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CIVIC VOICES

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It's well established that we're experiencing a crisis in our civic discourse—and those of us serving in local government are far from immune. We've each experienced or

witnessed online harassment, aggressive behavior on the sidewalk or in the grocery store aisle, and abusive attacks from some who engage with our work at city hall and in council chambers.

At times it can feel like we are in an unwinnable situation. Why step forward to suggest a new project or innovative solution to an issue when the risk of hostility and personal attacks is so great? At times, it may seem easier to simply carry on, keep your head down, or throw some blame to those who got us into this situation.

Easier in the moment, perhaps, but I firmly believe that we stepped up to the job of local leadership because we want better. We believe in the power of local residents banding together to do amazing things for their communities, and we believe that when we search for common ground, we can overcome the challenges that divide us.

As leaders in our cities and towns, we have the opportunity to help break through the noise and negativity, foster better dialogue, and set the conditions to move us all forward. The focus of this fall 2024 edition of *Cityvision* follows that theme as we focus on how communication strengthens leader-

ship—including examples of lifting up voices that were previously unheard, engaging with community to build new energy to solve old challenges, accessing people's love of where they live to spark innovation and engagement, and taking a consensus-building approach to resolve intractable challenges.

We have a lot of work to do, but we are the right people for the job.

From the smallest, most rural cities and towns to the largest urban cities, we all strive to elevate our communities and improve the lives of our residents. By improving how we engage with each other, modeling a better approach to civic discourse, and treating each other with respect, the cities and towns of Washington will continue to provide the foundation for a strong state and lead all of us forward.

I hope you find strength and inspiration in this issue, and in dialogue with each other. It is my honor to join you in this journey.

Amy Ockerlander
Amy Ockerlander
Mayor, Duvall

Cityvision

Fall 2024



Micki Harnois at Rockford's historic Pump House, built in 1917 to service the town's water system.

DOUBLE DUTY

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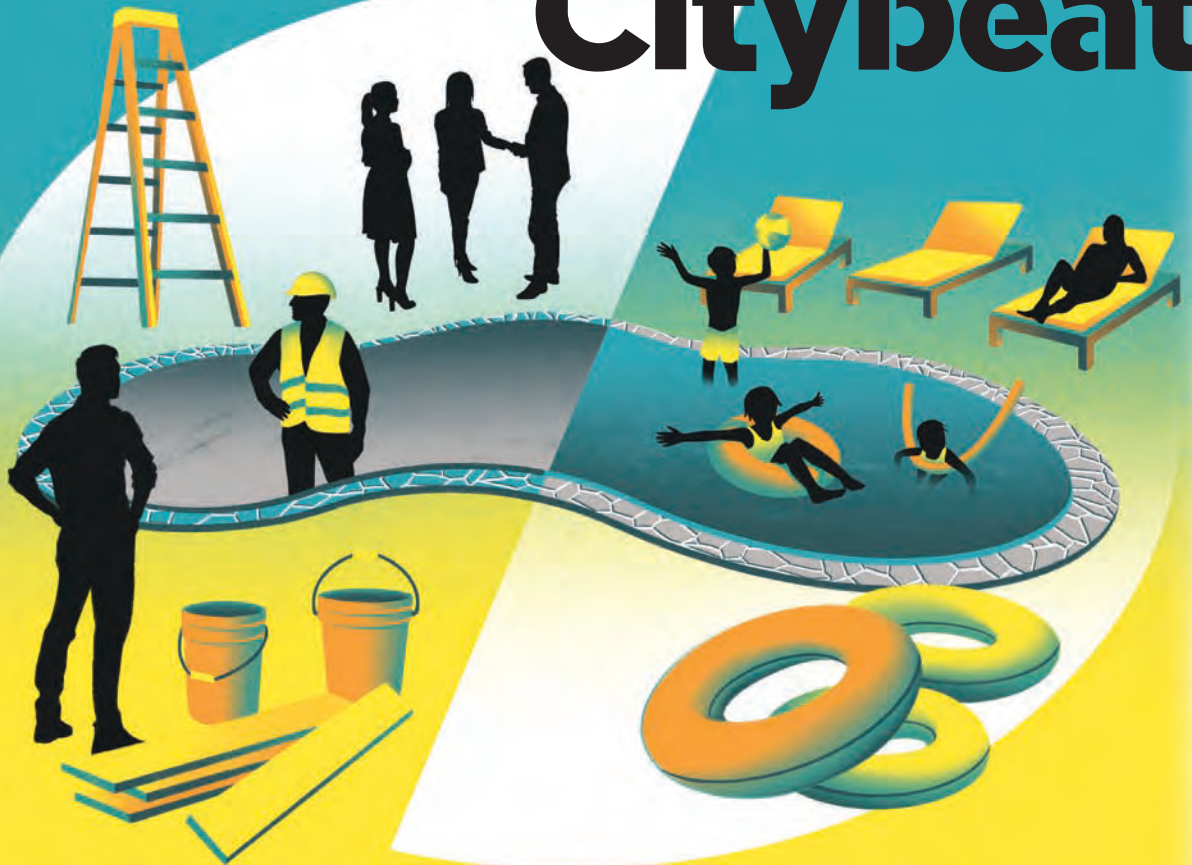
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Citybeat



Pro Tested

AWC board member, elected official, and PR professional Jillian Henze on why every city needs a communications strategy that works in good times and in bad.

JENNIFER KRAZIT

FOR THE LAST FOUR SUMMERS, Waitsburg's century-old community pool sat broken and unused. With no funding available, the city wasn't able to rebuild it.

Then Waitsburg city councilmember Jillian Henze partnered with the city's Parks and Recreation District to do something about it. As a public relations professional (she works remotely as director of communications at the Seattle Metropolitan Chamber of Commerce), Henze knew that rallying public support around the project was key. And from her experience, the first thing that needed to be done was to gather data. Collaborating with the Parks and Recreation District, Henze created a survey asking residents to rank the parks and recreation infrastructure projects that were most important to them.

"Hands down, the community said build a new pool," recalls Henze, who in July was elected to AWC's board, representing 34 cities in seven eastern Washington counties. "So we worked to get a press release into the local paper to share the survey results."

That simple survey, she says, created the momentum needed to move the moribund project forward. A year later, they gathered more data, circulating another survey to gauge whether the community would support a levy to fund a new pool.

"Support for the pool was up 10 points," says Henze. "People had seen the community was working on it; more people believed there was energy to get it done; and now we have research showing that folks would be willing to fund a levy to support a pool. That gave

CONTINUED ON P.10 ►

NOTED ► PARSING A LANDMARK SUPREME COURT RULING THE QUESTION ► HOW BEST TO ENGAGE WITH CONSTITUENTS TRAININGS ► CITY ACTION DAYS



TOOL
KIT

Progress Report

A statewide academy works to create gender balance in Washington’s local leadership.

JENNIFER KRAZIT

FOR DECADES, WOMEN HOLDING LEADERSHIP POSITIONS in local government across the country hovered at 14 percent, a number known as “the sticky 14” that seemingly would not budge. A statewide group is working to change that in Washington.

The Northwest Women’s Leadership Academy (NWWLA), sponsored by the Washington City/County Management Association (WCMA), is working to make local government better by achieving more gender-balanced leadership teams in cities and counties throughout the state.

To make strides toward gender balance, the NWWLA annually hosts a five-month training program for women

and nonbinary people working in local government to prepare them for leadership roles. Initially, the group focused on getting graduates into city and county manager and administrator positions. However, the organization found that many applicants to the academy had their sights set on other types of leadership positions—such as chief of police, deputy city manager, or director of departments like public works or parks and recreation—so the programming was modified to support those career paths as well.

A large part of the education is designed to help participants obtain the skills required to move into local government leadership roles. But even more

critical is building confidence to seek out higher-level roles and growing professional networks that can support people throughout their careers.

