

City of Redmond



Agenda

Tuesday, December 9, 2025

4:30 PM

City Hall: 15670 NE 85th St; Remote: Comcast Ch. 21/321, Ziplify Ch. 34,
Facebook (@CityofRedmond), Redmond.gov/rctvlive, or 510-335-7371

Committee of the Whole - Finance, Administration, and Communications

Committee Members

Steve Fields, Presiding Officer

Jeralene Anderson

Jessica Forsythe

Vanessa Kritzer

Angie Nuevacamina

Melissa Stuart

Vacant

Meetings can be attended in person, viewed live on RCTV (redmond.gov/rctlive), Comcast Channel 21/321, Ziply Channel 34, Facebook/YouTube (@CityofRedmond), or listen live at 510-335-7371

AGENDA

ROLL CALL

A. Guest Presenter - Informational - 30 minutes

1. 2023 Financial Audit Exit Conference [CM 25-642](#)

[Attachment A: City of Redmond 2023 Financial Audit Exit Conference Overview](#)

Department: Finance, 30 minutes

Requested Action: Informational

B. Action Items - 25 minutes

1. Approval of HSO Contract [CM 25-652](#)

[Attachment A: Managed Services Agreement](#)

[Attachment B: Cost Table](#)

Department: Technology and Information Services, 5 minutes

Requested Action: Consent, January 6th

2. Proposed Updates to the 2026 Pay Plans [CM 25-655](#)

[Attachment A: Proposed Salary Ordinance for Executive Pay Plan](#)

[Exhibit 1: 2026 Executive Pay Plan "E"](#)

[Attachment B: Proposed Salary Ordinance for Non-Represented and Non-Represented](#)

[Exhibit 1: 2026 Non-Represented Pay Plan "N"](#)

[Exhibit 2: 2026 Non-Represented Supplemental Pay Plan "N-S"](#)

[Attachment C: Proposed Salary Ordinance for General Supplemental Pay Plan](#)

[Exhibit 1: 2026 General Supplemental Pay Plan "G-S"](#)

[Attachment D: 2026 Pay Plan Updates - Summary of Changes](#)

Department: Human Resources, 20 minutes

Requested Action: Consent, January 6th

C. Feedback for Study Session - 20 minutes

1. Council Vacancy Appointment Process Update [CM 25-634](#)

[Attachment A: Proposed Process for Filling a Councilmember Vacancy](#)

[Attachment B: Council Vacancy Questions and Criteria](#)

[Attachment C: Council Vacancy Process Timeline](#)

[Attachment D: Communication Plan](#)

Department: Executive, 20 minutes

Requested Action: Study Session, January 13th

Legislative History

11/18/25	Committee of the Whole - Public Safety and Human Services	referred to the City Council Study Session
----------	---	--

D. Informational - 40 minutes

1. Citywide Grant Program Update [CM 25-653](#)

Department: Executive, 10 minutes

Requested Action: Informational

2. Police Parking Enforcement Program [CM 25-654](#)

[Attachment A: Presentation](#)

[Attachment B: Redmond Urban Centers Parking Study](#)

[Attachment C: Public Safety Technology Data Governance Policy](#)

Department: Police, 30 minutes

Requested Action: Informational

Legislative History

11/18/25	Committee of the Whole - Public Safety and Human Services	referred to the City Council Study Session
----------	---	--

E. Read Only

1. 2023 Impact Fee Collection and Distribution Report [CM 25-643](#)

[Attachment A: Impact Fee Table](#)

[Attachment B: Impact Fee Annual Report - 2023 Impact Fee Summary](#)

[Attachment C: Impact Fee Activity Summary for 2023](#)

Department: Finance

Requested Action: Informational

ADJOURNMENT

Meeting videos are usually posted by 12 p.m. the day following the meeting at redmond.legistar.com, and can be viewed anytime on Facebook/YouTube (@CityofRedmond) and OnDemand at redmond.gov/OnDemand



Memorandum

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-642

Type: Committee Memo

TO: Committee of the Whole - Finance, Administration, and Communications

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Finance	Kelley Cochran	425-556-2748
---------	----------------	--------------

DEPARTMENT STAFF:

Finance	Haritha Narra	Deputy Finance Director
Finance	Nida Hermoso	Finance Manager

TITLE:

2023 Financial Audit Exit Conference

OVERVIEW STATEMENT:

Staff from the office of the Washington State Auditor will share the results of the City's 2023 financial audit and draft reporting.

☐ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☒ **Receive Information**

☐ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
In accordance with generally accepted accounting principles, cities over 2,500 in population must have an annual audit.
- **Required:**
N/A
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

The mission of the office of the Washington State Auditor is to provide independent and transparent examinations of

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-642

Type: Committee Memo

how state and local governments use public funds and develop strategies that make government more efficient and effective.

The auditor performed a financial statement audit to provide an independent opinion on the City's financial statements and results of operations to determine if the financial statements present a reliable, accurate picture of the City's finances. There was a planned delay in the timing of the 2023 audit due to the implementation of the City's new Financial System (D365), which went live in June 2023. The delay will also impact the timing of the 2024 audit. A delayed audit is typical when financial systems are impacted, and the City has been working in partnership with the State Auditor's Office to allow for the exception to the standard audit practice. The 2024 financial statement audit is estimated to start December 2025 with a completion target date of March 2026.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:

Total Cost:

The cost for the 2023 audit was estimated to be \$193,700. The City is still awaiting confirmation on the final cost.

Approved in current biennial budget: ☒ **Yes** ☐ **No** ☐ **N/A**

Budget Offer Number:

297 (Fiscal Accountability)

Budget Priority:

Strategic and Responsive

Other budget impacts or additional costs: ☐ **Yes** ☒ **No** ☐ **N/A**

If yes, explain:

N/A

Funding source(s):

General Fund

Budget/Funding Constraints:

N/A

☐ **Additional budget details attached**

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-642

Type: Committee Memo

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
6/10/2025	Special Meeting	Receive Information

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

N/A

ATTACHMENTS:

Attachment A: City of Redmond 2023 Financial Audit Exit Conference Overview



Office of the Washington State Auditor

Pat McCarthy

Exit Conference: City of Redmond

The Office of the Washington State Auditor's vision is increased trust in government. Our mission is to provide citizens with independent and transparent examinations of how state and local governments use public funds, and develop strategies that make government more efficient and effective.

The purpose of this meeting is to share the results of your audit and our draft reporting. We value and appreciate your participation.

Audit Reports

We will publish the following reports:

- Financial statement and federal grant compliance audits for January 1, 2023 through December 31, 2023 – see draft report.

Audit Highlights

- We would like to thank Nida Hermoso, Accounting Manager; Stephanie Woo, Finance Supervisor; Haritha Narra, Deputy Finance Director, and City staff for their cooperation and assistance throughout the audit.
- We would especially like to thank Nida and Stephanie as they made every effort to ensure the auditors received the necessary information.
- We would also like to recognize the City's commitment to fiscal and accurate financial reporting.

Recommendations not included in the Audit Reports

Exit Items

We have provided exit recommendations for management's consideration. Exit items address control deficiencies or noncompliance with laws or regulations that have an insignificant or immaterial effect on the entity, or errors with an immaterial effect on the financial statements. Exit items are not referenced in the audit report.

Financial Statement Audit Communication

We would like to bring the following to your attention:

- We did not identify any material misstatements during the audit.
- Uncorrected misstatements in the audited financial statements are summarized on the attached schedule. We agree with management's representation that these misstatements are immaterial to the fair presentation of the financial statements. However, the conditions that led to these misstatements may result in more significant misstatements if not corrected.
- The audit addressed the following risks, which required special consideration:

- Due to the possibility that management may be able to circumvent certain controls, standards require the auditor to assess the risk of management override.

Finalizing Your Audit

Report Publication

Audit reports are published on our website and distributed via email in a .pdf file. We also offer a subscription service that notifies you by email when audit reports are released or posted to our website. You can sign up for this convenient service at [Sign Up for News & Alerts | Office of the Washington State Auditor](#).

Management Representation Letter

We have included a copy of representations requested of management.

Audit Cost

At the entrance conference, we estimated the cost of the audit to be \$193,700 and actual audit costs will approximate that amount.

Your Next Scheduled Audit

Your next audit is scheduled to be conducted in late December 2025 and will cover the following general areas:

- Accountability for public resources
- Financial statement
- Federal programs

We are working on providing the City with an estimated cost plus travel.

Working Together to Improve Government

Audit Survey

When your report is released, you will receive an audit survey from us. We value your opinions on our audit services and hope you provide feedback.

Local Government Support Team

This team provides support services to local governments through technical assistance, comparative statistics, training, and tools to help prevent and detect a loss of public funds. Our website and client portal offers many resources, including a client Help Desk that answers auditing and accounting questions. Additionally, this team assists with the online filing of your financial statements.

The Center for Government Innovation

The Center for Government Innovation at the Office of the Washington State Auditor offers services specifically to help you help the residents you serve at no additional cost to your government. What does this mean? We provide expert advice in areas like Lean process improvement, peer-to-peer networking, and culture-building to help local governments find ways to be more efficient, effective and transparent. The Center can help you by providing assistance in financial management, cybersecurity and more. Check out our best practices and other

resources that help local governments act on accounting standard changes, comply with regulations, and respond to recommendations in your audit. The Center understands that time is your most precious commodity as a public servant, and we are here to help you do more with the limited hours you have. If you are interested in learning how we can help you maximize your effect in government, call us at (564) 999-0818 or email us at Center@sao.wa.gov.

Questions?

Please contact us with any questions about information in this document or related audit reports.

Tina Watkins, CPA, Director of Local Audit, (360) 260-6411, Tina.Watkins@sao.wa.gov

Kristina Baylor, Assistant Director of Local Audit, (425) 951-0290, Kristina.Baylor@sao.wa.gov

Haji Adams, Audit Manager, (425) 900-5277 Haji.Adams@sao.wa.gov

Ching Kei Priscilla Wong, CPA, Assistant Audit Manager (564) 444-6424 Ching.Wong@sao.wa.gov

Angela Funamori, Audit Lead, (206) 613-7633, Angela.Funamori@sao.wa.gov



Memorandum

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-652

Type: Committee Memo

TO: Committee of the Whole - Finance, Administration, and Communications

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Technology and Information Services	Michael Marchand	425-556-2173
-------------------------------------	------------------	--------------

DEPARTMENT STAFF:

Technology and Information Services	Jeremy Mikkola	Business Solutions Manager
-------------------------------------	----------------	----------------------------

TITLE:

Approval of HSO Contract

OVERVIEW STATEMENT:

Approve the Mayor to sign an updated contract with HSO in support of the City's D365 financial system. The D365 Managed Services Advanced Support Plan contract totals \$603,071.88 for the initial three-year term (January 2026-December 2028) and outlines two optional two-year renewal terms thereafter.

☒ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
N/A
- **Required:**
Council approval is required for contracts that exceed \$50,000.
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

This contract provides the City with a trusted partner who delivers continuous support, strategic guidance, and proactive recommendations for Microsoft Dynamics 365 Finance & Operations (D365 F&O).

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-652

Type: Committee Memo

The managed services model ensures stable day-to-day operations while also enabling future enhancements, integrations, and new modules that improve service delivery.

These services strengthen the reliability and efficiency of core financial and operational processes, support data drive decision making, and help the City maximize its long-term investment in the D365 platform.

Continuing our partnership with HSO preserves the continuity of a partner who already understands the City's environment, maintains established knowledge of our configuration and processes, and is well positioned to support ongoing system maturity and future growth.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:

Total Cost:

\$603,071.88

Approved in current biennial budget:

☒ Yes

☐ No

☐ N/A

Budget Offer Number:

294

Budget Priority:

Strategic and Responsive

Other budget impacts or additional costs:

☒ Yes

☐ No

☐ N/A

If yes, explain:

Support services with monthly cost. Refer to Attachment B.

Funding source(s):

520

Budget/Funding Constraints:

\$184,954 is already allocated in the 2026 TIS Operational Budget.

☒ **Additional budget details attached**

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-652

Type: Committee Memo

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
N/A	Item has not been presented to Council	N/A

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
1/6/2026	Business Meeting	Approve

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

If not approved, the City will lose continuity of D365 F&O support, creating risks to system stability, delayed issue resolution, increased downtime, reduced service levels, and disruption to planned enhancements and integrations.

ATTACHMENTS:

Attachment A_HSO Managed Services SoW - Advanced - 2025 - City of Redmond - November 19 FINAL

Attachment B_HSO Cost Table

This Managed Services Agreement (this “Agreement”), is made and entered into on signature date between **HSO Enterprise Solutions, LLC d/b/a HSO US (“HSO”)** with principal offices located at Empire State Building, Suite 6902, New York, NY 10118 and the **City of Redmond, Washington (“Customer”)**, with principal offices located at 15670 NE 85th Street Redmond, WA 98052

RECITALS

- Customer desires to engage HSO to perform certain managed services related to the support of the Supported Solutions defined in Section 4 of this Agreement
- HSO will perform the services according to the terms set forth herein.
- Unless otherwise stated, the Agreement shall adopt the terms and conditions of the TIS Consulting Services Agreement (the “**TIS Consulting Services Agreement**”) signed between HSO and Customer on 8/5/2025 for the delivery of managed services.
 - In case of any language discrepancies, the following order shall apply:
 - a. This Agreement.
 - b. TIS Consulting Agreement

Amendment Procedure

- Should an amendment to this Agreement be required the parties agree to amend this Agreement according to the following procedure:
 - Proposal of Amendment: HSO or Customer shall provide a detailed description of the proposed amendment, including any potential impact on the Services.
 - Approval and Execution: The proposed amendment shall be documented in the Amendments Register (Exhibit C) attached to this Agreement. The amendment must be signed by an authorized representative of Customer and HSO.
 - Incorporation into Renewal: Upon renewal of this Agreement, any amendments recorded in the Amendments Register shall be incorporated into the updated Agreement.

1. DEFINITIONS

End Date means December 31, 2028.

HSO Product means the HSO IP listed in Section 2.1.6 ISV / 3rd Party Product Support, Table HSO and 3rd Party ISV Solutions.

Incident means any unplanned interruption, reduction in quality, or failure of an IT service. It represents an event that disrupts or negatively affects the normal operation of an IT service and causes an impact on users or business operations.

Resolution means i) the Incident is fixed and approved by Customer, ii) the Service Request is fulfilled and approved by Customer, iii) HSO provides a workaround for a bug or issue.

Resolution Time means the total time taken from when Customer first reports an incident or service request to when the problem is fully resolved.

Response Time means the time between when the Ticket is reported through the service management tool and the initial response by HSO.

Service Request means i) a demand for access to IT services or ii) changes, managed through a structured, low-risk process. It often involves requests for information, advice, or a standard change to an IT service.

Start Date is January 1, 2026

Supported Solutions means the list of business solutions documented in Section 4 Supported Solutions of this Agreement.

Ticket means an Incident or Service Request submitted through HSO's service management tool.

2. SERVICES

This Section describes the full scope of the Services agreed to by both parties under this Agreement.

2.1 Support Services

2.1.1 Incident Management

- All Incidents will be reported using HSO's Service Management Tool.
- HSO will acknowledge Incidents from Customer, will identify, and detect problems, errors, or malfunctions arising from Customer's use of the Supported Solutions and will provide resolutions to such issues according to the agreed to SLA's.
- HSO will prioritize the Incident according to the Priority matrix in Section 3.1.1 Priority Definitions, provide support, and resolve it unless instructed otherwise by Customer.
- HSO will document the resolution steps in HSO's service management tool.
- HSO will issue responses based on the SLA table in Section 3.1.2 Service Level Agreements. Customer may also request updates for their cases at any time by contacting HSO through phone or service management portal. At a minimum, HSO will issue subsequent responses and updates to Customer based on the SLA table displayed above.
- HSO will attempt to contact Customer up to three times before closing the applicable incident as resolved.
- If HSO wishes to change the priority of an Incident registered by Customer, this shall happen only after consultation with the call owner of the Incident.

2.1.2 Service Request Management

Service Request Management includes:

- "How To" questions or explanation of features or functions
- Configuration questions
- Estimation of future modifications or development work
- Dashboard creation/updates
- Data correction/restoration
- Workflow modifications
- Screen/form modifications or re-design.

In each of the above cases the expected timing is under 5 hours per Service Requests. Services requests longer than 5 hours will be treated as Evolve hours.

2.1.3 Support and Case Management

Support and Case Management includes:

- Customer will be assigned a Customer Care Lead / Team Lead to act as the first point of contact for Customer.
- The Customer Care Lead is responsible for efficient case management, provides the in-scope status reporting and deals with any required escalations.
- Customer will be provided with reports on weekly. The Customer Care Lead will facilitate a meeting to review case statuses, case priorities, and any required case updates.
- HSO will provide a portal for Customer to log issues, manage the incidents and get case updates Operations focused status meetings.
- Responding to status update requests from Customer
- Billing details in addition to standard HSO format (hours by category)

2.1.4 HSO Product Support

HSO will assess, analyze, and record the steps taken to reproduce the issue and identify its cause. Once it is determined that it is an HSO Product Issue the support and resolution falls under the Software Support Agreement for the related HSO product.

2.1.5 Knowledge Management

- HSO collects, maintains, and improves support content to ensure Customer and HSO have access to current and relevant information about the in-scope systems.
- Knowledge updates are created as needed during the performance of the services, reviewed by the Knowledge owners to ensure accuracy, clarity and organization.

2.1.6 ISV / 3rd Party Product Support

- HSO will initiate, and manage any issues related to the in-scope ISV's or 3rd parties until the issue is resolved.
- HSO will escalate incidents according to agreed SLAs with Microsoft or other third-party providers.
- HSO will perform resolution of issues where the cause is related to HSO provided customizations or configurations.
- ISV's and 3rd parties (including Microsoft) are responsible for all code related resolutions and issues with their respective solutions.
- If the resolution of a Ticket requires software adjustment for which the author of the software does not provide a fix, the Ticket shall be closed.

2.2 Evolve and Optimization Services

- Working with key Customer stakeholders, perform a review of the development backlog and define the next set of priorities.
- Determine the list of enhancements that will be completed during the upcoming month.

- Produce FDD's and estimates for the consumption of the Evolve hours per month.
- Individual enhancements or groups of enhancements to be developed together that total more than 40 hours of effort will be delivered as part of a separate statement of work.
- Support the development of Customer product roadmaps based on business requirements and Microsoft product roadmaps.
- HSO reserves the right to make reasonable determination as to the complexity of tasks.

2.3 Success Partner

HSO will provide Customer with access to a Sr. Technical Solution Architect to act as a Success Partner that will cover the following topic areas:

- Guidance on best practices, system enhancements, and strategic initiatives to maximize deployed solution value.
- Innovation and emerging technologies related to the Customer industry and / or D365.
- Recommendations to mitigate risk.
- Organizational Change management to drive adoption of process and technology.
- Tailored recommendations and action plans to improve system efficiency.
- Guidance on leading practices with respect to Customer's specific customizations and third-party solutions.
- Guidance on design choices, code quality, and scalability patterns. Recommendations focus on enhancing system scalability to accommodate future growth.

2.4 Service Governance

2.4.1 Service Delivery Manager

The Service Delivery Manager (SDM) is responsible for the service relationship between HSO and Customer. Services focus on both the overall strategic partnership between Customer and HSO as well as the Service Excellence delivered by HSO to Customer

Strategic Partnership

- Drives the strategic alignment of the business value drivers and HSO services.
- Promotes cost efficiency, providing budget management and reporting to maximize value from Customer D365 / Microsoft Investments
- Delivers customized solutions offering tailored strategies to address new business requirements with enhanced flexibility.
- Provides the long-term vision for HSO / Customer Relationship success based on a detailed understanding of your business.

Operational Excellence

- Provides streamlined information flow as your primary liaison for services.
- Enables enhanced support with dedicated oversight and priority handling of tickets.
- Drives improved Service Quality through service optimization plans and implementation of leading practices.
- Provides risk management through proactive risk identification and contingency planning.
- Enables enhanced user experience through continuous improvement plans.

2.4.2 Reporting

Service reporting provides a view across the entire service with trending analysis that enables Customer to make pertinent decisions about next steps and where to apply additional focus.

- All reporting will use the HSO service management tool.

2.4.3 Governance Cadence

Weekly Ticket Review and Prioritization Meeting

HSO and Customer shall schedule regular weekly meetings to review the status of any Tickets open and set the priorities for the Tickets for the upcoming week. The meeting agenda would include topics such as:

- Ticket status
- Next steps & updates on active issues
- Roadblocks or challenges between HSO and Customer.

Should HSO and Customer decide that weekly meetings are not necessary, an alternate frequency shall be set by mutual agreement.

Monthly SLA/KPI reporting

The purpose: Provide an update to key Customer stakeholders on the past month's performance, current priority issues, and plan for the following month. The meeting is supported by a PowerPoint presentation that includes at minimum:

- Tickets Opened
- Tickets Closed
- Ticket Categorization

Quarterly Governance Meeting

The meeting is focused on reviewing the Customer / HSO partnership overall performance, assessing progress against goals, and aligning strategic priorities. These meetings serve to ensure that both HSO and the Customer are in alignment on the services, address any issues, and discuss plans for the upcoming quarter. Key topic areas include at minimum:

- A review of Customer satisfaction
- A review of the Ticket and Enhancement Volume assumptions
- An SLA performance review
- A financial review of the partnership
- Operational Contract Amendments (if needed)

2.4.4 Escalation Matrix

Parties shall use the following contacts in the following order to appropriately escalate any issues or concerns regarding the performance of HSO and the obligations of Customer.

Escalation Level	HSO	Customer
Level 1	Customer Care / Team Lead - Amber Aaron aaaron@hso.com	Sophie Bernet <sbernet@redmond.gov> Jay Freeland <jfreeland@redmond.gov>
Level 2	Service Delivery Manager - TBD	Sophie Bernet <sbernet@redmond.gov> Jay Freeland <jfreeland@redmond.gov>

Level 3	VP of HSO Managed Services – Brett Newton Bnewton@hso.com	Sophie Bernet <sbernet@redmond.gov> Jay Freeland <jfreeland@redmond.gov>
---------	--	---

2.5 Platform Currency

2.5.1 D365 Finance and Operations OneVersion Upgrade

HSO Responsibilities

- HSO will perform the deployment to the relevant environments, manage any code deployments and data refreshes necessary in support of the update process.
- HSO shall deploy the planned and agreed Microsoft D365 FO Version
- HSO will deploy the most up to date supported version of HSO products and ISVs, as necessary.
- Tickets related to OneVersion Upgrade are not considered part of the monthly Ticket volume.

Assessment Phase

- HSO will review the Microsoft release notes and provide a summarized list of new features, deprecated features, known issues as well as ISV/Customization/BI impact specific to Customer (Word Document).
- HSO shall provide a summary of known issues resolved per release as reported by Microsoft release notes.

UAT Service

- After the release of the UATUpdate environment to Customer by HSO, Customer will perform regression testing to the extent determined by their business needs and risk tolerance.
- If issues are found in testing, Customer will submit a Ticket for all issues discovered during the regression testing cycle according to the agreed to process. The Ticket must include detailed steps to reproduce the issue and screen shots whenever possible.
- Following acknowledgement of a regression issue, HSO will prioritize the regression issue according to severity, will commence investigation and work to resolve the issue in a manner to facilitate continuation of the scheduled update.
- HSO does not guarantee all discovered issues can or will be resolved, especially issues related to Microsoft core code and ISV solutions.
- Should a severe blocking issue be discovered, preventing the update process from proceeding as scheduled, HSO and Customer agree to elevate the same to the respective Executive Sponsors for consideration including Go /No Go decision.

Hypercare Management

- Customer will utilize the HSO service management tool to submit Tickets for issues discovered following the OneVersion deployment to production. Issues would exclude those identified in the OneVersion issues by business process database provided. Issues must include detailed steps to reproduce and screen shots of the area of concern.
- Should the Customer require additional support/assistance, HSO will move all remaining time to the current application support contract in place between Customer and HSO.

Escalation

- During the update process, it may be necessary to escalate issues and/or bugs to Microsoft and/or the ISVs utilized by Customer.
- If an issue requires escalation to Microsoft or an ISV / 3rd party, the process defined in Section 2.1.6 will be followed.

Customizations

- Customer will open a Ticket following the standard process for any customizations that require troubleshooting or Debug/Fix Cycles related to customized content during or following any update cycle.

Project Management

- HSO will identify a project manager to perform resource coordination, project updates, scheduling and planning activities.
- HSO will schedule regular support sessions to facilitate this update process.
- Customer and HSO will agree to a new feature/enhancement code freeze. Exceptions would be limited to bug fixes/issues discovered during regression testing requiring immediate action.

Customer Responsibilities

- Customer must adhere to Microsoft's deadlines for installing the One Version Service Updates.
- Customer will deploy additional Tier 2 UATUpdate environment(s) for testing the update(s)
- Customer will provide additional D365FO Azure cloud hosted virtual machine, QAUpdate, to support their future minor and major updates.
- Customer will reference the known issues database (provided by HSO) prior to opening a regression testing related Ticket.
- Customer confirms any customizations and features for D365 Finance and Operations are in working order and acceptable to Customer prior to the start of the update.

