?

- Build Effective & Accountable Government.

What Comprehensive Plan goal(s) does this support?

- 10.3B Provide recreational opportunities that do not discriminate against any participant, regardless of race, creed, color, sex, or special need, and eliminate barriers to special populations, such as elderly, physically challenged, and economically disadvantaged people.
- 10.3C Develop and expand community-oriented enrichment programs and events that are affordable, responsive to expressed demands, and address identified community needs.

What Performance Indicators are tied to this program?

- Number of special events held by the City and supported by Parks Maintenance staff

## 17. City Hall Facility Maintenance

Funding Source: General Fund (001); Building Management Fund (108); Municipal Capital Improvement Fund (301)

Types of Revenue: Leases and Utility Rebates

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The City Hall Facility Maintenance Program maintains and operates the mechanical aspects of the facility that houses City staff and tenants. This program conducts improvements and daily maintenance duties throughout the facility to provide high levels of service.

Program Activities:

- Maintain the mechanical operation of aging facility
- Supervise the improvements performed throughout the facility
- Collaborate with staff and tenants on improvements/maintenance

How does this program benefit the community?

- The community enjoys a comfortable, well-maintained facility when conducting business with the City and City Hall tenants.

How does it support the department's mission?

- This program supports the department's mission by providing high quality and sustainable public facilities and parks.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 10.4C Provide clean, safe, and attractive parks for public use through a maintenance program commensurate with the intensity of use and character of the park and facilities.
- 10.4D Encourage volunteer and civic groups to take part in appropriate periodic maintenance and improvement of park facilities.

What Performance Indicators are tied to this program?

- Number of facility maintenance requests received for City Hall

## 18.SeaTac and Valley Ridge Community Centers Facility Maintenance

Funding Source: General Fund (001); Municipal Capital Improvement Fund (301)  
Types of Revenue: Fees

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

The SeaTac and Valley Ridge Community Centers Facility Maintenance Program maintains both facilities throughout the year and makes improvements for staff and clients to provide high levels of service. This program collaborates with staff on repairs and improvements and upgrading equipment throughout the facilities.

Program Activities:

- Maintain the mechanical operation of aging facility
- Supervise the improvements performed throughout the facility
- Collaborate with staff on improvements/maintenance

How does this program benefit the community?

- The community benefits when using the facilities for various recreation activities.

How does it support the department's mission?

- This program supports the department's mission by providing high quality, sustainable public facilities.

What City goal(s) does this support?

- Build Effective & Accountable Government.

What Comprehensive Plan goal(s) does this support?

- 10.4C Provide clean, safe, and attractive parks for public use through a maintenance program commensurate with the intensity of use and character of the park and facilities.
- 10.4D Encourage volunteer and civic groups to take part in appropriate periodic maintenance and improvement of park facilities.

What Performance Indicators are tied to this program?

- Number of facility maintenance requests received for the SeaTac and Valley Ridge Community Centers

## 19. Maintenance Facility Maintenance

Funding Source: General Fund (001); Municipal Capital Improvement Fund (301)  
Types of Revenue: None

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

The Maintenance Facility maintenance program consists of maintaining the three buildings on-site. The buildings house facilities, park maintenance, and public works staff and associated equipment. This program collaborates with staff on repairs, maintenance, improvements, and mechanical aspects of the facilities.

Program Activities:

- Maintain the mechanical operation of facility
- Supervise the improvements performed throughout the facility
- Collaborate with Public Works on improvements/maintenance

How does this program benefit the community?

- By taking care of facilities throughout the City, the life spans of those facilities are extended and costs for repair and replacement avoided, thus minimizing cost to taxpayers.

How does it support the department's mission?

- This program supports the department's mission by providing high quality, sustainable public facilities.

What City goal(s) does this support?

- Build Effective & Accountable Government.

What Comprehensive Plan goal(s) does this support?

- 10.4C Provide clean, safe, and attractive parks for public use through a maintenance program commensurate with the intensity of use and character of the park and facilities.

What Performance Indicators are tied to this program?

- Number of facility maintenance requests received for the Maintenance Facility

## 20.Fire Station #45 Facility Maintenance

Funding Source: General Fund (001); Municipal Capital Improvement Fund (301)  
Types of Revenue: Fees

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

Facilities staff maintain Fire Station #45, which is one of two fire stations, and is located in the central area of SeaTac. Facilities staff perform repair and maintenance and monitor contractors, when needed. Fire Station #45 houses firefighters from the Puget Sound Regional Fire Authority (PSRFA). This program also collaborates with PSRFA officials on any pending projects and/or repair work.

