

# WATERFRONT PARK

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PERFORMANCE STANDARD REVIEW 2024

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## **CWOC Executive Summary**

The Central Waterfront Oversight Committee (CWOC) has reviewed the 2024 Waterfront Park Performance Standards and have come to the following conclusions:

### **Maintenance Performance Standard**

Three Park Inspections were conducted in 2024, each varied on how much of the park was evaluated, based on phased opening. During the first inspection process, 2 park areas, Pier 62 and the East Sidewalks, did not pass their inspection.

Upon evaluation, the failing grade for the East Sidewalks in Q2 can be attributed to the fact that the landscaping beds had not yet been handed over to Seattle Center to maintain from the contractor. The Performance Standard for Seattle Center's should not be negatively impacted due to work not being performed outside of their span of control.

Upon evaluation, the failing grade for Pier 62 in Q2 identified areas outside of Seattle Center's control, such as anticipated concrete hairline cracks on Pier 62 and overflowing garbage during a special event, which was the responsibility of the event producer and not the Seattle Center staff.

Since these Failed ratings, both inspection areas have passed. The CWOC has had a learning curve in determining what parts of the park are under whose jurisdiction or control, so as to not hold Seattle Center or Friends accountable for things outside their control.

Seattle Center did fail to meet their 90% standard for work orders, with 86% assigned within a 48-hour period of being reported. The CWOC acknowledges that this was a building year, and the first year of a new work order system, with new staff.

### **Programming and Activation Performance Standard**

The Programming and Activation Performance Standard passed with 30/30 at 100%.

### **Public Safety Performance Standard**

The Public Safety Performance Standard passed with 19/21 at 90%. The following did not pass their metrics:

- Incident Tracking – 90% of logged incidents include baseline reporting criteria and follow incident response matrix with necessary staff being notified.
- Active Coordination – All notifications and reports (100%) are provided to the necessary personnel/agencies within timeframes defined in the incident response protocols.

Seattle Center has now added a dedicated Waterfront Park Public Safety Supervisor which increases capacity to address these measures in 2025.

## Evaluation Overview

The Central Waterfront Oversight Committee (CWOC) is responsible for conducting performance evaluations on an ongoing basis. 2024 marks the first year a full Performance Review was implemented for Waterfront Park.

Seattle Center and Friends of Waterfront Park (Friends) is providing the Waterfront Operations and Management Liaison with the necessary data (survey responses, maintenance logs, etc.) in advance of scheduled review periods and performance evaluation forms will be provided in a file for reviewers to input evaluation scores. On-site maintenance inspections will be conducted in a format that allows for live evaluation (such as ARCSurvey123).

The performance evaluation forms include all Performance Standards within a Group (Maintenance, Programming and Activation, Public Safety) that allow reviewers to evaluate and score performance. Each performance standard will be individually evaluated and aggregated for an overall group **met or not met** rating.

Each group is weighted such that essential standards drive outcomes for all three Groups. For example, it's not possible to receive a **met** rating for maintenance unless park inspections (cleanliness, safety, repair) receive a passing score. Weighted scoring substantially narrows opportunities to pass, regardless of performance percentages assigned category by category.

The CWOC may make recommendations for individual Metrics or Evaluation types for improved performance using the **Corrective Action Form**, even if that Group receives a **met** rating on the standard. The frequency of evaluations for 2025 will be determined based on operations performance being in a steady or non-steady state.

## Waterfront Seattle Performance Standard Evaluation Forms and Scoring

The evaluation forms in this section define the Performance Standard for specific metrics in each Group. Each metric Evaluation Type is assigned a possible score value of 1-4 based on the importance or “weight” of the individual Type as some more meaningfully define performance than others.

The weighting of each Type has been carefully considered to accurately define the threshold for meeting performance standards. If a Type is determined to have been met then the full point value is granted, meaning if a possible score of 2 is awarded to an Evaluation Type, then a score of 2 is awarded. If the Evaluation Type is not met, 0 points are awarded (no partial scores are given).

# INTRODUCTION

## Performance Standard EXAMPLE METRIC Evaluation:

The example below illustrates a typical metric evaluation table. Each metric includes a standardized evaluation table that allows the reviewer to input evaluation scores that automatically tabulate a **MET/NOT MET** score.

## Programming and Activation:

Metric	Evaluation Type	Performance Standard	Score Value	Awarded Score	Standard Met?
1	Public Satisfaction Survey	85% of survey respondents view offered amenities/installations, programs, and events positively.	4	4	Yes
2	Park Use	Attendance tracking and observation surveys show that park visitation represents a diverse range of park users utilizing the parks for various uses.	3	3	Yes
2	Accessibility Survey	85% of survey responses can identify ways to access the waterfront and have positive feedback.	2	0	No

**Metric Column:**  
Indicates the performance metric being evaluated.

**Performance Standard Column:**  
Defines the standard for each evaluation. Information needed to evaluate each standard (e.g. survey data or maintenance log summaries) will be provided to the reviewer.

**Awarded Score Column:**  
Indicates the awarded points for an evaluation type standard. No partial points are awarded. All scores are added to create a total score for each of the categories.

**NOTE: REVIEWER TO INPUT SCORES IN THIS COLUMN**

**Evaluation Type Column:**  
Indicates the type of evaluation for a particular metric. This sample includes public surveys and data analysis.

**Score Value Column:**  
Indicates the "weight" of a particular score value. A number value is assigned to each evaluation type standard based on its importance.

**Met Standard Column:**  
Indicates if an evaluation type standard is/is not met.  
Green = Standard Met  
Red = Standard Not Met

**Note:** Live evaluation forms will be provided to reviewers (in excel or other format) to input performance standard evaluation scores. This table is shown with the 2 right columns filled out (with example awarded scores) to show for illustrative purposes how boxes will automatically indicate if individual standards are met (yes/no and green/red). Individual scores are added to determine if the Group Performance Standard total score is MET/NOT MET.

# INTRODUCTION

## Performance Standard Evaluation – Maintenance (EXAMPLE ONLY)

### Maintenance Performance Standard metrics:

1. Criteria for cleanliness, safety, and repair of assets
2. Successful relationships with relevant third-party stakeholders including community and neighborhood organizations from across the city.

### Maintenance Performance Standard Evaluation

Metric	Evaluation Type	Performance Standard	Score Value	Awarded Score	Standard Met?
1	<b>Park Inspections (cleanliness, safety, repair)</b>	Park inspections show the park is being maintained to standards as defined in the Maintenance standard inspection forms.	3	3	Yes
1	<b>Daily/Preventive /Capital Maintenance and Repair Logs</b>	Maintenance logs confirm 90% adherence to agreed upon cleaning and maintenance schedules.  Capital replacement log annually reviewed.	2	2	Yes
1	<b>Safety Inspections</b>	Play features and safety equipment pass all scheduled safety inspections.	2	2	Yes
1	<b>Work Orders (cleanliness, safety, repair)</b>	Work orders are assigned within 48 hours for unscheduled work requests.	1	0	No
2	<b>Stakeholder Survey</b>	Over 80% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Maintenance Provider.	1	0	No
2	<b>Stakeholder Executive Review</b>	Over 80% of executive review summaries are positive in nature and reveal a supportive response to Maintenance Provider.	1	0	No
<b>Group Performance Standard Score</b> <b>Note: A score of 9 points out of a possible 10 points (90%) indicates standard is met (Pass)</b>			<u>10</u>	<u>7</u>	<b>NO</b>

# INTRODUCTION

## Maintenance Review Schedule

Maintenance Review Schedule			
Review Action	Metric	Frequency	Notes
Park Inspections	1	4x/year	
Maintenance and Repair Logs	1	1x/year	
Safety Inspection Logs	1	1x/year	
Work order system response time data	1	1x/year	
Third party stakeholder survey responses	2	1x/year	
Partner agency/stakeholder executive review summary	2	1x/year	During “Steady State” when standards are being met
	2	2x/year	During periods when standards are <b>not</b> being met

## Performance Standard Evaluation – Programming and Activation (EXAMPLE ONLY)

### Programming and Activation Performance Standard metrics:

1. Measurement of public satisfaction and perception
2. Levels of accessibility and use by communities from across the city
3. Type and frequency of events
4. Successful relationships with relevant stakeholders including community and neighborhood organizations from across the city

### Programming and Activation Performance Standard Evaluation

Metric	Evaluation Type	Performance Standard	Score Value	Awarded Score	Standard Met?
1	Public Satisfaction Survey	85% of survey respondents view offered amenities/installations, programs, and events positively.	4	4	Yes
2	Park Use	Attendance tracking and observation surveys show that park visitation represents a diverse range of park users utilizing the park for various uses.	4	4	Yes
2	Accessibility Survey	85% of survey responses can identify ways to access the waterfront and have positive feedback.	2	0	No
2	Outreach Survey	85% of survey respondents can identify and respond positively to outreach initiatives outlined in the engagement strategies (see baseline criteria).	2	2	Yes
2	Community Connections Committee (CCC)	The CCC meetings generate positive outcomes that lead to community driven programming initiatives. The Operating Licensee has also made clear effort to promote meeting attendance and engagement.	2	2	Yes

# INTRODUCTION

## Programming and Activation Performance Standard Evaluation Cont.

Metric	Evaluation Type	Performance Standard	Score Value	Awarded Score	Standard Met?
2	Accessibility Initiatives	At least 5% of all users benefit from and utilize transportation accessibility strategies.	1	1	Yes
2	Engagement Strategies	All ongoing website, social media platforms, and email listserves are actively maintained to stay current with local demographics and programming. 50% of total events and programs that have a targeted audience of 250+ have engaged outreach strategies outside of social media platforms annually.	1	1	Yes
3	Park Programming Schedule	The schedule of amenities, installations and park programming and events is met every month per the Management Agreement and 85% of programming and events are free to the public.	4	4	Yes
3	Program & Event Type and Frequency Survey	85% of survey respondents view offered amenities/installations, programs and events as sufficient in frequency and type.	3	3	Yes
3	Programming Survey	85% of survey respondents believe that offered programming is diverse in nature	2	2	Yes
3	Park Programming Panel (PPP)	The PPP meeting generates positive outcomes that foster inclusive, community curated programs. The Operating Licensee has also made clear effort to promote meeting attendance and inclusivity.	1	0	No
4	Stakeholder Survey	Over 85% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Operating Licensee.	2	2	Yes
4	Stakeholder Executive Review	Over 85% of executive review summaries are positive in nature and reveal a supportive response to Operating Licensee.	2	2	Yes
Group Performance Standard Score Note: A score of 27 points out of a possible 30 points (90%) indicates standard is met (Pass)			30	27	YES



## Programming and Activation Review Schedule

Programming and Activation Review Schedule			
Review Action	Metric	Frequency	Notes
Public satisfaction survey data	1	1x/year	During “Steady State” when standards are being met
	1	2x/year	During periods when standards are <b>not</b> being met
Programming report, attendance count, observation survey data, CCC Meeting summaries	2	1x/year	
Transportation and Outreach accessibility survey response summaries	2	1x/year	
Programming report, attendance count, observation survey data, PPP Meeting summaries Event data summary and survey responses	3	1x/year	During “Steady State” when standards are being met
	3	2x/year	During periods when standards are <b>not</b> being met
Third party stakeholder survey responses Partner agency/stakeholder executive review summary	4	1x/year	During “Steady State” when standards are being met
	4	2x/year	During periods when standards are <b>not</b> being met

## **Performance Standard Evaluation - Public Safety (EXAMPLE ONLY)**

### Public Safety Performance Standard metrics:

1. Frequency and nature of incident reports and security events
2. Timeliness in response to violations of Park Regulations
3. Levels of social services outreach and successful relations with relevant social service and programs
4. Levels of staff training
5. Successful relationships with relevant third-party stakeholders

# INTRODUCTION

## Public Safety Performance Standard Evaluation form

Metric	Evaluation Type	Performance Standard	Score Value	Awarded Score	Standard Met?
1	Incident Resolution	Maintain a minimum 80% rate of incident resolution without reaching third level enforcement response (Park Rangers, SPD).	3	0	No
1	Repeat Incidents	Maintain minimal repeat rules violation occurrences from same persons. Less than 5% of all rule violations from repeat offenders.	2	2	Yes
1	Graffiti	Graffiti incident communication logs confirm a proactive coordination effort with the Maintenance Provider to maintain prompt graffiti notification and removal.	1	1	Yes
2	Social Service Outreach	Operating Licensee actively maintains a social service outreach program for the Waterfront.	3	3	Yes
2	Social Service Survey	85% of partner/stakeholder organization survey responses are positive in nature.	2	2	Yes
2	Camping	Outreach and safety/security reports show that overnight sleeping and encampments have been actively discouraged by public safety personnel.	1	1	Yes
3	Training Logs	Training logs indicate full adherence to defined staff training schedules.	2	2	Yes
3	Staff Training Survey	85% of staff training survey responses are positive in nature.	1	1	Yes
4	Stakeholder Survey	Over 85% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Operating Licensee.	2	2	Yes
4	Stakeholder Exec. Review	Over 85% of executive review summaries are positive in nature and reveal a supportive response to Operating Licensee.	2	2	Yes
5	Incident Tracking	90% of logged incidents include baseline reporting criteria and follow incident response matrix with necessary staff being notified.	1	0	No
5	Active Coordination	All notifications and reports (100%) are provided to the necessary personnel/agencies within timeframes defined in the incident response protocols (Incident Response Matrix - appendix B).	1	1	Yes
Group Performance Standard Score			21	17	NO

# INTRODUCTION

## Evaluation Summary

Seattle Center and Friends are self- identifying their 2024 **MET** and **NOT MET** ratings to the CWOC for review. Each reviewer of the CWOC should use the outlined evaluation checklist and supporting information to either agree or disagree with the suggested rating.

