

City of Tigard

# Welcome to Tigard

*“A Place to Call Home”*

- Directory of Services
- Community Resources
- Who to Call



13125 SW Hall Blvd., Tigard, Oregon 97223

[www.tigard-or.gov](http://www.tigard-or.gov)

# WELCOME TO TIGARD!

Approximately 48,035 residents make their home in this centrally located community in Washington County. Tigard is just ten miles southwest of downtown Portland and minutes from Interstate-5, Highway 217 and Pacific Highway/OR 99W. We want to help you discover Tigard as a great place to live, work and play.

This brochure is intended to acquaint you with the City of Tigard and other local agency services. If you have suggestions on how city government can better serve the Tigard community, we want to hear from you. Please visit our website at [www.tigard-or.gov](http://www.tigard-or.gov) or contact us by phone—you'll find phone numbers throughout this guide. Your Tigard City Council and city employees are ready to serve and assist you. Once again, we welcome you and wish you every happiness in your new home!

## REACH US

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### PERMIT CENTER AND CITY HALL

13125 SW Hall Blvd.  
TDD: 503-684-2772 Fax: 503-684-7297  
[www.tigard-or.gov/cityhall](http://www.tigard-or.gov/cityhall)



### LIBRARY

13500 SW Hall Blvd.  
Phone: 503-684-6537 Fax: 503-598-7515  
[www.tigard-or.gov/library](http://www.tigard-or.gov/library)



### POLICE

13125 SW Hall Blvd.  
Phone: 503-639-6168 Fax: 503-684-5654  
Non-emergency: 503-629-0111  
[www.tigard-or.gov/police](http://www.tigard-or.gov/police)



### PUBLIC WORKS

8777 SW Burnham St.  
Phone: 503-718-2591 Fax: 503-684-8840

# CITY ADMINISTRATION

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Tigard is governed by a City Council with the city manager responsible for the daily administration of all city functions. This includes general management, personnel administration, labor relations, risk and network services and community relations. Correspondence and city business can be mailed to the attention of the City Management Office or to a specific department.

## CITY COUNCIL

Mayor: Craig E. Dirksen  
Councilors: Gretchen Buehner – Council President,  
Nick Wilson, Marland Henderson, Marc Woodard

## CITY STAFF

City Manager, Marty Wine	503-718-2486
Assistant City Manager, Elizabeth Newton	503-718-2412
Administrative Services Manager, Nadine Robinson	503-718-2481
Executive Assistant, Joanne Bengtson	503-718-2476
City Engineer, Michael Stone	503-718-2759
City Recorder, Cathy Wheatley	503-718-2410
Cityscape Newsletter Editor, Joanne Bengtson	503-718-2476
Community Development Director, Ron Bunch	503-718-2417
Finance & IS Director, Toby LaFrance	503-718-2406
Human Resources Director, Sandy Zodrow	503-718-2408
Library Director, Margaret Barnes	503-718-2501
Police Chief, Alan Orr	503-718-2570
Public Works Director, Dennis Koellermeier	503-718-2596
Assistant to the City Manager, Loreen Mills	503-718-2417
Park Reservations	503-718-2641
Public Records Requests	503-718-2483

**AUTOMATED ATTENDANT:** 503-639-4171

**CITY HALL FAX:** 503-684-7297

**24-HOUR JOB LINE:** 503-624-9471

**TDD:** 503-684-2772

# COMMUNITY DEVELOPMENT

“Shaping a Better Community”

The Community Development Department consists of several divisions: Administration, Building, Development Services, Community Planning, Downtown Redevelopment and Development Review Engineering.

The functions of the department include community planning, administration of the Tigard Community Development Code as it relates to land development, park planning and development; building plan review and inspections; code compliance and general economic development activities. The department serves as staff for the Tigard Planning Commission which reviews zoning ordinance amendments, variances, conditional uses and other land use actions.