Program Activities:

- Maintain the mechanical operation of facility
- Supervise the improvements performed throughout the facility
- Collaborate with staff on improvements/maintenance

How does this program benefit the community?

- Community benefits by having a well-maintained and operated fire station for public safety.

How does it support the department's mission?

- This program supports the department's mission by providing high quality, sustainable public facilities.

What City goal(s) does this support?

- Build Effective & Accountable Government.

What Comprehensive Plan goal(s) does this support?

- 10.4C Provide clean, safe, and attractive parks for public use through a maintenance program commensurate with the intensity of use and character of the park and facilities

What Performance Indicators are tied to this program?

- Number of facility maintenance requests received for Fire Station #45



## 21. Fire Station #46 Facility Maintenance

Funding Source: General Fund (001); Municipal Capital Improvement Fund (301)

Types of Revenue: Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Facilities staff maintain Fire Station #46, which is one of two fire stations, and is located in the central area of SeaTac. Facilities staff perform repair and maintenance and monitor contractors, when needed. Fire Station #46 houses firefighters from the Puget Sound Regional Fire Authority (PSRFA). This program also collaborates with PSRFA officials on any pending projects and/or repair work.

Program Activities:

- Maintain the mechanical operation of facility
- Supervise the improvements performed throughout the facility
- Collaborate with staff on improvements/maintenance

How does this program benefit the community?

- Community benefits by having a well-maintained and operated fire station for public safety

How does it support the department's mission?

- This program supports the department's mission by providing high quality, sustainable public facilities.

What City goal(s) does this support?

- Build Effective & Accountable Government

What Comprehensive Plan goal(s) does this support?

- 10.4 C Provide clean, safe, and attractive parks for public use through a maintenance program commensurate with the intensity of use and character of the park and facilities

What Performance Indicators are tied to this program?

- Number of facility maintenance requests received for Fire Station #46

## Public Works

Public Works provides services that make SeaTac a desirable place to live, work and play. The Department is responsible for programs associated with Transportation and Street Maintenance and Improvements, Stormwater Management, Engineering Review, Emergency Management and Solid Waste and Recycling. The Department also represents the City and participates in the Des Moines Creek Basin Committee. Public Works' mission is to deliver and maintain services and infrastructure that support a proud, healthy and prosperous community; the 2023-2024 Public Works budget is designed to support this mission. Department divisions include Administration, Engineering, Operations and Maintenance, Solid Waste, Engineering Review, and Emergency Management.

### **DIVISION #1: Administration**

#### **PROGRAMS:**

1. [Commuter Trip Reduction](#)

### **DIVISION #2: Engineering**

#### **PROGRAMS:**

2. [Capital Improvement \(CIP\) Administration and Management](#)
3. [Pavement Preservation](#)
4. [Transportation Management](#)

### **DIVISION #3: Operations and Maintenance**

#### **PROGRAMS:**

5. [Asset Management](#)
6. [Snow and Ice Removal](#)
7. [Stormwater](#)
8. [Street Maintenance](#)
9. [Vegetation Maintenance](#)
10. [Fleet Management](#)

### **DIVISION #4: Solid Waste**

#### **PROGRAMS:**

11. [Solid Waste Contract Management](#)
12. [Solid Waste Community Events](#)
13. [Solid Waste Education and Outreach](#)
14. [Litter Removal](#)

### **DIVISION #5: Engineering Review**

#### **PROGRAMS:**

15. [Permit Review](#)
16. [Sound Transit Federal Way Link Extension \(FWLE\)](#)

### **DIVISION #6: Emergency Management:**

#### **PROGRAMS:**

17. [Emergency Management Training and Assessment](#)
18. [Emergency Management Community Education and Outreach](#)

## 1. Commute Trip Reduction

Funding Source: Street Fund (102)

Types of Revenue: Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

This citywide program oversees all large SeaTac employer sites' compliance with the State of Washington's Commute Trip Reduction (CTR) law, which is designed to reduce carbon emissions and traffic congestion on the state's busiest commute routes. There are currently 15 employer sites in SeaTac that are subject to the CTR law.

Program Activities:

- Sites provide various transportation-related promotions and incentives for their employees to encourage the reduction of single occupancy vehicles using the state's busiest commute routes. Additionally, employer's conduct biennial employee surveys on the topic of commute trip reduction as required by the program. The data from these surveys are collected by the state and transit agencies to help drive decisions about transit development and routes, and transportation-oriented programs such as One Regional Card for All (ORCA) card incentives; ridesharing apps to promote van-sharing and carpooling; and biking programs to encourage bicycling and walking.