“We see people who won’t apply for a job if the job description has 17 requirements and the person has done only 16 of them,” says Stephanie Lucash, who is deputy city manager of Kenmore as well as past president of the WCMA and a member of the Association of Washington Cities board of directors. “Until you’ve met someone in a leadership position who looks like you, it can feel really removed from any remote possibility that you might pursue a job like that.”

The most recent curriculum addressed everything from navigating the fundamentals of local government finance and budgeting to gaining practice with public speaking and pitching policies. The academy is open to women and nonbinary

“WE BELIEVE THAT WOMEN MAKE TERRIFIC LEADERS.”

— STEPHANIE LUCASH, KENMORE DEPUTY CITY MANAGER & AWC BOARD MEMBER

individuals with a commitment to service in local government in Washington—from big cities and counties to small, rural communities—whether they are early in their careers or have worked in the public sector for a long time and are looking to take the next step. To make the academy accessible to participants from all over the state, most programming takes place virtually, with a kickoff retreat and graduation ceremony happening in person.

With each cohort of graduates, Lucash says, the academy mints new leaders who reflect the population that local government is working to serve.

“We believe that women make terrific leaders,” she adds. “When you have more women and nonbinary individuals as department heads on leadership teams in cities and counties, we think you’ll see better decisions made because they bring different perspectives. Having different perspectives represented is really important in a successful local government.”

URBAN/RURAL ADDITION

From 2014 to 2023, the state's population increased by 14.54%, with an **estimated 5,288,492 Washingtonians** living in an incorporated area. From 2023 to 2024, Washington cities saw a 1.25% increase in population.

Cities posting the greatest **POPULATION GROWTH BY NUMBER** were located in the state's largest metropolitan areas, including King, Clark, Pierce, Spokane, Whatcom, and Snohomish counties.

- #1 SEATTLE = 18,500**
- #2 VANCOUVER = 3,000**
- #3 TACOMA = 2,700**
- #4 REDMOND = 2,550**
- #5 SPOKANE VALLEY = 1,400**
- #6 BELLINGHAM = 1,310**
- #7 KENT = 1,300**
- #8 ARLINGTON = 1,240**
- #9 BOTHELL = 1,120**
- #10 SEATAC = 970**

Cities posting the greatest **POPULATION GROWTH BY PERCENTAGE** were located in more rural areas, including Adams, Lewis, Grant, Douglas, and Pend Oreille counties.

- #1 HATTON = 52.10%**
- #2 WINLOCK = 25.56%**
- #3 MATTAWA = 7.74%**
- #4 NOOKSACK = 6.59%**
- #5 ROCK ISLAND = 6.55%**
- #6 AIRWAY HEIGHTS = 6.55%**
- #7 CUSICK = 6.06%**
- #8 SULTAN = 6.01%**
- #9 ROCKFORD = 5.79%**
- #10 ARLINGTON = 5.40%**

Source: Office of Financial Management

FRESH
IDEA

FREEDOM OF SPEECH

Sunnyside introduces interpretation services at public meetings to make local government more inclusive and welcoming for the city's Spanish-speaking community.

JENNIFER KRAZIT

CITY COUNCIL MEETINGS IN SUNNYSIDE look—and, more importantly, sound—a little different these days. That's because since May, the city of 16,375 has been offering Spanish interpretation services at council meetings to better engage with the majority-minority Hispanic/Latino community. Given the demographics of this central Washington agricultural hub, where Spanish is the primary language spoken in more than 60 percent of all homes, some say diversifying the language spoken in council chambers, and among the council itself, was long overdue.

"Even though we have a makeup of 86 percent Latinos, most of whom speak only Spanish, our leadership didn't reflect that, in council or the school board, in commissions or committees," says Vicky Frausto, one of three Latino candidates who ran for and won seats on Sunnyside's council in 2023 and vowed to make language translation services one of their top priorities if elected.

City council meetings still take place in English, but now they're being augmented by a live interpreter. Spanish-speaking residents seated in council chambers or tuning in remotely from home use cellphones or computers to join via Zoom, select their language preference, and listen. If a Spanish speaker in the audience wishes to say something during a public comment period, the interpreter translates their comments back to councilmembers in English.

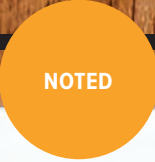
Frausto says she hopes this service will help ensure that Sunnyside's Latino community is better informed about, and can comment on, important council decisions, such as a six-year transportation improvement plan released in July. She also hopes it will allow members of the city's majority-minority population to ask the council to prioritize their particular concerns, which include everything from streamlining small business permitting to addressing building vacancies, homelessness, and nuisance animals/stray dogs.

"When you aren't engaging the community and asking them what they need, you don't really understand how to formulate policy or create resources that will truly benefit and impact our community for the better," says Frausto, a Sunnyside native whose parents moved from Mexico in the 1980s and worked as migrant farmworkers for more than 20 years. Now that the city's Spanish interpreter service has become a routine element of public meetings, Frausto is focused both on making sure Spanish speakers use it and that conducting business in both languages becomes the norm for all aspects of the city's operations.

"We've begun translating everything. All of our marketing now is being done in both English and Spanish," says Frausto, who has also begun to push to create Spanish-language community forums and listening sessions. "When you do that, you debunk a lot of misconceptions of what is going on in the community. You build understanding. And when you do that, you build trust."



For more information:
ci.sunnyside.wa.us



SUPREME COURT OF THE UNITED STATES

CITY OF GRANTS PASS, OREGON V. JOHNSON ET AL.

OPINION OF THE COURT

NO. 23–175. DECIDED JUNE 28, 2024

JUSTICE GORSUCH delivered the opinion of the Court.

Many cities across the American West face a homelessness crisis. The causes are varied and complex, the appropriate public policy responses perhaps no less so.

...

Five years ago, the U. S. Court of Appeals for the **Ninth Circuit** took one of those tools off the table. In *Martin v. Boise*, 920 F. 3d 584 (2019), that court considered a public camping ordinance in Boise, Idaho, that made it a misdemeanor to use “streets, sidewalks, parks, or public places” for “camping.” *Id.*, at 603 (internal quotation marks omitted). According to the Ninth Circuit, the Eighth Amendment’s Cruel and Unusual Punishments Clause barred Boise from **enforcing its public-camping ordinance** against homeless individuals who lacked “access to alternative shelter.” *Id.*, at 615. That “access” was lacking, the court said, whenever “there is a greater number of homeless individuals in a jurisdiction than the number of available beds in shelters.” *Id.*, at 617 (alterations omitted).

...

The **Cruel and Unusual Punishments Clause** focuses on the question what “method or kind of punishment” a government may impose after a criminal conviction, not on the question whether a government may criminalize particular behavior in the first place or how it may go about securing a conviction for that offense. *Powell*, 392 U. S., at 531–532.

...

Public camping ordinances like those before us are nothing like the law at issue in *Robinson*. Rather than **criminalize mere status**, Grants Pass forbids actions like “occupy[ing] a campsite” on public property “for the purpose of maintaining a temporary place to live.” Grants Pass Municipal Code §§5.61.030, 5.61.010; App. to Pet. for Cert. 221a–222a.

...

Doubtless, the Ninth Circuit’s intervention in *Martin* was well-intended. But since the trial court entered its injunction against **Grants Pass**, the city shelter reports that utilization of its resources has fallen by roughly 40 percent. See Brief for Grants Pass Gospel Rescue Mission as **Amicus Curiae** 4–5.

...

Yes, people will disagree over which **policy responses** are best; they may experiment with one set of approaches only to find later another set works better; they may find certain responses more appropriate for some communities than others. But in our democracy, that is their right.

...

The Constitution’s Eighth Amendment serves many important functions, but it does not authorize federal judges to wrest those rights and responsibilities from the American people and in their place dictate this Nation’s homelessness policy. The judgment below is **reversed**, and the case is remanded for further proceedings consistent with this opinion.

