



King County

Department of Local Services

Road Services Division

How can we serve you?



King County

Department of Local Services

Road Services Division

North Highline Unincorporated Area Council Meeting

February 6, 2025

King County Road Services Division



Mission

Connecting communities with a safe and reliable road network for all.

Vision

Deliver a road network that reflects the needs of all users, enhances the quality of our communities and environment, and supports a healthy economy. Create an environment where employees feel safe, experience a sense of belonging, and have equitable access to opportunities.

What do we do?

- ~1500 miles of unincorporated county roads
- 185 bridges
- 395 employees
- 6 regional maintenance facilities



2025 Road Services Division Projects in White Center

24/7 Road Helpline: 206-477-8100

[KingCounty.gov/roads](https://www.kingcounty.gov/roads)



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2025 White Center Projects



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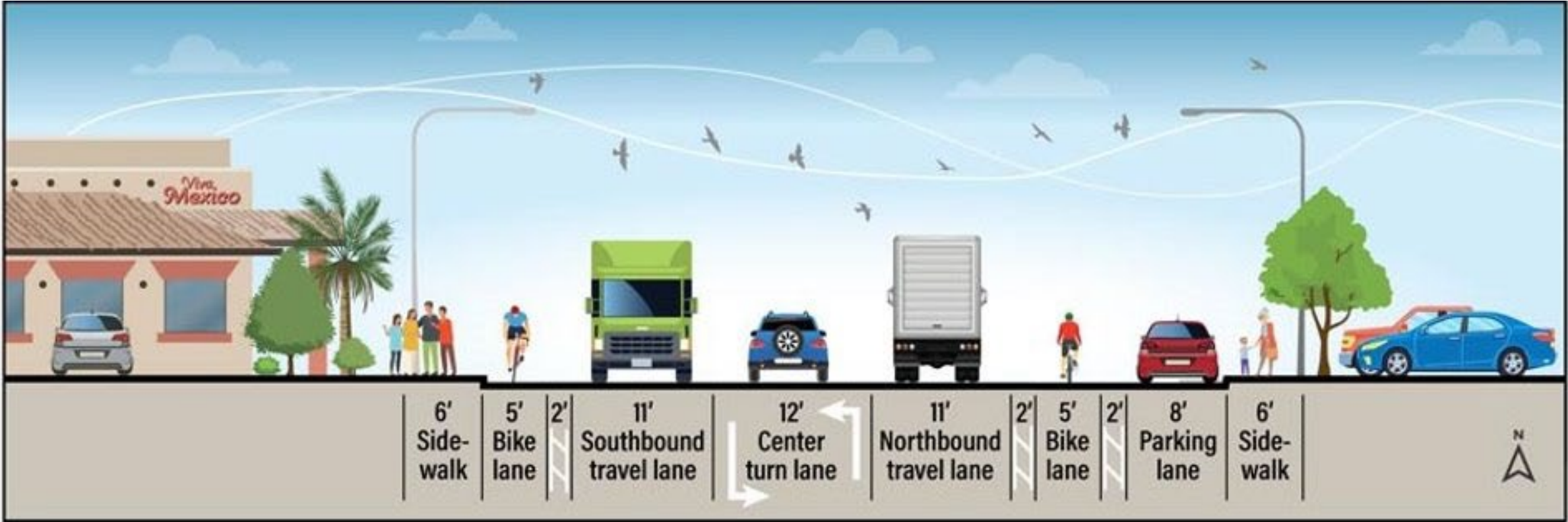
16th Avenue SW: 100th Street to SW 107th Street Pedestrian Safety Improvements & Traffic Calming Project



