

Welcome!

TO THE CITY OF RICHLAND

Dear Resident / Corporate Citizen,

On behalf of the Richland City Council and our staff, I would like to welcome you to our community!

Richland offers a unique combination of natural amenities and valuable City services that combined, contribute to a high quality of life for our residents. Our City staff is dedicated to providing cost effective, reliable and efficient services to our citizens.

Established in 1958, Richland is a full-service City, providing police, fire and regional 911 dispatching services, access to utilities such as water, sewer, stormwater, street maintenance, garbage /recycling collection and electric transmission. In addition, the City maintains all public facilities, provides robust parks and recreation programs as well as a library and supported programs.

The City Council and Executive Leadership Team are committed to maintaining and following our Strategic Leadership Plan which helps guide important decisions regarding the safe operation and future economic development opportunities within the City. We pride ourselves on being transparent with our citizens and encourage participation by all in the public process.

This handbook is intended to acquaint you with basic City services and to assist you with understanding your role as a Richland resident. Please refer to this as your guide through City services. If you have further questions, please visit our website at www.ci.richland.wa.us as an additional resource.

We are committed to providing exceptional customer service. I am confident you will enjoy Richland and encourage you to explore our businesses and many amenities we have to offer.

If I can be of any assistance, please feel free to contact me at 509-942-7381.

Sincerely,

Jon Amundson
City Manager



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CITY GOVERNMENT

The City of Richland has a Council-Manager form of government. Voters elect seven “at-large” council members, in non-partisan elections, who represent the entire community. From among themselves, the council elects a mayor and mayor pro tem to serve for a two-year period.

As the legislative body of the City, the council sets policies, adopts the annual budget, approves contracts and appoints individuals to boards, commissions and committees.

The council also focuses on community goals, major projects and long-term issues such as growth, land use development, capital improvement plans and strategic planning. For more information on the Strategic Plan, visit www.ci.richland.wa.us/strategicplan.

The City Manager is the council’s sole employee and the City’s Chief Executive Officer. Duties include overseeing personnel, daily operations, enforcement of laws, implementation of council’s strategic plan and annual budget preparation.

The Assistant City Manager and department directors are responsible for the City’s day-to-day services and programs within the divisions they supervise.

Richland welcomes citizen participation in the decision-making process. Residents may seek a council seat, apply for appointment to any of the City’s boards, commissions or committees and attend any public meeting.

Citizens may contact city council members by mail at 625 Swift Boulevard, MS #4, Richland, WA 99352, or email citycouncil@ci.richland.wa.us. People may formally address the council during public hearings or public comment at council meetings. The City Clerk’s Office can provide details about public participation at council meetings. The City Clerk’s office can be reached at 509-942-7389.

Richland City Council normally meets on the first and third Tuesdays of each month in the Council Chamber at City Hall, 625 Swift Boulevard at 6:00 p.m. The Council typically conducts a workshop session on the fourth Tuesday of each month at 6:00 p.m. Please confirm meeting times and view the agenda packet by visiting our webpage.

The council meetings are available live and then replayed on both the City’s webpage and on CityView TV, cable channel 192.

Agenda summaries for council meetings or other boards and commissions can be found on our website at www.ci.richland.wa.us/agendas.

CITY OFFICIALS

City Council Members

Mayor.....	Theresa Richardson
Mayor Pro Tem	Sandra Kent
Council Member.....	Jhoanna Jones
Council Member.....	Ryan Lukson
Council Member.....	Shayne VanDyke
Council Member.....	Kurt Maier
Council Member.....	Ryan Whitten

Leadership Team

City Manager.....	Jon Amundson
Deputy City Manager	Joe Schiessl
Assistant City Manager.....	Drew Florence
City Attorney.....	Heather Kintzley
Development Services Director	Kerwin Jensen
Energy Services Director.....	Clint Whitney
Finance Director	Brandon Allen
Human Resources Director	Lacey Paulsen
Fire Chief.....	Tom Huntington
Parks & Public Facilities Director.....	Chris Waite
Interim Chief of Police	Craig Meidl
Interim Public Works Director	Carlo D'Alessandro

ANIMAL CONTROL/LICENSES

Tri-Cities Animal Shelter provides services within the City of Richland. Please call the agency at 509-545-3740 if your animal is missing or to report troublesome animals.

