



CITY OF  
**Federal Way**  
PUBLIC WORKS

# ANNUAL REPORT 2024





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# STRATEGIC PLAN FRAMEWORK

## VALUES



Community Driven



Dedicated



Inclusive



Safe



Sustainable



Transparent

## VISION

*We enhance and maintain the quality of life, promote economic growth and sustainability, while increasing accessibility, safety, and mobility for all.*

## MISSION

*Providing the highest quality of modern infrastructure and services, being responsible stewards of our environment, we create a safe community for all who live, work, and play in Federal Way.*

## STRATEGIC THEMES

Communication & Outreach



Diversity, Equity, & Inclusion



Innovation & Technology



Safety



Sustainable Development



Workforce



## PUBLIC WORKS DIVISIONS

Development  
Services

Engineering

Environmental  
Services

Operations &  
Maintenance

Traffic



## VALUES

*Values define the fundamental behaviors that guide our actions to achieve our Vision and Mission, while building trust throughout our organization and community.*



### **Community Driven**

*We collaborate with our community to address their requests and concerns.*



### **Dedicated**

*We are committed to a work ethic that produces excellence and reliability to our community.*



### **Inclusive**

*We cultivate a culture of acceptance, equity, and accessibility for all.*



### **Safe**

*We ensure the safety of our work force, community, and environment through training, education, and daily tasks.*



### **Sustainable**

*We embrace continual change and adapt to meet the needs of our community now and in the future.*



### **Transparent**

*We strive to be open and accountable to our community.*

## STRATEGIC THEMES

*Strategic Themes are the guiding pillars of success. They bridge the gap between our division's objectives and our vision.*



### **Communication & Outreach**

*Collaborate with the community through public engagement. Provide accessible education in multiple languages and create awareness about City services*



### **Diversity, Equity, & Inclusion**

*Provide equitable access to services, information and infrastructure to the community.*



### **Innovation & Technology**

*Encourage innovation and use of technology to provide continued improved services inside the office and outside in the field*



### **Safety**

*Respond to community's concerns regarding infrastructure safety issues. Monitor and maintain the natural environment by minimizing impacts to public safety.*



### **Sustainable Development**

*Create, improve, and maintain a clean natural and built environment. Promote sustainable economic growth.*



### **Workforce**

*Public Works strives to keep expanding and evolving an effective workforce that collaborates and communicates with all City Departments.*

“ All work will embody our values. ”

“ All work will advance our themes. ”



## DIVISION PLAN:

# DEVELOPMENT SERVICES

The Development Services Division of the Public Works Department manages the right of way permit processing and conducts construction inspections for all adopted developments submitted to the City for approval. The Development Services Division of the Public Works Department is committed to upholding the City of Federal Way's codes and development standards in a fair and consistent manner. Our goal is to accomplish this task by working closely with developers, contractors and property owners to provide them with a thorough and timely review of their projects and to provide guidance when needed to help bring projects to fruition.



## OBJECTIVES

Response time on requests for Modifications:  
30 days in 2023 to 20 days in 2029



Development Standards to be updated/revised every two years



Development review check list to be updated/revised every two years



Annual permit fees to be updated every year



Sound Transit Operation Maintenance Facility projects to be  
reviewed/constructed/inspected





## DIVISION GOALS:

- Review and update the Public Works Development Standards **every two years**.
- **Encourage growth** and **promote growth** within staff.
- **Cross training** between staff for professional growth.
- Anticipate a **25 percent less review time** for right of way permits by working collaborative with other divisions.
- Anticipate a **25 percent less time of staff reviewing** for plans by providing training to staff.
- Conduct **more inhouse training** for review/permitting/ inspecting staff.
- Reduce the Modification request review **by 25 percent** in the next 5 years.
- **Develop and revamp** plan review checklist.
- **Implement** MyBuildingPermit.com to our system.



BI ANNUAL DEVELOPMENT  
STANDARDS\*





<15%  
PERMIT REVIEW TIME



DEVELOPMENT  
CHECKLISTS\*



MODIFICATION REQUEST  
REVIEW TIME\*

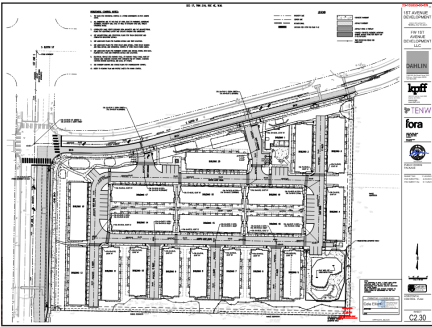
\*  work completed  
\*  work in progress or not completed (some projects have longer timespans)



## PROJECT HIGHLIGHTS:



Sound Transit completed several tasks, including the 210 foot-long rockery wall at Military Road.



