



Memorandum

Date: 11/18/2025
Meeting of: City Council

File No. AM No. 25-167
Type: Consent Item

TO: Members of the City Council
FROM: Mayor Angela Birney
DEPARTMENT DIRECTOR CONTACT(S):

Parks	Loreen Hamilton	425-556-2336
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DEPARTMENT STAFF:

Parks	Zach Houvener	Parks Deputy Director
Parks	Erica Chua	Recreation Manager

TITLE:

Approval of an Amendment to the Operational Services Agreement between the City of Redmond and Wave Aquatics

OVERVIEW STATEMENT:

The City is looking to exercise the final renewal option from the 2020 Operational Services Agreement, extending Wave Aquatics' management of the Redmond Pool for five years from January 1, 2026 - December 31, 2030. This amendment enhances the 15-year partnership by strengthening community access provisions, updating operational standards, and modernizing compliance requirements to better serve Redmond residents.

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

REQUESTED ACTION:

☐ **Receive Information** ☐ **Provide Direction** ☒ **Approve**

REQUEST RATIONALE:

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

While council approval is not legally required for this particular contract renewal, the substantive amendments warrant council and community awareness. These clarifications establish standards for customer service, resident priority access, fee assistance administration, operational reporting, and community programming allocation.

OUTCOMES:

Enhanced Community Access: 200 hours annually of guarded pool time for city programming (3 hours weekly, plus 3 additional hours weekly during June - August). Priority registration for Redmond Residents (98052 zip code) with one-week advanced registration periods, minimum of 55% of peak hours reserved for community-based programming, and alignment in fee assistance program administration.

Customer Service / Quality Standards: Customer Service training aligned with the City of Redmond customer service standards, Comprehensive operational reporting with detailed program allocation and utilization metrics, and quarterly revenue analysis.

Operational Efficiency: Responsibility for routine maintenance and day-to-day operations, maintenance obligations, clarity on communication protocols, etc.

Revenue Share: Wave will pay the City 50% of positive net income annually. This 50/50 split remains unchanged.

- Positive Net Income from previous years, paid to the City:
 - **2024:** \$20,461
 - **2023:** \$775
 - **2019-2022:** No positive net income, no payment received

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
10/28/2025	Committee of the Whole - Parks and Environmental Sustainability	Provide Direction

Proposed Upcoming Contact(s)

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

Time Constraints:

Our current agreement expires December 31, 2025, if not renewed.

ANTICIPATED RESULT IF NOT APPROVED:

Without an approved agreement by January 1, 2026, the Redmond Pool would close immediately, requiring the City to develop an alternative operational plan. This would necessitate emergency budget amendments for direct operational costs, expedited hiring and FTE requests for staffing, significant interruptions to community members, etc.

ATTACHMENTS:

Attachment A - Amendment Wave Aquatics Contract

Attachment B - 2020 - 2025 Redmond Pool Contract