



CITY OF
RICHLAND
WASHINGTON

ENVIRONMENTAL SCAN
2022

CITY OF RICHLAND STRATEGIC PLANNING 2023



RICHLAND

ENVIRONMENTAL SCAN

Date: December 2022

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Purpose

The City of Richland is preparing to update its Strategic Plan. The update will define priorities and include corresponding goals to direct future actions by the city government to achieve the vision of the plan. The goal for this environmental scan is to provide a common understanding of the current environment. By starting with a shared understanding, this encourages optimizing internal and external partnership opportunities, capitalizing strengths, improving weaknesses, and leading to relevant and attainable goals.

The Environmental Scan is a description and analysis of the City of Richland, its demographics, environment, and community. The environmental scan is the exploration phase of the strategic planning process for 2023. It provides a framework for understanding the City, its attributes, and relevant issues in planning its future.



Internal

Values

In 2001, the City of Richland began a journey toward becoming a values-based organization, with less reliance on policies and “rules.” To further this effort, municipal staff and City Council have embraced the values of teamwork, integrity and excellence.

- **Teamwork:** We will work together, demonstrating collaboration through mutual reliability, openness and flexibility to accomplish our goals.
- **Integrity:** We will demonstrate an uncompromising allegiance to the core values of honesty, respect for others, loyalty, consistency, accountability and sincerity.
- **Excellence:** We will deliver a superior level of commitment, responsiveness, performance and provision of services to all, with the attitude that everything is worth our best effort.

Vision Statement

Richland is a progressive, safe and family-friendly community that welcomes diversity. It is noted for excellence in technology, medicine, education, recreation, tourism, and citizen participation. This dynamic city, situated on two rivers, actively supports opportunities for economic development that are in harmony with the area’s unique natural resources.

Mission Statement

The City of Richland is responsible for furnishing cost-effective services and well-maintained facilities, safeguarding the public and property, enhancing the community’s favorable quality of life, protecting Richland’s natural environment, and sustaining a healthy, growing economy.





Current Strategic Leadership Plan

In July 2018, the Richland City Council adopted a Strategic Leadership Plan. The current Strategic Leadership Plan sets forth the City's goals, aligns work across projects and departments, and serves as a guide in developing the annual budget. It was developed with the assistance of a consultant and was a collaborative effort of City Council and staff. While the City of Richland developed its first strategic plan in 2008, it has continued to evaluate and refresh the original plan since adoption. The focus areas established in 2018 are referenced as Core Focus Areas. The 6-Core Focus Areas organize the city's priorities and are as follows:

- 1. Promote Financial Stability and Operational Effectiveness**
- 2. Manage & Maintain Infrastructure & Facilities**
- 3. Increase Economic Vitality**
- 4. Manage Our Natural Resources**
- 5. Maximize Community Amenities**
- 6. Enhance Neighborhoods & Community Safety**

CORE FOCUS	CORE STRATEGY	OBJECTIVES
	The City of Richland effectively manages financial resources. Our staff deliver excellent services at the most reasonable cost. We ensure that Richland residents receive great value for their tax dollars, and that City programs, services, and capital projects benefit the community as a whole. We recognize our citizens demand accountability and adaptability. Richland is a leader in encouraging collaborative, community-wide efforts that contribute to our City's financial stability and sustainable growth. We strive for public trust and confidence.	<ul style="list-style-type: none"> • Preserve and enhance fiscal health and wellness • Increase use of technology to facilitate enhanced public access to information and improved customer service • Promote leadership growth and development
	The City of Richland is a full-service City that operates and maintains a broad range of facilities and infrastructure, including several utilities, critical to meeting community needs. Richland anticipates facility and infrastructure needs as our population grows and changes.	<ul style="list-style-type: none"> • Plan and provide facilities and infrastructure essential to community growth • Maximize existing facilities and infrastructure through sustainable maintenance programs
	The City of Richland is economically competitive, resilient, and attractive to private and public enterprises. These factors enhance the City's economic vitality and ability to withstand the ups and downs of an economic cycle. To remain vital, Richland targets areas of economic growth, diversification of its capital, and works to attract and retain talent. Richland identifies opportunities to collaborate with regional organizations, neighboring cities, ports, other private entities and the private sector to enhance the strength of our community.	<ul style="list-style-type: none"> • Improve the economic health of the community through a targeted investment in Richland's Waterfront District • Encourage primary sector employment and enhance the tax base in Richland through targeted investments
	The City of Richland develops strategies to identify and conserve the significant natural resources that provide citizens an exceptional quality of life while balancing the realities of accommodating a growing community.	<ul style="list-style-type: none"> • Balance private and public interests in the preservation of identified natural and environmentally sensitive areas • Evaluate the provision of economically viable services that contribute to sustainable environmental stewardship
	The City of Richland recognizes its citizens' deep affinity for their city, especially the robust community amenities. The City strives to enhance the quality of life through the enhancement and introduction of unique community amenities.	<ul style="list-style-type: none"> • Create gateways, streetscapes, and public art features to enhance and beautify the City • Provide and maintain park and recreation facilities to meet the needs of our community • Expand opportunities for sports tourism
	The City of Richland values the safety of our neighborhoods and community. We work to enhance the sense of community pride through prevention of neighborhood deterioration. The City provides a safe and connected transportation network for residents to access cultural, entertainment and employment opportunities located throughout the City.	<ul style="list-style-type: none"> • Prevent and reduce blight of neighborhoods and commercial property • Enhance livability and connectivity of neighborhoods • Increase safety and enhance prevention activities in neighborhoods, retail and industrial business districts • Increase collaboration with Police, Fire, and dispatch



Government Profile

The City of Richland is a local government agency that provides municipal services to approximately 62,000 residents and more than 2,263 businesses. An estimated 39 square-mile community, the City of Richland is located in eastern Washington and is nestled at the confluence of the Columbia and Yakima rivers.