Evaluators should input into the Evaluation Checklist their rating. If recommending Corrective Action, they should fill out at Corrective Action Form and submit it to the

[Tiffani.Melake@seattle.gov](mailto:Tiffani.Melake@seattle.gov)

Section	%	Met/Not Met
Maintenance		
Park Inspection	85%	Not Met
Work Order System Response Time	86%	Not Met
Overall Maintenance Performance Standard	60%	Not Met
Public Safety	90%	Met
Programming & Activation	90%	Met

# SCORE SHEETS

Evaluator Name:

MAINTENANCE EVALUATION							
Item	Evaluation Type	Performance Standard	Score Value	Self Score	Met/Not Met?	CWOC Score	Met/Not Met?
1	Park Inspections (cleanliness, safety, repair)	Park inspections show the park is being maintained to standards as defined in the Maintenance standard inspection forms.	3	0	No		
2	Daily/Preventive/Capital Maintenance and Repair Logs	Maintenance logs confirm 90% adherence to agreed upon cleaning and maintenance schedules. Capital replacement log annually reviewed.	2	2	Yes		
3	Safety Inspections	Play features and safety equipment pass all scheduled safety inspections.	2	2	Yes		
4	Work Orders (cleanliness, safety, repair)	Work orders are assigned within 48 hours for unscheduled work requests.	1	0	No		
5	Stakeholder Survey	Over 80% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Maintenance Provider.	1	1	Yes		
6	Stakeholder Executive Review	Over 80% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Maintenance Provider.	1	1	Yes		
Group Performance Standard Score							
Note: A score of 9 points out of a possible 10 points (90%) indicates standard is met (Pass)			10	6	No		

## Park Inspections

Metric	Assessment Criteria	Measurement	Results	Status
Park Inspections (cleanliness, safety, repair)	Park inspections show the park is being maintained to standards as defined in the Maintenance standard inspection forms.	90%	85%	NOT MET

## 2024 Analysis

Location	Q2		Q3		Q4	
	%	P/F	%	P/F	%	P/F
Pier 62	86.0%	Fail	92.1%	Pass	94.9%	Pass
Habitat Beach	91.0%	Pass	94.4%	Pass	98.1%	Pass
East Sidewalks	78.0%	Fail	90.8%	Pass	93.0%	Pass
Union Ped Bridge	N/A	N/A	91.0%	Pass	90.7%	Pass
Railroad Way	N/A	N/A	94.7%	Pass	96.7%	Pass
Overlook Walk	N/A	N/A	N/A	N/A	98.4%	Pass

## 2024 Park Inspection Summary

- Throughout 2024, the committee participated in 3 park inspections as outlined in the Waterfront Park Performance Standard. The inspections involved hours of commitment from committee members while they went out in the field and determined if the park's overall maintenance for portions of the park that are completed was up to the park inspection standard that was developed in 2021.
- Valuable feedback and insight to the city was provided by the CWOC throughout the year – which resulted in some direct changes to park operations and allowed for more successful inspections as the year progressed.

## Park Inspections Cont.

### Failed Inspections

#### East Sidewalks – Quarter 2 - **FAIL**

- The East Sidewalks main reason for failure in Q2 2024 was due to landscaping beds not being taken care of adequately, which were not under the control of CEN yet. The contractor turned these over after the park inspection had occurred. This also included some broken tree pit guards that belong to SDOT.
- One noteworthy change was adding receptacles on the East side of the park after the Q2 inspection, which historically has not had receptacles, and was not scoped for any. This recommendation and improvement positively impacted and changed the park experience on the East Side and helped the maintenance team meet the East Side park inspection standard for Quarters 3 and 4.

#### Pier 62 – Quarter 2 – **FAIL**

- Problem areas either identified with solutions or identified as outside of the CEN's ability to provide maintenance services. (such as natural cracking on P62) and overflowing garbage during special event hours (not with a city team present).

### Passing Inspections

- Habitat Beach passed each inspection with flying colors and positive comments each quarter.

“This might be my favorite feature in an overall stellar new feel for the area. Connection of the city to the Salish Sea is what the waterfront is all about!”

## Park Inspections Results

- 12/14 Park Inspections for the year **passed**.
- The Park Inspection portion of the Performance Standard **failed** to meet the 90% standard coming in at **85%** overall.

## Maintenance & Repair Logs

Metric	Assessment Criteria	Measurement	Results	Status
Daily/Preventive/Capital Maintenance and Repair Logs	Maintenance logs confirm 90% adherence to agreed upon cleaning and maintenance schedules. Capital replacement log annually reviewed.	%	90%	MET

## 2024 Preventative Maintenance Schedule

PM Schedule	Description	Cadence
VACELEV	Clean Elevator	Daily
WF-WSHP62	Clean Pier 62 with Triverse Machine	Monthly
ANTI-GRAFFITI	Apply Anti-Graffiti Coating to Pier 62	Annually
WINTERIZE IRRPIPES	Winterize Irrigation Pipes	Annually

## Preventative Maintenance Summary

Our preventative maintenance schedule to date is minimal. We continue to take on new portions of Waterfront Park that have warranties in place and prevent us from doing work on assets during warranty periods.

As Pier 62 was the first portion of the park handed over for operations, several of our reoccurring work orders pertain to elements on Pier 62, which include annually reapplying anti-graffiti coating to the wood railing and monthly cleaning the Pier deck with the Triverse machine.

We also have seen less of a need for preventative maintenance, as we are being intentional with our daily routes to check on park elements routinely for wear and tear.

We will continue to build up this category of the Performance Standard as park elements warranties expire and require us to be more hands on with assets.

## Maintenance Data: Preventative Maintenance & Inspection Log

Work Order	Description	PM	Scheduled Start Date	Completed
154732	Apply Anti-Graffiti Coating to Pier 62	ANTI-GRAFFITI	06/01/24	No
152243	Clean Elevator (Daily Task)	VACELEV	02/13/24	Yes
152244	Clean Elevator (Daily Task)	VACELEV	02/14/24	Yes
152245	Clean Elevator (Daily Task)	VACELEV	02/15/24	Yes
152246	Clean Elevator (Daily Task)	VACELEV	02/16/24	Yes
152247	Clean Elevator (Daily Task)	VACELEV	02/17/24	Yes
152248	Clean Elevator (Daily Task)	VACELEV	02/18/24	Yes
152249	Clean Elevator (Daily Task)	VACELEV	02/19/24	Yes
152250	Clean Elevator (Daily Task)	VACELEV	02/20/24	Yes
152251	Clean Elevator (Daily Task)	VACELEV	02/21/24	Yes
152252	Clean Elevator (Daily Task)	VACELEV	02/22/24	Yes
152253	Clean Elevator (Daily Task)	VACELEV	02/23/24	Yes
152254	Clean Elevator (Daily Task)	VACELEV	02/24/24	Yes
152284	Clean Elevator (Daily Task)	VACELEV	02/25/24	Yes
152285	Clean Elevator (Daily Task)	VACELEV	02/26/24	Yes
152286	Clean Elevator (Daily Task)	VACELEV	02/27/24	Yes
152287	Clean Elevator (Daily Task)	VACELEV	02/28/24	Yes
152288	Clean Elevator (Daily Task)	VACELEV	02/29/24	Yes
152289	Clean Elevator (Daily Task)	VACELEV	03/01/24	No
152290	Clean Elevator (Daily Task)	VACELEV	03/02/24	Yes
152480	Clean Elevator (Daily Task)	VACELEV	03/05/24	Yes
152481	Clean Elevator (Daily Task)	VACELEV	03/06/24	Yes
152488	Clean Elevator (Daily Task)	VACELEV	03/08/24	Yes
152574	Clean Elevator (Daily Task)	VACELEV	03/21/24	Yes
152819	Clean Elevator (Daily Task)	VACELEV	04/01/24	Yes
152920	Clean Elevator (Daily Task)	VACELEV	04/17/24	Yes
153115	Clean Elevator (Daily Task)	VACELEV	04/20/24	Yes
153155	Clean Elevator (Daily Task)	VACELEV	04/26/24	Yes
153165	Clean Elevator (Daily Task)	VACELEV	04/28/24	Yes
153293	Clean Elevator (Daily Task)	VACELEV	05/01/24	Yes
153327	Clean Elevator (Daily Task)	VACELEV	05/03/24	Yes
153328	Clean Elevator (Daily Task)	VACELEV	05/03/24	Yes
154494	Clean Elevator (Daily Task)	VACELEV	05/08/24	Yes
154503	Clean Elevator (Daily Task)	VACELEV	05/09/24	Yes
154663	Clean Elevator (Daily Task)	VACELEV	05/15/24	Yes
154695	Clean Elevator (Daily Task)	VACELEV	05/16/24	Yes
154729	Clean Elevator (Daily Task)	VACELEV	05/25/24	Yes
154731	Clean Elevator (Daily Task)	VACELEV	05/26/24	Yes
154742	Clean Elevator (Daily Task)	VACELEV	05/30/24	Yes
154754	Clean Elevator (Daily Task)	VACELEV	06/01/24	Yes
154874	Clean Elevator (Daily Task)	VACELEV	06/05/24	Yes
154879	Clean Elevator (Daily Task)	VACELEV	06/06/24	Yes
154888	Clean Elevator (Daily Task)	VACELEV	06/07/24	Yes
154893	Clean Elevator (Daily Task)	VACELEV	06/08/24	Yes
154898	Clean Elevator (Daily Task)	VACELEV	06/09/24	Yes
154909	Clean Elevator (Daily Task)	VACELEV	06/12/24	Yes
155474	Clean Elevator (Daily Task)	VACELEV	06/15/24	Yes
155481	Clean Elevator (Daily Task)	VACELEV	06/16/24	Yes
155592	Clean Elevator (Daily Task)	VACELEV	06/19/24	Yes
155660	Clean Elevator (Daily Task)	VACELEV	06/20/24	Yes
155677	Clean Elevator (Daily Task)	VACELEV	06/23/24	Yes



## Maintenance Data: Preventative Maintenance & Inspection Log Cont.

Work Order	Description	PM	Scheduled Start Date	Completed
155721	Clean Elevator (Daily Task)	VACELEV	06/26/24	Yes
155730	Clean Elevator (Daily Task)	VACELEV	06/27/24	Yes
156040	Clean Elevator (Daily Task)	VACELEV	06/29/24	Yes
156629	Clean Elevator (Daily Task)	VACELEV	08/09/24	No
156655	Clean Elevator (Daily Task)	VACELEV	08/12/24	No
156661	Clean Elevator (Daily Task)	VACELEV	08/12/24	Yes
156664	Clean Elevator (Daily Task)	VACELEV	08/13/24	No
156669	Clean Elevator (Daily Task)	VACELEV	08/13/24	Yes
159568	Clean Elevator (Daily Task)	VACELEV	08/21/24	Yes
159661	Clean Elevator (Daily Task)	VACELEV	08/22/24	Yes
160283	Clean Elevator (Daily Task)	VACELEV	08/23/24	Yes
162297	Clean Elevator (Daily Task)	VACELEV	08/28/24	Yes
162526	Clean Elevator (Daily Task)	VACELEV	09/01/24	Yes
162839	Clean Elevator (Daily Task)	VACELEV	09/05/24	Yes
163268	Clean Elevator (Daily Task)	VACELEV	09/06/24	Yes
166931	Clean Elevator (Daily Task)	VACELEV	09/24/24	Yes
166997	Clean Elevator (Daily Task)	VACELEV	09/25/24	Yes
167273	Clean Elevator (Daily Task)	VACELEV	10/02/24	Yes
167275	Clean Elevator (Daily Task)	VACELEV	10/02/24	Yes
167276	Clean Elevator (Daily Task)	VACELEV	10/02/24	Yes
167277	Clean Elevator (Daily Task)	VACELEV	10/02/24	Yes
167289	Clean Elevator (Daily Task)	VACELEV	10/04/24	Yes
167444	Clean Elevator (Daily Task)	VACELEV	10/29/24	Yes
167448	Clean Elevator (Daily Task)	VACELEV	10/30/24	Yes
167528	Clean Elevator (Daily Task)	VACELEV	10/31/24	Yes
167580	Clean Elevator (Daily Task)	VACELEV	11/01/24	Yes
167594	Clean Elevator (Daily Task)	VACELEV	11/05/24	Yes
167595	Clean Elevator (Daily Task)	VACELEV	11/05/24	Yes
167599	Clean Elevator (Daily Task)	VACELEV	11/06/24	Yes
167601	Clean Elevator (Daily Task)	VACELEV	11/07/24	Yes
167604	Clean Elevator (Daily Task)	VACELEV	11/08/24	Yes
167608	Clean Elevator (Daily Task)	VACELEV	11/09/24	No
167639	Clean Elevator (Daily Task)	VACELEV	11/15/24	Yes
167930	Clean Elevator (Daily Task)	VACELEV	12/18/24	Yes
167934	Clean Elevator (Daily Task)	VACELEV	12/18/24	Yes
167952	Clean Elevator (Daily Task)	VACELEV	12/20/24	Yes
167965	Clean Elevator (Daily Task)	VACELEV	12/24/24	Yes
167995	Clean Elevator (Daily Task)	VACELEV	12/26/24	Yes
168265	Clean Elevator (Daily Task)	VACELEV	01/01/25	Yes
168266	Clean Elevator (Daily Task)	VACELEV	01/01/25	Yes
168273	Clean Elevator (Daily Task)	VACELEV	01/02/25	Yes
168319	Clean Elevator (Daily Task)	VACELEV	01/10/25	Yes
168371	Clean Elevator (Daily Task)	VACELEV	01/18/25	Yes
168400	Clean Elevator (Daily Task)	VACELEV	01/24/25	Yes
168402	Clean Elevator (Daily Task)	VACELEV	01/25/25	Yes
168424	Clean Elevator (Daily Task)	VACELEV	01/29/25	Yes
168456	Clean Elevator (Daily Task)	VACELEV	01/31/25	Yes
168579	Clean Elevator (Daily Task)	VACELEV	02/05/25	Yes
168592	Clean Elevator (Daily Task)	VACELEV	02/07/25	Yes
168627	Clean Elevator (Daily Task)	VACELEV	02/14/25	No
151569	Clean Pier 62 with Trivese Machine	WF-WSHP62	01/23/24	Yes
151978	Clean Pier 62 with Trivese Machine	WF-WSHP62	02/01/24	Yes
152283	Clean Pier 62 with Trivese Machine	WF-WSHP62	03/11/24	Yes