It is so ordered.

The Ninth Circuit decided *Martin* in 2018. It was appealed to the U.S. Supreme Court which declined review in 2019.

Washington is in the Ninth Circuit’s jurisdiction and, thus, was subject to its ruling in *Martin*.

The Court clarified in a footnote that other laws such as health and safety could still be enforced, and cities did not have to allow camping at any time and in any place.

In *Robinson v. California* (1962), the U.S. Supreme Court struck down a California statute criminalizing narcotic addiction because it punished a status (one who is addicted to narcotics) rather than an act.

The sole question before the Court was, “Does the enforcement of generally applicable laws regulating camping on public property constitute ‘cruel and unusual punishment’ prohibited by the Eighth Amendment?”

The case before the Court arose from a *Martin* injunction issued against the city of Grants Pass, OR, for their public camping ordinances that imposed civil fines for violations, rather than a criminal penalty at issue in *Martin*.

The Court reported that many other cities cited similar statistics—that *Martin* decreased shelter acceptance rates.

The Court “stressed” that cities “are not bound to adopt public-camping laws. They may also choose to narrow such laws,” such as using time, place, and manner restrictions, which many WA cities have.

The Court reversed both *Martin* and *Grants Pass*.

THE QUESTION

WHAT ADVICE DO YOU HAVE FOR FELLOW ELECTEDS ON BEST PRACTICES FOR COMMUNICATING WITH CONSTITUENTS?



"Meet people where they are. Some constituents are better reached through social media, email, or newsletters. Others may be inclined to share feedback on a website or at an in-person event. As elected officials, it's important to remember many residents don't speak English as their first language. At the end of the day, leveraging multiple tools and platforms to engage different groups is essential to consider the perspectives of the entire community."

PATTI BELLE
Councilmember, Lakewood
Communications Manager, City of Kent



"Be accessible: Use email, social media, phone, and in-person meetings. Listen actively: Give your full attention without interrupting. Be transparent: Provide regular updates on social platforms and newsletters. Respond promptly: Acknowledge messages even if you don't have answers yet. Be accountable: Follow through on promises. Celebrate successes: Highlight community achievements to boost morale."

TRACY TAYLOR-TURNER
Councilmember, City of Auburn
(Former) Emmy-nominated Edward R. Murrow TV/
Radio reporter in the Seattle market



"Listening is the key. Seek out opportunities to better understand the concerns and worries of your constituents—whether attending a new business opening, planning an open house, or at other community activities. Talk with neighbors. What do they like about city services? What don't they like? While websites and social media have their place, nothing beats listening and one-on-one communication to really connect with constituents."

PAUL COCKE
Councilmember, City of Sedro-Woolley
(Retired) Director of Communications, Western
Washington University

AWC TRAININGS

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OCTOBER 9 & 10 | CHELAN

City and local government leaders and staff come together for engaging speakers as well as discussions around health, risk management, safety and workers' compensation, and the impacts of drugs and alcohol in the workplace. Attendance is limited to jurisdictions that are members of AWC's Employee Benefit Trust, Risk Management Service Agency, Workers' Comp Retro Program, or the Drug & Alcohol Consortium.

CITY ACTION DAYS

FEBRUARY 19 & 20, 2025 | LACEY

There's no better way to engage in the legislative process than at City Action Days! This annual conference for city councilmembers, mayors, managers and administrators, and intergovernmental relations staff and department heads is held during the legislative session. Take this opportunity to interact with colleagues as you educate statewide decision-makers about city legislative priorities.

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JUNE 24-27, 2025 | KENNEWICK

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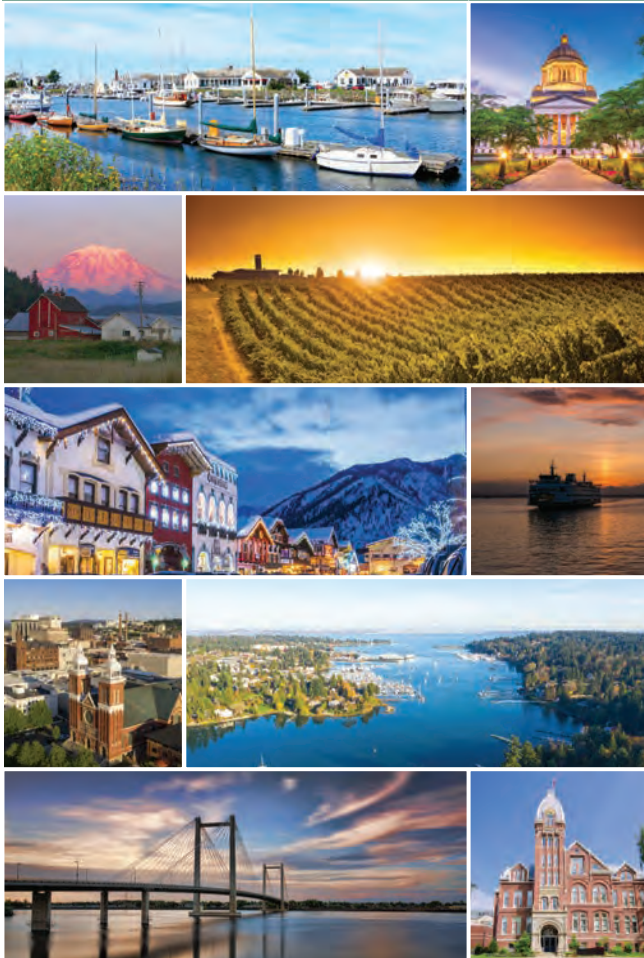


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Citybeat

Pro Tested *continued from page 5*

Parks and Rec even more energy and motivation.”

With support from the community, a private donor, and a fundraiser held last November, a feasibility study is now underway and should conclude soon, a milestone in moving the project forward.

What is Henze’s secret sauce for getting things done as a local elected official? A four-pronged approach to strategic communications she learned while obtaining her Accreditation in Public Relations (APR) from the Public Relations Society of America in 2017, dubbed CALM:

C – CLEARHEADED LEADERSHIP IN A CRISIS. “This is about relentlessly asking the question, ‘What is the problem we’re seeking to solve?’” says Henze. “We often jump to a laundry list of tactics, like sending out a press release, posting on social media, or holding an event. But first, you need to pause, look at the bigger picture, and think about the outcomes you want to see.”

A – ACTION FIRST. “This is specifically for a crisis moment,” notes Henze. “Act with clear goals. Decide with your team what to do, not just what to say. It’s very tempting to sit around and talk about messaging. But there are often things that we need to do first before actually doing the messaging.”

L – LEAD WITH STRATEGY. “Your strategy must be based on research. Run simple surveys or do some website research,” says Henze, who notes that leaders can take advantage of inexpensive options for conducting research, such as creating surveys using free Google Forms. “But make sure you have research that informs your strategy. Make sure you know the best thing to do based on your research. That research also often informs your messaging.”

M – MEASURE AND TRACK. Always define, measure and track success, advises Henze. It’s not any fun to get to the end of a communications effort and realize that something didn’t work, and that if you had been tracking metrics earlier on, you would have seen and been able to fix problems along the way.

ULTIMATELY it’s all about collecting data and providing transparency.

“Research is the first step. Yes, it’s nerdy and you may feel like you don’t have time for it. But it is the foundation,” she stresses. “The people you represent want to feel heard by you, and they will have your back when you champion their hopes and dreams and then go and make your city a better place.”



For more information:
cityofwaitsburg.com

Cityscope

Micki Harnois
at Malden's
new Town Hall
building.

Q&A

Double Duty

Micki Harnois on lessons learned from working as a clerk/treasurer in one small town, while serving as an elected official in another.

INTERVIEW BY JENNIFER KRAZIT

You began your career in urban planning. What led you to public service?