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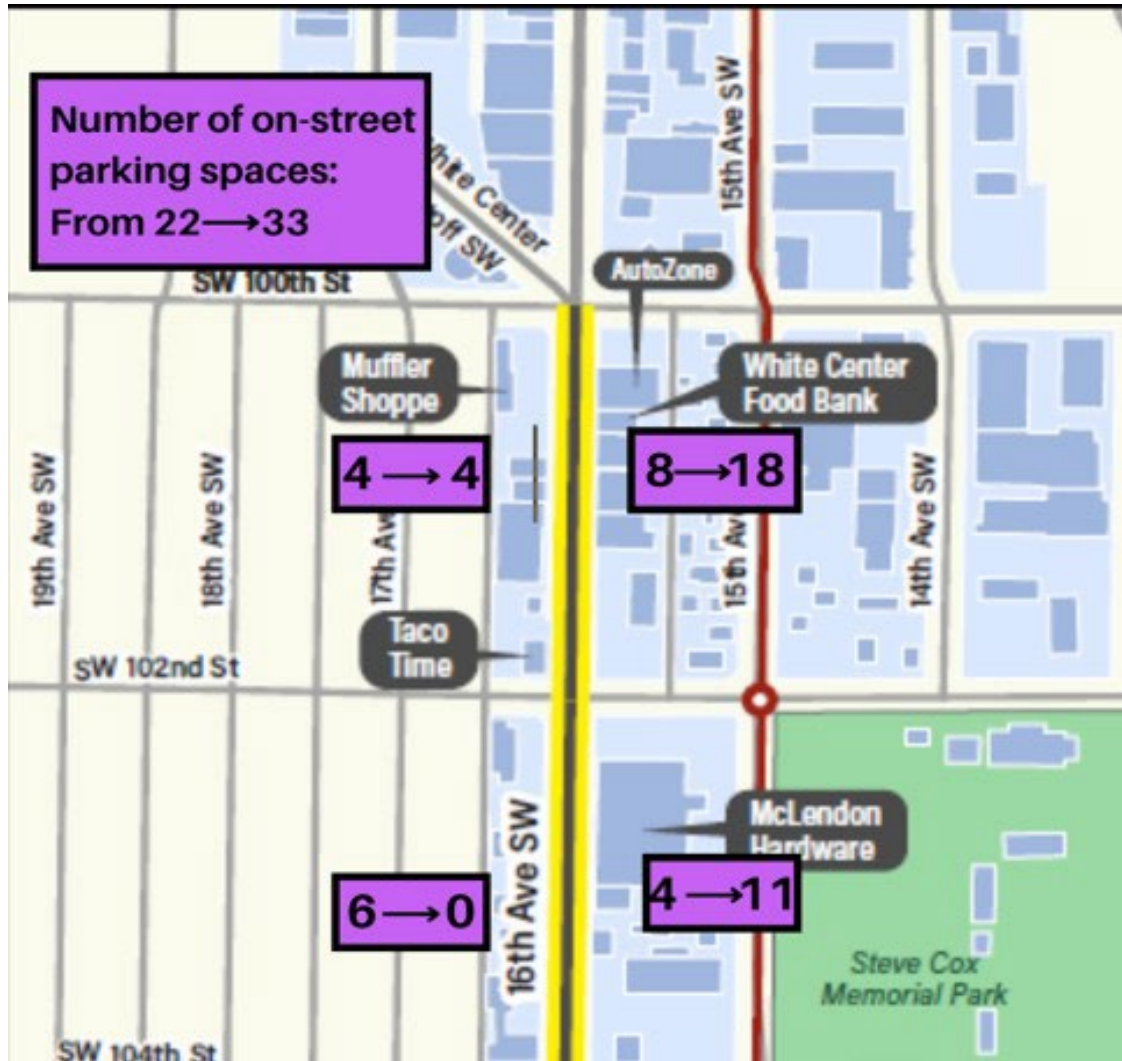
16th Ave SW with bike lanes and 46 parking spaces