1st Ave Townhomes went under construction for 125 new townhomes.



Pape Kenworth started new right of way improvements.



# DIVISION PLAN:

## ENGINEERING

The Engineering Division provides civil engineering services to the Public Works Department and also supports other departments within the City with their engineering needs. The Division provides administrative and managerial functions in overseeing the development of infrastructure projects and construction management of the capital projects. The Division also is responsible to develop and revise comprehensive capital improvement projects; Develop and implement short- and long-range programs; Coordinate work projects with other City departments, contractors, government agencies, organizations and the public as required; inspect work in progress; Assure projects are completed in compliance with codes, specifications, and standards. The Division also applies to various sources for related grants and administers these funds.



## OBJECTIVES

Enhance community safety, health and livability through a connected system of pedestrian, bicycle and transit infrastructure that is part of a regional transportation network.



To manage the successful completion of transportation, stormwater and traffic projects within the available budget and on schedule.



Develop Workforce & Organizational Agility



Deliver 100% of our Projects to meet or exceed the required WSDOT criteria for administration, design & documentation



Achieve zero accidents and injuries during the construction of our projects



Coordinate with a broad range of partners to help meet Federal Way's transportation goals





## DIVISION GOALS:

- Enhance community safety, health and livability through a **connected system** of pedestrian, bicycle and transit infrastructure that is part of a regional transportation network.
- **Develop** workforce
- Achieve **zero accidents** and injuries during the construction of our projects
- To manage the **successful completion** of transportation, and stormwater projects within the available budget and on schedule.
- **Deliver 100%** of our federally funded projects to meet or exceed the required WSDOT criteria for administration, design & documentation
- **Coordinate** with a broad range of partners to help meet Federal Way's transportation goals



# 2024 ACTUALS:



218

ADA RAMPS  
CONSTRUCTED TO  
NEWEST STANDARDS IN 2024  
(COMMUNITY SAFETY)



2

WORKFORCE  
DEVELOPMENT;  
NEW EMPLOYEES HIRED  
(FULLY STAFFED)



0

ACCIDENTS/INJURIES



TRANSPORTATION AND  
STORMWATER PROJECTS\*



FEDERALLY FUNDED WSDOT  
CRITERIA PROJECTS\*



TRANSPORTATION PARTNER  
COLLABORATION\*

\* work completed  
\* work in progress or not completed (some projects have longer timespans)



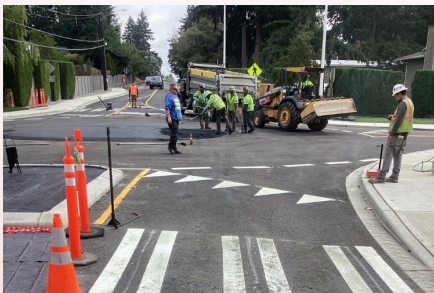
## PROJECT HIGHLIGHTS:



**Pac Highway non- motorized:** The construction of a non-motorized corridor along Pacific Highway South will provide access to the City of Federal Way's City Center as well as to Des Moines' local downtown center, located north of the project limits (S 308th St to S 288th St) for pedestrians and other non-motorized travelers. Segments of the trail located off-roadway will include illumination.



**Military Road:** The federally funded Military Road South Preservation project aimed to overlay over 3 lane miles of existing asphalt concrete pavement within the City of Federal Way from South 320th Street to 45th Way South. This project also included ADA ramp upgrades to outdated curb ramps.



**27th & 344th:** This compact roundabout project at the intersection of Southwest 344th St and 27th Avenue Southwest includes mountable islands, updates to channelization/signage, sidewalk & curb ramp upgrades, as well as utility relocation. This project was partially funded by a federal Highway Safety Improvement Program (HSIP) grant.



## DIVISION PLAN:

# ENVIRONMENTAL SERVICES

The Environmental Services Division focuses on three major areas: outreach and education about Public Work Department services; solid waste and recycling; and surface water quality. We provide community events and workshops, manage the City's solid waste and recycling collection services contract, and work to prevent pollution from entering Federal Way's surface water system through proactive education and code enforcement.



## OBJECTIVES

Proactively implement 2024–2029 Western Washington Phase II Municipal Stormwater Permit requirements and complete the annual reports on a timely manner.



Maximize Solid Waste & Recycling (SWR), Hazardous Waste Management Program (HWMP), Local Solid Waste Financial Assistance (LSWFA), and NPDES capacity grant funds to provide equitable education and services.



