

Power Outages

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

Street Maintenance

Monday-Friday, 7:00 a.m. to 3:30 p.m.....942-7670
After hours/holidays/weekends628-0333 or leave a message at number above

Street and Traffic Lights

Monday-Friday, 7:00 a.m. to 3:30 p.m.....942-7429
After hours/holidays/weekends943-4428

Wastewater/Stormwater/Water

Monday-Friday, 7:00 a.m. to 3:30 p.m..... (Wastewater/Stormwater) 942-7480
Monday-Friday, 7:00 a.m. to 3:30 p.m.....(Water) 942-7670
After hours/holidays/weekends545-2763

* When calling on weekends or after hours, tell the answering service you are a resident or visitor to the City of Richland and want to report an urgent problem.

CITY OF RICHLAND | P.O. BOX 190 | RICHLAND, WA 99352
CI.RICHLAND.WA.US | CITYVIEW, CHANNEL 192 | (509) 942-7390

welcome TO THE CITY OF RICHLAND

From the City Manager...

Dear Resident/Corporate Citizen,

The Richland City Council and staff join me in welcoming you to our community!

Richland offers a fabulous combination of natural amenities and City services that contribute to the high quality of life our residents treasure. Our City staff is dedicated to providing and protecting that high quality of life for you.

Richland is a full service City, providing police and fire protection, water, sewer, stormwater, garbage collection, electric utilities, long and short-range planning, parks and recreation programs, maintenance of City streets and public facilities, and library services.

Richland City Council adopted a long-term strategic plan in 2008 that identifies the “Seven Keys To Unlock Our Future.” I invite you to learn more about this plan for our community by visiting the City’s website at www.ci.richland.wa.us. Hard copies are available at the Richland Public Library or my office. I invite your participation in unlocking Richland’s future!

I hope that you will use and enjoy all of our services and that you will explore all the beauty that Richland has to offer.

This handbook is intended to acquaint you with City services and to help you understand your responsibilities as a Richland resident.

City staff and I are committed to providing you exceptional customer service. If I can be of any assistance, please feel welcome to contact me at City Hall or call 942-7381.

Sincerely,



ICMA-CM
City Manager



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Police Non-Emergency628-0333

Post Office943-2044

Property Tax Information (Benton County Treasurer).....735-8505

Recycling Center (Clayton Ward)375-4086

School District967-6000

Senior Citizen Programs942-7529

Street Lights/Traffic Lights942-7429

 After Hours/Weekends943-4428

Telephone (Frontier)1-877-462-8188

Tree Trimming942-7378

Utility Billing (8:30 a.m. to 5:00 p.m.)942-1104

Utility Underground Location Service.....(811) or 1-800-424-5555

Vehicle Licenses (Benton County Auditor)736-2727

Voter Information (Benton County Auditor)736-2727

** Please see the blue pages in your telephone directory for a complete list of direct dial telephone numbers for City services and facilities.*