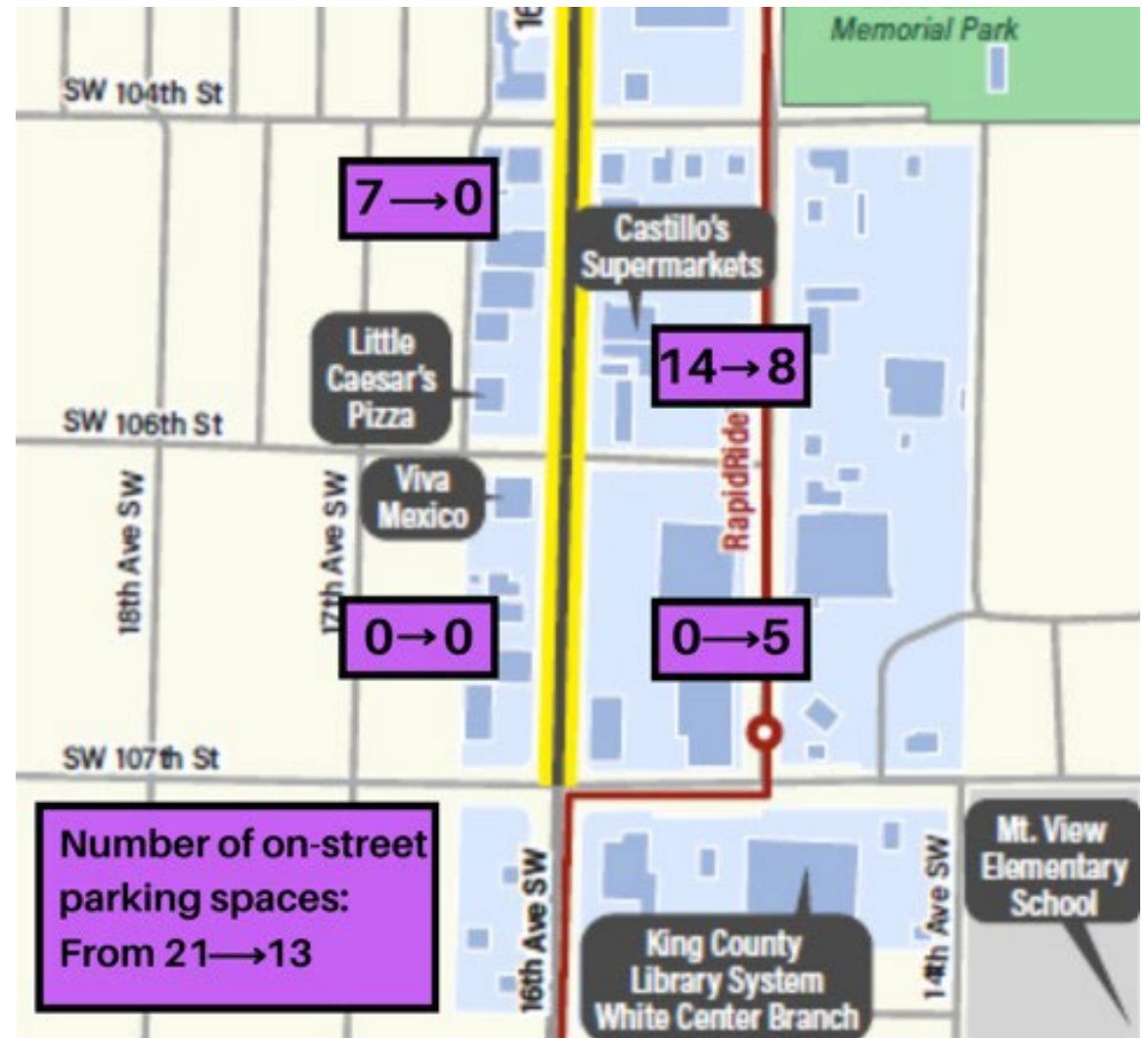
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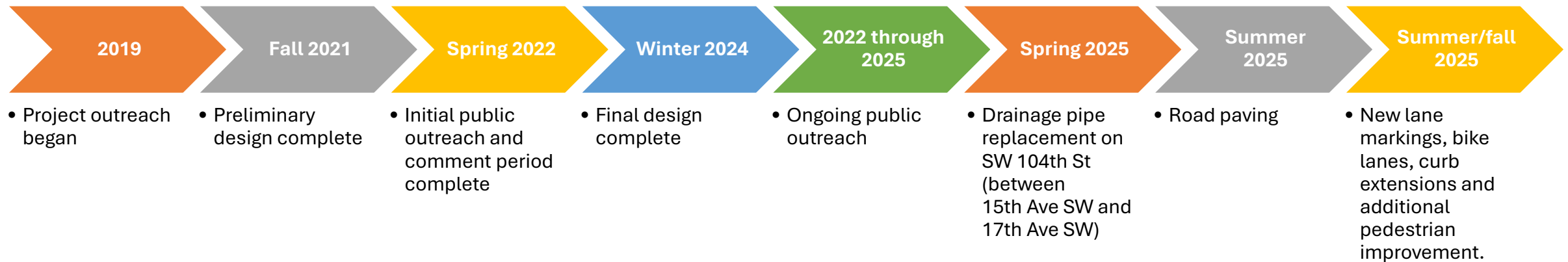
SW 100th St to SW 104th St