Comprehensive Garbage, Recyclables, and Compostable Collection Services Contract management.



Implement Pollution Prevention Assistance program.



Implement Annual Storming the Sound with Salmon program, in conjunction with Federal Way Public Schools (FWPS).



Revise and update 2021 Surface Water Comprehensive Plan.



Create a Water Quality Monitoring Quality Assurance Project Plan (QAPP) for our Citywide monitoring program.





## DIVISION GOALS:

- Attend at least **12 community events** annually to share information on environmental service division topics.
- Host at least **10 events annually** that help residents reduce, reuse, and recycle.
- **Translate outreach materials** into the top non-English languages based on census data in Federal Way. when appropriate, translate into additional languages
- Respond to all illicit discharge reports **within 24 business hours**.
- Issue water quality violation letters **within 48 business hours**.
- Successfully **carry out annual Storming the Sound** with Salmon program
- Inspect a **minimum of 20%** of Federal Way commercial sites annually for Pollution Prevention Assistance services and Source Control,
- Work with businesses to strive for a **goal of 90%** of illicit discharges being voluntarily corrected without needing escalation to Order to Correct.
- **Standardize Water Quality** site inspection procedure to conduct PPA and Source Control visits simultaneously.
- Offer annual Stream Team training and train a goal of at least **10 volunteers** annually.
- Host at least **two annual curb marking events** and install markers to at least 100 storm drains.
- Conduct **40 annual** Spill Kit Outreach Program visits.
- Resolve any complaints about WM made to the City **within 2 business days**
- Perform **quarterly tests** on WM customer service system
- **Assess** Contract Violations and respond accordingly
- **Coordinate** WM Contract
- **Track and analyze** grant-funded purchases to confirm best use of grant dollars.
- **Work collaboratively** across our division to ensure timely submission of all grant reports.



## 2024 ACTUALS:



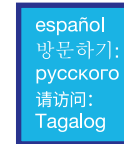
18

COMMUNITY EVENTS



21

HOSTED EVENTS



TRANSLATED MATERIALS



24

100%

IDDE RESPONDED TO WITH  
24 BUSINESS HOURS



24

72%

NOVS SENT  
WITHIN 24 HOURS



1,800 students

STORMING THE SOUND

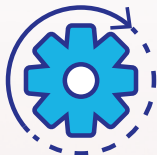


BUSINESS PPA\*



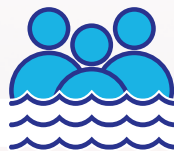
76%

BUSINESS IDDE CASES  
WITH CORRECTIVE ACTIONS  
WERE VOLUNTARILY COMPLETED



In progress

SOURCE CONTROL SOP



~8

STREAM TEAM



80

DRAINS MARKED OVER 2  
CURB MARKING EVENTS



21

SPILL KITS  
GIVEN AWAY IN 2024



WM CONTRACT\*




GRANT TRACKING &  
REPORTING\*



6

WORKSHOPS/SEMINARS/  
TRAININGS

\*  work completed



## PROJECT HIGHLIGHTS:



Storming the Sound with Salmon. Successful event with 1,700 4th graders attending and releasing 3,500 Coho Salmon into the Hylebos Wetland at Brookelake



Adopt-a-Drain Program. In 2024 ESD launched Adopt-a-Drain, a behavior change program that aims to promote “only rain down the drain” to prevent potential pollution from storm water run off from entering our waterways.



Multi-family Recycling outreach – in 2024 ESD launched a multi-family recycling outreach program focused on diverting recycling from the waste stream in total 272 cubic yards of recycling was diverted from 11 complexes



## DIVISION PLAN:

# OPERATIONS & MAINTENANCE

The Operations and Maintenance Division is committed to the efficient management and preservation of our community's infrastructure and environment. This division oversees a diverse range of responsibilities, including the maintenance of streets, ensuring they are safe and well-maintained for all users. It also focuses on enhancing the aesthetic appeal of our community through landscape management, litter control to keep our environment clean, and managing stormwater systems to prevent flooding and ensure effective drainage. Additionally, the division is responsible for maintaining a reliable and efficient fleet of vehicles used in delivering essential services. By prioritizing operations and maintenance in streets, landscape, litter control, fleet and stormwater management. This division plays a crucial role in creating a safe, clean, and sustainable community for all.



## OBJECTIVES

### Streets

Keep the city's roads and ROW clean, accessible and in good condition



### Clear Litter from Right of Way (CLR)

Keep the city visually pleasing and clean of debris/litter



### Landscape

Maintain city's ROW vegetation landscape in a visually aesthetic order.



### SWM

Reduce/prevent flooding and improve water quality.