The City of Richland is a first-class city with a council-manager form of government. The city provides police and fire protection, public works including street maintenance, storm, sewer and water, energy services, community development including building inspections, planning, parks and public facilities including a library, parks, and recreation.



Voters elect seven at-large city council members who represent the entire community, not individual districts. From among themselves, council members elect a mayor. The council sets policies, adopts ordinances and the annual budget, approves contracts, appoints individuals to boards and commissions and hires the city manager. The city manager is the chief executive officer and hires personnel, supervises daily operations and oversees enforcement of laws and preparation of the annual budget. A deputy city manager, assistant city manager and department directors are responsible for the city's day-to-day services and programs within the divisions they supervise.

The Council also appoints members to 14 advisory boards/committees/commissions:

- Arts Commission
- Board of Adjustment
- Code Enforcement Board
- Economic Development Committee
- Firefighters Pension Board
- Hearing Examiner
- Library Board
- Lodging Tax Advisory Committee
- Parks and Recreation Commission
- Personnel Committee
- Planning Commission
- Police Pension Board
- Public Facilities District Board
- Utility Advisory Commission



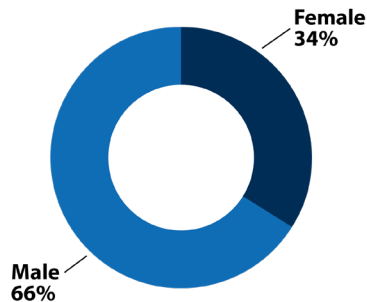
Staff

Approximately 519 full and part-time employees in eleven departments deliver services to the public. Throughout the year seasonal employees are added to assist with maintenance and recreation programming.

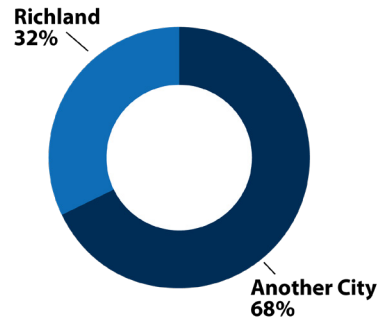
Full Time	492
Part Time	27
Intermittent	38
Temporary	11
Limited Term	3
Total Employees	571

Employee Demographics

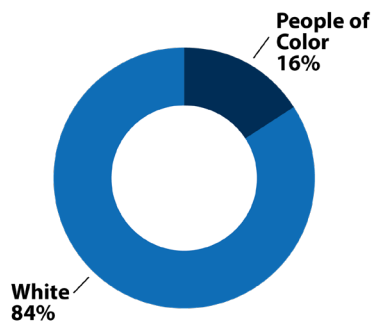
GENDER OF EMPLOYEES



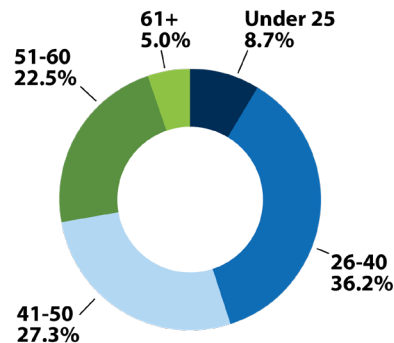
EMPLOYEE RESIDENCY



RACE OF EMPLOYEES



EMPLOYEE AGE GROUPS



Average Age of Employees: 42
Age 60+: 6.5%



Through policies and workplace education, the city maintains a safe workplace environment. About 87% of employees are on the City’s health insurance (There is mandatory enrollment for regular full-time employees). Over the past three years an average of 39 work-related injuries and illnesses were reported per year.

	2021	2020	2019
Total cases of injury/illness	27	44	46
Days away from work	436	349	410
Days in transfer/restriction	322	459	200

The city has seven bargaining units:

- International Brotherhood of Electrical Work- IBEW
- International Union of Operating Engineers - IUOE
- International Association of Firefighters – Rank & File – IAFF
- International Association of Firefighters – Battalion Chiefs – IAFF – BC
- Richland Police Guild – Police Guild
- SECOMM – TBD (pending representation from a new labor group)
- Richland Police Command Association

Employee Trends

- **Recruitment and retention challenges.** Nationally the struggle to recruit and retain employees is in an unprecedented situation. For Richland, recruitment of the professional, dispatcher, and police positions has been most challenging. The average staff turnover within the last 3 years is as follows:

2020	11%
2021	12.8%
2022	15.8%

- **COVID-19.** The pandemic changed the employee-employer relationship and brought about changes to the workplace such as increased sanitation protocols, new technology, the temporary ability to work from home, among others. While the City has navigated post-COVID, bringing all employees back into the workplace, leaders are identifying news policy’s for alternate work schedules.
- **Retirements.** With 6.5% of employees ages 60+, a number of retirements are expected within the next 5 years.



Performance

The City collects various data and measures throughout the year to measure staff performance:

The City utilizes a Performance Assessment System (PAS) to manage employee performance and results. Under the PAS, the City utilizes performance management software for regular evaluations, referred to as the Performance Evaluation (PE).

The PAS includes both competency-based and goal-based components of the performance management model. Goals define specific work projects or deliverables which are derived from strategic and operational priorities. These define “what” work is to be completed within the performance model.

The competencies define the behavioral expectations of employees at four levels within the organization:

1. Foundational
2. Supervisory
3. Managerial
4. Executive

These competencies, combined with the City’s Shared Values, define expectations for employee behavior, or the “how” the work is to be completed within the performance model.