SW 104th St to SW 107th St

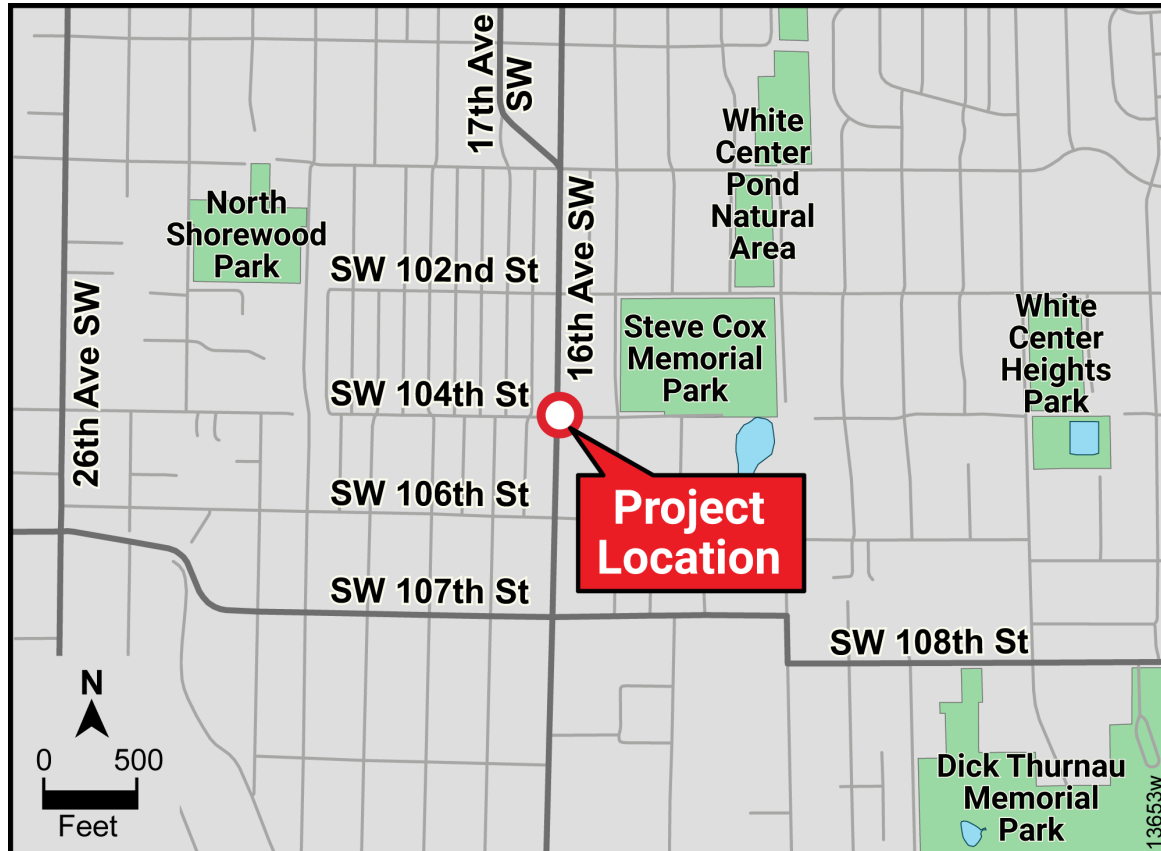


Pedestrian Safety Improvements & Traffic Calming Project Timeline



Drainage Improvement Project

16th Ave SW and SW 104th Street



In March/April 2025, we will replace a worn-out drainage pipe located under the north side of SW 104th St (between 15th Ave SW and 17th Ave SW). The work is expected to last up to six (6) weeks, **including a two-week-long road closure across the intersection of 16th Ave SW at SW 104th St.**

What to expect during construction:

- Work will occur in **three phases**.
- **Work hours:** 7 a.m. to 5 p.m. weekdays (M-F). Weekend work is possible.
- **No Parking** on northside of SW 104th St.
- **North half of intersection closed** at 16th Ave SW and SW 104th St. for up to two (2) weeks.
- Access to businesses and residences will be maintained throughout construction.