### Fleet

Keep city vehicles and equipment in safe and operational order so that staff can provide essential services to the public.





# DIVISION GOALS:

## STREETS

- Crack Sealing (Per Lane Mile)
  - 2023: 4.07 (LM)
  - 2022: 5.69 (LM)
  - Metric goal: Get **100%** of the crack sealing list completed.
- Sidewalk Grinds
  - 2023: 19/24 grinds completed
  - Metric goal: Get **75%** of the grind list completed each year.
- Asphalt Patches
  - 2023: 13/27 patches completed
  - 2022: 28/29 completed
  - Metric goal: Get **75%** of the patching list completed each year.
- Vegetation trimming
  - Metric goal: Get **75%** of the trim list completed each year.
- Sidewalk Panel Replacements
  - Metric goal: Get **50%** of the list completed each year

## SWM

- Total Catch basins 13,000+ Citywide
  - Over **6,000 catch basins** inspected annually.
  - Metric goal: clean all CB's that exceed minimum maintenance standards.
- Total 33 filter vaults citywide with a total of 330 cartridges
  - Replace at least **36% cartridges**
  - Metric goal: Replace all cartridges within the current year's circuit cycle.
- Total 144 ponds & 48 bio swales
  - Metric goal: mow and maintain each pond **3x a year**
- **61 “hot spots”** inspected weekly during rainy season to prevent flooding
  - Metric goal: **inspected weekly/monthly** depending on weather conditions
- Overlay projects, rebuild/grout approx. **150 catch basin** and manhole along with pipe repairs.
  - Metric goal: Repair stormwater infrastructure **as needed** prior to overlay projects.

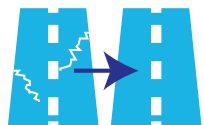
## FLEET

- Transition into EV
- Reduce Contracted Services



# 2024 ACTUALS:

## STREETS



3.77

MILES OF LANE CRACKS  
SEALED IN 2024



100%

SIDEWALK GRIND LIST  
COMPLETED



ASPHALT  
PATCHES



100%

VEGETATION  
TRIMMING COMPLETED



SIDEWALK PANEL  
REPLACEMENTS\*

## SWM



CB INSPECTION/  
CLEANING\*



FILTER  
CARTRIDGES\*



R/D PONDS\*



HOT SPOTS\*



OVERLAY  
PROJECTS\*


## FLEET



TRANSITION  
INTO EV



REDUCE CONTRACTED  
SERVICES\*

\*  work completed



## PROJECT HIGHLIGHTS:



### STREETS

Over 100 line of site trims completed for improved staff, vehicle and pedestrian safety. Line of site trimming reduces sightline issues by removing vegetation.



### SWM

SWM team repaired 114 catch basins in 2024. This was completed prior to overlay projects to ensure functional stormwater infrastructure.



### Fleet

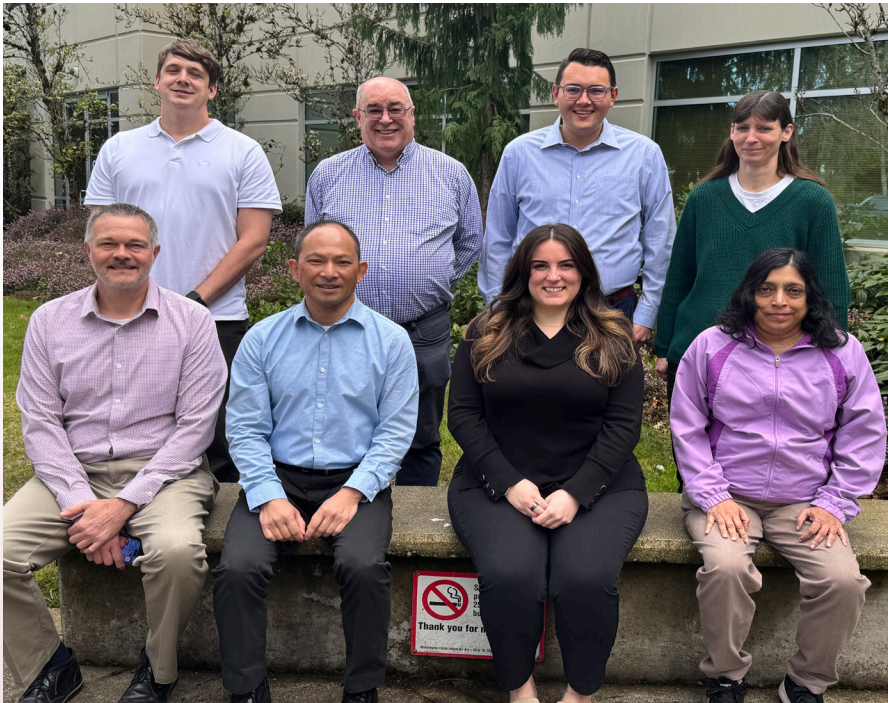
Fleet Maintenance has expanded internal service and maintenance. Internal A & B level services were expanded for light to medium duty vehicles.