How does this program benefit the community?

- Reduces environmental impacts from vehicle operations and helps to ensure sustainable transportation infrastructure.

How does it support the department's mission?

- Reduction of vehicular traffic improves the operations of the transportation network and reduces the wear and tear on transportation infrastructure.

What City goal(s) does this support?

- This program supports the goal to Increase Connectivity & Safety by removing vehicles and providing other alternatives in heavy traffic areas to the city's major employers.

What Comprehensive Plan goal(s) does this support?

- 4.5G Encourage and implement formal transportation demand management (TDM) programs for new and existing workplaces and higher density residential developments in the City. The programs should, at a minimum, conform to the Commute Trip Reduction (CTR) Act. Transportation Management Associations (TMA) should be encouraged in order to coordinate TDM programs between adjacent businesses to increase their potential impact on reducing future traffic volumes.

What Performance Indicators are tied to this program?

- Successful commute trip reduction program audit

## 2. Capital Improvement (CIP) Administration and Management

Funding Source: Street Fund (102); Transportation CIP Fund (307)

Types of Revenue: Parking Tax, Grants; Motor Vehicle Fuel Tax

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

This program delivers transportation-related infrastructure and improvements within the City's rights-of-way to provide a safe, efficient and effective transportation network. Projects range from full reconstruction of roadway corridors to provide complete street systems that serve all modes of travel to stormwater infrastructure improvements that ensure the effective drainage of our streets and protect the water quality of our stream and lakes. The City's six-year Transportation Improvement Plan (TIP) provides a reliable picture of upcoming transportation related projects.

Program Activities:

- Oversight of design and construction of transportation and stormwater related infrastructure projects

How does this program benefit the community?

- Delivers sustainable transportation infrastructure that supports the growth and prosperity of the community through enhanced mobility for all modes of travel.
- Protects our community from flooding.
- Protects our lakes, streams and wetlands.

How does it support the department's mission?

- Provides sustainable transportation infrastructure and environment in support of the long-term growth and continued prosperity of our community.

What City goal(s) does this support?

- This program supports the goal to Increase Connectivity & Safety by building new roads and other infrastructure that both separates pedestrians, bicycles and vehicles and reduces flooding.

What Comprehensive Plan goal(s) does this support?

- 4.2R Invest in improvements to arterials to meet current design standards including pedestrian and bicycle facilities, turn lanes, improved drainage, and enhanced traffic control and illumination. The improvements should be designed and constructed to improve safety, reduce maintenance costs, support economic development, reduce environmental impacts, and improve the quality of the transportation system for all modes.
- 4.3A Upgrade residential neighborhood streets with pedestrian and bicycle facilities and increased access to transit in alignment with pedestrian and bicycle network plans.
- 4.3B Address neighborhood traffic calming issues in a comprehensive fashion consistent with the plans and procedures that have been adopted to address these issues, consisting of but not limited to: SeaTac's Safe and Complete Streets Plan, and the Neighborhood Traffic Safety Program (NTSP).

- 4.4C Work to design and construct arterials to include safe and attractive pedestrian facilities (including crossings) on both sides of the street.
- 4.4E Prioritize safety and pedestrian capacity improvements on streets that provide access to schools, parks, transit facilities, public facilities, and within the Urban Center.

What Performance Indicators are tied to this program?

- Total capital invested annually in public infrastructure
- Total grant funds awarded to the City for Public Works projects

### 3. Pavement Preservation

Funding Source: Street Fund (102)

Types of Revenue: Parking Tax, Grants; Motor Vehicle Fuel Tax

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

This program addresses the quality and condition of the roadways within the City of SeaTac. The program is responsible for assessing the pavement condition across the City, , and designing and constructing overlay projects annually.

Program Activities:

- Design and construct the annual overlay project
- Prioritizing streets in need of overlays
- Assessing pavement condition throughout the city

How does this program benefit the community?

- Promotes the preservation and functionality transportation infrastructure thereby supporting the growth and prosperity of the community.

How does it support the department's mission?

- Preserves transportation infrastructure and reduces overall maintenance.

What City goal(s) does this support?

- This program supports the goal to Increase Connectivity & Safety by ensuring that streets are in good condition for the traveling public.

What Comprehensive Plan goal(s) does this support?