## Maintenance Data: Preventative Maintenance & Inspection Log Cont.

Work Order	Description	PM	Scheduled Start Date	Completed
152810	Clean Pier 62 with Trivese Machine	WF-WSHP62	04/01/24	Yes
153167	Clean Pier 62 with Trivese Machine	WF-WSHP62	05/01/24	Yes
154734	Clean Pier 62 with Trivese Machine	WF-WSHP62	06/01/24	Yes
156057	Clean Pier 62 with Trivese Machine	WF-WSHP62	07/01/24	Yes
156419	Clean Pier 62 with Trivese Machine	WF-WSHP62	08/01/24	Yes
162525	Clean Pier 62 with Trivese Machine	WF-WSHP62	09/01/24	Yes
167235	Clean Pier 62 with Trivese Machine	WF-WSHP62	10/01/24	Yes
167428	Clean Pier 62 with Trivese Machine	WF-WSHP62	11/01/24	Yes
167811	Clean Pier 62 with Trivese Machine	WF-WSHP62	01/01/24	Yes
168259	Clean Pier 62 with Trivese Machine	WF-WSHP62	01/15/25	Yes
168406	Clean Pier 62 with Trivese Machine	WF-WSHP62	02/01/25	Yes
151931	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	01/01/24	Yes
151977	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	02/01/24	Yes
152282	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	03/01/24	Yes
152809	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	04/01/24	Yes
153166	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	05/01/24	Yes
154733	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	06/01/24	Yes
156056	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	07/01/24	Yes
156418	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	08/01/24	Yes
162524	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	09/01/24	Yes
167234	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	10/01/24	Yes
167427	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	11/01/24	Yes
167810	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	12/01/24	Yes
168258	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	01/01/25	Yes
168405	Inspect Floating Dock Equipment and Tighten Bolts	FL DOCK INSP	02/01/25	Yes
152808	Inspect Light Penetrating Surfaces	LPSINSP	04/01/24	Yes
151570	Vaaccum Elevator Door Track (Weekly)	VACELEV	01/01/24	Yes
151861	Vaaccum Elevator Door Track (Weekly)	VACELEV	01/08/24	Yes
151892	Vaaccum Elevator Door Track (Weekly)	VACELEV	01/15/24	Yes
151932	Vaaccum Elevator Door Track (Weekly)	VACELEV	01/22/24	Yes
151979	Vaaccum Elevator Door Track (Weekly)	VACELEV	01/29/24	Yes
152108	Vaaccum Elevator Door Track (Weekly)	VACELEV	02/05/24	Yes
152156	Vaaccum Elevator Door Track (Weekly)	VACELEV	02/12/24	Yes
167233	Winterize Irrigation Pipes	WINTERIZE IRRPIPES	10/01/24	Yes

## Safety Inspection Logs

Metric	Assessment Criteria	Measurement	Results	Status
Safety Inspections	Play features and safety equipment pass all scheduled safety inspections.	Y/N	Yes	MET

## 2024 Safety Inspection Schedule

PM Schedule	Description	Cadence
FL DOCK INSP	Inspect Floating Dock Equipment and Tighten Bolts	Monthly
LPSINSP	Inspect Light Penetrating Surfaces	Annually

## Safety Inspection Logs Summary

Our safety inspections have been limited to Pier 62 elements since Seattle Center took over operations of the park. Overlook Walk playground opened in Q4 2024 but is still under warranty. Items to include once out of warranty: (list is not inclusive of all items that will need to be added)

Overlook Walk additions:

- Climbing structure
- Slide rollers
- Play turf

Pier 62/ Pier 58 additions:

- Safety ladders
- Safety rings
- Playground Equipment (P58)

Promenade

- Lighting
- Light Penetrating Surface blocks

## Work Order System Response Time Data

Metric	Assessment Criteria	Measurement	Results	Status
Work Orders (cleanliness, safety, repair)	Work orders are assigned within 48 hours for unscheduled work requests.	Y/N	86%	NOT MET

## 2024 Work Orders

Response Time	Work Order Count	%
Work Orders Scheduled Within 48 Hours	298	86.13%
Work Orders Not Scheduled Within 48 Hours	48	13.87%

## Work Order Summary:

We did not meet the 90% standard for scheduling work orders within the 48 hours time frame from input. The Seattle Center Operations team will be work on compliance with this standard in 2025.

## Maintenance Data: Work Order System Log

Work Order	Description	Sched. Start Date	Sched. End Date	Date Completed
168259	Clean Pier 62 with Trivese Machine	1/15/2025	1/15/2025	1/29/2025
168258	Inspect Floating Dock Equipment and Tighten Bolts	1/1/2025	1/7/2025	1/18/2025
167860	FWS Support: Pick Up Event Materials	12/9/2024	12/9/2024	12/12/2024
167442	FWS Support: Pick-Up Event Supplies on P62	11/4/2024	11/4/2024	11/4/2024
167437	FWS Support: Drop off Event Materials	11/1/2024	11/1/2024	10/30/2024
167428	Clean Pier 62 with Trivese Machine	11/1/2024	11/1/2024	10/29/2024
167427	Inspect Floating Dock Equipment and Tighten Bolts	11/1/2024	11/7/2024	10/29/2024
167217	FWS Support: Pick-Up Metal Barricades on P62	10/2/2024	10/7/2024	
162588	Clean Pier 62 railing in prep for graffiti coating (9/8)	9/8/2024	9/8/2024	9/9/2024
161112	FWS Event: Deliver Extra Trash / Recycle Bins (8/29) & Pick Up (8/31)	8/29/2024	8/31/2024	8/29/2024
159429	Graffiti on Concrete Sandbags	8/24/2024	8/24/2024	8/23/2024
156419	Clean Pier 62 with Trivese Machine	8/1/2024	8/1/2024	8/2/2024
156418	Inspect Floating Dock Equipment and Tighten Bolts	8/1/2024	8/7/2024	8/7/2024
156406	graffiti on metal planter	7/28/2024	7/28/2024	8/1/2024
156380	Deliver "Sealife Present" Signage to Pier 62	7/25/2024	7/25/2024	7/25/2024
156342	FWS Event: Deliver Extra Trash / Recycle Bins (7/23)	7/23/2024	7/27/2024	8/8/2024
156335	Wash & Return SPU Bins	7/24/2024	7/24/2024	7/25/2024
154734	Clean Pier 62 with Trivese Machine	6/1/2024	6/1/2024	6/4/2024
154733	Inspect Floating Dock Equipment and Tighten Bolts	6/1/2024	6/7/2024	6/4/2024
154732	Apply Anti-Graffiti Coating to Pier 62 Railing	6/1/2024	6/30/2024	
154698	Graffiti near boat landing	5/22/2024	5/22/2024	
154527	graffiti on boards at pier 62	5/20/2024	5/20/2024	6/8/2024
153170	Graffiti - Western on Union railing	5/22/2024	5/22/2024	5/29/2024
153168	graffiti on east side side walk	5/16/2024	5/16/2024	6/11/2024
153167	Clean Pier 62 with Trivese Machine	5/1/2024	5/1/2024	5/7/2024
153166	Inspect Floating Dock Equipment and Tighten Bolts	5/1/2024	5/7/2024	5/7/2024
152930	Triverus machine drop off	7/11/2024	8/10/2024	7/18/2024
152929	pressure wash the stairs and entry to bakun bldg	4/21/2024	4/21/2024	5/20/2024
152928	pressure wash the end of the Pier 62	4/21/2024	4/21/2024	6/4/2024
152917	Graffiti on Steel Edging	4/21/2024	4/21/2024	4/24/2024
152870	Pick Up Elevator Utility Closet Key	4/15/2024	4/15/2024	4/18/2024
152814	graffiti	4/14/2024	4/14/2024	4/14/2024
152503	Pick up bins from P62	3/16/2024	3/16/2024	3/28/2024
152458	Fill sign holders up with sand	3/3/2024	3/3/2024	3/5/2024
152290	Clean Elevator (Daily Task)	3/2/2024	3/2/2024	3/3/2024
152289	Clean Elevator (Daily Task)	3/1/2024	3/1/2024	
152288	Clean Elevator (Daily Task)	2/29/2024	2/29/2024	2/29/2024
152287	Clean Elevator (Daily Task)	2/28/2024	2/28/2024	2/29/2024
152283	Clean Pier 62 with Trivese Machine	3/11/2024	3/13/2024	4/1/2024
152282	Inspect Floating Dock Equipment and Tighten Bolts	3/1/2024	3/7/2024	3/5/2024
152254	Clean Elevator (Daily Task)	2/24/2024	2/24/2024	2/29/2024
152253	Clean Elevator (Daily Task)	2/23/2024	2/23/2024	2/24/2024
152252	Clean Elevator (Daily Task)	2/22/2024	2/22/2024	2/22/2024

## Maintenance Data: Work Order System Log Cont.

Work Order	Description	Sched. Start Date	Sched. End Date	Date Completed
152251	Clean Elevator (Daily Task)	2/21/2024	2/21/2024	2/22/2024
152199	replace screw wsecurity screw	3/15/2024	3/15/2024	2/28/2024
152188	Graffiti on Crosswalk signals at Union	2/23/2024	2/23/2024	2/24/2024
151978	Clean Pier 62 with Trivese Machine	2/1/2024	2/1/2024	1/30/2024
151977	Inspect Floating Dock Equipment and Tighten Bolts	2/1/2024	2/7/2024	2/10/2024
167995	Clean Elevator (Daily Task)	12/26/2024	12/26/2024	1/1/2025
167965	Clean Elevator (Daily Task)	12/24/2024	12/24/2024	12/26/2024
167955	Pier 62 Floating Dock Work, EL ('25 Q1)	12/20/2024	12/20/2024	
167954	Pier 62 Floating Dock Work, EL ('24 Q4)	12/20/2024	12/20/2024	
167952	Clean Elevator (Daily Task)	12/20/2024	12/20/2024	12/24/2024
167934	Clean Elevator (Daily Task)	12/18/2024	12/18/2024	12/20/2024
167930	Clean Elevator (Daily Task)	12/18/2024	12/18/2024	12/18/2024
167926	New Location for trash bins at OLW	12/18/2024	12/18/2024	12/18/2024
167885	Remove City posters from East Sidewalk Poles	12/10/2024	12/10/2024	12/11/2024
167859	FWS Support: Drop off Event Materials	12/6/2024	12/6/2024	12/10/2024
167810	Inspect Floating Dock Equipment and Tighten Bolts	12/1/2024	12/7/2024	12/11/2024
167706	Graffiti on Habitat Beach Sign	11/25/2024	11/25/2024	11/27/2024
167655	Biohazard Clean on Overlook Walk Cafe	11/19/2024	11/19/2024	11/19/2024
167651	Remove CD vendor signage from Promenade	11/19/2024	11/19/2024	11/19/2024
167639	Clean Elevator (Daily Task)	11/15/2024	11/15/2024	12/18/2024
167608	Clean Elevator (Daily Task)	11/9/2024	11/9/2024	
167604	Clean Elevator (Daily Task)	11/8/2024	11/8/2024	11/9/2024
167601	Clean Elevator (Daily Task)	11/7/2024	11/7/2024	11/7/2024
167599	Clean Elevator (Daily Task)	11/6/2024	11/6/2024	11/6/2024
167595	Clean Elevator (Daily Task)	11/5/2024	11/5/2024	11/6/2024
167594	Clean Elevator (Daily Task)	11/5/2024	11/5/2024	11/5/2024
167580	Clean Elevator (Daily Task)	11/1/2024	11/1/2024	11/5/2024
167528	Clean Elevator (Daily Task)	10/31/2024	10/31/2024	11/1/2024
167449	cooking out and absorbment spill at compass	10/31/2024	10/31/2024	10/31/2024
167448	Clean Elevator (Daily Task)	10/30/2024	10/30/2024	10/31/2024
167446	Move trash bins to new location at OLW	10/29/2024	10/29/2024	10/30/2024
167444	Clean Elevator (Daily Task)	10/29/2024	10/29/2024	10/30/2024
167436	Add ID Tags to Benches	10/29/2024	11/5/2024	12/17/2024
167435	Cut Abandoned Bikes	10/30/2024	10/30/2024	10/29/2024
167426	graffitti	10/25/2024	10/25/2024	10/25/2024
167423	Deep clean city Dumpster area	10/24/2024	10/24/2024	10/24/2024
167406	Replace Scent Battery in Elevator	10/22/2024	10/22/2024	10/25/2024
167375	Replace Chain on Overlook Walk Stair	10/17/2024	10/17/2024	12/18/2024
167352	Unknown spill stain on walkway	10/16/2024	10/16/2024	10/18/2024
167321	clean outside of cans zone 3	10/13/2024	10/17/2024	10/17/2024
167319	Stain on Overlook Walk	10/11/2024	10/11/2024	10/17/2024
167312	Triverse Machine Pressure wash zone 1 Lumen	10/10/2024	10/10/2024	10/10/2024
167310	Remove Chain on Overlook Walk Stair	10/9/2024	10/9/2024	10/10/2024
167306	Excessive amounts of garbage	10/9/2024	10/9/2024	10/9/2024