Drainage Improvement Project 16th Avenue SW and SW 104th Street



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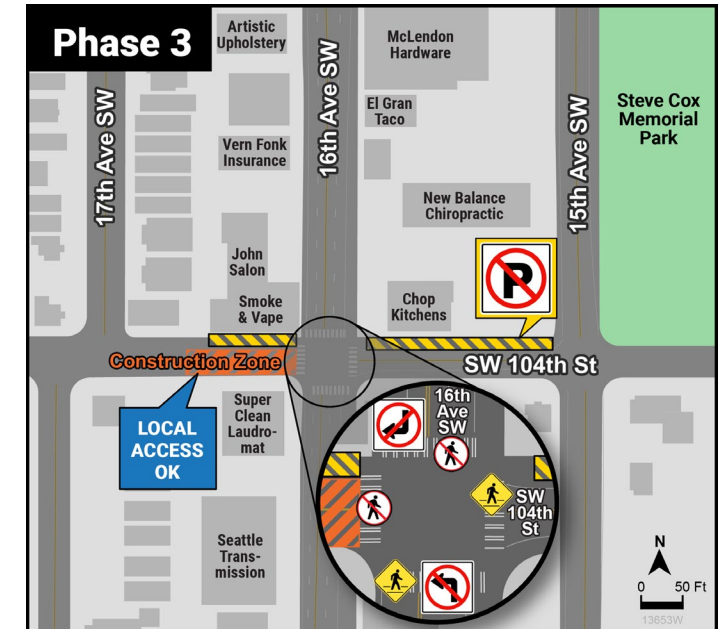


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Drainage Improvement Project 16th Avenue SW and SW 104th Street



Drainage Improvement Project 16th Avenue SW and SW 104th Street



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2025 White Center Projects



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Customer Service Request Process

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We're here for you

**Call our 24/7 Road Helpline
at 206-477-8100.**

There's always someone answering this line.
Even on weekends, holidays, and evening hours!
This line is ideal for urgent/emergent requests.



24/7 Road Helpline: 206-477-8100

[KingCounty.gov/roads](https://www.kingcounty.gov/roads)



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We're here for you

Email our Roads Maintenance shared email box at maint.roads@kingcounty.gov.

This box is checked Monday through Friday, between 6:30 a.m. and 4:30 p.m. - ideal for non-urgent/emergent requests.



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What happens when you contact us

The screenshot displays the Cityworks web application interface. The top navigation bar includes 'Cityworks' logo, a search bar, and user information 'Long-Mattingly, Shunneia'. Below the navigation bar are tabs for 'Inbox', 'Calendar', 'Service Requests', 'Work Orders', 'Inspections', 'Reports', 'GIS Search', 'Crews', and 'Events'. The main content area is divided into several sections:

- Service Request:** Shows details for Request ID 73495, Tier 3 (orange), Status Open, Priority 2 - Medium/Normal, and Initiator ESPINOSA, JOE. It includes a 'REMEMBER TO SET & SAVE!' warning and fields for Submit To (DIVISION 3 - RENTOF) and Dispatch To (THURMAN, KEN).
- Incident Information:** Displays the address 'SW 108th St & 4th Ave SW', City 'King County', and Zip Code '98146'. It also shows 'Incident Details: Community member: Permanent water puddle on SW 108th St & 4th Ave SW. Might be water leak' and geographic coordinates.
- Callers:** A table listing the caller TRICIA DAVIS on 10/8/2024 at 6:11:50 AM, with caller type 'KCROADS'.
- Service Request Caller Information:** Provides contact details for TRICIA DAVIS, including address, phone numbers, and email (TRICIA.DAVIS@KINGCOUNTY.GOV).
- Questions:** A section with two questions: 'Question 1: Is this in the RSD service area? Answer: YES' and 'Question 2: Is this an emergency? Answer: NO'.
- Call History:** A table listing previous requests, including '74214 Sidewalk Defect' and '73495 Drainage Complaint'.
- Additional Callers:** A table listing other callers, including TRICIA DAVIS on 10/8/2024 at 6:11:50 AM.