- 4.2S Operate, maintain, and preserve the existing arterial and street system through an ongoing Pavement Management System (PMS), comprehensive signing and markings program, and systematic operation process. These programs should prioritize essential maintenance and preservation taking into account life-cycle costs associated with delayed maintenance. The maintenance and preservation systems system should address facilities for motorized and non-motorized travel and the impacts of the present and projected land uses.

What Performance Indicators are tied to this program?

- Completion of annual street overlay project

## 4. Transportation Management

Funding Source: Street Fund (102)  
Types of Revenue: Parking Tax

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

This program serves to ensure all modes of traffic within the city are supported by highly functional and effective transportation infrastructure within the right-of-way. The program provides the engineering, design and operational support needed to ensure that existing systems are functioning correctly and that needs for improvement are quickly identified and acted upon.

Program Activities:

- Signal timing and maintenance
- Implementation of the Americans with Disabilities Act (ADA) transition plan
- Neighborhood traffic safety
- Local road safety (lighting, signage, crosswalks)
- Traffic modeling and monitoring
- Intelligent Transportation System deployment

How does this program benefit the community?

- Ensures the continued functionality and safety of the transportation network in support of community and business activities.

How does it support the department's mission?

- Provides sustainable transportation infrastructure in support of the long-term growth and continued prosperity of our community.

What City goal(s) does this support?

- This program supports two goals: Promote Our Neighborhoods and Increase Connectivity & Safety by staying current on and addressing areas prone to accidents and planning ahead for growth in travel.

What Comprehensive Plan goal(s) does this support?

- 4.4 Plan for and develop a system of transportation facilities for all users and modes including pedestrians, transit users, and bicyclists.
- 4.5A Support the planned extension of Sound Transit's Link Light Rail to Des Moines and then to Federal Way along a route that minimizes impacts to properties within the City limits, with sufficient parking at stations.
- 4.5B Work with King County Metro (Metro) to enhance transit service in SeaTac, especially east-west connections to the Urban Center and to connections with the Bus Rapid Transit (BRT) routes.
- 4.5D Continue to work with King County Metro, Sound Transit and adjacent jurisdictions to enhance and expand east-west transit service and future multi-modal transit options.

- 4.4F Develop and implement criteria for installing pedestrian crossing treatments and appropriate traffic controls to improve safety and comfort throughout the City.

What Performance Indicators are tied to this program?

- Percentage of transportation related Cityworks requests responded to within two business days



## 5. Asset Management

Funding Source: Street Fund (102); Surface Water Management Fund (403)

Types of Revenue: Parking Tax; Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Asset management is the practice of managing infrastructure and other capital assets to maximize life span and minimize the total cost of operating them while delivering the service levels that customers desire. The Asset Management program serves the City by documenting and managing City-owned assets (facilities, rights-of-way, equipment, other major resources) to enable staff to make informed, justifiable, and data-driven decisions regarding the operations and maintenance of infrastructure and other capital assets. The asset management program allows City staff to plan, budget, prioritize, and spend limited funds effectively and efficiently while maintaining an optimal level of service.

Program Activities:

- Database Management
- Infrastructure data acquisition and maintenance
- Workorder management
- Resource cost accounting
- Material usage tracking

How does this program benefit the community?

- Manages infrastructure capital assets to minimize the total cost of owning and operating them.

How does it support the department's mission?

- Provides data to staff to optimize decisions regarding asset management lifecycle maintenance, operation and replacement.

What City goal(s) does this support?

- Enables and supports Build Effective & Accountable Government by making sure decisions are well informed and data driven.

What Comprehensive Plan goal(s) does this support?

- 5.1 Plan for public facilities to adequately serve existing and new development by establishing levels of service (LOS) standards and determining the capital improvements needed to achieve and maintain these standards for existing and future residents and employees.
- 5.2C Make financing decisions for capital improvements in accordance with sound fiscal policy.
- 5.2D Consider ongoing maintenance and operation costs when funding capital projects.

What Performance Indicators are tied to this program?

- Percentage of pothole repairs addressed within two business days
- Pavement condition rating index (70 or above = good)

## 6. Snow and Ice Removal

Funding Source: Street Fund (102)

Types of Revenue: Parking Tax

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

This program ensures city streets are properly maintained during snow and ice events, allowing for emergency services to be provided 24/7 and essential travel conducted.

Program Activities:

- Application of brine solution prior to snow events
- Snow plowing
- Road closures

How does this program benefit the community?

- Ensures that emergency vehicles can respond during snow and ice events and allows for essential travel during these times by the public.

How does it support the department's mission?

- Maintains the functionality of the transportation infrastructure during extreme events.