I studied urban and regional planning at Eastern Washington University. Early on, I was working as an intern on some of Rockford's comprehensive plan updates. While I was there, I thought, "It would be nice to be an elected official in this town." A few years later, a position came up on the town council. I went ahead and applied and was elected in 2001. In 2010, I was elected mayor and served in that position for four years. I've been on the council ever since. I guess because I lived in Rockford, I wanted to be able to make decisions about my town and the direction it was going.



Harnois chats with Mayor Dan Harwood in her office at Malden's new Town Hall building



You're deeply involved with AWC, and on the board of directors for both the Risk Management Service Agency (RMSA) and AWC's District 1. What motivated you to get involved with AWC?

I wanted to be the best elected official I could for our town, and the only way to do that was to be trained. I figured the citizens voted for me, so I needed to be a good councilmember.

In addition to your council position in Rockford, you're also clerk/treasurer for the Town of Malden, about 40 minutes away. What prompted you to work in a second jurisdiction?

Malden had a fire over Labor Day 2020 that wiped out 80 percent of the homes, the post office, city hall, the fire station, the community center—everything. There were no public buildings left. About two months after the fire, both the mayor and the city clerk quit, and I thought, "I've got to be able to do something to help this town." I knew enough about the accounting software they use, so I figured I'd go in and at least help with that. I did that for a month. An ad ran for the clerk position and nobody applied, so I was appointed and have been there since. We now have someone working as a deputy clerk, who I'm training. I'm hoping to be semi-retired again by the end of the year.

Can you share any favorite small-town moments?

After the Malden fire, a group of 60 Amish and Mennonites from Montana, Wyoming, and

other northern states came and built eight homes. They would come into my office and have lunch. One day I said, "I know most guys that aren't Amish talk about girls and cars. What do you guys talk about?" And they said, "Well, girls and horses!" They were such an experience. They have an auction every spring to raise the money for building materials. And because of what they did for Malden, my friend and I go every year to support them during their auction.

What's one thing you'd change about your hometown if you could?

In Rockford, we have two restaurants and two banks. But we don't have a grocery store. When I get old and crotchety, I'd like to be able to just take my little scooter and go down and get a potato here instead of going to Spokane Valley to shop for groceries.

The Malden mayor once called you an angel for Malden. What do you think has made you so successful as a local leader?

The mayor appreciates me so much because he knows my planning and town leadership background. When he introduces me, he says, "This is my clerk/attorney/planner." Being on [AWC] boards helps me. People know when I'm talking that I mean what I say. I feel like I get a lot of respect because of all the experience I gained from working with AWC. I don't talk fancy; I just get it laid out. And I do have a passion, definitely, for these small towns.

Any advice for small-town local electeds and staffers?

Get as much education as you can. I know it's hard because they usually have a full-time job besides doing their elected official stuff. And clerks are so strapped for time that they can't even go to a budget training workshop. But if you

really want to do a good job, and are sincere about your position, take advantage of the resources available to you, even if it's just a small regional meeting. One advantage after COVID is that a lot of training is now done online. And remember you've got neighbors. Getting to know your area mayors and councilmembers is so important.

You're retiring from the AWC board this year. What are your plans moving forward?

I'm on the Partners for Rural Washington board, and they're starting to emphasize economic development in small towns. I'll remain on that board and do whatever I can to help. I'm sure I'll still help out Malden, because there'll be an annual report to do and other clerk things. I'm still on the RMSA board. I've got three and a half more years on Rockford's council. I will always be involved in something. That's just the way I am.

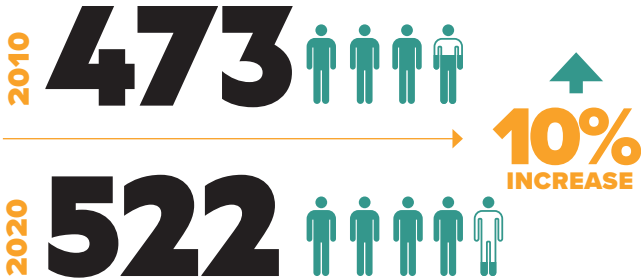
BY THE NUMBERS

A Tale of Two Towns

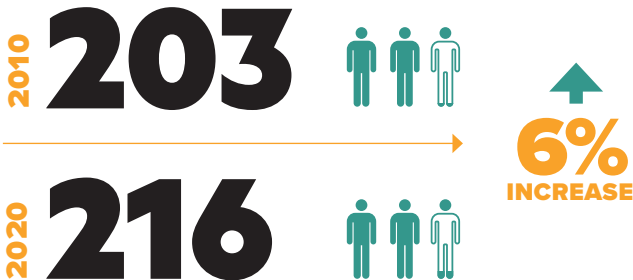
A statistical overview of Rockford and Malden

SOURCE: U.S. CENSUS BUREAU, MICKI HARNOIS

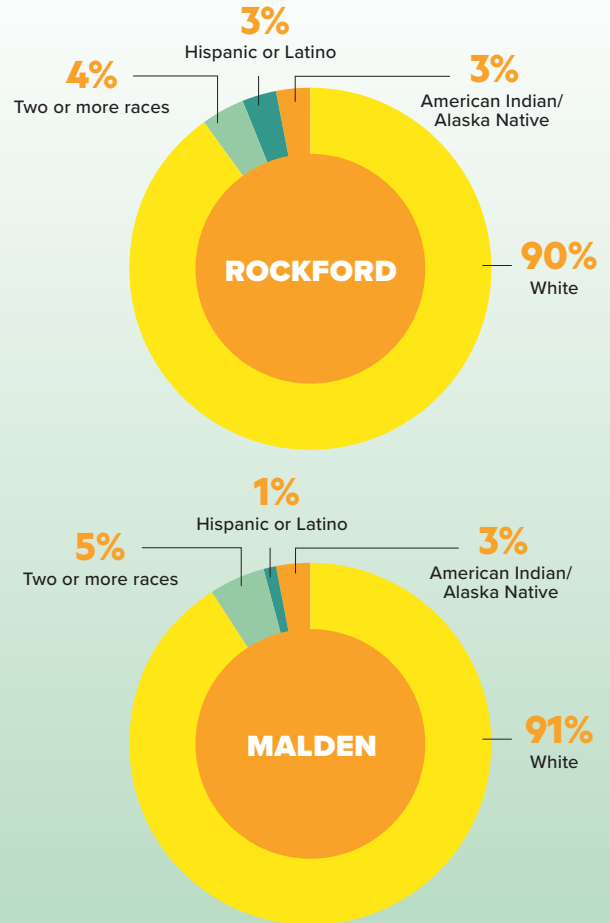
POPULATION OF ROCKFORD



POPULATION OF MALDEN



RACE & ETHNICITY



HOUSING



ROCKFORD

89.4%
Home ownership rate

195
Number of housing units

70%
Percentage of homes valued under \$300,000

MALDEN

98.5%
Home ownership rate

101
Number of housing units

98.5%
Percentage of homes valued under \$300,000

67
Number of homes destroyed in 2020 Babb Road Fire

8
Number of homes rebuilt by Amish and Mennonite volunteers

INCOME & POVERTY

ROCKFORD

\$68,750
Median household income

5.4%
Percentage of population in poverty

MALDEN

\$40,938
Median household income

12.4%
Percentage of population in poverty


WASHINGTON

\$85,271
Median household income

10.2%
Percentage of population in poverty



STORY BY ZOE Saylor • PHOTOS BY CHONA KASINGER
ILLUSTRATION BY JORDAN KAY



THE SECRET to UNLOCKING & UNLEASHING the UNTAPPED POTENTIAL of CIVIC PRIDE



T EVERY KENMORE CITY COUNCIL MEETING, as a matter of agenda, Mayor Nigel Herbig asks City Manager Rob Karlinsey, “Where’s the fun?” Inspired by Peter Kageyama’s *For the Love of Cities: The Love Affair Between People and Their Places*, it’s a playful-yet-serious question,

to which Karlinsey often responds, “Hank Heron,” referring to a municipal mascot dreamt up by Senior Civil Engineer and cartoonist Kent Vaughan.