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Important Information

The screenshot displays the Cityworks web application interface. At the top, there is a navigation bar with the Cityworks logo, a search bar, and a user profile dropdown for 'Long-Mattingly, Shunneia'. Below this is a main menu with options like 'Inbox', 'Calendar', 'Service Requests', 'Work Orders', 'Inspections', 'Reports', 'GIS Search', 'Crews', and 'Events'. A secondary toolbar contains icons for 'Request', 'Callers', 'Labor', 'Email', 'Print', 'Save', 'New Caller', and 'Delete'.

The main content area is divided into several sections:

- Service Request Caller Information:** A form with fields for 'Call Time' (10/8/2024 6:11 AM), 'Caller Type' (KC-Roads), 'Contact Method' (Other - CNL Program/R), 'First Name' (TRICIA), 'Last Name' (DAVIS), 'Address', 'Apt Number', 'City', 'Zip Code', 'Day Phone' ((206) 263-9690), 'Other Phone', 'Cell Phone', 'Fax', 'Work', and 'Email' (TRICIA.DAVIS@KINGCOUNTY.GOV). An 'Incident Details' section contains the text: 'Community member: Permanent water puddle on SW 108th St and 4th Ave SW. Might be water leak'. A 'Caller Information' section shows '10/3 NHUAC Meeting'.
- Questions:** Two questions are listed: 'Question 1: Is this in the RSD service area? Answer: YES' and 'Question 2: Is this an emergency? Answer: NO'.
- Call History:** A table listing previous requests. The header includes 'Request Id', 'Description', and 'Address'. The table contains 14 rows of data, with the most recent request (73495) highlighted in blue.
- Additional Callers:** A table with columns for 'Call Time', 'First Name', 'Last Name', 'Home Phone', and 'Work'. It shows one entry for TRICIA DAVIS on 10/8/2024 at 6:11:50 AM.

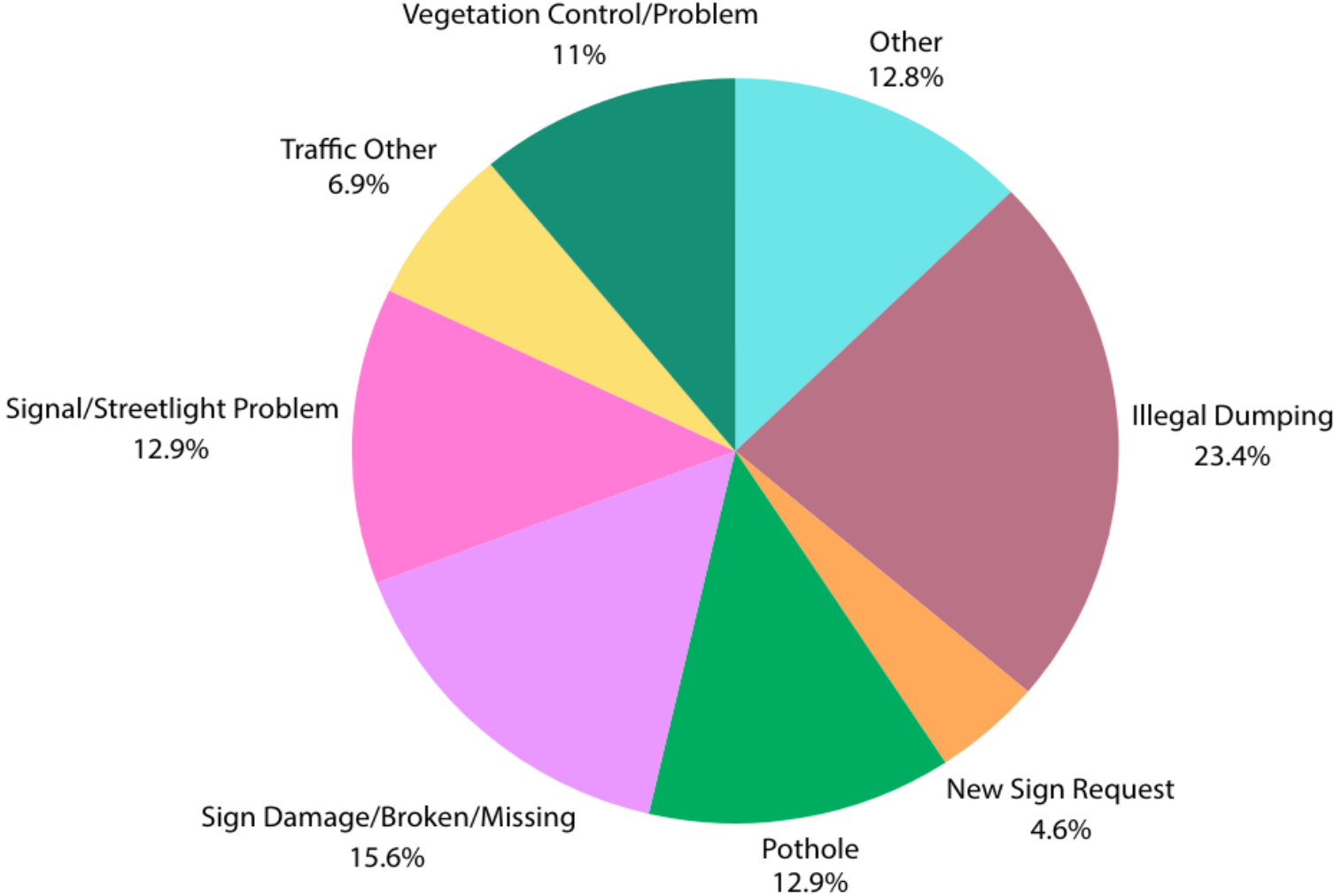
At the bottom right of the interface, a page indicator shows 'Page 1 of 1, items 1 to 14 of 14'.

