

City of Redmond



Agenda

Tuesday, July 14, 2026

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

Vanessa Kritzer, Presiding Officer

Jessica Forsythe

Angie Nuevacamina

Sayna Parsi

Vivek Prakriya

Menka Soni

Melissa Stuart

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. Action Items - 15 minutes

1. Adoption of an Ordinance for the 2025-2026 Budget [CM 26-433](#)
Adjustment #7

[Attachment A: Ordinance: 2025-2026 Budget Adjustment #7](#)

[Exhibit 1: Summary of 2025-2026 Budget Adjustment #7](#)

Department: Finance, 5 minutes

Requested Action: Consent, July 21st

2. Approval of Pre-Membership in the Washington Cities [CM 26-432](#)
Insurance Authority (WCIA) and the Pre-Membership
Interlocal Agreement

[Attachment A: Interlocal Pre-Membership Agreement](#)

[Attachment B: Appendix 172-26 Redmond](#)

[Attachment C: WCIA Interlocal Agreement](#)

[Attachment D: List of WCIA Members](#)

[Attachment E: WCIA Membership Overview to Redmond](#)

[Attachment F: Cost Comparison – Current Insurance Structure vs. WCIA](#)

[Attachment G: Council Approval Timeline](#)

Department: Finance, 10 minutes

Requested Action: Consent, August 3rd

B. Feedback for Study Session - 10 minutes

1. Budget Process Update: Long-Range Financial Strategy, Fiscal [CM 26-407](#)
Policies, Budget Ground Rules, and Communications and
Engagement Plan

Department: Finance, 10 minutes

Requested Action: Study Session, July 28th

C. Informational - 35 minutes

1. Finance BTIP Projects Update [CM 26-431](#)

[Attachment A: Prototype of Redesigned City Council Check Register Report](#)

[Attachment B: KeyBank Automated Payables Project Communication Plan](#)

Department: Finance, 5 minutes

Requested Action: Informational

2. Respect, Equity, Diversity, and Inclusion (REDI) Program Update [CM 26-428](#)

[Attachment A: REDI Program Update \(July 2026\)](#)

[Attachment B: REDI Strategic Plan](#)

Department: Executive, 10 minutes

Requested Action: Informational

3. City Communications Strategy Update and Council Engagement Update [CM 26-429](#)

[Attachment A: 2027-2028 Comprehensive Communications Plan](#)

Department: Executive, 10 minutes

Requested Action: Informational

4. Regional Animal Services Licensing Update [CM 26-440](#)

Department: Executive, 10 minutes

Requested Action: Informational

D. Read Only - N/A

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: 7/14/2026

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

File No. CM 26-433

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
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DEPARTMENT STAFF:

Finance	Haritha Narra	Deputy Finance Director
Finance	Hailey Zurcher	Financial Planning Manager

TITLE:

Adoption of an Ordinance for the 2025-2026 Budget Adjustment #7

OVERVIEW STATEMENT:

An Ordinance amending Ordinance Nos. 3196, 3215, 3224, 3229, 3236, 3250, and 3252, by adjusting the City's 2025-2026 Biennial Budget to recognize new and increased revenue sources, appropriate funds for projects previously approved by Council, and make minor corrections identified throughout the biennium.

General Fund (100): \$1,900,889

a) King County Fire District 34 Reimbursement - \$21,215

In 2026, the City paid for a water heater repair at Fire Station 18. Expenses for third party repair services have been reimbursed by King County Fire District 34.

b) City of Bellevue Fire Training Academy Reimbursement - \$173,849

The Fire Department sends instructors to teach at the Fire Training Academy for the City of Bellevue. The salary and overtime costs of the instructors are reimbursed by the City of Bellevue.

c) City of Bellevue Air Purifier Reimbursement - \$8,390

The Environmental Sustainability Program is purchasing 200 air purifiers for a resilience program. The City of Bellevue has reimbursed the City for 100 of the purifiers, which have been purchased on their behalf.

d) Youth Climate Action Grant - \$50,000

On June 2, 2026, (AM No. 26-082), the City Council approved the acceptance of a Youth Climate Action Grant from Bloomberg Philanthropies for \$50,000. The funding will be utilized to fund 10-50 mini-grants to youth to complete projects in the City that advance sustainability or resilience.

e) WA Department of Commerce Climate Planning Grant - \$359,558

On March 3, 2026, (AM No. 26-031), the City Council approved the acceptance of a Climate Planning Grant from WA Department of Commerce for \$359,558. The grant scope of work includes funding for Environmental Sustainability Action Plan (ESAP) planning and implementation efforts, including community engagement, city

operations decarbonization planning, technical support for code work, and grid capacity analysis.

f) WA Association of Sheriffs and Police Chiefs (WASPC) Traffic Safety Grant - \$3,000

On April 7, 2026, (AM No. 26-053), the City Council approved the acceptance of a Traffic Safety Grant from WA Association of Sheriffs and Police Chiefs for \$3,000. The funding will be utilized to purchase one LIDAR unit to support traffic enforcement operations.

g) Eastside Public Safety Communications Agency (EPSCA) Settlement - \$1,284,877

Since 1992, the City has been a part of the Eastside Public Safety Communications Agency (EPSCA), which owned, operated, and maintained a regional 800 MHz trunked radio communication system serving East King County. In 2023, the EPSCA Board of Directors voted to dissolve EPSCA as a nonprofit corporation. The City Council approved the subsequent PSERN Interlocal Agreement on May 19, 2026 (AM No. 26-078). As part of the dissolution process, the City received \$1,284,877, representing Redmond's share of EPSCA's remaining net assets. This budget adjustment recognizes the receipt of these funds in the City's budget.

Arts Activity Fund (011): \$75,000

h) Arts Maintenance Funding Transfer - \$75,000

On June 9, 2026, staff provided a study session to City Council to discuss the Arts Master Plan, including proposed funding options for the Arts program. Part of this funding recommendation includes \$75,000 in one-time funding in 2026 for deferred arts maintenance. This adjustment recognizes the transfer from the General Fund to the Arts Activity Fund for this deferred maintenance.

Parks Maintenance Projects Fund (095): \$68,000

i) Downtown Redmond Link Extension - RCC Landscaping Improvements (AMLI) Funding - \$68,000

In 2023, AMLI negotiated with the City of Redmond and Sound Transit to utilize a portion of Sound Transit Light Rail and City of Redmond RCC properties for a construction access "haul route" for the AMLI development project. As part of the negotiated agreement, the City of Redmond agreed to complete the landscaping and site improvements in the construction access area. Landscape/site improvements will include soil preparation, irrigation system installation, landscape planting, and installation of (2) concrete modular benches. In combination with Parks Maintenance funding, the total project cost of \$154,660 will be funded with a \$68,000 transfer of AMLI Residential rental income from the 031 Real Property Fund.

General Government Maintenance Fund (099): \$1,000,000

j) Connecting Housing to Infrastructure Program (CHIP) Grant - \$1,000,000

On May 5, 2026, (AM No. 26-067), the City Council approved the acceptance of a CHIP grant in the amount of \$1,000,000. This funding will cover the King County Wastewater Sewer Treatment Capacity fills for the Bellwether Prisma project.

Tourism Fund (131): \$20,000

k) Port of Seattle Tourism Advertising Grant - \$20,000

On June 16, 2026, (AM No. 26-094), the City Council approved the acceptance of a Tourism Advertising grant from the Port of Seattle in the amount of \$20,000. The funding will support geo-targeted Pay Per Click campaigns to target visitors with strong flight connections to SEA Airport.

Transportation Capital Projects Fund (316): \$1,474,783**I) WSDOT Move Ahead Washington (MAWA) Grant - \$1,474,783**

On February 17, 2026, (AM No. 26-023), the City Council approved the acceptance of a Move Ahead Washington (MAWA) grant from WSDOT. The total \$8,000,000 award will be utilized for the 148th Ave Shared Use Path and NE 36th St. Bike Facilities CIP projects. This adjustment allocates the 2026 portion of the grant funding, and the additional funding will be allocated in future years of the CIP to align with project schedules.

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

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
Fiscal Policies
- **Required:**
RCW 35A.33.120 Funds-Limitations on expenditures-Transfers and adjustments.
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

This budget adjustment is necessary to align city financial records to account for Council decisions and corrections to the existing budget.

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:**

\$4,538,672

Date: 7/14/2026

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

File No. CM 26-433

Type: Committee Memo

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
7/21/2026	Business Meeting	Approve

Time Constraints:

All budget adjustments for the 2025-2026 biennium must be approved no later than December 31, 2026.

ANTICIPATED RESULT IF NOT APPROVED:

The adopted budget would not align city financial records with decisions made and corrections in budgeted funds.

ATTACHMENTS:

Attachment A: Ordinance: 2025-2026 Budget Adjustment #7

Exhibit 1: Summary of 2025-2026 Budget Adjustment #7

NON-CODE

CITY OF REDMOND
ORDINANCE NO. _____

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY
OF REDMOND, WASHINGTON, AMENDING ORDINANCE
NOS. 3196, 3215, 3224, 3229, 3236, 3250, AND
3252, BY MAKING ADJUSTMENTS TO THE CITY'S
2025-2026 BIENNIAL BUDGET, IN EXHIBIT 1.

WHEREAS, the Finance Director has identified the need to make certain revisions to the 2025-2026 biennial City budget; and

WHEREAS, the City Council has reviewed the proposed adjustments to the budget and has determined that they should be made.

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

Section 1. Ordinance No. 3196 adopting the 2025-2026 biennial budget, passed by the City Council on November 19, 2024, Ordinance No. 3215 amending the 2025-2026 biennial budget and passed by the City Council on May 20, 2025, Ordinance No. 3224 amending the 2025-2026 biennial budget and passed on July 15, 2025, Ordinance No. 3229 amending the 2025-2026 biennial budget and passed by the City Council on October 7, 2025, Ordinance No. 3236 amending the 2025-2026 biennial budget and passed by the City Council on November 18, 2025, Ordinance No. 3250 amending the 2025-2026 biennial budget and passed by the City Council on March 17, 2026, and Ordinance No. 3252 amending the 2025-2026 biennial budget and passed by the City Council on April 21, 2026, are hereby

amended to recognized new and increased revenue sources, appropriate funds for projects previously approved by Council, and make minor corrections identified throughout the biennium.

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 of any other section, sentence, clause, or phrase of this ordinance.

Section 3. Effective date. This ordinance shall take effect five (5) days after passage and publication of an approved summary thereof consisting of the title.

ADOPTED by the Redmond City Council this _____ day of _____, 2026.

CITY OF REDMOND

ANGELA BIRNEY, MAYOR

ATTEST:

CHERYL XANTHOS, MMC, CITY CLERK

(SEAL)

APPROVED AS TO FORM:

REBECCA MUELLER, CITY ATTORNEY

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

EXHIBIT 1

Summary of 2025-2026 Budget Adjustments

Fund Number	Fund Name	2025-2026 Adopted Budget (Ord 3196)	#1 Clean Up Adjustment (Ord 3215)	#2 BFB Reconciliation (Ord 3224)	#3 RCCMV Acquisition (Ord 3229)	#4 Clean-Up Adjustment (Ord 3236)	#5 Clean-Up Adjustment (Ord 3250)
100	General Fund	\$ 339,604,752	\$ 222,038	\$ -	\$ -	\$ 458,809	\$ 356,594
011	Arts Activity	1,086,292	-	(3,190)	-	108,000	-
012	Parks Maintenance & Operations	4,083,017	-	(275,817)	-	-	-
013	Community Events	1,577,749	-	(5,498)	-	-	-
019	Human Services Grant Fund	7,927,425	-	(648,939)	-	6,000	-
020	Fire Equipment Reserve	9,278,894	416,000	(130,457)	-	-	-
021	Operating Reserve	9,752,281	-	(322,402)	-	-	-
025	COVID Recovery Fund	313,592	-	125,912	-	-	-
027	Capital Replacement Reserve	5,343,965	-	1,494,723	-	-	-
030	Business Tax	21,338,326	-	3,013,814	-	-	-
031	Real Property Fund	1,786,069	-	(88,305)	-	-	-
035	Fire Levy Fund	5,591,744	-	(106,560)	-	-	-
036	Police Levy Fund	9,004,639	-	66,136	-	-	-
037	Parks Levy Fund	1,039,474	-	22,920	-	-	-
095	Parks Maintenance Projects	6,627,176	-	(144,111)	-	-	-
096	Transportation Maintenance Project	18,981,028	-	6,524,533	-	-	-
099	General Governmental Maint	26,498,144	1,000,000	(1,570,896)	-	-	-
110	Recreation Activity	7,221,324	229,500	224,086	-	-	-
115	Development Review	10,865,715	-	(806,495)	-	-	-
117	Cable Access Fund	104,647	-	(23,812)	-	-	-
118	Operating Grants	4,411,481	-	(199,424)	-	-	-
122	Advanced Life Support	26,173,120	888,655	(2,014,805)	-	-	699,312
124	Fire Donations Fund	883,165	-	5,957	-	-	-
125	Real Estate Excise Tax	40,538,011	-	3,368,310	-	-	-
126	Drug Enforcement	162,015	-	(518)	-	-	-
131	Tourism (Hotel/Motel Tax)	2,700,494	-	118,527	-	-	-
140	Solid Waste Recycling	4,468,019	-	73,654	-	-	-
150	Transportation Benefit District	14,191,779	200,000	486,659	-	-	-
233	Non-Voted GO Bonds - Parks	12,033,020	-	75,461	-	-	-
315	Parks Capital Projects	30,592,925	-	(143,509)	10,950,000	708,550	-
316	Transportation Capital Project	75,770,657	1,518,000	(468,318)	-	-	-
319	General Governmental Capital	37,332,798	72,500	3,083,318	-	894,796	-
320	Business Technology Investment Program	-	-	-	-	10,285,980	-
361	CFD 2014-1	775,537	-	-	-	-	-
362	CFD 2016-1	12,182,863	-	-	-	-	-
401	Water/Wastewater	125,835,398	-	5,511,740	-	-	-
402	UPD - Water/Wastewater	26,150,370	-	1,207,218	-	-	-
403	Water/Wastewater Capital Proj	39,019,901	-	6,087,160	-	970,000	-
404	Wastewater Capital Project	16,393,572	-	87,832	-	-	-
405	Stormwater Management	46,647,647	338,603	1,781,440	-	-	-
406	Stormwater Management Capital	67,956,008	-	3,007,116	-	-	-
407	UPD - Capital Projects	17,742,556	-	1,716,953	-	-	-
408	UPD Wastewater Capital Project	19,393,717	-	1,164,547	-	-	-
501	Fleet Maintenance	13,647,662	-	(188,321)	-	-	-
510	Insurance Claims & Reserves	9,295,168	-	485,723	-	-	-
511	Medical Self Insurance	41,504,237	-	(910,180)	-	-	-
512	Worker's Compensation	10,505,323	-	(579,331)	-	-	-
520	Information Technology	36,399,461	-	641,927	-	(9,573,369)	275,000
		\$ 1,220,733,158	\$ 4,885,296	\$ 31,744,778	\$ 10,950,000	\$ 3,858,766	\$ 1,330,906

Notes:

Ordinance #3196 establishing the 2025-2026 budget was approved by Council on November 19, 2024.

EXHIBIT 1

Summary of 2025-2026 Budget Adjustments

Fund Number	Fund Name	#6 CIP Debt Repayment (ORD 3252)	#7A Fire District 34 Reimbursement	#7B City of Bellevue Fire Training Academy Reimbursement	#7C City of Bellevue Air Purifier Reimbursement	#7D Youth Climate Action Grant	#7E Arts Maintenance Transfer	#7F MAWA Grant
100	General Fund	\$ -	\$ 21,215	\$ 173,849	\$ 8,390	\$ 50,000	\$ -	\$ -
011	Arts Activity	-	-	-	-	-	75,000	-
012	Parks Maintenance & Operations	-	-	-	-	-	-	-
013	Community Events	-	-	-	-	-	-	-
019	Human Services Grant Fund	-	-	-	-	-	-	-
020	Fire Equipment Reserve	-	-	-	-	-	-	-
021	Operating Reserve	-	-	-	-	-	-	-
025	COVID Recovery Fund	-	-	-	-	-	-	-
027	Capital Replacement Reserve	-	-	-	-	-	-	-
030	Business Tax	-	-	-	-	-	-	-
031	Real Property Fund	-	-	-	-	-	-	-
035	Fire Levy Fund	-	-	-	-	-	-	-
036	Police Levy Fund	-	-	-	-	-	-	-
037	Parks Levy Fund	-	-	-	-	-	-	-
095	Parks Maintenance Projects	-	-	-	-	-	-	-
096	Transportation Maintenance Project	-	-	-	-	-	-	-
099	General Governmental Maint	-	-	-	-	-	-	-
110	Recreation Activity	-	-	-	-	-	-	-
115	Development Review	-	-	-	-	-	-	-
117	Cable Access Fund	-	-	-	-	-	-	-
118	Operating Grants	-	-	-	-	-	-	-
122	Advanced Life Support	-	-	-	-	-	-	-
124	Fire Donations Fund	-	-	-	-	-	-	-
125	Real Estate Excise Tax	-	-	-	-	-	-	-
126	Drug Enforcement	-	-	-	-	-	-	-
131	Tourism (Hotel/Motel Tax)	-	-	-	-	-	-	-
140	Solid Waste Recycling	-	-	-	-	-	-	-
150	Transportation Benefit District	-	-	-	-	-	-	-
233	Non-Voted GO Bonds - Parks	10,705,014	-	-	-	-	-	-
315	Parks Capital Projects	-	-	-	-	-	-	-
316	Transportation Capital Project	-	-	-	-	-	-	1,474,783
319	General Governmental Capital	-	-	-	-	-	-	-
320	Business Technology Investment Program	-	-	-	-	-	-	-
361	CFD 2014-1	-	-	-	-	-	-	-
362	CFD 2016-1	-	-	-	-	-	-	-
401	Water/Wastewater	-	-	-	-	-	-	-
402	UPD - Water/Wastewater	-	-	-	-	-	-	-
403	Water/Wastewater Capital Proj	-	-	-	-	-	-	-
404	Wastewater Capital Project	-	-	-	-	-	-	-
405	Stormwater Management	-	-	-	-	-	-	-
406	Stormwater Management Capital	-	-	-	-	-	-	-
407	UPD - Capital Projects	-	-	-	-	-	-	-
408	UPD Wastewater Capital Project	-	-	-	-	-	-	-
501	Fleet Maintenance	-	-	-	-	-	-	-
510	Insurance Claims & Reserves	-	-	-	-	-	-	-
511	Medical Self Insurance	-	-	-	-	-	-	-
512	Worker's Compensation	-	-	-	-	-	-	-
520	Information Technology	-	-	-	-	-	-	-
		\$ 10,705,014	\$ 21,215	\$ 173,849	\$ 8,390	\$ 50,000	\$ 75,000	\$ 1,474,783

Notes:

Ordinance #3196 establishing the 2025-2026 budget was approved by Council on November 19, 2024.

EXHIBIT 1

Summary of 2025-2026 Budget Adjustments

Fund Number	Fund Name	#7G Climate Planning Grant	#7H WASPC Grant	#7I CHIP Grant	#7J AMLI Lease Transfer	#7K Port of Seattle Tourism Grant	#7L EPSCA Settlement	Revised 2025-2026 Budget
100	General Fund	\$ 359,558	\$ 3,000	\$ -	\$ -	\$ -	\$ 1,284,877	\$ 342,543,082
011	Arts Activity	-	-	-	-	-	-	1,266,101
012	Parks Maintenance & Operations	-	-	-	-	-	-	3,807,200
013	Community Events	-	-	-	-	-	-	1,572,251
019	Human Services Grant Fund	-	-	-	-	-	-	7,284,486
020	Fire Equipment Reserve	-	-	-	-	-	-	9,564,437
021	Operating Reserve	-	-	-	-	-	-	9,429,879
025	COVID Recovery Fund	-	-	-	-	-	-	439,504
027	Capital Replacement Reserve	-	-	-	-	-	-	6,838,688
030	Business Tax	-	-	-	-	-	-	24,352,140
031	Real Property Fund	-	-	-	-	-	-	1,697,764
035	Fire Levy Fund	-	-	-	-	-	-	5,485,184
036	Police Levy Fund	-	-	-	-	-	-	9,070,774
037	Parks Levy Fund	-	-	-	-	-	-	1,062,393
095	Parks Maintenance Projects	-	-	-	68,000	-	-	6,551,065
096	Transportation Maintenance Project	-	-	-	-	-	-	25,505,562
099	General Governmental Maint	-	-	1,000,000	-	-	-	26,927,248
110	Recreation Activity	-	-	-	-	-	-	7,674,910
115	Development Review	-	-	-	-	-	-	10,059,220
117	Cable Access Fund	-	-	-	-	-	-	80,835
118	Operating Grants	-	-	-	-	-	-	4,212,057
122	Advanced Life Support	-	-	-	-	-	-	25,746,283
124	Fire Donations Fund	-	-	-	-	-	-	889,122
125	Real Estate Excise Tax	-	-	-	-	-	-	43,906,321
126	Drug Enforcement	-	-	-	-	-	-	161,498
131	Tourism (Hotel/Motel Tax)	-	-	-	-	20,000	-	2,839,021
140	Solid Waste Recycling	-	-	-	-	-	-	4,541,673
150	Transportation Benefit District	-	-	-	-	-	-	14,878,438
233	Non-Voted GO Bonds - Parks	-	-	-	-	-	-	22,813,495
315	Parks Capital Projects	-	-	-	-	-	-	42,107,966
316	Transportation Capital Project	-	-	-	-	-	-	78,295,122
319	General Governmental Capital	-	-	-	-	-	-	41,383,412
320	Business Technology Investment Program	-	-	-	-	-	-	10,285,980
361	CFD 2014-1	-	-	-	-	-	-	775,537
362	CFD 2016-1	-	-	-	-	-	-	12,182,863
401	Water/Wastewater	-	-	-	-	-	-	131,347,138
402	UPD - Water/Wastewater	-	-	-	-	-	-	27,357,588
403	Water/Wastewater Capital Proj	-	-	-	-	-	-	46,077,060
404	Wastewater Capital Project	-	-	-	-	-	-	16,481,404
405	Stormwater Management	-	-	-	-	-	-	48,767,690
406	Stormwater Management Capital	-	-	-	-	-	-	70,963,124
407	UPD - Capital Projects	-	-	-	-	-	-	19,459,509
408	UPD Wastewater Capital Project	-	-	-	-	-	-	20,558,264
501	Fleet Maintenance	-	-	-	-	-	-	13,459,342
510	Insurance Claims & Reserves	-	-	-	-	-	-	9,780,891
511	Medical Self Insurance	-	-	-	-	-	-	40,594,057
512	Worker's Compensation	-	-	-	-	-	-	9,925,992
520	Information Technology	-	-	-	-	-	-	27,743,019
		\$ 359,558	\$ 3,000	\$ 1,000,000	\$ 68,000	\$ 20,000	\$ 1,284,877	\$ 1,288,746,590

Notes:

Ordinance #3196 establishing the 2025-2026 budget was approved by Council on November 19, 2024.