It’s something of an understatement to say that the public loves Hank Heron. To celebrate the 25th anniversary of Kenmore’s incorporation last summer, the local historical society raised \$15,000 to purchase a custom, cobalt blue Hank Heron mascot costume, complete with long, yellow legs and a 1000-watt smile. The familiar visage adorns internal and external city communications. A recently poured section of downtown sidewalk bears the webbed footprints of Hank, which were stamped into the concrete before it cured. A bronze statue of Hank sits, relaxed and cross-





“I THINK IT’S A LOT EASIER TO SAY NO TO STUFF THAN IT IS TO SAY YES. AND IN THIS PLACE, WE HAVE TRIED TO MAKE IT AS EASY AS POSSIBLE TO GET TO YES.” — *Kenmore Mayor Nigel Herbig*



Kenmore Mayor Nigel Herbig on the steps of city hall, which recently were painted a rainbow hue in support of the city's LGBTQIA+ community

legged, in a place of honor on a bench near city hall, and visitors and locals often join him to embrace a social media moment. “Kenmore, you’ve done it again,” Stoup Brewing Kenmore posted on its Instagram feed with a photo of two employees posing with the bronze shortly after its installation. “Bringing Hank Heron into our lives was exactly what we needed.”

More than a symbol of Kenmore’s proximity to North America’s largest blue heron nesting site, the esoteric branding campaign represents a calculated effort to capture and celebrate the city’s bubbly civic personality. “We’re not a battleship gray city,” Karlinsey says. “We’re always trying to add fun flair to the things we build and create.”

For Kenmore, it all began in 2015, when the city hired Peter Kageyama as a consultant to help create what officials call a “Culture of Yes” in council chambers and beyond. “Government employees—I’m one of them, bless our hearts—we always can find 1,000 reasons to say no to something,” says Mayor Herbig. “I think it’s a lot easier to say no to stuff than it is to say yes. And in this place, we have tried to make it as easy as possible to get to yes.”

FOR THE LOVE OF CITIES



ince its publication in 2011, Kageyama’s *For the Love of Cities* has become a must-read for local electeds nationwide, and the urbanist author has become a sought-after speaker at events like AWC’s 2024 Annual Conference in Vancouver, where Kageyama delivered the keynote address. Public servants often return

home from Kageyama’s speeches waving a signed book in the air and proselytizing his ideas around city hall. Enthusiastically explained to colleagues by the water cooler, Kageyama’s musings strike an aspirational tone: “Instead of merely livable, I think we need to start thinking about how we make our cities more lovable,” writes Kageyama, who believes that cities should shift their focus from purely practical priorities toward “elements that often don’t find their way into discourse about city building such as fun, playfulness, sentimentality, improvisation, curiosity, and discovery.” In other words, cities should go beyond providing their constituents with the basics and move toward building an enriched, emotional connection with them. “When we love something, we cherish it; we protect it; we do extraordinary things for it,” Kageyama writes. “This mutual love affair between people and their place is one of the most powerful influences in our lives.”

For those steeped in the mundanity of a city’s everyday needs, though, accomplishing extraordinary things can feel unrealistic at best. Ordinary duties abound. Shouldn’t those take precedence? It’s a tension Kageyama fully appreciates. “No one wants to vote for arts programs when we have streets that need fixing, sewers that need cleaning, and park-

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Herbig with a bronze sculpture of Kenmore's mascot, Hank Heron

ing decks that need to be built,” he writes. Funding the fire department and fixing potholes are central roles of the municipal government. But residents expect functional streets, so cities don’t get points for fixing them.

Creating a city worth loving, on the other hand, fosters positive feelings from constituents. In 2014, responding to a steady rise in fatalities and serious injuries among pedestrians and bicyclists, Kenmore’s city council adopted Target Zero, a resolution aimed at improving non-motorized transportation safety. But, Herbig notes, implementation of the initiative, which included more than 90 infrastructure projects (traffic circles, pavement striping, “road diets,” and other traffic calming measures) required the development of an outreach campaign to rally public support around the new measures and the positive impact they would have on the community. Highlighting joy-inducing ways local government benefits the community can balance out some negative associations people might have with their local bureaucracy—as the source of all speeding tickets, say, or the reason parking costs have gone up in the downtown core. “It shows the government can be more than just a barrier, but instead can be a partner,” Herbig says.

FOR THE LOVE OF KENMORE



Kenmore offers residents a straightforward path toward partnering with the city through its Love Notes campaign, a Kageyama concept predicated on the idea that in places, as in relationships, the little things matter most. “A love note is something that endears a place to its residents, something that makes them smile or feel at ease, something that provides them with an emotional connection to their place,” Kageyama writes. Empowering people to create love notes of their own has the added benefit of making the venture remarkably simple and affordable: As part of its Love Notes campaign, Kenmore offers to publicize projects on social media and provide a venue, if needed, so long as the idea is open to all and avoids politics and controversy. “Giving people that little bit of permission can then kind of snowball into more involvement and bigger things,” Herbig says.

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“WHEN WE LOVE SOMETHING, WE CHERISH IT; WE PROTECT IT; WE DO EXTRAORDINARY THINGS FOR IT. THIS MUTUAL LOVE AFFAIR BETWEEN PEOPLE AND THEIR PLACE IS ONE OF THE MOST POWERFUL INFLUENCES IN OUR LIVES.”

—Peter Kageyama

In 2015, the City of Kenmore hired urbanist/author Peter Kageyama as a consultant to help create a “Culture of Yes” in council chambers and beyond.



Sedro-Woolley
est. 1898



Mayor Julia Johnson with one of Sedro-Woolley's recently restored murals

The campaign inspired one aviation-obsessed high school student to invite experts from Boeing and Kenmore Air (a seaplane charter business) to speak at the local community center. Another avian-obsessed local built “duck boxes” for nesting at a waterfront park. Residents have taken it upon themselves to scrub benches clean of graffiti, craft Valentine’s Day cards for senior citizens, and even make a “Dog Library” stocked with sticks—all because the city made it clear that they could. When one artist volunteered to spruce up the city’s fire hydrants, Kenmore took care of the crucial back-and-forth with the fire department—not quite a big lift, but nonetheless critical in removing potential obstacles that might have impeded the effort.

Kenmore also takes care to recognize residents who already play an outsized role in making great things happen. Kageyama calls these uber-involved folks co-creators. “They are the ‘secret sauce’ or the ‘magic dust’ who make a significant difference in their communities,” he writes. When it comes to tracking them down, Karlinsey says, most city governments won’t have to look far: “You just know who they are.” When kicking off its work with Kageyama in 2015, the city invited co-creators to meet with the author. That group included members of the Arts Commission, the Kenmore Heritage Society, and even a Seahawks fan group playfully named the Kenmorons. “We just tried to instill this concept of Love Notes, and loving where you live, and that you can be a co-creator and the city will have your back,” Karlinsey says.

That initial meeting begat a larger, community-wide “For the Love of Kenmore” brainstorming event. The city has held it every other year since and awards a \$500 grant to the most popular Love Note idea, as voted on by attendees. “We have an ugly concrete plant right down our main drag,” Karlinsey says, and one group wanted to beautify it by hanging a banner from the massive silos. But it would take much more than the \$500 grant to make it happen. They started a GoFundMe, held an art contest, and hung the winning entry for all to see: a great blue heron, silhouetted against the sunset.