Facility Locations

City Hall..... 505 Swift Boulevard

City Shops 2700 Duportail Street

Community Center 500 Amon Park Drive

Development Services Center..... 840 Northgate Drive

Fire Business Office..... 1000 George Washington Way

Landfill..... 3102 Twin Bridges Road and Highway 240

Police Station 871 George Washington Way

Public Library 955 Northgate Drive

Swimming Pool..... 1005 Swift Boulevard

Wastewater Treatment Facility 555 Lacy Road

Water Treatment Plant 110 Saint Street

City Emergency Contacts

Ambulance | Fire | Police 911

City Parks, Buildings or Property

Monday-Friday, 7:00 a.m. to 3:30 p.m.....942-7319

After hours/holidays/weekends628-0333

HELPFUL PHONE NUMBERS

City Hall and Community Numbers

Animal Control (Tri-City Animal Shelter)	545-3740
Wildlife Control	582-1889
Animal Licenses	942-1104
Barking Dogs.....	942-7739
Birth Certificates (Benton Franklin Health District)	460-4204
Building Permits/Inspection	942-7615
Burn Day Information.....	783-6198
Buses (Ben Franklin Transit)	735-5100
Business Licenses (8:30 a.m. to 5:00 p.m.)	942-1104
Cable Bills (Charter Communications)	1-888-438-2427
Call Before You Dig	(811) or 1-800-424-5555
Chamber of Commerce (Tri-City Regional)	736-0510
City Clerk/City Council meeting information	942-7389
Clean Air Authority.....	783-1304
Code Enforcement	942-7739
Communications & Marketing.....	942-7386
Driver's Licensing (State of Washington)(Closed Sunday & Monday)	734-7131
Energy Conservation	942-7436
Recycling.....	942-7700
Federal Building/Department of Energy (DOE).....	376-7411
Fire Business Office.....	942-7703
Food Bank	943-2795
Garbage Collection	942-7700
Green Living.....	942-7730
Health Department (Benton-Franklin District)	460-4200
Household Hazardous Waste	736-3084, ext. 5682
Housing Resources	942-7580
Immigration & Naturalization	1-800-375-5283
Landfill.....	942-7700
Library	942-7454
Marriage Licenses (Benton County Auditor)	736-2727
Park Reservations.....	942-7529
Passport Information (Benton County Clerk)	735-8388
Police Business Office	942-7340

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.

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.

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.

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 phone, mail or email via 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.

Richland City Council regularly meets on the first and third Tuesdays of each month in the council chamber at City Hall, 505 Swift Boulevard, at 7:30 p.m.

CityView TV, cable channel 192, televises live and replays city council’s business meetings. The council also usually conducts a workshop session on the fourth Tuesday of each month at 6 p.m.

Agenda summaries for council meetings are published in the legal section of the Tri-City Herald the Sunday prior to each business meeting.

CITY OFFICIALS

City Council Members

Mayor.....	Bob Thompson
Mayor Pro Tem.....	Terry Christensen
Council Member.....	Brad Anderson
Council Member.....	Dori Luzzo Gilmour
Council Member.....	Sandra Kent
Council Member.....	Phil Lemley
Council Member.....	David Rose

Leadership Team

City Manager.....	Cindy Johnson
Assistant City Manager.....	Jon Amundson
Administrative Services Director.....	Cathleen Koch
City Attorney.....	Heather Kintzley
Energy Services Director.....	Bob Hammond
Finance Director.....	Brandon Allen
Fire & Emergency Services Director.....	Tom Huntington
Human Resources & Risk Management Director.....	Allison Jubb
Parks & Public Facilities Director.....	Joe Schiessl
Police Services Director.....	Chris Skinner
Public Works Director.....	Pete Rogalsky

ANIMAL CONTROL/LICENSES

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

All dogs and cats, seven-months or older, must be licensed if they reside in the City more than 30 days. Residents are limited to five household pets. Licenses are available at City Hall. For information, please call 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 nuisances by calling 942-7739.

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

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 942-1104.

New Accounts

Residents may open new utility accounts at City Hall, 505 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.

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 942-1104.

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 942-1104, by mail, through your bank's bill payer, by depositing your payment in a drop box at City Hall or Albertson's on Gage Boulevard, or in person at City Hall. The City accepts electronic check, MasterCard or Visa; call 942-1104 to arrange automatic electronic payments. A \$25 fee is assessed on non-processed funds.

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 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:

- 1378 Lee Boulevard, west of Fran Rish Stadium
- Uptown Shopping Center, Jadwin and Williams
- 7-Eleven, 2411 George Washington Way
- Battelle, near the corner of Battelle Boulevard and Einstein Avenue
- 3120 Twin Bridges Road, at the Horn Rapids Landfill
- 2801 Duportail Street (Wal-Mart lot)
- 103 Keene Road, near Ace Hardware

Green Living

Richland encourages residents to be eco-conscious where they live, work and play. To help with educating and understanding, Richland offers school and community outreach programs on local issues such as recycling, composting, landfill issues, and water and energy conservation. For more information, visit the City's website at www.ci.richland.wa.us/greenliving, call 942-7730, or send an email to greenliving@ci.richland.wa.us.