## Maintenance Data: Work Order System Log Cont.

Work Order	Description	Sched. Start Date	Sched. End Date	Date Completed
167305	Damage traffic signal pole	10/9/2024	10/9/2024	
167304	Graffiti	10/9/2024	10/9/2024	10/18/2024
167303	Cut Abandoned Bikes	10/10/2024	10/10/2024	10/29/2024
167292	Pier 62 Electrical Box Work	10/7/2024	10/7/2024	10/29/2024
167289	Clean Elevator (Daily Task)	10/4/2024	10/4/2024	10/29/2024
167277	Clean Elevator (Daily Task)	10/2/2024	10/2/2024	10/4/2024
167276	Clean Elevator (Daily Task)	10/2/2024	10/2/2024	10/2/2024
167275	Clean Elevator (Daily Task)	10/2/2024	10/2/2024	10/2/2024
167273	Clean Elevator (Daily Task)	10/2/2024	10/2/2024	10/2/2024
167271	Fix CD Sign Holders	10/2/2024	10/2/2024	10/9/2024
167257	graffiti	10/1/2024	10/1/2024	10/2/2024
167253	graffiti	9/30/2024	9/30/2024	9/30/2024
167248	pressure wash recycle enclosure	9/30/2024	9/30/2024	9/30/2024
167243	stickers	9/29/2024	9/29/2024	9/29/2024
167242	stickers	9/29/2024	9/29/2024	9/29/2024
167241	stickers	9/29/2024	9/29/2024	9/29/2024
167240	stickers	9/29/2024	9/29/2024	9/29/2024
167239	stickers	9/29/2024	9/29/2024	9/29/2024
167238	graffiti	9/29/2024	9/29/2024	9/29/2024
167237	graffiti	9/29/2024	9/29/2024	9/29/2024
167236	graffiti	9/29/2024	9/29/2024	9/29/2024
167235	Clean Pier 62 with Trivese Machine	10/1/2024	10/1/2024	10/2/2024
167234	Inspect Floating Dock Equipment and Tighten Bolts	10/1/2024	10/7/2024	11/5/2024
167233	Winterize Irrigation Pipes	10/1/2024	10/30/2024	11/21/2024
167232	Replace light protector	9/28/2024	9/28/2024	
167231	stickers on garbage cans	9/28/2024	9/28/2024	9/28/2024
167230	Stickers on trash cans and recycling bins	9/28/2024	9/28/2024	9/28/2024
167229	graffiti	9/27/2024	9/27/2024	9/27/2024
167215	graffiti on steel edge near ferry terminal	9/25/2024	9/25/2024	10/2/2024
166997	Clean Elevator (Daily Task)	9/25/2024	9/25/2024	10/2/2024
166963	Sandbags, CD Signs back on Promenade	9/24/2024	9/24/2024	9/25/2024
166962	Assemble WindMaster Signs	9/25/2024	9/25/2024	9/25/2024
166931	Clean Elevator (Daily Task)	9/24/2024	9/24/2024	9/25/2024
166839	graffiti o	9/24/2024	9/24/2024	9/25/2024
166794	graffiti	9/23/2024	9/23/2024	9/23/2024
166786	graffiti	9/23/2024	9/23/2024	9/23/2024
166782	graffiti	9/23/2024	9/23/2024	9/23/2024
166778	graffiti	9/22/2024	9/22/2024	9/22/2024
166777	graffiti	9/22/2024	9/22/2024	9/22/2024
166775	Zone2 - Graffiti	9/20/2024	9/20/2024	9/20/2024
166760	Zone1 - Graffiti	9/20/2024	9/20/2024	9/20/2024
166473	Zone1 - Graffiti	9/20/2024	9/20/2024	9/20/2024
165344	Graffiti on planter box	9/19/2024	9/19/2024	9/19/2024
164941	graffiti	9/18/2024	9/18/2024	9/18/2024

## Maintenance Data: Work Order System Log Cont.

Work Order	Description	Sched. Start Date	Sched. End Date	Date Completed
164917	posters on utility boxes	9/17/2024	9/17/2024	9/18/2024
164104	graffiti on garbage can	9/17/2024	9/17/2024	9/17/2024
163964	graffiti on utility box	9/15/2024	9/15/2024	9/15/2024
163517	Pick up barricades from Pier 62 and bring to SR99 for winter storage.	9/11/2024	9/11/2024	9/14/2024
163272	Broken elbow on irrigation lateral- waterfront	9/9/2024	9/9/2024	10/23/2024
163268	Clean Elevator (Daily Task)	9/6/2024	9/6/2024	9/24/2024
163044	FWS Event: Deliver Extra Trash / Recycle Bins (9/6) & Pick Up (9/8)	9/6/2024	9/10/2024	9/11/2024
162840	Graffiti on union bridge sculpture	9/5/2024	9/5/2024	9/12/2024
162839	Clean Elevator (Daily Task)	9/5/2024	9/5/2024	9/6/2024
162601	graffiti tag on bacun building	9/4/2024	9/4/2024	9/5/2024
162599	graffiti	9/4/2024	9/4/2024	9/4/2024
162592	graffiti in front of fisherman statue	9/3/2024	9/3/2024	9/3/2024
162591	graffiti	9/3/2024	9/3/2024	9/3/2024
162586	bench is tagged	9/2/2024	9/2/2024	9/4/2024
162526	Clean Elevator (Daily Task)	9/1/2024	9/1/2024	9/5/2024
162525	Clean Pier 62 with Trivese Machine	9/1/2024	9/1/2024	9/1/2024
162524	Inspect Floating Dock Equipment and Tighten Bolts	9/1/2024	9/7/2024	9/3/2024
162521	gate post coming out of the ground	8/31/2024	8/31/2024	9/4/2024
162485	graffiti on pillows	8/29/2024	8/29/2024	8/31/2024
162297	Clean Elevator (Daily Task)	8/28/2024	8/28/2024	9/1/2024
160854	graffiti on benches	8/24/2024	8/24/2024	8/31/2024
160283	Clean Elevator (Daily Task)	8/23/2024	8/23/2024	8/28/2024
159661	Clean Elevator (Daily Task)	8/22/2024	8/22/2024	8/23/2024
159568	Clean Elevator (Daily Task)	8/21/2024	8/21/2024	8/22/2024
159438	graffiti on railing	8/20/2024	8/20/2024	8/20/2024
156671	Graffiti on Tree Guard	8/13/2024	8/13/2024	8/22/2024
156670	Apply Anti-Graffiti Coating to Pier 62 Railing	8/13/2024	8/13/2024	9/27/2024
156669	Clean Elevator (Daily Task)	8/13/2024	8/13/2024	8/21/2024
156666	Graffiti on Pier 62 Railing	8/13/2024	8/13/2024	8/14/2024
156665	Railing light damage	8/13/2024	8/13/2024	8/23/2024
156664	Clean Elevator (Daily Task)	8/13/2024	8/13/2024	
156662	two boards tagged on the north west end	8/12/2024	8/12/2024	8/17/2024
156661	Clean Elevator (Daily Task)	8/12/2024	8/12/2024	8/13/2024
156660	(NEW 8/12) Install Pair (1 Garbage, 1 Recycle) of Bins to Staidum Plaza	8/12/2024	8/12/2024	8/12/2024
156655	Clean Elevator (Daily Task)	8/12/2024	8/12/2024	
156654	graffiti on promenade	8/12/2024	8/12/2024	8/14/2024
156653	graffiti on union bridge	8/12/2024	8/12/2024	8/14/2024
156651	Graffiti on garbage canç	8/10/2024	8/10/2024	8/14/2024
156650	Graffiti on garbage cansç	8/9/2024	8/9/2024	8/9/2024
156649	Graffiti on metal planter boxç	8/9/2024	8/9/2024	8/9/2024
156631	place set of cans on promanade	8/8/2024	8/8/2024	8/8/2024
156629	Clean Elevator (Daily Task)	8/9/2024	8/9/2024	
156628	Apply Anti-Graffiti Coating to Pier 62 Railing	8/8/2024	8/8/2024	
156627	Address Elevator Closed Sign on Top of Union Bridge	8/8/2024	8/8/2024	8/9/2024



## Maintenance Data: Work Order System Log Cont.

Work Order	Description	Sched. Start Date	Sched. End Date	Date Completed
156592	Graffiti on Union Bridge Artwork	8/7/2024	8/7/2024	8/8/2024
156591	Pick Up Railing Board from Carpentry Shop & Install on Pier 62	8/9/2024	8/9/2024	8/7/2024
156588	Graffiti on Pier 62 Railing	8/6/2024	8/6/2024	
156580	board needs replaced at p62	8/6/2024	8/6/2024	8/8/2024
156578	graffiti onnlight pole	8/5/2024	8/5/2024	8/8/2024
156577	graffiti on light pole	8/5/2024	8/5/2024	8/6/2024
156576	Pull Broken 'No CD' signage from Promenade	8/5/2024	8/5/2024	8/8/2024
156575	Graffiti on WSBL - West (water) Side	8/5/2024	8/5/2024	8/8/2024
156570	graffiti on railing	8/4/2024	8/4/2024	8/4/2024
156569	Install Pair (1 Garbage, 1 Recycle) of Bins to Staidum Plaza	8/2/2024	8/2/2024	8/8/2024
156568	Graffiti on railing	8/2/2024	8/2/2024	8/2/2024
156567	Shopping cart & Hazard Blocki&g bike path	8/2/2024	8/2/2024	8/2/2024
156565	graffiti on tradh can	8/2/2024	8/2/2024	8/2/2024
156445	Paint spill	7/31/2024	7/31/2024	8/1/2024
156431	Take off broken hand rail and bring to CEN carpenter crew	7/30/2024	7/31/2024	8/1/2024
156425	Gaffiti On Pier	7/29/2024	7/31/2024	8/1/2024
156424	bench tagged	7/29/2024	7/29/2024	8/1/2024
156420	graffiti on metal planter wall	7/28/2024	7/28/2024	8/1/2024
156413	Graffiti on WSBL	7/25/2024	7/25/2024	
156412	graffiti on swinging bench	7/25/2024	7/25/2024	8/2/2024
156411	Deliver "Sealife Present" Signage to Pier 62	7/25/2024	7/25/2024	7/25/2024
156405	graffitti	7/26/2024	7/26/2024	7/27/2024
156402	Graffiti on Steel Edging	7/24/2024	7/24/2024	8/1/2024
156400	Graffiti on WSBL	7/24/2024	7/24/2024	8/1/2024
156389	graffiti on metal planter	7/23/2024	7/23/2024	8/1/2024
156382	Tipped over trash bin	7/22/2024	7/22/2024	7/23/2024
156364	Graffiti on Trash Bin	7/17/2024	7/17/2024	7/25/2024
156354	Graffiti on Union Bridge	7/15/2024	7/15/2024	7/26/2024
156353	(Arts) Graffiti on Habitat Beach Dolos	7/15/2024	7/15/2024	
156352	(Arts) Graffiti on Union Screen Wall	7/15/2024	7/15/2024	
156349	Graffiti on Steel Edging	7/15/2024	7/15/2024	8/9/2024
156340	Graffiti tagging on Bakun Building	7/11/2024	7/11/2024	7/29/2024
156339	Project: Assemble Desk Furniture	7/10/2024	7/10/2024	7/25/2024
156334	Bench Power Wash	7/9/2024	7/9/2024	8/8/2024
156292	Elevator Graffiti	7/1/2024	7/1/2024	7/16/2024
156293	Broken Handrail Board	7/1/2024	7/1/2024	
156290	Put Up "Area Under Surveillance" Signs Up at SR99	7/1/2024	7/1/2024	7/15/2024
156057	Clean Pier 62 with Trivese Machine	7/1/2024	7/1/2024	8/8/2024
156056	Inspect Floating Dock Equipment and Tighten Bolts	7/1/2024	7/7/2024	8/8/2024
156040	Clean Elevator (Daily Task)	6/29/2024	6/29/2024	8/8/2024
155730	Clean Elevator (Daily Task)	6/27/2024	6/27/2024	6/28/2024
155721	Clean Elevator (Daily Task)	6/26/2024	6/26/2024	6/26/2024
155687	Bring Sign Holders (1 of each) to CEN Metal Shop	6/25/2024	6/25/2024	6/28/2024
155677	Clean Elevator (Daily Task)	6/23/2024	6/23/2024	6/25/2024