LEARNING THE ABCs OF TLC



When Peter Kageyama recently took a stroll around downtown Sedro-Woolley after being hired as a consultant for the city, he noticed that several large murals and many chainsaw carvings—the community prides itself as the Chainsaw Carving Capital of Washington

State—had fallen into disrepair. Historic scenes depicting the core of Sedro-Woolley’s civic identity, chainsaw carvings scattered around downtown, and artifacts from the city’s annual Loggerodeo event—installations that should provide charm and pride to the city, were in need of TLC, due to decades of exposure to the elements. Some had been tagged by vandals. “It’s sort of this obvious hole in the fabric of your community,” Kageyama says.

Sedro-Woolley prides itself on its heritage. Every summer since the 1930s, the city has hosted Loggerodeo, an invitation-only chainsaw carving competition that draws carvers from all over the world. The event coincides each year with Sedro-Woolley’s other claim to fame: the longest-running Fourth of July celebration in the state. An authentic aura—some describe it as classic, small-town Americana—permeates the place. “There’s a charm here that captivates people,” Sedro-Woolley Mayor Julia Johnson says. “There is something that’s kind of magical about our little town.”

But to Kageyama, details like a fading mural or an aging chainsaw carving have the potential to represent a “death by a thousand cuts,” because they serve as a constant reminder of what the city isn’t doing.

Coming from someone who considers his job an exercise in “being relentlessly positive about places,” that observation

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“THERE IS SOMETHING THAT’S KIND OF MAGICAL ABOUT OUR LITTLE TOWN.” —Sedro-Woolley Mayor Julia Johnson

“WORKING WITH KAGEYAMA GAVE SEDRO-WOOLLEY AND ITS CITIZENS A ‘STRONGER SENSE OF COMMUNITY EXCITEMENT AND POSSIBILITIES.’”

—Sedro-Woolley Mayor Julia Johnson

might seem counterintuitive. But whether he’s offering a new perspective or reframing some of the concerns city officials have always had in new words, Kageyama says the professional service he provides is unique: “You have consultants for all kinds of stuff, from the technical side of running your city,” Kageyama adds. “That’s great. I’m not one of those guys. But I am somebody who brings a different perspective, and maybe would help you see and feel your city a little differently.” He believes that the kind of constructive feedback he can offer, while still rooting incessantly for each city to succeed, is a primary part of his appeal for locales who seek his advice. “I’m the best friend of cities,” he says. He works hard to build them up, celebrate their accomplishments, and praise what makes them special. But “I’ll tell you if you’ve got something in your teeth.”

Sedro-Woolley “took him at his word,” says Mayor Johnson, noting that the city council created a community development grant program that would allow business owners to apply for funding to refurbish storefronts, deteriorating murals, and weathered wood carvings. In April, with a community development grant from the city, Loggerodeo hired a father-and-son team of former competitors to restore 17 chainsaw sculptures to their original grandeur. Working with Kageyama gave Sedro-Woolley and its citizens a “stronger sense of community excitement and possibilities,” Johnson adds. “It’s one thing for somebody to come in and let you know where your flaws are, and then leave it at that. It’s another thing to have somebody come in and say, ‘there’s great opportunity in your city, and here are some ideas.’”

What makes one city lovable can’t be distilled into another’s simple playbook, Kageyama notes. Add a heron statue to a bench in Yakima, and it might not have the same impact as it would in Kenmore. Refurbish a carving or two in a place not known for its woodworkers, and the change won’t be as appreciated as it is in Sedro-Woolley. “It’s an emotional connection,” Kageyama says. “That’s something that has to be sort of homegrown.”

TAKING THE FIRST STEPS



Step 1 to creating a city that inspires engagement and love from those who experience it? Figure out what people love about it already. “I try to explain that, hey,

look, you need to be the best, most authentic version of you, and somebody will love you for that,” Kageyama says. The concept can feel liberating: People might love Tacoma for its walkable waterfront, or Bellevue for its ritzy shopping centers, but that doesn’t mean that other cities should try to emulate those amenities. “Somebody who loves Seattle may not love Sedro-Woolley, because they’re very different,” and vice versa, Kageyama says. “And that’s okay.”

For some cities, becoming more lovable can be as simple as celebrating, and bringing well-deserved attention to, what drew people there in the first place. When Sequim partnered with Kageyama in 2016, gathering locals to brainstorm community-building projects for the famously rain-shadowed Clallam County city of 8,241, the group ultimately awarded the event’s \$500 grand prize to “It’s Always Sunny in Sequim.” That project involved creating murals of sunshine shapes using water-repellent paint that would appear when wet, sending a positive message that in Sequim, a place that averages 300 sunny days a year, the sun comes out even when it’s raining. Likewise, citizens in Sedro-Woolley brainstormed ways to emphasize its location as the Gateway City to the North Cascades or build upon its identity by creating a city





Professional chainsaw carver George Kenny uses a sander to restore one of Sedro-Woolley's aging Loggerdeco sculptures, work that was funded by a community development grant

flag. Most agreed that Sedro-Woolley should work on “making ourselves known,” Mayor Johnson says. “[We] really want to see other cities become aware of what we have to offer.”

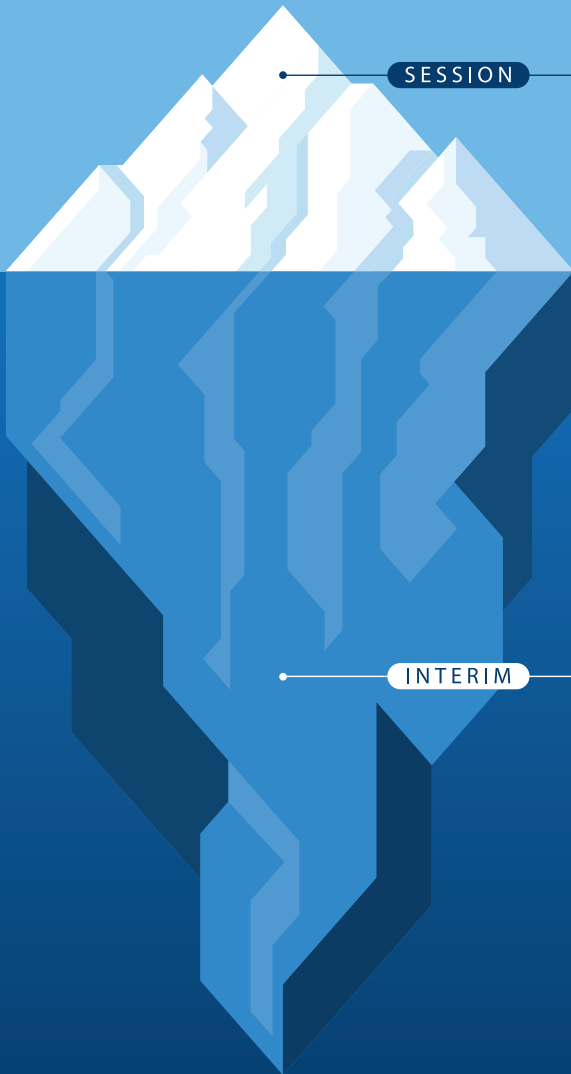
Not every city will find tapping into its existing attributes to be such a straightforward exercise, Kageyama says. Kenmore, for example, wasn't incorporated until 1998, so it can't exactly draw on its historic identity like Sedro-Woolley might. It lacks a downtown, which can make planning city-wide events more difficult. And like many Washington suburbs, onlookers all too often think of Kenmore as a bedroom community of Seattle rather than recognizing the unique attributes or amenities it might offer on its own. “People know Kenmore because they drive through it, and Kenmore kind of wanted to change that,” Kageyama says.

Inspired by Kenmore Air, the local seaplane-centric airline, as well as locals' impassioned requests for a community space that can be used all year regardless of the weather, Kenmore recently dedicated a 4,600-square-foot gathering place called the Hangar at Town Square, adjacent to city hall. “It's what we call our year-round living room,” Karlinsey says. A coffee shop anchors the space, which hosts many events inspired by Kenmore's Love Notes initiatives: salsa dance classes, addiction recovery groups, and the aforementioned talk on aviation. “It's working exactly as we had hoped. It's always packed with people just hanging out,” Karlinsey says.