Memorandum

Date: 7/14/2026

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

File No. CM 26-432

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
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DEPARTMENT STAFF:

Finance	Kelly Hsi	Risk Program Manager
Finance	Adam O'Sullivan	Finance Manager
Finance	Haritha Narra	Deputy Finance Director

TITLE:

Approval of Pre-Membership in the Washington Cities Insurance Authority (WCIA) and the Pre-Membership Interlocal Agreement

OVERVIEW STATEMENT:

The City is interested in pursuing membership in the Washington Cities Insurance Authority (WCIA). WCIA is a member-governed municipal risk pool serving over 165 public entities in Washington State and has over \$220M in assets. Joining WCIA would replace the City's current carrier-based liability insurance structure with comprehensive coverage, dedicated claims management, and proactive risk management services with an emphasis on loss prevention, training, and partnership. WCIA membership would be effective December 1, 2026.

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

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
N/A
- **Required:**
Council is required to approve an interlocal agreement as part of the City joining WCIA.
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

Since September 2022, the City has received its property and general liability coverage through the Cities Insurance Association of Washington (CIAW), administered through a contracted insurance broker, Leavitt Group. In this structure, CIAW contracts with Clear Risk Solutions to serve as the third-party administrator for claims adjusting and risk control services, while Leavitt Group provides claims consulting support and contract review for insurance language.

As the City has grown in population and complexity, the City's risk exposure and operational needs have also expanded. This growth is occurring in a state with no cap on compensatory damages, which means liability claims can carry significant financial consequences for public entities. The multi-entity structure of the current program can make coordination more challenging, and a consolidated, municipally governed risk pool such as WCIA is better positioned to support the City of Redmond's scale.

To ensure the City Council has adequate time to understand WCIA's program and benefits, the transition to WCIA is being brought forward in two phases. This first phase introduces WCIA to Council and seeks approval to participate in pre-membership at no cost to the City, which will allow the City to assess WCIA's support services, training resources, claims consulting, and risk-prevention guidance. In the fall, after the City has had the opportunity to assess WCIA's fit for Redmond, Council will then receive a second phase action for final approval of full membership and adoption of the resolution for the City to become a member of WCIA effective December 1, 2026, with a minimum three-year commitment upon execution of Appendix 172-26 to the Interlocal Agreement. Continued participation in WCIA for future coverage periods would occur through the annual renewal process. This phased approach provides clarity, transparency, and adequate time for Council evaluation prior to full commitment.

By transitioning to WCIA, the City would receive:

- Integrated claims oversight
- Direct access to WCIA's in-house municipal-focused claim and litigation handling
- Pre-defense and risk consulting legal assistance
- Risk management resources
- A governance model aligned with the needs of Washington cities.

These outcomes are expected to strengthen the City's overall risk posture and provide more predictable long-term protection for the community.

During the pre-membership period, the City's current insurance program, claims handling, and broker services through CIAW, Clear Risk Solutions, and Leavitt Group will remain fully in place to ensure there is no gap in insurance coverage. The City will retain all existing coverages and claims handling processes until WCIA membership becomes effective.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
2025
- **Outreach Methods and Results:**
 - Consulted and met with the Risk Managers at the cities of Bothell, Issaquah, and Sammamish.
 - Met with WCIA
- **Feedback Summary:**
Peer cities confirm strong WCIA support and collaborative approach with members to reduce risk.

Date: 7/14/2026

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

File No. CM 26-432

Type: Committee Memo

BUDGET IMPACT:

Total Cost:

Pre-membership is no cost to the City of Redmond.

\$2,796,706 effective December 1, 2026, for the first year of membership. The City is committed to a three-year period with annual renewals. Increases are anticipated during renewal depending on market conditions and loss run history.

For comparison, the City's current insurance structure is \$2,824,537 per year. A cost comparison between the coverages (current structure vs. proposed WCIA) is available in Attachment F.

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

Budget Offer Number:

297 (Fiscal Accountability)

Budget Priority:

Strategic & Responsive

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

If yes, explain:

N/A

Funding source(s):

Risk Fund

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
8/3/2026	Business Meeting	Approve
10/13/2026	Committee of the Whole - Finance, Administration, and Communications	Provide Direction
10/20/2026	Business Meeting	Approve

Time Constraints:

The City's current insurance policies expire November 30, 2026. The City would like to enter into pre-membership with WCIA in August 2026, to allow for adequate time for the assessment period and onboarding process, and to avoid renewal conflicts.

ANTICIPATED RESULT IF NOT APPROVED:

If joining WCIA is not approved, the City would continue with its current property and liability coverages and maintain its existing relationships with CIAW, Clear Risk Solutions, and the Leavitt Group. While this structure has supported the City in past years, the resources available through this multi-entity arrangement have become increasingly limited relative to the City's growing risk exposure, rising claims activity, and expanding legal demands. Washington's lack of caps on compensatory damages further heightens the potential financial impact of complex claims, making it essential for the City to have comprehensive and fully integrated support. Remaining with the current model would not provide the same level of coordinated claims management, proactive risk guidance, or municipal governance that a consolidated risk pool such as WCIA offers and may make it more difficult to keep pace with the City's evolving needs over time.

In addition, if the City does not move forward with joining WCIA, the City will need to proceed with its existing renewal cycle with CIAW and outside insurance carriers and prepare comprehensive renewal applications and underwriting submissions on a significantly condensed timeline prior to the December 1, 2026, policy renewal date. This process would be highly rushed and operationally challenging, limiting the City's ability to fully review options, negotiate effectively, or meaningfully address risk exposures in advance of renewal. This is not an ideal position for the City and may increase the risk of unfavorable renewal outcomes.

ATTACHMENTS:

Attachment A: Interlocal Pre-Membership Agreement

Attachment B: Appendix 172-26 Redmond (to be signed for full membership in WCIA)

Attachment C: WCIA Interlocal Agreement (effective upon approval of joining WCIA)

Attachment D: List of WCIA Members

Attachment E: WCIA Membership Overview to Redmond

Attachment F: Cost Comparison - Current Insurance Structure vs. WCIA

Attachment G: Council Approval Timeline

INTERLOCAL AGREEMENT: CREATING PRE-MEMBERSHIP CONDITIONS
BETWEEN WASHINGTON CITIES INSURANCE AUTHORITY AND
CITY OF REDMOND

THIS AGREEMENT, made pursuant CHAPTER 39.34 RCW, is made and entered into in the State of Washington by and among Washington Cities Insurance Authority, a quasi-municipal corporation organized and existing of the Constitution and laws of the State of Washington, Chapter 48.62 RCW, hereinafter referred to as WCIA, and the **CITY OF REDMOND**, a municipal corporation existing under the Constitution and laws of the State of Washington, hereinafter referred to as "Entity" who are the parties signatory to this Agreement. Washington Cities Insurance Authority and the **CITY OF REDMOND** are sometimes referred to herein as "parties".

RECITALS

WHEREAS, the **CITY OF REDMOND** desires and is committed to taking all steps necessary to become a Full Member of WCIA, as membership is defined by WAC 200-100-020(17)(a) as now exists or hereinafter is amended and as defined by the foundational Interlocal Agreement creating Washington Cities Insurance Authority, and;

WHEREAS, the **CITY OF REDMOND** has applied for membership in WCIA and is committed to becoming a Full Member, if approved for membership by WCIA, on the date of **December 1, 2026** at 12:01 a.m. and;

WHEREAS, WCIA is desirous and committed to taking and completing all necessary steps to evaluate the **CITY OF REDMOND** for Full Membership in WCIA and to prepare the **CITY OF REDMOND** for Full Membership in WCIA starting on the date of **December 1, 2026** at 12:01 a.m., and;

WHEREAS, it appears economically feasible and mutually beneficial for the parties to this Agreement to take all steps reasonably necessary to evaluate the **CITY OF REDMOND** for Full Membership in WCIA and to prepare said entity for Full Membership on the date of **December 1, 2026** at 12:01 a.m.;

NOW, THEREFORE, for and in consideration of all the mutual benefits, covenants and agreements contained herein, the parties hereto agree as follows:

I. Covenants.

- a. The **CITY OF REDMOND** hereby formally applies to Washington Cities Insurance Authority to become a Full Member of WCIA to participate in its joint self insurance and risk sharing programs and receive its full membership benefits including orientation, risk management training, and consulting services and all other support services offered to Full Members of WCIA starting on the date of **December 1, 2026** at 12:01 a.m., if so approved by the governing body of WCIA.

- b. The Entity hereby agrees to give all necessary written notice to any insuring or self insuring pooling organization to which the Entity is currently a member or subscriber that it intends to end its current liability insuring or self insuring Entity membership so as to allow the Entity to become a Full Member of WCIA on the effective date cited above, if so approved by WCIA.
- c. The Entity agrees to provide full and open access to its records and claim history so as to allow WCIA to properly evaluate the entity's risk profile for prospective membership in WCIA.
- d. The Entity agrees to accept and complete all recommended pre-membership orientation, risk management training, and consulting services as specified by WCIA and to reimburse WCIA the reasonable cost of any such services provided within sixty (60) days of being billed for the same if the Entity's full membership in WCIA is rejected or if the Entity declines to sign the "appendix" to the foundation Interlocal Agreement creating WCIA when offered Full Membership.
- e. The Entity agrees that if its Full Membership in WCIA is approved by its governing body it will, through its authorized officer, sign via appendix the foundational Interlocal Agreement creating WCIA and thereby become a full participating Member of WCIA as of the effective date of **December 1, 2026** at 12:01 a.m. Thereafter, the Entity agrees to be fully bound by all of the terms and conditions and benefits of full WCIA membership including, but not limited to those specified in the Interlocal Agreement creating WCIA, the WCIA Bylaws and Joint Protection Program documents.
- f. WCIA agrees to perform a full, fair and prompt evaluation of the **CITY OF REDMOND'S** qualifications for membership with WCIA and to deliver a final decision accepting or rejecting the Entity for membership no later than sixty (60) days prior than the proposed effective date of membership stated above. At the same time, if WCIA accepts the Entity for membership, it will state in its acceptance the proposed initial assessment the Entity will be required to pay for the Entity's initial membership.
- g. WCIA agrees to provide all necessary orientation, risk management training and consulting services to the **CITY OF REDMOND** and its officers, employees and elected officials as necessary to prepare the **CITY OF REDMOND** for Full Membership in WCIA.
- h. This pre-membership agreement shall become effective on the date that it has been signed by both parties authorized representatives as indicated below.

II. Amendments.

This Agreement may be amended at any time only by the written approval of all the parties signatory to it.

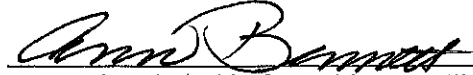
III. Agreement Complete.

The foregoing constitutes the full and complete agreement of the parties. There are no oral understandings or agreements not set forth in writing herein.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by signature of the authorized officials thereof on the date indicated below their signatures.

For and on behalf of the City of Redmond

Dated this ____ day of _____, 20____.

_____

For and on behalf of Washington Cities

Insurance Authority

Ann Bennett, Executive Director of WCIA

Dated this 10th day of April, 2026.

**APPENDIX 172-26 TO INTERLOCAL AGREEMENT
CREATING THE WASHINGTON CITIES
INSURANCE AUTHORITY**

WHEREAS, in 1980 the Cities of Mercer Island, Mountlake Terrace, Olympia, Kirkland, Marysville, Lacey, Kent, Everett and Des Moines did enter into and sign an Interlocal Agreement, as authorized by CH 48.62 RCW, for the creation of and operation of a liability self-insurance pool for the mutual protection and benefit of said entities known as the Puget Sound Cities Interlocal Insurance Authority; and,

WHEREAS, on March 13, 1986, the Board of Directors of the Authority did pass a motion to change the name to Washington Cities Insurance Authority. Said change is also ratified by new members; and,

WHEREAS, the above referenced Interlocal Agreement provides in Article 19 for the addition of new members to said Authority after one year of operation as determined by vote of the Board of Directors of said Authority; and,

WHEREAS, Article IV, Section 7 of the Bylaws of the Washington Cities Insurance Authority provides the procedure for the admission of new members to said Authority; and,

WHEREAS, on **April 10, 2026**, the Executive Committee of the Washington Cities Insurance Authority did pass a motion authorizing and inviting **City of Redmond** to become a new member of said Authority; and,

WHEREAS, **City of Redmond** by decision of its respective legislative and executive authorities, has decided to become a new member to the Washington Cities Insurance Authority commencing on **December 1, 2026**;

NOW THEREFORE, for and in consideration of all of the mutual benefits, covenants, and agreements contained herein, **City of Redmond** by signature of its respective authorized representative to this **APPENDIX 172-26** to the original Interlocal Agreement, do hereby agree to be bound to all the terms, conditions, and covenants of the original Interlocal Agreement creating the Washington Cities Insurance Authority and all

previous appendixes, which are incorporated by reference herein and to become members of said Authority commencing at **12:01 a.m. on December 1, 2026.**

The new member whose representative signs this **APPENDIX 172-26** agree that they shall be bound to the original Interlocal Agreement and all previous appendixes, and to which the **APPENDIX 172-26** is attached; and further agree that they shall be bound by all provisions and terms of the Bylaws for the Washington Cities Insurance Authority as they now exist or may be amended in the future. The new member whose representative signs this agreement shall have the benefits of the Joint Protection Programs and obligations thereto as provided by the Washington Cities Insurance Authority commencing at **12:01 a.m., December 1, 2026.**

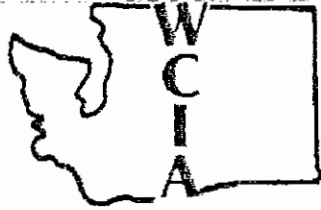
IN WITNESS WHEREOF, the party hereto has executed this **APPENDIX 172-26** to the Interlocal Agreement creating the Washington Cities Insurance Authority by authorized official thereof, on the date indicated below.

DATE: _____ BY: _____

TITLE: _____

ATTEST: _____

DATE: _____



INTERLOCAL AGREEMENT

CREATING THE WASHINGTON CITIES INSURANCE AUTHORITY

**INTERLOCAL AGREEMENT:
CREATING THE WASHINGTON CITIES
INSURANCE AUTHORITY**

THIS AGREEMENT is made and entered into in the State of Washington by and among the municipal corporations organized and existing under the Constitution or laws of the State of Washington, hereinafter collectively referred to as "**Member Cities**" or "**Cities**", and individually as "**Member City**" or "**City**" which are parties signatory to this Agreement and listed in Appendix A, which is attached hereto and made a part hereof. Said Cities are sometimes referred to herein as "**parties**".

RECITALS

WHEREAS, Ch. 48.62 RCW provides that two or more local governmental entities may, by interlocal agreement, jointly purchase insurance, jointly self insure, and/or jointly hire risk management services for any authorized purpose by any one or more of certain specified methods, and;

WHEREAS, each of the parties to this Agreement desires to join together with the other parties for the purpose of pooling their self-insured losses and jointly purchasing excess insurance and administrative services in connection with a Joint Protection Program for said parties, and;

WHEREAS, it appears economically feasible and practical for the parties to this Agreement to do so;

NOW, THEREFORE, for and in consideration of all of the mutual benefits, covenants and agreements contained herein, the parties hereto agree as follows:

ARTICLE I

Definitions

The following definitions shall apply to the provisions of the Agreement:

- (a) "**Authority**" shall mean the Washington Cities Insurance Authority created by this Agreement.
- (b) "**Board of Directors**" or "**Board**" shall mean the governing body of the Authority.
- (c) "**Claims**" shall mean demands made against the Authority arising out of occurrences which are within the Authority's Joint Protection Program as developed by the Board of Directors.
- (d) "**Excess Insurance**" shall mean that insurance purchased on behalf of the Authority to protect the funds of the Authority against catastrophes or an unusual frequency of losses during a single year.

(e) **"Executive Committee"** shall mean the Executive Committee of the Board of Directors of the Authority.

(f) **"Fiscal Year"** shall mean that period of twelve months which is established as the fiscal year of the Authority.

(g) **"Coverage"** shall mean and include self-insurance through a funded program and/or any commercial insurance contract.

(h) **"Executive Director"** shall mean that employee of the Authority who is appointed by the Board of Directors, and responsible for the management and administration of the Joint Protection Program of the Authority.

ARTICLE 2

Purpose

This Agreement is entered into by Cities in order to provide more comprehensive and economical liability coverage, to provide for the economical and self insurance pooling of risk exposures for all forms of insurance available or required by law for municipal corporations and for which State law authorizes the formation of pooling organizations to provide such insurance, to reduce the amount and frequency of Cities losses, and to decrease the cost incurred by Cities in the handling and litigation of claims. This purpose shall be accomplished through the exercise of the powers of Cities jointly in the creation of a separate entity, the Washington Cities Insurance Authority, to administer a Joint Protection Program wherein cities will jointly pool and self insure their losses and claims, and may jointly purchase excess insurance and administrative and other services including claims adjusting, data processing, risk management consulting, loss prevention, legal and related services.

It is also the purpose of this Agreement to provide, to the extent permitted by law, for the inclusion at a subsequent date of such additional municipal corporations organized and existing under the Constitution or laws of the State of Washington as may desire to become parties to this Agreement and members of the Authority, subject to approval by the Board of Directors.

It is also the purpose of this Agreement to provide, to the extent permitted by law, that the Authority may, in the discretion of its Directors, contract with non-member Cities or other municipal corporations in the State of Washington to provide, at a reasonable charge, such non-member Cities or municipal corporations administrative and other services including claims adjusting, data processing, risk management consulting, loss prevention and training.

ARTICLE 3

Parties to Agreement

Each party to this Agreement certifies that it intends to and does contract with all other parties who are signatories of this Agreement and, in addition, with such other parties as may later be added to and signatories of this Agreement pursuant to Article 19. Each party to this Agreement also certifies that the deletion of any party from this Agreement, pursuant to Articles 20 and 21, shall not affect this Agreement nor such party's intent to contract as described above with the other parties to the Agreement then remaining.

ARTICLE 4

Term of Agreement

This Agreement shall become effective on January 1, 1981, and shall continue for not less than three years until and unless terminated as hereinafter provided.

ARTICLE 5

Creation of Authority

Pursuant to Ch. 48.62 RCW, the debts, liabilities and obligations of the Authority shall not constitute debts, liabilities or obligations of any party to this Agreement.

ARTICLE 6

Powers of Authority

(a) The Authority shall have the powers common to Cities and is hereby authorized to do all acts necessary for the exercise of said common powers, including, but not limited to, any or all of the following:

- (1) To make and enter into contracts;
- (2) To incur debts, liabilities or obligations;
- (3) To acquire, hold or dispose of property, contributions and donations of property, funds, services and other forms of assistance from persons, firms, corporations and governmental entities;
- (4) To sue and be sued in its own name; and
- (5) To exercise all powers necessary and proper to carry out the terms and provisions of this Agreement, or otherwise authorized by law.

(b) Said powers shall be exercised pursuant to the terms hereof and in the manner provided by law.

ARTICLE 7

Board of Directors

(a) The Authority shall be governed by the Board of Directors which is hereby established and which shall be composed of one representative from each Member City who is an employee or official of that City, as appointed by the City Council, Commission, or appointing official of that City. Each City Council, Commission, or appointing official in addition to appointing a member of the Board, shall appoint at least one alternate who also shall be an officer or employee of that City. The alternate appointed by a City shall have the authority to attend, participate in and vote at any meeting of the Board when the regular member for whom he or she is an alternate is absent from said meeting.

(b) Each member or alternate of the Board shall be appointed for a one year term and until a successor is appointed. Each member or alternate shall serve at the pleasure of the City by which he or she has been appointed as long as he or she is an officer or employee of the City.

(c) Each member of the Board shall have one vote.

ARTICLE 8

Powers of the Board of Directors

The Board of Directors of the Authority shall have the following powers and functions:

(a) The Board may elect from its members, pursuant to Article 10 of this Agreement, an Executive Committee to which it may give authority to make and implement any decisions, including those involving the administration of the Authority, except those decisions that would require an amendment of this Agreement, under Article 26 herein.

(b) The Board may review all acts of the Executive Committee, and shall have the power to modify and/or override any decision or action of the Executive Committee upon a majority vote of the entire Board of Directors.

(c) The Board shall review, modify if necessary, and approve the annual operating budget of the Authority.

(d) The Board shall receive and review periodic accounting of all funds under Article 14 and 15 of this Agreement.

(e) The Board shall have the power to conduct on behalf of the Authority, all business of the Authority which the Authority may conduct under the provisions hereof and pursuant to law.

(f) The Board shall determine and select a Joint Protection Program for the Authority.

(g) The Board shall determine and select all necessary instruments of coverage to carry out the Joint Protection Program of the Authority.

(h) The Board shall have the authority to contract for or develop various services for the Authority, including, but not limited to claims adjusting, loss control and risk management consulting services.

(i) The Board shall appoint an Executive Director of the Authority and shall receive and act upon reports of the Executive Director.

(j) The Executive Director shall have the power to hire such persons as the Board authorizes for the administration of the Authority, including the "borrowing" of management-level employees from one or more of the Member Cities to assist in the development phase of the Joint Protection Program of the Authority, subject to the approval of the Member City. Any Member City whose employee is so "borrowed" according to this provision shall be reimbursed by the Authority for that employee's time spent or services rendered on behalf of the Authority.

(k) The Executive Director shall have the general supervisory control over the day-to-day decisions and administrative activities of the Authority.

(l) The Board shall have such other powers and functions as are provided for in this Agreement, including, but not limited to, the power to authorize the contracts with non-member Cities or municipal corporations and the "Authority", to provide services to such non-members as set forth in Article 2, upon such terms and conditions as the Director shall decide appropriate.

ARTICLE 9

Meetings of the Board of Directors

(a) **Meetings.** The Board shall provide for its regular, adjourned regular and special meetings; provided, however, that it shall hold at least one regular meeting annually.

(b) **Minutes.** The Board of the Authority shall cause minutes of regular, adjourned regular and special meetings to be kept and shall, as soon as possible after each meeting, cause a copy of the minutes to be forwarded to each member of the Board and to each City.

(c) **Quorum.** A majority of the members of the Board shall constitute a quorum for the transaction of business, except that less than a quorum may adjourn from time to time. A vote of the majority of those members present at a meeting shall be sufficient to constitute action by the Board.

ARTICLE 10

Executive Committee

The Board of Directors may appoint at any time of the year during a Board meeting an Executive Committee of the Board of Directors which shall consist of an odd number of not less than five nor more than nine members, as determined by the Board of Directors. Two of the members of the Executive Committee shall be the President of the Board of Directors, and the Vice President of the Board of Directors; the remainder of the members, after their original election, shall be elected by the Board of Directors at the same time the officers of the Board are elected in January of each calendar year. The President of the Authority, or the Vice President in his or her absence, shall serve as the Chairperson of the Executive Committee. The Board of Directors may delegate any of the powers of the Board as outlined in Article 8 to the Executive Committee and may establish and delegate any other powers and duties the Board deems appropriate.

ARTICLE 11

Officers of the Authority

(a) **President and Vice President.** The Board shall elect a President and Vice President of the Authority at its first meeting, each to hold office for one year term and until successor is elected. Thereafter in January of each succeeding calendar year, the Board shall elect or re-elect the President and Vice President for the ensuing year. In the event the President or Vice President so elected ceases to be a member of the Board, the resulting vacancy in the office of President or Vice President shall be filled at the next regular or special meeting of the Board held after such vacancy occurs. In the absence or inability of the President to act, the Vice President shall act as President. The President, or in his or her absence, the Vice President, shall preside at and conduct all meetings of the Board and shall be a member and the Chairperson of the Executive Committee.

(b) **Executive Director.** The Executive Director shall have the general administrative responsibility for the activities of the Joint Protection Program and shall appoint all necessary employees thereof.