All full-time 40, full-time 30, and part-time unaffiliated employees participate in the PAS process for the year provided their first day of work as an unaffiliated employee commences prior to July 1 of that year. Employees hired July 1 or later of each year do not participate in the PAS process for their initial year.

Affiliated employees are evaluated consistent with the terms of their respective collective bargaining agreement.



Stakeholders

In addition to employees, the City of Richland maintains relationships with neighboring cities, counties, port districts, higher educational institutions, non-profits groups and community organizations throughout the Tri-Cities. The following are a few examples of other key stakeholders:

The Richland School District

The City of Richland has one school district that serves both Richland and neighboring West Richland. The school district is governed by a school board and serves approximately 14,000 students grades pre-kindergarten through grade 12.

Tri-Cities Regional Chamber of Commerce

Tri-Cities Regional Chamber of Commerce is a nonprofit organization of businesses, professionals, and community members in the Richland and greater Tri-Cities area. The Chamber has over 1,000 members. They promote regional prosperity and strengthen businesses through advocacy, leadership, networking, and innovative business programs.

Tri-City Development Council (TRIDEC)

Established in 1963, TRIDEC was organized for the purpose of promoting and advancing the economic strength and diversity in Benton and Franklin counties.

TRIDEC is managed by a 39-member Board of Directors. Richland participates on the board which is also comprised of representatives from the local business community, private sector leaders, and organizations committed to creating and supporting jobs in our region.

Visit Tri-Cities

The local visitors and convention bureau is tasked to attract visitors to the area, thereby creating economic development within our community. Richland works with their team to promote our quality of life, things to do, relocation assistance and more. The City utilizes Visit Tri-Cities' services and membership in their recruitment efforts and in new-hire packets.



Financial

The City's bond rating is AA+ and the Electric Utility's bond rating is A. Both are strong ratings that show the city and utility are creditworthy and bondholders can be confident in the organizations ability to repay debt.

Budget Trends:

Increasing Property Values. Assessed property values in Richland continue to increase. In addition, property taxes from new construction continue to be strong, and is an indicator of a growing economy.

Sales Tax Revenues. Strong positives trends in sales tax growth continue, but a volatile economy and rising interest rates cause uncertainty in the sustainability of this trend.

Personnel. Employee salary and benefits are a significant portion of the City's budget. High inflation and a tight labor market put a strain on the City's ability to recruit and retain experienced and qualified staff.

Labor Relations. In addition to national economic trends affecting personnel costs, local factors such as collective bargaining units affect the budget. Three unions are currently in negotiations, and the remaining four unions have contracts that expire in various years up to 2025.

Federal Funding for Capital. Recent federal legislation has created additional funding opportunities for capital and infrastructure. The City always seeks to utilize all available funding sources and will pursue appropriate federal funding.

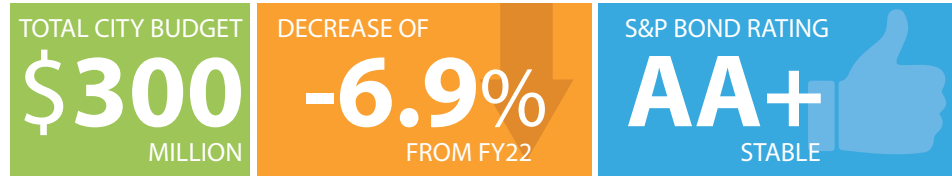
Financial Awards:

The City has received the Government Financial Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for eight years in a row and is preparing to submit for the GFOA Distinguished Budget Presentation Award for the 2023 budget. In addition the City is submitting for the Popular Annual Financial Reporting Award for the 2022 year.

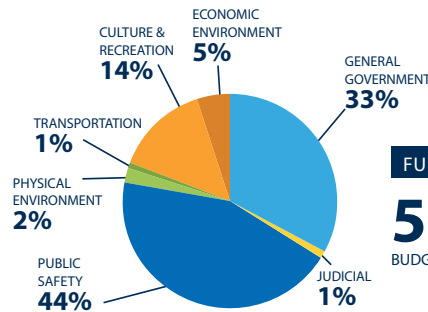


FISCAL YEAR
2023

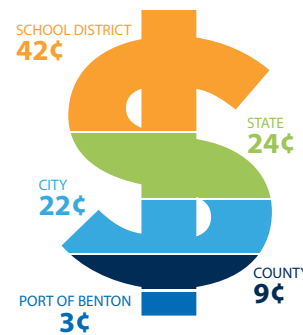
**PROJECTED
BUDGET SNAPSHOT**



HOW GENERAL FUND DOLLARS ARE SPENT



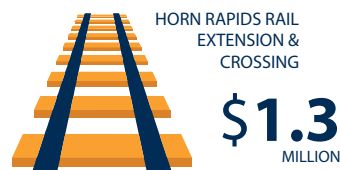
HOW YOUR PROPERTY TAX DOLLAR IS SPENT



FULL TIME EMPLOYEES

580
BUDGETED FTEs

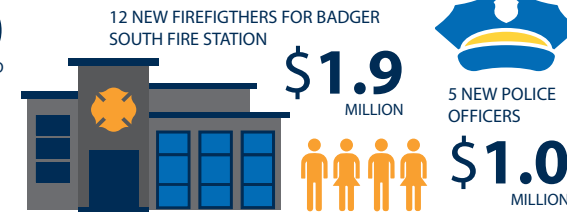
ECONOMIC DEVELOPMENT



PUBLIC WORKS



PARKS & PUBLIC FACILITIES



[Click to view Annual Budget Document](#)