2.6 Training

HSO will provide “Train the Trainer” support on customizations and feature enhancements up to the volume defined in Section 6.2 Assumptions.

2.7 Support Hours

- HSO will provide SERVICES during regular business hours from 9:00AM to 5:00PM Eastern time, Monday through Friday excluding any statutory US holidays.
- If required, Customer may submit a request for pre-arranged extended support. The request must be submitted a minimum of 2 weeks in advance.
- If Customer requires support for a Ticket outside standard Support Hours, Customer will submit a Ticket and follow up with a call to the Team Lead and/or Operations Manager. HSO will use best effort to secure resources to assist Customer.

3. SERVICE LEVELS

3.1.1 Priority Definitions

Priority A – Business Standstill

A problem that severely impacts your use of the software in a production environment (such as loss of production data or a case in which your production systems are not functioning). The situation halts your business operations, and no procedural workaround exists.

Priority B – Urgent

A problem where the software is functioning but your use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations, and no procedural workaround exists.

Priority C – Normal

A problem that involves partial, non-critical loss of use of the software in a production environment or development environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround. For development environments, the situation is causing your project to no longer continue or migrate into production.

3.1.2 Service Level Agreements

The following Service Levels are applicable to Incidents only. Incidents submitted to HSO are initially classified as Priority C. Customer can define the appropriate priority of the issues in discussion with HSO. Service Requests are not included in Service Level commitments.

Support Service Level Agreement (SLA)			
Case Intake	< 15 minutes		
HSO Internal routing	< 15 minutes		
	Priority A	Priority B	Priority C
Initial response time	0.5 hour	2 hours	< 8 hours
Minimum Subsequent Responses	2 hours	4 hours	24 hours

3.1.3 Service Level Measurement

- SLAs are measured during HSO's hours of operation outlined in Section 2.6 Support Hours
 - For example, if an issue is reported at 9pm ET with a response time of 1 hour and support hours are from 9am – 5pm ET, HSO Managed Services has until 10am ET the following business day to respond.
- Response times are measured using HSO's ticketing system.
- SLAs are not measured during HSO official holidays.
- SLAs are paused for incidents that are:
 - Waiting for Customer feedback
 - Logged to 3rd Party (e.g., Microsoft, 3rd party vendors, etc.)
 - Awaiting Resolution on a product related issue, including HSO products

- On Hold/Paused (with agreement from the Customer)
- Logged to Change Management waiting on timelines defined by the change management process.
- Waiting for development of a fix with the application
- Awaiting a release to deployment of code after Customer approval
- When Microsoft standard software is subscribed to as a Microsoft Online Service, only the Microsoft terms and conditions, as defined in the Microsoft Online Services Consolidated SLA and provided by Microsoft on Microsoft Licensing Terms and Documentation shall apply for Incidents escalated to Microsoft.

4. SUPPORTED SOLUTIONS

The following applications, software, integrations, and third-party solutions are in-scope for 2.1 Support Services:

Microsoft Dynamics Environments

Name	Environment	Responsibility	In Scope
D365 F&O	PROD	Customer, HSO	Yes
D365 F&O	BLD	Customer, HSO	Yes
D365 F&O	DEV 4	Customer, HSO	Yes
D365 F&O	DEV 5	Customer, HSO	Yes

Name	Environment	Responsibility	In Scope
D365 F&O	UAT	Customer, HSO	Yes
BYOD	UAT PROD	Customer, HSO	Yes
PowerBi	UAT PROD	Customer, HSO	Yes

HSO and 3rd Party ISV Solutions

Solution	Vendor	Responsibility	In Scope
FSI360	HSO	HSO	Yes

Integrations

Integration	Environment	Responsibility	In Scope
Logic Apps	UAT	Customer, HSO	Yes
Tyler Cashiering	UAT	Customer, HSO	Yes
Concur	UAT	Customer, HSO	Yes

5. CUSTOMER RESPONSIBILITIES

- Customer will provide HSO with access to Customer's in-scope system environments.
- Customer agrees to provide HSO with the necessary remote access and systems permissions, according to Customer's security protocols, to enable HSO to provide the Services. The access can be provided via a web browser or remote access technologies (Webex, Citrix, VPN, or Remote Desktop)
- Customer will provide all additional environments for testing, debugging, or problem resolution for use by HSO.
- Customer will have in place an agreement for Microsoft Product level support through a Microsoft Unified agreement. The term of the support will be not less than the term of this Agreement.
- Customers are responsible for training the user population on the use of the D365 platform (Microsoft based training)
- All issues must originate from the HSO's portal. Response times do not apply to issues and requests that are not submitted via the HSO Managed Services portal.
- Customer will delegate HSO to leverage Customer's agreement(s) for support from any ISV's or 3rd parties (including Microsoft)
- Customer will limit the use of this Agreement to the list of authorized Customer employees provided during Transition Services and ensure that they have been adequately trained on the Supported Solutions.
- Customer will provide HSO with access to the system artifacts defined during the Knowledge Transfer phase of Transition Services. The documents provided will include the current configurations of the Supported Solutions.
- Customer shall provide HSO access to all data that is relevant for the Services. Relevant data may include, but is not limited to, log files, database dumps, program scripts, descriptions of the hardware and software environment, examples of inputs, and expected actual outputs.
- Customer's business users, technical staff, and other solution supporting partners will cooperate and respond to HSO's requests for information, reviews, discussions, and any other requests necessary to comply with all SLA's defined in this Agreement. HSO will proactively escalate any responsiveness issues to Customer per Section 2.4.4 Escalation Matrix to avoid any scheduling impacts or delays.
- Customer will provide the required development and production infrastructure and software packages to enable HSO to provide the Services. HSO does not provide any commercial software or hardware unless explicitly set forth herein.
- Customer is responsible for managing all user acceptance testing.
- All services under this agreement will be delivered exclusively by HSO personnel. No subcontracting will be utilized.

6. FEES

6.1 Service Fees

The table below details the price for each of the respective monthly services for the period of January 1, 2026 to December 31, 2026. Prices include Washington State tax (6.5%) and Local tax (3.8%).

Activity	Monthly Price
Support Services	\$16,059.68
Total	\$16,059.68

The table below details the price for each of the respective monthly services for the period of January 1, 2027 to December 31, 2027. Prices include Washington State tax (6.5%) and Local tax (3.8%).

Activity	Monthly Price
Support Services	\$16,742.44
Total	\$16,742.44

The table below details the price for each of the respective monthly services for the period of January 1, 2028 to December 31, 2028. Prices include Washington State tax (6.5%) and Local tax (3.8%).

Activity	Monthly Price
Support Services	\$17,453.87
Total	\$17,453.87

If Support Services are required outside of the agreed to Support Hours, HSO will on a best-efforts basis attempt to provide Customer with assistance. Fees for such emergency services would be \$2,000 per occurrence.

6.2 Assumptions

All Fees are dependent on the following assumptions:

- The number of Tickets raised in a month average six (6) over the term of the Agreement.
- The average Ticket resolution effort averages 7.5 hours per Ticket over the Term of the agreement
- HSO will provide 10 hours per Month of Evolve and Optimization Hours
- HSO will perform 2 OneVersion upgrades per year over the term of the Agreement, each capped at thirty-five (35) hours of effort
- HSO will allocate up to 48 hours per year of a Success Partner

6.3 Travel and Expenses

Costs do not include reasonable, documented travel and living expenses, which will be billed separately. Travel and expenses are not expected on this Agreement for the day-to-day support of the

Dynamics 365 application. This is specific to Customer requiring and approving the services of specialized resources to travel to Customer's location.

6.4 Payment Terms

Services will be invoiced monthly on the first day of each month and payment is due according to the terms of the TIS.

All invoices will be sent via electronic mail to:

Name: _____

Email: _____

Phone: _____

7. TERM AND TERMINATION

The term of this Agreement shall commence on the Start Date and shall continue until End Date unless terminated sooner by either party. Either party may terminate without cause with no less than thirty (30) days' written notice. If Agreement terminated without cause by Customer, any unused prepaid fees or annual contract fees paid shall be forfeited.

Customer may extend for two (2) additional two (2) year periods, with a minimum of thirty (30) days' notice to HSO. Price for each extension must be mutually agreed to by both parties. Should the City exercise a renewal option, the Customer and HSO will mutually agree on any necessary changes to services and will confirm price prior to each renewal. HSO shall notify the Customer in writing at least thirty (30) days prior to any proposed price adjustment. Acceptance of such a request will be at the sole discretion of the Customer.

8. EXIT ASSISTANCE

Customer and HSO will undertake the necessary action to provide one another with exit assistance according to Exhibit A to enable a transfer of the Services back to Customer (or Customer supplier) as at the Termination Date of the Agreement

IN WITNESS WHEREOF, the parties hereto have caused their duly authorized representatives to execute this Agreement as of the Effective Date.

HSO Enterprise Solutions, LLC d/b/a HSO
US:

The City of Redmond:

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Exhibit A

Exit Assistance

The Code of Conduct for Exit Assistance, which is used by HSO, provides guidelines on the transfer of Services from one supplier to another or back to Customer. Its primary focus is to limit the impact on Customer's service delivery. It clearly states which services are included in the Exit period and how they will be performed. HSO acts in accordance with its Code of Conduct.

- The Exit Assistance is organized as a project during which HSO transfers its activities to the future service provider. This project is executed under Customer's responsibility and is created and managed by Customer.
- HSO is responsible for maintaining the contracted service levels regarding the services until they are transferred to the future service provider.
- When HSO enters into a transition agreement with Customer, a project plan is drawn up for Exit Assistance. This plan is developed by Customer before the start of the actual Exit Assistance in proper consultation between HSO and Customer.
- HSO will define the effort for Exit Assistance based on the plan provided by Customer. The Terms and Conditions and all fees from the Agreement remain in force during the Exit Assistance.
- HSO will return any confidential information at the end of the agreement or at the end of the Exit Assistance without retaining any copies.
- The assets are transferred "as-is ". In other words, no items are modified for the transfer during the Exit Assistance. If Customer wishes to modify certain items, this can be done in advance (project order) or afterwards (under the responsibility of the new service provider).
- The end of the Exit Assistance is always recorded and agreed upon in a formal discharge document.
- All parties will cooperate on the required legal actions such as contracts with subcontractors and deliveries.
- HSO will not transfer the following items:
 - Internal procedures and operating instructions.
 - Internal tools, such as the management tools. Customer information in these tools is property of Customer.
 - Reporting systems. The reports from the Reporting systems are the property of Customer.
 - Tools used specifically for the Exit Assistance, unless agreed otherwise.
 - HSO Intellectual property. The Service Delivery is based on ideas, work processes, methods and standards that have been invented, developed and elaborated on by HSO.

Exhibit B

Contract Review and Amendment Process

To ensure that HSO's support services align with the commitments outlined in the agreement, HSO will implement a thorough review process to compare the number of Tickets opened by the client against the agreed-upon terms after the end of the Transition period. This process will involve a review (every three (3) months) of Tickets and include an analysis of the nature and frequency of the incidents.

During these reviews, HSO will identify any discrepancies between the contracted assumptions in Section 6.2 Assumptions and the actuals during the prior 3-month period. If HSO finds that the actual volume consistently exceeds or falls short of the contracted amount by ten percent (10%), HSO will initiate a contract amendment procedure. This procedure includes a proposal outlining the proposed adjustments to the contract, including any modifications to the pricing.

The proposed amendments will be documented in the Amendments Register and must be approved and signed by an authorized representative of Customer.

Exhibit C Amendments Register

If the parties have reached an agreement on a change to this Agreement, the Amendment will be logged in this register.

Parties agreed that only a mandated person from Customer is entitled to approve a change in the Amendments Register. Any changes to the Mandated Persons list must be tracked by email by both Parties:

Mandated Persons List (entitled to approve a change to the Amendments Register)

Name of Mandated Person	Role	Date Added	Date Removed

Changes in the Amendments Register are approved by email by both Parties.

The following changes are recorded in the Amendments Register

Number	Effective Date	End Date (if Applicable)	Change description / Reason for Change



Exhibit D

TIS Consultant Services Agreement

TIS CONSULTANT SERVICES AGREEMENT

- THIS CONSULTING SERVICES AGREEMENT ("Agreement") is entered into between the City of Redmond, Washington, hereinafter called "the CITY", and __HSO__, whose principal place of business is located at _350 5th Avenue, Suite 6902 New York, NY 10118_, hereinafter called "the CONSULTANT". The CITY and the CONSULTANT are each individually a "party" and collectively the "parties."

WHEREAS, the CITY has determined the need to have certain services performed for its citizens; and

WHEREAS, the CITY does not have sufficient staff or expertise to perform the services, and therefore deems it advisable and desirable to engage the assistance of the CONSULTANT to provide the necessary services; and

WHEREAS, the CONSULTANT has represented to the CITY that the CONSULTANT is in compliance with the professional registration statutes of the State of Washington, if applicable, and has signified a willingness to furnish consulting services to the CITY, now, therefore,

IN CONSIDERATION OF the terms and conditions set forth below, or attached and incorporated and made a part hereof, the parties agree as follows:

1. Retention of Consultant - Scope of Work. The CITY hereby retains the CONSULTANT to provide professional services as defined in this agreement and as necessary to accomplish the schedule and scope of work attached hereto as **Exhibit A** and incorporated herein by this reference as if set forth in full. The CONSULTANT shall furnish all services, labor and related equipment necessary to conduct and complete the work, except as specifically noted otherwise in this agreement. The CONSULTANT shall not begin any work under the terms of this agreement until authorized in writing by the CITY. A failure to complete the work according to **Exhibit A**, except where such failure is due to circumstances beyond the control of the CONSULTANT, shall be deemed a breach of this agreement. The established completion time shall not be extended because of any delays attributable to the CONSULTANT, but may be extended by the CITY, in the event of a delay attributable to the CITY, or because of unavoidable delays caused by circumstances beyond the control of the CONSULTANT. All such extensions shall be in writing and shall be executed by both parties.

2. Payment. The CONSULTANT shall be paid by the CITY for satisfactorily completed work and services satisfactorily rendered under this agreement as provided in **Exhibit B**, attached hereto and incorporated herein by this reference as if set forth in full. Such payment shall be full compensation for work performed or services rendered and for all labor, materials, supplies, equipment, and incidentals necessary to complete the work specified in the Scope of Work attached. The CONSULTANT shall be entitled to invoice the City no more frequently than once per month during the course of the completion of work and services by the CONSULTANT. Invoices shall detail the work

performed or services rendered, the time involved (if compensation is based on an hourly rate) and the amount to be paid. The CITY shall pay all such invoices within 30 days submittal, unless the CITY gives notice that the invoices is in dispute. In no event shall the total of all invoices paid exceed the maximum amount set forth in **Exhibit B**, and the CONSULTANT agrees to perform all services contemplated by this Agreement for no more than said maximum amount.

3. **Duration.** This Agreement shall be in full force and effect for a period commencing __, 20__, and ending __, 20__, unless sooner terminated under the provisions hereinafter specified.

4. **Changes in Work.** The CONSULTANT shall make such changes and revisions in the complete work provided by this Agreement as may be necessary to correct errors made by the CONSULTANT and appearing therein when required to do so by the CITY. The CONSULTANT shall make such corrective changes and revisions without additional compensation from the CITY. Should the CITY find it desirable for its own purposes to have previously satisfactorily completed work or parts thereof changed or revised, the CONSULTANT shall make such revisions as directed by the CITY. This work shall be considered as Extra Work and will be paid for as provided in Section 5.

5. **Extra Work.**

A. The CITY may, at any time, by written order, make changes within the general scope of the agreement in the services to be performed. If any such change causes an increase or decrease in the estimated cost of, or the time required for, performance of any part of the work or services under this agreement, whether or not changed by the order, or otherwise affects any other terms or conditions of the agreement, the CITY shall make an equitable adjustment in the (1) maximum amount payable; (2) delivery or completion schedule or both; and (3) other affected terms, and shall modify the agreement accordingly.

B. The CONSULTANT must submit any "proposal for adjustment" under this clause within 30 days from the date of receipt of the written order to make changes. However, if the CITY decides that the facts justify it, the CITY may receive and act upon a proposal submitted before final payment of the agreement.

C. Failure to agree to any adjustment shall be a dispute under the Disputes clause of this agreement, as provided in Section 14. Notwithstanding any such dispute, the CONSULTANT shall proceed with the agreement as changed.

D. Notwithstanding any other provision in this section, the maximum amount payable for this agreement shall not be increased or considered to be increased except by specific written amendment of this agreement.

6. **Ownership of Work Product. Rights in Deliverables.** Subject to full payment, CONSULTANT grants CITY a perpetual, non-exclusive, non-transferable license to use any parts of the Deliverables that belong to CONSULTANT for its internal business purposes. Unless otherwise stated in the SOW, CONSULTANT retains all intellectual property rights in the Deliverables and any of CONSULTANT's Pre-Existing IP embedded therein. Portions of the Deliverables owned by THIRD PARTIES will be addressed in the applicable SOW.

7. Independent CONSULTANT. The CONSULTANT is an independent CONSULTANT for the performance of services under this agreement. The CITY shall not be liable for, nor obligated to pay to the CONSULTANT, or any employee of the CONSULTANT, sick leave, vacation pay, overtime or any other benefit applicable to employees of the CITY, nor to pay or deduct any social security, income tax, or other tax from the payments made to the CONSULTANT which may arise as an incident of the CONSULTANT performing services for the CITY. The CITY shall not be obligated to pay industrial insurance for the services rendered by the CONSULTANT.

8. Indemnity.

A. The CONSULTANT agrees to hold harmless, indemnify and defend the CITY, its officers, agents, and employees, from and against any and all claims, losses, or liability, for injuries, sickness or death of persons, including employees of the CONSULTANT, or damage to property, arising out of any willful misconduct or negligent act, error, or omission of the CONSULTANT, its officers, agents, subconsultants or employees, in connection with the Services required by this Agreement including but not limited to a breach of the Agreement by CONSULTANT, a violation by CONSULTANT of any information security and private statute or regulations, and any data breach by CONSULTANT, provided, however, that:

i. The CONSULTANT's obligations to indemnify, defend and hold harmless shall not extend to injuries, sickness, death or damage caused by or resulting from the sole willful misconduct or sole negligence of the CITY, its officers, agents or employees; and

ii. The CONSULTANT's obligations to indemnify, defend and hold harmless for injuries, sickness, death or damage caused by or resulting from the concurrent negligence or willful misconduct of the CONSULTANT and the CITY, or of the CONSULTANT and a third party other than an officer, agent, subconsultant or employee of the CONSULTANT, shall apply only to the extent of the negligence or willful misconduct of the CONSULTANT.

B. In addition to CONSULTANT'S obligations under Section 8(A), CONSULTANT shall indemnify, defend, and hold harmless CITY and its directors, officers, employees, agents and other representatives against any Losses in connection with Claims made or alleged against CITY by a third party that the services, software or deliverables infringes a U.S. patent, copyright or other intellectual property rights of any third party. The foregoing indemnification obligation does not apply to any claims or losses arising out of or relating to any:

i. access to or use of the software in combination with any hardware, system, software, network or other materials or service not provided or authorized by this Agreement or otherwise in writing by CONSULTANT; or

ii. modification of the software other than: (a) by or on behalf of CONSULTANT; or (b) with CONSULTANT'S written approval or in accordance with CONSULTANT'S written specifications.

C. If any of the services, software or deliverables are, or in CONSULTANT'S opinion are likely to be, claimed to infringe, misappropriate or otherwise violate any third-party

intellectual property right, or if CITY'S or any Authorized User's use of the services, software or deliverables is enjoined or threatened to be enjoined, CONSULTANT may, at its option and sole cost and expense:

- i. obtain the right for CITY to continue to use the Services, Software and Deliverables materially as contemplated by this Agreement;
- ii. modify or replace the services, software and deliverables, in whole or in part, to seek to make the services, software and deliverables (as so modified or replaced) noninfringing, while providing materially equivalent features and functionality; or
- iii. by written notice to CITY, terminate this Agreement with respect to all or part of the Services, Software and Deliverables, and require CITY to immediately cease any use of the Services, Software and Deliverables or any specified part or feature thereof, provided that if such termination occurs, CONSULTANT shall refund any prepaid fees to CITY and provide transition services free of charge.

LIMITATION OF LIABILITY:

THE ENTIRE LIABILITY OF CONSULTANT TO THE CITY FOR ANY LOSS OR DAMAGE RESULTING FROM ANY CLAIMS, DEMANDS OR ACTIONS ARISING OUT OF THE SOW OR THIS AGREEMENT OR THE PERFORMANCE OF OR FAILURE TO PERFORM SPECIFIC CONSULTING SERVICES SHALL NOT EXCEED, AS APPLICABLE, THE FEES PAYABLE TO CONSULTANT FOR THE SERVICES RENDERED UNDER THIS CONTRACT OR THE LICENSE FEE, SALES PRICE OR OTHER CHARGE PAYABLE TO CONSULTANT FOR THE RELEVANT SOFTWARE, PRODUCTS OR DELIVERABLES COVERED BY THIS CONTRACT; PROVIDED, HOWEVER THAT THE FOREGOING SHALL NOT APPLY TO SUCH DAMAGES ARISING FROM CONSULTANT'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OR THIRD-PARTY CLAIMS FOR INTELLECTUAL PROPERTY INFRINGEMENT.

IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES WHATSOEVER (INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF OR DAMAGE TO REPUTATION OR OTHER PECUNIARY LOSS) ARISING OUT OF THE SOW OR THIS AGREEMENT FOR THE PERFORMANCE OF SPECIFIC CONSULTING SERVICES OR FOR ACTS OF NEGLIGENCE.

CONSULTANT shall be liable for damages arising from its negligent acts or omissions, including those of its employees, agents, or subcontractors, **but only to the extent such negligence directly results in:**

1. **Damage to Tangible Property** – Including physical damage to City-owned hardware, facilities, or other physical assets resulting from CONSULTANT'S negligent performance of services.
 1. **Data Loss or Corruption**
 - When such data loss or corruption is caused by CONSULTANT'S failure to follow industry-standard practices as specified in this Agreement or any attached Statement of Work.
3. **Unauthorized Disclosure of Confidential or Protected Information** – Resulting from CONSULTANT'S failure to implement reasonable administrative, technical, and physical safeguards to protect such information as required under this Agreement.

For damages arising from CONSULTANT'S negligence under this Section, CONSULTANT'S total cumulative liability shall not exceed an amount equal to two times the total fees paid by the City to CONSULTANT under this Agreement in the twelve (12) months preceding the event giving rise to the claim. This limitation shall not apply to damages resulting from CONSULTANT'S gross negligence or willful misconduct.

9. **Insurance.** Prior to commencing the Services, the CONSULTANT shall procure and maintain at its sole cost and expense at least the following insurance, covering its obligations under this Agreement.

A. Insurance Coverages:

- i. Worker's compensation and employer's liability insurance as required by the State in which work is performed.
- ii. COMMERCIAL GENERAL LIABILITY \$1,000,000 per claim, \$2,000,000 aggregate
- iii. Professional Liability/Errors and Omissions Insurance (including Technology Errors and Omissions) of at least \$1,000,000 per occurrence and \$2,000,000 in the annual aggregate;
- iv. Cyber liability insurance with coverage of not less than \$1,000,000 per occurrence and \$5,000,000 in the annual aggregate which shall include but not be limited to coverage, including defense, for the following losses or services:

as medical, educational, financial, and employment information regardless of how or where the information is stored or transmitted (collectively "City Data").

(a) Network security liability arising from: (1) the unauthorized access to, use of, or tampering with computer systems, by an outside party, including hacker attacks or a virus introduced by a third party; or (2) the inability of an authorized third party to gain access to supplier systems and/or City Data, including denial of service, unless caused by a mechanical or electrical failure; (3) introduction of any unauthorized software computer code or virus causing damage to City Data or any other third party data.

- B.** The amounts listed above are the minimum deemed necessary by the CITY to protect the CITY'S interests in this matter. The CITY has made no recommendation to the CONSULTANT as to the insurance necessary to protect the CONSULTANT'S interests and any decision by the CONSULTANT to carry or not carry insurance amounts in excess of the above is solely that of the CONSULTANT.

C. All insurance shall be obtained from an insurance company authorized to do business in the State of Washington. Excepting the professional liability and cyber liability insurances, the CITY will be named on all insurance as an additional insured. The CONSULTANT shall submit a certificate of insurance to the CITY evidencing the coverages

specified above, together with an additional insured endorsement naming the CITY, within fifteen (15) days of the execution of this agreement. The additional insured endorsement shall provide that to the extent of the CONSULTANT's negligence, the CONSULTANT's insurance shall be primary and non-contributing as to the City, and any other insurance maintained by the CITY shall be excess and not contributing insurance with respect to the CONSULTANT's insurance. The certificates of insurance shall cover the work specified in or performed under this agreement. No cancellation, reduction or modification of the foregoing policies shall be effective without thirty (30) days prior written notice to the CITY.

- D.** The CONSULTANT'S maintenance of insurance as required by this Section 9 shall not be construed to limit the liability of the CONSULTANT to the coverage provided by such insurance, or otherwise limit the CITY's recourse to any remedy available at law or equity. Further, the CONSULTANT'S maintenance of insurance policies required by this Agreement shall not be construed to excuse unfaithful performance by the CONSULTANT.