The City of Richland does not require an animal license for pets. Residents are limited to five household pets. For information, please call 509-942-1104.

An animal must be on its owner's premises or under its owner's control at all times. Any stray dog, cat or animal running at large may be impounded. Owners are responsible for damages caused by their animals. Animals may not continually make noise. Report prolonged noise by calling 509-942-7739.

Wild animals are handled through Wildlife Control. They can be reached at 509-582-1889.

CIVIC RESPONSIBILITY

Cities and towns across the country enact codes, or ordinances, to govern a community's safety, health and nuisance concerns. All of these contribute to quality of life.

This is a partial list of basic expectations for Richland residents and business owners:

- Maintain your property to the curb or street in safe and clean manner, free from unsightly and unsafe conditions.
 - Clear sidewalks of snow and ice.
 - Remove vehicles, fences, trees, etc. that obstruct sidewalks, stop signs, fire hydrants and driveways.
 - Do not store RVs, junk vehicles or trailers on public streets.
 - Maintain lawns, trees and landscaping.
 - Remove weeds, trash, junk, and animal feces.
 - Prevent blowing of dust from open areas.
 - Observe noise restrictions, in place from 9:00 p.m. to 7:00 a.m.
-

CODE ENFORCEMENT

In Richland, various divisions handle the enforcement of codes. For example, Development Services (509-942-7794) is responsible for building, planning, and zoning codes, while Fire & Emergency Services (509-737-0911) is responsible for fire-related codes.

The Police Department's Code Enforcement Officers enforce ordinances for problems such as inoperable and junk vehicles, grasses and weed violations, unlawful storage of RVs, boats, trailers, and other nuisances and conditions that affect quality of life.

You can submit a complaint by one of the following methods:

- Calling the code enforcement line at 509-942-7739.
- Written complaint via online form at www.ci.richland.wa.us/servicerequest

Once a complaint is received, a Code Enforcement Officer will be assigned to review the complaint and investigate if a violation of code is believed to have occurred. Code Enforcement Officers are available Monday – Friday, 7:00 A.M. – 4:00 P.M. (509-942-7739) to discuss your complaint or answer questions. Nuisance codes can be found in Title 10 of the Richland Municipal Code, available online at www.codepublishing.com/wa/richland.

COMMUNITY AMENITIES

Library

The Richland Public Library, owned and operated by the City, is located at 955 Northgate Drive. In addition to books, the library lends other printed materials, movies, music, audio and downloadable books. Meeting spaces are available to reserve and there are public programs and activities for all ages. Library amenities include a STEAM Space, computer lab, onsite coffee shop, and a used bookstore operated by Friends of the Library. The library also offers programs such as the annual Summer Reading Program and various book groups. Visit the library online at myrichlandlibrary.org for more information.

Parks and Recreation

Richland's park system includes waterfront and neighborhood parks, natural areas, and trails. The City maintains several sports and recreational facilities, including a swimming pool, spray parks, skateboard park, dog park, and outdoor stage. The Richland Community Center, which is located at the edge of Howard Amon Park, sponsors year-round recreational programs, family-friendly events, and classes. Descriptions, maps, facility reservation information, and class brochures are online at www.richlandparksandrec.com or 509-942-7529.

HOUSING RESOURCES

The City is committed to improving the community's existing housing stock and making decent, safe, sanitary housing available for all its citizens. In keeping with that goal, the City offers two housing programs for low to moderate income families. These include no interest loans for health, safety or structural repairs, and down payment assistance for first-time buyers. Certain eligibility requirements apply. For details, visit www.ci.richland.wa.us/housing or call 509-942-7580.

JOB OPPORTUNITIES

The City of Richland employs approximately 500 personnel and adds seasonal and temporary workers as the need arises.

The City lists all job openings and accepts employment applications at wearerichland.org.

