

2020

Counted on when it counted most.

Finance and Administrative Services Year in Review

Seattle, the nation and the world faced an unprecedented year in 2020, with a global public health crisis and a civil rights reckoning. During this time, the 600-plus employees in the City's **Department of Finance and Administrative Services (FAS)** worked behind-the-scenes to provide critical functions to keep the city operating, including managing 120 City facilities and providing \$287 million in City services. FAS also played an outsized role in leading the City's logistics and emergency management response, securing personal protective equipment (PPE) for employees and helping stand up four mass COVID-19 test sites. No matter the need, **FAS could be counted on when it counted most.**



Counted on for excellent customer service.

FAS is often the public's first interaction with the City of Seattle, operating as a customer-focused front door. We strive for a strong ethic of customer service in everything we do.

235,000 contacts with customers

We provided critical information when it counted most. Calls answered by the City's Customer Service Bureau increased fivefold between this year and last—going from 35,000 to 178,000 as residents sought information on COVID-19 testing.

97% completion rate

We responded to and completed more than 12,557 requests from City departments for preventative and corrective maintenance in City facilities.

16,000 public disclosure requests

We responded to and/or facilitated the receipt and response to a record-high number of public disclosure requests Citywide.



"This may be the best customer service I have had from the City (or anywhere) in a very long time: phone answered quickly by a PERSON! And that person was fully informed on how to help, listened and delivered,"

Jane Noland, a resident, said after speaking with an FAS Customer Service representative on how to get a COVID-19 test.



Counted on to create a respectful, equitable, collaborative and safe workplace.

FAS leads with race and continuously worked in 2020 to center equity. FAS also created a safe workplace for the City's workforce by implementing new COVID-19 safety protocols and installing protective screens in core City facilities.

10 Racial Equity Toolkits

We increased the number of Racial Equity Toolkits (RET) in 2020 from eight to 10, the largest number of any department FAS' size. FAS was recognized for this work with a 2020 Excellence in Leadership Award.

Community Spotlight

FAS' Cannabis Equity RET held its first community forum in 2020, with more than 200 community members joining to discuss their experiences with the legal cannabis landscape. The RET also conducted a Citywide survey and visited the state's only Black-owned marijuana producer to learn how to achieve new opportunities for people of color, those most harmed by structural racism.

7.4 million face masks

We led the procurement and distribution of face masks and all other personal protective equipment, so employees and visitors could stay safe and healthy while in City facilities.



FAS RET team visiting Hollingsworth Cannabis Company



Counted on for 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

We held community stakeholder meetings and implemented the Fare Share tax in 2020. The tax funds fair compensation standards and worker protections for Uber and Lyft drivers, and invests in affordable housing and transit.

\$778 million-plus managed

We safeguarded the City's spending through stewardship of City assets.



Seattle
Finance &
Administrative Services

2020

Over the past year, FAS and other City departments led the City's logistical and emergency response to the COVID-19 public health crisis and civil rights demonstrations that swept the city. To ensure the department was aligned to meet the needs of Seattle and its residents, FAS created a new Logistics and Emergency Management division, which joined FAS' other 15 divisions. In 2020, FAS also co-led a Citywide task force to create new COVID-19 safety protocols now in place in every City facility. The protocols, which include things like mandatory temperature screenings, signage and occupancy limits, are helping to ensure the health and safety of the City's 12,000 employees and members of the public once City facilities eventually reopen.



Counted on to lead logistics and emergency response.

460,000-plus COVID-19 tests

We worked with the Seattle Fire Department to successfully construct and launch the City's four mass COVID-19 test sites. The sites ensure residents can get tested faster, earlier and easier.

40,000 gloves and other PPE

We created a centralized warehouse in 2020 to ensure that all needed personal protective equipment (PPE) was secured, distributed and available to employees, particularly the City's first responders. At the test sites alone, FAS is responsible for securing all gowns, vials, signage and PPE. This included 10,000 gloves per week per site, meaning FAS is providing 40,000 gloves each week to test sites.



FAS Director Calvin W. Goings, right, consults with FAS teams on how to prepare City property for King County COVID-19 shelters. FAS also secured lodging for first responders needing a safe place to quarantine.



Counted on to create 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 2020, FAS produced the City's first ever WMBE annual report. The report provides greater transparency and accountability for how the City prioritizes equity.

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

We tracked the City's WMBE spend across purchasing, consultant contracting and public works, which accounted for 20% of the City's overall spend.

\$6.3 million added in wages to economically distressed communities

We prioritize the hiring of people of color and residents that live in economically distressed areas through the Priority Hire Program operated by FAS.

\$4.6 million to small businesses

We partnered with the Office of Economic Development to collect \$734,801 in donations and distribute \$4.6 million to small businesses through the City's COVID relief fund.

Community Spotlight

In 2020, FAS partnered with Tabor 100 to open City of Seattle office space in the Tabor Economic Development Hub located in Tukwila. The hub increases engagement with WMBE firms and individuals in the south end of the region.



Mayor Jenny A. Durkan signed an Executive Order in 2019 to affirm and advance the City's commitment to economic inclusion and contracting equity.



Counted on for stewardship of City assets.

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

120 public structures

We managed more than 120 City facilities, including police and fire stations, providing critical maintenance and major infrastructure repairs and improvements to more than 3.5 million square-feet of space.

3 properties for community use

We shepherded community control of Byrd Barr Place, the Central Area Senior Center and the former Fire Station 6 properties to Black-led community organizations that operate public service programs. The historic work followed years of community outreach.

16th best green fleet in North America

We led the successful reduction of greenhouse gas emissions from the City's 4,000-vehicle fleet, work that was recognized with a 2020 Green Fleet Award and ranked Seattle as having one of the best green fleet programs.

Community Spotlight

In 2020, FAS successfully partnered with the Seattle Fire Department to identify and secure a new interim and permanent site for Fire Station 31. The new station will help meet the growing service needs in North Seattle.

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