10. Records.

A. The CONSULTANT shall keep all records related to this agreement for a period of three years following completion of the work for which the CONSULTANT is retained. The CONSULTANT shall permit any authorized representative of the CITY, and any person authorized by the CITY for audit purposes, to inspect such records at all reasonable times during regular business hours of the CONSULTANT. Upon request, the CONSULTANT will provide the CITY with reproducible copies of any such records. The copies will be provided without cost if required to substantiate any billing of the CONSULTANT, but the CONSULTANT may charge the CITY for copies requested for any other purpose.

B. The CONSULTANT recognizes that the CITY is a municipal entity subject to the Public Records Act, Chapter 42.56 RCW, and that the CITY is obligated to disclose records upon request unless a specific exemption from disclosure exists. Nothing in this Agreement is intended to prevent the CITY'S compliance with the Public Records Act, and the CITY shall not be liable to the CONSULTANT due to the CITY'S compliance with any law or court order requiring the release of public records.

11. Notices. All notices required to be given by either party to the other under this Agreement shall be in writing and shall be given in person or by mail to the addresses set forth in the box for the same appearing at the outset of this Agreement. Notice in person shall be deemed given upon receipt. Notice by mail shall be deemed given as of the date the same is deposited in the United States mail, postage prepaid, addressed as provided in this paragraph.

12. Project Administrator. The Project Administrator shall be responsible for coordinating the work of the CONSULTANT, for providing any necessary information for and direction of the CONSULTANT's work in order to ensure that it meets the requirements of this Agreement, and for reviewing, monitoring and approving the quality and quantity of such work. The CONSULTANT shall report to and take any necessary direction from the Project Administrator.

13. Disputes. Any dispute concerning questions of fact in connection with the work not disposed of by agreement between the CONSULTANT and the CITY shall be referred for resolution to a

mutually acceptable mediator in the state of New York. The parties shall each be responsible for one-half of the mediator's fees and costs.

14. Termination. The CITY reserves the right to terminate this Agreement at any time upon ten (10) days written notice to the CONSULTANT. Any such notice shall be given to the address specified in Section 12 above. In the event that this Agreement is terminated by the CITY other than for fault on the part of the CONSULTANT, a final payment shall be made to the CONSULTANT for all services performed. No payment shall be made for any work completed after ten (10) days following receipt by the CONSULTANT of the notice to terminate. In the event that services of the CONSULTANT are terminated by the CITY for fault on part of the CONSULTANT, the amount to be paid shall be determined by the CITY with consideration given to the actual cost incurred by the CONSULTANT in performing the work to the date of termination, the amount of work originally required which would satisfactorily complete it to date of termination, whether that work is in a form or type which is usable to the CITY at the time of termination, the cost of the CITY of employing another firm to complete the work required, and the time which may be required to do so.

15. Non-Discrimination. The CONSULTANT agrees not to discriminate against any customer, employee or applicant for employment, subconsultant, supplier or materialman, because of race, creed, color, national origin, sex, religion, honorable discharged veteran or military status, familial status, sexual orientation, age, or the presence of any sensory, mental, or physical disability or the use of a trained dog or service animal by a person with a disability, except for a bona fide occupational qualification. The CONSULTANT understands that if it violates this provision, this Agreement may be terminated by the CITY and that the CONSULTANT may be barred from performing any services for the CITY now or in the future.

16. Compliance and Governing Law. The CONSULTANT shall at all times comply with all applicable federal, state, and local laws, rules, ordinances, and regulations. This Agreement shall be governed by and construed in accordance with the laws of the State of New York.

17. Subcontracting or Assignment. The CONSULTANT may not assign or subcontract any portion of the services to be provided under this agreement without the express written consent of the CITY. Any sub-consultants approved by the CITY at the outset of this agreement are named on separate Exhibit attached hereto and incorporated herein by this reference as if set forth in full.

18. Non-Waiver. Payment for any part of the work or services by the CITY shall not constitute a waiver by the CITY of any remedies of any type it may have against the CONSULTANT for any breach of the agreement by the CONSULTANT, or for failure of the CONSULTANT to perform work required of it under the agreement by the CITY. Waiver of any right or entitlement under this agreement by the CITY shall not constitute waiver of any other right or entitlement.

19. Litigation. In the event that either party deems it necessary to institute legal action or proceedings to enforce any right or obligation under this agreement, the parties agree that such actions shall be initiated in the Superior Court of the State of New York. The parties agree that all questions shall be resolved by application of Washington law and that parties to such actions shall have the right of appeal from such decisions of the Superior Court in accordance with the law of the State of Washington. The CONSULTANT hereby consents to the personal jurisdiction of the Superior

Court of the State of New York. The substantially prevailing party in any such litigation shall be entitled to recover its costs, including reasonable attorney's fees, in addition to any other award.

20. Taxes. The CONSULTANT will be solely responsible for the payment of any and all applicable taxes related to the services provided under this agreement and if such taxes are required to be passed through to the CITY by law, the same shall be duly itemized on any billings submitted to the CITY by the CONSULTANT.

21. Force Majeure. Neither party shall be responsible for failure to perform its obligations in a timely manner under this Agreement when its failure results from any of the following causes: acts of God or public enemies, terrorism, civil war, insurrection or riot, fire, flood, explosion, earthquake or serious accident, strike, labor trouble or work interruption, epidemic, pandemic, outbreaks of infectious disease or any other public health crisis including quarantine or other employee restrictions, or any other cause beyond such party's reasonable control.

22. Entire Agreement. This Agreement, and the exhibits listed below, represents the entire integrated agreement between the CITY and the CONSULTANT, superseding all prior negotiations, representations or agreements, written or oral. This agreement may be modified, amended, or added to, only by written instrument properly signed by both parties hereto.

A. Exhibit A – Scope of Work

B. Exhibit B – Fee Schedule

23. Counterparts. This Agreement may be executed in several counterparts, each of which when so executed shall be deemed to be an original, and such counterparts shall constitute one and the same instrument. This Amendment shall be considered properly executed by a Party if executed by that Party and transmitted by facsimile or other electronic means including, without limitation, Docusign, Tagged Image Format Files (TIFF), or Portable Document Format (PDF).

24. Controlling Document and Conflict in Terms. The following documents make up the Agreement between the parties. Where there is conflict or a gap between or among these documents, the controlling document will be identified in the following order of precedence (first listed being the highest precedent):

A. This Consulting Services Agreement.

B. The City of Redmond Information Privacy and Security Agreement (IPSA)


C. CONSULTANT'S Order Form or Scope of Work.


IN WITNESS WHEREOF, the parties hereto have executed this agreement as of the latest date this Agreement is fully executed.

CONSULTANT: CITY OF REDMOND:

By: Leah Petrunin

Michael Marchand, Chief Information Officer Title:

Signed by:

7A6743CB4D3E4F3...
EVP Business Operations

DocuSigned by:

6222B98288CC42B...
DATED: 8/5/2025

TIS Consulting Services Agreement City of Redmond
DocuSign Envelope ID: BAC8AA99-D1B8-4840-8940-B8652784E5B6

EXHIBIT A

This Agreement applies to any Scope of Work executed between the parties during the effective period of this Agreement. All Scopes of Work are subject to the City's standard approval procedures and require written authorization prior to commencement.

IPSA
City of Redmond

Page 10 of 11
Last Updated August 2024
{EFM4878-4002-0158;3/00020.110082/}
TIS Consulting Services Agreement City of Redmond
Docusign Envelope ID: BAC8AA99-D1B8-4840-8940-B8652784E5B6

Exhibit B

City of Redmond	2/4/2025 update
Role	Revised CoR Rates / Hr.
Executive Director	\$290.00
Solution Advisor	\$290.00
Program Manager	\$275.00
Sr. Project Manager	\$250.00
Project Manager	\$230.00
Project Coordinator	\$125.00
Sr. Functional Solution Architect	\$275.00
Functional Solution Architect	\$250.00
Lead Functional Consultant	\$230.00
Sr. Functional Consultant	\$210.00
Functional Consultant	\$180.00

IPSA

City of Redmond

Associate Consultant	\$150.00
Jr. Associate Consultant	\$110.00
Functional Solution Architect (Global Services)	\$140.00
Lead Functional Consultant (Global Services)	\$120.00
Sr. Functional Consultant (Global Services)	\$110.00
Functional Consultant (Global Services)	\$85.00
Associate Consultant (Global Services)	\$60.00
Sr. Technical Solution Architect	\$275.00
Technical Solution Architect	\$250.00
Lead Technical Consultant	\$230.00
Sr. Technical Consultant	\$210.00
Technical Consultant	\$180.00
Technical Solution Architect (Global Services)	\$150.00
Lead Technical Consultant (Global Services)	\$120.00
Sr. Technical Consultant (Global Services)	\$110.00
Technical Consultant (Global Services)	\$85.00
Lead Infrastructure Consultant	\$230.00
Cloud Technical Solution Architect	\$250.00
Cloud Lead Technical Consultant	\$230.00
BI Solution Architect	\$250.00
BI Lead Technical Consultant	\$230.00

IPSA
City of Redmond

EXHIBIT E

INFORMATION PRIVACY, SECURITY AND ACCESS AGREEMENT

This Information Privacy, Security, and Access Agreement (“IPSA”) is entered into by and between the City of Redmond (“City”) and *[insert name and address of Consultant]* (“Consultant”) as of the date last signed below (the “Effective Date”) and hereby supplements the attached agreement between City and Consultant (the “Underlying Agreement”). This IPSA shall apply to the extent that the provision of services by Consultant pursuant to the Underlying

IPSA

City of Redmond

Agreement, for example including but not limited to, professional services, SAAS, on-premises software, and remote desktop access, involves the processing of City Data, access to City systems, or access to City Data that is subject to exemption from disclosure under Chapter 42.56 RCW.

In consideration of the mutual promises in the Underlying Agreement, this IPSA and other good and valuable consideration, the sufficiency of which is acknowledged and agreed, the parties agree as follows:

1. Definitions.

a. “Authorized Users” means Consultant's employees, agents, subconsultants

and service providers who have a need to know or otherwise access City Data to enable Consultant to perform its obligations under the Underlying Agreement or the IPSA, and who are bound in writing by confidentiality and other obligations sufficient to protect City Data in accordance with the terms and conditions of this IPSA.

b. “City Data” means any and all information that the City has disclosed to Consultant or given Consultant access to, or that Consultant has created on behalf of the City pursuant to its obligations under the Underlying Agreement. For the purposes of this IPSA, City Data does not cease to be City Data solely because it is accessed by, or is transferred or transmitted beyond the City's immediate possession, custody, or control.

c. “City software systems” means the systems, solutions (COTS and custom

developed), applications and platforms used to support the management, operation and development of City activities.

d. “Data Breach” means the unauthorized acquisition, access, use, or

disclosure of City Data which compromises the security or privacy of the City Data or associated City software systems.

e. “Services” means all services, work, activities, deliverables, software or

other obligations provided by Consultant pursuant to the Underlying Agreement.

IPSA
City of Redmond

2. Standard of Care.

a. Consultant acknowledges and agrees that, in the course of its engagement by City, Consultant may create, receive, or have access to City Data. Consultant shall comply with the terms and conditions set forth in this IPSA in its creation, collection, receipt, access to, transmission, storage, disposal, use, and disclosure of such City Data and be responsible for any unauthorized creation, collection, receipt, access to, transmission, storage, disposal, use, or disclosure of City Data under its control or in the possession of Authorized Users.

b. Consultant further acknowledges that use, storage, and access to City Data shall be performed with that degree of skill, care, and judgment customarily accepted as sound, quality, and professional practices. Consultant shall implement and maintain safeguards necessary to ensure the confidentiality, availability, and integrity of City Data. Consultant shall also implement and maintain any safeguards required to be implemented by applicable state and federal laws and regulations.

3. User Access to City Data.

a. Consultant shall not access, use or disclose City Data in any manner that would constitute a violation of state or federal law, the terms of the Underlying Agreement, or the terms of this IPSA. Consultant may only provide access to Authorized Users who have a legitimate business need to access, use or disclose City Data in the performance of Consultant's duties to City.

b. If Consultant requires access to a City software system, then each Authorized User must have a unique sign-on identification and password for access to City Data on City systems. Authorized Users are prohibited from sharing their login credentials, and may only receive such credentials upon execution of the Authorized User Access Agreement, attached hereto as Exhibit A. Consultant shall notify City within one (1) day of the departure of any Authorized User, so that City may terminate such Authorized User's access to City software systems.

4. Use of Subconsultants or Agents.

a. Consultant may disclose City Data to a subconsultant and may allow the subconsultant to create, receive, maintain, access, or transmit City Data on its behalf, provided that Consultant obtains satisfactory assurances that the subconsultant will appropriately safeguard the information. Without limiting the generality of the foregoing, Consultant shall

IPSA

City of Redmond

require each of its subconsultants that create, receive, maintain, access, or transmit City Data on behalf of Consultant to execute a written agreement obligating the subconsultant to comply with all terms of this IPSA and to agree to the same restrictions and conditions that apply to Consultant with respect to the City Data.

b. Consultant shall be responsible for all work performed on its behalf by its subconsultants and agents involving City Data as if the work was performed by Consultant.

Consultant shall ensure that such work is performed in compliance with this IPSA, the Underlying Agreement and applicable law.

5. Use, Storage, or Access to, City Data.

a. Consultant shall only use, store, or access City Data in accordance with, and

only to the extent permissible under this IPSA and the Underlying Agreement. Further, Consultant shall comply with all laws and regulations applicable to City Data (for example, in compliance with the Health Insurance Portability and Accountability Act [“HIPAA”] or the FBI Criminal Justice Information Services requirements). If Consultant has access to City protected health information, then Consultant must also execute the City’s Business Associate Agreement.

b. Consultant may store City Data on servers housed in datacenters owned

and operated by third parties, provided the third parties have executed confidentiality agreements with Consultant and subject to Section 5.c.

c. Unless specifically authorized in writing by City, Consultant shall not (i) access, store, process, transmit, or create City Data at locations outside the fifty (50) United States of America; (ii) permit viewing access to City Data by Consultant or any of its agents (including any subconsultants) or any other person outside the fifty (50) United States of America through any screen sharing technology such as Remote Desktop Protocol or VMware Remote Console (“VMRC”), or other current or future protocols designed to provide similar functionality; or (iii) provide City Data received from, created, or received by Vendor on behalf of City to any employee or agent, including a subconsultant, if such employee, agent, or subconsultant receives, processes, or otherwise has access to such City Data outside of the fifty (50) United States of America. The prohibitions set forth in this Section 5.c apply not only to Consultant’s data center locations and personnel primarily involved with providing the contracted Services,

IPSA

City of Redmond

but equally to any and all data centers and personnel used for resilience or redundancy, backups, log storage, after-hours support, and any downstream partners that may access, store, process, transmit, or create City Data.

6. Privacy.

a. Consultant represents and warrants that in connection with the Services

provided by Consultant:

i. All use of City Data by Consultant shall be strictly limited to the direct purpose of performing the Services, except to the extent that City expressly grants permission in writing for such additional uses.

ii. Collection of data which identifies individuals shall be limited to the minimum required by the Services.

iii. If the Services, in whole or part, involves access or delivery of information pertaining to the City via a public-facing web site, then Consultant represents and warrants that its current privacy policy is published online, and is accessible from the same web site as any web-hosted application that is a part of the Services. Consultant's privacy policy will provide end-users with a written explanation of the personal information collected about endusers, as well as available opt-in, opt-out, and other end-user privacy control capabilities.

iv. If Consultant creates technical system log information, aggregated technical usage or traffic data, and/or statistically measured technical usage or traffic data that contains or originated (in whole or part) from City Data, then Consultant's use of such data shall be strictly limited to the direct purpose of the Services and Consultant's technical security operations and systems maintenance. Consultant is prohibited from using such data that personally identifies an individual for secondary commercial purpose (including but not limited to marketing to such individuals, or disclosing data to third parties for reasons unrelated to the primary purpose for originally collecting the data), nor may Consultant solicit consent from the identified individual to do so unless the Underlying Agreement defines a means to do so that does not unduly burden individual privacy rights.

IPSA
City of Redmond

b. Consultant shall maintain the confidentiality of City Data.
Confidential

information shall not be deemed to include information which (a) is or becomes publicly known through no fault of Consultant; (b) is a publicly available document; or (c) disclosure of which is required by court order or legal requirement. If disclosure of City Data is required by court order or legal requirement the Consultant shall notify City, unless such notification is prohibited by court order or legal requirement. City may take such legally available measures as it chooses to limit or prevent disclosure of the City Data.

7. Information Security. This Section 7 applies to the extent that Consultant owns, supports, or is otherwise responsible for host(s), network(s), environment(s), or technology products (including hardware or software) which may contain City Data.

a. Consultant represents and warrants that the design and architecture of Consultant's systems (including but not limited to applications and infrastructure) shall be informed by the principle of defense-depth; controls at multiple layers designed to protect the confidentiality, integrity and availability of data.

b. Consultant shall make appropriate personnel vetting/background checks,

have appropriate separation of duties, and undertake other such workflow controls over personnel activities as necessary to safeguard City Data.

c. Consultant shall implement appropriate procedures to monitor and deploy

security patches and prevent unintended or unauthorized system configuration changes that could expose system vulnerability or lead to a Data Breach.

d. To the extent that the Services include software that was developed, in

whole or part, by Consultant, then Consultant shall ensure that all such Services were developed within a software development life cycle (SDLC) process that includes security and quality assurance roles and control process intended to eliminate existing and potential security vulnerabilities.

e. Consultant shall have appropriate technical perimeter hardening. Consultant shall monitor its system and perimeter configurations and

IPSA

City of Redmond

network traffic for vulnerabilities, indicators of activities by threat actors, and/or the presence of malicious code.

f. Consultant shall have access, authorization, and authentication technology

appropriate for protecting City Data from unauthorized access or modification, and capable of accounting for access to City Data. The overall access control model of Consultant systems shall follow the principal of least privileges.

g. Consultant shall collaborate with City to safeguard electronic City Data with

encryption controls over such City Data both stored and in transit. Consultant shall discontinue use of encryption methods and communication protocols which become obsolete or have become compromised. All transmissions of City Data by Consultant shall be performed using a secure transfer method.

h. Consultant shall maintain a process for backup and restoration of data with

a business continuity and disaster recovery plan.

i. Consultant facilities will have adequate physical protections,

commensurate with leading industry practice to secure business facilities, data centers, paper files, servers, backup systems, and computing equipment, including, but not limited to, all mobile devices and other equipment with information storage capability.

j. Consultant shall, at its own expense, conduct an information security and privacy risk assessment, no less than annually, in order to demonstrate, substantiate, and assure that the security and privacy standards and practices of Consultant meet or exceed the requirements set out in this IPSA. Upon written request, Consultant shall furnish City with an executive summary of the findings of the most recent risk assessment. In lieu of providing an executive summary, Consultant may provide evidence of privacy and security certification from an independent third party.

i. City reserves the right to conduct or commission additional tests,

relevant to the Services, in order to supplement Consultant's assessment. Consultant shall cooperate with such effort.

ii. If the findings of the risk assessment identify either: a potentially

IPSA

City of Redmond

significant risk exposure to City Data, or other issue indicating that security and privacy standards and practices of Consultant do not meet the requirements set out in this IPSA, then Consultant shall notify City to communicate the issues, nature of the risks, and the corrective active plan.

8. Data Breach Procedures and Liability.

- a. Consultant shall maintain a data breach plan in accordance with the criteria

set forth in Consultant's privacy and security policy and shall implement the procedures required under such data breach plan on the occurrence of a Data Breach, in compliance with the requirements of Washington's data breach notification laws codified at RCW 19.255.010 and RCW 42.56.590. Without limiting the generality of the foregoing, Consultant shall report, either orally or in writing, to City any Data Breach involving City Data including any reasonable belief that an unauthorized individual has accessed City Data. The report shall identify the nature of the event, a list of the affected individuals and the types of data, and the mitigation and investigation efforts of Consultant. Consultant shall make the report to the City immediately upon discovery of the Data Breach, but in no event more than forty-eight (48) hours after discovery of the Data Breach. Consultant shall provide investigation updates to the City. If such Data Breach contains protected health information, as defined by HIPAA, Consultant shall comply with the breach requirements contained in the Business Associate Agreement.

- b. Notwithstanding any other provision of the Underlying Agreement, and in

addition to any other remedies available to the City under law or equity, Consultant shall promptly reimburse the City in full for all costs incurred by the City in any investigation, remediation or litigation resulting from any Data Breach. Consultant's duty to reimburse the City includes but is not limited to, reimbursing to the City its cost incurred in doing the following:

- i. Notification to third parties whose information may have been or

were compromised and to regulatory bodies, law- enforcement agencies or other entities as may be required by law or contract;

- ii. Establishing and monitoring call center(s) and credit monitoring

and/or identity restoration services to assist each person impacted by a Data Breach of a nature that, in City's sole discretion, could lead to identity theft; and

- iii. Payment of legal fees and expenses, audit costs, fines and penalties,

IPSA

City of Redmond

and other fees imposed upon the City by a regulatory agency, court of law, or contracting partner as a result of the Data Breach.

c. Upon a Data Breach, Consultant is not permitted to notify affected

individuals without the express written consent of City. Unless Consultant is required by law to provide notification to third parties or the affected individuals in a particular manner, City shall control the time, place, and manner of such notification.

9. No Surreptitious Code. Consultant warrants that, to the best of its knowledge, its system is free of and does not contain any code or mechanism that collects personal information or asserts control of the City's system without City's consent, or which may restrict City's access to or use of City Data. Consultant further warrants that it will not knowingly introduce, via any means, spyware, adware, ransomware, rootkit, keylogger, virus, trojan, worm, or other code or mechanism designed to permit unauthorized access to City Data, or which may restrict City's access to or use of City Data.

10. Public Records Act. Consultant recognizes that City is a municipal entity subject to the Public Records Act, Chapter 42.56 RCW, and that City is obligated to disclose records upon request unless a specific exemption from disclosure exists. Nothing in this IPSA is intended to prevent City's compliance with the Public Records Act, and City shall not be liable to Consultant due to City's compliance with any law or court order requiring the release of public records.

11. City Control and Responsibility. City retains all ownership, title, and rights to the City Data. City has and will retain sole responsibility for: (a) all City Data; and (b) City's information technology infrastructure, including computers, software, databases, electronic systems (including database management systems) and networks, whether operated directly by City or through the use of third-party services.

12. Data Access. The City shall have access to City Data stored within any application or system owned by the Consultant.

13. Data Export and Retrieval. The City shall be able to export and retrieve City Data.

14. Term and Termination.

a. Term. The term of this IPSA is the same as the term in the Underlying Agreement.

b. Termination. In addition to the termination rights in the Underlying Agreement, City may terminate this IPSA and the Underlying Agreement as follows:

IPSA
City of Redmond

i. In the event of a material breach of this IPSA
by the Consultant,

provided that City first sends the Consultant written notice describing the breach with reasonable specificity, including any steps that must be taken to cure the breach. If Consultant fails to cure the breach to the reasonable satisfaction of City within thirty (30) days after receipt of the written notice, this IPSA and the Underlying Agreement may be terminated at the end of the 30-day period; provided, that if a cure cannot be completed within the thirty (30) day period, the cure period shall be extended so long as Consultant shall initiate the cure within the thirty (30) day period and thereafter diligently pursue it to completion, and provided further, that the cure period shall not be extended more than ninety (90) days after receipt of the notice of the breach; or

ii. Immediately upon a Data Breach by
Consultant or Consultant's Authorized Users.

c. Effect of Expiration or Termination.

i. If City terminates the Underlying Agreement or this IPSA due to a
material breach or Data Breach described in Section 14.b above, City shall not be obligated to pay any early termination fees or penalties.

ii. Within thirty (30) days following the expiration or termination of
the Underlying Agreement, Consultant shall return to City all City Data in a format and structure acceptable to City and shall retain no copies of such City Data, unless City requires destruction of the City Data. As applicable, Consultant shall comply with any transition service requirements described in the Underlying Agreement.

iii. Consultant is permitted to retain City Data in its backups, archives
and disaster recovery systems until such City Data is deleted in the ordinary course of Consultant's data deletion practices; and all City Data will remain subject to all confidentiality, security and other applicable requirements of this IPSA and as otherwise required by law.

iv. Consultant agrees to certify that City Data, including City Data held by
subconsultants, has been returned, deleted, or destroyed from its systems, servers, off-site storage facilities, office locations, and any other location where Consultant or subconsultants, maintain City Data within 45 days of receiving City's request that the City Data be returned,

IPSA
City of Redmond

deleted, or destroyed. Consultant shall document its verification of data removal, including tracking of all media requiring cleaning, purging or destruction.