(c) **Treasurer.** The Treasurer shall be appointed by the Board and shall be a person other than the Executive Director. The duties of the Treasurer are set forth in Article 14 and 15 of this Agreement.

(d) **Attorney.** The Board of Directors shall select an attorney for the Authority. The attorney may be, but is not required to be, a City Attorney, from a Member City. In the event the attorney is precluded from acting because of a conflict of interest or legal impediment, or for other good reason, the Board may employ independent counsel as the attorney for the Authority. The attorney shall serve at the pleasure of the Board of Directors.

ARTICLE 12

Coverage

(a) The coverage provided for Member Cities by the Authority shall be defined by the Board and may allow or require protection for comprehensive liability, personal injury, errors and omissions, contractual liability, and such other areas of coverage as the State shall require or the Board shall determine.

(b) The Authority shall maintain a coverage limit for Member Cities determined by the Board of Directors to be adequate. The Board may arrange purchase of a group insurance policy for Member Cities interested in obtaining additional coverage above this limit, at an additional cost to those participating Cities.

(c) The Board may arrange for the purchase of any other insurance deemed necessary to protect the funds of the Authority against catastrophes.

ARTICLE 13

Development of the Joint Protection Program

(a) As soon as practicable after the effective date of this Agreement, but prior to the effective date of the Joint Protection Program, the Board of Directors shall adopt the Authority's Joint Protection Program, including the coverage provided for in Article 12, the amount of initial assessment, the precise cost allocation plan and formula, the pro forma financial statement of the Authority, and the amount and type of excess insurance which may be procured.

(b) The Joint Protection Program provided by the Authority shall extend to all city department operations except transit, aviation and hospitals, unless otherwise excluded by the Board of Directors.

(c) The initial assessment for each City shall be determined by the Board, in its discretion, based upon a fair formula which may consider, but not be limited to, total City worker hours, total City payroll, administrative experience of the City, the previous loss experience of the City, the liability risks of the City and the costs to the Authority of adding the City as a member.

(d) The cost allocation plan and formula adopted by the Board shall provide for an adjustment in the Member Cities' assessments at the end of the first year of operation, and annually thereafter, in order to produce an assessment for the following year for each City shall consider, but not be limited to, the following:

(1) That amount of losses borne individually by the City, as determined by the Board; and

(2) The City's share of pooled losses and other expenses, as determined by the Board; and

(3) The City's contribution to a catastrophe fund and reserves for incurred-but-not-reported losses, and amount of such fund and reserves to be determined by the Board.

(e) The Board may at any time make additional assessment adjustments to correct any fund deficit as the Board deems necessary to maintain the financial integrity of the Authority..

(f) The Board shall adopt criteria for determining each City's annual share of pooled losses, expenses and contribution to a catastrophe fund which may include the City's payroll as compared to the total payroll of all Member Cities, the City's individual loss experience, and such other criteria as the Board may determine to be relevant.

(g) The annual readjustment of the amount of assessment shall be made and notices for readjusted assessment amounts and the next year's assessments shall be distributed at least ninety (90) days prior to the close of each fiscal year. This assessment amount, together with any readjusted amount due under paragraph (c) above, shall be due and payable on or before fifteen (15) days after the beginning of the fiscal year.

(h) Inasmuch as some Member Cities may experience an unusual frequency of losses during a single fiscal year, which could increase their final assessment substantially for that year and cause budgetary problems, the Board may provide for payment of a portion of

such assessment to be made over a period of time, not to exceed three years, plus reasonable interest.

ARTICLE 14

Accounts and Records

(a) **Annual Budget.** The Authority shall annually adopt an operating budget, pursuant to Article 8(c) of this Agreement.

(b) **Funds and Accounts.** The Authority shall establish and maintain such funds and accounts as may be required by state law and proper accounting practices. Books and records of the Authority shall be in the hands of the Treasurer and shall be open to any inspection at all reasonable times by representatives of Member Cities.

(c) **Executive Director's Report.** The Executive Director, within one hundred and twenty (120) days after the close of each fiscal year, shall give a complete written report of all financial activities for such fiscal year to the Board and to each Member City.

(d) **Annual Audit.** The Board may provide for a certified, annual audit of the accounts and records of the Authority such audit shall conform to generally accepted auditing standards. When such an audit of the accounts and records is made by a Certified Public Accountant, a report thereof shall be filed as a public record with each of the Member Cities. Such report shall be filed within six (6) months of the end of the year under examination.

(e) **Costs.** Any costs of the audit, including contracts with, or employment of, Certified Public Accountants, in making an audit pursuant to this Article, shall be borne by the Authority and shall be considered included within the term "administrative costs".

ARTICLE 15

Responsibility for Monies

(a) The Treasurer of the Authority shall have the custody of and disburse the Authority's funds subject to Board approval. He or she shall have the authority to delegate the signatory function to such persons as are authorized by the Board.

(b) A bond in the amount set by the Board, as outlined by State RCW shall be required of all officers and personnel authorized to disburse funds of the Authority, such bond to be paid for by the Authority.

(c) The Treasurer's duties shall include:

(1) Receive and receipt for all money of the Authority and place it in the treasury to the credit of the Authority;

(2) Be responsible upon his or her official bond for the safekeeping and disbursement of all of the Authority's money so held by him or her;

(3) Pay, when due, out of money of the Authority so held by him or her, all sums payable on outstanding debts of the Authority;

(4) Pay any other sums due from the Authority money only upon request for payment signed by the President of the Board or the Executive Director. The Board may designate an alternate signature for each; and

(5) Verify the report in writing on the first day of July, October, January and April of each year to the Authority and to Member Cities the amount of money held for the Authority, the amount of receipts since the last report, and the amount paid out since the last report.

ARTICLE 16

Responsibilities of the Authority

The Authority shall perform the following functions in discharging its responsibilities under this Agreement:

(a) Provide coverage by whatever means and methods the Board deems appropriate, including but not limited to a self-insurance fund and commercial insurance, as well as excess coverage and umbrella insurance, by negotiation or bid, and purchase, as necessary.

(b) Assist Cities in obtaining insurance coverages for risks not included within the basic coverage of the Authority.

(c) Assist each City's assigned risk manager with the implementation of that function within the City.

(d) Provide loss prevention and safety and consulting services to Cities as required.

(e) Provide claims adjusting and subrogation services for claims covered by the Authority's Joint Protection Program.

(f) Provide loss analysis by the use of statistical analysis, data processing, and record and file-keeping services, in order to identify high exposure operations and to evaluate proper levels of self-retention and deductibles.

(g) Provide for Cities, as needed, a review of their contracts to determine sufficiency of indemnity and insurance provisions.

(h) Conduct risk management audits to review the participation of each City in the program. The audit shall be performed by the Executive Director, or, at the discretion of the Board, an independent auditor may be retained by contract to conduct the audits.

(i) The Authority shall have such other responsibilities as deemed necessary by the Board of Directors in order to carry out the purposes of this Agreement.

ARTICLE 17

Responsibilities of Member Cities

Member Cities shall have the following responsibilities:

(a) The City Council, Commission, or appointing official of each City shall appoint a representative and at least one alternate representative to the Board of Directors, pursuant to Article 7 of this Agreement.

(b) Each City shall appoint an employee of the City to be responsible for the risk management function within that City, and to serve as a liaison between the City and the Authority as to risk management.

(c) Each City shall maintain an active safety officer and/or committee, and shall consider all recommendations of the Authority concerning the development and implementation of a loss control policy to prevent unsafe practices.

(d) Each City shall maintain its own set of records, as a loss log, in all categories of loss to insure accuracy of the Authority's loss reporting system.

(e) Each City shall pay its assessment and any readjusted assessment promptly to the Authority when due. After withdrawal or termination, each City shall pay promptly to the Authority its share of any additional assessment and accrued interest at a rate determined by the Board when and if required of it by the Board under Article 22 or 23 of this Agreement.

(f) Each City shall provide the Authority with such other information or assistance as may be necessary for the Authority to carry out the Joint Protection Program under this Agreement.

(g) Each City shall in any and all ways cooperate with and assist the Authority, and any insurer of the Authority, in all matters relating to this Agreement and covered losses, and will comply with all by-laws, rules and regulations adopted by the Board of Directors.

ARTICLE 18

Interim Period and Effective Date of Program

(a) **Interim Period.** Once this Agreement has been initially signed, the estimated deposit charge for each City shall be developed and presented to each City by written notice. Each City shall have thirty (30) days from the receipt of such notice to withdraw from the Agreement.

After the end of this thirty (30) day period, and prior to December 1, 1980, each City's actual deposit charge shall be determined. Each City which signed the Agreement shall be bound thereby unless the actual deposit charge for the first year exceeds the estimated deposit charge in the written notice. If the actual deposit charge exceeds the estimated deposit charge, a Member City may nevertheless, elect to proceed with its participation in the Joint Protection Program by informing the Authority, in writing, of its decision to that effect.

(b) **Effective Date.** After each City's actual deposit charge for the first year has been determined, written notice to that effect shall immediately be given to all Cities. The Joint Protection Program shall become effective thirty (30) days from the date of such notice.

(c) **Joint Protection Program.** After this Agreement becomes effective, the Authority shall develop the details of the Joint Protection Program more fully described in Article 12 and 13 of this Agreement.

ARTICLE 19

New Members

After the effective date of the Joint Protection Program is established by the Authority, according to the provisions of Article 18, additional Cities shall not be permitted to become signatories to this Agreement, or to enter the Joint Protection Program, during the first year of operation. Following the first year of operation, the Authority shall allow entry in the program of new members approved by the Board at such time during the year as the Board deems appropriate. Cities entering under this Article will be required to pay their share of organizational expenses as determined by the Board, including those necessary to analyze their loss data and determine their assessment.

ARTICLE 20

Withdrawal and Cancellation

(a) City Withdrawal From Authority Membership

(1) A Member City may withdraw as a party to this Agreement pursuant to requirements of Article 18.

(2) A Member City which signs the Agreement and enters the Joint Protection Program pursuant to Article 18 may not withdraw as a party to this Agreement and as a member of the Authority for a three-year period commencing on the effective date of the Joint Protection Program, as determined by Article 18.

(3) After the initial three-year non-cancelable commitment to the program, a Member City may withdraw from membership only at the end of any fiscal year of the Authority, provided it has given the Authority twelve months prior written notice of its intent to withdraw from this Agreement. Such notice shall be hand carried or mailed to the offices of the Authority by certified mail.

(4) Withdrawal of membership will result in automatic cancellation of such Member City's participation in the Joint Protection Program, any excess insurance and any other programs offered by the Authority effective the date of withdrawal. Further, the Authority reserves the right to non-renew said withdrawing Member City's coverage in any Authority program during such City's notice period.

(b) Authority Termination of City Membership

(1) The Authority shall have the right to terminate any City's membership in the Authority at any time. Such Termination of Membership shall be upon a majority vote of the Board of Directors present at a full Board meeting where such motion for termination of membership is presented. A City's termination of membership shall become effective no later than sixty (60) days after the date such motion is passed, but in no event shall membership extend beyond the last day of coverage in the current Authority program in which said City is a participant.

(2) For purposes of this section, Membership in the Authority consists of a Member City's right to have a representative on the Board of Directors and to vote on Board matters, and the right to participate or receive coverage in any Joint Protection Program, self-insured retention or excess insurance program, and to utilize any Authority services or programs.

(3) The Authority shall notify a City in writing of its intent to vote on a motion for Termination of Membership of the City at least 30 days before the meeting at which the motion is to be voted upon. The notification shall include reasons for the proposed Termination of Membership. The affected City has the right to be represented at the meeting where the motion for Termination of Membership is to be voted upon and will be provided an opportunity to address the Board members present if they so choose.

ARTICLE 21

Cancellation of Coverage

(a) The Authority shall have the right to cancel any Member City's participation in any coverage program offered by or through the Authority. The terms of such cancellation of coverage will be specified in each of the coverage documents for the Authority's various programs, except that excess coverage in any program shall automatically cancel effective the date of cancellation of its self-insured coverage. Further coverage in all Authority programs shall cease effective the date of Member City's voluntary withdrawal of membership from the Authority.

(b) The Authority may cancel any Member City's participation in any coverage program offered by or through the Authority without termination of the Member City's membership in the Authority. However, any City whose Membership in the Authority has been terminated pursuant to Article 20(B) shall automatically be canceled from participation in all coverage programs offered by or through the Authority as of the effective date of termination of membership.

ARTICLE 22

Effect of Withdrawal

(a) The withdrawal of any City from this Agreement shall not terminate the same and no City by withdrawing shall be entitled to payment or return of any assessment, consideration of property paid, or donated by the City to the Authority, or to any distribution of assets.

(b) The withdrawal of any City after the effective date of the Joint Protection Program shall not terminate its responsibility to contribute its share of funds to any fund or program created by the Authority until all claims, or other unpaid liabilities, covering the period the City was signatory hereto have been finally resolved and a determination of the final amount of payments due by the City or credits to the City for the period of its membership has been made by the Board of Directors. In connection with this determination, the Board may exercise similar powers to those provided for in Article 23(c) of this Agreement.

ARTICLE 23

Termination and Distribution

(a) This Agreement may be terminated any time during the first three noncancelable years by the written consent of all Member Cities, and thereafter by the written consent of three-fourths of the Member Cities; provided, however, that this Agreement and the Authority shall continue to exist for the purpose of disposing of all claims, distribution of assets and all other functions necessary to wind up the affairs of the Authority.

(b) Upon termination of this Agreement, all assets of the Authority shall be distributed only among the parties that have been Members of the Joint Protection Program, including any of those parties which previously withdrew pursuant to Article 20 or 21 of this Agreement, in accordance with and proportionate to their cash (including assessment) payments and property (at market value when received) contributions made during the term of this Agreement. The Board shall determine such distribution within six months after the last pending claim or loss covered by this Agreement has been finally disposed of.

(c) The Board is vested with all powers of the Authority for the purpose of winding up and dissolving the business affairs of the Authority. These powers shall include the power to require Member Cities, including those which were Member Cities at the time the claim arose or at the time the loss was incurred, to pay their share of any additional amount of assessment deemed necessary by the Board for final disposition of all claims and losses covered by this Agreement. A City's share of such additional assessment shall be determined on the same basis as that provided for annual assessments in Article 13(d) and (e) of this Agreement, and shall be treated as if it were the next year's annual assessment for that City, subject to the limits described in Article 13(h) of this Agreement.

ARTICLE 24

Provisions for By-Laws and Manual

As soon as practicable after the first meeting of the Board of Directors, and within the first twelve months of the Authority's existence, the Board shall cause to be developed Authority By-Laws and a policy and procedure manual to govern the day-to-day operations of the Authority. Each Member City shall receive a copy of any By-Laws, policy statement or manual developed under this Article.

ARTICLE 25

Notices

Notices to Member Cities hereunder shall be sufficient if mailed to the office of the City Clerk of the respective Member City.

ARTICLE 26

Amendment

This Agreement may be amended at any time by the written approval of two-thirds of all City Councils or Commissions of Cities signatory to it, or by an amendment adopted in the manner provided for in the By-Laws.

ARTICLE 27

Prohibition Against Assignment

No City may assign any right, claim or interest it may have under this Agreement, and no creditor, assignee or third party beneficiary of any City shall have any right, claim or title to any part, share, interest, fund, assessment or asset of the Authority.

ARTICLE 28

Agreement Complete

The foregoing constitutes the full and complete Agreement to the parties. There are no oral understandings or agreements not set forth in writing herein.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by Authorized officials thereof on the date indicated in the appropriate Appendix.

ATTACHMENT D - WCIA MEMBERS

Aberdeen	Clyde Hill	Kelso
Anacortes	College Place	Kenmore
Arlington	Coupeville	Kennewick
Asotin	Covington	Kirkland
Auburn	Cowlitz 911	Kitsap 911
Bainbridge Island	Cowlitz-Wahkiakum	La Conner
Battle Ground	Council of Governments	Lacey
Benton City	Des Moines	Lake Forest Park
Bonney Lake	Duvall	Lake Stevens
Bothell	eCity Gov Alliance	Lake Stevens Sewer
Bremerton	Edgewood	District
Brewster	Edmonds	Lakewood
Brier	Ellensburg	Leavenworth
Burien	Elma	Liberty Lake
Burlington	Enumclaw	Long Beach
Camas	Everson	Longview
Cashmere	Federal Way	LOTT Clean Water
Centralia	Ferndale	Alliance
Chehalis	Fife	Lynden
Chelan	George	Lynnwood
Cheney	Goldendale	Mabton
Clark Regional	Grandview	Maple Valley
Emergency Services	Grays Harbor	Marysville Fire District
Agency	Communications Center,	Mason County
Clarkston	E9-1-1	Emergency
Cle Elum	Hoquiam	Communications
	Issaquah	Mattawa

ATTACHMENT D - WCIA MEMBERS

McCleary	Ocean Shores	Seattle Southside
Medical Lake	Olympia	Regional Tourism Authority
Mercer Island	Olympia Metropolitan Park District	Selah
Metropolitan Park District of Tacoma	Olympic View Water and Sewer District	Sequim
Mill Creek		Shelton
Millwood	Orting	Shelton Metropolitan Park District
Milton	Othello	Shoreline
Monroe	Pasco	Silver Lake Water and Sewer District
Monroe Transportation Benefit District	Pasco Public Facilities District	Skagit 9-1-1
Moses Lake	Port Angeles	Skagit Council of Governments
Mount Vernon	Port Townsend	Snohomish
Mountlake Terrace	Poulsbo	Snohomish County 911
Mukilteo	Pullman	Snoqualmie
Multi Agency Communications Center	Pullman Metropolitan Park District	South Correctional Entity (SCORE)
Newcastle	Pullman-Moscow Regional Airport Board	South Sound 911
NORCOM	Puyallup	Spokane Regional Emergency Communications
Normandy Park	Regional Crisis Response Agency	Spokane Valley
Normandy Park Metropolitan Park District	Richland	Stanwood
North Bonneville	Ridgefield	Steilacoom
Northshore Park and Recreation Service Area	Royal City	Stevenson
Northshore Utility District	Sammamish	Sumas
Oak Harbor		

ATTACHMENT D - WCIA MEMBERS

Sumner	Warden
Sumner Transportation Benefit District	Washington Multi-City Business License & Tax Portal Agency
Sunnyside	Washougal
Three Rivers Regional Wastewater Authority	Water Operating Board
Thurston 9-1-1 Communications	Wenatchee
Thurston Public Utility District	West Richland
Thurston Regional Planning Council	Westport
Toppenish	WHITCOM 911
Tukwila	William Shore Memorial Pool District
Tukwila Pool Metropolitan Park District	Woodinville
Tumwater	Woodway
Tumwater Metropolitan Park District	Yakima Valley Conference of Governments
Union Gap	Yarrow Point
University Place	Zillah
Valley Communications Center	
Valley Regional Fire Authority	
Walla Walla	
Walla Walla Valley Metropolitan Planning Organization	

Washington Cities Insurance Authority

Member Governed Risk Protection for Cities

Presented to the City of Redmond

By

Ann Bennett, Executive Director

Why Cities Choose WCIA

- Interlocal, non-profit risk pool serving over 165 members
- Over \$220 million in assets providing long term stability
- Member governed
- Comprehensive coverages
- Strong emphasis on loss prevention, training and partnership



Member Owned Member Driven

- Governed by a board of directors made up entirely of members
- Transparent, stable and predictable pricing
- Coverage decisions made locally with clear appeal rights
- Claims, training and risk management aligned to municipal realities
- Member required participation in training, risk management and stewardship designed to protect the pool-COMPACT



Coverage Built for Cities

- Liability (required)
 - Cyber & Information Security (included)
 - Pollution Premises Liability (included)
- Property & Auto Damage (optional)
- Equipment Breakdown (optional)
- Crime and Fidelity (optional)

More Than Insurance

- Pre-Defense and Risk Consulting legal assistance before decisions are made
- Dedicated WCIA Risk Management Representative
- Comprehensive training and education
- Risk reduction grants



Claim Partnership

- In-House municipal-focused claim and litigation handling with control in all coverage layers
- 24/7 Emergency Response
- Trial attorneys with municipal law expertise
- Collaborative approach with members

Investing in Your People and Your City

- Comprehensive on-site, regional and on-line training
- Reimbursements for certifications and accreditations
- Grants focused on risk reduction
- Support for staff development to reduce risk

Pricing and Coverages

WCIA Coverage:	12/01/2026 Through 12/31/2027
Liability \$0 deductible	\$2,608,043
\$250,000 deductible	\$1,869,967
Cyber Insurance	Included
Pre-Defense Review	Included
WCIA Training and Education	Included
WCIA Risk Management and Consultations	Included
Property - \$50,000 Deductible	\$831,766
Automobile Physical Damage - \$25,000 Deductible	\$64,973
Equipment Breakdown Various Deductibles apply	Approx. \$25,000
Crime/Fidelity (estimate only)	Subject to underwriter review and approval, Approx. \$5,000
Total Cost (\$0 deductible)	\$3,534,782
\$250,000 Liability Deductible	\$2,796,706

Coverage herein based on WCIA's current 2026 coverage and may be subject to change for 2027. Liability pricing will not change, the property and auto physical damage pricing is based off the current reported values and any changes made to the reported values will impact the pricing.

Liability coverage required for membership. Other coverage optional for the City.

Liability

Policy Form	100% Occurrence (not claims made)
Automobile Liability General Liability Errors or Omissions Liability Law Enforcement Liability Employment Practices Liability Employee Benefit Liability Stop Gap	\$20,000,000 Limits each Occurrence Subject to Aggregates and Sub-limits below Additional limits can be individually purchased
Deductible Per Occurrence: \$0	Annual Cost: \$2,608,043
<i>Liability costs are based on 1,272,216 reported worker hours.</i>	
\$25,000 Deductible	\$2,378,536
\$50,000 Deductible	\$2,268,998
\$100,000 Deductible	\$2,122,947
\$250,000 Deductible	\$1,869,967

Liability

LIABILITY LIMITS/ULTIMATE NET LOSS:

WCIA SELF-INSURED LAYER LIMIT:	\$5,000,000 PER OCCURRENCE
REINSURED LAYER G.E.M.:	\$3,000,000 PER OCCURRENCE
REINSURED LAYER Safety National:	\$5,000,000 PER MEMBER AND AGGREGATE (EXCEPT AL is limited to \$25M POOL AGGREGATE)
REINSURED LAYER Allied World, Inc:	\$6,000,000 PER MEMBER AND AGGREGATE (EXCEPT AL is limited to \$30M POOL AGGREGATE)
REINSURED LAYER Palomar:	\$1,000,000 PER MEMBER AND AGGREGATE (EXCEPT AL is limited to \$5M POOL AGGREGATE)

\$4,000,000 per occurrence limit and \$4,000,000 annual aggregate per member applying to Terrorism.

\$5,000,000 per occurrence limit and \$5,000,000 annual aggregate limit per member for Errors or Omissions Coverage arising out of the operations, ownership, maintenance or use of any airport.

\$5,000,000 per occurrence limit and \$5,000,000 annual aggregate limit per member for any liability arising out of Land-Use Planning and Land-Use Regulation, zoning, and any other land use and permitting process.

\$10,000,000 per occurrence per member for any loss, liability cost, damage, expense, fine or penalty of any insured resulting from or arising out of or related to directly or indirectly or in whole or in part to property damage or bodily injury caused by the gradual or sudden "Subsidence" of the earth.