## Maintenance Data: Work Order System Log Cont.

Work Order	Description	Sched. Start Date	Sched. End Date	Date Completed
155675	Place two (2) trash bins outside Compass Center	6/21/2024	6/21/2024	6/21/2024
155661	Graffiti on Floating Dock at P62	6/20/2024	6/20/2024	
155660	Clean Elevator (Daily Task)	6/20/2024	6/20/2024	6/22/2024
155592	Clean Elevator (Daily Task)	6/19/2024	6/19/2024	6/19/2024
155589	Graffiti on Steel Edging	6/18/2024	6/18/2024	6/27/2024
155481	Clean Elevator (Daily Task)	6/16/2024	6/16/2024	6/18/2024
155474	Clean Elevator (Daily Task)	6/15/2024	6/15/2024	6/15/2024
155451	Place Signs in Sign Holders	6/13/2024	6/13/2024	6/14/2024
155430	sticker on light pole	6/13/2024	6/13/2024	6/18/2024
154909	Clean Elevator (Daily Task)	6/12/2024	6/12/2024	6/14/2024
154898	Clean Elevator (Daily Task)	6/9/2024	6/9/2024	6/11/2024
154893	Clean Elevator (Daily Task)	6/8/2024	6/8/2024	6/8/2024
154890	Remove wet paint & caution tape from newly painted benches	6/6/2024	6/6/2024	6/7/2024
154889	Apply Anti-Graffiti Coat to WF Benches	6/6/2024	6/6/2024	8/8/2024
154888	Clean Elevator (Daily Task)	6/7/2024	6/7/2024	6/7/2024
154881	Pick Up Light Fixture from Platt Electrical	6/5/2024	6/5/2024	6/11/2024
154879	Clean Elevator (Daily Task)	6/6/2024	6/6/2024	6/6/2024
154876	Bring Graffiti Coating from 5th Ave to Paint Shop	6/4/2024	6/4/2024	6/5/2024
154874	Clean Elevator (Daily Task)	6/5/2024	6/5/2024	6/5/2024
154754	Clean Elevator (Daily Task)	6/1/2024	6/1/2024	6/4/2024
154750	Cut Lock on Habitat Beach Fence	5/30/2024	5/30/2024	6/5/2024
154748	Touch Up Water Fountain Boxes 2.0	5/30/2024	5/30/2024	6/27/2024
154742	Clean Elevator (Daily Task)	5/30/2024	5/30/2024	5/31/2024
154737	Place yellow, accordion "CLOSED" signs by elevator doors	5/28/2024	5/28/2024	5/30/2024
154731	Clean Elevator (Daily Task)	5/26/2024	5/26/2024	5/29/2024
154729	Clean Elevator (Daily Task)	5/25/2024	5/25/2024	5/25/2024
154726	Broken deck railing	5/23/2024	5/23/2024	10/25/2024
154724	Remove bollard base-COMPLETED	5/23/2024	5/23/2024	5/29/2024
154707	Bring Sign Holders from CEN to Elevator Alcove.	5/17/2024	5/17/2024	5/24/2024
154706	Sweep /Wash Dirt From Elliot Way	5/17/2024	5/17/2024	5/25/2024
154700	Bio Waste on Pier 62	5/15/2024	5/15/2024	5/17/2024
154697	Graffiti on Molly Moon signage at Habitat beach	5/15/2024	5/15/2024	5/24/2024
154695	Clean Elevator (Daily Task)	5/16/2024	5/16/2024	5/24/2024
154663	Clean Elevator (Daily Task)	5/15/2024	5/15/2024	5/15/2024
154525	Graffiti on orange barricades	5/13/2024	5/13/2024	5/13/2024
154523	P62 - Blue Graffiti on Railing	5/13/2024	5/13/2024	
154503	Clean Elevator (Daily Task)	5/9/2024	5/9/2024	5/14/2024
154499	Place "No CD" Signage	5/8/2024	5/8/2024	5/8/2024
154497	Graffiti on WF signage	5/7/2024	5/7/2024	5/15/2024
154494	Clean Elevator (Daily Task)	5/8/2024	5/8/2024	5/8/2024
153328	Clean Elevator (Daily Task)	5/3/2024	5/3/2024	5/7/2024
153327	Clean Elevator (Daily Task)	5/3/2024	5/3/2024	5/2/2024
153293	Clean Elevator (Daily Task)	5/1/2024	5/1/2024	5/2/2024
153292	graffiti	4/30/2024	4/30/2024	4/30/2024

## Maintenance Data: Work Order System Log Cont.

Work Order	Description	Sched. Start Date	Sched. End Date	Date Completed
153165	Clean Elevator (Daily Task)	4/28/2024	4/28/2024	4/30/2024
153164	Return One (1) Bucket of Graffiti Coating to Warehouse	4/26/2024	4/29/2024	4/27/2024
153155	Clean Elevator (Daily Task)	4/26/2024	4/26/2024	4/27/2024
153153	Graffiti on cement block next to bike trail	4/24/2024	4/24/2024	5/7/2024
153132	Throw sign away	4/23/2024	4/23/2024	4/24/2024
153130	Send Mobile Pressure Washer Serial # to Owen; attach asset tag	4/22/2024	4/22/2024	5/15/2024
153129	Fill sandbags with sand	4/22/2024	4/22/2024	4/24/2024
153128	non graffiti on light pole	4/22/2024	4/22/2024	4/25/2024
153118	Light bar on pier 62 railing hanging down	4/21/2024	4/21/2024	4/24/2024
153115	Clean Elevator (Daily Task)	4/20/2024	4/20/2024	4/25/2024
152927	pick up new wagon and water tank Pressure washer	4/18/2024	4/18/2024	4/25/2024
152925	Remove graffiti on Pier 62 railing	4/17/2024	4/17/2024	4/17/2024
152923	garbage and recycle bins latch repair	4/17/2024	4/17/2024	4/17/2024
152920	Clean Elevator (Daily Task)	4/17/2024	4/17/2024	4/19/2024
152913	Garbage can doors won't stay shut	4/15/2024	4/15/2024	4/15/2024
152912	Remove scooter from pier 62	4/15/2024	4/15/2024	4/15/2024
152911	Stain on Pier 62	4/15/2024	4/15/2024	4/15/2024
152910	Stain on Pier 62	4/15/2024	4/15/2024	
152873	Graffiti - Pier 62	4/12/2024	4/12/2024	4/17/2024
152869	Graffiti on WA St. Boat Landing	4/11/2024	4/11/2024	4/25/2024
152866	Log Stuck at Habitat Beach	4/10/2024	4/10/2024	6/3/2024
152865	Blood on the Seabearer Artwork	4/10/2024	4/10/2024	4/11/2024
152835	Graffiti on Habitat Beach Artwork	4/4/2024	4/4/2024	4/15/2024
152819	Clean Elevator (Daily Task)	4/1/2024	4/1/2024	4/16/2024
152815	graffiti	3/31/2024	3/31/2024	4/1/2024
152813	graffiti	3/31/2024	3/31/2024	3/31/2024
152812	graffiti	3/31/2024	3/31/2024	3/31/2024
152811	graffiti on wall	3/31/2024	3/31/2024	4/1/2024
152810	Clean Pier 62 with Trivese Machine	4/1/2024	4/1/2024	4/30/2024
152809	Inspect Floating Dock Equipment and Tighten Bolts	4/1/2024	4/7/2024	4/19/2024
152808	Inspect Light Penetrating Surfaces	4/1/2024	4/1/2024	4/25/2024
152593	graffiti	3/25/2024	3/25/2024	3/28/2024
152588	graffiti	3/24/2024	3/24/2024	3/24/2024
152587	graffiti	3/24/2024	3/24/2024	3/24/2024
152582	Cedar Grove Compost Service	3/22/2024	3/22/2024	
152574	Clean Elevator (Daily Task)	3/21/2024	3/21/2024	3/22/2024
152550	Pier 62 Breaker Blown	3/15/2024	3/15/2024	3/15/2024
152549	Pier 62 Rail Lights	3/15/2024	3/15/2024	4/16/2024
152498	Deliver Extra Trash / Recycle Bins	3/11/2024	3/11/2024	3/11/2024
152488	Clean Elevator (Daily Task)	3/8/2024	3/8/2024	3/20/2024
152481	Clean Elevator (Daily Task)	3/6/2024	3/6/2024	3/7/2024
152480	Clean Elevator (Daily Task)	3/5/2024	3/5/2024	3/5/2024
152479	graffiti removal on planter boxes	3/5/2024	3/5/2024	3/5/2024
152478	water puddle	3/5/2024	3/5/2024	3/5/2024

## Maintenance Data: Work Order System Log Cont.

Work Order	Description	Sched. Start Date	Sched. End Date	Date Completed
152472	Several Stickers on Union St. Bridge	3/4/2024	3/4/2024	3/6/2024
152470	Set Up Wheeled Trash Bins & Bring to Union	3/4/2024	3/4/2024	3/24/2024
152451	Remove Graffiti from Steel Edging	2/29/2024	2/29/2024	3/5/2024
152450	Touch Up Water Fountain Boxes	2/27/2024	2/27/2024	3/19/2024
152304	Pick Up & Measure Signs from FWS	2/26/2024	2/26/2024	2/26/2024
152297	Graffiti on Floating Dock	2/28/2024	2/28/2024	3/28/2024
152286	Clean Elevator (Daily Task)	2/27/2024	2/27/2024	2/29/2024
152285	Clean Elevator (Daily Task)	2/26/2024	2/26/2024	2/29/2024
152284	Clean Elevator (Daily Task)	2/25/2024	2/25/2024	2/29/2024
152261	Push broom puddles to disperse water	2/20/2024	2/20/2024	2/21/2024
152256	graffiti on barrel	2/19/2024	2/19/2024	2/19/2024
152255	graffiti electrical box	2/19/2024	2/19/2024	2/19/2024
152250	Clean Elevator (Daily Task)	2/20/2024	2/20/2024	2/22/2024
152249	Clean Elevator (Daily Task)	2/19/2024	2/19/2024	2/22/2024
152248	Clean Elevator (Daily Task)	2/18/2024	2/18/2024	2/22/2024
152201	graffiti on electric box	2/14/2024	2/14/2024	2/14/2024
152198	screw loose trip hazard	2/14/2024	2/14/2024	2/14/2024
152187	Several Graffiti Instances at Union St. Bridge	2/13/2024	2/13/2024	2/22/2024
152156	Vacuum Elevator Door Track (Weekly)	2/12/2024	2/18/2024	2/18/2024
152108	Vacuum Elevator Door Track (Weekly)	2/5/2024	2/11/2024	2/18/2024
152104	Walkway trip, Hazard	2/3/2024	2/3/2024	2/13/2024
152103	Graffiti on Crosswalk signals N and S of University st	2/2/2024	2/2/2024	2/2/2024
151979	Vacuum Elevator Door Track (Weekly)	1/29/2024	2/4/2024	2/7/2024
151973	graffiti on light pole	1/25/2024	1/25/2024	1/26/2024
151972	Stickers on Bridge	1/25/2024	1/25/2024	1/26/2024
151969	Graffiti / Tagging on construction barrier	1/25/2024	1/25/2024	
151937	Graffiti on fence artwork	1/22/2024	1/22/2024	1/26/2024
151932	Vacuum Elevator Door Track (Weekly)	1/22/2024	1/28/2024	1/24/2024
151905	URGENT - Elevator cleaning needed	1/16/2024	1/16/2024	1/16/2024
151904	Move sign to storage	1/16/2024	1/16/2024	1/16/2024
151892	Vacuum Elevator Door Track (Weekly)	1/15/2024	1/21/2024	1/16/2024
151872	Missing tile near Ferry Terminal	1/10/2024	1/10/2024	1/10/2024
151871	Missing tile just south of the Mithun Building	1/10/2024	1/10/2024	1/10/2024
151863	tile missing in ferry entrance crosswalk	1/7/2024	1/7/2024	1/10/2024
151861	Vacuum Elevator Door Track (Weekly)	1/8/2024	1/14/2024	1/16/2024
151859	broken glass block	1/5/2024	1/5/2024	1/5/2024
151858	Trip Hazard	1/5/2024	1/5/2024	1/5/2024
151857	Paint Water Fountain Boxes for Graffiti Removal	1/5/2024	1/5/2024	2/20/2024
151854	Bring One (1) Container Ramp to Pier 62	1/4/2024	1/4/2024	1/5/2024

## Stakeholder Survey

Metric	Assessment Criteria	Measurement	Results	Status
Stakeholder Survey	Over 80% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Maintenance Provider.	%	92%	MET

## Survey Summary

The following partner agencies were surveyed on park maintenance.

- Office of the Waterfront & Civic Projects
- Seattle Parks and Recreation
- Downtown Seattle Association
- Pike Place Market
- Seattle Aquarium

Overall, our partners are extremely satisfied or very satisfied with the maintenance of Waterfront Park. They indicated they are confident in maintenance getting taken care of prior and after it being reported. There was also a positive response to the Seattle Center's presence in the park.

Partners also felt that they were confident in Seattle Center's management team and that they have proactive communication about what is happening in the park.

### Overall, how satisfied with park maintenance are you?

"From a partner agency or outsider perspective, I think the park looks great and is definitely shaping up. Every time I am on the waterfront, I see staff be present and engaged. All of the open areas look clean and well cared for. Active stewardship of the space is evident."

### How would you rate the maintenance of Waterfront Park?

4.67

Average Rating



## Executive Stakeholder Review

Metric	Assessment Criteria	Measurement	Results	Status
Stakeholder Executive Review	Over 80% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Maintenance Provider.	%	MET	MET

## Survey Summary

Leaders from key partner organizations met to review and discuss how things are going with waterfront programming and operations, with a focus on daily operations and relationships between the partners. Overall, the feedback was overwhelmingly positive about the new Waterfront Operations team and their effectiveness at maintaining and ensuring public safety in the park, providing metrics to measure performance, and being proactive in coordinating with the partners.

There were several emerging issue areas discussed where the group suggested more focus, including involvement and participation from Oversight Committee members on park inspection. SDOT's maintenance scope of work and funding was also an item for discussion.

The following partner organizations were included in the discussion:

- Alliance for Pioneer Square
- Downtown Seattle Association
- Friends of Waterfront Park
- Pike Place Market
- Seattle Aquarium
- Seattle Historic Waterfront Association

# SCORE SHEETS

Evaluator Name:

PROGRAMMING & ACTIVATION EVALUATION							
Item	Evaluation Type	Performance Standard	Score Value	Self Score	Met/N ot Met?	CWOC Score	Met/N ot Met?
1	Public Satisfaction Survey	85% of survey respondents view offered amenities/installations, programs, and events positively.	4	4	YES		
2	Park Use	Attendance tracking and observation surveys show that park visitation represents a diverse range of park users utilizing the park for various uses.	4	4	YES		
3	Accessibility Survey	85% of survey responses can identify ways to access the waterfront and have positive feedback.	2	2	YES		
4	Outreach Survey	85% of survey respondents can identify and respond positively to outreach initiatives outlined in the engagement strategies (see baseline criteria).	2	2	YES		
5	Community Connections Committee (CCC)	The CCC meetings generate positive outcomes that lead to community driven programming initiatives. The Operating Licensee has also made clear effort to promote meeting attendance and engagement.	2	2	YES		
6	Accessibility Initiatives	At least 5% of all users benefit from and utilize transportation accessibility strategies.	1	1	YES		
7	Engagement Strategies	All ongoing website, social media platforms, and email listserve are actively maintained to stay current with local demographics and programming. 50% of total events and programs that have a targeted audience of 250+ have engaged outreach strategies outside of social media platforms annually.	1	1	YES		
8	Park Programming Schedule	The schedule of amenities, installations and park programming and events is met every month per the Management Agreement and 85% of programming and events are free to the public.	4	4	YES		

# SCORE SHEETS

Evaluator Name:

## PROGRAMMING & ACTIVATION EVALUATION

Item	Evaluation Type	Performance Standard	Score Value	Self Score	Met/ Not Met?	CWOC Score	Met/ Not Met?
9	Program & Event Type and Frequency Survey	85% of survey respondents view offered amenities/installations, programs, and events as sufficient in frequency and type.	3	3	YES		
10	Programming Survey	85% of survey respondents believe that offered programming is diverse in nature	2	2	YES		
11	Park Programming Panel (PPP)	The PPP meeting generates positive outcomes that foster inclusive, community curated programs. The Operating Licensee has also made clear effort to promote meeting attendance and inclusivity.	1	1	YES		
12	Stakeholder Survey	Over 85% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Operating Licensee.	2	2	YES		
13	Stakeholder Executive Review	Over 85% of executive review summaries are positive in nature and reveal a supportive response to Operating Licensee.	2	2	YES		
Note: A score of 27 points out of a possible 30 points (90%) indicates standard is met (Pass)			30	30	YES		



# PROGRAMMING & ACTIVATION

## Public Satisfaction Survey

Survey	Standard	Results	Status
Park Experience	85%	90%	MET
Program Experience	85%	93%	MET
Pier 62	85%	86%	MET
Program Activation	85%	93%	MET
Waterfront Park	85%	88%	MET

### Summary

Waterfront Park’s visitor satisfaction evaluation was refined for accuracy, transparency, and representativeness. A multi-survey approach was used to assess if at least 85% of visitors positively viewed park amenities, installations, programs, and events.

