

Building Seattle's Road to Recovery

As the nation began its gradual recovery from the COVID-19 pandemic, the City of Seattle's **Department of Finance and Administrative Services (FAS)** worked behind-the-scenes in 2021 to lead the city's response and recovery efforts. FAS provided more than 2 million individual PPE items to the City's 13,000-member workforce and residents, it ran logistics for test sites that provided over 1 million free tests, and, finally, FAS led and operated what became the City's most ambitious undertaking over the entire course of the pandemic and in a generation: launching and operating the largest civilian-led mass vaccination site in the country at the Lumen Field Event Center. While the work continues, **Seattle's road to recovery has been built by the hardworking teams at FAS.**



Building a culture of excellent customer service.

In 2021, FAS launched and operated a COVID-19 hotline to support King County residents with scheduling COVID tests and vaccines. In August 2021, FAS also led the successful reopening of the City's public-facing counters, restoring a critical in-person service to residents that had been temporarily closed through most of the pandemic.

125,500 contacts with customers

FAS teams fielded a record-breaking number of calls, often serving 800 residents in a single day.

55,000 COVID-19 calls

FAS' customer service expertise was called on by King County to help assist residents with making appointments for COVID tests and vaccines.

97% completion rate

FAS responded to and completed more than 15,232 requests from City departments for preventative and corrective maintenance in City facilities.



"FAS should know their work and attitude are tangible. I can't help but think that so many people like me having this sort of positive experience will lead to a greater willingness to get vaccinated."

Steve Tatge, said of the FAS-led mass vaccination site



Building a respectful, equitable, collaborative and safe workplace.

FAS leads with race and continuously worked in 2021 to center equity. FAS also created a safe workplace for the City's workforce by implementing COVID-19 safety protocols that have enabled the citywide reopening.

10 Racial Equity Toolkits

FAS worked to center equity in everything from how it regulates cannabis to services it provides residents. FAS led the City with more than 10 RETS.

2 million PPE items secured

To keep employees and the public safe, FAS teams secured and distributed more than 2 million individual personal protective items, including face masks.



FAS Safety Ambassadors ensured employees were safe while at City facilities.



Building continuous improvements and financial accountability.

FAS set prudent and reasonable rates and public fees and pursued efficiencies and innovations, creating greater accountability and transparency.

Community Spotlight

FAS led community outreach and engagement opportunities over 2021 to help in the implementation of the City's Payroll Expense Tax. Multiple public meetings were held and collected valuable input that has improved the tax implementation.

\$353 million-plus managed

FAS successfully managed and provided more than \$353 million in citywide services over the past year such as processing payments and city claims.



Seattle
Finance &
Administrative Services

2021

FAS led emergency management logistics for the City's COVID-19 response as well as its inclement weather response. In addition to supporting the City's testing sites and community vaccination hubs, FAS led what became the single largest mobilization of City resources with the opening of the Community Vaccination Site at Lumen Field. Launched and operated by FAS, the site ran for three months, brought together hundreds of civil servants and volunteers, and FAS ordered 15,000 items to convert an 192,000 square foot space into one of the largest vaccination sites in the nation.



Building and leading the City's logistics and emergency response.

1 million COVID-19 tests

FAS helped lead logistics for the City's testing sites, securing all PPE and supplies for Seattle Fire Department. Thanks to this partnership, the sites have provided more than 1 million free COVID tests.

102,000-plus vaccines

The FAS-led mass community vaccination site at Lumen Field provided nearly half of all the City's vaccines and 44 percent of residents served were BIPOC. FAS centered equity in its operations of the site and provided more than 65 interpreters and portable devices to interpret information in up to 200 languages. For this, FAS was recognized with a Seattle Management Association Award for community service.



FAS Director Calvin W. Goings, right, leads U.S. Secretary of Health Xavier Becerra on a tour of the Community Vaccination Site at Lumen Field launched by FAS.



Building economic opportunity through City contracting.

FAS supports the City's Race and Social Justice Initiative by expanding contracting equity for women- and minority-owned (WMBE) businesses and supporting labor equity on City construction projects. In 2021, FAS launched the Mayoral WMBE Advisory Committee and launched a first of its kind citywide disparity study.

\$136 million of the City's spend was with WMBE firms

This represents 20% of overall spending across City departments. FAS also spent 26% of purchasing dollars and 36% of consulting dollars with WMBEs.

\$12 million added in wages to economically distressed communities

Through FAS' Priority Hire program, residents in economically distressed communities were connected with family wage construction careers. In 2021, in one of the first for the new Biden-Harris administration, the U.S. Department of Transportation approved the City's request to use "Priority Hire," requiring that the contractor repairing the West Seattle Bridge hire from local economically distressed communities.

Community Spotlight

Over 32% of purchases at the FAS-led vaccination site were with WMBEs, including Adams Interpreting Services. "We're a small WMBE agency, so that opportunity was valued on so many levels," said owner Nura Adam of her team pictured below at the site.



Building a culture for stewardship of City assets.

FAS safeguarded public assets and strengthened the City's management of public property, holdings and resources.

120 public structures

FAS' management of City facilities was recognized by the White House Council on Environmental Quality, which sent representatives to the Seattle Justice Center to learn about sustainability practices FAS led.

2.4 million gallons of green and traditional fuels dispensed

As part of its work managing the City's 4,000-vehicle fleet and leading the City's green fleet program, FAS has made strides in cutting greenhouse gases.



FAS teams successfully opened interim Fire Station 31.

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