## BUILDING & PLANNING

Building Division	503-718-2439
Code Compliance	503-718-2441
Permits	503-718-2439
Planning	503-718-2421
Zoning	503-718-2421
Building Inspection Request Line	503-639-4175

## BUILDING COUNTER HOURS

Tuesday – Friday, 7 a.m. – 5 p.m.	503-718-2439
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## PLANNING & ENGINEERING COUNTER HOURS

Tuesday – Friday, 8 a.m. – 5 p.m.	503-718-2421
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# FINANCE AND INFORMATION SERVICES

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The Finance and Information Services Department consists of five divisions: Administration, Financial Operations, Information Technology, Contracts/Purchasing and Utility Billing.

The department is responsible for all accounting, financial records, fiscal reports, internal audit controls and payroll, as well as fiscal reports required by federal, state and county governments. Finance is also responsible for the annual budget, investing public funds, long-range financial forecasting, purchasing, passport application acceptance and utility billing for water and sewer services.

The Information Technology Division is responsible for the technical needs of city departments including computer systems, telephone and television facilities. They participate in the Washington County Broadband User Group and the Metropolitan Area Communications Commission.

Business License	503-718-2487
Utility Billing (water and sewer billing)	503-718-2460

## PASSPORT APPLICATION ACCEPTANCE

Passport applications are accepted at the Utility Billing counter in City Hall during limited hours. Application forms are available in the lobby.

Tuesday, Thursday and Friday, 9 a.m. – 3:30 p.m.

Passport Information 503-718-2489

[www.tigard-or.gov/city\\_hall/services/passport/default.asp](http://www.tigard-or.gov/city_hall/services/passport/default.asp)

## TIGARD MAPS

Need to look up property assessment or permit information about your property? Find the parks that are located near you? Perhaps you'd like information about crime in your neighborhood? You can view current and historical photos, and quickly browse through a variety of mapped information at the Tigard Maps website. Simple tools and easy-to-use interactive maps will help you find what you're looking for:

[www.tigard-or.gov/maps](http://www.tigard-or.gov/maps).

# PUBLIC LIBRARY

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The Tigard Public Library offers free access to a wide variety of books, magazines, videos, compact discs and other materials, as well as professional reference service and access to the internet.

The library also sponsors programs and events for all ages. An events calendar is listed in the *Cityscape* newsletter which is mailed monthly to all residents.

Additional information about library programs and services can be found on the city website. The library is a member of Washington County Cooperative Library Services, which provides access to all public libraries in the metro area.

## LIBRARY

13500 SW Hall Blvd., Tigard, OR 97223  
Communications Coordinator, Paula Walker

503-684-6537  
503-718-2508  
paula@tigard-or.gov

Programs and Classes, Circulation Desk  
Reference Desk  
Volunteer Coordinator, Trish Stormont

503-718-2527  
503-718-2517  
503-718-2516

## LIBRARY HOURS

Monday – Wednesday, Friday, 10 a.m. – 9 p.m.  
Thursday, 1 p.m.– 9 p.m.  
Saturday, 10 a.m. – 6 p.m.  
Sunday, Noon – 6 p.m.



# MUNICIPAL COURT

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Tigard Municipal Court provides a local forum for resolution of parking citations, limited misdemeanors and civil infractions. The municipal judge is the judicial officer of the city and is appointed by the City Council. The judge presides over the municipal court within the city.

Municipal Court Office	503-718-2478
Administrative Services Manager, Nadine Robinson	503-718-2481
Judge, Michael O'Brien	503-718-2481

# POLICE

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The primary responsibility of the Tigard Police Department is to preserve and protect life and property. As a result, the department focuses on prevention and suppression of crime, apprehension of offenders and enforcement of traffic laws. The department has a full-time crime prevention officer to assist residents with organizing a Neighborhood Watch group and identify possible solutions to enhance neighborhood safety. Tigard police officers provide full service law enforcement to our community. Please call 9-1-1 for emergencies. For non-emergency police matters call 503-629-0111.

## POLICE DEPARTMENT

Chief of Police, Alan Orr	503-718-2570
Public Information Officer, Jim Wolf	503-718-2561
Administrative Office	503-639-6168
Crime Prevention	503-718-2561
Liquor License	503-639-6168
Mediation Program <i>(free service through the Dispute Resolution Center)</i>	503-526-2523
Police Non-emergency	503-629-0111
Police Records	503-639-6168
Fingerprinting (at Beaverton Police Station)	503-526-2260

[www.tigard-or.gov/police](http://www.tigard-or.gov/police)

# PUBLIC WORKS

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The Public Works Department is responsible for designing, constructing, operating and maintaining the city's infrastructure. Programs managed by Public Works are detailed below.