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2024 - Service Requests Created

Data for North Highline Unincorporated Community, 98146



By the numbers

- Service requests in zip code 98146 that were created and closed in 2024
- If a request is still open, it is not represented here

Follow up on service requests

| Location | Request | Service Req # | Status |
|---|---|---------------|---------------|
| SW 106 th St – North side of street on 18 th and 17 th Ave | Overgrown vegetation | 74211 | Closed |
| 3 rd Ave SW and SW 110 th St | Cars end up in the ditch | 74207 | Closed |
| White Center on 15 th Ave SW and SW 98 th St Mostly southbound lane. | Road is in bad shape, lots of potholes | 74212 | Closed |
| SW 107 th St near 16 th Ave SW near the minimarket | Driveway cut out into parking lot is unsafe and steep | 74214 | Open |
| SW 102 nd St between 4 th and 8 th Ave SW | Request for speed bumps | 74185 | Closed |
| 17 th Ave SW from 98 th to SW 104 th St | Request for stop signs | 74184 | Closed |



Stay Connected!

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[KingCounty.gov/roads](https://www.kingcounty.gov/roads)



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Stay connected with us!

Visit: kingcounty.gov/roads

- View project websites, get winter weather information.
- Sign up for **Road Alerts** to receive email or SMS text notifications about work in your community.
[KingCounty.gov/RoadAlert](https://kingcounty.gov/RoadAlert)
- **MyCommute Map**: See current and upcoming road closures and lane restrictions.
[KingCounty.gov/MyCommute](https://kingcounty.gov/MyCommute)

More ways:

- **24/7 Road Helpline** – 206-477-8100 or maint.roads@kingcounty.gov to report problems on the road.
- **Social media:**
 - @KCRoads X (Twitter)
 - @KingCountyLocalServices: Facebook & Instagram



Contact us



Broch Bender

206-263-1189

bbender@kingcounty.gov



Shunneia Long-Mattingly

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slongmattingly@kingcounty.gov



Amy Bresslour

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abresslour@kingcounty.gov

24/7 Road Helpline: 206-477-8100

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Title VI Survey



<https://forms.office.com/g/FZgZuCPd8k>

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Questions & Answers

24/7 Road Helpline: 206-477-8100

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Title VI Survey



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