Key updates in methodology include:

- Integrated five distinct surveys to capture a broader and more balanced understanding of visitor experiences.
- Data was weighted based on response size, survey mode, statistical reliability, and relevance to performance standards for a fair and accurate representation.
- Responses were gathered on both event and non-event days to reduce bias from only surveying programmed events.

This evaluation identified key trends and findings. 90% of respondents expressed positive sentiment, exceeding the 85% performance standard. While overall satisfaction is strong, variability across survey instruments suggests areas for improvement in measurement and outreach.

The performance standard’s phrasing required clarification. “Positively” included Likert scale satisfaction ratings and sentiment analysis from open-text responses. These adjustments enhance accuracy and align with visitor expectations.

### Findings and Interpretation

1. An 90% satisfaction score shows most visitors have a positive view of Waterfront Park’s amenities, installations, programs, and events.
2. Surveys with smaller sample sizes and higher margins of error contributed less to the final score to ensure statistical accuracy.
3. The highest satisfaction levels were observed in event-based surveys, while general park experience surveys showed slightly lower ratings, highlighting potential differences in visitor experiences between regular visits and special events.

# PROGRAMMING & ACTIVATION

## Park Use

### Observational Study Results

Date	Location	Weather	Time Period
7/17/24	Pier 62	Cloudy, 85F	3:40-5 PM
8/3/24	Kiosk 1-2	Sunny, 70F	11:15 AM - 1 PM
8/3/25	Kiosk 3-4	Sunny, 70F	11:15 AM - 1 PM
8/15/24	Kiosk 3-4	Sunny/Overcast	2 PM - 4:30 PM
8/16/24	Pier 62	Cloudy, 71F	2 PM - 4:30 PM

Gender Identities	Totals
Female	244
Male	218
Unknown	244

Race/Ethnicities	Totals
Asian	96
Middle Eastern	12
White	236
Black	51
Latine	48
Native	4
Other	4

Age Range	Totals
> 5	35
Youth (5-17)	80
Adult (18-64)	302
Seniors (65+)	80

Activities	Totals
Standing	88
Sitting	155
Laying Down	2
Assisted Movement	41
Entered Pop-Up Kiosk	52
Eating/ Drinking	41
Reading	15
Wheel sport	18
Soccer	29
Floating Dock	32
Dog Walking	1
Games	50
View deck	33
Jogging	1
Other	95

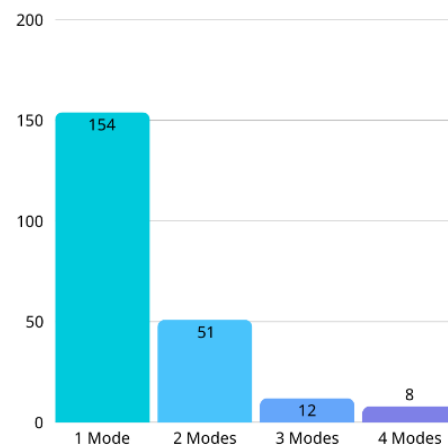
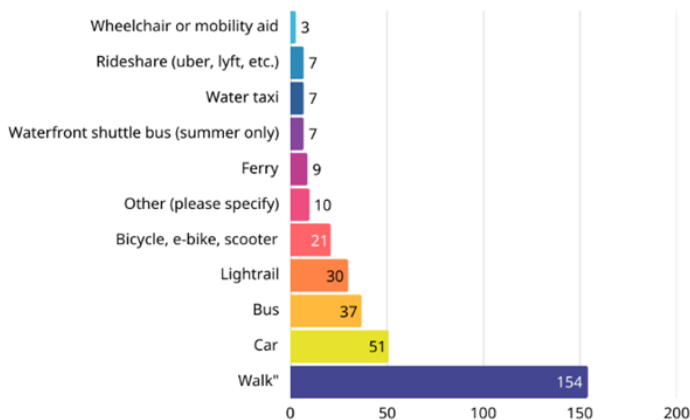
## Accessibility Survey

### Questionnaire Results

Metric	Assessment Criteria	Measurement	Results	Status
Transportation Identification	At least one mode of transportation was identified	Yes/No	Yes (100%)	MET
Positive Feedback	Positive Feedback $\geq$ 85%	%	87.7% Positive Feedback	MET

### Summary

This evaluation assessed visitor awareness of transportation options and accessibility satisfaction at Waterfront Park. Survey data from multiple sources revealed that the majority of respondents **successfully identified transportation methods** to access the waterfront and reported a positive overall experience. To ensure accuracy, weighting adjustments were applied to account for survey design inconsistencies, response biases, and Likert scale formatting issues. Despite limitations in sample size and the structure of accessibility-related questions, the final weighted satisfaction score exceeded the 85% performance benchmark, confirming that accessibility awareness and satisfaction levels met expectations. Key findings indicate that respondents overwhelmingly reported having **at least one accessible transportation option**, but open-text responses highlighted specific mobility barriers, including limited public transit options near the waterfront and challenges with seating and pathways. These insights suggest that while overall accessibility is strong, future improvements could enhance ease of access and visitor convenience.



# PROGRAMMING & ACTIVATION

## Outreach Survey

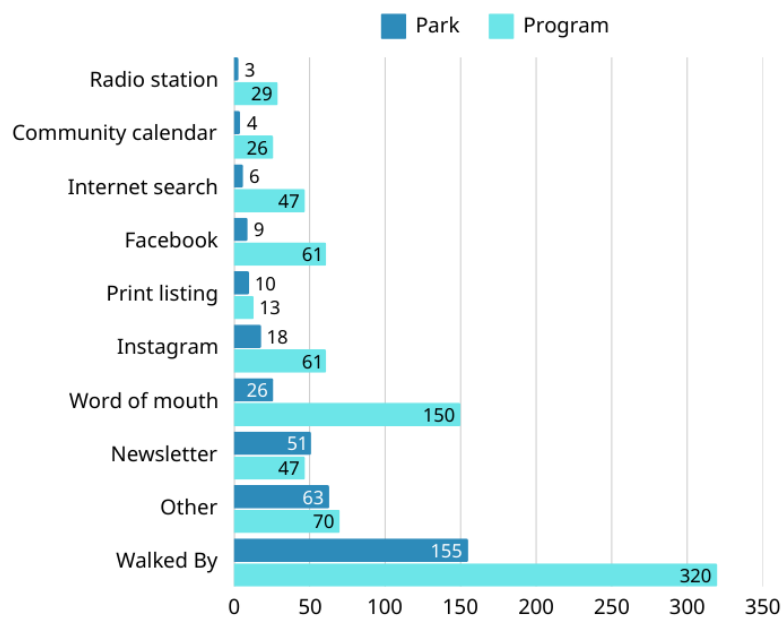
### Questionnaire Results

Metric	Assessment Criteria	Measurement	Results	Status
Outreach Identification	At least one outreach was identified	Yes/No	Yes	MET
Positive Feedback	Positive Feedback $\geq$ 85%	%	92%	MET

### Summary

This evaluation assesses the effectiveness of Waterfront Park’s outreach initiatives by analyzing visitor awareness, engagement levels, and satisfaction with communication efforts. Survey responses were used to determine **how visitors learned about the park**, their **familiarity with Friends of Waterfront Park**, and their **overall perception** of outreach effectiveness. Key metrics included the identification of outreach sources, effectiveness of promotional strategies, and visitor sentiment regarding engagement efforts.

Findings indicate that all respondents identified at least one outreach method, and **92%** provided positive feedback on outreach effectiveness, surpassing the **85%** performance benchmark. These results suggest that Waterfront Park’s outreach strategies are successfully informing and engaging visitors, though opportunities remain to refine communication methods and expand engagement reach.



Comparison of “How did you hear about the Park or Program?”

# PROGRAMMING & ACTIVATION

## Community Connections Committee (CCC)

Metric	Assessment Criteria	Measurement	Results	Status
Committee Operational Status	Is the committee operational?	Yes/No	Yes	MET
Attendance Rate	Stakeholder Attendance Rate	%	84%	MET
Additional Engagement Activities	Types of engagements	Categories	Social Gatherings End-Of-Year Interviews Sub committees	MET
Frequency of Engagement Activities	Number of engagement types	Numerical Counts	Social Gatherings - 2 End-Of-Year Interviews - 35	MET
Community Driven Program Initiatives	At least 1 initiative was community driven	Yes/No	Provided 28 recommendations	MET

### Summary

The Community Connections Committee (CCC) initially supported community-driven programming but expanded to address accessibility, outreach, marketing, cultural representation, and visitor experience improvements. This broader scope strengthened its impact on shaping inclusivity at Waterfront Park. This year, the Friends introduced the Accessibility Advisory Committee, bringing the total number of committees to three.

The CCC remains vital to community engagement, ensuring diverse representation for informed decision-making. Its effectiveness was measured by attendance and outreach, achieving an 84% attendance rate. The committee facilitated two engagement activities per meeting cycle and contributed to 28 programming initiatives, solidifying its role in community-driven decision-making.

The CCC has significantly influenced community-driven initiatives at Waterfront Park, ensuring programming aligns with community needs. Elizabeth Ralston, who led Friends' inaugural accessibility audit, will continue refining the committee's structure as a member and consultant until 2025.

# PROGRAMMING & ACTIVATION

## Accessibility Initiatives

Metric	Assessment Criteria	Measurement	Results	P/F
Accessibility Strategy	Presence of a defined transportation accessibility strategy.	Yes/No	Yes	MET
Shuttle Accessibility Impact	At least 2% of visitors utilize accessibility strategies.	%	13.5% of total park visitors	MET

## Waterfront Shuttle Key Figures

Category	2024	2023
Total Ridership	66,187	14,062
Average Daily Ridership/Day	575	182
Highest Ridership	1,043 (7/18)	329 (8/6)
Busiest Stop	Seattle Center	Seattle Center
Weeks Operated	16	11
Vehicles	3	2
Surveys Submitted	366	130

## Summary

Waterfront Shuttle Program played a key role in improving transportation accessibility at Waterfront Park in 2024, exceeding the 2% accessibility benchmark by serving **13.5%** of total park visitors. Over 16 weeks, the shuttle operated six stops between Seattle Center and King St. Station, accommodating 66,187 riders, a **130% increase** from 2023. Additionally, the Community Connections Committee (CCC) advanced accessibility efforts by enhancing outreach on transportation options and prioritizing clear communication across digital platforms to support visitor access.

# PROGRAMMING & ACTIVATION

## Engagement Strategies

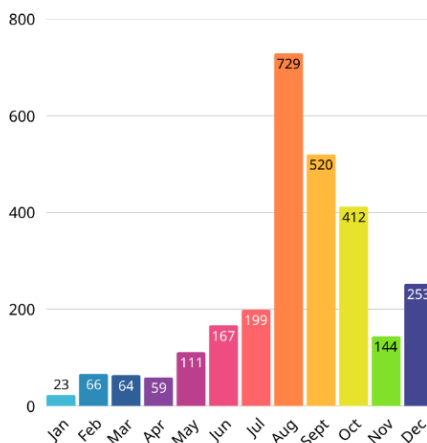
Metric	Assessment Criteria	Measurement	Results	Status
Website Maintenance	Website is actively updated with new pages, blog posts, and event information.	Yes/No	Yes	MET
Social Media Activity	Regular posts and engagement across social media platforms (Facebook, Instagram, LinkedIn, Threads, X).	Yes/No	Yes	MET
Email Outreach	Email newsletters are maintained and sent to subscribers.	Yes/No	Yes	MET
Event Outreach Implementation	At least 50% of events and programs with an estimated audience of 250+ incorporate outreach beyond social media.	100% via email/web 75% through ads	75-100%	MET

### Summary

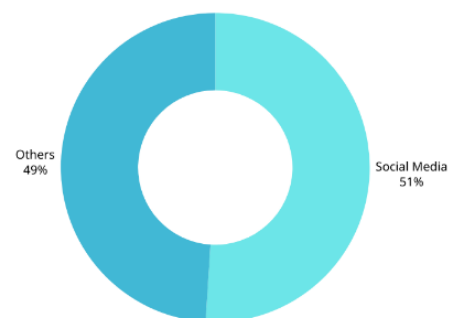
Friends of Waterfront Park employs a multi-channel engagement strategy to inform the public about park programs, events, and accessibility through its website, social media, newsletters, advertising, radio promotions, and community calendar listings. In 2024-2025, outreach efforts generated **698,384** social media impressions, **11,786** engagements, and a **50%** average email open rate, with over half of major events incorporating non-social media outreach.