Public Works Office	503-718-2591
Backflow/Crossflow Connection Devices and Testing	503-718-2603
Conservation Programs, Recycling and Solid Waste	503-718-2599
Emergency Management	503-718-2593
Park Reservations	503-718-2641
Street Maintenance	503-718-2606
Sewer Locates/Backups	503-718-2600
Tax Lot Information	503-718-2589
Water Quality	503-718-2604
After-hours Emergency for Water/Street/Sewer	503-639-1554

## EMERGENCY MANAGEMENT

Emergency Management is responsible for public health and safety related to hazardous incidents, by preparing for and responding to emergencies that affect the city and its citizens. Emergency Management trains and equips city emergency responders and citizen volunteers, coordinates emergency services and provides appropriate emergency facilities and communications systems.

## ENGINEERING

Engineering is responsible for the design and construction of capital improvements maintained by the city. The Capital Improvement Program includes projects for public streets, parks, city-owned facilities, sanitary sewer, storm drainage and the water system.

Engineering also focuses on citywide and regional transportation issues; seeking to improve traffic circulation and enhance pedestrian and bicycle safety. Requests for changes in traffic signs, pavement markings or traffic signals should be directed to the Engineering Division.

City Engineer, Michael Stone	503-718-2759
Right-of-way questions	503-718-2421
Traffic Engineering	503-718-2462

## **FLEET DIVISION**

The Fleet Division is responsible for the organization and operation of the city's fleet. Major ongoing functions of the division include maintenance and repair of city equipment; cars, light and heavy trucks, off-road equipment and stationary equipment.

## **PARKS AND GROUNDS**

From open green fields to fishing on the Tualatin River, parks in Tigard offer you the great outdoors. With more than 452 acres of parks, greenways and natural areas, Tigard provides a variety of options for recreation, while protecting the area's natural beauty and providing valuable wildlife habitat.

Park reservations  
or use the online reservation service

503-718-2641  
[www.tigard-or.gov](http://www.tigard-or.gov)

## **PROPERTY MANAGEMENT**

Provides general maintenance for all city-owned facilities.

## **STREET MAINTENANCE**

The Street Maintenance Division is responsible for the maintenance of 150 miles of streets. That includes all signage, installation and maintenance of guardrails and barricades, crack sealing and patching street surfaces and maintenance of off-street bicycle paths including their markings.

## **WASTEWATER / STORM WATER**

The Wastewater/Storm Water Division is responsible for the maintenance of the sewer and storm water systems. Functions include video inspections, line cleaning, repairs, catch basin cleaning and construction, manhole rehabilitation, brushing storm outfalls, record keeping and investigating/addressing citizen concerns.

## WATER SERVICE DIVISION

The City of Tigard is dedicated to providing consumers with the highest quality of water that meets or exceeds the standards set by the United States Environmental Protection Agency (EPA) and the Oregon Department of Health Services (DHS).

Tigard works to ensure the quality of drinking water through monitoring, planning, comprehensive design, construction, operation and maintenance of the water system. Additionally, the city provides public education, field assistance and prompt customer service. The City of Tigard is the drinking water provider to the Tigard Water Service Area which includes King City, Durham and the Tigard Water District.

**AFTER HOURS EMERGENCY NUMBER:** 503-639-1554

## GENERAL CONTACT INFORMATION

Street Address: 8777 SW Burnham St. 503-718-2591

Fax: 503-684-8840

Mailing Address: 13125 SW Hall Blvd., Tigard, OR 97223

## VOLUNTEER OPPORTUNITIES IN PUBLIC WORKS

The Public Works Department offers a variety of volunteer opportunities:

- The Emergency Management Division relies on Community Emergency Response Team (CERT) volunteers who are extensively trained to assist in times of disaster.
- The Parks Division utilizes volunteer assistance to take care of both our rhododendron and butterfly gardens, to clean local parks and trails and to serve on Tigard's Parks and Recreation Advisory Board.
- The Stormwater Division utilizes volunteers to plant native plants along city streams and to install storm drain decals.
- The Street Maintenance Division supports an Adopt-A-Street program where volunteers remove trash from local streets.