What City goal(s) does this support?

- This program addresses Build Effective & Accountable Government and Increase Connectivity & Safety by taking proactive measures to prepare the City for inclement weather and maintaining ease of travel for commerce, residents, and visitors.

What Comprehensive Plan goal(s) does this support?

- Design and operate neighborhood streets to maximize safety of all appropriate travel modes, reduce cut-through traffic, and enhance the look and feel of the City's transportation system in a cost-effective manner.

What Performance Indicators are tied to this program?

- Percentage of plow routes kept operable throughout snow and ice events that create hazardous road conditions

## 7. Stormwater

Funding Source: Surface Water Management Fund (403); Des Moines Creek Basin ILA Fund (111)

Types of Revenue: Surface and Stormwater Impact Fee, Partner Contributions, State Grants

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Stormwater Program addresses the construction, maintenance and operation of the City's stormwater and surfacewater infrastructure. The program is responsible for administering and managing surface water utility revenues and rebates and assuring city compliance with its Western Washington Phase II Municipal National Pollutant Discharge Elimination System (NPDES) Stormwater Permit, allowing for discharge of city stormwater to waters of the State.

Program Activities:

- Stormwater maintenance and operations
- Administration and management of Surface Water Utility
- NPDES Permit documentation and reporting
- Public and private stormwater inspections
- Public involvement, public outreach, and public education
- Watershed planning
- Stormwater pollution response and investigations
- Code compliance and enforcement
- Source control business inspections
- Employee training
- Des Moines Creek Basin Committee, Miller Creek Stewardship participation

How does this program benefit the community?

- Protects transportation infrastructure and private property. Preserves and protects natural surface water resources and aquatic habitat. Provides community stewardship and improves quality of life.

How does it support the department's mission?

- Protects and ensure the functionality of transportation infrastructure as well as private and public property.

What City goal(s) does this support?

- This program supports two goals: Increase Connectivity & Safety and Build Effective & Accountable Government by minimizing flooding and water pollution and ensuring private and public property owners comply with water quality standards.

What Comprehensive Plan goal(s) does this support?

- 9.1C Make Low Impact Development the preferred and commonly used approach to development.
- 9.2A Protect and enhance water quality. Preserve the amenity and ecological functions of water features through land use plans, innovative land development, public education,

and stormwater regulations.9.2B Manage water resources to preserve ecosystem services.

- 9.2C Work with adjacent jurisdictions and other affected entities to enhance and protect water quality in the region.
- 9.3A Consider entire watersheds in surface water management plans, with responsibility shared between SeaTac, other cities, and the County.
- 9.3B Protect and enhance natural drainage systems to maintain and improve water quality, reduce public costs, and prevent environmental degradation by using best management construction practices and current stormwater treatment and flow control standards on new and redevelopment projects.
- 9.3C Require resource industries to use management practices that prevent erosion and sedimentation and pollutants from entering ground or surface waters.

What Performance Indicators are tied to this program?

- Submission of annual National Pollutant Discharge and Elimination System (NPDES) permit report by March 31st
- Percentage of completed public and private stormwater system inspections

## 8. Street Maintenance

Funding Source: Street Fund (102)

Types of Revenue: Parking Tax

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

The Street Maintenance Program provides maintenance and upkeep work associated with our streets including pavement patching, curb, gutter and sidewalk repair, pavement markings, striping, street sweeping, sign maintenance, lighting maintenance and debris/litter removal.

Program Activities:

- Asphalt/pothole repair
- Crack sealing
- Sidewalk repair
- Pavement markers and delineators
- Street sweeping
- Mailbox program installation
- Support the Litter Removal program
- Sign maintenance

How does this program benefit the community?

- Well-maintained and usable roads contribute to the economic vitality and social wellbeing of our community.

How does it support the department's mission?

- Ensures safe and sustainable transportation infrastructure.

What City goal(s) does this support?

- Increase Connectivity & Safety and Build Effective & Accountable Government by keeping the street network at a high quality and not allowing regular maintenance to be deferred.

What Comprehensive Plan goal(s) does this support?

- 4.2S Operate, maintain, and preserve the existing arterial and street system through an ongoing Pavement Management System (PMS), comprehensive signing and markings program, and systematic operation process. These programs should prioritize essential maintenance and preservation taking into account life-cycle costs associated with delayed maintenance. The maintenance and preservation systems system should address facilities for motorized and non-motorized travel and the impacts of the present and projected land uses.

What Performance Indicators are tied to this program?