	2023	2024	2025	2026	2027	2028
CIP Spending	\$43,547,485	\$69,340,869	\$56,810,737	\$47,826,449	\$41,886,418	\$110,866,268

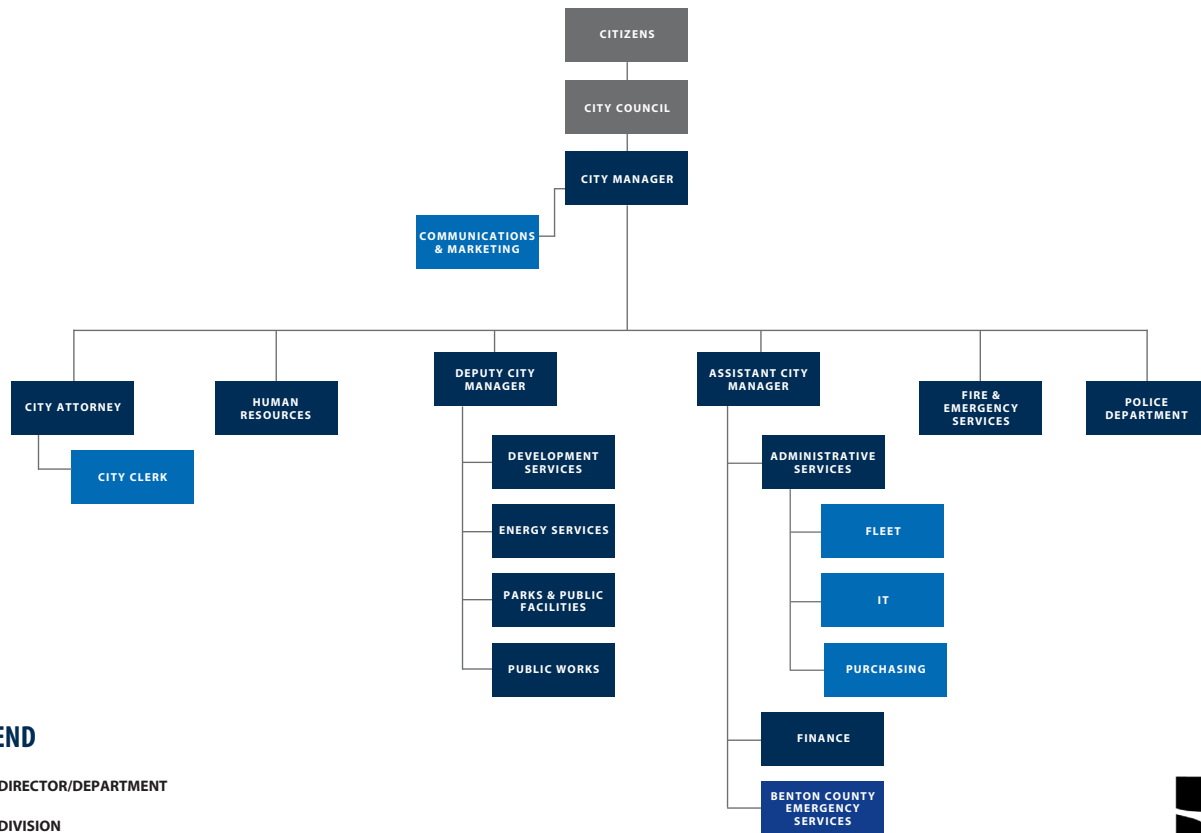
[Click to view CIP Projects](#)



Departments

The City of Richland has eleven major departments and 20 divisions. Each department director and division manager identified trends and challenges for their specific operations.

CITY OF RICHLAND ORGANIZATIONAL CHART



LEGEND

- DIRECTOR/DEPARTMENT
- DIVISION
- ADMINISTRATIVE JURISDICTION





City Manager

City Manager Department Description: The City Manager Department consists of the City Manager's office, Communications and Marketing and oversight of all other City Departments.

Communications Services Provided:

- Publishes quarterly newsletter for residents and businesses.
- Manages the City's cable television operation.
- Coordinates media relations.
- Manages content on the city website and social media channels.
- Oversees brand and image management.
- Develops marketing plans and materials.

Communications Trends:

- Cable franchise agreements become more complicated.
- Immediacy and transparency of citizens' requests. Thanks to social media, today's citizens have a desire and expectation for immediate access to information and resources.

Communications Challenges:

- Manage changing communication technology while maintaining the budget.
- Prioritize available communication tools to maximize reach. Include more audio-visual components and community engagement.
- Manage City information and messaging.
- More exposure to misleading/misinformation.
- Content can be shared at an exponential rate.
- Monitoring whole media landscape is difficult.
- Prioritize internal communications.



Administrative Services

The Administrative Services Department, led by the Assistant City Manager, includes the Purchasing, Fleet, and IT Divisions. These Divisions provide services for the City including:

Administrative Services Provided:

Purchasing:

- Purchasing provides centralized purchasing and warehouse services for the City. Purchasing acquires materials, supplies, equipment and contractual services for all departments and ensures procurement guidelines and compliance are followed.

Fleet:

- Fleet maintains all the City's vehicles and equipment. This includes but is not limited to acquiring needed vehicles and equipment, maintaining them, prepping them for user's so they have the tools/ equipment they need to do their daily functions.

Information Technology (IT):

- IT strategizes, plans, coordinates, designs, implements and maintains IT technology solutions for use by city staff and on citizen facing technical interfaces in alignment with the business and strategic objectives of the city. IT supports the deployment, monitoring, maintenance, development, upgrade and support of all IT systems at the City.