DESCRIPTION OF COVERAGE: General Liability, Automobile Liability, Stop-Gap Coverage, Errors or Omissions Liability, Employee Benefits Liability, Employment Practices Liability, Prior Wrongful Acts, and Police Professional Liability Coverage.

Cyber

Cyber Insurance Coverage Included with Liability coverage	Member Limits	Retention
Security and Privacy Liability Regulatory Action	\$1,000,000 sublimit \$1,000,000 sublimit \$5,000,000 Pool Limit	\$100,000
Business Interruption	\$1,000,000 sublimit \$5,000,000 Pool Limit	18 Hours \$100,000
Privacy Event Services · Notifications to affected individuals · Identity theft call center assistance, identity restoration services, identity monitoring and victim cost reimbursement insurance	\$1,000,000 sublimit \$5,000,000 Pool Limit	\$100,000
Event Management · Forensic investigations · Cost of public relations or crisis management firm · Cost to restore, recollect or recreate electronic data · Cost to determine whether or not electronic data can be restored, recollected or recreated	\$1,000,000 Event Response \$1,000,000 Electronic Data \$5,000,000 Pool Limit	\$100,000

Cyber

Cyber Insurance Coverage	Member Limits	Retention
No separate charge included with liability		
Cyber Extortion Including Bitcoin Ransom coverage	\$100,000 or \$500,000 Subject to carrier review	\$100,000
Subject to carrier review	\$5,000,000 Pool Limit	
Cyberterrorism	Same as above	\$100,000
Coverage subject to completion of application and approval by insurance carrier.		
Pricing is included with the Liability coverage.		

Premises Pollution Liability

Premises Pollution Liability	Member Limits	Retention
No separate charge included with liability	\$2,000,000 each incident \$10,000,000 Pool Aggregate	\$100,000 each incident
New Conditions	\$2,000,000 each incident \$10,000,000 Pool Aggregate	\$100,000
Blanket Transportation	Same as above	\$100,000
Business Interruption	\$2,000,000 each incident \$10,000,000 Pool Aggregate	72 Hours waiting period
Locations must be scheduled with WCIA. Blanket coverage added for all members' right of ways, streets & roads, retention ponds, sidewalks, and all stormwater facilities including drains. Pricing is included with the Liability coverage.		

Property Coverage

Coverage	Limits
Per Occurrence All Other Perils	\$400,000,000 each occurrence
Earthquake	\$250,000,000 each occurrence and Pool Aggregate. Limits are shared amongst all Members. Deductible – 2% of values suffering a loss subject to a shared \$250,000 minimum per occurrence.
Flood	\$150,000,000 each occurrence and Pool Aggregate. Except \$75,000,000 in FEMA Zones A/V. Deductible – 3% of values subject to a minimum \$250,000 per occurrence except for Flood Zones A/V \$500,000 minimum.
Business Interruption	\$10,000,000 each occurrence
Extra Expense	\$25,000,000 each occurrence
Transit/Off Premises	\$10,000,000
Electronic Data Processing	Included (no Sub-limit)
Contractors Equipment (Inland Marine)	Included (no Sub-limit)
Valuable Papers	Included (no Sub-limit)
Fine Art	Unscheduled: \$2,500,000 Scheduled: Included (no sub-limit subject to policy limits)
Increased Cost of Construction	\$25,000,000
Off Premises Service Interruption	\$25,000,000

Property Coverage

Coverage	Limits
Per Occurrence All Other Perils	\$400,000,000 each occurrence
Scheduled Landscaping	\$5,000,000
Terrorism Certified and Non-Certified	\$100,000,000
All Risk Basic Deductible (Other than flood & earthquake)	Member's Choice <i>see table below</i>
Cost is based on reported values of \$464,775,900. Coverage is for replacement cost except for vacant building which is actual cash value with no co-insurance penalties. WCIA conducts property appraisals on all structures valued at or above \$225,000 (paid for by WCIA).	

Deductible	Annual Assessment
\$1,000	\$1,756,467
\$5,000	\$1,375,435
\$25,000	\$947,935
\$50,000	\$831,766

Auto Physical Damage

Automobile Physical Damage

Coverage valuation: Actual Cash Value (ACV) and/or Replacement Cost*

Replacement Cost available for all vehicles valued \$50,000 or greater.

Comprehensive & Collision Coverage

Deductible: **Member choice** (see pricing options below based on reported values of \$16,332,507)

Waive deductible for glass repair, fire and lightning damage to scheduled vehicles.

Replacement Cost Coverage Option*

Replacement cost coverage option available for vehicles with replacement cost values of \$50,000 or greater. Members elect which vehicles have replacement cost coverage. Same rates as Actual Cash Value (ACV) coverage, however the cost is higher due to the increased valuation of the vehicles.

Deductible	Annual Assessment
\$500	\$ 413,740.88
\$1,000	\$ 281,650.28
\$5,000	\$ 209,015.77
\$25,000	\$ 64,973

Equipment Breakdown

COVERAGE ITEM	LIMITS / DETAILS
Equipment Breakdown (incl. Property Damage)	\$100,000,000
Business Interruption / Business Income	\$10,000,000
Extra Expense	\$1,000,000
Hazardous Materials Sublimit	\$500,000
Objects Covered	Mechanical, electrical, and pressurized equipment Locations must be scheduled with WCIA
Standard Deductible	\$10,000 combined (all coverages)
Special Equipment Deductibles	\$25 per KW – Turbine Generators (min. \$50,000) \$25 per HP – Motors, Pumps, Deep Well Pumps* \$2.50 per KVA – Transformers* \$25 per HP – A/C & Refrigeration Systems* \$25 per HP – ICEs & Generators ≥ 500 HP* *\$10,000 minimum
Carrier	Hartford Steam Boiler
Estimated Annual Cost	Approx. \$25,000

Crime & Fidelity

COVERAGE ITEM	LIMITS / DETAILS
Employee Dishonesty	\$2,500,000
Theft, Disappearance & Destruction	\$2,500,000
Faithful Performance of Duty	\$2,500,000
Computer Fraud	\$2,500,000
Employee Forgery and Alteration	\$2,500,000
Funds Transfer Fraud	\$2,500,000
Impersonation Fraud Coverage (\$50,000 Deductible)	\$250,000 sublimit
Blanket Basis All Employees Covered	
Deductible	\$10,000
Carrier	National Union
Estimated Annual Premium	\$5,000

WCIA Website



MEMBER LOGIN

Search...



ABOUT US

INSURANCE PROGRAMS

SERVICES

MEMBER RESOURCES



[Home](#) > Member Resources

Member Resources

Welcome to the Member Resources page. This section is a convenient place for WCIA Members to gain access to information and resources related to WCIA Membership.

Member Coverages

View member-only information about the following coverages [here](#):

Auto Physical Damage
Crime and Fidelity
Cyber
Equipment Breakdown



Help



Member Dashboards

Test Member Dashboard - Plan B

More

Data is current. Refresh Data

Claim Activity

Recent Claims		
Claim Number	Claimant	Date of Loss
21-0294	Rich Galekovich	02/23/2021
21-0293	Orting	02/19/2021
21-0292	Jennifer Schroedl - Prieto	06/21/2020
21-0291	Kristen Nelson	01/08/2021
21-0290	Bothell	02/13/2020
21-0289	Brenda Cruz-Magana	01/29/2021
21-0288	Nathan Burgess	01/31/2021
21-0287	David Anderson	02/16/2021
21-0286	Shelton	02/21/2021
21-0285	Marysville Fire District	02/13/2021

Recent Transactions

Claim Number	Transaction Date	Amount
20-1399	02/25/2021	-500.00
21-0293	02/25/2021	5,000.00
19-1244	02/25/2021	550.00
18-1591	02/25/2021	-100.00
18-1591	02/25/2021	-5,000.00
21-0178	02/25/2021	-900.00
20-1270	02/24/2021	-1,500.00
20-0863	02/24/2021	-50,000.00
20-0502	02/24/2021	1,420.90
20-1432	02/24/2021	-3,021.42

Report Listing

Report Name	Description
10 Year Auto Physical Damage Loss Report	10 Year Auto Physical Damage Loss Report
10 Year Liability Loss Report	10 Year Liability Loss Report Grouped by Department
10 Year Property Loss Report	10 Year Property Loss Report Grouped by Department

Instructions Link

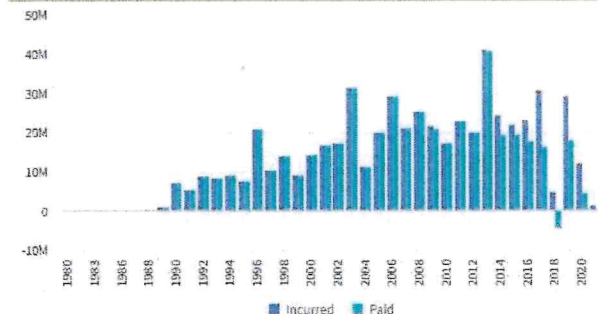
Please click on the link for Origami Member Auto and Property Schedule Instructions

Please click on the link for Auto Accident Form

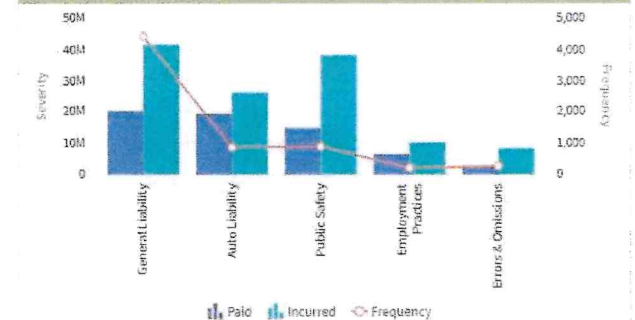
[Add Vehicle](#)
[Update Vehicle](#)
[Delete Vehicle](#)
[Add Property](#)

[Update Property](#)
[Delete Property](#)

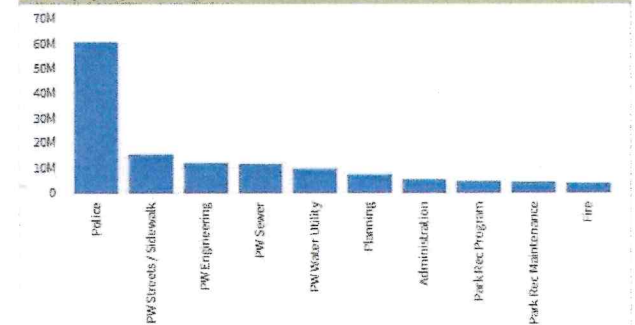
Yearly Financial Totals



Frequency and Severity 5 year



Severity by Department 6 years





COMPACT Requirements

- Organizational Attentiveness
 - Attend one of three Full Board Meetings
 - Pay annual assessments on time (Jan 31st)
 - Appoint a WCIA Delegate & Alternate
 - Report claims in a timely manner
 - Complete requests for underwriting data accurately and timely
- Educational Requirements
 - Attend three trainings
- 2026 Annual audit
 - Work with your assigned RM Rep to select from one of three options
- Annual Review
 - Coverage review (rates, deductibles, & special programs)
 - Property & Auto Schedules
 - Risk Profile and Loss Runs with specific direction toward trainings
 - COMPACT Status and Stewardship



www.wciapool.org

Washington Cities Insurance Authority
P.O. Box 88030
Tukwila, WA 98138
Phone: 206.575.6046
Fax: 206.575.7426

CITY OF REDMOND Current Coverage vs. WCIA

policy period 12/1/25 - 11/30/26

WCIA proposal

Coverage Description	Current Deductible	Current Cost
General Liability	250,000	\$2,323,040
Automobile Physical Damage	25,000	Included
Wrap + /Crime / Fidelity	25,000	\$ 4,820
Property / Inland Marine	100,000	\$ 419,177
Pre-defense review		n/a
Training and Education		limited
Risk Management broker services		\$ 47,500
Risk Management and Consultations		\$ 30,000
Equipment Breakdown (various deductibles apply)		n/a
Subtotal		\$2,824,537

WCIA Deductible	WCIA Cost
250,000	\$1,869,967
25,000	\$64,973
10,000	\$5,000
50,000	\$831,766
	included
	included
	n/a
	included
various	\$25,000
	\$2,796,706

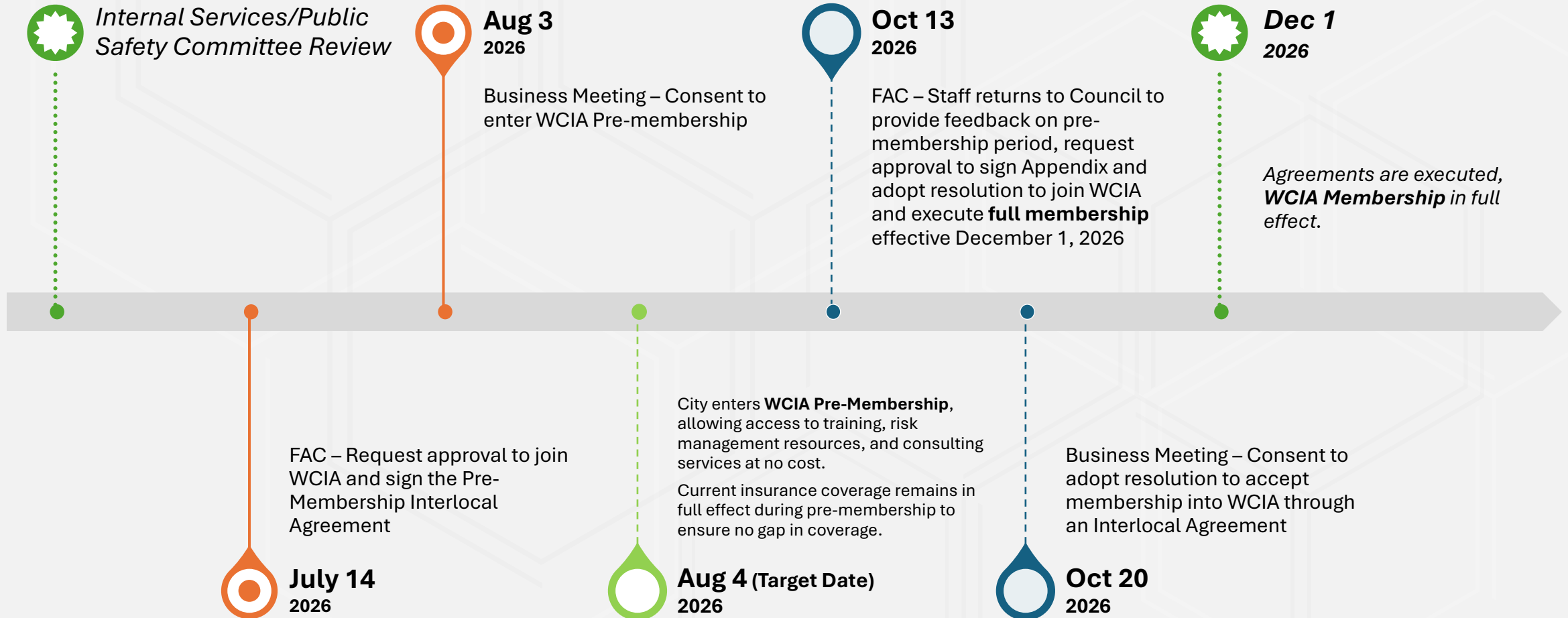
estimate

estimate

-1%

(\$27,831)

WCIA Membership Timeline





Memorandum

Date: 7/14/2026

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

File No. CM 26-407

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
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DEPARTMENT STAFF:

Finance	Haritha Narra	Deputy Finance Director
Finance	Hailey Zurcher	Financial Planning Manager

TITLE:

Budget Process Update: Long-Range Financial Strategy, Fiscal Policies, Budget Ground Rules, and Communications and Engagement Plan

OVERVIEW STATEMENT:

The Long-Range Financial Strategy and the Fiscal Policies documents are updated to reflect changing economic conditions, emerging community priorities, and best practices in municipal Finance. A Study Session is scheduled for July 28, and Finance staff would like to review the proposed discussion items to ensure the presentation is complete. Additionally, in preparation for upcoming Council budget deliberations in the fall, the Council budget review ground rules were provided in June for Council's review and approval to move forward to the consent agenda. Furthermore, as part of the budget process, a Communications and Engagement Plan for the 2027-2028 budget has been developed, and an overview will be provided.

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

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
City of Redmond Long-Range Financial Strategy
City of Redmond Fiscal Policies
- **Required:**
City policies require routine updates to the Long-Range Financial Strategy.
City and State policies require routine updates to the Fiscal Policies.
- **Council Request:**

N/A

- **Other Key Facts:**

The review and update process for the Long-Range Financial Strategy and Fiscal Policies is included in the biennial budget process. The current update is significant, and it is important to discuss the recommended changes with Council.

OUTCOMES:

The Long-Range Financial Strategy provides a forward-looking framework that forecasts revenues and expenditures over multiple years. It helps identify potential gaps, assess financial risks, and guide decision-making to maintain structural balance. Fiscal Policies establish the rules and standards that govern how financial decisions are made and implemented. The policies cover areas such as reserve levels, debt management, and revenue diversification. The discussion during the FAC meeting will be an opportunity to provide feedback to inform preparation for the July 28 Study Session.

Additionally, the Council budget review ground rules will be reviewed in preparation for adoption at an upcoming business meeting.

The 2027-2028 Budget Communications and Engagement Plan has been prepared to inform Council of the outreach and engagement efforts and methods being utilized as part of the budget development process.

Attachments will be provided to Council prior to the July 14 FAC meeting.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**

March-November 2026

- **Outreach Methods and Results:**

Focus Groups (community members, Board Members and Commissioners, and CBOs)

Budget Questionnaire (launched July 1, 2026)

Refreshed city webpages regarding the budget

Stickers, Yard Signs, Flyers, Utility Bill Inserts

Public Hearings for the Budget Process

News Releases

Social Media

Promotional Videos

City eNews & Other Newsletters

Focus Article

- **Feedback Summary:**

Focus group feedback will be presented to Council in September 2026.

Budget Questionnaire feedback will be presented to Council in the fall.

BUDGET IMPACT:

Total Cost:

N/A

Date: 7/14/2026

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

File No. CM 26-407

Type: Committee Memo

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
3/10/2026	Committee of the Whole - Finance, Administration, and Communications	Provide Direction
4/14/2026	Committee of the Whole - Finance, Administration, and Communications	Receive Information
4/14/2026	Study Session	Receive Information
5/12/2026	Committee of the Whole - Finance, Administration, and Communications	Receive Information
6/9/2026	Committee of the Whole - Finance, Administration, and Communications	Provide Direction

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
7/28/2026	Study Session	Provide Direction

Time Constraints:

The final Long-Range Financial Strategy and Fiscal Policies documents will be proposed for approval as part of the budget adoption packet in November.

ANTICIPATED RESULT IF NOT APPROVED:

The City will continue to utilize the existing Long-Range Financial Strategy and Fiscal Policies.

Date: 7/14/2026

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

File No. CM 26-407

Type: Committee Memo

ATTACHMENTS:

N/A



Memorandum

Date: 7/14/2026

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

File No. CM 26-431

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
Technology and Information Services	Michael Marchand	425-556-2173

DEPARTMENT STAFF:

Finance	Jay Freeland	Senior Business Systems Analyst
Technology and Information Services	Wanda Norman	Technology Project Manager
Technology and Information Services	Carmen Hall	Technology and Information Services PMO Manager

TITLE:

Finance BTIP Projects Update

OVERVIEW STATEMENT:

Council will be provided with an update on two Finance BTIP projects: the Annual Comprehensive Financial Report (ACFR) and the KeyBank Automated Payables Project. The update will provide overviews of both projects, status updates, and highlights of each. The ACFR project update will cover ROI, and the KeyBank Automated Payables Project update will feature the upcoming project communication plan with vendors, along with a prototype of the new City Council Check Register Report.

☒ **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:**

Finance and TIS provide periodic updates to Council regarding BTIP projects.

OUTCOMES:

Annual Comprehensive Financial Report (ACFR)

The ACFR is a detailed set of financial statements for the State of Washington that complies with the accounting standards set by the Governmental Accounting Standards Board (GASB). The City adopted Gravity/Clear Gov Software's ACFR builder to reduce manual work in preparing this report. It delivers financial savings, operational improvements, and most importantly risk reduction for the annual SAO audit process. Gravity/ClearGov implementation is complete, and the City has already begun realizing measurable financial and operational efficiencies.

- The City avoided the previously budgeted external consultant expense of \$45,000 for the 2025 audit cycle.
- More than 280 staff hours have been saved through automation of processes that were previously completed manually.

Looking ahead, ongoing staff time savings are projected to reach or exceed 520 hours annually as adoption stabilizes, the City will no longer need consultant audit preparation costs in future years, and savings will offset a significant portion of the system's yearly subscription cost, improving long term budget predictability.

KeyBank Automated Payables Project

The KeyBank Automated payables project outsources the AP check run payments to KeyBank and modernizes the City's payment process for vendors. This process change ensures the City is timely with vendor payment, and it offers a more modern, convenient, and secure payment method allowing vendors to receive payments faster, and in a format that has been requested by vendors. With the new process, the City will send KeyBank a single file containing a combination of check and ACH payments, saving significant staff time and reducing expenses. As part of this project, a redesigned City Council check register report is also being developed.

Communications with vendors regarding AP automation are anticipated to begin in August 2026. Vendors will receive letters and emails as part of the ACH campaign by KeyBank and FIS, which will be encouraging vendors to switch from check to ACH payments. Details regarding upcoming communications are provided in the Community/Stakeholder Outreach and Involvement section of this memo.

Council is receiving a briefing about the upcoming communications plan in case any vendor questions are directed to Council. Council can pass along any vendor communications to Finance staff via finance@redmond.gov <<mailto:finance@redmond.gov>>.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**

KeyBank Automated Payables go-live is currently anticipated to be Q3 2026, with communications anticipated for mid/end of August. Once a go-live date is finalized, communications will be initiated one month prior to go-live, with additional communications two weeks prior to go-live.

- **Outreach Methods and Results:**

- 1 Month Prior to Go-Live**

The City of Redmond will send letters and emails to all vendors. Vendors will be notified that the City is partnering with KeyBank and FIS Integrated Payables to offer ACH direct deposit payments and conduct outreach regarding this new service. The letter and email will alert vendors that they will be contacted by FIS

Date: 7/14/2026

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

File No. CM 26-431

Type: Committee Memo

Integrated Payables in the coming weeks with enrollment instructions to register for ACH payments from the City. Vendors will also be informed that they can continue receiving paper checks if preferred. A notice and FAQ about the ACH change will also be posted on the city website.

2 Weeks Prior to Go-Live

FIS Integrated Payables will be contacting vendors via letters and emails offering vendors the opportunity to switch from check payments to ACH, along with providing enrollment instructions.

- **Feedback Summary:**

N/A

BUDGET IMPACT:

Total Cost:

N/A. Project update only. Costs have been approved as part of BTIP in the 2025-2026 biennial budget.