LICENSES AND PERMITS

Building Permits

The State of Washington mandates the City to enforce the statewide building code. That code requires a building permit for most types of construction and remodeling, including plumbing and mechanical work, do-it-yourself projects, sheds, retaining walls and more. Please call Development Services at 509-942-7794 regarding building permits and land use applications and fees. Contact the Administrative and Engineering Division at 509-942-7500 for water, sewer, and irrigation easements. All electrical easement questions are handled through Energy Services at 509-942-7403.

Business and Solicitor's Licenses

Richland requires every person engaged in any business or occupation within the City limits to have a business license. The City of Richland and State of Washington Business Licensing Service are involved in a combined licensing one-stop system that allows you to obtain state and city licenses at the same time. You will receive a master license from the state, showing both your city and state business licenses. In addition, persons selling or offering products or services door-to-door in Richland must carry a current City-issued Solicitor and Canvasser's license. A background check will be required for all solicitor's licenses. For information about applications and fees, please contact the City's Customer Service Office at 509-942-1104 or www.ci.richland.wa.us/businesslicensing.

Electric, Water, and Sewer Service Applications

You must apply for water, sewer and electric service for a new residence or business at the same time you obtain a building permit. All associated fees must be paid before the City will install a water or electric meter.

PUBLIC SAFETY

Ambulance Fee

If you use the emergency ambulance, the City will bill your insurance carrier or Medicare/Medicaid. After the City receives the third party payment, you will receive a bill for the remainder of your ambulance charges. Richland has a reciprocal agreement with Kennewick and Pasco to provide emergency medical and ambulance services to Richland residents when they are in those cities.

Police Services

The Richland Police Department has 64 commissioned officers who serve more than 55,000 residents in 34.4 square miles with 271 miles of roadway.

Traffic Safety

The Richland Police Department works to address traffic safety through the Traffic Safety Unit (TSU). The TSU mission is to address traffic safety, education, and enforcement city-wide.

Community Partnership

A Crime Prevention Officer is responsible for maintaining a partnership with the community. This effort focuses on safeguarding and protecting those who live, work, or visit the City. This partnership between police and community helps develop innovative solutions toward enhancing our overall quality of life. Cooperative programs include neighborhood watch, vacation house checks, traffic safety surveys, handicap parking enforcement, and public presentations. For more information on these programs, please call 509-942-7636.

Community Services

The Richland Police Department (RPD) provides community services such as school resource officers, nuisance code enforcement, crime prevention coordination with neighborhood/homeowners associations, and volunteer programs. RPD also maintains a federally-certified bomb squad and is a founding member of the regional SWAT team.

Crime Information

The Richland Police Department provides crime maps, summaries, and other information on the City's website at www.ci.richland.wa.us/police.

Fire & Emergency Services

Several fire stations throughout the City are equipped with specialized apparatus and trained personnel to respond to medical, fire, hazardous materials and rescue emergencies 24 hours a day. Richland shares response calls with other area fire agencies to ensure the quickest response time throughout our greater community.

Fire Safety

Firefighters recommend that you test your smoke detectors monthly, and replace the batteries once a year. Detectors older than 10 years should be replaced. Develop and practice fire evacuation plans with two routes out of every room, and designate a meeting place outside. Multiple-story homes need emergency escape ladders to avoid entrapment on upper floors. Have at least one fire extinguisher in your home.

For fire information, please call 509-942-7703 or visit the City's website at www.ci.richland.wa.us/fire.

Fireworks

Select fireworks are legal in Richland only for a limited time around the Fourth of July. Please visit the City's website at www.ci.richland.wa.us/fireworks for details.

Outdoor Burning

Outdoor burning is restricted within the City and is regulated by the Benton Clean Air Agency (BCAA). Information is available from the BCAA office at 509-783-6198 for residential burning and 509-783-6570 for agricultural burning. Alternatives to outdoor burning include mulching and/or composting yard wastes. Burning of any materials on construction sites, including tumbleweeds, is illegal. For more information, visit www.bentoncleanair.org.

VOLUNTEER OPPORTUNITIES

The City has a variety of volunteer opportunities with 15 boards, commissions and committees that cover a broad spectrum of topics. In addition, the Parks and Recreation Division and Richland Library needs volunteers to help support the programs and services offered to our citizens. The Richland Police Department welcomes citizen involvement in its Volunteers in Police Services (VIPS), which assists with many community efforts.