- Percentage of street maintenance Cityworks requests responded to within two calendar days

## 9. Vegetation Maintenance

Funding Source: Street Fund (102)

Types of Revenue: Parking Tax

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Vegetation Maintenance Program provides maintenance and upkeep work associated with all landscaping and vegetation within the rights-of-way.

Program Activities:

- Street tree maintenance
- Vegetation trimming and mowing
- Landscape maintenance
- Irrigation system operation and maintenance
- Herbicide application

How does this program benefit the community?

- Reducing stormwater runoff, increasing air quality, providing shade and enhancing the aesthetics of our rights-of-way and neighborhoods.

How does it support the department's mission?

- Operating and maintaining elements of the transportation infrastructure.

What City goal(s) does this support?

- Promote Our Neighborhoods and Expand Green & Public Spaces by managing oases of green space within our neighborhoods.

What Comprehensive Plan goal(s) does this support?

- 9.11C Foster native vegetation and control invasive species to preserve and enhance fish and wildlife habitat.

What Performance Indicators are tied to this program?

- Percentage of vegetation maintenance Cityworks requests responded to within two business days

## 10. Fleet Management

Funding Source: General Fund (001); Street Fund (102); Transportation CIP Fund (307);  
Surface Water Management Fund (403)

Types of Revenue: Transfers

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Fleet program oversees the vehicle and equipment needs of the City.

Program Activities:

- Vehicle and equipment maintenance
- Vehicle and equipment purchasing
- Vehicle and equipment surplus declaration process

How does this program benefit the community?

- Ensure that the City has the proper vehicles and equipment necessary to perform its functions and serve the needs of the community.

How does it support the department's mission?

- Provides the equipment and transportation necessary for all departments to perform their functions.

What City goal(s) does this support?

- Build Effective and Accountable Government by providing safe and well-equipped vehicles specific to City needs.

What Comprehensive Plan goal(s) does this support?

- 6.6C Support development of a widespread electrical and/or gaseous fuel (e.g., compressed natural gas) infrastructure to provide more options to reduce vehicular pollution and continue the conversion of City fleet vehicles to cleaner energy sources.

What Performance Indicators are tied to this program?

- Percentage of vehicles receiving preventative maintenance on time according to manufacturer standards

## 11. Solid Waste Contract Management

Funding Source: Solid Waste Fund (404)

Types of Revenue: Franchise Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Solid Waste contract management program ensures a high level of solid waste removal services resulting in the smooth flow of garbage, recycling, and composting from our City to the appropriate end-of life-locations (landfill, recycling, compost, other reuse, etc.).

Program Activities:

- Contract performance monitoring
- Contract management and oversight

How does this program benefit the community?

- It provides garbage, recycling and composting services for SeaTac.

How does it support the department's mission?

- Ensures high quality solid waste and recycling services in support of the long-term growth and continued prosperity of our community.

What City goal(s) does this support?

- This program supports Build Effective & Accountable Government by ensuring that the City and its residents are receiving optimal services for the funds expended.

What Comprehensive Plan goal(s) does this support?

- 6.1 Ensure that households and businesses in the City are served by basic utility services at accepted urban service levels.
- 6.2 Ensure that utilities necessary to support development and a modern economy are available or can be provided to serve projected population and business growth.
- 6.3 Facilitate the provision of reliable utility service in a way that balances legitimate public concerns over the safety, health, and aesthetic impacts of utility infrastructure, consumers' interest in paying a fair and reasonable price for the utilities product, and the utility infrastructure's impacts on the natural environment.
- 9.5G Increase the recycling rate citywide.

What Performance Indicators are tied to this program?

- Percentage of missed garbage pick-ups by Solid Waste contractor



## 12. Solid Waste Community Events

Funding Source: Solid Waste Fund (404)

Types of Revenue: Grants, Franchise Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Provides a variety of events within the City to encourage/ promote recycling, composting, litter pickup and promote strengthening of community through participation.

Program Activities:

- Host two recycling events per year open to the public
- Host "Get your Green On" events
- Host SeaTac Scrubdown event

How does this program benefit the community?

- Residents of SeaTac can recycle hard to recycle items including motor oil, anti-freeze, compact fluorescent light (CFL) bulbs, paint, mattresses, electronics, refrigerators, tires, batteries, shredding, scrap metal and cardboard.
- Promotes a strong community and helps improve community pride.

How does it support the department's mission?

- Promotes community involvement and engagement.

What City goal(s) does this support?

- This program supports Promote our Neighborhoods and Build Effective & Accountable Government by creating community events that support clean neighborhoods while involving the community in maintenance of rights-of-way and more.