Approved in current biennial budget:

☒ Yes

☐ No

☐ N/A

Budget Offer Number:

0000362 BTIP Projects - Strategic & Responsive

Budget Priority:

Strategic and Responsive

Other budget impacts or additional costs:

☐ Yes

☐ No

☒ N/A

If yes, explain:

N/A

Funding source(s):

BTIP

Budget/Funding Constraints:

N/A

☐ Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
4/8/2025	Committee of the Whole - Finance, Administration, and Communications <i>KeyBank Automated Payables Project</i>	Provide Direction
4/15/2025	Business Meeting <i>KeyBank Automated Payables Project</i>	Approve
5/13/2025	Committee of the Whole - Finance, Administration, and Communications <i>ACFR</i>	Provide Direction

Date: 7/14/2026

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

File No. CM 26-431

Type: Committee Memo

5/20/2025	Business Meeting <i>ACFR</i>	Approve
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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: Prototype of Redesigned City Council Check Register Report

Attachment B: KeyBank Automated Payables Project Communication Plan

CITY OF REDMOND
AP PAYMENT REGISTER
4/21/2026

KeyBank

Transaction #	Date Posted	Vendor Name	Description	Amount
1000000156	2/4/2026	AT&T Mobility (AKA: FirstNet)	January 2026 Services Planning	\$100.00
1000000157	2/4/2026	AT&T Mobility (AKA: FirstNet)	January 2026 Services - PW	\$150.00
1000000158	2/11/2026	SIMEON CRAN	Refund for Utility Bill overpayment.	\$4,000.00
1000000159	2/11/2026	Todd Miller	Overcharge of Leasehold Excise Tax	\$3,500.00
Total KeyBank Payments				\$7,750.00

Checks

Transaction #	Date Posted	Vendor Name	Description	Amount
16534	02/04/2026	A&M Tree Service NW Inc	Tree Work per attached scope and quote - Farrel-McWhirter	\$9,999.66
16535	02/04/2026	Absher Construction Company	CC#9985 Redmond Senior and Community Center MM Retain PO-121	\$10,058.22
16536	02/04/2026	Aloft Redmond	CC 11020 - Facility Rental/Food & Beverage Service for Janua	\$3,757.80
16537	02/04/2026	Asian Counseling and Referral Service	CC 10754 - 2025-2026 human services contract	\$6,508.50
16538	02/04/2026	Assistance League of The Eastside	CC 10722 - 2025 human services contract	\$2,212.00
16539	02/04/2026	Auto Chlor System of Washington	RSCC dishwash supplies \$204/4 weeks, for a total of 2 years	\$237.64
16540	02/04/2026	AVI-SPL LLC	City Attorney's Office - Total cost of design, equipment, in	\$18,865.07
16541	02/04/2026	Awad Technologies LLC, DBA iCode	CC 10758 - iCode Bellevue Camps and Classes	\$912.60
16542	02/04/2026	Bicycle Teacher	CC 10852 - Bicycle Teacher - Cycling Classes	\$312.00
16543	02/04/2026	Bode Technology	DNA Analysis - Bode Case No: HMP2577-0130	\$2,490.00
16544	02/04/2026	Bound Tree Medical	ALS Medical supplies	\$149.50
16545	02/04/2026	Bridge Disability Ministries	CC 10700 - 2025-26 human services contract	\$2,500.00
16546	02/04/2026	BrightSpark Early Learning Services	CC 10703 - 2025-26 human services contract	\$18,204.94
16547	02/04/2026	Bud Clary Ford/Hyundai	4 Patrol Vehicles - 2026 Ford Police Interceptor Utility (IC	\$104,442.80
16548	02/04/2026	Bullseye Creative Inc	CC 10640 - Bullseye Creative will assist the City with the E	\$14,250.00
16549	02/04/2026	Catalyst Workplace Activation	Employee nameplates and cubicle dots	\$258.62
16550	02/04/2026	Central Welding Supply Co Inc	Annual Propane Refills	\$71.88
16551	02/04/2026	CentriLogic Inc	CC 10720 - SQL Server Database Administration Managed Servic	\$8,285.00
16552	02/04/2026	Centro Cultural Mexicano	CC 10699 - 2025-26 human services contract	\$14,162.50
16553	02/04/2026	Chinese Information and Service Center	CC 10697 - 2025-26 human services contract	\$20,000.00
16554	02/04/2026	Cintas Corporation	Uniforms, Boots for FDMS	\$146.53
16555	02/04/2026	Clark Nuber PS	Progress billing on 2025 year-end close and full 1099 analys	\$2,822.40
16556	02/04/2026	Communities In Schools Of Greater King	CC 10698 - 2025-26 human services contract	\$10,000.00
16557	02/04/2026	Concur Technologies Inc	Concur ongoing costs for 2026 - Support Desk, Concur Expense	\$10,776.86
16558	02/04/2026	Consejo Counseling & Referral Service	CC 10709 - 2025-26 human services contract	\$2,575.00
16559	02/04/2026	Devos Excavating LLC	Retainage release for PO-003810	\$7,237.70
16560	02/04/2026	Electronic Business Machines	Plotter Maintenance Kit	\$129.83
16561	02/04/2026	Evergreen Social Impact	CC 10742 - Pride Across the Bridge 4th Qtr 2025	\$2,500.00
16562	02/04/2026	Fastenal Company	PPE FOR VENDING MACHINE AT MOCPW	\$364.95

16563	02/04/2026	Firefleet LLC	36month KME Fire Engine #2 Lease. Dealer Unit 11457, Vin 1F9	\$22,742.40
16564	02/04/2026	Genuine Parts Co. (DBA NAPA Auto	Shop Supplies for City of Redmond PW Fleet Division (00360)	\$2,449.60
16565	02/04/2026	Granicus	FOIA Module - Granicus FOIA 2026 Renewal	\$39,031.22
16566	02/04/2026	Harborview Medical Center	CC 10825 - 2025-26 Human Services Contract	\$3,312.50
16567	02/04/2026	HD Fowler Co Inc	water fittings	\$4,038.73
16568	02/04/2026	HDR Engineering Inc	Task Order 25-01 Water System Plan - Approval Process Suppor	\$1,323.75
16569	02/04/2026	Honey Bucket	Idylwood Park QTY 1 Standard Serviced 3x/Week Hand Sanitizer	\$654.96
16570	02/04/2026	Hopelink	CC 10911 - Transportation Demand Management Accessible TDM p	\$11,788.56
16571	02/04/2026	IKRON of Greater Seattle	CC# 10708 - 4th Qtr 2025 Behavioral Health Services	\$10,750.00
16572	02/04/2026	Immigrant Womens Community Center	CC 11050 - IWCC Emergency Assistance and Basic Needs Support	\$5,000.00
16573	02/04/2026	Intl Board of Credentialing and	Autism Awareness Training and certification for law enforcem	\$3,540.00
16574	02/04/2026	Ironclad Company	Elgin/Schwarze steel gutter brooms (88512)	\$5,053.01
16575	02/04/2026	Issaquah Honda Kubota	Equipment parts for Fleet	\$1,688.62
16576	02/04/2026	Keeney's Office Supply Inc	Office Paper for Police Department	\$1,341.60
16577	02/04/2026	Ken's Towing Inc	Towing Services for PW Fleet	\$152.35
16578	02/04/2026	KidsQuest Children's Museum	CC# 10710 - 4th Qtr 2025 Human Services (Noticias en Espanao	\$2,842.25
16579	02/04/2026	Kimbo Kreations Art	CC# 10764 -Watercolor classes for January 2026	\$1,417.00
16580	02/04/2026	KPFF Consulting Engineers	CC 10908 - Design Services for 156th Avenue Shared Use Path	\$25,454.98
16581	02/04/2026	Kroesen's Uniform Company	Uniform and Boots for ALS	\$407.27
16582	02/04/2026	Kurita America Inc	Public Safety Building Water Treatment Service and RCCMV Wat	\$646.48
16583	02/04/2026	Lake Washington Schools Foundation	CC 10702 - 4th Qtr 2025 human services contract Pantry Packs	\$6,235.75
16584	02/04/2026	Les Schwab Tire Centers of Washington	Tires, Service and Parts for Fire Department	\$3,562.94
16585	02/04/2026	Leverage Information Systems Inc	Teams Equipment for Mobile Command Center	\$4,938.47
16586	02/04/2026	Life Assist Inc	EMS supplies (BLS)	\$1,982.25
16587	02/04/2026	Little Arms Studios	10 License Renewal - Public Safety	\$3,500.00
16588	02/04/2026	Masons Supply Company	Concrete finishing and forming material	\$489.31
16589	02/04/2026	MSC Industrial Supply Co	Nuts, bolts and connectors	\$363.63
16590	02/04/2026	National Alliance For Mentally Ill (AKA: NAMI Eastside)	CC# 10706 - 4th Qtr 2025 Human Services (Community Mental He	\$3,422.50
16591	02/04/2026	National Barricade Co LLC	National Barricade for December 2025	\$1,462.26
16592	02/04/2026	Nelson-Reisner	Oil for FDMS	\$3,902.76
16593	02/04/2026	Northwest Hydraulic Consultants Inc	CC 10788 TO 25-02 - 95th Street Bridge Preliminary	\$4,585.75
16594	02/04/2026	Occupational Health Centers (AKA:	Employee Medical Exams and Tests	\$1,440.00
16595	02/04/2026	OnSite Environmental Inc	Laboratory analytical services - surface water monitoring pr	\$968.00
16596	02/04/2026	Open Doors for Multicultural Families	CC# 10711 - 4th Qtr 2025 Human Services	\$3,750.00
16597	02/04/2026	O'Reilly Auto Parts	Parts for Fire Department Fleet	\$1,241.69
16598	02/04/2026	Plymouth Housing Group	CC 10946 - memorandum of agreement to support reimbursement	\$30,601.47
16599	02/04/2026	Police Executive Research Forum	Darrell Lowe PERF Membership Dues, 2026 Renewal	\$575.00

16600	02/04/2026	Prime Electric LLC	Etionastlake Pole Knockdown. Demo Existing Pole/Install New	\$18,210.53
16601	02/04/2026	Public Health Institute	CC 10608 - Development of Residential Tree Giveaway Program	\$35,000.00
16602	02/04/2026	Public Safety Testing	Employment Testing for Redmond PD	\$840.00
16603	02/04/2026	Puget Sound Digital	CC 11054 - Speaker's Agreement for World Cup Event	\$2,500.00
16604	02/04/2026	Puget Sound Energy Inc	January 2026 Services	\$47,082.91
16605	02/04/2026	Rainout Line	Rainout Line Subscription	\$399.00
16606	02/04/2026	Renewal Food Bank	CC 10724 - Human services contract 4th Qtr 2025	\$7,439.00
16607	02/04/2026	River Oaks Communications Corporation	CC 10949 - Task Order # 25-01 Telecommunications Tower Work	\$1,102.50
16608	02/04/2026	Robert Half	HR Temporary Help - Payroll Pamela Gile	\$7,807.39
16609	02/04/2026	Seattle Automotive Distributing Inc	Auto Parts for City Fleet	\$564.50
16610	02/04/2026	SHI International Corp	Adobe Acrobat Pro for enterprise	\$225.50
16611	02/04/2026	Signarama Redmond	RCCMV - Optional Interior ADA / Wayfinding / Fire Safety Sig	\$4,781.43
16612	02/04/2026	South Correctional Entity (AKA: SCORE)	CC 7512-13 - Outside Health Services December 2025	\$2,678.11
16613	02/04/2026	Southwestern Petroleum Lubricants LLC	Two 55 Gallon Drums of Hydraulic Fluid #768	\$4,859.83
16614	02/04/2026	Sprague Pest Solutions	Monthly Rodent Service & Triannual Ant Treatment @ Farrel Mc	\$379.76
16615	02/04/2026	Staples Contract & Commercial Inc	Office Supplies for Police Department	\$358.96
16616	02/04/2026	State of Washington Tourism	CC# 11049 - 2026-2027 State of Washington Tourism Advertisin	\$5,015.06
16617	02/04/2026	Stericycle Inc	Shredding Services for Fire Admin Customer # 1000355873	\$222.94
16618	02/04/2026	Summit Law Group PLLC	Summit Webinars - Annual Subscription	\$552.00
16619	02/04/2026	Suppression Systems Inc	Annual Inspection of Fire Suppression at PSB Server Room	\$1,429.68
16620	02/04/2026	Techpower Solutions Inc	HP ZBook 8 G1i 14 inch laptop + carepack	\$3,627.74
16621	02/04/2026	The Berger Partnership PS	CC 11039 - World Cup Legacy Signage Project	\$4,500.00
16622	02/04/2026	Therapeutic Health Services	CC# 10744 - 4th Qtr 2025 Human Services	\$7,560.50
16623	02/04/2026	Toole Design Group LLC	CC 11047 - Consulting Services Agreement for Park System Sig	\$27,392.12
16624	02/04/2026	Tracy Durnell Consulting LLC	CC 10616 - Educational materials and a process map to provid	\$630.00
16625	02/04/2026	UniFirst First Aid + Safety	Multiple Locations First Aid Supply Invoices	\$116.11
16626	02/04/2026	Valley Electric Co of Mt Vernon Inc	Customer requested refund job canceled	\$3,551.05
16627	02/04/2026	Verathon Inc	Glide Scope Supplies for Fire ALS	\$1,735.78
16628	02/04/2026	Verizon Wireless	July 2025 Services	\$1,230.26
16629	02/04/2026	Vestis Services, LLC (FKA Aramark	Uniform and Mats Service - Fleet	\$168.77
16630	02/04/2026	Wave Electrical LLC	Electrical Services for FS # 12	\$19,629.12
16631	02/04/2026	WCP Solutions	Janitorial Supplies for Parks Operations Department	\$1,543.77
16632	02/04/2026	Wescom Communications	Calibration Services - Radios	\$220.80
16633	02/04/2026	Worldpac Inc	Auto Parts and Supplies for PW Fleet (R&M Supplies)	\$250.14
16634	02/04/2026	Xylem Dewatering Solutions Inc	Bypass Pump Monitoring	\$225.22
16635	02/04/2026	YWCA Seattle King Snohomish	CC# 10696 - 4th Qtr 2025 Human Services (Eastside Resident S	\$6,578.25
16636	02/04/2026	Zen Flower Studio	CC 10413 - Flower arranging classes offered monthly through	\$654.55
16637	02/04/2026	911 Supply Inc	Officer Uniforms and Supplies for Police Department	\$414.68
16638	02/04/2026	Bullseye Creative Inc	CC 11038 - 2-year estimate for Experience Redmond Advertisin	\$12,481.00

16639	02/04/2026	FCS Group	CC 10996 - Planning - Consulting Services Agreement for Park	\$4,296.25
16640	02/04/2026	Hydraulic Supply Company	Hydraulic Supply Co	\$180.77
16641	02/04/2026	OnSite Environmental Inc	Laboratory analytical services - surface water monitoring pr	\$726.00
16642	02/04/2026	Seattle's Finest Security & Traffic Control	Uniformed Police Office - Traffic Control	\$832.00
16643	02/04/2026	Smith Fire Systems Inc	MOC PW Bldg 1-6 - Annual Inspection of (2) Fire Extinguisher	\$56.00
16644	02/04/2026	Technical Systems Inc	SCADA repairs and maintenance at the City Location (Wastewat	\$441.60
16645	02/04/2026	Western Peterbilt LLC (DBA Dobbs	Shop Supplies	\$116.89
16646	02/04/2026	CenturyLink	January 2026 Services	\$222.60
16647	02/04/2026	City of Bellevue	4th Quarter Arch Contributions	\$73,497.50
16648	02/04/2026	Diana Slattery	Smart Rec Class cancellation	\$30.00
16649	02/04/2026	King County	Sewer Charges for February 2026	\$2,241,198.98
16650	02/04/2026	Manpower International Inc	Refund for unknown payment from Manpower International	\$2,264.86
16651	02/04/2026	Northwest AP Corp 2	Refund for completion of Drawings for Fabey Infill SITE-2021	\$2,500.00
16652	02/04/2026	Northwest AP Corp 2	Refund for completion of record drawings for Callen Infill S	\$2,500.00
16653	02/11/2026	911 Supply Inc	Officer Uniforms and Supplies for Police.	\$1,460.52
16654	02/11/2026	AmTest Inc	Drinking Water Lab Services	\$2,995.00
16655	02/11/2026	Assistance League of The Eastside	CC 10722 - 2025-2026 human services contract	\$2,397.00
16656	02/11/2026	Badgleys Landscape LLC	Landscape Services - Various Locations	\$12,872.99
16657	02/11/2026	BK Technologies Inc.	Wildland radio repairs	\$2,812.60
16658	02/11/2026	Blue Star Gas - Seattle	Fuel for MOC Fleet Division.	\$532.01
16659	02/11/2026	Cascade Columbia Distribution Co	Bulk Purchases and Delivery of Sodium Fluoride and Extra Coa	\$2,813.00
16660	02/11/2026	CDW Government LLC	DR Nutanix Cluster for Fire Station 17 - License Subscriptio	\$153,320.48
16661	02/11/2026	CentriLogic Inc	CC 10719 TIS - Data Governance & Strategy	\$3,400.00
16662	02/11/2026	Cintas Corporation	Uniforms, Boots for FDMS	\$145.58
16663	02/11/2026	Conway Shields Inc	Fire helmet shields	\$1,792.35
16664	02/11/2026	Cressy Door Company Inc	IFB 10821-24 - Blanket PO for repair and maintenance of gara	\$703.80
16665	02/11/2026	Dataquest LLC	Background Checks 2026-2027 - DataQuest Pre-employment - Bac	\$1,206.23
16666	02/11/2026	David Evans & Associates Inc	CC 11015 - Idylwood Park Parking Lot Expansion and Frontage	\$3,497.44
16667	02/11/2026	Diamond Parking Services LLC	CC 9355-4 - Contract Amendment WG001	\$11,878.59
16668	02/11/2026	Edward P Carolan	Disability Board Claim February 2026	\$1,130.10
16669	02/11/2026	Electronic Business Machines	2025 EBM Monthly Printer Maintenance and Support - All City	\$2,211.91
16670	02/11/2026	EMS Technology Solutions LLC (DBA	Software Renewal Annual Licenses, Maintenance and Fees (TIS-	\$9,794.64
16671	02/11/2026	Enthalpy Analytical LLC	WATER TESTING - LABWORK	\$723.63
16672	02/11/2026	Fire Protection Inc	Monthly Fire Alarm Monitoring - Various Locations	\$2,842.38
16673	02/11/2026	Firecom	wireless headset repairs (8 @ \$195 per repair)	\$1,722.24
16674	02/11/2026	Frank Mellquest (Disability Board Claim)	Disability Board Claim February 2026	\$2,196.00
16675	02/11/2026	Frank Mellquest (LEOFF-retirement)	January 2026 LEOFF1 Monthly Benefit	\$207.35
16676	02/11/2026	Galls LLC	ALS Uniforms	\$744.27
16677	02/11/2026	Genuine Parts Co. (DBA NAPA Auto	Shop Supplies for City of Redmond PW Fleet Division (00360)	\$61.19
16678	02/11/2026	George Penner	January 2026 LEOFF1 Monthly Benefit	\$1,253.84
16679	02/11/2026	Geosyntec Consultants, Inc.	Tree Removal near 9628 180th Ave NE, Redmond, Washington	\$3,366.59
16680	02/11/2026	HD Fowler Co Inc	water fittings	\$586.51

16681	02/11/2026	Heather LeRoss	CC 11040 - Writing Your Way to Joy (Creative Writing) 1/8/20	\$280.80
16682	02/11/2026	Heidelberg Materials	Concrete, Asphalt, Sand Materials for Streets Division	\$2,983.04
16683	02/11/2026	Honey Bucket	Farrel McWhirter Park QTY 1 ADA Serviced 2x/Week Hand Saniti	\$337.00
16684	02/11/2026	Hopelink	CC 10911 - Transportation Demand Management Accessible TDM p	\$18,754.24
16685	02/11/2026	Imagesource Inc	llinx SaaS 36 month. Quarterly Billing February - April 2026	\$28,980.00
16686	02/11/2026	Immigrant Womens Community Center	CC 11050 - IWCC Emergency Assistance and Basic Needs Support	\$5,000.00
16687	02/11/2026	Industrial Scientific Corp	iNet Gas Monitoring Subscription, for Fire Department 1/01/2	\$1,297.96
16688	02/11/2026	Keeney's Office Supply Inc	Copy paper for Fire	\$692.93
16689	02/11/2026	Kenneth F Koenig	Disability Board Claim February 2026	\$555.00
16690	02/11/2026	Kinderling Center	CC 10701 - 2026 human services contract (1/1/2026 - 6/30/202	\$15,515.00
16691	02/11/2026	LanguageLine Solutions	Translation Services for PD January 2026	\$1,251.86
16692	02/11/2026	Larry Gainer	Disability Board Claim February 2026	\$767.90
16693	02/11/2026	Lavon Watson	Disability Board Claim February 2026	\$202.90
16694	02/11/2026	Les Schwab Tire Centers of Washington	Tire Service for Fire Department	\$132.47
16695	02/11/2026	Life Assist Inc	EMS supplies (ALS)	\$790.01
16696	02/11/2026	LN Curtis & Sons	Small Tools - Fire Small Tools (NBU 60111)	\$5,850.45
16697	02/11/2026	Loomis	Armored Car & Courier Services 2026	\$1,575.62
16698	02/11/2026	Manatt Phelps & Phillips LLP	CC 10967 - Federal Lobbyist Professional services through 1/	\$10,000.00
16699	02/11/2026	MES Service Company LLC	Replaced hoses on compressor and fill station. Station 11 (I	\$1,333.69
16700	02/11/2026	Metro Elevator NW Inc	Monthly Maintenance for Redmond City Hall Car#1 and Car# 2,	\$4,008.64
16701	02/11/2026	Minuteman Press of Redmond	1,500 Professional 4 panel Brochure, Text Weight, 4/4, Bleed	\$2,264.20
16702	02/11/2026	Miriam Technologies	CC 8111-1 Utility Billing - Webcheck Utility and Lien Inform	\$386.40
16703	02/11/2026	National Association of City	NATCO Annual Membership 2026	\$10,500.00
16704	02/11/2026	National Testing Network Inc	CC 10984 - Annual NTN Membership for Fireteam Firefighter Te	\$1,500.00
16705	02/11/2026	Northwest Equine Veterinary Associates	Veterinary Services for farm animals	\$1,862.45
16706	02/11/2026	O'Reilly Auto Parts	Parts for Fire Department Fleet	\$245.44
16707	02/11/2026	Otak Inc	CC 10778 Task Order 25-01 - Preliminary environmental studie	\$17,239.63
16708	02/11/2026	Pacific Landscape Maintenance	Standard Maintenance for RTS Pedestrian January 2026	\$667.66
16709	02/11/2026	Pacific Modular LLC	Carpet Maintenance Service for December 2025 (Multiple Locat	\$10,930.00
16710	02/11/2026	Protiviti Government Services Inc	TIS Temp Services - IS Manager William Daniel Suiter	\$19,224.00
16711	02/11/2026	Rainier Title LLC	Title Report - Lake Wash Technical College	\$549.50
16712	02/11/2026	RCP26.com Badges	FIFA Bars and Coins (Order 11742)	\$7,276.74
16713	02/11/2026	Robert Half	TIS Temporary Help - Cassandra Thomas, HRIS Advisor	\$8,153.32
16714	02/11/2026	Sean Charles Farrier Service	Farrier Services for Farrell McWhirter Farm	\$1,350.00
16715	02/11/2026	SHI International Corp	Adobe Acrobat Pro for enterprise	\$119.15
16716	02/11/2026	Siemens Industry Inc	Security Monitoring Novelty Hill Operations Center 1/30/2026	\$446.00
16717	02/11/2026	Smith Fire Systems Inc	Water/Waste Water @ PW MOC loading dock - Annual Inspect Fir	\$1,984.00
16718	02/11/2026	Sprague Pest Solutions	Monthly Rodent Service & Triannual Ant Treatment @ FS 11	\$554.02
16719	02/11/2026	Staples Contract & Commercial Inc	Office Supplies for Police Department	\$29.74