15. Insurance. In addition to the insurance requirements of the Underlying Agreement, Consultant will maintain at its sole cost and expense at least the following insurance covering its obligations under this IPSA.

a. Cyber Liability Insurance: With coverage of not less than Two Million Dollars (\$2,000,000) in the aggregate which shall include at a minimum coverage for (i) unauthorized access, which may take the form of a “hacker attack” or a “virus” introduced by a third party or cyber extortion; (ii) crisis management, response costs and associated expenses (e.g. legal and public relations expenses); (iii) breach of the City Data; and (iv) loss of data or denial of service incidents.

b. If Consultant’s Services include professional services, then Consultant shall maintain Professional Liability or Errors and Omissions Coverage of not less than Two Million Dollars (\$2,000,000) per claim and in the aggregate.

c. Consultant’s insurance shall be primary to any other insurance or self-insurance programs maintained by City. Consultant shall provide to City upon execution a certificate of insurance and blanket additional insured endorsement (if applicable for the Cyber Liability Insurance). Receipt by City of any certificate showing less coverage than required is not a waiver of Consultant’s obligations to fulfill the requirements.

d. Upon receipt of notice from its insurer(s), Consultant shall provide City with thirty (30) days prior written notice of any cancellation of any insurance policy, required pursuant to this Section 15. Consultant shall, prior to the effective date of such cancellation, obtain replacement insurance policies meeting the requirements of this Section 15. Failure to provide the insurance cancellation notice and to furnish to City replacement insurance policies meeting the requirements of this Section 15 shall be considered a material breach of this IPSA.

e. Consultant’s maintenance of insurance as required by this Section 15 shall not be construed to limit the liability of Consultant to the coverage provided by such insurance, or otherwise limit the City’s recourse to any remedy available at law or equity. Further, Consultant’s maintenance of insurance policies required by this IPSA shall not be construed to excuse unfaithful performance by Consultant.

IPSA

City of Redmond

16. Cumulative Rights and Remedies. All City rights and remedies set out in this IPSA are in addition to, and not instead of, other remedies set out in the Underlying Agreement, irrespective of whether the Underlying Agreement specifies a waiver, limitation on damages or liability, or exclusion of remedies. The terms of this IPSA and the resulting obligations and liabilities imposed on Consultant shall supersede any provision in the Underlying Agreement purporting to limit Consultant's liability or disclaim any liability for damages arising out of Consultant's breach of this IPSA.

17. Indemnification. Consultant shall indemnify, defend and hold harmless City and City's officers, directors, employees, volunteers and agents (each, a "City Indemnitee") from and against any and all third party loss, cost, expense, claims, suit, cause of action, proceeding, damages or liability incurred by such City Indemnitee arising out of or relating to (i) a breach of this IPSA by Consultant; (ii) a violation by Consultant of any information security and privacy statute or regulations; or (iii) any Data Breach by Consultant.

18. Miscellaneous.

a. Order of Precedence. This IPSA shall survive the expiration or earlier termination of the Underlying Agreement. In the event the provisions of this IPSA conflict with any provision of the Underlying Agreement, or Consultant's warranties, support contract, or service level agreement, the provisions of this IPSA shall prevail.

b. Entire Agreement. This IPSA, including its exhibits, constitutes the sole and entire agreement of the Parties with respect to the subject matter of this IPSA and supersedes all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, with respect to such subject matter.

c. No Third-Party Beneficiaries. This IPSA is for the sole benefit of the parties hereto and their respective permitted successors and permitted assigns and nothing herein, express or implied, is intended to or shall confer upon any other person any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of this IPSA.

d. Notices. All notices required to be given by either party to the other under this IPSA shall be given to the Technology and Information Systems Service Desk at the following email address: ISAdministration@redmond.gov, or phone number: 425-556-2929. All other notices shall be governed by the requirements of the Underlying Agreement.

e. Amendment and Modification; Waiver. No amendment to or modification

of this IPSA is effective unless it is in writing, identified as an amendment to or modification of this IPSA and signed by an authorized representative of each party. The waiver of any breach of any provision of this IPSA will be effective only if in writing. No such waiver will operate or be construed as a waiver of any subsequent breach.

f. Severability. If a provision of this IPSA is held invalid under any applicable

law, such invalidity will not affect any other provision of this IPSA that can be given effect without the invalid provision. Further, all terms and conditions of this IPSA will be deemed enforceable to the fullest extent permissible under applicable law and, when necessary, the court is requested to reform any and all terms or conditions to give them such effect.

g. Governing Law; Submission to Jurisdiction. This IPSA is governed

exclusively by the laws of the State of Washington, excluding its conflicts of law rules. Exclusive venue for any action hereunder will lie in the state and federal courts located in Seattle, King County, Washington and both parties hereby submit to the jurisdiction of such courts.

h. Counterparts. This IPSA may be executed in counterparts and by facsimile

or electronic pdf, each of which is deemed an original, but all of which together are deemed to be one and the same agreement. A signed copy of this IPSA delivered by facsimile, e-mail or other means of electronic transmission is deemed to have the same legal effect as delivery of an original signed copy of this IPSA.

[Signature Page to Follow]

IN WITNESS WHEREOF, the parties hereto have executed this agreement as of the date first above written.

Consultant

City of Redmond

HSO US

Signed by:
By: Leah Petrunin
7A6743CB4D3E4E3...

DocuSigned by:
By: Michael Marchand
6222B98288CC42B...

Name: Leah Petrunin _____

Name: _____ Michael Marchand

Title: _____ EVP Business Operations

Title: _____ Chief Information Officer

Date: _____ 8/6/2025

8/5/2025

Date:

EXHIBIT A
AUTHORIZED USER ACCESS AGREEMENT

Name of Individual: _____ Name of Leah Petrunin Consultant: HSO
US _____

I understand and agree that I am being provided electronic access to a system containing confidential and or proprietary data (the "City Data") owned and operated by the City of Redmond ("City") due to my employment by or contractual relationship with _____ ("HSO US Consultant").

I agree that I may use the City Data for the sole purpose of Consultant's obligations to City and in a manner that complies with City's Information Technology Usage Policy. I understand that under no circumstances shall I attempt to impermissibly access, download, read, alter, use or disclose any City Data.

In the event I inadvertently access City Data not related to Consultant's obligations to City, I agree that I will not use, copy, alter or disclose such data and will immediately delete all such data from my records and notify City.

I understand that my user identification, password and profile (collectively, "Authorized User ID") will allow me to access the City Data. I acknowledge that I will keep my Authorized User ID confidential and will not divulge such information to any other individual or entity. I agree to take appropriate measures to protect the privacy of any City Data and to comply with Consultant's privacy and security policies and procedures. I agree that if I suspect that my Authorized User ID has been obtained by another individual, I will immediately inform City so that appropriate action may be taken.

I understand that my access to City Data may be monitored. I understand that all actions used in connection with the City Data may be saved, searched and audited for compliance. I understand that I do not have any personal privacy rights related to my access of the City Data. I further understand that the City has the right to revoke my access at any time.

I agree that I will not use City Data for any other purpose, including personal use, solicitation for outside business ventures, or clinical or research studies. I understand that unauthorized use or disclosure of certain types of City Data may subject me to civil liability under state and/or federal law, and that improper use or disclosure may constitute a crime.

I understand that should I violate any provision of this Authorized User Access Agreement, City will discontinue my access to the City Data and may terminate access of Consultant.

I acknowledge that I have read, understand and agree with the conditions above. Further, I agree to immediately notify City at servicedesk@redmond.gov of any conflict with or violation of the above conditions.

Signed by:

7A6743CB4D3E4F3...
Authorized User Signature

Date 8 /6/2025

Year	Monthly Price	Total	Budgeted Amount Variance*
2026	\$ 16,059.68	\$ 192,716.16	\$ 8,122.16
2027	\$ 16,742.44	\$ 200,909.28	\$ 200,909.28
2028	\$ 17,453.87	\$ 209,446.44	\$ 209,446.44
		\$ 603,071.88	\$ 418,477.88

*\$184,954 is already allocated in the 2026 TIS Operational Budget.



Memorandum

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-655

Type: Committee Memo

TO: Members of the City Council

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Human Resources	Cathryn Laird	425-556-2125
-----------------	---------------	--------------

DEPARTMENT STAFF:

Human Resources	Mary Grady	Senior HR Analyst
-----------------	------------	-------------------

TITLE:

Proposed Updates to the 2026 Pay Plans

OVERVIEW STATEMENT:

Due to the 2026 Cost of Living Adjustments (COLA), the following salaries and Pay Plans are being updated: Non-represented Executive ("E"); Non-represented Regular ("N") and Non-represented Supplemental ("N-S"); General Supplemental ("G-S"). New classifications of Assistant Chief Operating Officer, Paralegal, Financial Analyst - Principal, and Human Resources Generalist are being requested. In addition, select titles and salaries have been removed or changed due to market adjustment. Details of the changes are listed under the "Outcomes" section.

☐ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
N/A
- **Required:**
City Council is required to authorize salary and/or classification changes to Pay Plans, in accordance with the City of Redmond Personnel Manual Section 7.10.
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

Approval by City Council is being sought for the following Pay Plan changes:

Non-Represented. Changes to non-represented “E,” “N,” “N-S,” and “G-S” Pay Plans are provided a 2026 COLA increase. The increases are to ensure those salary ranges remain within market. Changes to the “E,” “N,” “N-S,” and “G-S” Pay Plans include a 2026 COLA increase of 3.8%.

The salary grades on Pay Plan “E” have been adjusted by market and the following titles have been updated and/or moved to new salary grades: City Attorney, Parks & Recreation Director, Deputy City Attorney, Deputy Fire Director, Deputy Public Works Director, and Deputy Chief Information Officer. Additionally, changes to the “E” Pay Plan include adding a new classification titled Assistant Chief Operating Officer. The new classification restores an executive manager to the Mayor’s Office that was reduced due to budget constraints prior to 2020. The new classification will fill some gaps in the Executive Office, including:

- Provide a clear line of succession for the Chief Operating Officer’s position.
- Provide management oversight to city departments and Executive Office Divisions. Since 2020, the Executive Office has grown by 14 FTEs to support new City programs such as, Environmental Sustainability, Grant Management, City Attorney, and Respect, Equity, Diversity and Inclusion (REDI) programs as well as Federal Lobbyist services. With the growth, the span of control for the two senior managers (COO and Deputy Director) has become too large.
- Provide strategic oversight and direction along with the Mayor and COO.

Changes to the “N” and “N-S” Pay Plans include adding new classifications titled Paralegal, Financial Analyst-Principal, and Human Resources Generalist. The new classifications are needed to provide added services, including:

- Principal Financial Analyst will focus on the City’s revenue streams and add higher-level financial analyst work to address the specialty focus.
- Human Resources (HR) Generalist is the same classification level as the HR Analyst, with the Generalist having an entry-level knowledge of HR that requires a broader focus verses the Analyst being more specialized in an HR function.
- The Paralegal classification N pay plan is a confidential legal position versus the Paralegal in RCHEA handles a broad variety of non-confidential paralegal support.

Additionally, the salary grades on Pay Plan “N” have been adjusted by market and the following titles have been moved to new salary grades: City Engineer, Information Services Manager, Security Compliance Manager, Planning Manager, Public Works Maintenance Manager, Utilities Manager, Public Safety Communications Manager, Police Support Services Manager, DEI Program Advisor, Human Resources Analyst - Senior, Real Property Manager, Police Crime Analyst (Limited Duration), and Police Program Coordinator (Limited Duration). The following titles have been eliminated from Pay Plan “N”: Purchasing/Contracting Manager and Payroll Analyst.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-655

Type: Committee Memo

Total Cost:

Finance included COLAs and salary adjustments in the 2025-2026 Budget documentation that was presented to Council. This means effective January 1, 2026, salary adjustments are budgeted for and can be provided to employees in the Pay Plans listed above. New classifications are being added to the pay plans to handle specific bodies of work related to that classification, but no new FTEs are being added to the budget. Existing staff may be reclassified up or down into these new classifications and that department's budget will be required to absorb the cost if the movement is up.

Approved in current biennial budget:

☒ Yes

☐ No

☐ N/A

Budget Offer Number:

N/A

Budget Priority:

Strategic and Responsive

Other budget impacts or additional costs:

☐ Yes

☐ No

☒ N/A

If yes, explain:

N/A

Funding source(s):

N/A

Budget/Funding Constraints:

N/A

☐ Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
11/18/2025	Business Meeting	Provide Direction

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
1/6/2026	Business Meeting	Approve

Time Constraints:

Implementation of wage and salary range changes is targeted for January 1, 2026. Approval in 2025 will allow HR and Payroll staff time to complete the required communicating, processing, and implementing of the changes without the need for retroactive pay.

ANTICIPATED RESULT IF NOT APPROVED:

Delays to the January 1, 2026, COLA adjustment for the non-represented pay plans result in unfair treatment between

union and non-union employees and will result in disgruntled employees and potential employment action taken against the City. Additionally, calculating retroactive pay to January 1, 2026, could result in payroll processing errors due to calculation complexities.

ATTACHMENTS:

Attachment A: Proposed Salary Ordinance for Executive Pay Plan

Exhibit 1: 2026 Executive Pay Plan "E"

Attachment B: Proposed Salary Ordinance for Non-Represented and Non-Represented Supplemental Pay Plans

Exhibit 1: 2026 Non-Represented Pay Plan "N"

Exhibit 2: 2026 Non-Represented Supplemental Pay Plan "N-S"

Attachment C: Proposed Salary Ordinance for General Supplemental Pay Plan

Exhibit 1: 2026 General Supplemental Pay Plan "G-S"

Attachment D: 2026 Pay Plan Updates - Summary of Changes

NON-CODE

**CITY OF REDMOND
ORDINANCE NO. XXXX**

AN ORDINANCE OF THE CITY OF REDMOND,
WASHINGTON, AMENDING PAY PLAN "E" IN ORDER TO
SET SALARIES FOR THE EXECUTIVE EMPLOYEES FOR
THE YEAR 2026; PROVIDING FOR SEVERABILITY AND
ESTABLISHING AN EFFECTIVE DATE

WHEREAS, Resolution No. 1142 calls for an adjustment of salaries in keeping with changes in salaries in the local labor market of both private and municipal employers; and

WHEREAS, these changes should now be reflected by amending the respective pay plan for executive employees.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF REDMOND, WASHINGTON, DO ORDAIN AS FOLLOWS:

Section 1. Pay Plan Amended. (A) Effective January 1, 2026, Pay Plan "E" covering executive employees is hereby amended and the salary ranges increased 3.8 percent above the ranges in effect on December 31, 2025, as adopted by Ordinance No. 3200. In conjunction with the adjustment of the salary ranges, the salaries of all employees covered by Pay Plan "E" will be increased across-the-board 3.8 percent up to the maximum salary of the employee's pay band.

The amended Pay Plan is attached as Exhibit 1 and incorporated herein as if set forth in full.

(B) Effective January 1, 2026, the following classification is created and added to the Pay Plan "E": Assistant Chief Operating Officer.

C) Effective January 1, 2026, the salary grades on Pay Plan "E" have been adjusted by market and the following titles have been updated and/or moved to new salary grades: City Attorney, Parks & Recreation Director, Deputy City Attorney, Deputy Fire Director, Deputy Public Works Director, and Deputy Chief Information Officer.

Section 2. Severability. If any section, sentence, clause, or phrase of this ordinance should be held to be invalid or unconstitutional by a court of competent jurisdiction, such invalidity or unconstitutionality shall not affect the validity or constitutionality of any other section, sentence, clause, or phrase of this ordinance.

Section 3. Effective Date. This ordinance shall take effect five days after its publication, or publication of a summary thereof, in the City's official newspaper, or as otherwise provided by law.

ADOPTED by the Redmond City Council this ____ day of _____, 2025.

CITY OF REDMOND

ANGELA BIRNEY, MAYOR

ATTEST:

CHERYL XANTHOS, MMC, CITY CLERK

(SEAL)

APPROVED AS TO FORM

DANIEL P. KENNY, CITY ATTORNEY

FILED WITH THE CITY CLERK:
PASSED BY THE CITY COUNCIL:
SIGNED BY THE MAYOR:
PUBLISHED:
EFFECTIVE DATE:
ORDINANCE NO.: _____



2026 Pay Plan "E" - Executive

Ordinance No.
Effective January 1, 2026

Grade	FLSA	Classification	Monthly			Annual		
			Minimum	Midpoint	Maximum	Minimum	Midpoint	Maximum
EX35			\$22,399.35	\$24,223.81	\$26,048.26	\$268,792.18	\$290,685.67	\$312,579.17
EX35	E	Chief Operating Officer						
EX30			\$16,706.35	\$19,741.85	\$22,777.35	\$200,476.21	\$236,902.22	\$273,328.24
EX30	E	<u>Assistant Chief Operating Officer (New)</u>						
EX30	E	<u>City Attorney (Moved from EX25)</u>						
EX30	E	Fire Chief						
EX30	E	Police Chief						
EX25			\$15,235.76	\$18,282.81	\$21,329.86	\$182,829.17	\$219,393.76	\$255,958.34
EX25	E	Public Works Director						
EX25	E	<u>Parks & Recreation Director (Updated title and moved from EX20)</u>						
EX25	E	City Attorney						
EX20			\$15,164.12	\$17,904.79	\$20,645.47	\$181,969.45	\$214,857.54	\$247,745.63
EX20	E	Chief Information Officer						
EX20	E	Finance Director						
EX20	E	Human Resources Director						
EX20	E	Parks Director						
EX20	E	Planning & Community Development Director						
EX15			\$16,550.86	\$18,472.95	\$20,395.05	\$198,610.35	\$221,675.45	\$244,740.55
EX15	E	Deputy City Attorney (Moved from EX05)						
EX15	E	Deputy Fire Chief						
EX15	E	Deputy Fire Director (Moved from EX05)						
EX15	E	Deputy Police Chief						
EX10			\$14,000.98	\$16,368.52	\$18,736.07	\$168,011.72	\$196,422.30	\$224,832.88
EX10	E	<u>Deputy Public Works Director/City Engineer (Updated title and moved from EX05)</u>						
EX10	E	Deputy <u>Chief Information Officer</u> Tech & Information Services (TIS) Director (Update title)						
EX05			\$13,489.16	\$15,863.88	\$18,238.61	\$161,869.87	\$190,366.61	\$218,863.34
EX05	E	Deputy Executive Department Director						
EX05	E	Deputy Finance Director						
EX05	E	Deputy Fire Director						
EX05	E	Deputy Human Resources Director						
EX05	E	Deputy Parks Director						
EX05	E	Deputy Planning & Community Dev (PCD) Director						
EX05	E	Deputy City Attorney						
EX05	E	Deputy Public Works Director						

NON-CODE

**CITY OF REDMOND
ORDINANCE NO. XXXX**

AN ORDINANCE OF THE CITY OF REDMOND,
WASHINGTON, AMENDING PAY PLANS "N" AND "N-S,"
IN ORDER TO SET SALARIES FOR THE NON-
REPRESENTED EMPLOYEES FOR THE YEAR 2026;
PROVIDING FOR SEVERABILITY AND ESTABLISHING AN
EFFECTIVE DATE

WHEREAS, Resolution No. 1142 calls for an adjustment of salaries in keeping with changes in salaries in the local labor market of both private and municipal employers; and

WHEREAS, these changes should now be reflected by amending the pay plans for non-represented employees.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF REDMOND, WASHINGTON, DO ORDAIN AS FOLLOWS:

Section 1. Pay Plan "N" Amended. (A) Effective January 1, 2026, Pay Plan "N" covering Non-Represented employees is hereby amended and the salary ranges increased 3.8 percent above the ranges in effect on December 31, 2025, as adopted by Ordinance No. 3201. In conjunction with the adjustment of the salary ranges, the salaries of all employees covered by the "N" pay plan will be increased across-the-board 3.8 percent.

The amended Pay Plan is attached as Exhibit 1 and incorporated herein as if set forth in full.

(B) Effective January 1, 2026, the following classifications are created and added to the Pay Plan "N": Paralegal, Financial Analyst-Principal, and Human Resources Generalist.

C) Effective January 1, 2026, the salary grades on Pay Plan "N" have been adjusted by market and the following titles have been moved to new salary grades: City Engineer, Information Services Manager, Security Compliance Manager, Planning Manager, Public Works Maintenance Manager, Utilities Manager, Public Safety Communications Manager, Police Support Services Manager, DEI Program Advisor, Human Resources Analyst - Senior, Real Property Manager, Police Crime Analyst (Limited Duration), and Police Program Coordinator (Limited Duration).

D) Effective January 1, 2026, the following titles have been eliminated from Pay Plan "N": Purchasing/Contracting Manager and Payroll Analyst.

Section 2. Pay Plan "N-S" Amended. (A) Effective January 1, 2026, the salary ranges in Pay Plan "N-S", the Non-Represented Supplemental Pay Plan, are also adjusted to increase the salary ranges 3.8 percent, to within eighty percent (80%) and one-hundred ten percent (110%) of the salary range minimum for the comparable classifications in Pay Plan "N," above the ranges in effect on December 31, 2025, as adopted by Ordinance No. 3201. In conjunction with the adjustment of the salary ranges, the salaries of all employees covered by "N-S" pay plan will be increased

across-the-board 3.8 percent. The amended Pay Plan is attached as Exhibit 2 and incorporated herein as if set forth in full.

(B) Effective January 1, 2026, the following classifications are created and added to the Pay Plan "N-S": Paralegal, Financial Analyst-Principal, and Human Resources Generalist.

C) Effective January 1, 2026, the salary grades on Pay Plan "N-S" have been adjusted by market and the following titles have been moved to new salary grades: City Engineer, Information Services Manager, Security Compliance Manager, Planning Manager, Public Works Maintenance Manager, Utilities Manager, Public Safety Communications Manager, Police Support Services Manager, DEI Program Advisor, Human Resources Analyst - Senior, Real Property Manager, Police Crime Analyst (Limited Duration), and Police Program Coordinator (Limited Duration).

D) Effective January 1, 2026, the following titles have been eliminated from Pay Plan "N-S": Purchasing/Contracting Manager and Payroll Analyst.

Section 3. Severability. If any section, sentence, clause, or phrase of this ordinance should be held to be invalid or unconstitutional by a court of competent jurisdiction, such invalidity or unconstitutionality shall not affect the validity or constitutionality of any other section, sentence, clause, or phrase of this ordinance.

Section 4. Effective Date. This ordinance shall take effect five days after its publication, or publication of a summary thereof, in the City's official newspaper, or as otherwise provided by law.

ADOPTED by the Redmond City Council this ____ day of _____, 2025.