What Comprehensive Plan goal(s) does this support?

- 6.6 Promote resource conservation and conversion to renewable resources or more efficient systems to meet increased demand for utilities.
- 9.5G Increase the recycling rate citywide.

What Performance Indicators are tied to this program?

- Number of participants at Solid Waste events

### 13. Solid Waste Education and Outreach

Funding Source: Solid Waste Fund (404)

Types of Revenue: Grants; Franchise Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Solid waste education and outreach helps residents and businesses meet the challenging requirements of proper waste disposal. There are millions of products and different disposal rules for each of those products depending on where a person is. Without solid waste education and outreach there would be a smaller recycling and composting rate, greater contamination in the recycling and compost and a greater release of greenhouse gas emissions.

Program Activities:

- Modified Recycling Lid contamination monitoring and reduction program
- Outreach to businesses to encourage greater recycling and composting services

How does this program benefit the community?

- The program provides education about the complicated world that is correctly disposing of an item after its use. There are millions of products and different ways those products should be disposed of depending on where a person is at. Recycling and composting education and outreach helps set up successful solid waste systems that help residents follow the rules.

How does it support the department's mission?

- Supports the long-term growth and continued prosperity of our community.

What City goal(s) does this support?

- This program supports two goals: Promote Our Neighborhoods and Build Effective and Accountable Government by minimizing waste/blight and maximizing reuse and proper recycling habits.

What Comprehensive Plan goal(s) does this support?

- 6.6 Promote resource conservation and conversion to renewable resources or more efficient systems to meet increased demand for utilities.
- 9.5 Reduce greenhouse gas emissions as a means of addressing the potential adverse impacts of climate change.

What Performance Indicators are tied to this program?

- Percentage of contamination in multifamily and business related recycle streams

## 14.Litter Removal

Funding Source: Solid Waste Fund (404)

Types of Revenue: Grant funds, Enterprise Funds (Revenue Sharing)

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

This program is focused on the removal of litter from the rights-of-way and working with the community to keep it litter free.

Program Activities:

- Regular removal of litter from the City Right-of-Way (ROW)
- Manage and promote the Adopt-A-Street program
- Remove litter from Highway on/off ramps.
- Oversee placement and maintenance of street side litter cans

How does this program benefit the community?

- This program helps remove litter from the right-of-way, thus reducing the amount of vermin and environmental harm caused by litter and increasing land values and pride and community at the same time.

How does it support the department's mission?

- Works to ensure the functionality of our rights-of-way and protects the environment.

What City goal(s) does this support?

- This program supports Promote Our Neighborhoods by creating a cleaner, healthier environment that is more aesthetically pleasing.

What Comprehensive Plan goal(s) does this support?

- 9.2 Preserve and enhance the quality of water resources.
- 9.3 Protect, preserve, and enhance natural drainage systems.
- 9.6 Protect the water quality, natural drainage, fish and wildlife habitat, aesthetic values, and recreational functions of streams and lakes.

What Performance Indicators are tied to this program?

- Number of complaints received about litter in the Right-of-Way (ROW)

## 15. Permit Review

Funding Source: Street Fund (102), Surface Water Fund (403)

Types of Revenue: Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Permit Review Program provides engineering and technical review of both private and public projects (outside agency) that are being planned in the City.

Program Activities:

- Enforce SeaTac's ROW standards
- Manage transportation concurrency program
- Oversee construction site stormwater control
- Assess traffic impact fees
- Manage and enforce frontage improvement requirements
- Manage development related ROW dedications

How does this program benefit the community?

- Ensures high quality infrastructure within the ROW.
- Ensures infrastructure is concurrent with development.

How does it support the department's mission?

- Ensures that transportation-related infrastructure associated with private development aligns with the needs of a highly functional and sustainable transportation system.

What City goal(s) does this support?

- Promote Our Neighborhoods: enforces responsible and appropriate development.
- Build Effective & Accountable Government: provide excellent customer service to our development community.
- Increase Connectivity & Safety: ensure that development properly mitigates its impacts to our transportation and stormwater facilities.

What Comprehensive Plan goal(s) does this support?

- 2.2 Create walkable, compact, transit-oriented communities with a range of transportation, employment, housing, recreation, goods, and service choices for residents of all income levels.
- 4.4 Plan for and develop a system of transportation facilities for all users and all modes including pedestrians, transit users and bicyclists.
- 4.8 Establish and maintain a consistent, sustainable, adequate, and equitable funding program to maintain, operate and improve the City's transportation system in a timely manner to support implementation of the City's Comprehensive Plan.
- 5.1 Plan for public facilities to adequately serve existing and new development by establishing levels of service (LOS) standards and determining the capital improvements needed to achieve and maintain these standards for existing and future residents and employees.