16720	02/11/2026	Technical Systems Inc	SCADA repairs and maintenance at the City Location (Water)	\$805.92
16721	02/11/2026	Techpower Solutions Inc	HP 32in 4k Monitor + Carepack - 2x HP Series 7 Pro 31.5 inch	\$3,278.88
16722	02/11/2026	The Edge Advisory Group	CC 10728-1 FIRE Six-month consulting and coaching engagement	\$8,333.33
16723	02/11/2026	The Master's Touch LLC	CC9667-3 - Postage for Utility Billing January 2026	\$7,133.29
16724	02/11/2026	UniFirst First Aid + Safety	First Aid & AED Supplies @ Park Sites - Various Park Sites	\$1,636.44
16725	02/11/2026	Versaterm Public Safety US, Inc.	IAPRO-Cloud Hosting Cost	\$6,400.00
16726	02/11/2026	Vestis Services, LLC (FKA Aramark	Uniform and Mats Service - Fleet	\$116.43
16727	02/11/2026	Washington State Dept of Enterprise	Employee Training 01/15/26	\$280.42
16728	02/11/2026	Worldpac Inc	Auto Parts and Supplies for PW Fleet	\$218.04
16729	02/11/2026	Africans on the Eastside	CC 10725 - 2025-2026 human services contract	\$3,750.00
16730	02/11/2026	Amazon Web Services Inc	Amazon Web Services Monthly Billing	\$154.41
16731	02/11/2026	Bickford Motors Inc	Driver's side molding - Invoice 1309529 - Claim Number r0018	\$169.62
16732	02/11/2026	Catalyst Workplace Activation	Embody Desk Chair - CN122AWAA	\$1,461.83
16733	02/11/2026	CDW Government LLC	Smart Temp Monitors	\$914.84
16734	02/11/2026	Comcast Cable	Services removed. Remaining balance owed on account 8498 33	\$22.46
16735	02/11/2026	Copiers Northwest Inc	CC 10805 - City-Wide Mail Delivery Services, Monday - Thursd	\$7,628.15
16736	02/11/2026	Duo-Safety Ladder Corporation	Operating supplies for FDMS	\$99.91
16737	02/11/2026	Earthwork Solutions LLC	CC 11002 - Pavement Management & Utility Upgrades - NE 24th	\$56.65
16738	02/11/2026	East King County Soccer Referees	Referee services for soccer leagues in 2025 with East King C	\$969.28
16739	02/11/2026	Eaton Corporation	Eaton UPS Units Maintenance Renewal. Term: 2/4/2026 - 2/3/20	\$12,991.05
16740	02/11/2026	Evergreen Ford LLC	Parts and Supplies (Suppression)	\$138.73
16741	02/11/2026	Frederick's Appliance Center	Kitchen range replacement and delivery fee	\$1,465.83
16742	02/11/2026	Fury Site Works Inc	CC 10955 - Sidewalk Repairs - Avondale Way	\$212,240.15
16743	02/11/2026	Gordon Thomas Honeywell Governmental Affairs (AKA: GTHGA)	CC 8732 Additional funding to complete funding from Amendmen	\$6,450.27
16744	02/11/2026	HD Fowler Co Inc	water fittings	\$339.72
16745	02/11/2026	Helena's Cleaners	Police Dry Cleaning Services	\$363.66
16746	02/11/2026	IBS, Inc	Consumable supplies for FDMS - apparatus and parts supplies	\$252.35
16747	02/11/2026	Impact Recovery Systems Inc	TUFF CURBS P2-36WC-A00-GSA - OMEGAPOST, 2", 36" TALL, WHITE,	\$1,019.80
16748	02/11/2026	Lake Washington School District	Lake Washington School District Gym Facility Use 2025-2026	\$12,197.91
16749	02/11/2026	Occupational Health Centers (AKA:	Employee Medical Exams and Tests	\$673.00
16750	02/11/2026	Pacific Northwest Basketball Officials Association	CC 10998 - January 2026 Youth Basketball and Adult Basketbal	\$2,100.00
16751	02/11/2026	Perteet Inc	CC#10034 - Professional Services Agreement for the design ph	\$5,938.88
16752	02/11/2026	Precision Press	Printing Services - Redmond PD	\$2,174.88
16753	02/11/2026	Puget Sound Energy Inc	December 2025 Services	\$116,912.86
16754	02/11/2026	Republic Services	January 2026 Services	\$114.31
16755	02/11/2026	Robert Half	HR Temporary Help - Payroll Pamela Gile	\$2,832.16
16756	02/11/2026	Sammamish Plateau Water and Sewer	Services 12/31/2025 - 01/31/2026	\$210.96
16757	02/11/2026	South Correctional Entity (AKA: SCORE)	CC 7512-14 - Outside Health Services January 2026	\$154,092.43
16758	02/11/2026	Strategica, Inc.	CC 11011 - Business License Process, Policy and Compliance	\$24,930.00

16759	02/11/2026	T Mobile	SCADA System	\$69.09
16760	02/11/2026	Tanner Electric Cooperative	Services 12/27/2025 - 01/27/2026	\$636.44
16761	02/11/2026	The Master's Touch LLC	CC9667-3 - Printing and Mailing Services for Utility Billing	\$394.28
16762	02/11/2026	Union Hill Water Assn	January 2026 Services	\$710.74
16763	02/11/2026	Urban Sustainability Directors Network	2026 Urban Sustainability Directors Network Annual Member Du	\$2,059.00
16764	02/11/2026	Wifall Music and Arts	CC 10952 - Instructional Knitting Classes for Adults	\$643.50
16765	02/11/2026	Woodinville Water District	Services 11/17/2025 -01/20/2026	\$69.30
16766	02/11/2026	Ziply Fiber	January 2026 Services	\$17,775.12
16767	02/11/2026	Zoom Video Communications Inc	Zoom Video Communications 01/24/2026 - 02/23/2026	\$277.97
16768	02/11/2026	AT&T Mobility (AKA: FirstNet)	January 2026 Services Planning	\$5,270.55
16769	02/11/2026	AT&T Mobility (AKA: FirstNet)	January 2026 Services - PW	\$10,106.31
16770	02/11/2026	AT&T Mobility (AKA: FirstNet)	January 2026 Services	\$1,780.47
16771	02/11/2026	AT&T Mobility (AKA: FirstNet)	January 2026 Services - Finance	\$52.17
16772	02/11/2026	AT&T Mobility (AKA: FirstNet)	January 2026 Services - Council	\$723.74
16773	02/11/2026	AT&T Mobility (AKA: FirstNet)	January 2026 Services - HR	\$260.85
16774	02/11/2026	AT&T Mobility (AKA: FirstNet)	January 2026 Services - Parks	\$4,314.22
16775	02/11/2026	CASA ESTATES HOA	Refund for Utility Bill overpayment.	\$515.44
16776	02/11/2026	Cheng-Hao Kuo	Acceptance of Construction - Kuo Infill SITE-2023-03837	\$20,662.50
16777	02/11/2026	City of Bellevue	Redmonds share of 2025 costs for Transportation Forecast Mod	\$61,732.00
16778	02/11/2026	CLEAR VISION INVESTMENTS INC	Refund for Utility Bill overpayment.	\$307.85
16779	02/11/2026	DUANE BENDER	Refund for Utility Bill overpayment.	\$140.37
16780	02/11/2026	Enso Center	10760 - Enso Center Camps and Classes	\$190.40
16781	02/11/2026	KEVIN SMITH	Refund for Utility Bill overpayment.	\$103.07
16782	02/11/2026	King County	January 2026 Pet License	\$195.00
16783	02/11/2026	King County	Wastewater Treatment Billing 11/01/2025 - 1/31/2026	\$976.20
16784	02/11/2026	King County	DLS Road Services Project# 1121656 Invoice 147982-147982	\$436.59
16785	02/11/2026	King County	DAJD 01/01/2026 - 01/31/2026	\$7,840.36
16786	02/11/2026	King County EMS	King County overpaid FTI0000767 by \$40.00 (\$17,488.00 instea	\$40.00
16787	02/11/2026	LIA WHITE	Refund for Utility Bill overpayment.	\$542.91
16788	02/11/2026	NIKOLAY LARIN	Refund for Utility Bill overpayment.	\$61.33
16789	02/11/2026	PermitFlow Inc.	Refund for Duplicate Permit	\$2,055.04
16790	02/11/2026	Puspita Majumdar	Rental Damage Deposit Refund	\$50.00
16791	02/11/2026	SIMEON CRAN	Refund for Utility Bill overpayment.	\$354.68
16792	02/11/2026	Todd Miller	Overcharge of Leasehold Excise Tax	\$39.64
Total Checks:				\$4,210,227.45

Wire Transfers

Transaction #	Date Posted	Vendor Name	Description	Amount
JBN-000001730	02/04/2026	Premera Blue Cross	Medical Benefits 1/25/2026 - 1/31/2026	\$200,635.84
JBN-000001738	02/09/2026	Fidelity National Title Company of Washington Inc.	Easement Payment for Parcel# 221295-0032, Escrow Order# 2600	\$150,000.00
JBN-000001742	02/11/2026	Premera Blue Cross	Medical Benefits 2/01/2026 - 2/07/2026	\$252,802.44

Total Wire Transfers:**\$603,438.28****ACH Transfers**

Transaction #	Date Posted	Vendor Name	Description	Amount
JBN-000001726	02/04/2026	Gallagher Benefit Services Inc	Managed Payroll Services - Jan 18 to Jan 24 2026	\$9,168.75
JBN-000001726	02/04/2026	Penser NorthAmerica Inc	Claim Payment Check Register 1/23/2026 - 1/29/2026	\$10,449.97
JBN-000001741	02/11/2026	Gallagher Benefit Services Inc	Managed Payroll Services 01/25/26 - 01/31/2026	\$9,052.50
JBN-000001741	02/11/2026	Ogden Murphy Wallace PLLC	Retainer Services December 2025	\$35,690.90
JBN-000001741	02/11/2026	Penser NorthAmerica Inc	Claim Payment Check Register 1/30/2026 - 2/05/2026	\$33,426.03
Total ACH Transfers:				\$97,788.15

Cancelled *

Transaction #	Date Posted	Vendor Name	Description	Amount
13840	02/02/2026	Genuine Parts Co. (DBA NAPA Auto	Check issued on 9/10/2025	(\$698.70)
14696	02/03/2026	Stericycle Inc	Check issued on 10/22/2025	(\$222.94)
16445	02/04/2026	Issaquah Honda Kubota	Check issued on 1/28/2026	(\$15.16)
16572	02/05/2026	Immigrant Womens Community Center	Check issued on 2/4/2026	(\$5,000.00)
Total Cancelled:				(\$5,936.80)

Reversal

Transaction #	Date Posted	Vendor Name	Description	Amount
JBN-000001221	02/05/2026	Ogden Murphy Wallace PLLC	Reversal of payment for Invoice 906284	(\$27,358.90)
JBN-000001222	2/7/2026	Honey Bucket	Reversal of KeyBank payment KEYBANK-000000094	(\$749.00)
Total Reversals:				(\$28,107.90)

Grand Total:**\$4,885,159.18****Summary**

	Amount
02/04/2026 Total	\$250.00
KeyBank Payments	
02/11/2026 Total	\$7,500.00
KeyBank Payments	
02/04/2026 Total Checks	\$3,053,711.47
02/11/2026 Total Checks	\$1,156,515.98
WIRE	\$603,438.28
ACH	\$97,788.15
Cancelled	(\$5,936.80)
Reversal	(\$28,107.90)
Total	\$4,877,409.18

KeyBank Automated Payables Project Communication Plan

	Task Name	Notes	Start	Finish	Assigned To	Status
1	☐ City Communication Plan	City to send out 1 month prior to GO LIVE. FIS will follow with their Letters/Emails 2 weeks after City sends out their Letters/Emails.	04/01/26	09/25/26	Wanda Norman	In Progress
2	Project Request to Communications Office		04/01/26	04/01/26	Wanda Norman	Complete
3	Schedule Kickoff Meeting for Communications for Outsourcing Checks to Vendors		04/01/26	04/01/26	Wanda Norman	Complete
4	Kickoff Meeting for Communications for Outsourcing Checks to Vendors	Discuss communication channels below. Timeline should be discussed for how many days in advance of GO LIVE should you communicate this out to vendors.	04/06/26	04/09/26	Wanda Norman	Complete
5	Create and Finalize Internal and External Communication Plan		04/09/26	04/21/26	Ryan Hoover	Complete
6	Attain Approval on Communications Plan and Communications	4/21 - Kelley wants changes to these.	04/09/26	04/21/26	Kelley Cochran	Complete
7	☐ City Notification to Vendors for ACH Campaign	These are estimated Dates. Dates are contingent on GO LIVE Date.	08/14/26	08/19/26	Wanda Norman	Not Started
8	Post ACH Campaign and Partnership with KeyBank/FIS on CivicPlus Website	Need GO LIVE Date. This will be posted 30 days before GO LIVE	08/14/26	08/14/26	Ryan Hoover	Not Started
9	Send out Energov GOV Email Delivery to all Vendors except the ones already on ACH	Provide email list from Online systems to Ryan in .csv or .xls format These go out on Friday's This will be posted 30 days before GO LIVE	08/14/26	08/14/26	Ryan Hoover	Not Started
10	City Stories	This will be posted 30 days before GO LIVE	08/19/26	08/19/26	Ryan Hoover	Not Started
11	☐ Vendor Mgmt - Campaign Execution (timing flexible) This is the execution of the vendor management strategy. This occurs concurrent with other project activities.	Send out 2 weeks after City sends out their communications.	08/28/26	09/25/26	'FIS Vendor Management and City	Not Started
12	Letters/email to check vendors	Campaign runs for 4-6 weeks	08/28/26	09/25/26	'FIS Vendor Management and City	Not Started
13	Setup Vendor's who request ACH	Bulk pre-load of current vendors (2-3 days before first payments)	08/28/26	09/25/26	'FIS Vendor Management and City	Not Started
14	Bulk pre-load of current vendors (2-3 days before first payments)		08/28/26	09/25/26	'FIS Vendor Management and City	Not Started

**Dates are subject to change.*



Memorandum

Date: 7/14/2026

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

File No. CM 26-428

Type: Committee Memo

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

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Executive	Lisa Maher, Assistant Chief Operating Officer	425-556-2427
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DEPARTMENT STAFF:

Executive	Zach Houvener	Deputy - Equity & Strategic Services
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TITLE:

Respect, Equity, Diversity, and Inclusion (REDI) Program Update

OVERVIEW STATEMENT:

Staff will provide Council with an informational REDI program update. The update will cover the hiring of Theresa Lee, the new REDI Program Administrator, REDI Strategic Plan Implementation including initial reporting updates, and upcoming program activities.

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

REQUESTED ACTION:

☒ **Receive Information**

☐ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
Community Strategic Plan, REDI Strategic Plan, Redmond 2050
- **Required:**
N/A
- **Council Request:**
Council requested regular updates on the REDI work during previous discussions.
- **Other Key Facts:**
N/A

OUTCOMES:

See Attachment A for a summary of program highlights

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:**

0000295

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:****Previous Contact(s)**

Date	Meeting	Requested Action
2/10/2026	Committee of the Whole - Finance, Administration, and Communications	Receive Information
3/10/2026	Committee of the Whole - Finance, Administration, and Communications	Receive Information

Date: 7/14/2026

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

File No. CM 26-428

Type: Committee Memo

4/14/2026	Committee of the Whole - Finance, Administration, and Communications	Receive Information
5/19/2026	Committee of the Whole - Public Safety and Human Services	Receive Information
6/9/2026	Committee of the Whole - Finance, Administration, and Communications	Receive Information

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
9/8/2026	Committee of the Whole - Finance, Administration, and Communications	Receive Information

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

N/A

ATTACHMENTS:

Attachment A: REDI Program Update (July 2026)

Attachment B: REDI Strategic Plan

Background

This document provides a high-level update of monthly implementation activities for the REDI Strategic Plan. The REDI Plan is a citywide effort to define the goals, objectives, and key results to create a culturally competent organization that celebrates individual differences. The five goals outlined in the REDI Strategic Plan include:

- Transparent and Consistent Leadership
- Respect and Belonging
- Effective Program Support
- Pro-Equity, Anti-Racism Implementation (PEAR)
- Community (Stakeholder) Engagement

Updates

Introducing Theresa Lee - REDI Program Administrator

We're thrilled to welcome Theresa Lee as the City's new Respect, Equity, Diversity, and Inclusion (REDI) Program Administrator. Theresa has deep experience in the field, most recently as the Senior Program Manager for Learning & Culture (DEI) at Fred Hutch Cancer Center. She has also served as Adjunct Faculty in the Culture & Ethnic Studies Department at Bellevue College and as a Program Manager with the College of Education at the University of Washington. She holds a PhD in Learning Sciences and Human Development from UW and a Master of Education in Early Childhood Education from the University of Illinois. Theresa joins us with strong skills in facilitation, instructional design, leadership and team development, and data analysis and we're excited to have her on the team.

REDI Reporting

In June 2026, the City launched its REDI training, *Shared Respect, Strong Culture*, with the goal of having every City FTE complete a half-day session by year-end. Alongside the rollout, we developed an anonymous post-training questionnaire with all questions optional and anonymous to establish baseline metrics, and we have a few preliminary highlights to share with Council.

As of July 14, we've held seven sessions, with 30% of the workforce having either already participated or signed up to attend, and eight of our nine departments represented so far. Forty percent of attendees completed the post-training questionnaire, and we've begun capturing KPI data that will feed directly into the REDI Strategic Plan update. Beginning in

Respect Equity Diversity Inclusion Program Update
July 2026

September, our monthly reports will include these results, and we'll continue reporting them to Council and the community.



CITY OF REDMOND

Respect, Equity, Diversity, and Inclusion Strategic Plan



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Connected Community

Enhanced Livability

Environmental Sustainability

Redmond City Council and Staff,

I am honored to present the City of Redmond's Respect, Equity, Diversity, and Inclusion (REDI) Strategic Plan. Inclusion and welcoming are the foundation of this plan, which began in 2014 and continues through the present work of building a culture of respect. The City of Redmond's vision is to embrace our differences and create a premier organization by sustaining a culture of respect that promotes belonging, access, and opportunity.

Redmond's transition from a suburb to a city has fueled a citywide effort to define the goals, objectives, and key results to create a culturally competent organization that celebrates individual differences. The five goals outlined in the REDI Strategic Plan, include:

- Transparent and Consistent Leadership
- Respect and Belonging
- Effective Program Support
- Pro-Equity, Anti-Racism Implementation (PEAR)
- Community (Stakeholder) Engagement

Efforts toward these goals will be vital in continuing to provide access, meaningful services, and improved outcomes for all community members.

Through training, practice, and proactive actions, I will call on Redmond staff to continue to ensure government policies and practices do not infringe upon equal treatment and opportunity for all people in the Redmond community. Since respect is paramount to organizational health and effectiveness, our focus will be to build a culture that embraces the values of respect, diversity, equity, inclusion, access, and belonging throughout city departments and divisions.

I look forward to continuing our REDI journey with the Council, staff, and the community.

Sincerely,

Mayor Angela Birney

City Hall

PO Box 97010

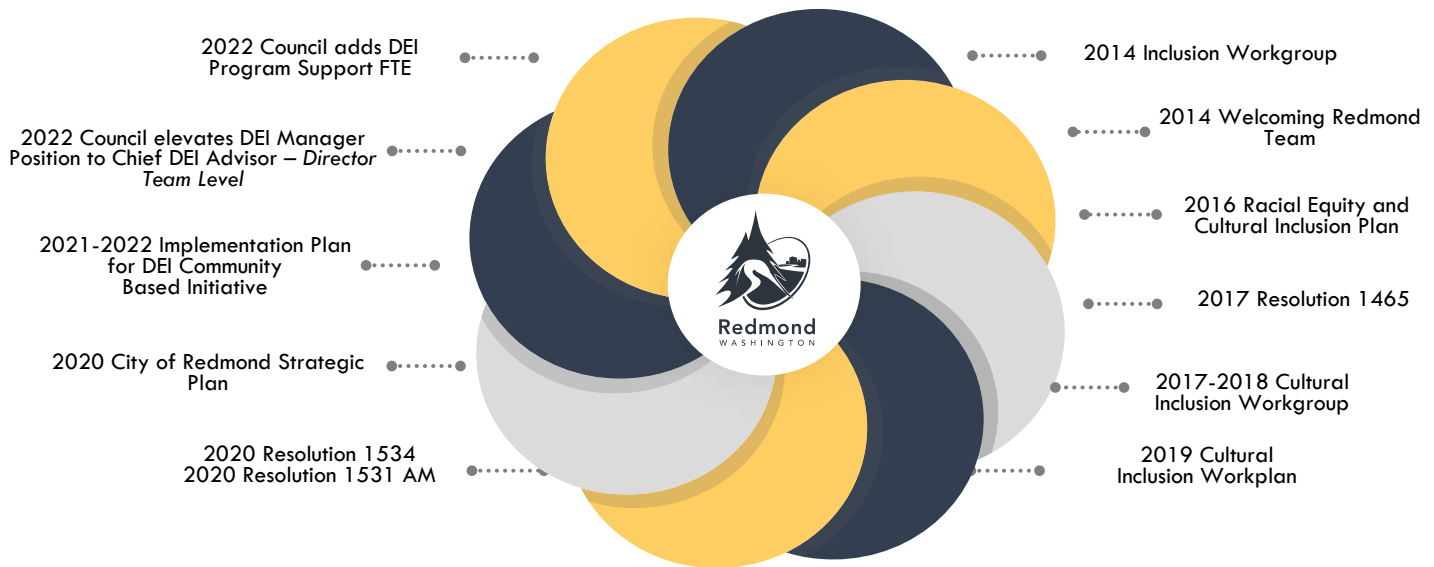
15670 NE 85th Street

Redmond, WA

98073 -9710

OVERVIEW

Redmond is a global city that attracts residents from around the world. We value and embrace the principles of equity, diversity, and inclusion. We pride ourselves on being a welcoming and culturally inclusive community. We envision a Redmond where residents can fully and effectively access city services, influence city policy and direction, and feel a sense of belonging and safety. We have demonstrated our commitment to this work for over a decade.



The City of Redmond’s vision of respect, equity, diversity, and inclusion (REDI) is to embrace our differences and create a premier organization by sustaining a culture of respect that promotes belonging, access, and opportunity. Within this lens, each individual and the talents and skills they bring will be respected. As a government agency, it is essential for the City to demonstrate a message of diversity, equity and inclusion, as well as take steps to ensure government policies and practices do not infringe upon the equal treatment and opportunity of all people who are a part of the Redmond community.

In Redmond, we have the opportunity to shape our City by hearing the many diverse voices in the community and ensuring those voices help create a future that respects all individuals. Internally, we believe building a culture of respect is vital to organizational health and effectiveness. Redmond will pursue five goals to reach our objectives, including:

- Transparent and consistent leadership
- Respect and belonging
- Effective program support
- Pro-equity, anti-racism implementation (PEAR)
- Community (Stakeholder) engagement

In this plan, you will see how Redmond’s culture of respect is affirmed with our REDI Strategic Plan goals and objectives. These goals and objectives build on past work and will chart a path to the future as we continue our respect, equity, diversity, and inclusion journey.

REDI VALUES

Respect – We sustain the dignity of individuals by proactively celebrating their differences, experiences, perspectives, and backgrounds.