And who welcomes people as they arrive? A bronze Hank Heron kicked back and grinning on a bench on the park's periphery, inviting others to join the fun. ©

Legislative success:

Session is only the tip of the iceberg



SESSION

- Get educated on the latest: Attend AWC's City Action Days, read AWC's Legislative Bulletin, and join City Action Calls on Fridays.
- Talk to your legislators, sign onto position statements, and testify throughout the session on bills and budget items that affect your city.
- Communicate the specific impacts of legislative issues on your city to the AWC team.

INTERIM

- Share your legislative priorities with your local legislators as session approaches.
- Attend AWC district meetings and pre-session briefings.
- Develop a legislative agenda, including reference to AWC's adopted priorities.
- Engage with AWC's legislative priorities process.
- Set up meetings and tours with your legislators to share your city's needs, challenges and opportunities, particularly items that are part of your legislative agenda. A good option is to invite legislators to your budget meetings.
- Set up recurring check-ins with your legislative delegation. Request post-session legislative updates from your local legislators.

Legislative success is built year-round. The decisions made in Olympia directly impact your community, and AWC is here with the tools and support your city needs to be prepared and effective—no matter the season.

Stay up to date on the latest advocacy news, learn about AWC's legislative priorities, meet our advocacy team, and find resources to help you engage effectively year-round at wacities.org/advocacy.



Save the date: City Action Days is February 19-20, 2025!

Citywise



The time is ripe for local leaders to invite their city's youth to explore their local political landscape and get involved.

—CITY 101 P.26 ▶



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YOUNG AND WITH HEART

CQC Scholarships: A practical tool for engaging youth in city governance

BY AWC STAFF

Nominate a CQC Scholar

EACH YEAR, ALL OF WASHINGTON'S 281 CITIES and towns can

recruit and nominate high school seniors who are active in leadership in their city government, community, or school and plan to pursue post-secondary education. Scholarships may also be available for previous recipients who are continuing their studies. Scholarship nominations are due each February, and the CQC awards scholarships from the pool of nominees in April. Scholarship recipients also receive a travel stipend to attend AWC's Annual Conference in June.

Donate to support the CQC scholarship program



wacities.org/cqc-home

IF YOUR CITY NEEDS TO FIND inspiration on how to engage youth in city governance, look no further than this year's AWC Center for Quality Communities (CQC) scholarship recipients: Tanya Bhandari (City of Bothell), Jorge Gaytan Garcia (City of Connell), and Indiana Hilmes (City of Selah). AWC members had the honor of hearing these three young leaders speak at the 2024 Annual Conference, and many attended their student-led panel on the value of getting youth involved in city governance. Their resumés are formidable—their passion for serving their communities, admirable. And in every scholarship cycle, there are so many more young people doing amazing things in their cities than the scholarship fund is able to assist.

Each year, AWC asks its members to nominate local student leaders and to help support their college aspirations through the CQC scholarship fund. The fund is supported by donations from municipal leaders and partners, and the number of students and amount of the scholarship has varied based on resources. What hasn't changed is the expression of gratitude from the students. It's worth noting that, while these young people always appreciate the financial help, they often express their deepest gratitude for the less-touted gifts of city involvement, including: access to a network of interested and supportive professional mentors; recommendations for college; an understanding of how cities function and how to engage on issues they care about; and the opportunity to have their ideas and concerns heard—and to serve as a voice for their friends and neighbors.

The time is ripe for local leaders to invite their city's youth—creative, intel-

ligent, energetic, persuasive, and caring people in their own right—to explore their local political landscape and get involved. Young people care deeply about their communities and are willing to step into the fray, work for change, and share their generational expertise. All they need is an invitation to take a seat at the table.

How willing are they to get involved? Consider these excerpts from the bios of our CQC scholars:

TANYA BHANDARI hosted a school voter registration drive with the League of Women Voters and Secretary of State and has been an active participant in Bothell's Civic Saturday events. She serves on her school district's Youth Advisory Board and is the longest-serving volunteer on the Teen Board of Bothell Library. Tanya also serves on the local Model United Nations Executive Board and was recognized with an award for best position paper at the MIT Model United Nations Conference.

JORGE GAYTAN GARCIA is active in public health and wellness as an agricultural tractor driver and a volunteer at local food banks, sorting and packaging food. As a youth lobbyist with the Washington Bus and Progreso (Latino Progress) group, he advocates for positive change at the state level. Jorge's extracurricular activities range from competing on his school's Knowledge Bowl, math, and robotics teams to playing varsity tennis. He takes pride in being recognized as a Hispanic Academic Achiever for nine consecutive years and serving as part of the Junior Class Honor Guard. Jorge has also participated in community service and leadership development with the San Juan Diego Mission Youth Group, where he has served as a bilingual teaching assistant and translator.

INDIANA HILMES is a teen journalist for the Yakima Herald-Republic, where she shares the perspectives of youth with readers across the Yakima Valley. Indiana also works as an intern for the Washington State Board of Education, where she uses the stories she hears from students and professionals from all over the state to help improve Washington's education system. She is a student representative to the Selah School Board, co-chair of the Yakima Valley Community Foundation Youth Council, and National Student Advisory Council Member for the Work2Be-Well mental health and wellness program.

THE AWC CQC's annual call for scholars is an opportunity for your city to engage with local youth and identify those leaders you want to put forward for scholarships or perhaps even recruit to get involved in city initiatives. Whether it's developing an internship program, forming a youth council, or finding ways to inspire young people to pursue careers in local government, the need to include our youth in planning for our cities' futures—for their own futures—has never been more imperative.

Creating relationships with today's young people isn't just important for building a future workforce that will support and care about cities. As the government that's closest to the people, local government can inspire and attract community members across a diversity of ages, interests, and experiences—building lifelong habits of civic engagement. Cities have a unique opportunity to send a message to their youth not just that they are valued, but that their dedication to cities can have real and meaningful positive impacts.



For more information:
wacities.org/cqc-home/scholarships



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Promoting Civic Health

IN AN EFFORT to break down political polarization and improve civic discourse, AWC's Center for Quality Communities has partnered with the William D. Ruckelshaus Center (a joint effort of Washington State University and the University of Washington) and the University of Washington's Evans School of Public Policy & Governance, to create the Washington Collaborative Elected Leaders Institute (WA-CELI).

Nearly 50 elected officials from cities across the state have enrolled in the initial WA-CELI cohort, a series of intensive trainings to build collaborative leadership skills and strategies to govern across differences, tackle community challenges, and build bridges with cities and towns across the state.

"The issues of the day require serious and civil debates, and we are pleased that so many elected city officials want to build their capacity in this important practice," says Jodi Sandfort, Dean of UW's Evans School.

Over the course of several months, WA-CELI will host sessions in locations around the state, with a final capstone wrapping up the training at the 2025 AWC Annual Conference where participants will share insights they gained.

CIVIL DISCOURSE

Finding Common Ground, for the Common Good

BY AWC STAFF

WHILE WE SEE partisan divides at the federal and state level, city leaders are seeking ways to bridge the divides in their communities—divides in understanding and empathy that have driven wedges not just between parties, but between family members and friends.

To that end, at this year's annual conference, AWC convened a panel—including Ruckelshaus Center Director Julia Carboni, Lt. Gov. Denny Heck, and UW Evans School Dean Jodi Sandfort, along with Sen. John Lovick (D-Mill Creek) and Rep. J.T. Wilcox (R-Yelm)—to help city leaders think about how they might collectively bridge the partisan divide and improve civic discourse.

"Washington has a tradition of bipartisan collaboration," AWC CEO Deanna Dawson told the audience, introducing the panelists. "We're invested in continuing that leadership—and to leading the nation in that effort."