CITY OF REDMOND

ANGELA BIRNEY, MAYOR

ATTEST:

CHERYL XANTHOS, MMC, CITY CLERK (SEAL)

APPROVED AS TO FORM

DANIEL P. KENNY, CITY ATTORNEY

FILED WITH THE CITY CLERK:
PASSED BY THE CITY COUNCIL:
SIGNED BY THE MAYOR:
PUBLISHED:
EFFECTIVE DATE:

ORDINANCE NO.: _____

2026 Pay Plan "N" - Non-Represented Employees
Ordinance
Effective January 1, 2026
By Salary Band

Grade	FLSA	Classification	Monthly			Annual		
			Minimum	Midpoint	Maximum	Minimum	Midpoint	Maximum
N60			\$14,562.10	\$16,601.77	\$18,641.44	\$174,745.22	\$199,221.26	\$223,697.30
N60	E	Police Captain						
N58			\$13,073.70	\$15,361.62	\$17,649.55	\$156,884.36	\$184,339.46	\$211,794.56
N58	E	<u>City Engineer (Moved from N55)</u>						
N58	E	<u>Information Services Manager (Moved from N55)</u>						
N58	E	<u>Security Compliance Manager (Moved from N55)</u>						
N55			\$12,530.74	\$14,722.99	\$16,915.25	\$150,368.83	\$176,675.90	\$202,982.98
N55	E	Chief Policy Advisor						
N55	E	City Engineer						
N55	E	Engineering Manager						
N55	E	Information Services Manager						
N55	E	Police Support Civilian Commander						
N55	E	Project Management Office Manager						
N55	E	Security Compliance Manager						
N55	E	Supervising Attorney						
N53			\$11,716.77	\$13,767.21	\$15,817.65	\$140,601.25	\$165,206.52	\$189,811.79
N53	E	<u>Planning Manager (Moved from N50)</u>						
N53	E	<u>Public Works Maintenance Manager (Moved from N50)</u>						
N53	E	<u>Utilities Manager (Moved from N50)</u>						
N50			\$11,135.66	\$13,085.03	\$15,034.39	\$133,627.97	\$157,020.34	\$180,412.70
N50	E	Construction Manager						
N50	E	Engineering Supervisor						
N50	E	Finance Manager						
N50	E	Parks Manager						
N50	E	Planning Manager						
N50	E	Public Works Maintenance Manager						
N50	E	Utilities Manager						
N45			\$10,555.42	\$12,403.06	\$14,250.70	\$126,665.06	\$148,836.74	\$171,008.42
N45	E	City Clerk						
N45	E	Executive Department Manager						
N45	E	Emergency Preparedness Manager						
N45	E	Human Resources Manager						
N45	E	Information Services Supervisor						
N45	E	<u>Public Safety Communications Manager (Moved from N40)</u>						
N45	E	<u>Purchasing/Contracting Manager (Eliminate classification)</u>						
N45	E	Utilities Supervisor						
N43			\$9,968.17	\$11,712.62	\$13,457.06	\$119,618.08	\$140,551.43	\$161,484.77
N43	E	<u>Police Support Services Manager (Moved from N40)</u>						
N40			\$9,619.15	\$11,302.78	\$12,986.42	\$115,429.75	\$135,633.38	\$155,837.02
N40	E	Public Safety Communications Manager						
N40	E	<u>Financial Analyst - Principal (NEW)</u>						
N40	E	Deputy Prosecuting Attorney						
N40	E	Police Support Services Manager						
N40	E	Community Health Manager						

2026 Pay Plan "N" - Non-Represented Employees

Ordinance
 Effective January 1, 2026

By Salary Band

			Monthly			Annual		
Grade	FLSA	Classification	Minimum	Midpoint	Maximum	Minimum	Midpoint	Maximum
N35			\$9,242.53	\$10,859.99	\$12,477.45	\$110,910.30	\$130,319.86	\$149,729.42
N35	E	Executive Department Supervisor						
N35	E	Development Services Supervisor						
N35	E	Diversity-Equity Inclusion Program Advisor						
N35	E	Financial Analyst - Senior						
N35	E	Inspection Supervisor						
N35	E	Maintenance and Operations Supervisor						
N35	E	Management Analyst - Senior						
N35	E	Program Manager						
N35	E	Real Property Manager						
N33			\$8,684.17	\$10,203.93	\$11,723.69	\$104,210.01	\$122,447.15	\$140,684.29
N33	E	DEI Program Advisor (Moved down from N35)						
N33	E	Human Resources Analyst - Senior (Moved from N30)						
N33	E	Real Property Manager (Moved down from N35)						
N30			\$8,534.44	\$10,027.60	\$11,520.76	\$102,413.23	\$120,331.19	\$138,249.14
N30	E	Administrative Supervisor						
N30	E	Behavioral Health Professional						
N30	E	Finance Supervisor						
N30	E	Human Resources Analyst - Senior						
N30	E	Grant Supervisor						
N30	E	Police Support Services Supervisor						
N30	E	Parks Supervisor						
N25			\$7,787.08	\$9,149.45	\$10,511.83	\$93,444.91	\$109,793.41	\$126,141.91
N25	NE	Human Resources Analyst						
N25	NE	Human Resources Generalist (NEW)						
N25	NE	Risk Program Coordinator						
N20			\$7,556.38	\$8,878.71	\$10,201.03	\$90,676.57	\$106,544.47	\$122,412.38
N20	E	Executive Analyst						
N20	E	Financial Analyst						
N18			\$7,145.68	\$8,396.21	\$9,646.74	\$85,748.14	\$100,754.51	\$115,760.87
N18	NE	Police Crime Analyst (Limited Duration) (Moved from N15)						
N18	NE	Police Program Coordinator (Limited Duration) (Moved from N15)						
N15			\$6,957.71	\$8,175.29	\$9,392.86	\$83,492.57	\$98,103.46	\$112,714.34
N15	NE	Department Administrative Coordinator						
N15	NE	Paralegal (NEW)						
N15	NE	Police Crime Analyst (Limited Duration)						
N15	NE	Police Program Coordinator (Limited Duration)						
N10			\$6,301.70	\$7,404.05	\$8,506.41	\$75,620.38	\$88,848.65	\$102,076.92
N10	NE	Accounting Associate - Senior						
N10	NE	Administrative Specialist						
N10	NE	Payroll Analyst (Eliminate classification)						
N05			\$5,896.53	\$6,928.43	\$7,960.34	\$70,758.38	\$83,141.21	\$95,524.03
N05	NE	Administrative Assistant						

2026 Pay Plan "N" - Non-Represented Employees

Ordinance
 Effective January 1, 2026

By Classification

Grade	FLSA	Classification	Monthly			Annual		
			Minimum	Midpoint	Maximum	Minimum	Midpoint	Maximum
N10	NE	Accounting Associate - Senior	\$6,301.70	\$7,404.05	\$8,506.41	\$75,620.38	\$88,848.65	\$102,076.92
N05	NE	Administrative Assistant	\$5,896.53	\$6,928.43	\$7,960.34	\$70,758.38	\$83,141.21	\$95,524.03
N10	NE	Administrative Specialist	\$6,301.70	\$7,404.05	\$8,506.41	\$75,620.38	\$88,848.65	\$102,076.92
N30	E	Behavioral Health Professional	\$8,534.44	\$10,027.60	\$11,520.76	\$102,413.23	\$120,331.19	\$138,249.14
N30	E	Administrative Supervisor	\$8,534.44	\$10,027.60	\$11,520.76	\$102,413.23	\$120,331.19	\$138,249.14
N55	E	Chief Policy Advisor	\$12,530.74	\$14,722.99	\$16,915.25	\$150,368.83	\$176,675.90	\$202,982.98
N45	E	City Clerk	\$10,555.42	\$12,403.06	\$14,250.70	\$126,665.06	\$148,836.74	\$171,008.42
N58	E	City Engineer	\$13,073.70	\$15,361.62	\$17,649.55	\$156,884.36	\$184,339.46	\$211,794.56
N40	E	Community Health Manager	\$9,619.15	\$11,302.78	\$12,986.42	\$115,429.75	\$135,633.38	\$155,837.02
N50	E	Construction Manager	\$11,135.66	\$13,085.03	\$15,034.39	\$133,627.97	\$157,020.34	\$180,412.70
N15	NE	Department Administrative Coordinator	\$6,957.71	\$8,175.29	\$9,392.86	\$83,492.57	\$98,103.46	\$112,714.34
N40	E	Deputy Prosecuting Attorney	\$9,619.15	\$11,302.78	\$12,986.42	\$115,429.75	\$135,633.38	\$155,837.02
N35	E	Development Services Supervisor	\$9,101.18	\$10,694.00	\$12,286.81	\$109,214.21	\$128,327.94	\$147,441.67
N33	E	Diversity Equity Inclusion Program Advisor	\$8,684.17	\$10,203.93	\$11,723.69	\$104,210.01	\$122,447.15	\$140,684.29
N45	E	Emergency Preparedness Manager	\$10,555.42	\$12,403.06	\$14,250.70	\$126,665.06	\$148,836.74	\$171,008.42
N55	E	Engineering Manager	\$12,530.74	\$14,722.99	\$16,915.25	\$150,368.83	\$176,675.90	\$202,982.98
N50	E	Engineering Supervisor	\$11,135.66	\$13,085.03	\$15,034.39	\$133,627.97	\$157,020.34	\$180,412.70
N20	E	Executive Analyst	\$7,398.86	\$8,694.29	\$9,989.71	\$88,786.37	\$104,331.46	\$119,876.54
N45	E	Executive Department Manager	\$10,555.42	\$12,403.06	\$14,250.70	\$126,665.06	\$148,836.74	\$171,008.42
N35	E	Executive Department Supervisor	\$9,101.18	\$10,694.00	\$12,286.81	\$109,214.21	\$128,327.94	\$147,441.67
N50	E	Finance Manager	\$11,135.66	\$13,085.03	\$15,034.39	\$133,627.97	\$157,020.34	\$180,412.70
N30	E	Finance Supervisor	\$8,534.44	\$10,027.60	\$11,520.76	\$102,413.23	\$120,331.19	\$138,249.14
N20	E	Financial Analyst	\$7,398.86	\$8,694.29	\$9,989.71	\$88,786.37	\$104,331.46	\$119,876.54
N35	E	Financial Analyst - Senior	\$9,101.18	\$10,694.00	\$12,286.81	\$109,214.21	\$128,327.94	\$147,441.67
N40	E	Financial Analyst - Principal (NEW)	\$9,619.15	\$11,302.78	\$12,986.42	\$115,429.75	\$135,633.38	\$155,837.02
N30	E	Grant Supervisor	\$8,534.44	\$10,027.60	\$11,520.76	\$102,413.23	\$120,331.19	\$138,249.14
N25	NE	Human Resources Analyst	\$7,787.08	\$9,149.45	\$10,511.83	\$93,444.91	\$109,793.41	\$126,141.91
N25	NE	Human Resources Generalist	\$7,787.08	\$9,149.45	\$10,511.83	\$93,444.91	\$109,793.41	\$126,141.91
N33	E	Human Resources Analyst - Senior	\$8,684.17	\$10,203.93	\$11,723.69	\$104,210.01	\$122,447.15	\$140,684.29
N45	E	Human Resources Manager	\$10,555.42	\$12,403.06	\$14,250.70	\$126,665.06	\$148,836.74	\$171,008.42
N58	E	Information Services Manager	\$13,073.70	\$15,361.62	\$17,649.55	\$156,884.36	\$184,339.46	\$211,794.56
N45	E	Information Services Supervisor	\$10,555.42	\$12,403.06	\$14,250.70	\$126,665.06	\$148,836.74	\$171,008.42
N35	E	Inspection Supervisor	\$9,101.18	\$10,694.00	\$12,286.81	\$109,214.21	\$128,327.94	\$147,441.67
N35	E	Maintenance and Operations Supervisor	\$9,101.18	\$10,694.00	\$12,286.81	\$109,214.21	\$128,327.94	\$147,441.67
N35	E	Management Analyst - Senior	\$9,101.18	\$10,694.00	\$12,286.81	\$109,214.21	\$128,327.94	\$147,441.67
N15	NE	Paralegal (NEW)	\$6,957.71	\$8,175.29	\$9,392.86	\$83,492.57	\$98,103.46	\$112,714.34
N50	E	Parks Manager	\$11,135.66	\$13,085.03	\$15,034.39	\$133,627.97	\$157,020.34	\$180,412.70
N30	E	Parks Supervisor	\$8,534.44	\$10,027.60	\$11,520.76	\$102,413.23	\$120,331.19	\$138,249.14
N40	NE	Payroll Analyst	\$6,301.70	\$7,404.05	\$8,506.41	\$75,620.38	\$88,848.65	\$102,076.92
N53	E	Planning Manager	\$11,716.77	\$13,767.21	\$15,817.65	\$140,601.25	\$165,206.52	\$189,811.79
N60	E	Police Captain	\$14,562.10	\$16,601.77	\$18,641.44	\$174,745.22	\$199,221.26	\$223,697.30
N18	NE	Police Crime Analyst (Limited Duration)	\$7,145.68	\$8,396.21	\$9,646.74	\$85,748.14	\$100,754.51	\$115,760.87
N18	NE	Police Program Coordinator (Limited Duration)	\$7,145.68	\$8,396.21	\$9,646.74	\$85,748.14	\$100,754.51	\$115,760.87
N55	E	Police Support Civilian Commander	\$12,530.74	\$14,722.99	\$16,915.25	\$150,368.83	\$176,675.90	\$202,982.98
N43	E	Police Support Services Manager	\$9,968.17	\$11,712.62	\$13,457.06	\$119,618.08	\$140,551.43	\$161,484.77
N30	E	Police Support Services Supervisor	\$8,534.44	\$10,027.60	\$11,520.76	\$102,413.23	\$120,331.19	\$138,249.14
N35	E	Program Manager	\$9,101.18	\$10,694.00	\$12,286.81	\$109,214.21	\$128,327.94	\$147,441.67
N55	E	Project Management Office Manager	\$12,530.74	\$14,722.99	\$16,915.25	\$150,368.83	\$176,675.90	\$202,982.98
N45	E	Public Safety Communications Manager	\$10,555.42	\$12,403.06	\$14,250.70	\$126,665.06	\$148,836.74	\$171,008.42
N53	E	Public Works Maintenance Manager	\$11,716.77	\$13,767.21	\$15,817.65	\$140,601.25	\$165,206.52	\$189,811.79
N45	E	Purchasing/Contracting Manager	\$10,555.42	\$12,403.06	\$14,250.70	\$126,665.06	\$148,836.74	\$171,008.42
N33	E	Real Property Manager	\$8,684.17	\$10,203.93	\$11,723.69	\$104,210.01	\$122,447.15	\$140,684.29
N25	NE	Risk Program Coordinator	\$7,787.08	\$9,149.45	\$10,511.83	\$93,444.91	\$109,793.41	\$126,141.91
N58	E	Security Compliance Manager	\$13,073.70	\$15,361.62	\$17,649.55	\$156,884.36	\$184,339.46	\$211,794.56
N55	E	Supervising Attorney	\$12,530.74	\$14,722.99	\$16,915.25	\$150,368.83	\$176,675.90	\$202,982.98
N53	E	Utilities Manager	\$11,716.77	\$13,767.21	\$15,817.65	\$140,601.25	\$165,206.52	\$189,811.79
N45	E	Utilities Supervisor	\$10,555.42	\$12,403.06	\$14,250.70	\$126,665.06	\$148,836.74	\$171,008.42

2026 Pay Plan "N-S" - Non-Represented Supplemental Employees

Ordinance No.
Effective January 1, 2026

By Salary Band

Grade	FLSA	Classification	Hourly		
			Minimum	Midpoint	Maximum
SNR60			\$67.21	\$79.81	\$92.41
		NE* Police Captain			
SNR58			\$60.34	\$71.65	\$82.97
		NE* City Engineer			
		NE* Information Services Manager			
		NE* Security Compliance Manager			
SNR55			\$57.83	\$68.68	\$79.52
		NE* Chief Policy Advisor			
		NE* City Engineer			
		NE* Engineering Manager			
		NE* Information Services Manager			
		NE* Police Support Civilian Commander			
		NE* Project Management Office Manager			
		NE* Security Compliance Manager			
		NE* Supervising Attorney			
SNR53			\$54.08	\$64.22	\$74.36
		NE* <u>Planning Manager</u>			
		NE* <u>Public Works Maintenance Manager</u>			
		NE* <u>Utilities Manager</u>			
SNR50			\$51.40	\$61.03	\$70.67
		NE* Construction Manager			
		NE* Engineering Supervisor			
		NE* Finance Manager			
		NE* Parks Manager			
		NE* Planning Manager			
		NE* Public Works Maintenance Manager			
		NE* Utilities Manager			
SNR45			\$48.72	\$57.85	\$66.99
		NE* City Clerk			
		NE* Executive Department Manager			
		NE* Emergency Preparedness Manager			
		NE* Human Resources Manager			
		NE* Information Services Supervisor			

2026 Pay Plan "N-S" - Non-Represented Supplemental Employees

Ordinance No.
Effective January 1, 2026

NE* Public Safety Communications Manager
 NE* Purchasing/Contracting Manager
 NE* Utilities Supervisor

SNR43	\$46.01	\$54.63	\$63.26
--------------	---------	---------	---------

NE* Police Support Services Manager

SNR40	\$44.40	\$52.72	\$61.04
--------------	---------	---------	---------

~~NE* Public Safety Communications Manager~~
 NE* Deputy Prosecuting Attorney
NE* Financial Analyst - Principal (NEW)
NE* Police Support Services Manager
 NE* Community Health Manager

SNR35	\$42.66	\$50.66	\$58.65
--------------	---------	---------	---------

NE* Executive Department Supervisor
 NE* Development Services Supervisor
~~NE* Diversity Equity Inclusion Program Advisor~~
 NE* Financial Analyst - Senior
 NE* Inspection Supervisor
 NE* Maintenance and Operations Supervisor
 NE* Management Analyst - Senior
 NE* Program Manager
~~NE* Real Property Manager~~

2026 Pay Plan "N-S" - Non-Represented Supplemental Employees

Ordinance No.
Effective January 1, 2026

By Salary Band

Grade	FLSA	Classification	Hourly		
			Minimum	Midpoint	Maximum
<u>SNR33</u>			\$40.08	\$47.60	\$55.11
		<u>NE* DEI Program Advisor</u>			
		<u>NE* Human Resources Analyst - Senior</u>			
		<u>NE* Real Property Manager</u>			
SNR30			\$39.39	\$46.78	\$54.16
		NE* Administrative Supervisor			
		NE* Behavioral Health Professional			
		NE* Finance Supervisor			
		NE* Human Resources Analyst - Senior			
		NE* Grant Supervisor			
		NE* Police Support Services Supervisor			
		NE* Parks Supervisor			
SNR25			\$35.94	\$42.68	\$49.42
		NE Human Resources Analyst			
		NE Human Resources Generalist			
		NE Risk Program Coordinator			
SNR20			\$34.88	\$41.41	\$47.95
		NE* Executive Analyst			
		NE* Financial Analyst			
<u>SNR18</u>			\$32.98	\$39.16	\$45.35
		<u>NE Police Crime Analyst (Limited Duration)</u>			
		<u>NE Police Program Coordinator (Limited Duration)</u>			
SNR15			\$32.11	\$38.13	\$44.15
		NE Department Administrative Coordinator			
		<u>NE Paralegal (NR)</u>			
		NE Police Crime Analyst (Limited Duration)			
		NE Police Program Coordinator			
SNR10			\$29.08	\$34.54	\$39.99
		NE Accounting Associate - Senior			
		NE Administrative Specialist			
		NE Payroll Analyst			

2026 Pay Plan "N-S" - Non-Represented Supplemental Employees

Ordinance No.
Effective January 1, 2026

SNR05	\$27.21	\$32.32	\$37.42
NE Administrative Assistant			

2026 Pay Plan "N-S" - Non-Represented Supplemental Employees

Ordinance No.
Effective January 1, 2026

By Classification

Grade	FLSA	Classification	Monthly		
			Minimum	Midpoint	Maximum
SNR10	NE	Accounting Associate - Senior	\$29.08	\$34.54	\$39.99
SNR05	NE	Administrative Assistant	\$26.86	\$31.90	\$36.94
SNR10	NE	Administrative Specialist	\$29.08	\$34.54	\$39.99
SNR30	NE*	Administrative Supervisor	\$39.39	\$46.78	\$54.16
SNR30	NE*	Behavioral Health Professional	\$39.39	\$46.78	\$54.16
SNR55	NE*	Chief Policy Advisor	\$57.83	\$68.68	\$79.52
SNR45	NE*	City Clerk	\$48.72	\$57.85	\$66.99
<u>SNR58</u>	<u>NE*</u>	<u>City Engineer</u>	\$60.34	\$71.65	\$82.97
SNR40	NE*	Community Health Manager	\$44.40	\$52.72	\$61.04
SNR50	NE*	Construction Manager	\$51.40	\$61.03	\$70.67
SNR15	NE	Department Administrative Coordinator	\$32.11	\$38.13	\$44.15
SNR40	NE*	Deputy Prosecuting Attorney	\$44.40	\$52.72	\$61.04
SNR35	NE*	Development Services Supervisor	\$42.01	\$49.88	\$57.76
<u>SNR33</u>	<u>NE*</u>	<u>Diversity Equity Inclusion Program Advisor</u>	\$40.08	\$47.60	\$55.11
SNR45	NE*	Emergency Preparedness Manager	\$48.72	\$57.85	\$66.99
SNR55	NE*	Engineering Manager	\$57.83	\$68.68	\$79.52
SNR50	NE*	Engineering- Supervisor	\$51.40	\$61.03	\$70.67
SNR20	NE*	Executive Analyst	\$34.15	\$40.55	\$46.95
SNR45	NE*	Executive Department Manager	\$48.72	\$57.85	\$66.99
SNR35	NE*	Executive Department Supervisor	\$42.01	\$49.88	\$57.76
SNR50	NE*	Finance Manager	\$51.40	\$61.03	\$70.67
SNR30	NE*	Finance Supervisor	\$39.39	\$46.78	\$54.16
SNR20	NE*	Financial Analyst	\$34.15	\$40.55	\$46.95
SNR35	NE*	Financial Analyst - Senior	\$42.01	\$49.88	\$57.76
<u>SNR40</u>	<u>NE*</u>	<u>Financial Analyst - Principal (NEW)</u>	\$44.40	\$52.72	\$61.04
SNR30	NE*	Grant Supervisor	\$39.39	\$46.78	\$54.16
SNR25	NE	Human Resources Analyst	\$35.94	\$42.68	\$49.42
<u>SNR25</u>	<u>NE</u>	<u>Human Resources Generalist</u>	\$35.94	\$42.68	\$49.42
<u>SNR33</u>	<u>NE*</u>	<u>Human Resources Analyst - Senior</u>	\$40.08	\$47.60	\$55.11
SNR45	NE*	Human Resources Manager	\$48.72	\$57.85	\$66.99
<u>SNR58</u>	<u>NE*</u>	<u>Information Services Manager</u>	\$60.34	\$71.65	\$82.97
SNR45	NE*	Information Services Supervisor	\$48.72	\$57.85	\$66.99
SNR35	NE*	Inspection Supervisor	\$42.01	\$49.88	\$57.76
SNR35	NE*	Maintenance and Operations Supervisor	\$42.01	\$49.88	\$57.76
SNR35	NE*	Management Analyst - Senior	\$42.01	\$49.88	\$57.76
<u>SNR15</u>	<u>NE*</u>	<u>Paralegal (NR)</u>	\$32.11	\$38.13	\$44.15
SNR50	NE*	Parks Manager	\$51.40	\$61.03	\$70.67
SNR30	NE*	Parks Supervisor	\$39.39	\$46.78	\$54.16
SNR10	NE	Payroll Analyst	\$29.08	\$34.54	\$39.99

2026 Pay Plan "N-S" - Non-Represented Supplemental Employees
**Ordinance No.
 Effective January 1, 2026**

<u>SNR53</u>	<u>NE*</u>	<u>Planning Manager</u>	\$54.08	\$64.22	\$74.36
SNR60	NE*	Police Captain	\$67.21	\$79.81	\$92.41
<u>SNR18</u>	<u>NE</u>	<u>Police Crime Analyst (Limited Duration)</u>	\$32.98	\$39.16	\$45.35
<u>SNR18</u>	<u>NE</u>	<u>Police Program Coordinator</u>	\$32.98	\$39.16	\$45.35
SNR55	NE*	Police Support Civilian Commander	\$57.83	\$68.68	\$79.52
<u>SNR43</u>	<u>NE*</u>	<u>Police Support Services Manager</u>	\$46.01	\$54.63	\$63.26
SNR30	NE*	Police Support Services Supervisor	\$39.39	\$46.78	\$54.16
SNR35	NE*	Program Manager	\$42.01	\$49.88	\$57.76
SNR55	NE*	Project Management Office Manager	\$57.83	\$68.68	\$79.52
<u>SNR45</u>	<u>NE*</u>	<u>Public Safety Communications Manager</u>	\$48.72	\$57.85	\$66.99
<u>SNR53</u>	<u>NE*</u>	<u>Public Works Maintenance Manager</u>	\$54.08	\$64.22	\$74.36
<u>SNR45</u>	<u>NE*</u>	<u>Purchasing/Contracting Manager</u>	\$48.72	\$57.85	\$66.99
<u>SNR33</u>	<u>NE*</u>	<u>Real Property Manager</u>	\$40.08	\$47.60	\$55.11
SNR25	NE	Risk Program Coordinator	\$35.94	\$42.68	\$49.42
<u>SNR58</u>	<u>NE*</u>	<u>Security Compliance Manager</u>	\$60.34	\$71.65	\$82.97
SNR55	NE*	Supervising Attorney	\$57.83	\$68.68	\$79.52
<u>SNR53</u>	<u>NE*</u>	<u>Utilities Manager</u>	\$54.08	\$64.22	\$74.36
SNR45	NE*	Utilities Supervisor	\$48.72	\$57.85	\$66.99

NON-CODE

**CITY OF REDMOND
ORDINANCE NO. XXXX**

AN ORDINANCE OF THE CITY OF REDMOND,
WASHINGTON, AMENDING PAY PLAN "G-S" IN ORDER
TO SET SALARIES FOR THE GENERAL SUPPLEMENTAL
EMPLOYEES FOR THE YEAR 2026; PROVIDING FOR
SEVERABILITY AND ESTABLISHING AN EFFECTIVE
DATE

WHEREAS, Resolution No. 1142 calls for an adjustment of salaries in keeping with changes in salaries in the local labor market of both private and municipal employers; and

WHEREAS, these changes should now be reflected by amending the pay plans for general supplemental employees.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF REDMOND, WASHINGTON, DO ORDAIN AS FOLLOWS:

Section 1. Pay Plan "G-S" Amended. Effective January 1, 2026, Pay Plan "G-S" covering general supplemental employees is hereby amended and the salary ranges adjusted 3.8 percent above the ranges in effect on December 31, 2025, as adopted by Ordinance No. 3202. In conjunction with the adjustment of the salary ranges, the salaries of all employees covered by the "G-S" pay plans will be increased across-the-board 3.8 percent. The amended Pay Plan is attached as Exhibit 1 and incorporated herein as if set forth in full.

Section 2. Severability. If any section, sentence, clause, or phrase of this ordinance should be held to be invalid or unconstitutional by a court of competent jurisdiction, such invalidity or unconstitutionality shall not affect the validity or constitutionality of any other section, sentence, clause, or phrase of this ordinance.

Section 3. Effective Date. This ordinance shall take effect five days after its publication, or publication of a summary thereof, in the City's official newspaper, or as otherwise provided by law.

ADOPTED by the Redmond City Council this ____ day of
_____, 2025.

CITY OF REDMOND

ANGELA BIRNEY, MAYOR

ATTEST:

CHERYL XANTHOS, MMC, CITY CLERK

(SEAL)

APPROVED AS TO FORM

DANIEL P. KENNY, CITY ATTORNEY

FILED WITH THE CITY CLERK:
PASSED BY THE CITY COUNCIL:
SIGNED BY THE MAYOR:
PUBLISHED:
EFFECTIVE DATE:
ORDINANCE NO.: _____



2026 Pay Plan "G-S" - General Supplemental

Ordinance No.

