



2022
Facilities and Administrative
Services Year in Review

Service with *Impact*: Supporting One Seattle

As businesses recovered, communities rebuilt and the Citywide workforce united, teams in the **Department of Facilities and Administrative Services** rallied to meet Mayor Bruce Harrell’s call for a One Seattle vision. This meant renewing our commitment to service, building a relational culture — both in our worksites and with the public — and applying innovative and new ideas to overcome old barriers. Whether it was creating new ways for the public to access City services, reducing greenhouse gas emissions, improving public safety or helping support those most in need, FAS has spent 2022 delivering *service with impact*.



Impacting a culture of excellent customer service.

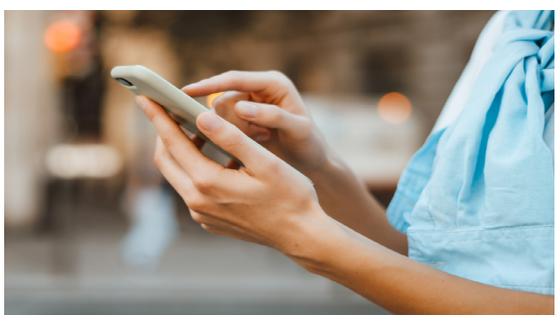
In 2022, FAS launched a new and improved version of the City’s popular Find It, Fix It app to better serve residents, connect them with City services and help them keep track of issues that matter most. FAS also worked with sister departments to collect input and implement changes that improved customer service across the City.

41,841 service requests

FAS **Customer Service** teams routed and responded to thousands of service requests, solving problems for residents and connecting them with City departments.

24/7 customer service

FAS **Facility Operations** team responded to and completed more than 9,000 requests from City departments for preventative and corrective maintenance in the 120-plus City facilities it manages.



“I’d like to express my gratitude to the people behind FiFi for making it easier for my community to stay on top of repairs and cleanup. It’s hard to know who to contact and having FiFi makes it easy. I appreciate the emails acknowledging the problem is resolved. I know my report didn’t fall into a bureaucratic black hole, it makes me feel like I’m communicating with real people, and it motivates me to keep using the app and to share it.”

R. Anderson, Seattle resident



Impacting a respectful, equitable, collaborative and safe workplace.

FAS leads with race and continuously worked in 2022 to center equity. FAS also created a safe workplace for the City’s workforce that helped the City successfully and fully reunite its teams in November 2022.

3 Seattle Management Association (SMA) Awards

FAS was recognized with nearly half of this years SMA awards for its leadership in making City facilities and services more accessible, for community outreach and action around cannabis equity, and for reducing greenhouse gas emissions by as much as 21 percent in some facilities.

\$10,000 grant recognizes BIPOC leader & outreach

FAS’ **Seattle Animal Shelter** received a \$10,000 grant from Maddie’s Fund, which recognizes BIPOC leaders and provides community outreach support. The shelter also celebrated 50 years of service to the community.



Mayor Harrell signed three bills inspired by cannabis equity work FAS’ Racial Equity Toolkit team and Consumer Protection teams led.



Impacting 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’ **Accounting and Budget Services** team help maximize the City’s FEMA recovery and manage budget for high stakes projects, including the City’s mass vaccination site at Lumen Field. Thanks to their work, the City was able to recover nearly \$19 million in 2022.

\$375 million-plus managed

FAS successfully managed and provided more than \$375 million in citywide services over the past year such as processing payments and city claims.



**Seattle
Facilities &
Administrative Services**

2022

FAS supported the One Seattle mission by continuing to lead emergency management logistics for the City's COVID-19 response as well as its inclement weather response. In addition, FAS also led space planning for the Mayoral transition — successfully creating interim and permanent spaces — led outreach on the new Fire Station 31, continued the greening of City fleets, and brokered the first new MOB by the City in decades. At the same time, FAS committed to service with impact by directing City dollars where they have the greatest impact — in the communities of color we serve.



Impacting and supporting the City's public safety infrastructure

Fire Station 5 dock replacement

Led by FAS' **Capital Development** team, this project on the downtown Seattle waterfront replaced a failing dock with a new and expanded one, bringing greater capacity and protections to critical fire rescue boats.

45,000 gallons of fuel saved

FAS' **Fleet Management** team continued its greening of City fleets and placed 70 hybrid Seattle Police Department patrol cars in service, saving thousands of gallons of fuel. This year, more than 430 vehicles are now battery electric vehicles or plug-in hybrid electric vehicles and the City's first heavy-duty all electrical vehicles made their debut.



FAS Logistics and Emergency Management team supported the City in standing up warming and cooling shelters over 2022. The team has also expanded its community outreach, participating in efforts to revitalize the Chinatown International District and launching a new City surplus program in 2022 aimed at connecting WMBEs and 501c3's with surplus items at reduced cost.



Impacting 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 2022, FAS continued work with the Mayoral WMBE Advisory Committee and won an innovative grant to transform its procurement process.

\$202.7 million of the City's spend was with WMBE firms

The City also spent nearly 25 percent of its purchasing dollars with WMBEs, exceeding the Citywide goal of 20 percent.

\$1 million Bloomberg grant

FAS **Purchasing and Contracting** team received a grant from the Bloomberg Center for Public Innovation to implement the Procurement Transformation project. This process includes reviewing current practices and considering how the City might leverage technology and adjust them to ensure procurement for City contracts are results driven and are accessible and equitable. As part of the grant, a fellow from the Harvard Government Performance Lab will be assigned to FAS.

Community Spotlight

FAS teams joined a tour of the Aquarium Ocean Pavilion construction site. Turner Construction, the general contractor on the project, hosted the tour with pre-apprenticeship students from FAS' ANEW PACE program who are training to start their careers in construction.



Impacting a culture for stewardship of City assets.

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

3 million square feet managed

That's the size of 52 football fields that FAS teams provided property management, preventative maintenance and more to in 2022.

Community Spotlight

FAS **Real Estate Services** completed a new five-year lease with community nonprofit, Villa Comunitaria, to provide community services at South Park Neighborhood Center. The lease is the first Mutual and Offsetting Benefit lease executed in decades.



FAS led outreach events on the new Fire Station 31.

AT YOUR SERVICE



Seattle
Facilities &
Administrative Services