Efforts to enhance accessibility included translated materials, website updates, and printed outreach in key community languages. This evaluation confirms that engagement strategies met performance standards, with future efforts focused on sustaining multi-platform outreach and expanding audience engagement tracking.

Newsletter Subscription Counts by Month



Social media dominated event promotion



# PROGRAMMING & ACTIVATION

## Park Programming Schedule

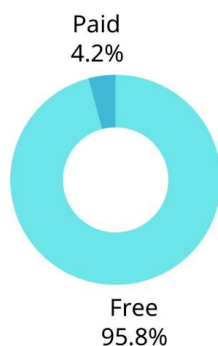
Metric	Assessment Criteria	Measurement	Results	Status
Programming Schedule	The schedule of amenities, installations, and park programming is met every month per the Management Agreement.	Yes/No	Programming and activations recorded and analyzed for each month.	MET
Free & Accessible Programming	At least 85% of programming and events are free to the public.	%	96% of programs were free to the public (all except Afropunk Seattle).	MET

## Summary

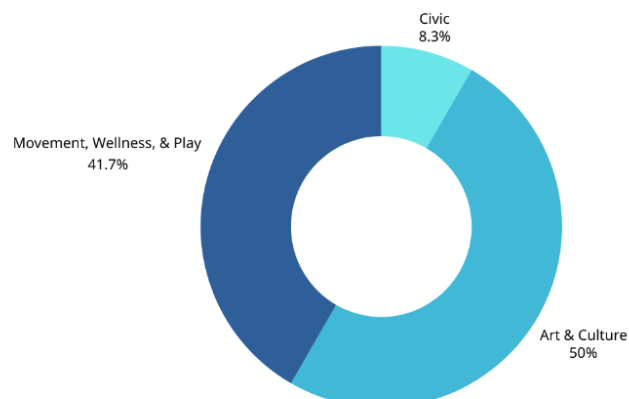
Waterfront Park hosted a diverse range of programs and activations throughout the year, ensuring accessible engagement in arts, wellness, and civic programming. Programs included structured activities, while activations introduced interactive elements to enhance the visitor experience. Attendance tracking captured participation in both one-time events and recurring series, allowing for a comprehensive assessment of community engagement.

This evaluation examines program delivery and attendance data to measure the reach and impact of Waterfront Park's offerings. Attendance was tracked across **56** completed service sessions, totaling **30,743** attendees. The results indicate strong participation levels, demonstrating the park's success in delivering diverse and inclusive programming. Notably, all programs were free to the public except for AFROPUNK Seattle, maintaining a high standard of accessibility. These findings affirm the park's commitment to providing engaging and inclusive experiences while identifying opportunities for further outreach and engagement growth.

Percentage of Free Programming



Category Percentages by Type





# PROGRAMMING & ACTIVATION

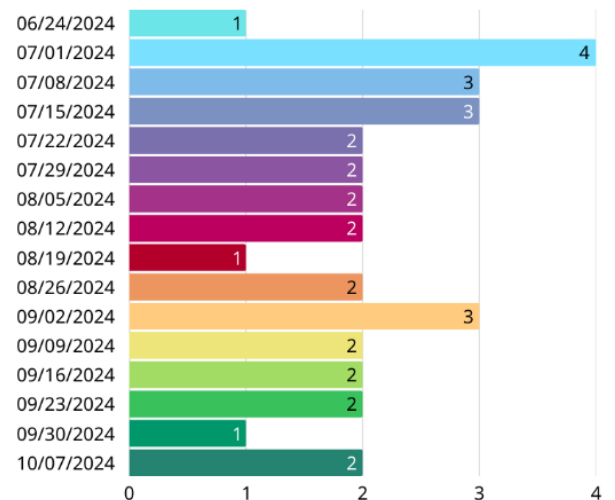
## Program & Event Type and Frequency Survey

Metric	Assessment Criteria	Measurement	Results	Status
Amenity & Installation number & variety of Satisfaction	Percentage of respondents who viewed it sufficient	93%	Not able to measure	MET
Frequency	Was programming scheduled each month?	Yes/No	Yes	MET
Variety	Did programming include Art & Culture, Movement & Wellness, and Civic Engagement?	Yes/No	Yes	MET

### Summary

This evaluation assesses whether visitors perceive Waterfront Park’s programs, activations, and amenities as sufficient. Unlike other satisfaction-based standards, it lacks a direct survey question. Instead, it relies on categorical indicators like program frequency, seasonal distribution, and event diversity.

The analysis confirmed consistent year-round programming with 67 activations across months. Programs balanced Art & Culture (12), Movement, Wellness & Play (10), and Civic Engagement (2), ensuring accessibility. However, limited survey data (62 responses) and ongoing construction hindered direct evaluation of visitor perceptions. While program offerings and attendance (30,743 total attendees) indicate strong engagement, further refinements to survey design are needed to better measure visitor satisfaction with programming frequency and variety in future assessments.



Weekly Distribution of programs from June to October 2024

# PROGRAMMING & ACTIVATION

## Programming Survey

Metric	Assessment Criteria	Measurement	Results	P/F
Programming Diversity Perception	85% of respondents view programming as diverse in nature.	%	89% of respondents rated programming diversity positively.	MET

### Data Collection

Data Source	Description
Program Experience Survey	Collected structured responses on program diversity perception (e.g., "The program celebrated Seattle: the waterfront, the cultures, and/or the people.")
Program Activation Survey	Collected structured responses on program diversity perception (e.g., "The program celebrated Seattle: the waterfront, the cultures, and/or the people.")
Sentiment Analysis of Open-Text Responses	Analyzed qualitative feedback on programming themes to gauge overall sentiment (positive, neutral, negative).

## Summary

This performance metric assesses whether at least 85% of survey respondents perceive programming as diverse, reflecting Seattle’s waterfront, cultures, and communities. It closely aligns with **P3.2 (Program & Event Type Frequency Survey)** and **P1.1 (Public Satisfaction Survey)**, both of which evaluate program diversity, frequency, and public perception, though this metric specifically focuses on cultural representation.

To measure program diversity, two survey data sources were analyzed: a structured question assessing whether the program celebrated Seattle’s identity. A weighted average of satisfaction scores from both surveys gave an **89%** belief level, exceeding the 85% benchmark and confirming the public’s recognition of diverse programming.

# PROGRAMMING & ACTIVATION

## Park Programming Panel (PPP)

Metric	Assessment Criteria	Measurement	Results	Status
Panel Meetings	Meeting Completion Verification	Yes/No	Yes	MET
Attendance Rate	Meeting Attendance Rate	%	84%	MET
Community Representation (Inclusivity)	Types of Communities Represented	Categories	Indigenous, BIPOC, Accessibility	MET
Program Inclusivity Recommendations	At least 1 recommendation is inclusivity focused	Yes/No	Panel provided 23 recommendations	MET
Program Community Recommendations	At least 1 recommendation is community focused	Yes/No	Panel provided 4 recommendations	MET

### Summary

The **Community Connections Committee (CCC)**, **Pulling Together Committee (PTC)**, and **Accessibility Advisory Committee (AAC)** collectively fulfill the objectives of the **Park Programming Panel (PPP)** by providing structured input on program selection, event accessibility, and community representation. Rather than operating as a separate entity, these committees ensure that programming at Waterfront Park remains diverse, inclusive, and community driven.

The integrated approach of these committees has effectively advanced inclusive programming, with attendance benchmarks aligning with CCC participation rates, indicating consistent engagement in decision-making. Additionally, multiple committee-led program recommendations have been reviewed and implemented, reinforcing their direct influence on park programming. The demographic composition of committee members further ensures diverse community perspectives, supporting equitable program development at the waterfront.

# PROGRAMMING & ACTIVATION

## Stakeholder Survey

Metric	Assessment Criteria	Measurement	Results	Status
Stakeholder Survey	Over 80% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Licensee.	80%	83%	MET

## Summary

The following partner agencies were surveyed on park programming and activation.

- Office of the Waterfront & Civic Projects
- Seattle Parks and Recreation
- Downtown Seattle Association
- Pike Place Market
- Seattle Aquarium

Overall, our partners are very satisfied with the programming and activation in the park and look forward to additional portions of the park being open for coordination around programs and events.

Overall, how satisfied with the programming/activation of Waterfront Park are you?



# PROGRAMMING & ACTIVATION

## Executive Stakeholder Review

Metric	Assessment Criteria	Measurement	Results	Status
Stakeholder Executive Review	Over 80% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Operating Licensee.	%	MET	MET

## Summary

Leaders from key partner organizations met to review and discuss how things are going with waterfront programming and operations, with a focus on daily operations and relationships between the partners. Overall, the feedback was overwhelmingly positive about the new Waterfront Operations team and their effectiveness at maintaining and ensuring public safety in the park, providing metrics to measure performance, and being proactive in coordinating with the partners.

There were several emerging issue areas discussed where the group suggested more focus, including developing long-term strategies to sustain the waterfront transit shuttle service.

The following partner organizations were included in the discussion:

- Alliance for Pioneer Square
- Downtown Seattle Association
- Friends of Waterfront Park
- Pike Place Market
- Seattle Aquarium
- Seattle Historic Waterfront Association

# SCORE SHEETS

Evaluator Name:

PUBLIC SAFETY EVALUATION							
Item	Evaluation Type	Performance Standard	Score Value	Self Score	Met/N ot Met?	CWOC Score	Met/N ot Met?
1	Incident Resolution	Maintain a minimum 80% rate of incident resolution without reaching third level enforcement response (Park Rangers, SPD).	3	3	YES		
2	Repeat Incidents	Maintain minimal repeat rules violation occurrences from same persons. Less than 5% of all rule violations from repeat offenders.	2	2	YES		
3	Graffiti	Graffiti incident communication logs confirm a proactive coordination effort with the Maintenance Provider to maintain prompt graffiti notification and removal.	1	1	YES		
4	Social Service Outreach	Operating Licensee actively maintains a social service outreach program for the Waterfront.	3	3	YES		
5	Social Service Survey	85% of partner/stakeholder organization survey responses are positive in nature.	2	2	YES		
6	Camping	Outreach and safety/security reports show that overnight sleeping and encampments have been actively discouraged by public safety personnel.	1	1	YES		
7	Training Logs	Training logs indicate full adherence to defined staff training schedules.	2	2	YES		
8	Staff Training Survey	85% of staff training survey responses are positive in nature.	1	1	YES		
9	Stakeholder Survey	Over 85% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Operating Licensee.	2	2	YES		

# SCORE SHEETS

Evaluator Name:

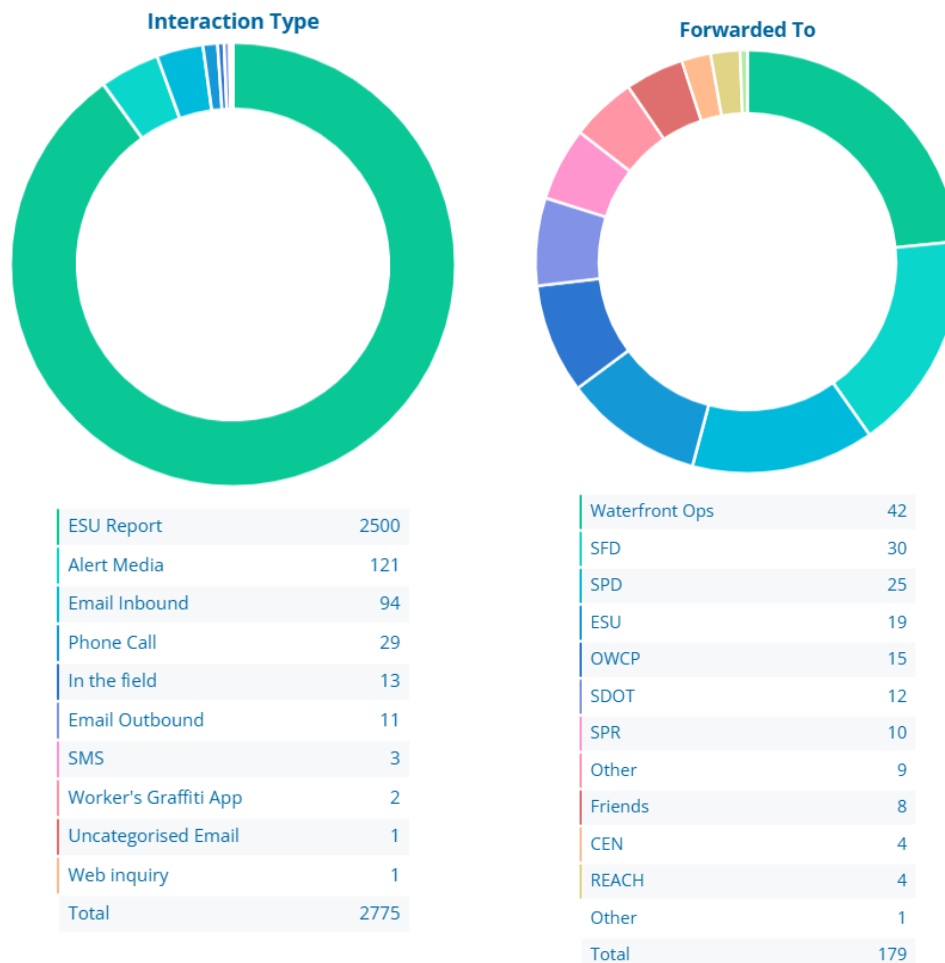
PUBLIC SAFETY EVALUATION							
Item	Evaluation Type	Performance Standard	Score Value	Self Score	Met/Not Met?	CWOC Score	Met/Not Met?
10	Stakeholder Exec. Review	Over 85% of executive review summaries are positive in nature and reveal a supportive response to Operating Licensee.	2	2	YES		
11	Incident Tracking	90% of logged incidents include baseline reporting criteria and follow incident response matrix with necessary staff being notified.	1	0	NO		
12	Active Coordination	All notifications and reports (100%) are provided to the Necessary personnel/agencies within timeframes defined in the incident response protocols (Incident Response Matrix - appendix B).	1	0	NO		
Group Performance Standard Score			21	19	YES		

## Incident Resolution

Metric	Assessment Criteria	Measurement	Results	Status
Incident Resolution	Maintain a minimum 80% rate of incident resolution without reaching third level enforcement response (Park Rangers, SPD).	Yes/no	Yes (98%)	MET

## Summary

Of the **2775 interactions** in the park, **55 cases** were forwarded to third level enforcement parties like Seattle Police Department or Seattle Fire Department. This accounts for about **0.02%** of interactions.