Effective January 1, 2026

Hourly

Grade	FLSA	Position Title	Minimum	Midpoint	Maximum
S23	NE	Farm Animal Caretaker	\$18.76	\$21.44	\$24.12
S24	NE	Recreation Aide	\$18.76	\$21.44	\$24.12
S25	NE	Nutrition Assistant	\$18.76	\$22.11	\$25.46
S26	NE	Beachfront Lifeguard	\$20.10	\$24.12	\$28.14
S27	NE	Recreation Instructor	\$20.10	\$33.50	\$46.90
S28	NE	Fitness Instructor	\$20.10	\$33.50	\$46.90
S29	NE	Recreation Leader	\$20.10	\$24.12	\$28.14
S30	NE	Guest Services Representative	\$20.10	\$24.12	\$28.14
S31	NE	Equestrian Instructor	\$21.43	\$26.80	\$32.16
S32	NE	Audio Visual Media Specialist	\$21.43	\$26.80	\$32.16
S33	NE	Beachfront Assistant Manager	\$22.77	\$26.80	\$30.82
S34	NE	Beachfront Manager	\$24.12	\$28.14	\$32.16
S35	NE	Recreation Specialist	\$24.12	\$34.84	\$45.56
S37	NE	Intern, High School	\$18.04	\$21.08	\$24.12
S38	NE	Intern, College	\$20.10	\$25.12	\$30.15
S39	NE	Intern, Graduate Program	\$25.14	\$32.67	\$40.20

2026 PAY PLAN UPDATES – **COUNCIL APPROVAL REQUIRED**

Effective 1-1-26

Consumer Price Index – Workers (CPI-W) 2025 First Half = 2.3% (“The CPI measures inflation as experienced by consumers in their day-to-day living expenses” U.S. Bureau of Labor Statistics)

November 18 – HR Director report to council on the 2026 pay plan updates

December 2 – Seeking Council Consent to approve all the 2026 pay plan updates with the exception of the “N,” “N-S,” “G-S,” and “E” pay plans

December 9 – HR Director report to Council on the 2026 pay plans

January 6 – Seek Council Consent on the “N,” “N-S,” “G-S,” and “E” pay plans

EO = Elected Officials (Council Members and Mayor)

2026 COLA	Based on...	Comments	HR Director Recommendation
2.3%	CPI-W 2025 First half	<p><u>Council</u>: Salary Commission authorized Council to receive COLA based on CPI-W First Half 2025 (Ordinance 3166).</p> <p><u>Mayor</u>: The City Council authorized the Mayor’s salary to receive COLA based on CPI-W First Half 2025 (Ordinance 3173)</p>	Approve both COLA adjustments to the EO Pay Plan.

E = Executive Employees (Directors and Deputy Directors)

2026 COLA	Based on...	Comments	HR Director Recommendation
3.8%	N (Non-Reps) pay plan COLA	<p>COLA Explanation. The COLA for non-represented employees has traditionally followed RCHEA COLA with the understanding the non-represented employees primarily manage RCHEA employees. This extends out to deputy directors and directors who manage those classifications and by following the same COLA retain appropriate pay differential between the different levels of classifications.</p> <p><u>Please Note:</u> HR is seeking your approval to update the Personnel Manual to have non-represented pay plans follow the CPI-W First Half, with the intent to conduct an annual market analysis and adjust pay ranges that are under market. The annual market</p>	<p>Approve the COLA adjustment to the E Pay Plan.</p> <p>Approve the movement of the classifications within the pay bands.</p> <p>Approve the new classification and other title changes</p>

		<p>analysis will ensure appropriate differential between management and union staff exists.</p> <p>2025 Market Analysis. An external consultant, CabotDow Associates, was retained to review the pay ranges for each classification within E pay plan. 12 cities were surveyed within Washington, Oregon, California, and Arizona. All 12 cities had similar population, total annual budget, and number of FTEs as Redmond. Regional Price Parity was assigned to each jurisdiction which adjusts for cost-of-living differences in different geographical areas. Each classification was then assessed based upon the 60th percentile of the market data and ranges were adjusted accordingly. In the 2026 “E” pay plan, the movement of the classifications based on the market adjustments are identified in redline.</p> <p>Assistant Chief Operating Officer. This is a new classification that is being added to the pay plan. Over the past several years, new divisions have been added to the Executive Department, including Environment Sustainability, REDI, Grant Management, and City Attorney along with Federal Lobbyist duties. The Department has grown by 14 FTEs since 2020 to accommodate the new programs. With oversight of all Departments and the growth outlined above, the span of control for the two senior executives (COO and Deputy Director) is unwieldy. Before 2020, the Executive Office had two Chief Executives which was reduced due to budget constraints. Creating the Assistant Chief Operating Officer will restore an executive position in the Mayor’s Office, reduce the span of control, allow for succession planning for the COO position and will, along with the Mayor and COO, provide strategic oversight and direction within the Executive Department.</p>	as indicated within the pay bands.
--	--	---	------------------------------------

N = Non-Represented Employees (Managers, Supervisors, and confidential classifications)

N-S = Non-Represented Supplemental Employees

2026 COLA	Based on...	Comments	HR Director Recommendation
3.8%	RCHEA negotiated flat rate COLA	<p>COLA Explanation. As explained above within the E Pay Plan comments, the COLA for non-represented employees has traditionally followed RCHEA COLA with the understanding the non-represented employees primarily manage RCHEA employees. Again, HR is seeking your approval to update the Personnel Manual to have non-represented pay plans follow the CPI-W First Half, with the intent to conduct an annual market analysis and adjust pay ranges that are under market. The annual market analysis will ensure appropriate differential between management and union staff.</p> <p>2025 Market Analysis. HR compensation staff conducted an external market analysis of all N pay plan classifications. The previous market analysis was conducted in 2022. Each classification was assessed based upon the 60th percentile of the market data and where similar classifications were placed internally, and then the pay ranges were adjusted up and down accordingly. In the 2026 “N” pay plan, the movement of the classifications based on these adjustments are identified in redline.</p> <p>New Pay Bands Established. Based on the market data, several new pay bands were created. This is an appropriate and expected outcome to ensure classifications are appropriately placed in a pay band instead of being placed in too high or too low of a pay band.</p> <p>New Classifications. Principal Financial Analyst, Human Resources (HR) Generalist, and Paralegal classifications are being added to the pay plans. The Principal Financial Analyst provides for higher-level financial analyst work to address a specialty focus. The HR Generalist is the same classification level as the HR Analyst, with the Generalist having an entry-level knowledge of HR that requires a broader focus verses the Analyst being more specialized in an HR function. The Paralegal in the</p>	<p>Approve the COLA adjustment to the N and N-S Pay Plans.</p> <p>Approve the movement of the classifications within the pay bands. Approve the new and deleted classifications within the pay bands.</p> <p><u>Note:</u> The N-S pay plan follows the changes of the N pay plan.</p>

		<p>N pay plan is a confidential legal position versus the Paralegal in RCHEA handles a broad variety of non-confidential paralegal support.</p> <p>Classifications Eliminated. The Purchasing/ Contracting Manager and Payroll Analyst are being removed from the pay plans. Both classifications are no longer necessary and should be eliminated.</p>	
--	--	--	--

G-S = General Supplemental Employees (Council Members and Mayor)

2026 COLA	Based on...	Comments	HR Director Recommendation
3.8%	Non-Reps COLA	Only COLA increase to each classification. No other changes.	Approve COLA adjustment to the G-S Pay Plan.

A = AFSCME (Maintenance Operations Center (MOC) Public Works and Parks Operations Employees)
AF-S = AFSCME Supplemental Employees

2026 COLA	Based on...	Comments	HR Director Recommendation
2.3%	CPI-W 2025 First half	In accordance with AFSCME's CBA, the negotiated COLA for 2026 is to be based upon CPI-W 2025 first half, which is 2.3%. There are no other changes to either pay plan.	Approve the COLA adjustment to the A and AF-S Pay Plans.

P = Police Uniformed (Police Officer, Corporal, Sergeant)

2026 COLA	Based on...	Comments	HR Director Recommendation
2.3%	CPI-W 2025 First half	In accordance with Police Uniformed CBA, the negotiated COLA for 2026 is to be based upon CPI-W 2025 first half, which is 2.3%. There are no other changes to the pay plan.	Approve the COLA adjustment to the P Pay Plan.



Memorandum

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-634

Type: Committee Memo

TO: Committee of the Whole - Finance, Administration, and Communications

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Executive	Malisa Files, COO	425-556-2166
Human Resources	Cathryn Laird, Human Resources Director	425-556-2125

DEPARTMENT STAFF:

N/A	N/A	N/A
-----	-----	-----

TITLE:

Council Vacancy Appointment Process Update

OVERVIEW STATEMENT:

With the resignation of a Councilmember, the remaining Council has 90 days to appoint a new member to carry out the vacant term. Attached are the documents originally shared with Council. Based on the conversation at the Public Safety and Environmental Sustainability Committee of the Whole a small group will bring back to Council recommendations on how the applicants will be screened and ranked. Based on timing, materials will be emailed to Council prior to December 9, 2025.

☒ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
Revised Code of Washington (RCW) 35A.12
- **Required:**
Filling a Council vacancy within 90 days is required by Washington law.
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

The proposed Council recruitment process was discussed at the Study Session on November 12 and again at Committee of the Whole on November 18. The applications have been released to the Community and are due back to the City by January 2nd at noon.

As discussed on November 18th, a small group of Councilmembers and staff are meeting to solidify the details of the screening and ranking process. Before December 9th Council will receive materials via email based on the recommendations of the small group.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
The Communications Plan can be found in Attachment C.
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:**Total Cost:**

N/A

Approved in current biennial budget:☐ Yes☐ No☒ N/A**Budget Offer Number:**

0298 City Council

Budget Priority:

Strategic and Responsive

Other budget impacts or additional costs:☐ Yes☐ No☒ N/A***If yes, explain:***

N/A

Funding source(s):

General Fund

Budget/Funding Constraints:

N/A

☐ Additional budget details attached**COUNCIL REVIEW:**

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-634

Type: Committee Memo

Previous Contact(s)

Date	Meeting	Requested Action
11/12/2025	Study Session	Provide Direction
11/18/2025	Committee of the Whole - Planning and Public Works	Provide Direction

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
1/13/2026	Study Session	Provide Direction

Time Constraints:

The Council must appoint a qualified replacement within 90 days of the vacancy. If the Council fails to meet this deadline, it loses the authority to appoint a replacement, at which point the county legislative authority (County Council) has an additional 90 days to make the appointment. If the county legislative authority does not make an appointment within the 180 days of the vacancy, the Council, or the county legislative authority, may petition the Governor to make the appointment.

ANTICIPATED RESULT IF NOT APPROVED:

Please see time constraints above.

ATTACHMENTS:

Attachment A: Process to Fill Councilmember Vacancy

Attachment B: Council Vacancy Criteria

Attachment C: Council Vacancy Process Timeline

Attachment D: Communications Plan

Attachment A
Proposed Process for Filling a Councilmember Vacancy
2025

1. **Filling the Vacancy - 90 Day Timeline:** The Council must appoint a qualified replacement within 90 days of the vacancy (assumes 90 days from 11/4). If Council's decision results in a tie vote the Mayor is the tie breaker. If the Council fails to the 90-day deadline, it loses the authority to appoint a replacement, at which point the county legislative authority (county council) has an additional 90 days to make the appointment. If the county legislative authority does not make an appointment within 180 days of the vacancy, the Council, or the county legislative authority, may petition the governor to make the appointment.

2. **Advertise the Vacancy (November 19/January 2 @ noon):** Post the vacancy on the City website, issue a press release, conduct an E-News campaign and post on social media. (See attached recommended communications plan). On **December 2** a candidate information session will be held to answer questions for any potential candidates.

Application Process

Each candidate is asked to provide an application, and answers to questions (below) Each candidate receives information on participation requirements and salary/benefits.

Potential Application questions:

- Why do you want to serve the City of Redmond as a Councilmember?
 - What unique skills and perspective do you bring to the Councilmember position?
 - Please tell us about your community service experience and how this has prepared for the role of a Councilmember. Please include volunteer time with organizations or work on boards and/or commissions and what you learned from those experiences.
 - If selected as a councilmember, how will you ensure you are prepared for the role and responsibilities?
 - What do you believe is the role of local government in Redmond?
-
3. **Verify Residency and Voter Status (as applications come in):** Human Resources will verify City of Redmond residency for the last year and qualified voter status for all applicants.

4. **Council Reviews Applications/Ranking/Interviews (November 19 – January 7)**: Council will receive candidate applications on a rolling basis as soon as applications are verified by Human Resources. The final packet with all applications will be remitted to Council on **January 5**.

Council reviews applications from public for consideration, narrow the pool of candidates down to approximately 10-15 depending on number of applicants. Council will independently review and rank applications to get to the maximum of 15, if more than 15 apply.

Each councilmember reviews all applicants and applies a 1 to 3 (1 = candidate should definitely be considered; 2 = undecided; 3 = candidate should not move forward) ranking to get to 10-15 candidates depending on number of applicants. Initial screening will be blind-name and other identifying information will be excluded. Scoring of candidates will be due back to Human Resources on **January 7** in preparation for scheduling of interviews. At the Study Session on **January 13**, Council will hold 15-minute interviews with each of the candidates.

Interview information

Reminder to all Candidates About Participation/Pay/Benefits:

- Meet every Tuesday from 4:30pm to 10:30pm. (Except 5th Tuesdays of the month).
- Participate on regional committees.
- Attend public events, celebrations, activities.
- Attend “Council Conversations” as scheduled.
- Complete the public records training.
- Annually submit financial statements in accordance with the State’s financial disclosure laws.
- Position entails an extensive amount of reading on a variety and unrelated topics that impact the City.
- Position entails understanding the topics read and heard from staff to make sound decisions that impact the community.
- Read and understand the City’s budget/process, Community Strategic Plan, Redmond 2050, and what has been adopted by previous councils.
- Understanding of pay and benefits

Potential Council Interview Questions:

- Tell us about yourself and why you chose to apply for the Redmond City Council vacancy.
- What experience do you have in public service? (If none, follow-up question: What research have you done to learn more about the Redmond City Council?)

- Please briefly tell us about your work background and volunteer experience
- Council decisions affect local government and set future precedence. What is your process for making decisions that have ongoing future impacts (professional, financial, business, etc.) for individuals and/or organizations?
- If appointed to the Redmond City Council, what do you anticipate will be the most challenging aspect of serving in this capacity for you personally?
- How do you handle general conflict and conflict between peers?
- The Council may be asked to make decisions which different groups of people have strong opinions about. How will you remain non-partisan in your decisions?
- What is your understanding about how Council decisions affect the public, City staff, and future precedence?
- In everyone's life, at some point we are faced with a choice between "doing the right thing" and doing the easy thing. Please describe a situation in which you did "the right thing" rather than the "easy thing". How did you come to your decision? Were there any consequences for your choice of action? What was the final outcome?
- Do you have any questions for us?

5. **Council Business Meeting (January 20):** Council will interview top 4 candidates. After interviews, Council will hold an Executive Session to discuss the final preferred candidate and vote to fill the vacant seat. Member will be sworn in at the meeting if a majority vote is reached.
6. **Term of New Councilmember:** The new Councilmember can begin their term dafter the final vote on January 20 or must be seated by February 1, 2026 (end of the 90 day recruitment period).

Attachment B

INTERVIEW QUESTIONS AND SCREENING CRITERIA

Potential Questions and Scoring Criteria – **DRAFT**

Initial Screening – Supplemental Questions in the Application based on the following criteria:

Cand #	Criteria	Candidate Response*			Comments
		Strong	Adequate	Low	
	Service to the City				
	Diverse Perspective				
	Community Focus				
	Staff Appreciation				
	Commitment				
	Comprehension				
	Decision-Making				
	Position Preparation				

***Candidate Responses Meanings:**

Strong = Excellent response that answers the question well; solid fit as a Councilmember

Adequate = Satisfactory response but missed key focus; moderate fit as a Councilmember

Low = Weak or incomplete response to the question; not recommended fit as a Councilmember

Potential supplemental questions...(Will ask candidates to provide clear, succinct answers)

- Why do you want to **serve** the City of Redmond as a Councilmember?
- What unique **perspective** would you bring to the Councilmember position?
- What **community service** experiences with the City of Redmond or another organization have you performed and what have you learned from those experiences: (please explain for all that apply)
 - Volunteer Time:
 - Work on Boards/Commissions:
 - Other:
- How do you view City **staff** and their commitment to the work they do?
- Please describe how you can **commit** to attending meetings in person on Tuesdays from 4:30 – 10:00 p.m. except on 5th Tuesdays of the month?
- To help you make decisions, are you better at **comprehending** information by:
 - Reading or
 - Receiving verbally or
 - Both?
 - Please explain your answer...
- If selected as a councilmember, please explain how will you ensure you are **prepared** for the role and responsibilities?

In-person Interviews – Interview questions based on the following criteria:

Cand #	Criteria	Candidate Response*			Comments
		Strong	Adequate	Low	
	Relational/Interpersonal				
	Related public service experience				
	Ability to learn and evolve				
	Understand future impact of decisions				
	Understand how decision impact the community				
	Position preparation and overcoming challenges				
	Conflict Resolution				
	Non-partisan focus				
	Doing the right thing vs the easy thing				

***Candidate Responses Meanings:**

Strong = Excellent response that answers the question well; solid fit as a Councilmember

Adequate = Satisfactory response but missed key focus; moderate fit as a Councilmember

Low = Weak or incomplete response to the question; not recommended fit as a Councilmember

Potential Council Interview Questions: (These are too many questions for the time allowed, so recommend culling to 6 questions plus time for the candidate to ask a question. Questions not asked in the interview can be asked of the final four candidates.)

- Tell us about yourself and how you are able to **connect** with others outside your immediate family and friends.
- What **experience** do you have in public service? (If none, follow-up question: What research have you done to learn more about the Redmond City Council?)
- Based on your recent work experiences, please explain what you accomplished or **learned** from those experiences. *(From CM Stuart and moved to interview questions to ask candidates directly.)*
- ~~Please briefly tell us about your work background and volunteer experience. (Do not recommend asking as it seems redundant and would take time to answer.)~~
- Council decisions affect local government and set future precedence. What is your process for **making decisions** that have ongoing future impacts (professional, financial, business, etc.) for individuals and/or organizations?
- What is your understanding about how Council **decisions affect the public**, City staff, and future precedence?

- If appointed to the Redmond City Council, what do you anticipate will be the most **challenging aspect of serving in this capacity** for you personally?
- How do you handle general **conflict** and conflict between peers?
- The Council may be asked to make decisions which different groups of people have strong opinions about. How will you remain **non-partisan** in your decisions?
- In everyone's life, at some point we are faced with a choice between "doing the right thing" and doing the **easy thing**. Please describe a situation in which you did "the right thing" rather than the "easy thing". How did you come to your decision? Were there any consequences for your choice of action? What was the final outcome?
- Do you have any questions for us?

Attachment C
Proposed Council Vacancy Process/Timeline
Council Touch Points

October/November 2025

Application materials review by Mayor/Council Leadership

Week of November 3

Distribute discussion materials for November 12 Study Session Discussion

November 12

Study Session

Council briefly review process and give feedback

November 18

Committee of the Whole

Council review recruitment process/timeline/communications

November 19 – January 2, 2026

Recruitment of candidates

Applications distributed to Council on a rolling basis

December 2

Mayor and Council President hold Candidate Information Session

January 5

Final applicant packets distributed

Ranking spreadsheet and instructions distributed

January 7

Council rankings due to Human Resources

January 8

Final rankings shared with Council Leadership

Top candidates scheduled for interviews

January 13

Study Session

Full Council interviews top maximum of 15 candidates

January 20

Business Meeting

Council interviews top 4 candidates

Council holds Executive Session discuss candidate qualifications

Council approves top candidate

Candidate sworn in



COMMUNICATION PLAN

Name of Project: Council Vacancy

Date: 10.30.25 DRAFT



Redmond
WASHINGTON

Framing and Goals

With this plan, we intend to:

- Raise awareness of the Council position vacancy
- Encourage applying
- Educate interested individuals on process, position, and benefits

Team Members: Roles and Responsibilities

Name	Dept./Agency	Role	Phone	Email
Kelly Schutz	Executive	Comms Manager	x2453	kschutz@redmond.gov
Christina Wilner	Executive	Comms Liaison	x2457	cwilner@redmond.gov
Lisa Maher	Executive	Deputy Director	x2427	lmaher@redmond.gov

Target Audience

Internal

- ☒ City leadership
- ☒ City staff
- ☒ City Council

External

- ☒ Redmond community members
- ☒ Redmond businesses
- ☒ Community partners
- ☒ OneRedmond
- ☒ Boards/Commissions
- ☐ Tourists
- ☐ Visitors, shoppers, commuters
- ☐ Other government entities/tribes
- ☐ King County
- ☐ Lake Washington School District
- ☐ Neighboring communities and businesses
- ☒ Media
- ☐ Other:

Key Messages

1. Redmond City Council Position #1 vacancy 
 - a. Process for filling vacancy
2. Get involved! Please apply – link to how-to/application page
3. Timetable/Due date for applications
4. Councilmember duties and benefits
5. For more information

Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis

Strengths	Weaknesses
<ul style="list-style-type: none"> ✓ Good pool of board, commission, and advisory board members to solicit ✓ Well-established city communications channels for messaging 	<ul style="list-style-type: none"> ✓ Getting the message out to and in front of all community members ✓ Possible budget constraints when considering costs related to comms (printing, signage, mailing, ads, etc)
Opportunities	Threats
<ul style="list-style-type: none"> ✓ Utilize some non-traditional messaging avenues for awareness ✓ Give existing Councilmembers opportunity to share their own service stories to promote applications – fulfills a dual purpose 	<ul style="list-style-type: none"> ✓ Lack of applications ✓ Keeping messaging fresh – getting the word out in different formats so it's less likely to be scrolled past

Communication Tools

Digital	Print/Graphics	Interactive
<ul style="list-style-type: none"> ✓ redmond.gov webpage(s) ✓ redmond.gov pop-up ✓ eNews or designed email ✓ City News Now ✓ Our Stories Mayor's email ✓ Social media (including less commonly used city options like NextDoor, etc.) ✓ Video/Photography ("Why I Serve" video vignettes with active Council to encourage applications) ✓ News Release 	<ul style="list-style-type: none"> ✓ Flyer ✓ Fact sheet, Brochure ✓ Ads ✓ Signage 	<ul style="list-style-type: none"> ✓ Established Meetings ✓ Board/Commissions ✓ Interest Groups ✓ Form Stakeholders ✓ Candidate Information Session

Inclusive Outreach

Limited English proficiency - translation needed

Timeline and Key Milestones

Date	Milestone
11/4 (AM)	City press release - thanking Councilmember Salahuddin, sharing vacancy process soon
11/10	eNews and social media - acknowledging resignation and sharing vacancy process soon (following week)
11/19	City press release - announcing vacancy process
11/20	Email from Mayor to Commissions, Boards, Advisory, Stakeholders - sharing vacancy process
11/24	Enews and social media - sharing vacancy process, advertising Candidate Information Session
12/1	Social media - upcoming Council Information Session
12/2	Council Information Session
12/3	CNN and social media
12/8	eNews and social media - recruitment reminder
12/17	CNN and social media
12/22	eNews and social media
12/29	eNews and social media - final reminder for Jan. 2 deadline
1/5	Final applicant packets distributed, ranking spreadsheet and instructions distributed
1/7	Council rankings due to HR
1/8	Final rankings shared with Council Leadership
1/13	Study Session - Full Council interviews top 15 (max)
1/20	Business Meeting - Council interviews top 4, Executive Session to choose top candidate, Council approves top candidate, top candidate sworn in
1/21	City press release - new Councilmember sworn in



Memorandum

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-653

Type: Committee Memo

TO: Committee of the Whole - Finance, Administration, and Communications

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Executive	Lisa Maher, Deputy Director of Executive Department	425-556-2427
-----------	--	--------------

DEPARTMENT STAFF:

Executive	Lauren Thompson	Grant Supervisor
-----------	-----------------	------------------

TITLE:

Citywide Grant Program Update

OVERVIEW STATEMENT:

Staff will provide Council with a citywide Grant Program update. This will include an overview of the enhanced governance, improved processes, and new tools to increase efficiency, transparency, and accountability.