- 5.2 Provide needed public facilities through City funding or requirements for others to provide.
- 5.3 Provide adequate public facilities concurrent with new development impacts.
- 9.2 Preserve and enhance the quality of water resources.
- 9.3 Protect, preserve, and enhance natural drainage systems.
- 9.9 Protect, preserve, and enhance steep slope, landslide, erosion, and seismic hazard areas due to their sensitivity to human activities, and provide adequate mitigation of adverse environmental impacts.

What Performance Indicators are tied to this program?

- Percentage of clearing and grading site (STE) permits first reviews completed on time
- Percentage of right of way (ROW) permits reviewed on time

## 16.Sound Transit Federal Way Link Extension (FWLE)

Funding Source: Transit Planning Fund (106)

Types of Revenue: Sound Transit Fees

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

The Sound Transit FWLE program provides engineering review and permitting through an assigned city liaison position and associated support staff for the Federal Way Light Rail Extension Project. Sound Transit has provided the funding necessary to ensure that the permitting, inspection and coordination of their project by the City is resourced at a level needed to ensure project success.

Program Activities:

- Permit review
- Construction Inspection
- Coordination and communication

How does this program benefit the community?

- Minimizes project impacts to our community.
- Ensures project meets city requirements.
- Establishes operational and maintenance agreements.
- Ensures project impacts are mitigated appropriately.

How does it support the department's mission?

- Supports the long-term growth and continued prosperity of our community.

What City goal(s) does this support?

- Promote Our Neighborhoods through enforcing responsible and appropriate development.
- Build Effective & Accountable Government by providing excellent customer service to our development community.
- Increase Connectivity & Safety by ensuring that development properly mitigates its impacts to our transportation and stormwater facilities.

What Comprehensive Plan goal(s) does this support?

- 4.5A Support the planned extension of Sound Transit's Link Light Rail to Des Moines and then to Federal Way along a route that minimized impacts to properties within the City limits, with sufficient parking at stations.

What Performance Indicators are tied to this program?

- Percentage of Sound Transit permit first reviews completed within timeline described in the Interlocal Agreement (ILA)

## 17. Emergency Management Training Assessment

Funding Source: General Fund (001)  
Types of Revenue: Franchise Fees; Grants; Taxes

Is the program internal or external service oriented?

- Internal  
 External

Program Description/Narrative:

Emergency management related training and assessment for City staff is conducted throughout the year to prepare staff for natural or man-made disasters. The foundation for training activities revolves around the National Incident Management System (NIMS).

Program Activities:

- Provide NIMS training
- Exercise Emergency Plans through live tabletop training
- Coordination with State and County offices of emergency management
- Coordination with the Port of Seattle

How does this program benefit the community?

- Helps to ensure a competent response by City government to natural and man-made disasters.

How does it support the department's mission?

- Supports the long-term growth and continued prosperity of our community.

What City goal(s) does this support?

- Build Effective & Accountable Government by providing the training and skills necessary to support the community in responding to and recovering from a disaster.

What Comprehensive Plan goal(s) does this support?

- 5.1B Set Level of service standards.

What Performance Indicators are tied to this program?

- Percentage of staff up to date on Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS) training requirements

## 18. Emergency Management Community Education and Outreach

Funding Source: General Fund (001)

Types of Revenue: Franchise Fees; Grants; Taxes

Is the program internal or external service oriented?

Internal

External

Program Description/Narrative:

Emergency management related outreach and education for the community is conducted to help build resilience and preparedness with respect to natural and man-made disasters. The foundation for training activities revolves around the National Incident Management System (NIMS).

Program Activities:

- Host Community Emergency Response Team (CERT) training
- Host general preparedness training events
- Provide informational handouts and fliers at various community events

How does this program benefit the community?

- Teaches community members what to do before, during, and after hazard events thereby improving overall outcomes.

How does it support the department's mission?

- Supports the long-term growth and continued prosperity of our community.

What City goal(s) does this support?

- Build Effective & Accountable Government by providing the training and skills necessary to responding and recovering from a natural or man-made disaster.

What Comprehensive Plan goal(s) does this support?

- 5.1B Set Level of service standards.

What Performance Indicators are tied to this program?

- Number of people attending emergency management events