Administrative Services Trends:

Purchasing:

- Increase in utilization of e-procurement software tools for solicitation processes.
- Shipping lead times continue to increase for various material components for public works and electrical needs.
- Purchasing services needs have increased for assistance and training from various departments (due to new staff and new processes).
- Increase of 26% in sealed bids in 2022; Increase of 33% in solicitations for RFQ/RFP (increases may be attributed to the end of COVID closures).

Fleet:

- Changes in technology related to fleet and equipment maintenance.
- Maintaining current training for equipment technicians associated with technology changes.

Information Technology:

- Adoption or migration to citizen centric apps and technologies.
- Greater local-local and local-state collaboration, especially in areas of cybersecurity and broadband.
- IoT (Internet of Things) We are seeing many local and municipal agencies invest in this sector. From automated metering infrastructure (AMI) to traffic sensors to intelligent networks, the data collected through IoT devices/ network is helping cities improve in energy, utilities, urban maintenance, and transportation.



Administrative Services Challenges:

Purchasing:

- Ordering inventory supplies in time to meet the challenging lead times we are faced with for materials.
- Current inability to utilize City financial software for ordering inventory, processing contracts and reporting purposes.

Fleet:

- Staffing and recruitment of qualified technicians.
- Ongoing training requirements and changing technology.

IT:

- Cybersecurity education for employees in the organization.
- Awareness and implementation of default cyber-attack deterrents and emergency response plans in case of an attack.
- Accomplishing more with less, budgetary constraints which are a challenge to IT teams in any government agency.



City Attorney

The City Attorney advises the Richland City Council, the City Manager, City departments, and the City's various boards, commissions and committees in handling the legal business of the City. The City Attorney's Office does not represent or provide legal advice to private citizens or businesses. The City Attorney's Department consists of Risk & Safety, City Clerk, and Public Records Management.

City Attorney Services Provided:

- Prepare and/or review ordinances, resolutions, contracts and other legal documents concerning City business.
- Provide legal advice to City departments to ensure compliance with local, state and federal law.
- Provide legal opinions to City Council and City departments.
- Supervise civil litigation for the City at the trial and appellate levels (with some limited self-performed litigation efforts).
- Manage the City's Risk & Safety Program.
- Oversee and ensure compliance with the Washington Public Records Act (supervisor of Public Records Officer).
- Oversee the City's Records Management program (supervisor of the City Clerk).
- Act as a liaison to the Americans with Disabilities Act Citizens Review Committee.
- Administer the City Prosecutor contract for misdemeanor/gross misdemeanor criminal charges, infractions and dangerous dog appeals.

City Attorney Trends:

- Public records requests are increasing in complexity and volume.
- Records sources (electronic) are increasing (text, IM, Teams channels, apps, etc.).

City Attorney Challenges:

- Records management requires considerable attention to address backlogged electronic records and move the organization to a standard system.
- Retention of electronic records/communications consistent with state law is complex with no simple technological fix.



Development Services

The Development Services Department partners with other departments and agencies to stimulate economic growth, create new jobs, and plan for long-term development in the city. It consists of Business & Economic Development, Building/Permitting, Planning, and Housing Programs.

Development Services Provided:

- Implementation of Comprehensive Plan and Land Use Regulations.
- Building permit review and inspections.
- Manages, sells, and develops City-owned property.
- Manages various federal affordable housing and community grant programs.
- Provides staff expertise to several boards and commissions.

Development Services Trends:

- Electronic submittal and review of building permits.
- Virtual and remote building inspections.
- Smaller lot sizes and higher density.
- Additional federal funding available for affordable housing.
- Higher housing prices and higher interest rates.
- Labor shortages.
- Increased interest at the state level for Economic Development.
- Providing incentives to remain competitive within the market.

Development Services Challenges:

- Difficulty filling vacant positions with qualified candidates.
- Implementation of new software and processes.
- Rising costs to develop raw land.
- More regulations and policies to track and follow.

Development Services is currently engaged with a consultant to provide an analysis of permitting workflows and make process improvement recommendations.



Energy Services

Richland Energy Services is the City-operated public power utility that provides reliable, safe, not-for-profit electric service to City of Richland customers.

Energy Services Provided:

- Electrical retail service to residential, commercial and industrial customers.
- Electrical engineering for the electrical distribution system.
- Construction, operation and maintenance of the electrical distribution system including after-hours and electrical outage response.
- Capital infrastructure planning and support for economic development.
- Management, operation, and maintenance of capital electrical distribution infrastructure.
- Management of wholesale power resources and regulatory reporting.
- Electrical Operation and maintenance (O&M) of City street and rental lighting, general facilities including industrial water treatment plant, and industrial wastewater treatment plants, as well as support for traffic management equipment and systems.
- Electronic maintenance support for licensed and unlicensed municipal radio communications equipment and systems.
- Utility locating and after-hours emergency utility locate response for municipal electrical and fiber infrastructure.
- Electric and water meter reading service for utility billing.

Energy Services Trends:

- Increase of 0.8% load with decreasing energy usage per customer.
- Electrification of transportation industry causing increased loads.
- Climate legislation causing decrease of natural gas usage and an increase in electrical usage.
- Increase in winter and summer temperature extremes causing electrical infrastructure stress.
- Decrease in Tier 1 wholesale power allocation from judicial and societal pressures on hydroelectric generation.
- Increase in technology usage allowing higher billing accuracy and portal self-help for customers.
- Increase in electrical reliability expectations.
- Increase in wholesale power costs from fewer available firm resources.