☐ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☒ **Receive Information**

☐ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
N/A
- **Required:**
N/A
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

The City benefits from this work through greater efficiency, transparency, and accountability in grant management. Desired outcomes include increased grant revenue, reduced administrative burden, faster execution of smaller grants, and better coordination across departments and with regional partners. Ultimately, these improvements position the

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-653

Type: Committee Memo

City to pursue more competitive funding opportunities while ensuring proper oversight and responsible use of resources.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:

Total Cost:

None

Approved in current biennial budget:

☒ Yes

☐ No

☐ N/A

Budget Offer Number:

0000304

Budget Priority:

Vibrant & Connected

Other budget impacts or additional costs:

☐ Yes

☐ No

☒ N/A

If yes, explain:

N/A

Funding source(s):

N/A

Budget/Funding Constraints:

N/A

☐ Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
N/A	Item has not been presented to Council	N/A

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-653

Type: Committee Memo

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

N/A

ATTACHMENTS:

N/A



Memorandum

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-654

Type: Committee Memo

TO: Members of the City Council

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Police	Chief Darrell Lowe	425-556-2521
--------	--------------------	--------------

DEPARTMENT STAFF:

Police	Jacob Lassiter	Parking Program Manager
--------	----------------	-------------------------

TITLE:

Police Parking Enforcement Program

OVERVIEW STATEMENT:

At the December 9, 2025, Finance, Administration, and Communications Committee of the Whole, Police staff will update the City Council on the transition of the City's Parking Enforcement Program from vendor-provided services to an in-house model.

☐ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
Redmond Urban Centers Parking Study (June 30, 2025, Fehr & Peers)

RPD Policy 341 - Public Safety Technology Data Governance
- **Required:**
N/A
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-654

Type: Committee Memo

Transitioning parking enforcement from a private vendor to the Police Department will provide the City of Redmond with greater control over its operations and enforcement areas, improve public service delivery, enhance coordination with other City departments, and offer potential cost savings. With a focus on technology integration, user experience, and community engagement, the City will be better positioned to manage parking needs both now and in the future. This shift can lead to more efficient operations, a more seamless enforcement and appeals process, and a stronger alignment with the City's long-term goals for growth and sustainability.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:

Total Cost:

Unknown at this time

Approved in current biennial budget:

☐ Yes

☒ No

☐ N/A

Budget Offer Number:

228 Criminal Justice

Budget Priority:

Safe and Resilient

Other budget impacts or additional costs:

☐ Yes

☐ No

☒ N/A

If yes, explain:

N/A

Funding source(s):

General Fund

Budget/Funding Constraints:

N/A

☐ **Additional budget details attached**

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
------	---------	------------------

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-654

Type: Committee Memo

11/18/2025	Committee of the Whole - Public Safety and Human Services	Provide Direction
------------	---	-------------------

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

If the proposed action of transitioning parking enforcement in-house is not taken, the City of Redmond risks continued inefficiencies in parking management, which could lead to reduced compliance with parking regulations, decreased access to local businesses, and a negative impact on economic development

ATTACHMENTS:

Attachment A: Citywide Parking Management Presentation

Attachment B: Redmond Urban Centers Parking Study (June 30, 2025, Fehr & Peers)

Attachment C: RPD Policy 341 - Public Safety Technology Data Governance

CITYWIDE PARKING ENFORCEMENT & MANAGEMENT SYSTEM

Dec. 9, 2025

Jacob Lassiter, Parking Program Manager



Agenda

- Parking Enforcement Management Platform
- Diamond contract extension
- Customer Service & Communications
- Permit Management
- Areas of Enforcement
- Areas of Consideration





Goal for Implementation

- Enforcement in Overlake & Marymoor Village by April 1, 2026
- Full internal enforcement is tentatively scheduled for July 1, 2026
- Efficient use of parking
- Parking in the 'right' places
- Support the urban transition
- Provide enforcement coverage of all current and expanded areas.



Management Platform

(Vendor – Pending RFP)

- Citations
- Permit management
- Towing
- Enforcement
- Administrative and Back End
- Customer Portal
- Payment and Billing options
- Optional: Special events and eTicketing

Diamond Contract Extension Jan. 1 – June 30, 2026. (Per Council Approval). Option for 6-month renewal. Upon Council approval.

- Extension will cover the same areas: Downtown & Redmond Central Connector (RCC) Lot. Extension will also cover the new expanded areas in Overlake and Marymoor Village.

Extension allows the management platform to be vetted by TIS and for the full installation of the new software package.

- TIS vetting: Estimated 2 - 3 months
- Software installation: Estimated 2 - 3 months

Customer Service and Communications



Customer Service

- Updated and improved website.
 - Updated Downtown Map
 - New maps for Overlake and Marymoor Village
 - Updated information for citation payments, purchasing permits, and enforcement coverage areas
 - Contact information for questions, concerns, and complaints
 - Qalert available for Parking related inquiries

Communications

- Working with Communications team.
- Currently plan involves:
 - Postcards created and mailed to residents and businesses within 100' of changes
 - Included communications in the Economic Development newsletter

Permit Management & Billing/Payments



New Parking Management Platform will have permit management capabilities. Allows for internal control of permit sales, permit types, billing, timeframes, and documentation verification.

Recommended permit fees will stem from a fee study conducted by the Finance Department.

Purchasing permits will be done through the Customer Portal provided by the Parking Management Platform (PMP) vendor.

- **Permit types**: Standard, Low Income/Senior Housing, Business.





Expanded Areas of Enforcement

Expansion of enforcement will be phased as staffing levels are adjusted.

- Downtown
 - 185th by Union Hill
 - Anderson Park
- Overlake & Marymoor Village
- City Campus
 - City Hall lot
 - Senior/Community Center
 - Municipal Garage
- Fire Station 11
- Hartman Park
- Idylwood Beach Park
 - Seasonal enforcement from May through September

Downtown, Overlake, & Marymoor Village

Number of On-Street Spaces (# of permit spaces)	
Downtown	442 (375)
Overlake	101 (85)
Marymoor Village	49(41)

Downtown

- Some 2-hour spaces will be converting to permit extended areas.

Overlake & Marymoor Village

- 2-hour spaces near commercial and light rail.
- Permit spaces will be farther away.



Municipal Expansions

City Hall lot, Municipal Garage, and RSCC

- Still in discussion with Parks and Recreation team
- Currently looking into a Guest Validation software

Hartman Park and Idylwood Beach

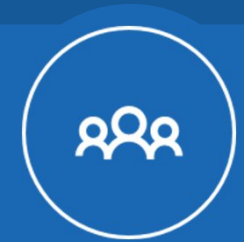
- Currently discussing enforcement processes and signage changes.

Fire Station 11

- Enforcement needed due to issues of unauthorized vehicles in area.

Milestones





Areas of Consideration

Parking Staff	Qty	Compensation	2026-2027 Implementation	2027-2028 Implementation
Parking Ambassador	4	\$62,607 - \$76,171	2	2
Parking Supervisor	1	Study needed	0	1
Administrative Specialist	1	\$81,466 - \$99,140	0	1

Technology and Wayfinding

- Utilizing technology for better wayfinding will assist the community in finding available parking
- Application or web-based would present live information
- Provides directed enforcement to increase response times to vehicles in violation



Thank You

Any Questions?

Jacob Lassiter, Parking Program Manager



Urban Centers Parking Study

September 16, 2025 Staff Report
Caroline Chapman, Senior Planner



Agenda

- How parking supports the City's vision
- Current conditions across urban centers
- Privately operated parking
- Operational changes
- Questions and guidance for next steps





VISION: A connected community that enhances livability, sustains the environment, and leads locally, regionally, and nationally.

Redmond 2050 TR-34: *Implement comprehensive parking management programs that at a minimum address underutilized parking, shared parking, transit access parking, wayfinding, and localized parking imbalances. Manage parking demand using strategies like time limits and pricing.*

Goal of Parking Management in Redmond's Urban Centers

- More efficient use of parking
- Parking in the 'right' places
- Support urban transition
- Support multimodal transportation options



Current Conditions: Parking Inventory

	Downtown	Overlake	Marymoor Village	TOTAL
On-Street Parking				
Inventory	1,130	134	180	1,144
Peak Occupancy	70%	83%	50%	
Off-Street Parking				
Inventory	11,429	6,635	2,812	20,876
Public	885	579	77*	1,541
Private	10,544	6,056**	2,735	13,279
Peak Occupancy	46%	35%	50%	

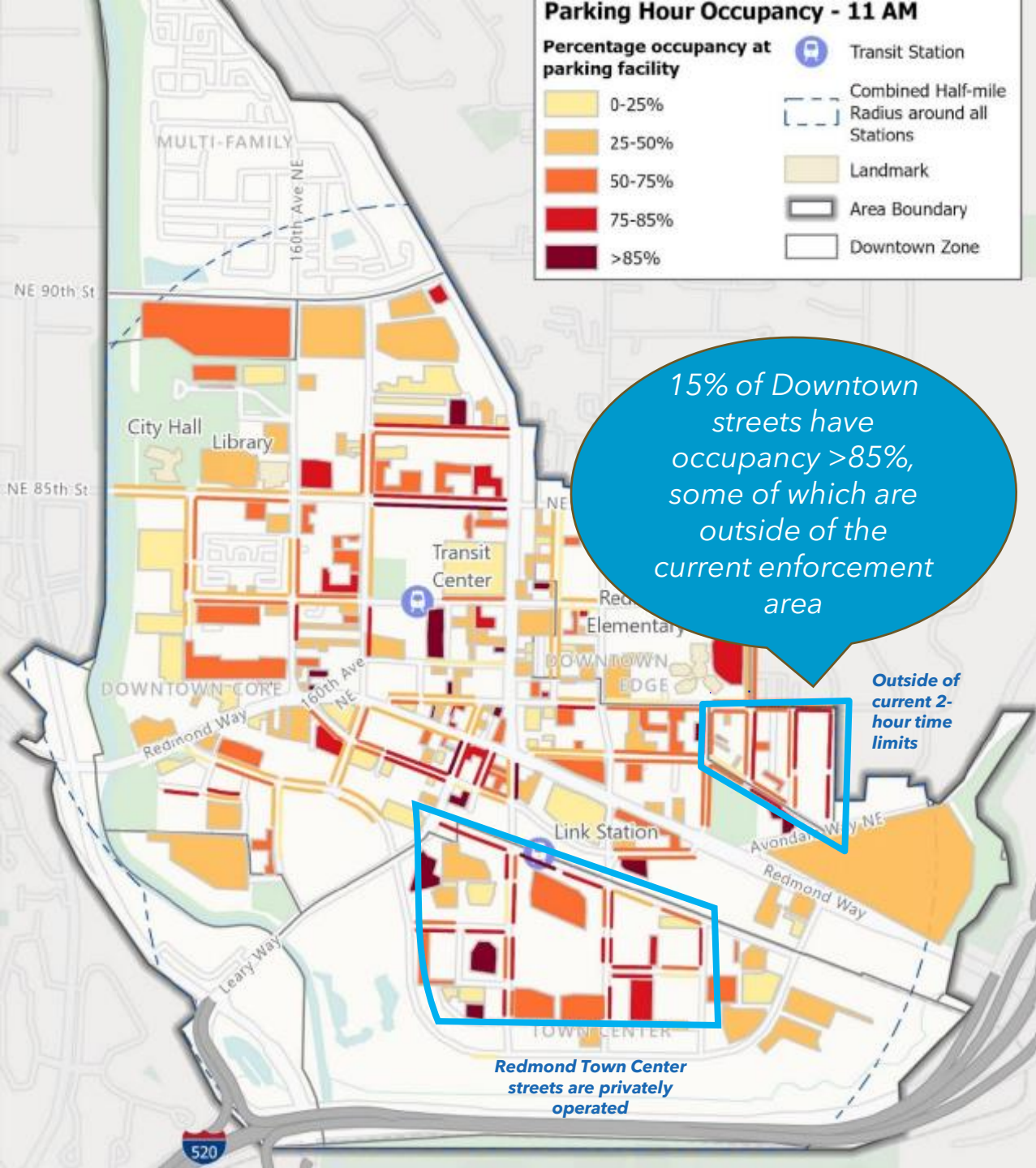
*Study was completed before the Sound Transit Parking Garage opened in Marymoor Village (1,400 stalls)

**Study did not look at Microsoft campus. There are an estimated 6,000 additional parking stalls in Overlake.

**85% occupancy
is industry
standard for
efficiency**

Current Parking Management Strategies:

- Downtown Redmond has two-hour time limits Monday - Saturday, 9 a.m. to 9 p.m.
- Downtown Redmond sells limited on-street permits for \$50/month
- Overlake and Marymoor Village have no time limits or permit options



Downtown

On-Street:

- Peak: 10 a.m. - 12 p.m. at **70%** occupancy
- Low: 8 p.m. at 59% occupancy

Off-Street:

- Peak: 11 a.m. at **51%** occupancy
- Low: 7 p.m. 32%

Current On-Street Management:

- Two-hour time limits
- Limited monthly permits (\$50/month)

Overlake

On-Street:

- Peak: 7 p.m. at **83%** occupancy
- High turnover indicates dynamic usage
- Low inventory, centered around Esterra Park development

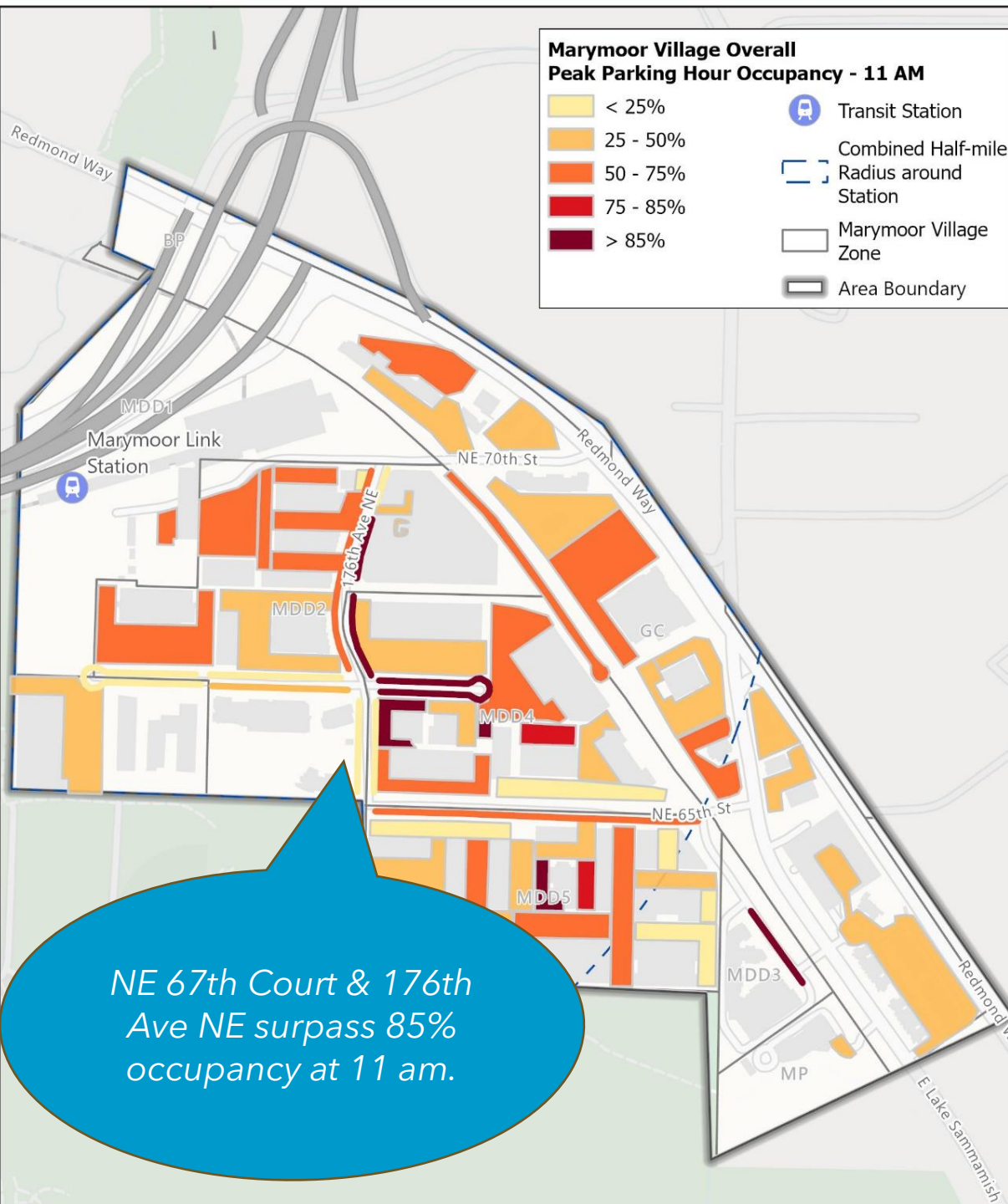
Off-Street:

- Peak: 11 a.m. at **35%** occupancy
- 98% of inventory is in off-street lots
- Count does not include Microsoft campus

Current On-Street Management:

None





Marymoor Village

On-Street:

- Peak: 11 a.m. at **50%** occupancy
- Low turnover with cars parking for longer

Off-Street:

- Peak: 11 a.m. at **50%** occupancy
- 90% of the inventory is off street
- Study did not include the Sound Transit Garage (1,400 spaces)

Current On-Street Management:

None

Privately Operated Parking

- Multifamily Residential
- Off-Street Parking by Land Use
- Downtown Employee Parking
- Parking Near Light Rail
- Private Parking Management



Multifamily Residential Buildings

	Downtown	Overlake	Marymoor Village
Buildings Surveyed	19	15	3
Number of Spaces	1,861	1,590	246
Peak Occupancy	45%	53%	64%

21% of Downtown residents do not own a car.

Compared to citywide, where only 8% of residents do not own a car.

Key Takeaways:

- Low occupancy suggests opportunity for shared parking
- Monthly parking rates average \$150/month for residents and are typically separate from rent
- Free and low cost on-street parking being used by residents as alternative to garage
- Reduced parking ratios in the urban centers are not negatively impacting supply

Off Street Parking: Occupancy by Land Use

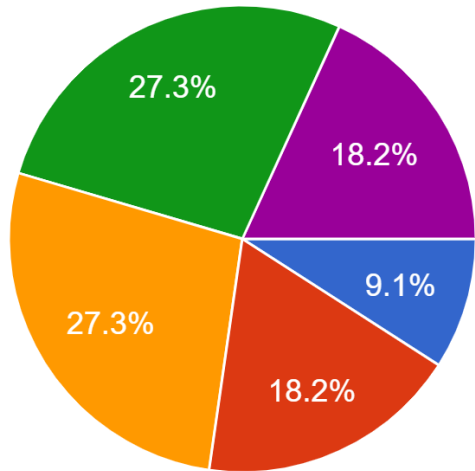
	Downtown	Overlake	Marymoor Village
Residential	45%	53%	64%
Office	51%	41%	40%
Retail	48%	35%	54%
Other (hospital, hotel, public parking)	52%	32%	48%



	Downtown	Overlake	Marymoor Village
Number of Public Spaces	885	579	77 (1,400 now open)
Peak Occupancy	78%	68%	83%

Employee Parking (Downtown)

Where do
you **currently** park for
work?



- Employer provided lot or garage
- Public street parking (without a permit)
- Public street parking (with a permit)
- Public parking lot or garage (such as the RCC blue & yellow lot)
- Private parking lot or garage

On-Street Parking: .25 Miles of Light Rail



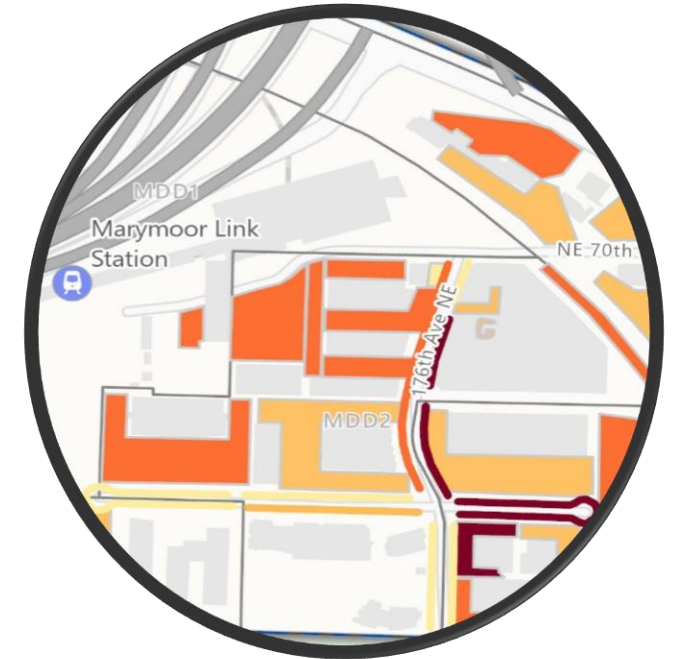
Downtown:

68% Occupancy (all streets)*
59% Occupancy on City of
Redmond managed streets
266 spaces



Overlake:

91% Occupancy
98 spaces



Marymoor Village:

28% Peak Occupancy
169 spaces

Parking Management in Private Facilities



Shared Parking

Parking lot owner offers excess spaces to users as added revenue stream.

**Pictured: Chase Bank has free customer parking during the day, and charges for parking in evening for visitors to Spark Pizza or other locations nearby.*

Paid Parking

Private lots are charging retail visitors or opening their spaces to commuters and residents.

**Pictured: Office building located near the transit center offers hourly and daily parking.*

Enforcement

Private lots will tow and ticket users who are not authorized to be on site.

**Pictured: Redmond Town Center has begun monitoring and towing cars that are using retail lots for commuting.*



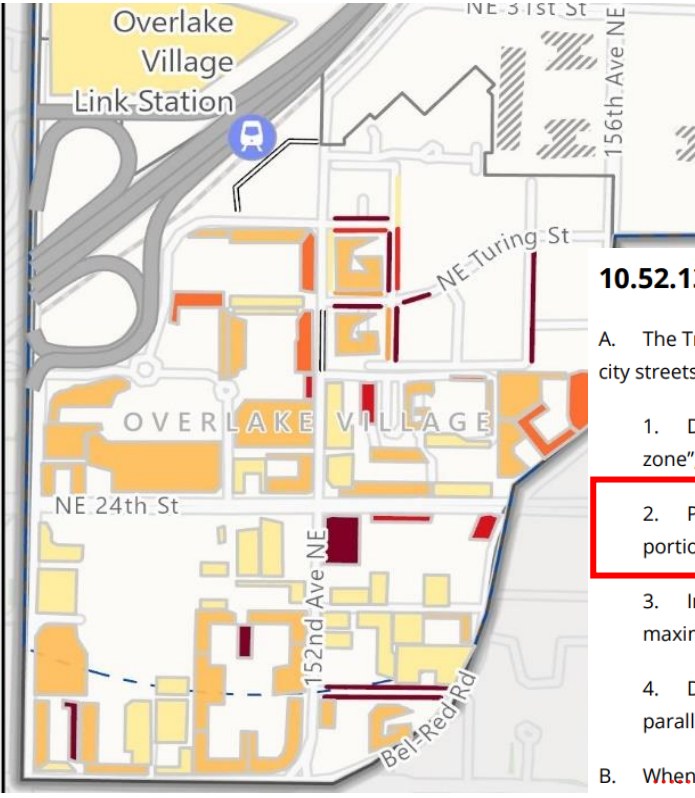
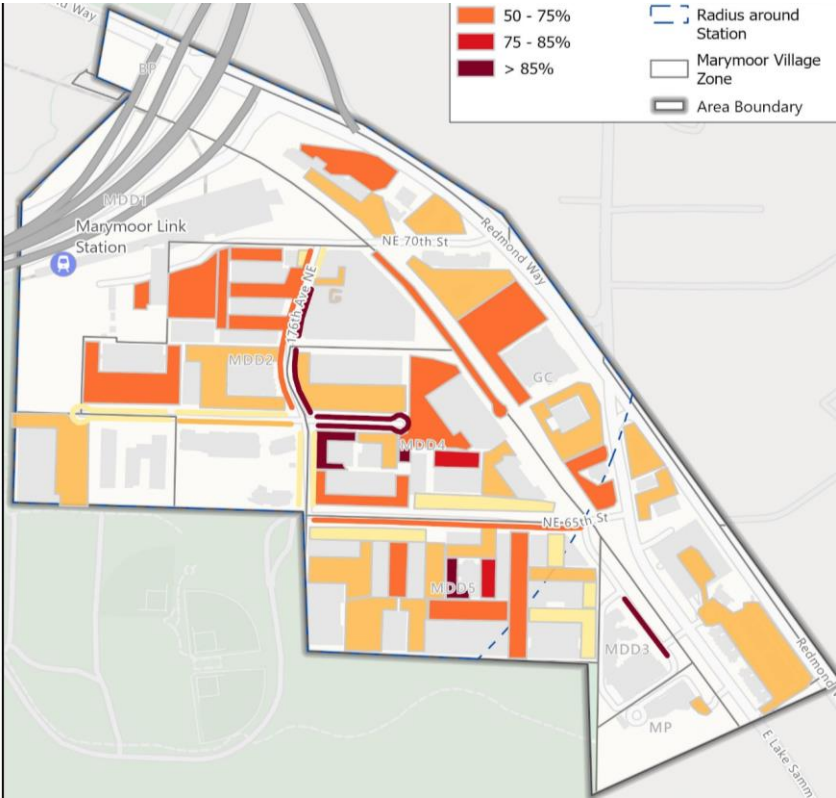
Operational Changes to City Managed Parking

- On-Street Time Limits
- Monthly On-Street Permits
- Shared Parking
- Wayfinding