The panelists shared their experiences working together and noted that overcoming differences is essential to democracy, and that better policy is made when leaders listen to diverse perspectives. Listening to those perspectives becomes easier when we build trust

by building relationships. "You can only control the example that you set," Rep. Wilcox advised, noting that by being respectful, we find ways to bridge divides. "And it's hard to demonize someone you've had dinner with."

Over the course of the discussion, the panelists reiterated three essential themes: the importance of seeking commonality, being honest when that commonality is lacking, and fostering a willingness to compromise to find common ground. As Sen. Lovick put it, "When you win you have to teach, and when you lose you have to learn."

The need for an evolution in our relationships, individual and institutional, and for a new understanding of how we guide disagreements into respectful and effective solutions has never been clearer, demonstrated by the standing ovation the packed room gave the panel at the event's conclusion.

Lt. Gov. Heck encouraged local officials to embrace hope—and to see it as a commitment to improvement. "This topic is part of a movement—and these conversations are going on all over the country," he said. "Treating people with respect, even when you disagree, and choosing not to be part of the outrage industrial complex. That's our only constructive path forward."

“

When you win you have to teach, and when you lose you have to learn.

”





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Your partner in navigating the property and liability exposures that come with running municipal services.

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Providing high-quality workers' compensation claims management, loss prevention, and safety services. Every employee. Home safe. Every night.

Drug & Alcohol Consortium

Providing members with federally mandated random drug & alcohol testing, supervisory training, and compliance.

Learn more about these AWC Member Pooling Programs and other excellent services AWC provides for municipal entities.



wacities.org/services



2024 ART Grant Recipients

IN 2024, AWC received 21 applications from cities across the state requesting more than \$6.1 million in grant funds. AWC selected 16 programs to receive full or partial funding from the \$1.9 million awarded. Recipients will operate programs within different alternative response models including law enforcement assisted diversion (LEAD), community assistance referral and education services (CARES), and mobile crisis teams. Recipients include cities as small as Clarkston (pop: 7,240) to as large as Seattle (pop: 797,700).

THE ART OF ALTERNATIVE RESPONSE

How Washington cities are forming new partnerships to better serve individuals in crisis

BY AWC STAFF

ALTERNATIVE RESPONSE and behavioral health have not been traditional services provided by cities. However, Washington cities seeing the need for these services in their communities are stepping up collaborative efforts to provide resources and aid to residents in crisis.

Across the state, cities are taking the lead on this critical issue by forming partnerships with neighboring cities, counties, fire districts, nonprofits, and other organizations to make alternative response programs happen. What used to be siloed work between cities and outside groups is now a coordinated effort to provide services to individuals in need.

“As cities have explored how to do alternative response, it became clear that in order to be effective in this critical work, we needed to work together,” says Brook Buettner, Executive Director of the Regional Crisis Response (RCR) Agency—a regional partnership between the communities of Bothell, Kenmore, Kirkland, Lake Forest Park, and Shoreline. “The issues individuals in crisis face cross over between cities, city departments, and counties. Bouncing someone back and forth doesn’t work. We must have a coordinated system in place to make a difference.”

Since 2022, AWC in partnership with the Washington Health Care Authority (HCA) has managed the Alternative Response Team (ART) Grant Program. The program provides state funds to

cities to create and maintain new alternative response programs. These programs help cities reduce the burden of calls to first responders that could be better handled by a mental health professional, community paramedic, social worker, or peer support specialist. Programs funded by ART grant funds are diverse and specifically envisioned by cities and their partners to meet the unique needs of the communities they serve.

To date, AWC has awarded close to \$6 million to 21 alternative response programs across the state. Some programs follow the ‘Let Everyone Advance with Dignity’ (LEAD) model (formerly called ‘Law Enforcement Assisted Diversion’) that partners police officers with mental health professionals to help divert individuals away from the criminal justice system. Other programs fall under the ‘Community Assistance Referral and Education Services’ (CARES) model that brings mental health professionals and case managers into a fire department to proactively address medical conditions, mental health issues, and addiction challenges.

There are also programs that operate outside of traditional models to take on unique challenges and provide different approaches.

Cities all over Washington are building collaborative partnerships tailored to their own communities. Here are two programs—of many—funded in part by the ART Grant Program, and which are setting a strong example of how cities can lead in helping people.



What used to be siloed work between cities and outside groups is now a coordinated effort to provide services to individuals in need.



PORT ANGELES | LEAD-FIRE PROGRAM

LEAD has been a well-known program for years, but Port Angeles was the first jurisdiction to launch a LEAD-Fire program. Port Angeles' LEAD-Fire program combines the efforts of the Port Angeles Fire Department, Port Angeles Police Department, and Olympic Peninsula Community Clinic.

The LEAD-Fire program differs from traditional LEAD programs as it focuses on the medical needs of individuals to help them address their immediate needs without needing to involve the criminal or legal system. LEAD-Fire engages participants in intensive case management including services offered by an advanced registered nurse practitioner for behavioral health medication management as a bridge program to support stabilization in social, medical, and mental health needs.

To date, the program has helped dozens of individuals with overdose response, connections to shelter programs, street medicine services or community paramedic referrals, and differing levels of case management.

CLARKSTON | CARES – COMMUNITY PARAMEDIC

Located on the Washington-Idaho border along the banks of the Snake River, Clarkston is home to just over 7,000 individuals. With an aging population and a rising number of unhoused individuals in the community, ambulance call volumes have nearly doubled between 2010 and 2023, going from 1,378 to 2,598 despite the community's population remaining about the same.

In 2023, the city launched a community paramedic program with the goal of identifying high utilizers of the 911 system and providing them direct support to solve their underlying conditions. The community paramedic can meet people where they are and provide resources including medication management, education, ramps and handrails, substance use referrals, transportation to and from doctor appointments, pharmacy medication pickup and delivery, post-discharge follow-up, and referrals for in-home care.

The community paramedic can provide services to about 26 individuals at any time, conducting between 50-60 visits per month. Since launching the program, the community paramedic has provided close to 700 responses, diverting over 100 calls from 911 or local emergency departments, saving emergency responders and medical providers over \$300,000.

By investing in alternative response models, cities are providing lasting support to residents while allowing first responders the time and space to respond to the unique calls they are best suited to handle.



Cityscape



Left: A switchboard operator exhibit; Right: The 1918 building housing Cle Elum's Telephone Museum once was a critical telecommunications hub for the region.

Time Capsules

Monuments to communications technology of yesterday and tomorrow

FEW REMEMBER that Cle Elum was the last municipality in Washington to offer rotary dial telephone service. Until September 18, 1966—more than two decades after Seattle debuted rotary dial phones—every call into and out of Cle Elum required the assistance of an operator manually plugging and unplugging wires on a switchboard. Today, the 1918 brick building on Wright Avenue that once housed the town's switchboard equipment and staff (and also served as a critical node connecting western Washington with the nation's transcontinental copper wire telephone network) has been repurposed as the Telephone Museum, a repository of artifacts and exhibits tracing the evolution of a technology that transformed the way people communicated over long distances, from Alexander Graham Bell's first voice

transmission over telephone wires in 1876 until the first wireless cellular call in 1973.

What might become tomorrow's Telephone Museum?

Perhaps Seattle's Westin Building, a 34-story office tower built in 1981 as the corporate headquarters of Westin Hotels that's now home to the Seattle Internet Exchange, one of the busiest internet traffic hubs in the continental United States. Or maybe the Columbia Data Center, a server farm Microsoft developed in partnership with the City of Quincy and the Grant County PUD in 2006. Today, a campus of 20 hangar-like buildings encompassing 2 million square feet sprawls over 300 acres near a bend on the Columbia River, harvesting raw computational power that's driving the AI revolution.

Which is more consequential, only time will tell. **C**

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(Above) PSE partnered with the City of Bonney Lake to install a solar array on a water reservoir

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