SENIOR SERVICES

Richland offers an array of programs designed for seniors. Information is available in the Community Center at 500 Amon Park Drive, by calling the center at 509-942-7529 or at www.richlandseniors.com.

UTILITIES AND CONSERVATION

Richland provides water, sewer, stormwater, garbage and electric services to its residents and businesses, which are captured in one monthly bill.

The City offers suggestions and programs to encourage energy efficiency including low-interest loans and incentives to eligible customers for energy-saving measures including windows, doors, insulation, and heat pumps. For more information, visit www.ci.richland.wa.us/energyefficiency.

SOLID WASTE DISPOSAL

Horn Rapids Landfill

Richland maintains its own landfill. Horn Rapids Landfill is open 8:00 a.m. to 4:00 p.m. daily with the following exceptions. Summer hours are March through October, Monday - Sunday; Winter hours are November - February, Monday - Saturday, closed on Sundays. The landfill is closed on all City-observed holidays. Horn Rapids Landfill accepts a variety of materials which include used cooking oil, green yard waste, metals, tires, concrete/rocks, household trash and recyclables. The landfill does not accept hazardous waste material.

Household Hazardous Waste

Household hazardous waste (HHW) collection in Richland is managed by the Benton County Public Works Department. HHW is comprised of products that contain chemicals or properties that make them potentially dangerous to human health or the environment. Some examples include batteries, electronics, liquid paint, certain cleaners, solvents, antifreeze, used motor oil, energy efficient lights, and appliances.

Once a year, the Benton County Public Works Department runs a free residential collection event in Richland. This is typically scheduled during the summer months and will be communicated via the County's website and social media.

For more information on the types of Household hazardous waste and how to dispose of it, visit the County's website at www.co.benton.wa.us.

Recycling Opportunities

The City offers an optional, co-mingled curbside recycling program for a nominal monthly fee. Details are available on the City's website or by calling 509-942-7700. The City also maintains a drop-box recycling program for tin, aluminum, glass bottles and jars, newspapers, magazines, catalogs, scrap paper, cardboard, and (#1 and #2) plastics. For more information, visit www.ci.richland.wa.us/recycle. Drop boxes* are located at:

- Uptown Shopping Center, 1300 block of Jadwin (Behind Texaco station)
- 103 Keene Road, south of Ace Hardware
- 3120 Twin Bridges Road, at the Horn Rapids Landfill
- 2990 Queensgate Drive
- DTG Recycling at 1936 Saint Street

*Drop box locations are subject to change. Visit www.ci.richland.wa.us/recycle for updated drop box locations.

UTILITY ACCOUNTS 509-942-1104

Depending on your service location(s), your monthly utility bill from the City may include charges for electrical, water, sewer, garbage and recycling collection, stormwater, rental lights and ambulance services. If you are a renter, your charges may depend on your arrangements with your landlord. For questions, visit www.ci.richland.wa.us/customerservice or email customerservice@ci.richland.wa.us.

Equalized Plan

The City offers residential customers a monthly equalized payment plan based on an average of your utility bills. The City periodically audits and annually recalculates equalized payment plans. We require six months to one year of service to establish a household's average usage. Visit www.ci.richland.wa.us/myutilities or call 509-942-1104 to begin.

Helping Hand Program

The City sponsors a program to provide assistance for payment of a past due electric bill for qualifying low-income residents. You may donate to this fund via a one-time contribution by indicating your donation on your bill stub and adding it to your payment or provide ongoing help by signing up for the Helping Hands program. Benton Franklin Community Action Committee (CAC) manages the distribution of these funds. If you need utility assistance, please contact the CAC office at 509-545-4042.

Meter Accessibility

Your electric and water meters must be accessible to the meter reader, repair person and Fire Department. Meters must have at least a three-foot clearance on each side and may not be enclosed in a patio, garage or home. To allow safe access to your meter, you may need to provide fencing for animals. The City offers a free gate lock to provide access to meters in fenced areas; to obtain a City lock call 509-942-1104.