Parking Management: Operational Changes

	Rationale	Downtown	Overlake	Marymoor Village
On-Street Time Limits	<i>Increase turnover, move residents to off-street locations</i>	Expand to areas within ½ mile of light rail	Implement across the center	Implement across the center
Monthly On-Street Permits	<i>Provide options for employees and residents without other long term parking options. Update cost to track to inflation and be aligned with market rates.</i>	Expand location of permits <ul style="list-style-type: none"> • >.25 miles from transit or residential land uses. • Streets < 75% occupancy 	Introduce limited on-street permits. <ul style="list-style-type: none"> • Residential land uses 	Introduce limited on-street permits. <ul style="list-style-type: none"> • Residential land uses
Shared Parking Program	<i>Majority of inventory is privately held and has capacity.</i>	Pilot a program	Consider after DT Pilot results	Consider after DT Pilot results
Wayfinding	<i>Assist users in finding off-street parking.</i>	Add standardized signage for public and private parking.	Add standardized signage for public and private parking	Add standardized signage for public and private parking

On-Street Time Limits: Overlake and Marymoor Village



Proposed:
Two-hour on-street time limits
and some “Extended by Permit” streets

10.52.135 Authority to establish parking regulations.

A. The Traffic Engineer or designee is authorized to establish regulations governing the parking of vehicles on city streets and other public ways, including, but not limited to, regulations:

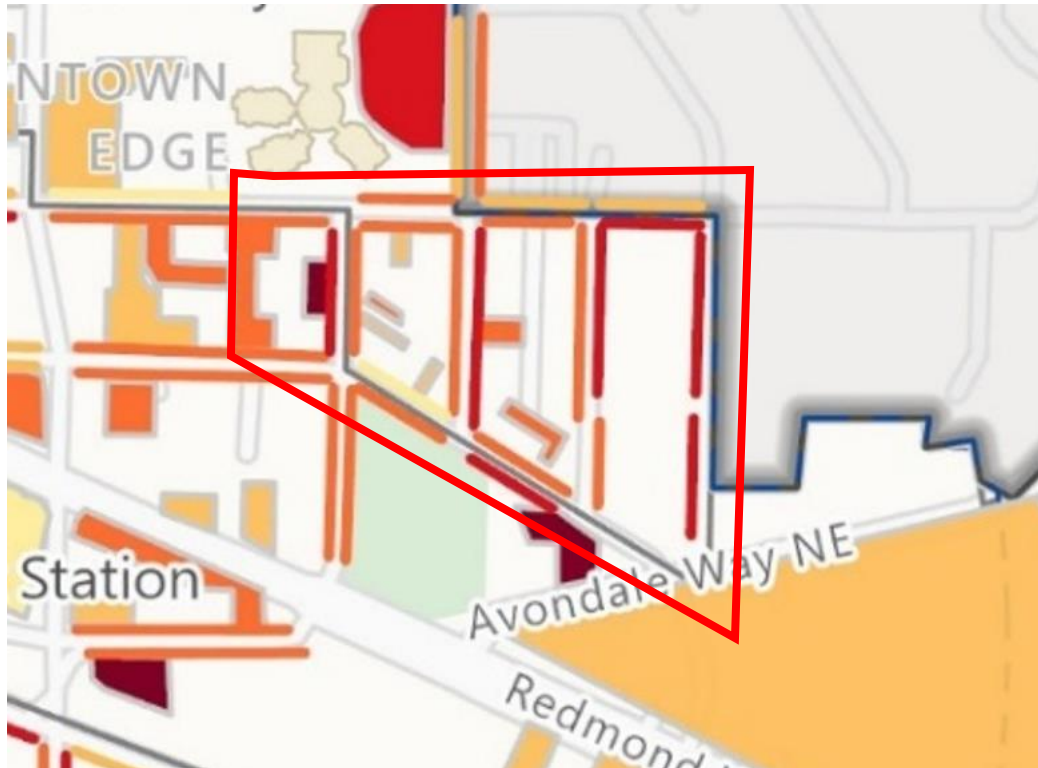
- 1. Designating either or both sides of any street or public way, or any portion thereof, as a “no parking zone”; and
- 2. Prescribing limits on the length of time any vehicle may be parked on any street or public way, or any portion thereof;
- 3. Imposing fees to park vehicles on a street or public way, or any portion thereof, with the minimum and maximum fee established by the City Council resolution as part of the Planning Department fee schedule; and
- 4. Determining upon which streets or portions thereof vehicles shall be angle parked, as distinguished from parallel parked, and the direction which vehicles shall be so angle parked.

B. Whenever the Traffic Engineer or designee shall exercise any authority under subsection A of this section, the Traffic Engineer or designee shall erect signs, place markings upon the pavement or curb, or in other appropriate manner give notice that the area has been designated a no-parking, time-limited-parking, paid parking, or angle-parking-only zone.

Communications regarding changes will be completed before changes are enforced.

On-Street Time Limits: **Downtown**

- North of Anderson Park
- Residential land uses
- Within .5 miles of light rail station
- **Current:** No time limits; over 85% occupancy
- **Proposed:** Two-hour time limits with Extended by Permit option.



Monthly On-Street Permits

Proposed Changes:

- Expand Downtown on streets that are outside of .25 miles of light rail or are residential land uses
- Prioritize employees and residents without parking
- Raise price to align with market rates, inflation
- Expand to Overlake, Marymoor

CPI Inflation Calculator

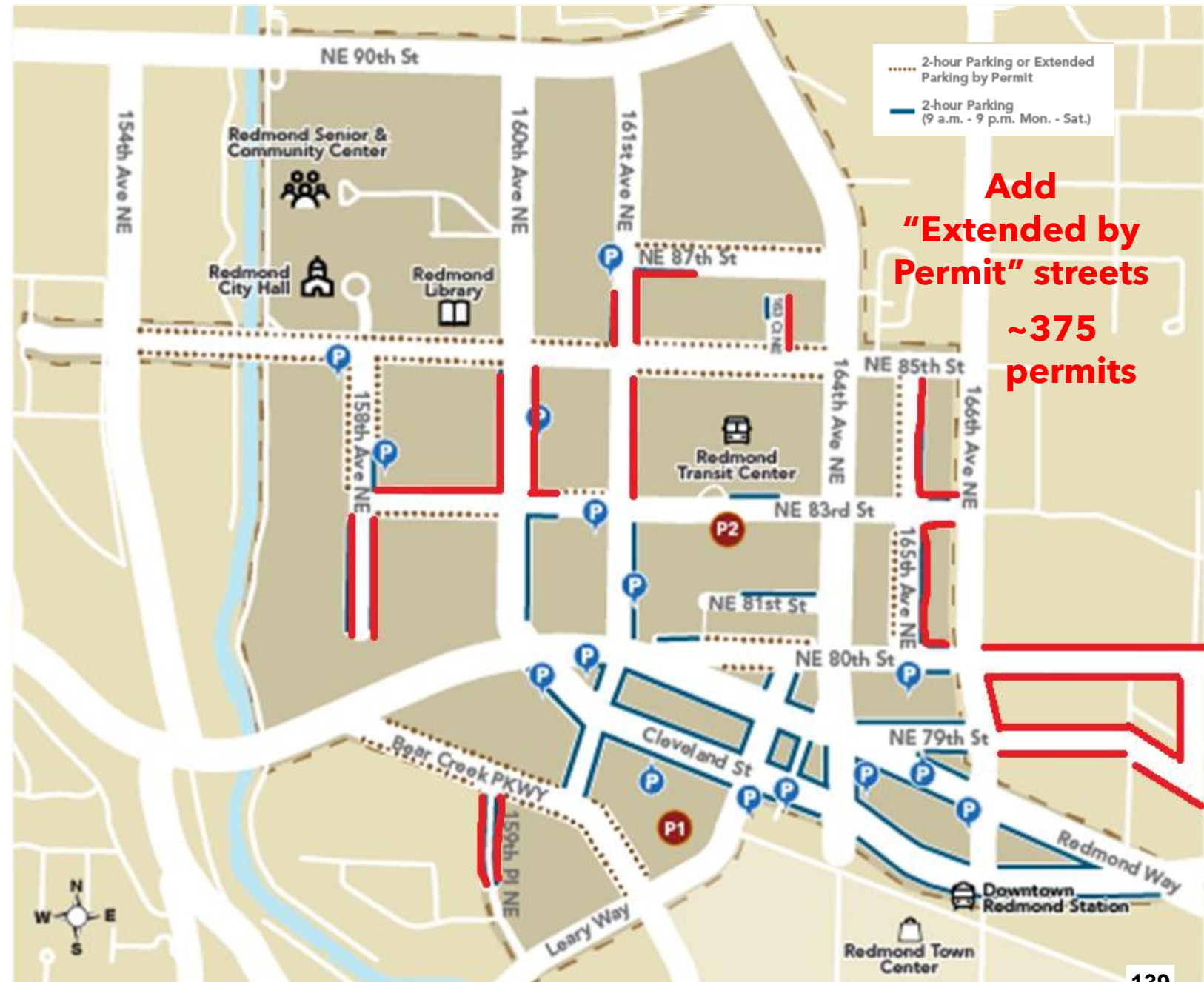
\$

in

has the same buying power as

\$76.38

in



Shared Parking: Downtown Pilot

Meetings with property owners and managers:

- Aug. 12
- Aug. 20
- October date TBD

1. Property owners list unused stalls
in a shared system



2. Clear signage and/or a mobile
app guides drivers to open stalls



3. Owners earn extra revenue;
customers get reliable parking.



4. The community benefits from
reduced circling, less congestion,
and better access to downtown
businesses and light rail.



Wayfinding

- Adding publicly accessible garages to Downtown Parking map
- Add directional signage to streets



Future Study Session

- Paid On-Street Parking
- Parking Improvement District
- Curb Management Changes
- Redevelopment
- Construction Parking



Thank You

Any Questions?

Caroline Chapman, Senior Planner



Public Safety Technology Data Governance

Effective Date:	July 2025
Revised Date:	
Issuing Authority:	

341.1 PURPOSE AND SCOPE

The Redmond Police Department is committed to the responsible and ethical use of technology. The purpose of this policy is to establish guidelines for the use of data gathered and generated by the different public safety technologies deployed by the Redmond Police Department. This policy aims to ensure that the deployment and utilization of these technologies are conducted in a manner that respects privacy, civil liberties, and public trust and are consistent with state law, city policy and WASPC accreditation standards.

The department shall maintain transparency in the use of public safety technologies and inform the public about their purposes, capabilities, and the safeguards in place to protect individual rights.

Officers and personnel involved in the use of these technologies will be held accountable for their actions and adherence to this policy. Violations will result in disciplinary action, up to and including termination, in accordance with departmental procedures, City policy, and collective bargaining agreements.

341.2 POLICY

Public safety technology (PST) data will be used solely for law enforcement purposes. Any non-law enforcement usage of PST data is strictly prohibited. PST data will not be used to intentionally monitor private area or areas where a reasonable expectation of privacy exists, nor shall it be used to harass, intimidate, or discriminate against any individual or group.

PST systems will only be deployed for official law enforcement purposes and will only be accessed by trained, RPD employees. This access is limited to search of specific information related to any of the following:

- Criminal investigations
- Searches for wanted persons or persons of interest
- Community caretaking functions, such as locating an endangered or missing person

Employees will only use PST data pursuant to this policy and applicable city, state, and federal laws.

This policy will be reviewed regularly to ensure it remains current and consistent with technological advancements, legal requirements, best practices in data governance, and City policy.

Public Safety Technology Data Governance

341.3 POLICIES AND OPERATING PROCEDURES FOR SPECIFIC TECHNOLOGIES

The Redmond Police Department will adopt policies to provide specific guidance for deployment and operation of the different technologies in use. Those individual policies will follow and refer to this data governance policy. These programs include but are not limited to:

- Drones including Drone as a First Responder (DFR)
- Automatic License Plate Readers (ALPR)
- Speed Safety Cameras
- In-car and Body-Worn Video
- Technologies used by the Real Time Information Center (RTIC)

341.4 STORAGE AND RETENTION OF DATA

The department and city have robust security measures currently in place in compliance with CJIS data security, and the cities cyber-insurance carrier requirements to protect the data from unauthorized access or breaches.

Generally, PST systems store data from the various technologies no longer than 30 days. After the 30-day period, the data will be purged unless it related to an ongoing investigation or legal requirement. In those circumstances, the applicable data should be downloaded from the server and entered into evidence.

Detectives will retain PST data related to a criminal investigation in the investigation case file for a period in accordance with state retention laws.

341.5 REVIEW OF PST DATA

Only authorized personnel may access PST data and only in conjunction with a call for service or investigation. Employees accessing PST data must log in through password-protected systems. The systems record when an employee accesses the data by logging the employee's name, the date, and the time of the request. Employees will not share PST passwords and login credentials.

Employees conducting searches will provide a case number and justification for the search. If a case number does not exist, the employees will provide thorough justification for the legitimacy and lawful purpose of the search.

Regular audits will be conducted to ensure compliance with this policy.

341.6 RELEASING OR SHARING OF PST DATA

PST data will only be shared with other law enforcement or prosecutorial agencies for official law enforcement purposes or as otherwise permitted by law. In addition, the Redmond Police Department will only share PST data with other agencies when the investigation relates to a violation of Washington State Law or is tied to the City of Redmond. The Redmond Police Department will not share PST data with other agencies for the purpose of locating or tracking

Public Safety Technology Data Governance

persons wanted solely for administrative reasons, such as immigration law violations, or for violations in other jurisdictions that would not otherwise warrant investigation in Redmond.

Requests for PST data by non-law enforcement or non-prosecutorial agencies will be processed by the Records Unit pursuant to the applicable Rules of Civil or Criminal Discovery or the Washington Public Records Act, Ch. 42.56 RCW.

341.7 TRAINING

Before employees operate the various PST systems, they will complete department training on the proper and lawful use of the system. The Training Unit will coordinate with the appropriate program or system administrator to provide this training.

The training will emphasize proper use, data handling procedures, ethical considerations outlined in this policy, and the requirement to document the reason for any data inquiry.

Additionally, all RPD employees with access to PST data will maintain ACCESS Level 1 Certification pursuant to ACCESS WACIC and NCIC.

The PST program administrators will maintain a list of all employees trained in the use of the equipment and systems and update user access.

341.8 PUBLIC REPORTING

The department will engage in community outreach and education efforts to inform the public about the use of these public safety technologies, their benefits, and the safeguards in place to protect privacy and civil liberties.

The department will include in its published annual report details on the use of public safety technologies, including data on their deployment, effectiveness, and any privacy or civil liberties issues encountered.

Any incidents of misuse or abuse of these technologies will be handled in accordance with established department policy, state law, and accreditation standards reporting requirements.



Memorandum

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-643

Type: Committee Memo

TO: Committee of the Whole - Finance, Administration, and Communications

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Finance	Kelley Cochran	425-556-2748
---------	----------------	--------------

DEPARTMENT STAFF:

Finance	Nida Hermoso	Accounting Manager
Finance	Haritha Narra	Deputy Finance Director

TITLE:

2023 Impact Fee Collection and Distribution Report

OVERVIEW STATEMENT:

The Revised Code of Washington (RCW) and the City of Redmond Municipal Code (RMC) require an annual report to the Mayor and City Council on impact fee receipts, earnings, and system improvements financed in whole or part by impact fees. This report summarizes the 2023 impact fee activity and is presented for information purposes only.

The Impact Fee Report is provided to Council after the State Auditors complete the financial statement audit. The 2023 financial audit was delayed due to D365 system preparation and implementation in June 2023, and the audit did not start until May 2025 and lasted through October 2025 (which is longer than usual). A typical financial statement audit year starts in April and ends in June.

The 2024 financial statement audit is estimated to start December 2025 with a completion target date of March 2026, and the 2024 Impact Fee Report will be provided to Council upon completion. The estimated timeline to complete the 2024 Impact Fee Report for the Council is August of 2026.

☒ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☒ **Receive Information**

☐ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**

N/A

- **Required:**

Revised Code of Washington (RCW) 82.02.070 Impact fees: Annually, each county, city, or town imposing impact

fees shall provide a report on each impact fee account showing the source and amount of all moneys collected, earned, or received and system improvements that were financed in whole or in part by impact fees.

Redmond Municipal Code (RMC) 3.10.190 Annual Impact Fee Report: The provision requires the Finance Department to prepare a report on each impact fee account showing the source and amount of all money collected, earned, or received and the system improvements financed in whole or in part by the impact fees. This Impact Fee Report is presented to meet the reporting requirements of RMC 3.10.190.

- **Council Request:**

N/A

- **Other Key Facts:**

N/A

OUTCOMES:

The City collected \$1,884,266 in impact fees (net of refund) in 2023 and spent \$13,382,030. The total collected and spent for each category is shown in attachment A, Table 1 - 2023 Impact Fee Overview.

Overall impact fee collections for 2023 decreased from 2022 collections by \$25,660,769 or 93 percent (%). The decrease is due to a decrease in the total number of permits related to large developments underway. A total of \$1,135,591 was collected in 2023 for school impact fees and disbursed to Lake Washington School District. School impact fees are determined by the school district.

Transportation

Eight transportation projects received impact fee funding in 2023. The projects and amounts received are as follows, totaling \$2,841,969:

- NE 40th Shared Use Path: \$903,437
- NE 70th Improvements (Redmond Way to 180th NE): \$612,066
- 156th NE Shared Use Path: \$482,505
- Bed-Red Rd Bike Lanes (NE 40th to NE 24th): \$28,001
- Transportation Master Plan: \$100,000
- 152nd NE Improvements: \$116,456
- Redmond Way Bridge & NE 76th St Widening: \$129,454
- Couplet Bond Debt: \$471,250

Transportation impact fees remaining at the end of 2023 totaled \$42,481,593.

Parks

Three parks projects received impact fee funding in 2023. The projects and amounts received are as follows, totaling \$10,540,061:

- Senior & Community Center Renovation: \$9,239,845
- Senior & Community Center Debt: \$545,375
- Parks Property Purchase: \$754,841

Parks impact fees remaining at the end of 2023 totaled \$6,406,468.

Fire

Fire impact fees remaining at the end of 2023 totaled \$2,163,499.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:**Total Cost:**

N/A

Approved in current biennial budget:☐ Yes☐ No☒ N/A**Budget Offer Number:**

N/A

Budget Priority:

N/A

Other budget impacts or additional costs:☐ Yes☐ No☒ N/A***If yes, explain:***

N/A

Funding source(s):

N/A

Budget/Funding Constraints:

N/A

☐ Additional budget details attached**COUNCIL REVIEW:****Previous Contact(s)**

Date	Meeting	Requested Action
N/A	Item has not been presented to Council	N/A

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Date: 12/9/2025

Meeting of: Committee of the Whole - Finance, Administration, and Communications

File No. CM 25-643

Type: Committee Memo

Time Constraints:

Redmond Municipal Code section 3.10.190 Annual Impact Fee Report requires the Finance Department to report the revenues and expenditures associated with impact fees.

ANTICIPATED RESULT IF NOT APPROVED:

N/A

ATTACHMENTS:

Attachment A: Impact Fee Table

Attachment B: Impact Fee Annual Report - 2023 Impact Fee Summary

Attachment C: Impact Fee Activity Summary for 2023

Attachment A: Table 1 - 2023 Impact Fee Overview

	Collected	Spent	Balance
Transportation	\$997,873	\$2,841,969	\$42,481,593
Parks	\$719,646	\$10,540,061	\$6,406,468
Fire	\$166,747	\$0	\$2,163,499

2023 IMPACT FEE SUMMARY

TYPE	MONTH	BEGINNING BALANCE	FEES RECEIVED	INTEREST EARNED	AMOUNT DISTRIBUTED	ENDING BALANCE
PARKS	JAN	15,701,384.56	83,498.48	34,805.45	-	15,819,688.49
TRANSPORTATION	JAN	42,864,043.48	64,080.43	94,836.09	-	43,022,960.00
FIRE	JAN	1,926,611.01	138,483.74	4,412.50	-	2,069,507.25
LWSD	JAN	2,151,742.70	86,744.00	2,474.46	(2,151,742.72)	89,218.44
PARKS	FEB	15,819,688.49	17,652.72	36,616.63	-	15,873,957.84
TRANSPORTATION	FEB	43,022,960.00	26,192.16	99,556.74	-	43,148,708.90
FIRE	FEB	2,069,507.25	418.92	4,787.94	-	2,074,714.11
LWSD	FEB	89,218.44	55,830.00	268.11	-	145,316.55
PARKS	MAR	15,873,957.84	11,768.48	37,635.23	-	15,923,361.55
TRANSPORTATION	MAR	43,148,708.90	17,461.44	102,283.13	-	43,268,453.47
FIRE	MAR	2,074,714.11	279.28	4,917.40	-	2,079,910.79
LWSD	MAR	145,316.55	37,220.00	216.31	(145,316.57)	37,436.29
PARKS	APR	15,923,361.55	17,589.68	39,817.11		15,980,768.34
TRANSPORTATION	APR	43,268,453.47	-	108,135.08		43,376,588.55
FIRE	APR	2,079,910.79	-	5,198.04		2,085,108.83
LWSD	APR	37,436.29	-	-	(37,436.31)	(0.02)
PARKS	MAY	15,980,768.34	20,453.21	41,709.85		16,042,931.40
TRANSPORTATION	MAY	43,376,588.55	36,943.60	113,188.78		43,526,720.93
FIRE	MAY	2,085,108.83	733.38	5,439.62		2,091,281.83
LWSD	MAY	(0.02)	37,285.00	48.63		37,333.61
PARKS	JUN	16,042,931.40	52,958.16	43,360.63		16,139,250.19
TRANSPORTATION	JUN	43,526,720.93	78,576.48	117,555.61		43,722,853.02
FIRE	JUN	2,091,281.83	1,256.76	5,644.67		2,098,183.26
LWSD	JUN	37,333.61	167,490.00	276.34	(37,333.63)	167,766.32

2023 IMPACT FEE SUMMARY

TYPE	MONTH	BEGINNING BALANCE	FEES RECEIVED	INTEREST EARNED	AMOUNT DISTRIBUTED	ENDING BALANCE
PARKS	JUL	16,139,250.19	131,545.20	46,265.34		16,317,060.73
TRANSPORTATION	JUL	43,722,853.02	199,551.60	125,113.61		44,047,518.23
FIRE	JUL	2,098,183.26	6,594.70	5,999.73		2,110,777.69
LWSD	JUL	167,766.32	183,380.00	501.26	(167,766.32)	183,881.26
PARKS	AUG	16,317,060.73	63,073.68	48,609.83		16,428,744.24
TRANSPORTATION	AUG	44,047,518.23	94,578.30	131,108.56		44,273,205.09
FIRE	AUG	2,110,777.69	3,441.68	6,281.16		2,120,500.53
LWSD	AUG	183,881.26	68,814.00	375.67	(183,881.26)	69,189.67
PARKS	SEPT	16,428,744.24	110,147.60	50,550.38		16,589,442.22
TRANSPORTATION	SEPT	44,273,205.09	164,424.06	136,023.28		44,573,652.43
FIRE	SEPT	2,120,500.53	4,558.80	6,509.86		2,131,569.19
LWSD	SEPT	69,189.67	217,694.00	439.89	(69,189.67)	218,133.89
PARKS	OCT	16,589,442.22	97,066.24	52,742.38		16,739,250.84
TRANSPORTATION	OCT	44,573,652.43	145,304.34	141,528.79		44,860,485.56
FIRE	OCT	2,131,569.19	4,804.04	6,764.69		2,143,137.92
LWSD	OCT	218,133.89	138,988.00	566.04	(218,133.89)	139,554.04
PARKS	NOV	16,739,250.84	58,988.72	54,540.34		16,852,779.90
TRANSPORTATION	NOV	44,860,485.56	88,446.33	146,052.57		45,094,984.46
FIRE	NOV	2,143,137.92	3,205.82	6,975.77		2,153,319.51
LWSD	NOV	139,554.04	80,503.82	583.90		220,641.76

2023 IMPACT FEE SUMMARY

TYPE	MONTH	BEGINNING BALANCE	FEES RECEIVED	INTEREST EARNED	AMOUNT DISTRIBUTED	ENDING BALANCE
PARKS	DEC	16,852,779.90	54,903.76	38,845.80	(10,540,061.00)	6,406,468.46
TRANSPORTATION	DEC	45,094,984.46	82,314.36	146,263.63	(2,841,969.00)	42,481,593.45
FIRE	DEC	2,153,319.51	2,969.96	7,209.62		2,163,499.09
LWSD	DEC	220,641.76	61,642.00	471.29	(220,641.76)	62,113.29

Impact Fee Activity Summary for 2023

Impact Fee Type	Beginning Balance 1-Jan-2023	Impact Fees collected during 2023	Refunds 2023	Net Amount Collected	Interest Earned	Impact Fees Spent in 2023	Ending Balance 31-Dec-2023
Transportation	\$42,864,043	\$997,873	\$0	\$997,873	\$1,461,646	(\$2,841,969)	\$42,481,593
Parks	\$15,701,385	\$719,646	\$0	\$719,646	\$525,499	(\$10,540,061)	\$6,406,468
Fire	\$1,926,611	\$166,747	\$0	\$166,747	\$70,141	\$0	\$2,163,499
Total	\$60,492,039	\$1,884,266	\$0	\$1,884,266	\$2,057,286	(\$13,382,030)	\$51,051,561