Energy Services Challenges:

- Decreasing wholesale power resources and increasing competition for them.
- Remote working society causing challenges with times for performing O&M infrastructure.
- Supply chain delays (previously were 12 week availability is now 2 years) and 2-6x material cost increases.
- Inflation causing pressure to increase wages to maintain competitiveness.
- Unfunded legislative mandates to support climate change issues.



Finance

The Finance Department provides professional accounting and financial services that monitor, safeguard and report on City activities and resources in support of sound financial management.

Finance Services Provided:

- Coordination and preparation of the annual budgeting and capital improvement plan processes.
- Assist departments in budget compliance, budget adjustment, general finance and accounting needs.
- Preparation of the Annual Comprehensive Financial Report.
- Preparation of the Popular Annual Financial Report.
- Manages Washington State Auditor's Office annual audits.
- Accounts Payable, Accounts Receivable, Investments, Debt Management, Payroll, Regulatory reporting, and Customer Service.
- Utility account set up and management, Utility Billing and Collection services.
- Business Licensing management.
- Perform cash management.

Finance Trends:

- Increased audit scrutiny due to influx of federal funds.
- Legislation and industry standards create additional reporting requirements and compliance costs.
- Increased customer communication and payment options.
- Demand for electronic payment options and increased volume of scam attempts.
- Long lead times for supplies and equipment create need for additional budget flexibility.

Finance Challenges:

- Significant increases in labor and supply impacting City revenues and budget.
- Recruiting and retaining qualified staff in a competitive labor market.
- Economic volatility causing uncertainty.
- Implementation and maintenance of software systems to support growth and efficiency.
- Rising interest rates provide investment opportunities as well as debt issuance challenges.



Fire & Emergency Services

The Richland Fire & Emergency Services Department provides the citizens of Richland and surrounding areas with a range of emergency services, including fire suppression, hazardous materials response, emergency medical response and technical rescue, but also provides other critical services such as fire inspections, fire investigation, fire prevention and public education.

Fire & Emergency Services Provided:

- Emergency medical care and transport.
- Social services, mental health and medical services referrals.
- Fire suppression for structure and wildland.
- Technical/confined space rescue services and hazardous materials response.
- Fire code interpretation, plan review, inspection and life safety system maintenance/operation verification.
- Business and home fire/life safety inspections.
- Smoke detector installation and battery changes.
- Wildland interface fuel mitigation and planning.
- Public education, engagement and outreach.
- Disaster response, planning and preparedness.

Fire & Emergency Services Trends:

- Significant call volume increase over the past two years (< 30%).
- Significant social services demand increase; homelessness, substance abuse, mental health, aging population, etc.
- Increased construction in previously undeveloped areas.
- Low demand for high risk response services.
- Baseline training requirements are increasingly difficult to maintain.
- More challenging recruiting/hiring environment, especially for workforce diversity improvement.

Fire & Emergency Services Challenges:

- Significant operational turnover, growth, complexity and distribution over the last ten years without corresponding administrative growth.
- Lack of coherent crisis health care for mental, substance and other social service needs.



Human Resources

The Richland Human Resources staff is fully committed to providing the support and services needed to facilitate recruitment, staffing, compensation, performance management, benefits, development and training, and labor relations. This includes maintaining effective working relationships with all city departments, outside organizations and the general public.

Human Resources Services Provided:

- Ensuring compliance with established policies and procedures, labor contracts, and federal and state employment laws.
- Providing guidance and consultation to management and employees in all human resources functions.
- Supporting the goals and key objectives of City Council to fulfill the City's workplace needs as economic conditions continue to change.
- Providing the support and services needed to facilitate recruitment, staffing, compensation, performance management, benefits, development and training, and labor relations. This includes maintaining effective working relationships with all City departments, outside organizations and the general public.

Human Resources Trends:

- There has been a significant increase in staff turnover and candidates who use the City's application process as leverage with their current employer. The job market is very competitive and it has taken longer to find qualified candidates for specialized positions.

Human Resources Challenges:

- Recruitment and retention.
- Employee and candidate expectation that the City allow remote work or flexible schedules.
- Pressure to fill positions more quickly versus taking the time to make sure the right candidate is offered the position.
- Increased cost and more diverse position advertising.



Parks & Public Facilities

The City of Richland Parks & Public Facilities Department oversees the development, construction, management and maintenance of parks, public facilities, recreational activities and library services for Richland. Providing access to premier parks, well-maintained public facilities, diverse and unique recreational activities and library services.

Parks & Public Facilities Services Provided:

- Public park construction, operation & maintenance.
- Public building construction, operation & maintenance.
- Richland Public Library - Library services include programming for all ages, educational resources, digital resources, public meeting spaces, STEAM space, etc.
- Recreation programming, special event coordination and operation of the Richland Community Center and George Prout Pool (seasonally).
- Recreational facilities owned by COR, but operated by third parties: Golf course, Off-Road Vehicle Park, Kart track, BMX Track, baseball complex and more.

Parks & Public Facilities Trends:

- Increased demand for services.
 - » Richland's park system, community center and library are well-loved. As more amenities, events, and enhancements are added the more they are expected in the future. Increased expectations lead to resource issues in a population that has high expectations.
 - » Growing demand for services in areas of developing Richland seeing population growth which are farther from where services are currently provided.

Parks & Public Facilities Challenges:

- The park system is experiencing the impacts of homelessness and the Tri-Cities does not operate a well-resourced homeless housing and social service network. The cost of construction has tabled some projects in the park system.
- Aging public facilities (City Shops & RCC).
- Building for future needs.



Police

The mission of the Richland Police Department is: Partnering with our community, the Richland Police Department commits to delivering professional, proactive law enforcement services; dedicated to providing a safe environment for all. We are a community focused police department, unwavering in our commitment to providing professional police services with empathy, compassion, and care.