## DIVISION PLAN:

# TRAFFIC

The Traffic Division continues to maintain and operate traffic control devices, review development for transportation impacts and identify appropriate mitigation measures, respond to citizen requests, support the Transportation Capital Improvement Program, and perform all transportation planning functions for the City



## OBJECTIVES

Respond to Citizen Requests and Neighborhood Traffic Safety concerns.



Develop transportation projects for the TIP and CIP, support design and construction.



Decrease use of SOVs at affected worksites through the CTR Program



Develop & Implement an Asset Management Plan & Program



Operation and Maintenance of signs, markings, traffic signals, and street lights.



Provide timely and accurate reviews for Development Review





## DIVISION GOALS:

- **Respond** to 10 Citizen Requests and Neighborhood Traffic Safety concerns.
- **Develop** transportation projects for the TIP and CIP, and **support** design and construction.
- Provide **timely and accurate reviews** for Development Review
- **Decrease** use of SOVs at affected worksites through the CTR Program
- **Develop & Implement** an Asset Management Plan & Program/Software
- **Operation and Maintenance** of signs, markings, traffic signals, and street lights.



2024 ACTUALS:



**4 Projects**  
CRITERIA MET FOR  
NEIGHBORHOOD  
TRAFFIC SAFETY



**951**  
SEE CLICK FIX  
REQUESTS



**19**  
SUPPORTED/DESIGNED  
CAPITAL PROJECTS



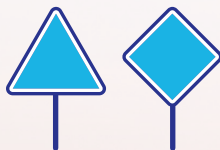
**147**  
DEVELOPMENT  
APPS RECEIVED



**240**  
SIGNS REPLACED



**500**  
MILES OF PAINT LINE  
REFRESHED



**68**  
REPLACED  
DAMAGED ITEMS



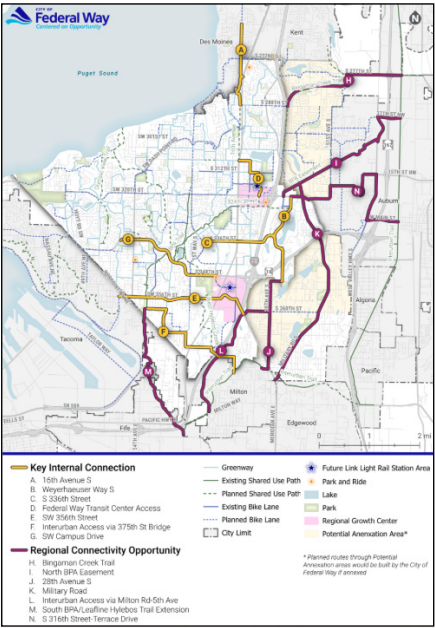
ASSET  
MANAGEMENT  
IN PROGRESS



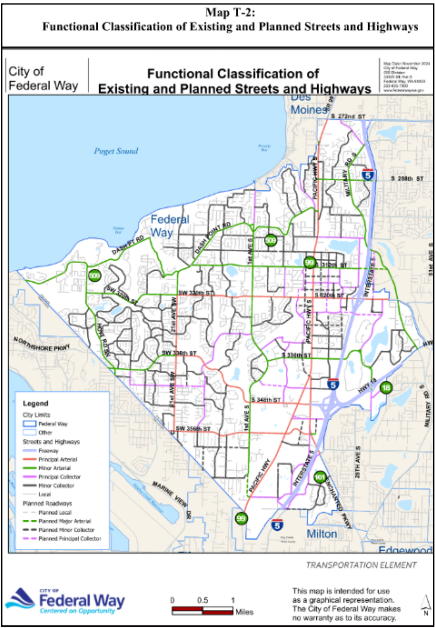
**87**  
TRAFFIC SIGNALS  
MAINTAINED



# PROJECT HIGHLIGHTS:



Southwest King County Trail Plan approved



Comprehensive Plan update approved



Federal Way High School Pedestrian Safety Project





FOR QUESTIONS CONTACT:  
**PW-Admin@federalwaywa.gov** or  
call 253-835-2700

*To report a concern visit:*



**EYES ON FEDERAL WAY**



[uqr.to/seeclickfix](https://uqr.to/seeclickfix)