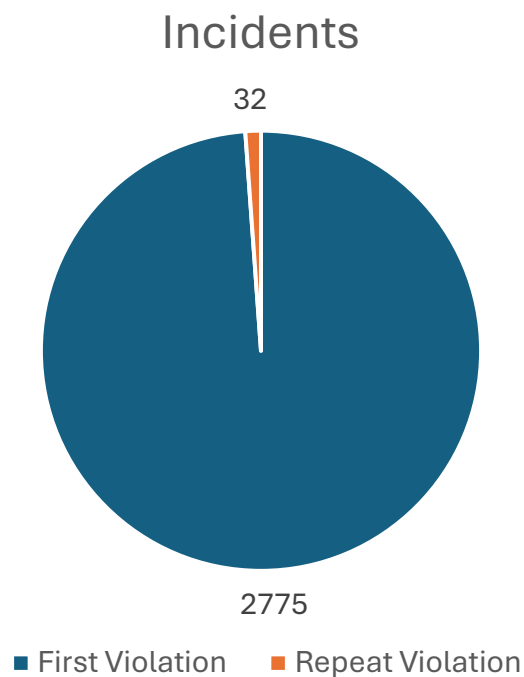


## Repeat Incidents

Metric	Assessment Criteria	Measurement	Results	P/F
Repeat Incidents	Maintain minimal repeat rules violation occurrences from same persons. Less than 5% of all rule violations from repeat offenders.	Yes/no	0.01%	MET

## Summary

Of the **2775 interactions** in the park, **32 incidents** were committed by repeat offender who already been excluded from the park. This accounts for about **0.01%** of interactions.



## Graffiti

Metric	Assessment Criteria	Measurement	Results	Status
Graffiti	Graffiti incident communication logs confirm a proactive coordination effort with the Maintenance Provider to maintain prompt graffiti notification and removal.	Yes/No	Yes	MET

## Workers App Graffiti Data 2024

Days Open	Count of Work Orders
0	148
1	13
2	19
3	24
4	7
5	4
6	2
7	6
10	3
11	1
15	1
16	2
18	1
19	1
21	1
22	1
29	1
31	1
Grand Total	236

## Social Service Outreach

Metric	Assessment Criteria	Measurement	Evaluation Criteria	Status
Social Service Outreach Program Partnership	Is there an active partnership for social service outreach?	Yes/No	Yes	MET
Program Partnership Type	The type of the program	Category	Social Service Outreach	MET
Frequency of Outreach	Outreach occurs on a regular basis	Yes/No	Yes	MET
Documentation of Outreach Efforts	Outreach visits and services are tracked	Yes/No	Yes	MET
Stakeholder Coordination	Engagement with City & service providers	Yes/No	Yes	MET

### Summary

Friends, Seattle Center, and Evergreen Treatment Services – REACH partner to support a multi-tiered approach to public safety and social service outreach at Waterfront Park. While REACH leads **direct engagement and service coordination**, Friends **documents and reports** outreach activities, ensuring transparent tracking of service connections, referrals, and ongoing interactions.

In 2024, **813 substantive outreach encounters** were recorded, including **772 face-to-face engagements**. Notably, **82.4%** of individuals served had prior interactions with REACH, indicating sustained service relationships. The most common service needs included physical health support (**262 cases**), substance use assistance (**108 cases**), and family/community connections (**75 cases**).

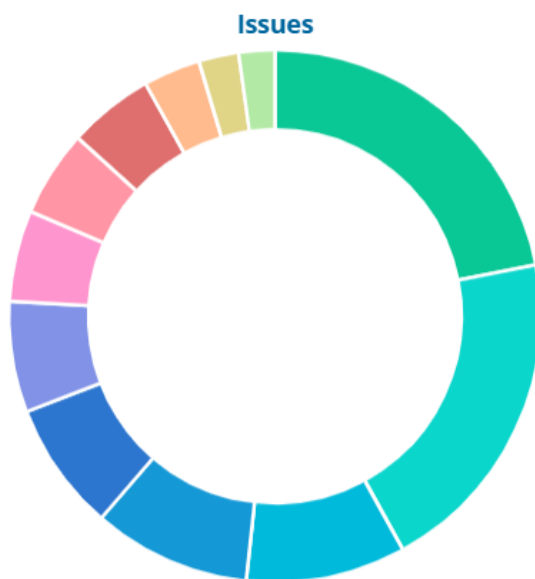
Friends' ongoing coordination with REACH and its partners, including KCRHA, UCT, The Market Commons, and Healthcare for the Homeless Network, ensures that individuals receive essential resources while fostering a safe and supportive public space. Strengthening these partnerships will enhance service accessibility and long-term outreach effectiveness at Waterfront Park.

## Camping

Metric	Assessment Criteria	Measurement	Results	Status
Camping	Outreach and safety/security reports show that overnight sleeping and encampments have been actively discouraged by public safety personnel.	Yes/No	Yes	MET

## Summary

Of the **3049** issue types during park interactions, **241 issues** were attempts to camp within park boundaries. ESU intervention during these interactions resulted in **0 total overnight** encampments.



Drug Use	550
Smoking	505
Alcohol	244
Camping Attempt	241
Welfare Check	197
Unauthorized Vehicles	169
Trespass	139
Aggressive Behavior	132
Maintenance	131
Disturbance	87
Exclusion	61
Other	593
Total	3049

## Training Logs

Metric	Assessment Criteria	Measurement	Results	Status
Training Logs	Training logs indicate full adherence to defined staff training schedules.	Yes/No	Yes	MET

## Summary

The new Seattle Center Waterfront Park Operations team has had to start from the beginning on gathering which trainings are mandatory and necessary for each position and what supplemental trainings would be good to have.

Training logs are attached – and in 2025 we will be working on standardizing our onboarding, so each employee gets the same training when they are hired. We also will be adding safety trainings for the Waterfront Operations team as requested by the team.

## Training Logs Cont.

### ESU Cornerstone Training Log

User - User Full Name	User - Position	Active Shooter Preparedness Training	Addressing Unconscious Bias as a Leader	Anti-harassment and Anti-discrimination	Bicycle Crowd Control Teams	Bomb Threat Preparedness and Response	Bomb-Making Materials Awareness	Communicating Effectively	Dealing with Microaggression as an Employee	De-Escalation	Defensive Tactics System	Handcuffing Tactics	Hazardous Materials Distance Learning	HME & Precursor Awareness for Public Safety	How to Be More Inclusive	Human Trafficking Awareness	IED Awareness and Safety Procedures	Minimizing Bias in Employment Decisions	Outdoor Heat Exposure and Heat Illness	Pepper Spray Defense	Privacy & Security Awareness	Surveillance Awareness: What You Can Do	Toxic Gas-Forming Reactions Training	Unconscious Bias	Understanding Personal Protective Equipment (	Wildfire Smoke Awareness	Workplace Belonging	Decision Making and Problem Solving
AJ	Security Officer																											
BO	Security Officer																											
BJ	Security Officer,Senior																											
CT	Security Officer																											
EW	Security Officer																											
EB	Security Officer,Senior																											
FK	Security Officer																											
GF	Security Officer																											
JS	Security Officer																											
MS	Security Officer																											
MA	Security Officer																											
SC	Security Officer																											
WP	Security Officer																											

## Training Logs Cont.

### Operations Cornerstone Training Log

User - User Full Name	User - Position	ABCs of Fall Protection	Active Shooter Preparedness Training	Anti-harassment and Anti-discrimination	Basic Spill Cleanup Procedures	Confined Spaces	Conflict Resolution For Beginners	Dangers of Distracted Driving	Dealing with Microaggression as an Employee	De-Escalating Conversations for Customer Service	Electrical Safety for Non-Electricians	Forklift Certification / Recertification Training	Humor in the Workplace	Identifying Confined Spaces	Introduction to Emergency Preparedness	Lock Out Tag Out	Minimizing Bias in Employment Decisions	Occupational Safety and Health: Blood-Borne Pathogens	Outdoor Heat Exposure and Heat Illness	Privacy & Security Awareness	Safe Backing Procedures	Sharps Handling	Spill Response	The Human in Human Resources	Understanding Personal Protective Equipment (PPE)	Victim of Distracted Driving	Waterfront Asset Protection: Landscape, Trees, & Rec.	Wildfire Smoke Awareness	Bloodborne Pathogens
DR	Grounds Maintenance Lead Worker																												
HK	Laborer																												
KP	Grounds Maintenance Lead Worker																												
KA	Laborer																												
LJ	Installation Maintenance Worker																												
LA	Laborer																												
NBH	Grounds Maintenance Crew Chief																												
PJ	Gardener																												
SS	Laborer																												
SS	Gardener, Senior																												
WE	Laborer																												

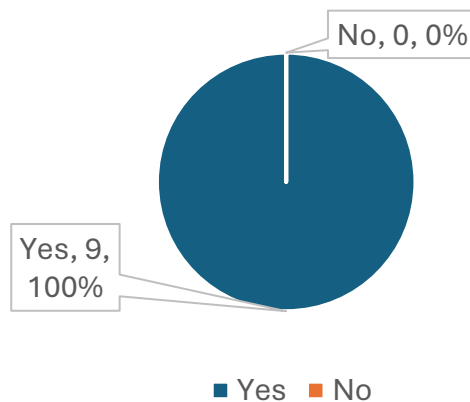
## Staff Training Survey

Metric	Assessment Criteria	Measurement	Results	Status
Staff Training Survey	85% of staff training survey responses are positive in nature.	85%	100%	MET

## Summary

Seattle Center Waterfront Operations staff members primarily reported being overall satisfied with their positions and the administration of the team. Staff were surveyed on their sentiment surrounding professional development opportunities, effectiveness of leadership team members, and levels of communication within the organization.

Overall, do you feel you adequately trained by your organization for your job?





## Social Services Survey

Metric	Assessment Criteria	Measurement	Results	P/F
Social Service Survey	85% of partner/stakeholder organization survey responses are positive in nature.	%	MET	MET

## Summary

The following partner agencies were surveyed on public safety in the park.

- Office of the Waterfront & Civic Projects
- Seattle Parks and Recreation
- Downtown Seattle Association
- Pike Place Market
- Seattle Aquarium

Overall, our partners are positive about the relationship Friends has with REACH and know who to contact if they see someone experiencing crisis's and in need of help.

● Strongly disagree
● Disagree
● Neither agree nor disagree
● Agree
● Strongly agree

REACH and/or Friends of Waterfront Park is responsive when needed for outreach



## Incident Tracking

Metric	Assessment Criteria	Measurement	Results	P/F
Incident Tracking	90% of logged incidents include baseline reporting criteria and follow incident response matrix with necessary staff being notified.	%	Unclear Data	NOT MET

## Summary

100% of incidents logged by ESU included the baseline requirements which are:

- An incident number for every occurrence
- Data/time/location
- Person reporting, names of person(s) involved
- Description of incident
- Photos of damage/scene, if available
- Resolution of incident, if applicable
- SPD report case number, if applicable

The following were completed in 2024:

- An electronic Waterfront Incident Log – tracked by Seattle Center
- Incident Response Matrix established with assigned priority levels and response protocol
- Monthly summary reports were prepared and shared with trends for adjustments, as needed

The portion of the Performance Standard that was not met was following the Incident Response Matrix in partnership with the Waterfront Operations team and Friends of Waterfront Park.

## Active Coordination

Metric	Assessment Criteria	Measurement	Results	Status
Active Coordination	All notifications and reports (100%) are provided to the Necessary personnel/agencies within timeframes defined in the incident response protocols.	%	Unclear Data	NOT MET

## Summary

Reports were not shared actively between the Emergency Services Unit, Waterfront Operations, and Friends of Waterfront Park within defined timeframes or on an ongoing basis. Changes will be in place to closely coordinate more in 2025, and confidentiality will be taken into consideration on what can be reported and when.

## Partner Stakeholder Survey

Metric	Assessment Criteria	Measurement	Results	Status
Stakeholder Survey	Over 85% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Operating Licensee.	%	100%	MET

## Summary

The following partner agencies were surveyed on park programming and activation.

- Office of the Waterfront & Civic Projects
- Seattle Parks and Recreation
- Downtown Seattle Association
- Pike Place Market
- Seattle Aquarium

Overall, our partners are very satisfied with the Public Safety in the park. They reported viewing the park as safe and welcoming to all and that they are being included on public safety coordination meetings regularly.

How would you rate the safety of Waterfront Park?

4.67

Average Rating



## Executive Stakeholder Review

Metric	Assessment Criteria	Measurement	Results	Met/Not Met
Stakeholder Executive Review	Over 80% of annual stakeholder/partner survey responses are positive and confirm a mutually supportive working relationship with Operating Licensee.	%	MET	MET

## Summary

Leaders from key partner organizations met to review and discuss how things are going with waterfront programming and operations, with a focus on daily operations and relationships between the partners. Overall, the feedback was overwhelmingly positive about the new Waterfront Operations team and their effectiveness at maintaining and ensuring public safety in the park, providing metrics to measure performance, and being proactive in coordinating with the partners.

There were several emerging issue areas discussed where the group suggested more focus, including coordinating efforts with Parking Enforcement Officers to help control parking in loading/unloading curb space.

The following partner organizations were included in the discussion:

- Alliance for Pioneer Square
- Downtown Seattle Association
- Friends of Waterfront Park
- Pike Place Market
- Seattle Aquarium
- Seattle Historic Waterfront Association