Police Department Services Provided:

- Provide law enforcement coverage within the City of Richland
- Respond to community generated calls for service
- Conduct comprehensive criminal investigations
- Conduct proactive law enforcement
- Provide traffic enforcement/collision investigations
- Refer community members to victim/mental health resources when necessary
- Provide code enforcement to the City of Richland
- Provide mutual aid coverage to surrounding law enforcement agencies

Police Department Trends:

- Community is supportive of police
- Positive relationships exist between business owners and the police
- Less applicants for open police officer positions
- Increase in property crime
- Increase in violent crime

Police Department Challenges:

- Increase in crime overall including property and violent crime.
- Recruitment and retention challenges and operating with inadequate staffing.
- Lack of space vs personnel in current facility.
- Up to a six month wait for recruits to attend CJTC BLEA.
- Increased oversight from WA AG office (Model use of force policy.)
- Legislative changes and restrictions affect law enforcement's ability to address quality of issues, i.e.; drug enforcement, homelessness, encampments, and auto theft.



Public Works

The Public Works Department maintains the city's public infrastructure. Public Works provide services such as engineering, water, sewer, stormwater, solid waste (garbage), recycling and street maintenance. Public Works also manages both the stormwater pollution education program, as well as the water conservation program.

Public Works Services Provided:

- Operating, maintaining, capital improvements, planning, management of water, wastewater, solid waste, and stormwater utilities
- Operating, maintaining, capital improvements, planning and management of the public streets and rights of way.

Public Works Trends:

- Staff turnover due to retirement.
- Aging infrastructure.
- Increased demands for service due to population growth.

Public Works Challenges:

- Leadership, expertise development.
- Extending useful life of aging infrastructure / asset management strategies.
- System resiliency improvements.
- Retrofitting street system for new use demands.
- Climate change / environmental regulation of solid waste systems.
- Long range water system capacity expansion / optimization.



Economy

The City of Richland has a strong local economy. From a 2022 economic development analysis, the city has the following strengths, opportunities, threats, and weaknesses.

Strengths

- Desirable location and resources. Historically stable and growing economy and steadily increasing population.
- Land for sale / availability and affordability.
- Strong employer base (well-paid jobs).
- Nuclear supportive community and workforce.
- Proximity to national lab and higher educational institutions.

Opportunities

- Land available for industrial growth.
- Key properties along the river and downtown are still vacant.
- Partnerships with ENW, PNNL, WSU and industrial customers.
- Council vision to drive planning and execution.
- Small modular nuclear reactor manufacturing.
- Richland airport growth.

Weaknesses

- Landlocked.
- Power supply/transmission system in our area and the limitations that it puts on recruitment and attraction of multiple large load, technology driven industries.
- Limited housing diversity / affordability.
- Low investment from State to support industrial development.

Threats

- Low housing inventory.
- Dwindling commercial properties.
- Legislative decisions causing additional unfunded mandates or that penalize locally (e.g. gas tax impacts rural community employees and distribution centers employers that tend to drive further).
- Workforce development that does not keep up with appropriate demand areas (e.g. skilled trades).
- Vocal special interests that do not represent the overall population.
- Snake River Dam(s) Removal.

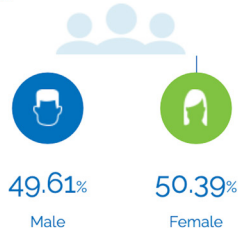


External

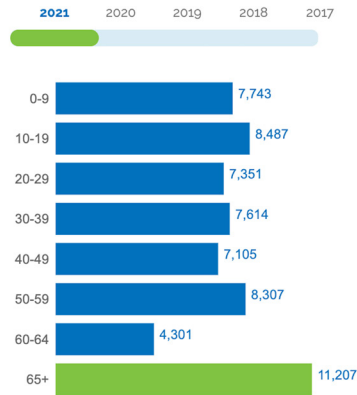
People

The total population of Richland is 62,113. The median age is 38.81.

62,113
Total Population

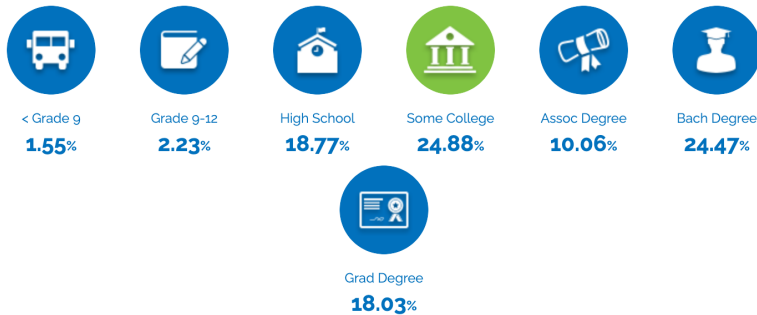


Age Distribution



Educational Attainment

52.56% of the population in Richland have an associate's degree or higher. 77.44% have completed some college or higher.





Labor Force

Richland has a labor force of 31,337 people, with an unemployment rate of 4.4%.

31,337

Labor Force

4.4%

Unemployment Rate

▲ **0.1%**

Unemployment Rate
Change (1 year)

Talent

What are the largest job counts by occupation?