New Accounts

Residents may open new utility accounts via email at customerservice@ci.richland.wa.us, online at www.ci.richland.wa.us/myutilities or at City Hall, 625 Swift Boulevard, Monday through Friday (except holidays). The City requires payment of a "new account fee" and may require a deposit on rental accounts. The deposit will be applied to your account after you have established and maintained good credit with the City or upon termination of your services in accordance with RMC 3.26.

Senior/Disabled Discounts

Richland offers reduced electric, water, sewer, garbage and stormwater collection rates for qualifying low-income senior citizens and low-income disabled citizens. For details, call 509-942-1104, email customerservice@ci.richland.wa.us or visit www.ci.richland.wa.us/lowincomeservices.

Utility Bills

Residential utility charges are billed monthly. Your bill is due within 20 days of the billing date. You may view or pay your bill online at the City's website, www.ci.richland.wa.us. In addition, payments can be made over the automated phone system by calling 509-942-1104, enrolling in the City's auto pay program, by mail, through your bank's bill payer, by depositing your payment in the drop box at City

Hall, or in person at Customer Service in City Hall. The City accepts electronic check, MasterCard or Visa; call 509-942-1104 to arrange automatic electronic payments. A \$25 fee is assessed on non-processed funds.

HELPFUL PHONE NUMBERS

City Main Line	509-942-7390
Customer Service	509-942-1104
Utility Payments	Option 2
Business Licensing.....	Option 4
Additional Inquiries / Payments.....	Option 4
Ambulance Billing	360-394-7010
Code Enforcement	509-942-7739
Barking Dogs.....	Tri-City Animal Control 509-545-3740
Building Permits/Inspections	509-942-7794
City Clerk/City Council	509-942-7389
Communications & Marketing.....	509-942-7386
Energy Conservation	509-942-7436
Solid Waste	509-942-7700
Landfill	
Recycling, Garbage, and Yard Waste Collections	
Construction Dumpsters	
Housing Resources	509-942-7580
Library	509-942-7454
Parks and Facilities	509-942-7529
George Prout Pool	
Programs/Events	
Reservations	
Richland Community Center	
Police/Fire Non-Emergency	509-628-0333

Facility Locations

City Hall.....	625 Swift Boulevard
City Shops	2700 Duportail Street
Community Center	500 Amon Park Drive
Fire Business Office.....	1000 George Washington Way
Landfill.....	3102 Twin Bridges Road
Police Station	871 George Washington Way
Public Library	955 Northgate Drive
Swimming Pool (George Prout Pool)	1005 Swift Boulevard
Wastewater Treatment Facility	555 Lacy Road
Water Treatment Plant	110 Saint Street

City Emergency Contacts

Ambulance Fire Police	911
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City Parks, Buildings or Property

Monday-Friday, 7:00 a.m. to 3:30 p.m.....	509-942-7319
After hours/holidays/weekends	509-628-0333

Power Outages

Monday-Friday, 7:00 a.m. to 3:30 p.m.....	509-942-7421 or 509-942-7423
After hours/holidays/weekends	509-943-4428

Street Maintenance

Monday-Friday, 7:00 a.m. to 3:30 p.m.....	509-942-7670
After hours/holidays/weekends	509-628-0333 or leave a message at number above

Street and Traffic Lights

Monday-Friday, 7:00 a.m. to 3:30 p.m.....	509-942-7429
After hours/holidays/weekends	509-943-4428

Wastewater/Stormwater/Water

Monday-Friday, 7:00 a.m. to 3:30 p.m.....	(Wastewater/Stormwater) 509-942-7480
Monday-Friday, 7:00 a.m. to 3:30 p.m.....	(Water) 509-942-7670
After hours/holidays/weekends	509-545-2763

STAY INFORMED



CITY WEBSITE

www.ci.richland.wa.us



FACEBOOK

www.facebook.com/RichlandWA



INSTAGRAM

www.instagram.com/cityofrichland



TWITTER

www.twitter.com/richlandwa



E-NOTIFICATIONS

www.ci.richland.wa.us/e_notifications



YOU TUBE

www.youtube.com/c/richlandcityviewtv

#EXPLORERICHLAND