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 Department needs volunteers to help support the parks and services offered to our citizens. The RPD welcomes citizen involvement in its Volunteers in Police Services (VIPS), which assists with many community efforts, and the Public Library welcomes volunteers. For more information, visit www.ci.richland.wa.us/volunteer.

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 942-7529 or at www.ci.richland.wa.us/seniors.

UTILITIES AND CONSERVATION

Richland provides water, sewer, stormwater, garbage and electric services to its residents and businesses, which is 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/energyservices.

Richland maintains its own landfill, from March 1 until November 30. The landfill is open from 8:00 a.m. to 4:00 p.m. every day except City-observed holidays. From December 1 through the end of February, the landfill is closed on Sunday. The Horn Rapids Landfill has areas identified to place used motor oil, batteries, empty propane tanks and canisters, wood waste, metals, appliances, tires, computers and TVs, household trash, concrete and rocks, and household recyclables. For information about other household hazardous waste disposal, please see the Green Living pages (www.ci.richland.wa.us/greenliving) or call Benton County Solid Waste Department at 736-3084, extension 5682.

UTILITY ACCOUNTS 942-1104 (8:30 A.M. TO 5:00 P.M.)

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

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. Call 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 manages the distribution of these funds. If you need utility assistance, please contact the CAC office at 545-4042.

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 (942-7794) is responsible for building, planning, and zoning codes, while Fire & Emergency Services (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 942-7739.
- Submitting a written compliant form which is available in the police department lobby or by download from the code enforcement page on the City of Richland's website at www.ci.richland.wa.us.
- Online at www.ci.richland.wa.us/requesttracker

Once a complaint is received by our department, 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, 7:00AM – 4:00PM (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

Arts

The City created an Arts Commission to support City Council in encouraging and supporting art in Richland to improve the quality of life, strengthen economic development, and revitalize the community.

Library

Richland Public Library, owned and operated by the City, is at 955 Northgate Drive. In addition to books, the library offers other printed materials, movies, music, audio and downloadable books. There are also public programs and activities for all ages, computers and a used bookstore operated by Friends of the Library. Visit the library online at www.richland.lib.wa.us.

Parks and Recreation

Richland's park system includes waterfront and neighborhood parks, natural areas and trails. The City maintains outdoor and indoor sports and recreational facilities, including a swimming pool, spray park, skateboard park, dog park, and the Community Center, located at the edge of Howard Amon Park, sponsors year-round recreational programs, family-friendly events, and classes. Descriptions, maps and class brochures are online at www.richlandparksandrec.com and are available by calling 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 three 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, call 942-7580.

JOB OPPORTUNITIES

The City of Richland employs approximately 500 persons year-round and adds seasonal workers from early spring to late fall.

The City lists job openings and accepts applications at www.ci.richland.wa.us/jobs.

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, fences, sheds, retaining walls and more. Please call Development Services at 942-7794 regarding building permit and landuse applications and fees. Contact the Administrative and Engineering Division at 942-7500 for water, sewer, and irrigation easements. All electrical easement questions are handled through Energy Services at 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 participates in a combined licensing program with the State of Washington Department of Licensing that will simplify your paperwork. In addition, persons selling or offering products or services door-to-door in Richland must carry a current City-issued solicitor's license. A background check will be required for all solicitor's licenses. For information about applications and fees, please contact the City's licensing office at 942-1104 or www.ci.richland.wa.us/business.

Hours of operation are from 8:30 a.m. to 5:00 p.m.

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. Private ambulance companies normally handle non-emergency ambulance service. They are listed in the yellow pages of your telephone book.

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 942-7636.

Community Services

The Richland Police Department (RPD) provides community services such as school resource officers, nuisance code enforcement, 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 offers email alerts and provides crime maps, summaries, and other information on the City's website at www.ci.richland.wa.us/police.

Fire & Emergency Services

Three 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 an administrative center and 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, 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 or ambulance information, please call 737-0911 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/fire and link to Holiday Safety for details.

Outdoor Burning

Outdoor burning is restricted within the City and is regulated by the Benton Clean Air Authority (BCAA). Information is available from the BCAA office at 783-1304. 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.

Police Services

The Richland Police Department has 64 commissioned officers who serve more than 50,000 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.