Equity – We treat people fairly and provide access to opportunities, resources, and decision-making processes, regardless of identity.

Diversity – We respect and appreciate the individual differences of our colleagues, including but not limited to race, ethnicity, gender, sexual orientation, age, religion, and disability.

Inclusion – We foster a culture where employees are appreciated and actively engaged, and diverse perspectives are encouraged.

Access – Our organization is accessible and accommodating.

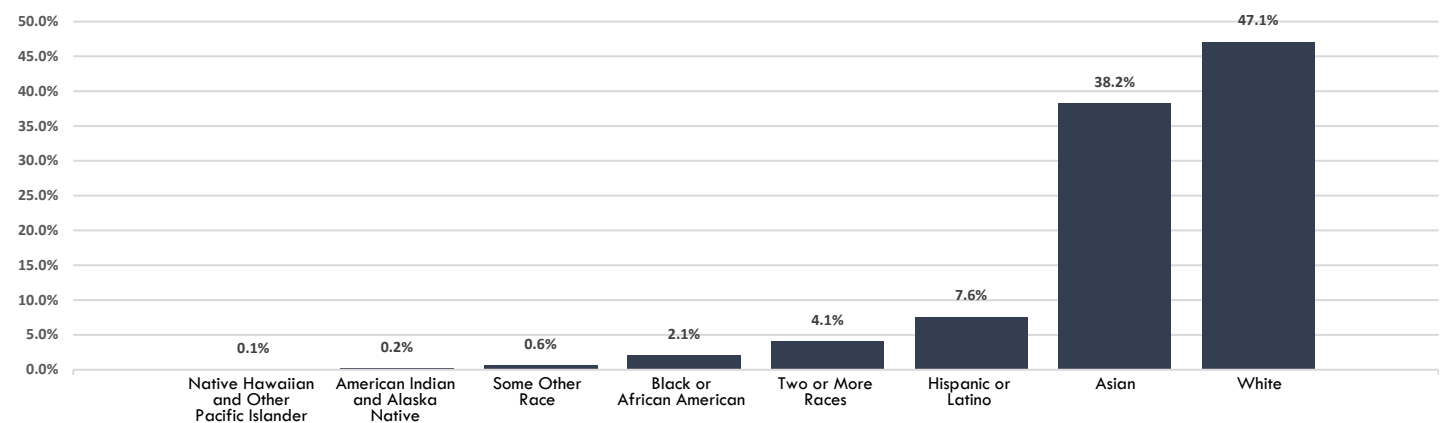
Belonging – We create an environment where individuals feel a sense of connection, acceptance, and purpose.



DEMOGRAPHICS

RACE AND ETHNICITY

The City of Redmond is diverse, as evidenced by the 2022 U.S. Census data that shows the majority of community members identify as non-white. Redmond’s population is currently 52.9% people of color.



Source: 2022 U.S. Census

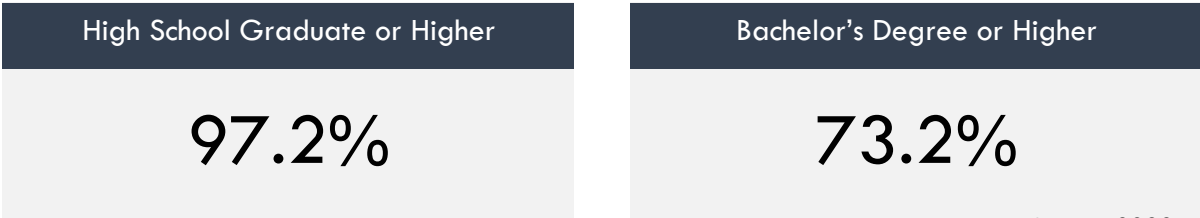
Consistent with this trend 47% of households in Redmond speak another language other than English, with over 139 languages spoken citywide.

Speak only English	53%
Other Asian and Pacific Island languages	11%
Other Indo-European languages	11%
Chinese (including. Mandarin, Cantonese)	10%
Spanish	5%
Russian, Polish, or other Slavic languages	4%
Other unspecified languages	2%
Arabic	1%
French, Haitian, or Cajun	1%
German or other West Germanic languages	1%
Korean	1%
Tagalog (including Filipino)	0%
Vietnamese	0%

Source: 2022 U.S. Census

Redmond is a highly educated city. Over 97% of people have high school diplomas. Nearly three-quarters of community members hold a bachelor’s degree or higher, as contrasted with the state of Washington where 36.7% of the population 25 years or older hold the same level of educational attainment.

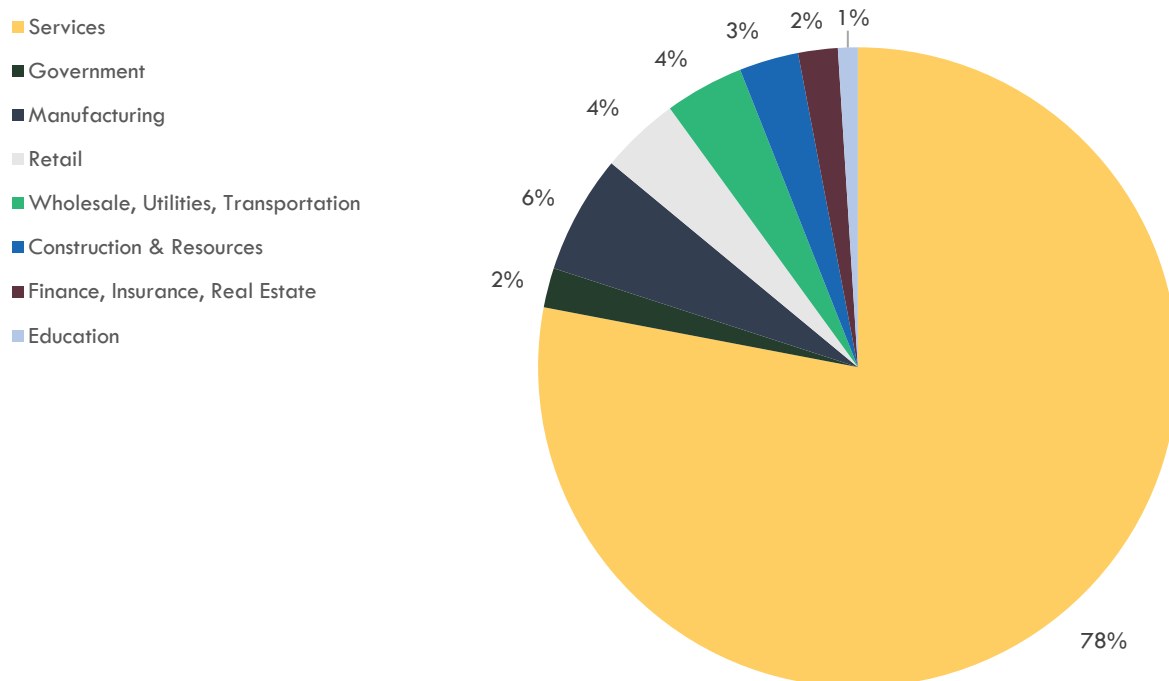
EDUCATIONAL ATTAINMENT – POPULATION 25 YEARS AND OLDER



Source: 2022 U.S. Census

One driver of the educational statistic is the types of industries housed within the City. The services sector which includes technology and space industries makes up over 70% of Redmond businesses.

REDMOND COVERED EMPLOYMENT BY SECTOR (2022)



Source: 2022 U.S. Census

Redmond's vision is to create a community in which all people can fully and effectively access city services, influence city policy and direction, and feel a sense of belonging. Redmond strives to be a place where all people are heard, celebrated, and welcomed.

GOAL 1: TRANSPARENT & CONSISTENT LEADERSHIP

OBJECTIVE

Create and lead a resilient culture where expectations are known, the staff is supported, and accountability is demonstrated at all levels.

KEY RESULTS

- Known vision and direction (intersections, clear line of sight, and role clarity)
- Priority setting (with risk assessment and management)
- Consistency of expectations across departments for first-level supervisors, leadership, and community
- Clear, consistent messaging of expectations and values; direct, measurable, and often
- Consistency in how employees are treated and evaluated (policy and process)
- Consistent organizational performance through staff and leadership change
- High levels of employee engagement

Strategic Level Activities	Accountable/Responsible	Schedule	Status
1.1: Establish a clear vision and expectations for REDI	Mayor, COO, Directors Team	By 4Quarter 2024	
Key Performance Indicators	% of leaders who believe they understand how Redmond's culture of respect is defined and demonstrated. % of leaders who believe the Redmond REDI vision and expectations are clearly communicated. % of leaders who believe individual performance expectations are clear and have been received in writing. % of leaders who feel they receive the necessary resources and support to successfully meet expectations.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
1.1.a: Create a formal plan of action to roll out the REDI vision and values	COO, Directors, DEI Advisor, Communications		
1.1.b: Establish leadership standards and expectations agreed upon by Mayor, Council and Directors.	Council, Mayor, COO, Directors		
1.1.c: Establish a baseline of REDI and Anti-racism competency levels	COO, Directors, DEI Advisor		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
1.2: Develop leaders to meet leadership standards and expectations	COO, Directors, Deputy Directors		
Key Performance Indicators	% of Leadership and Management Team meetings utilize time for leadership development opportunities and discussions. % of leaders who are completing identified leadership development opportunities. # of active coaching/mentorship arrangements. % completed onboarding for all new Directors, Deputies, Managers, and Supervisors.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
1.2.a: Strategic rollout of REDI training for leaders and staff at all levels	COO, Directors, DEI Advisor		
1.2.b: Provide space at Leadership and Management Team meetings for leadership discussions, sharing and learning – cross collaborative	COO, Directors, Deputy Directors, Managers/Supervisors		
1.2.c: Identify and support team and individual leadership development opportunities	COO, Directors, Deputy Directors, Managers/Supervisors		
1.2.d: Provide coaching, mentorship, and other resources to support leader's growth	COO, Directors, Deputy Directors, Managers/Supervisors		
1.2.e: Onboard new leaders early to orient them with REDI and leadership expectations	COO, Directors, Human Resources		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
1.3: Hold leaders accountable for their actions and responsibilities	COO, Directors, Deputy Directors		

Key Performance Indicators	• % of staff that have experienced a success and/or deficit in our culture of respect. • % of staff who believe leaders are held accountable for REDI and A/R commitments. • % of staff who think leaders follow through with commitments. • % of staff who feel safe reporting misalignment or conflicts with leadership standards and expectations. • % of leaders who feel they have the opportunity to learn and grow when accountability issues arise.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
1.3.a: Incorporate REDI expectations (DEI competencies) into current performance management system and manage performance to them.	COO, Directors, Human Resources		
1.3.b: Establish a regular reporting cadence on REDI metrics to City Council to hold ourselves accountable publicly on pro	Mayor, City Council, Directors		
1.3.c: Create a safe space-process for concerns to be brought forward from staff to peers; i.e., zero tolerance for retaliation	Mayor, COO, Directors, DEI Advisor, Human Resources		
1.3.d: Celebrate success or demonstrations of modeled leadership and learn from deficits through discussions in Leadership and Management Team meetings. Produce a lessons-learned log and other best practices from this safe space for our community of practice.	Mayor, COO Directors, Deputy Directors, DEI Advisor, Managers/Supervisors, Welcoming Team		

GOAL 2: RESPECT & BELONGING

OBJECTIVE

Demonstrate a culture of respect where all staff feel a sense of belonging, their voices are heard, and they contribute to and impact the work of the City.

KEY RESULTS

- Shared understanding of our R.E.D.I. work with role clarity, expectations, and accountability for all
- Focus on workplace mental health and well-being
- Operate as “One City” with a shared set of values, goals, and objectives
- Collaboration and teamwork
- Open, transparent, timely, and safe communication with built-in feedback loops (multi-directional)
- Inclusive model for planning/change management
- Improved decision making with clear line of sight
- Multiple opportunities for people to connect at various levels
- Create, promote, and support employee resource groups
- Strong brand recognition
- Onboarding process to accelerate a sense of belonging at the divisional and organizational level

Strategic Level Activities	Accountable/Responsible	Schedule	Status
2.1: Establish a clear vision and expectations for all staff	Mayor, COO, Directors		
Key Performance Indicators	• % of staff who believe they understand how Redmond’s culture of respect is defined and demonstrated. • % of staff who believe the Redmond REDI vision and expectations are clearly communicated. • % of staff who believe individual performance expectations are clear and have been received in writing. • % of staff who feel they receive the necessary resources and support to successfully meet expectations.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
2.1.a: Create a formal plan of action to roll out the REDI vision and values	COO, Directors, DEI Advisor, Communications		
2.1.b: Establish and communicate expectations with role clarity	Mayor, COO, Directors, Deputy Directors, Managers/Supervisors		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
2.2: Embed U.S. Surgeon General Five Essential for Workplace Mental Health and Well-Being Framework (centered on worker voice and equity)	COO, Directors, DEI Advisor		
Key Performance Indicators	• % of staff who feel safe at work. • % of staff who feel they have connection and community. • % of staff who feel they have work-life harmony. • % of staff who feel they matter at work. • % of staff who feel they have opportunity for growth.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status

2.2.a: Prioritize workplace physical and psychological safety	All staff		
2.2.b: Operationalize REDI-anti-racism norms, policies, and programs	Mayor, COO, Directors, DEI Advisor		
2.2.c: Cultivate trusted relationships between leaders and staff at all levels	All Staff		
2.2.d: Foster collaboration and teamwork	Mayor, COO, Directors, Managers/Supervisors		
2.2.e: Make schedules as flexible and predictable as possible	Mayor, COO, Directors		
2.2.f: Ensure access to paid leave	Mayor, COO, Directors, Human Resources	Complete	Paid leave is spelled out in the Personnel Manual
2.2.g: Provide competitive living wage	Mayor, Council, COO, Directors	Complete	Salaries and wage policies are spelled out in the Personnel Manual; Continual compensation studies keep salaries commensurate with the market.
2.2.h: Engage workers in workplace decisions	Mayor, COO, Directors, Managers/Supervisors		
2.2.i: Evaluate and implement appropriate reward systems	Mayor, COO, Directors, Human Resources	Continuing	Reward system policies are spelled out in the Personnel Manual
2.2.j: Connect individual work with organizational mission	Mayor, COO, Directors, Managers/Supervisors		
2.2.k: Offer quality training, education, and mentoring	Mayor, COO, Directors, Managers/Supervisors; Human Resources		
2.2.l: Foster clear, equitable pathways for career advancement	Mayor, COO, Directors		
2.2.m: Ensure relevant, reciprocal feedback	Mayor, COO, Directors; Managers/Supervisors		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
2.3: Develop staff to meet REDI expectations and contribute to the Redmond culture of respect and belonging	Mayor, COO, Directors; Managers/Supervisors; DEI Advisor; Redmond Welcoming Team		
Key Performance Indicators	• % of staff who believe respect is demonstrated consistently throughout the organization. • % of staff who feel they understand how each member positively impacts the REDI culture. • % of staff who feel they have the knowledge and tools to contribute to the REDI culture. • % of staff who feel comfortable calling out disrespectful, uncivil, or harmful behavior.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
2.3.a: Strategic roll-out of REDI training	DEI Advisor; REDI Facilitation Team		
2.3.b: Develop onboarding process for all new hires	COO, Directors, Human Resources		
2.3.c: Embed REDI concepts into current trainings or training requirements where applicable	COO, Directors, Human Resources		

GOAL 3: EFFECTIVE PROGRAM SUPPORT

OBJECTIVE

Provide training, resources, systems, and tools to position staff for success.

KEY RESULTS

- Management matrix to identify role clarity and intersections
- Opportunities for team building, collaboration, professional connections, and fun
- Honor staff voice and support opportunities for staff to contribute input and/or feedback on the work
- Tools that show - not just tell - our work
- Improved staff growth and development
 - Increased staff capacity (depth and breadth)
 - Mentoring opportunities
- Staff development plans include training, point to desired outcomes, and growth opportunities
- Intentional resource allocation (time and money)
- Leverage internal talent for cross-training
 - Succession planning
- Written policies and procedures (not just compliance-based)
- Tools, training, and resources to directly support policy and procedure implementation and management
 - Increased trust from the community

Strategic Level Activities	Accountable/Responsible	Schedule	Status
3.1: Improve internal communications and transparency	Mayor, COO, Directors; Managers/Supervisors; Communications		
Key Performance Indicators	• % of staff who believe they are provided relevant information in a timely and meaningful way. • % of staff who believe relevant information is made available and accessible in multiple forms.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
3.1.a: Add structure to the Leadership and Management Team meetings that enhances transparency and information sharing	Mayor, COO, Directors; Managers/Supervisors; Communications		
3.1.b: Utilize multiple opportunities to share information on a regular basis; i.e. division meetings, unit meeting, team meetings, etc.	Mayor, COO, Directors; Managers/Supervisors; Communications		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
3.2: Prioritize staff voice in decision-making processes	Mayor, COO, Directors; Managers/Supervisors		
Key Performance Indicators	• % of staff who believe they have an opportunity to provide input and feedback on decisions that impact their work. • # of actions that incorporated inclusive change management principles. • # of cross-divisional workgroups and project teams that included divisionwide representation.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
3.2.a: Incorporate inclusive change management principles			

in decision making whenever possible			
3.2.b: Create space for staff to participate in workgroups and project teams that are working on efforts with outcomes that have impacts on their work or individual experience as a staff member	Mayor, COO, Directors; Managers/Supervisors; DEI Advisor; Redmond Welcoming Team		
3.2.c: Support multiple methods for staff to contribute input on issues that impact them; i.e., questionnaire, email, team discussions, etc.	Mayor, COO, Directors; Managers/Supervisors; DEI Advisor; Redmond Welcoming Team, Communications, Human Resources		
3.2.d: Ensure staff input is acknowledged, responded to, and explained whether it is accepted or not (feedback loop).	Mayor, COO, Directors; Managers/Supervisors; DEI Advisor		
Strategic Level Activities	Account/Responsible	Schedule	Status
3.3: Create more structure and efficiency to organizational operations	Mayor, COO, Directors; Managers/Supervisors		
Key Performance Indicators	• % of policies, procedures, and resources updated and/or newly created. • % of staff who believe there are policies, procedures, and resources to support operations.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
3.3.a: Maintain a prioritized list of policies, procedures, and resources needed for more efficient operations	Mayor, COO, Directors; Managers/Supervisors;		
3.3.b: Develop needed policies, procedures, and resources for identified core operations and administrative tasks			
3.3.c: Make organizational policies and processes easily accessible on a shared platform	DEI Advisor; Communications		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
3.4: Create opportunities for team building and networking	Mayor, COO, Directors; Managers/Supervisors;		
Key Performance Indicators	• % of staff who believe they have opportunities to connect with their team. • % of staff who believe they have opportunities to learn and collaborate with other teams.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
3.4.a: Leverage Employee Resource Groups to host monthly connect meetings	DEI Advisor; Redmond Welcoming Team and Staff		
3.4.b: Establish quarterly staff events to celebrate success and demonstrate appreciation	DEI Advisor; Redmond Welcoming Team and Staff		
3.4.c: Coordinate in-person office days and network lunch opportunities	DEI Advisor; Redmond Welcoming Team and Staff		

GOAL 4: PRO-EQUITY, ANTI-RACISM IMPLEMENTATION (PEAR)

OBJECTIVE

Successfully implement efforts that support our work and growth as an anti-racist organization addressing respect, diversity, equity, and inclusion.

KEY RESULTS

- DEI and Anti-Racism are centered in program delivery
- Budget for equity
- Policies, processes, and procedures align with REDI
- Incorporate appropriate blend of universal policies and strategies, as well as targeted universal policies and strategies
- DEI competencies and metrics are imbedded in employee/leadership expectations
- Increased quality of services and work output
- Hiring and promotion processes consider qualification and educational backgrounds
- Staff demonstrate a commitment to being an anti-racist organization through our work and internal and external professional relationships
- Platforms for accessibility and usability

Strategic Level Activities	Accountable/Responsible	Schedule	Status
4.1: Review Redmond Municipal Code process to review and rewrite where/when equity is not centered			
Key Performance Indicators	• % of annual processes evaluated through an equity lens. • % of processes and policies revised as a result of equity evaluation.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
4.1.a: Create policy and process evaluation criteria	DEI Advisor; Redmond Welcoming Team and Staff		
4.1.b: Prioritize policies and procedures for evaluation	DEI Advisor; Redmond Welcoming Team and Staff		
4.1.c: Include information on REDI considerations on all policy recommendations to Council	Mayor, COO, Directors, Deputies, Managers/Supervisors;		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
4.2: Implement the State of Washington Baseline Equity Impact Review (EIR) framework	COO, Directors, Deputies, DEI Advisor, Managers/Supervisors		
Key Performance Indicators	• % of staff who believe they understand their role in implementing PEAR. • % of staff who believe they have the resources and tools to manage their role in implementation. • # of new community partnerships formed as a result of engagement efforts. • % of community suggestions that are implemented that influence policy decisions.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
4.2.a: Identify and analyze communities impacted by city services	DEI Advisor		
4.2.b: Engage identified communities and receive feedback	DEI Advisor		

4.2.c: Analyze potential changes that improve pro-equity, racial justice, access, and belonging	DEI Advisor		
4.2.d: Implement identified anti-racism plans	COO, Directors, Deputies, DEI Advisor, Managers/Supervisors, staff		
4.2.e: Commit to equitable continuous improvement	COO, Directors, Deputies, DEI Advisor, Managers/Supervisors, staff		

GOAL 5: COMMUNITY (STAKEHOLDER) ENGAGEMENT

OBJECTIVE

Develop a system of working collaboratively with, and through, community members and partners to offer access to opportunities and resources that reduce disparities and improve equitable outcomes citywide.

KEY RESULTS

- DEI priorities are integrated into the framework of all program delivery, with annual reviews to ensure continuous alignment
- Elimination of common barriers, such as, but not limited to: language, culture, geographic location, intercommunity dynamics, immigrant status, lack of technology, etc.
- Equitable and just distribution of benefits and impacts to all parties across the community (distributional equity)
- Open, equitable, and culturally-sensitive access to decision-making processes so all impacted individuals can influence community and operational outcomes (process equity)
- Leadership and staff actively engage in antiracism training and initiatives, fostering and inclusive and supportive organizational culture
- Current actions concentrate on equitable and just distribution of benefits and burdens across future community and employee generations (cross-generational equity)
- All programs and partnerships are evaluated and confirmed to incorporate and antiracism foundation and DEI principles
- Annually audit alignment of tools and resources to fully support policies and procedures

Strategic Level Activities	Accountable/Responsible	Schedule	Status
5.1: Develop/Adopt/Track demographic composition of the community	DEI Advisor		
Key Performance Indicators	• # of demographic segments in the City. • Annually collect and report composition of the community (the makeup of the community). • % of decisions that utilize collected community data in the decision-making process.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
5.1.a: Identify impacted people/populations and locations/geography	DEI Advisor		
5.1.b: Collect missing demographic data	DEI Advisor		
5.1.c: Identify how city services impact people and places using demographic disparities info	DEI Advisor, Welcoming Team, Managers/Supervisors		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
5.2: Through targeted initiatives, improve community and stakeholder engagement by enhancing accessibility, useability, participation, and feedback integration	COO, Directors, Deputies, DEI Advisor		
Key Performance Indicators	• % of accessible stakeholder engagements. • % of annual increase in participation rates across diverse community segments in engagement activities. • % of actionable feedback from community and stakeholder engagement initiatives integrated into city policy and service development. • % of new or revised policies resulting directly from stakeholder input each year. • # of Council updates each year • % of satisfaction rate among stakeholders regarding the engagement process effectiveness and inclusivity, as measured through post-engagement questionnaires.		