Executive,
Managers, and
Administrators



12.77%

3,902

Office and
Administrative
support



11.37%

3,472

Architecture and
engineering



7.85%

2,397

Business and
Financial
Operations



7.01%

2,142

Health Diagnosing
and Treating
Practitioners

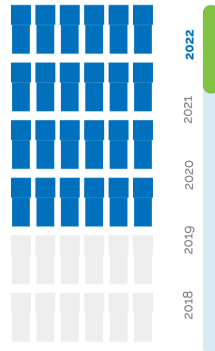


6.57%

2,007

Total Employees

30,546



The work distribution of total employees in Richland is:



26%

Blue Collar



73%

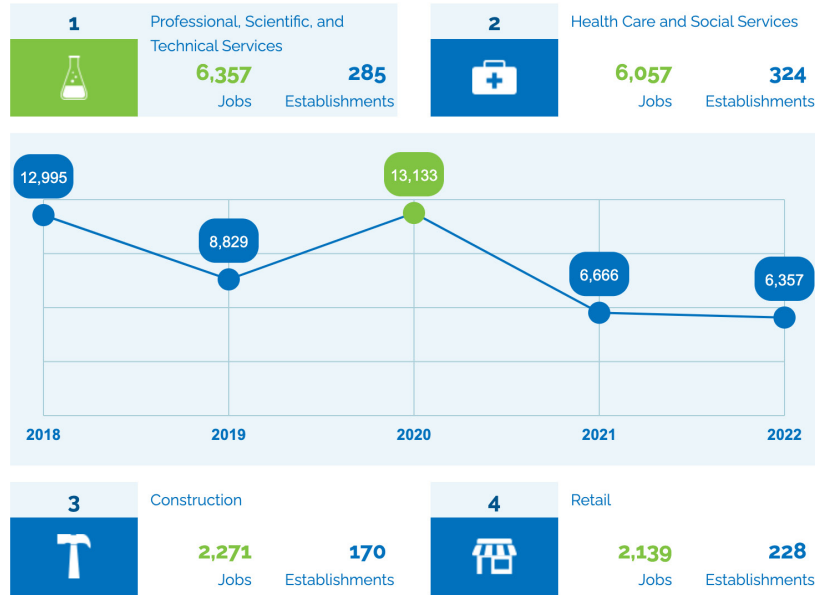
White Collar

Businesses and Jobs

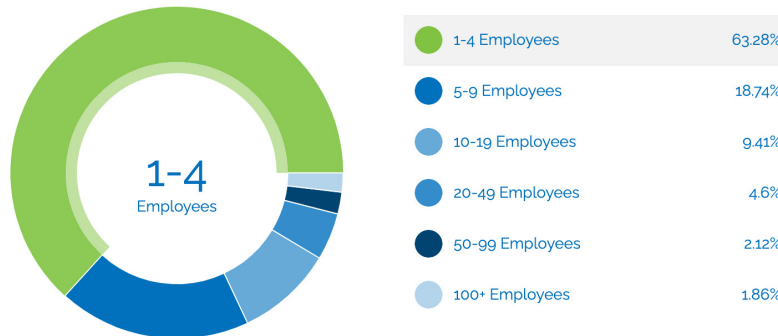
Richland has a total of 2,263 businesses. In 2022, the leading industries in Richland were:

- Professional
- Scientific
- Technical Services
- Health Care
- Social Services
- Construction
- Retail

What are the top industries by jobs?



How many employees do businesses in Richland have?





Income and Spending

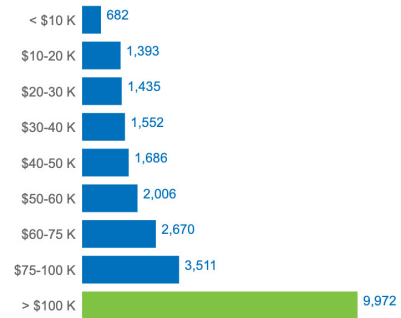
- Households in Richland earn a median yearly income of \$82,330.
- 54.14% of the households earn more than the national average each year.
- Household expenditures average \$69,251 per year.
- The majority of earnings get spent on Shelter, Transportation, Food and Beverages, Health Care, and Utilities.

\$82,330

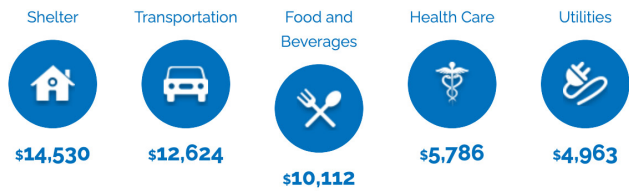
Median Household
Income

- 8%** more than the county
- 2%** more than the state
- 21%** more than the nation

Income Distribution



How do people spend most of their money?
PER HOUSEHOLD



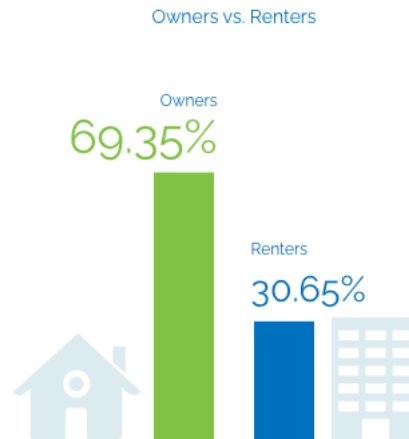
\$69,251

Median Household Expenditure



Housing

There are 39% more households who own their homes than there are renters.



Transportation

Residents spend an average of 19 minutes commuting to work. Richland is served by 11 airports within 50 miles. Rail can be accessed within the community. Interstates can be accessed within the community.



Conclusion

The City of Richland Environmental Scan is a summary of Richland, its demographics, environment, and community. The goal for this environmental scan is to provide a common understanding of the current environment. The next steps in the strategic planning process are to hold internal meetings with City Council and staff to identify initiatives. These meetings will take place in April 2023. The strategic plan is estimated to be presented to City Council in May 2023.