For more information about volunteer opportunities with Public Works, contact Carla Staedter at 503-718-2788 or [carla@tigard-or.gov](mailto:carla@tigard-or.gov).

# RECYCLING

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The city continues to work with all cities in the Washington County Cooperative Recycling Program. Recycling diverts materials from the landfill and helps the environment. What can you do?

- **REDUCE** the amount of garbage you generate by purchasing products with minimal packaging.
- **REUSE** materials whenever possible.
- **RECYCLE** as much material as possible.

For more information, please contact your hauler or visit their websites at:

Pride Disposal

503-625-6177  
[www.pridedisposal.com](http://www.pridedisposal.com)

Waste Management

503-249-8078  
[www.wm.com](http://www.wm.com)

# TIGARD'S HISTORY

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Wilson and Polly Tigard settled the area in the 1850s. After coming to Oregon by wagon train in 1852, the Tigard family staked out a 320-acre claim near Bull Mountain. The family cleared two acres for their homesite, first building a log cabin and later a frame house. Soon, the Tigards had constructed the community's first general store, which also served as a community post office, voting place and home for Tigard's first telephone. A Victorian-style house built in 1880 for Wilson Tigard's eldest son John, is now a historic landmark located on SW Canterbury Lane.

Another monument to Tigard's community spirit and history is the Tigard Windmill at SW 121st Avenue and Katherine Street. Built by Chris Christensen circa 1900 to supply well water for two residences on the Wood-Christensen farm established in 1866, it is all that remains of the once active 160-acre Wood-Christensen farm complex. Standing three stories high, the water tower supports a fully-intact windmill which neighborhood residents restored in 1983.

# OTHER LOCAL RESOURCES

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## ANIMALS

Oregon Humane Society	503-285-7722
	<a href="http://www.oregonhumane.com">www.oregonhumane.com</a>
Washington County Animal Control and Bonnie L. Hays Small Animal Shelter	503-846-7041

## CHAMBER OF COMMERCE

Hispanic Metropolitan Chamber	503-243-5594
	<a href="http://www.hmccoregon.com">www.hmccoregon.com</a>
Tigard Area Chamber	503-639-1656
	<a href="http://www.tigardchamber.org">www.tigardchamber.org</a>

## CHURCHES

There are several churches in Tigard. This is only a partial list:

Calvin Presbyterian Church	503-639-3273
Christ the King Lutheran Church	503-639-2789
Faith Journey Church	503-639-5336
Gethsemane Lutheran Church	503-620-2354
Grace Point Community Church	503-639-3913
Metzger United Methodist Church	503-246-1880
St. Anthony's Catholic Church	503-639-4179
St. James Episcopal Church	503-639-3002
Tigard Christian Church	503-639-5713
Tigard Covenant Church	503-639-3084
Tigard Foursquare Church	503-639-9203
Trinity Evangelical Church	503-590-5683
Westgate Baptist Church	503-524-3500

## HEALTH/HOSPITAL

Legacy/Meridian Park Hospital	503-692-1212
Poison Control	800-222-1222
Providence/St. Vincent Hospital	503-216-1234
Tuality Community Hospital	503-681-1111

## LANDFILLS

Hillsboro	503-640-9427
Metro	503-657-2872
Newberg	503-538-0103

## POST OFFICE

Change of address	<a href="http://www.usps.com/moversguide/welcome">www.usps.com/moversguide/welcome</a>
Tigard Branch	503-968-6763
US Postal Service	800-275-8777

## PUBLIC TRANSPORTATION

TriMet	503-238-7433 <a href="http://www.trimet.org">www.trimet.org</a>
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## SCHOOLS

Some Tigard children will attend Beaverton schools, depending on the area in which they reside. For boundary information, call:

Beaverton School District	503-591-8000 <a href="http://www.beaverton.k12.or.us/">www.beaverton.k12.or.us/</a>
Tigard/Tualatin School District	503-431-4000 <a href="http://www.ttsd.k12.or.us/">www.ttsd.k12.or.us/</a>
Bridgeport Elementary	503-431-4200
Edward Byrom Elementary	503-431-4300
CF Tigard Elementary	503-431-4400
Deer Creek Elementary	503-431-4450
Durham Elementary	503-431-4500
J. Templeton Elementary	503-431-4850
Mary Woodward Elementary	503-431-4700
Metzger Elementary	503-431-4600
Tualatin Elementary	503-431-4800
Fowler Middle School	503-431-5000
Hazelbrook Middle School	503-431-5100
Twality Middle School	503-431-5200
Tigard High School	503-431-5400
Tualatin High School	503-431-5600

## SERVICE ORGANIZATIONS

American Red Cross	503-284-1234 <a href="http://www.redcross.org">www.redcross.org</a>
Bee Control NW	503-255-3243
Boy Scouts	503-226-3423
Girl Scouts	503-620-4567
Community Partners for Affordable Housing	503-293-4038
Drug and Alcohol Helpline	800-621-1646

Good Neighbor Center Shelter	503-443-6084
Habitat for Humanity	503-249-1194
Housing Connections	503-802-8562
Affordable Housing	<a href="http://www.housingconnections.org">www.housingconnections.org</a>
Oregon Dept. of Transportation	503-229-5002
Oregon Food Bank	503-439-6510
Rotary Club—Tigard	503-317-3334
Senior Center	503-620-4613
Tigard Loaves and Fishes	503-620-4613
Tigard Area Farmers Market	503-639-2900
	<a href="http://www.tigardfarmersmarket.com">www.tigardfarmersmarket.com</a>

## NEWSPAPERS

Tigard Times	503-684-0360
The Oregonian	503-221-8327

## STATE/LOCAL OFFICES

State of Oregon	<a href="http://www.oregon.gov">www.oregon.gov</a>
Better Business Bureau	503-226-3981
Dept. of Environmental Quality	503-229-5696
Dept. of Motor Vehicles	503-299-9999
Employment Department	<a href="http://www.employment.oregon.gov">www.employment.oregon.gov</a>
City of Beaverton	503-526-2222

## RECREATION

Little League	503-968-BALL
Tigard Basketball Association	503-684-4667
Tigard Soccer Club	503-968-7197
Tigard Swim Center	503-431-5455
Tualatin Hills Parks & Recreation	503-645-6433

## CABLE

Comcast	888-824-8264
Metro Area Communications Commission	503-645-7365

## GARBAGE

Pride Disposal	503-625-6177
Waste Management	503-249-8078

## GAS

NW Natural Gas	503-226-4211
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## ELECTRIC

Portland General Electric	<a href="http://www.portlandgeneral.com">www.portlandgeneral.com</a>
Customer Service	503-228-6322 or 800-542-8818
Streetlight Outages/Repairs	503-736-5710 or 800-544-2795
	<a href="mailto:lightout@pgn.com">lightout@pgn.com</a>

## TELEPHONE

Qwest	800-244-1111
Frontier Communications Inc.	877-462-8188

## WATER/SEWER

City of Tigard	503-718-2460
Clean Water Services	503-681-3600

## WASHINGTON COUNTY

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### PUBLIC SERVICES BUILDING

155 N. First Avenue  
Hillsboro, OR 97124  
[www.co.washington.or.us](http://www.co.washington.or.us)

### DISTRICT COURTHOUSE

150 N. First Avenue  
Hillsboro, OR 97124

County Offices main phone	503-846-8611
Aging Services	503-640-3489
Assessment & Taxation	503-846-8741
Community Action Organization	<a href="http://www.caowash.org">www.caowash.org</a>
Information & Referral	503-693-3254
District Attorney	503-846-8671
Circuit Court	503-846-8888
Election Office	503-846-5800
Food Bank	503-439-6510
Health & Human Services	503-846-8881
Marriage Licenses	503-846-3912
Pesticide Center	800-858-7378
Property Tax Assessments	503-846-8741
Tualatin Valley Fire & Rescue	503-649-8577 <a href="http://www.tvfr.com">www.tvfr.com</a>
Voter Registration	<a href="http://www.oregonvotes.org">www.oregonvotes.org</a>
Washington County Sheriff	503-846-2700
Washington County Human Resources	503-846-8606



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