Tactical Level Activities	Accountable/Responsible	Schedule	Status
5.2.a: Develop and implement a tracking system to monitor engagement and feedback from identified demographics and locations	DEI Advisor		
5.2.b: Establish a mechanism for regularly updating and verifying the accuracy of collected demographic data	DEI Advisor, TIS		
5.2.c: Establish review process to measure impact of services on diverse populations, incorporating a continuous feedback loop	COO, DEI Advisor, Communications		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
5.3: Develop an inclusive community engagement framework that prioritizes diversity in shaping city policies and services	COO, DEI Advisor, Communications		
Key Performance Indicators	• % of annual increase in participation from diverse community segments in engagement initiatives to ensure broad representation. • # of Council meetings, town halls, listening sessions outside of City Hall per year. • % completion of Councilmember strategy to reach community members who are hard to reach. • 100% of city departments adopt the community engagement framework within the first year, with ongoing reviews for improvement. • % of community feedback incorporated into annual policy and service adjustments. • 100% annual completion of specialized inclusivity and diversity training by city staff involved in community engagement, policymaking, and service provision. • % year-over-year improvement in community satisfaction with how city policies and services reflect diverse needs and priorities.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
5.3.a: Annually organize targeted outreach programs to increase participation from underrepresented community segments	COO, DEI Advisor, Communications		
5.3.b: Engage every year in listening session, town hall meetings, and other community conversations	City Council		
5.3.c: Councilmembers and Mayor reach out to key community groups, businesses, and other stakeholders around significant projects/programs to build relationships and trust	Mayor, City Council		
5.3.d: Develop City Council communications and accessibility strategy	City Council		
5.3.e: Clarify criteria for recognition of cultural groups and events at City Council meetings and work to highlight a diversity of community members each year	City Council		
5.3.f: Implement a comprehensive training program on inclusivity and diversity for all city staff and leadership	COO, Directors, DEI Advisor, Human Resources		

5.3.g: Develop and deploy a data collection and analysis system enabling direct integration of community input into policy and services	DEI Advisor, TIS		
5.3.h: Annually assess progress on community engagement goals at a publicly held City Council meeting	Mayor, City Council, Directors		
Strategic Level Activities	Accountable/Responsible	Schedule	Status
5.4: Implement and monitor an inclusive community engagement framework	DEI Advisor		
Key Performance Indicators	• % implementation of the inclusive community engagement framework across all city departments annually. • % of city policies revised or newly developed annually to reflect the principles and priorities identified through the community engagement framework. • % improvement in city service delivery as reported by diverse community segments, measured through annual satisfaction surveys. • # of diverse community members actively participating in decision-making processes. • % of recommendations from the community engagement monitoring process that are successfully implemented annually.		
Tactical Level Activities	Accountable/Responsible	Schedule	Status
5.4.a: Conduct comprehensive training sessions for department directors and staff on implementing and monitoring the inclusive community engagement framework	REDI Ambassadors/Facilitators		
5.4.b: Initiate a series of policy review and development workshops that incorporate community engagement outcomes, aiming to directly translate community feedback into actionable policy improvements and new initiatives	Mayor, COO, Directors, Deputy Directors, DEI Advisor, REDI Ambassadors/Facilitators, Welcoming Team		
5.4.c: Establish a regular review and feedback cycle with community stakeholders to assess the effectiveness of city services and the engagement framework	Mayor, COO, Directors, DEI Advisor, REDI Ambassadors/Facilitators		

GLOSSARY

Belonging – An environment where individuals feel a sense of connection, acceptance, and purpose.

Community engagement - Community engagement is a fundamental practice of public health that supports the Washington State Department of Health's mission to protect and improve the health of all people in Washington State. Community engagement efforts have the potential to advance health equity, promote social connection, strengthen cross-sector partnerships, and build trusting relationships with the communities we serve.

Employee Resource Group (ERG) - Employee Resource Groups are voluntary, employee-led groups whose aim is to foster a diverse, inclusive workplace aligned with the organizations they serve.

Equity – Fair treatment, access to opportunities, resources and decision-making processes regardless of identity.

Equity Impact Review (EIR) - A five-step equity impact assessment process blending numerical (quantitative) data and community voices (qualitative data) to inform agency planning, decision-making, and implementation of actions that achieve equitable access to opportunities and resources that reduce disparities and improve equitable outcomes citywide.

Diversity – Respecting and appreciating the individual differences, including, but not limited to race, ethnicity, gender, sexual orientation, age, religion, and disability.

Inclusion – A culture where all people are appreciated and actively engaged, and where diverse perspectives are encouraged.

Mental Health and Well-being Framework (Surgeon General) – A five-part framework to help organizations develop, institutionalize, and update policies, processes, and practices that best support the mental health and well-being of all workers including, protection from harm, connection and community, work-life harmony, mattering at work, and opportunities for growth.

Minority-majority – the concept that collectively Black, Indigenous, and POC populations will outnumber whites who historically throughout American history have been the largest demographic population.

Pro-Equity/Anti-Racism Framework - Partnership with others to intentionally name and address implicit and explicit bias and all levels of racism, particularly against people who are seen and treated as Black, Indigenous, or People of Color.

Public health - promotes and protects the health of all people and their communities. This science-based, evidence-backed field strives to create a safe place where all people are seen, heard, and valued by 1) improving quality of life, 2) helping children thrive, 3) reducing human suffering, 4) saving money, and 5) declaring racism as a public health crisis.

Respect – Proactive celebration of differences, experiences, perspectives and backgrounds of all individuals.

Respect, Equity, Diversity, Inclusion Plan – A 5-year plan to guide the city to embrace differences and create a premier organization by sustaining a culture of respect that promotes belonging, access, and opportunity.



The City of Redmond assures that no person shall, on the grounds of race, color, national origin, or gender, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. For more information about Title VI, please visit redmond.gov/TitleVI.

无歧视声明可在本市的网址 redmond.gov/TitleVI 上查阅 | El aviso contra la discriminación está disponible en redmond.gov/TitleVI.



Memorandum

Date: 7/14/2026

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

File No. CM 26-429

Type: Committee Memo

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

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Executive	Lisa Maher	425-556-2427
Executive	Zach Houvener	425-556-2306

DEPARTMENT STAFF:

Executive	Kelly Schutz	Communications Manager
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TITLE:

City Communications Strategy Update and Council Engagement Update

OVERVIEW STATEMENT:

Staff will present an update related to overall communications strategy for the City, including social media. Additionally, staff will check in regarding remaining Council engagement opportunities and activities for 2026, which currently include:

- Meet Me at Marymoor - July 19
- Derby Days - July 25
- Downtown Redmond Art Walk (DRAW) - September 17
- Council Conversations - Fall TBD

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

REQUESTED ACTION:

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

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
Redmond 2050, Community Strategic Plan
- **Required:**
N/A
- **Council Request:**
An update on both communications strategy and engagement was requested by City Council.
- **Other Key Facts:**

Date: 7/14/2026

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

File No. CM 26-429

Type: Committee Memo

N/A

OUTCOMES:

Councilmembers will:

- Be informed on the City's Communications Plan and overall communications strategy.
- Be informed on currently scheduled Council engagement opportunities and provide feedback to staff.
- Provide staff with any necessary direction on currently scheduled or desired engagement activities in 2026.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**

July 19, 2026 - Meet Me at Marymoor

July 25, 2026 - Derby Days

September 17, 2026 - Downtown Redmond Art Walk (DRAW)

Fall date TBD - Council Conversations

- **Outreach Methods and Results:**

All listed events will be robustly promoted via the City's various communication channels, guided by individual communications plans. Councilmembers are also encouraged to publicize events via personal networks.

- **Feedback Summary:**

N/A

BUDGET IMPACT:

Total Cost:

N/A

Approved in current biennial budget:

☐ Yes

☐ No

☒ N/A

Budget Offer Number:

0000293

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

Date: 7/14/2026

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

File No. CM 26-429

Type: Committee Memo

☐ **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

Time Constraints:

As some of the engagement events are approaching quickly, staff is requesting confirmation of Council participation, location, and timing prior to booking events and executing communications plans.

ANTICIPATED RESULT IF NOT APPROVED:

N/A

ATTACHMENTS:

Attachment A: 2027-2028 Comprehensive Communications Plan



2027-2028 COMPREHENSIVE COMMUNICATIONS PLAN

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Introduction

Background

The City of Redmond, home to over 82,000 residents, is entering a pivotal period of transformation marked by population growth, rapid changes in technology, and increased community demand for transparent, accessible, and responsive government communications. As Redmond advances toward the long-term vision outlined in Redmond 2050, communications must strengthen public trust through transparent and timely communications, improve civic participation through meaningful community engagement, and support overall community resilience.

The 2027-2028 Communications Plan lays out citywide strategy for how Redmond communicates, engages, listens, and builds relationships with residents, businesses, community partners, and employees. Through actionable tactics, brand standards, and implementation priorities, the City will continue to modernize communications operations in alignment with the mayor's vision, organizational values, budget priorities, and alongside emerging trends and technologies.

By implementing the strategies in this plan, the City will be positioned to communicate consistently, proactively, equitably, and effectively across many platforms and audiences, fostering an informed community with a sense of ownership and involvement, and ensuring that city initiatives truly represent the needs and desires of the community.

Framing and Goals

Through this plan, we intend to:

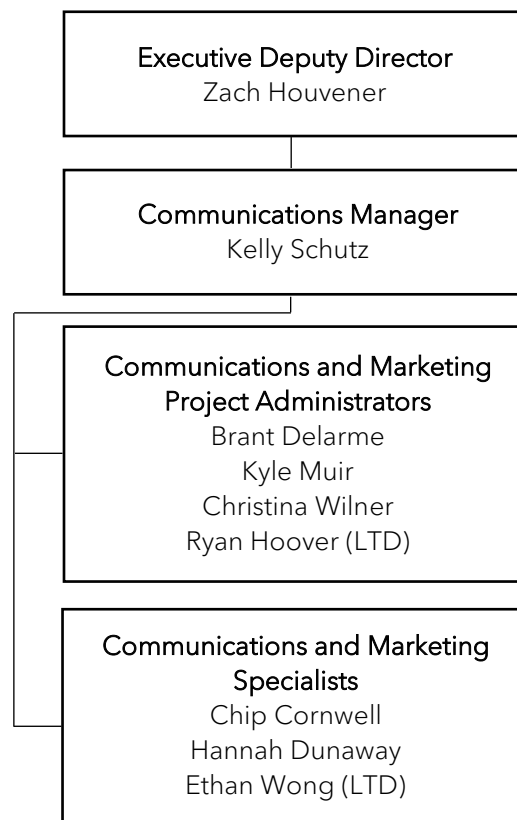
- Reinforce the City's priorities outlined in the [Mayor's vision](#), [budget](#), and [Redmond 2050](#), the City's Comprehensive Plan.
- Maintain and increase public trust through proactive, transparent communication: providing the right information at the right time.
- Deliver consistent and coordinated messaging across all City departments and communications channels, including emergency communications.
- Expand multilingual, culturally responsive, and ADA-accessible communications.
- Inform city decision-making with measurable results from community participation and input, using feedback to continuously improve communication effectiveness.
- Modernize digital communications infrastructure and responsibly leverage emerging technologies.
- Refresh and standardize the City's brand.

Executive Department – Communications Division Roles and Responsibilities

Name	Title	Responsibilities
Kelly Schutz	Communications Manager Lead Public Information Officer (PIO)	Oversees communications staff and guides overall communications strategy; serves as primary point of contact and lead spokesperson for media inquiries related to City business and emergency/incident communications

Brant DeLarme	Communications and Marketing Administrator Backup PIO	Serves as primary liaison for communications work serving Public Works and Parks and Recreation Departments; serves as a backup PIO
Christina Wilner	Communications and Marketing Administrator Backup PIO	Serves as primary liaison for communications work serving Executive and Planning Departments; serves as backup PIO
Ryan Hoover	Communications and Marketing Administrator Backup PIO	Serves as primary liaison for communications work serving Police, Fire, Human Resources, Finance, and TIS; serves as backup PIO
Hannah Dunaway	Graphic Design and Social Media Specialist	Social media lead across all City platforms and supporting graphic designer
Kyle Muir	Graphic Design and Web Administrator	Creative lead and primary graphic designer for principal City projects, responsible for project management of all creative work; additionally serves as primary webmaster for redmond.gov
Ethan Wong	Graphic Design Specialist	Primary graphic designer for daily work and supporting projects
Chip Cornwell	Multimedia Production Specialist	Primary video content producer and video platform manager

Communications Organizational Chart



Guiding Principles

As all Redmond programs, projects, and planning support one or more of the City's guiding documents, city communications should endeavor to directly support the principles of these documents, which include:

City Vision, Mission, and Values

Vision – A connected community that enhances livability and sustains the environment, and that places Redmond as a leader locally, regionally, and nationally.

Mission – Fusing compassion and ethics with innovation to champion a thriving, resilient, and inclusive community.

Values – Service, Integrity, Accountability, Belonging, Stewardship

Effective communications will reinforce the City's commitment to its vision, mission, and values, helping to build trust and strengthen relationships between the City and community by promoting meaningful engagement and providing timely, clear, accessible, and relevant information.

City Budget

Redmond is committed to being a good financial steward of the community's tax dollars and demonstrates this by using the Budgeting by Outcomes process to shape its biennial budget – connecting community values directly to how public dollars are invested. In 2020, the community reaffirmed Redmond's four core budgeting priorities that continue to guide every City budget today:

- A **healthy and sustainable** environment that supports an active community.
- A **strategic and responsive** community that is welcoming, service-oriented, and fiscally responsible.
- A **safe and resilient** community where all people feel safe.
- A well-planned and supported community that is **vibrant and connected** and that provides a sense of place.

Communications efforts should explicitly support and advance these priorities whenever possible. Effective communications will promote transparency, accountability, and trust by connecting investments, services, and accomplishments to the priorities identified by the community.

Redmond 2050 Comprehensive Plan

Redmond adopted the Redmond 2050 Comprehensive Plan in 2025, providing a 25-year vision for how the City will grow and develop through the year 2050.

Redmond 2050 is a guide for making wise decisions that ensure steady progress in areas including: land use; housing; transportation; the natural environment; climate resiliency and sustainability; capital facilities; utilities; parks, arts, recreation, culture, and conservation; economic vitality; annexation and regional planning; human service; community development and design; neighborhoods; the Shoreline Master Program; and participation, implementation, and evaluation.

Effective communications will ensure that Redmond 2050 remains a living framework that guides decision-making and helps the community understand and contribute to Redmond's future.

Brand Strategy

The Communications Division develops and stewards the overall City brand design and strategy with the goal of promoting a consistent and authentic identity that reflects Redmond’s mission, vision, values, and overall character. By reinforcing a clear and recognizable brand, communications endeavors to ensure consistent, authentic, and engaging messaging across all channels and touchpoints.

The City’s brand strategy focuses on the following elements:

- **Clear** – Present information in a straightforward manner to quickly communicate key messages.
- **Concise** – Deliver essential information efficiently.
- **Simple** – Use plain language and intuitive design.
- **Easy to Understand and Translate** – Write and design with readability and accessibility in mind, supporting comprehension across literacy levels and facilitating accurate translation into multiple languages.
- **Image-Focused** – Leverage photography, graphics, video, and other visual elements to improve understanding, increase engagement, and reflect the people, places, and experiences that make Redmond unique.

Target Audiences

With a multitude of city projects underway at any given time, not all projects require the same level of communications and community involvement. It is one of the responsibilities of the Communications Division to work with City Subject Matter Experts (SMEs) to develop communications plans for any given project and determine which target audience(s) are appropriate.

Audience segments generally considered are listed below.

Primary Audiences (need to know information first)	Secondary Audiences (may need to know the information)
<u>Internal</u> City leadership City staff City Council	Neighborhoods OneRedmond Tourists, visitors, shoppers Commuters
<u>External</u> Redmond residents Redmond businesses Redmond employees Community partners Boards/Commissions	Other government entities/agencies/tribes King County Lake Washington School District Neighboring communities and businesses Media

Communications Platforms

Redmond uses a variety of communications platforms to share information. Conversation styles and content often vary based on the type of communication; how we would write for the City website is not always how we would write for social media, which is not always how we would write for a news release, and so on. It is important to curate communications with an understanding of which platforms are being utilized. This will result in content that is more creative, engaging, resourceful, and in better alignment with the goals of this plan.

Print Materials

Despite the proliferation of online communication forms, print materials remain our number one form of communication, providing an important way to share detailed, accessible, and audience-specific information. While the City aims to balance outreach needs with sustainability goals, print materials should still be considered a foundational tool for ensuring important information reaches community members directly, particularly those impacted by specific projects, policy changes, or initiatives. Printed materials also remove an accessibility barrier by reaching populations where they live instead of relying on internet access with digital communications.

Focus Newsletter: The City's Focus newsletter is produced quarterly and mailed to every residence in Redmond. Focus routinely leads the rankings for where community members find City news as recorded by the statistically valid annual community survey.

Primary Goals:

- Provide broad access to City information for all residents in an attractive and engaging, readable format
- Increase awareness of major City initiatives, projects, services, and resources
- Foster community connection and engagement by telling community stories and highlighting opportunities for participation
- Reinforce key City messages and values
- Reach residents who may not engage with digital communication channels

Best Practices:

- Prioritize information that has broad community relevance and long-term value
- Focus on major projects and impacts rather than time-sensitive announcements
- Use plain language and avoid jargon
- Balance informational content with storytelling
- Incorporate high-quality photography, infographics, maps, and other visuals
- Include clear calls to action and pathways to finding additional information or resources

Other Print Materials: In addition to Focus, the City routinely uses a variety of other print tools including but not limited to direct mailers; flyers, postcards, rack cards, and posters; signage; and utility bill inserts.

Primary Goals:

- Deliver targeted information to specific audiences, neighborhoods, or stakeholder groups
- Increase awareness of City services, programs, projects, events, and engagement opportunities
- Support broad outreach by reaching community members through multiple touchpoints
- Provide timely information when location-based or issue-specific communication is needed
- Expand accessibility by providing information in formats that do not require digital access

Best Practices:

- Keep messaging concise, focused, and action-oriented
- Provide pathways to additional information through websites, QR codes, or phone numbers
- Use strong design and clear visual hierarchy
- Match the tool to the audience, objective, and message
- Ensure branding, tone, and messaging are consistent with City standards
- Consider language access, accessibility, and cultural relevance
- Coordinate timing with related digital and community outreach efforts for maximum impact

Digital Media

In addition to social media – which has been separated into its own section for the purposes of this plan – the City also maintains a variety of other digital media platforms for communications.

City Website: redmond.gov serves as the primary digital home for all City material, providing a visitor with easy and intuitive access to information and services.

Primary goals

- Provide a centralized, trusted source of accurate and up-to-date City information
- Enable residents, businesses, and visitors to quickly find information and complete tasks
- Improve transparency by making programs, projects, decisions, and resources easy to understand
- Support community engagement by connecting users with opportunities, events, news, and ways to participate in government

Best practices

- Keep information concise
- Use headers to organize information rather than multiple offshoot pages
- Information should be simple and written without jargon
- Integrate visuals to provide a balance of text and images
- Regularly review and update content to ensure accuracy and relevance
- Use consistent language, formatting, and navigation across all pages

Digital Newsletters and Publications: The City of Redmond offers a variety of opt-in digital newsletters for residents, including: City eNews, a weekly publication covering all areas of City news; Parks eNews, a weekly publication covering news specific to Parks and Recreation; Economic Development eNews, a monthly publication covering news specific to the business community; Planning, Policies, and Regulations eNews, a monthly publication covering news specific to the Planning and Community Development Department; Sustainability eNews, a monthly publication covering news specific to the City's environmental sustainability programs and initiatives; Volunteer Monthly, a monthly publication detailing volunteer opportunities and efforts within the City of Redmond; Green Redmond, a monthly update from the Green Redmond Partnership; and Mayor's Regional eNews, a monthly update from the office of the Mayor.

The Communications Division leads production for City eNews and the Mayor's Regional eNews and serves as the primary editor and support staff in production of all additional digital newsletters.

The City also produces several internal digital newsletters for city staff, including Our Redmond Stories, a weekly all-staff internal newsletter, a monthly newsletter specific to Employee Transportation Services (ETS), and internal departmental newsletters for Redmond Fire Department and Redmond Police Department. The Communications Division leads production for Our Redmond Stories and serves as primary editor and support staff for production of additional internal newsletters.

In addition to weekly and monthly newsletters of different varieties, the City also publishes a digital version of its Focus newsletter quarterly.

While these publications reach different and/or overlapping audiences, the goals and best practices are similar.

Primary Goals:

- Keep subscribers informed about important news, initiatives, programs, and upcoming events specific to each subscriber base
- Increase awareness of City services, resources, and opportunities available to the community
- Drive traffic to the City website for more detailed information

- Encourage community participation through public meetings, events, surveys, and engagement opportunities
- Build trust and transparency through consistent and reliable communication

Best Practices

- Use clear headlines and brief summaries, incorporating strategic use of bolding, italics, and underlining when necessary to draw a reader's attention to key information
- Include direct links for additional details
- Use plain language, avoiding jargon and unexplained acronyms
- Include clear calls to action that encourage readers to take next steps
- Maintain a consistent publication schedule and format

Video Programming: The City's recurring video news programs – City News Now and Here in Redmond – provide engaging, visual storytelling that informs the community about services, projects, events, and people behind local government.

Primary Goals:

- Increase awareness and understanding of City programs, projects, services, and priorities
- Provide context and behind-the-scenes perspectives on City operations to build trust and transparency
- Reach audiences who prefer video content and may not engage with traditional communications
- Highlight community impacts, success stories, and opportunities for engagement

Best Practices:

- Keep segments concise and focused
 - Prioritize strong visuals, including real footage of topics being discussed, graphics, and interviews
 - Feature a variety of voices, including community partners and community members when appropriate
 - Include captions / scripts for all video elements for accessibility
- Repurpose content into shorter clips for social media when possible

Social Media

Social media has become one of the most powerful and effective ways to reach a wide variety of community members. Unlike traditional communications channels, social media supports shorter, more conversational, and more engaging content that invites two-way engagement with the community.

The City of Redmond's social media strategy focuses on:

- Building community trust
- Increasing awareness of City services and initiatives
- Improving community participation
- Strengthening Redmond's identity as an innovative, inclusive, and connected city

Social media platforms are not intended to simply function as bulletin boards for announcements, but should also serve as active tools for storytelling, education, timely information, and relationship building. These platforms present a unique opportunity to engage with the community and receive feedback, often in real time.

Social media content should feel approachable and human but must still adhere to the conduct expected of a government agency. Humor and participation in trends on various social platforms may be appropriate when aligned with the City's brand but will be determined on a case-by-case basis and should never undermine professionalism or public trust.

Key Principles and Areas of Focus

The City of Redmond's social media strategy is guided by the following key principles:

1. **Inform** – Provide timely, accurate, and accessible information about City services, projects, programs, events, and more.
2. **Engage** – Encourage interaction rather than relying on one-way informational posting; ask questions, conduct polls, reshare user-generated content when appropriate, and respond to pressing comments / direct messages.
3. **Educate** – Simplify complex topics and increase civic literacy by familiarizing community members with City processes, initiatives, and available services.
4. **Story Tell** – Use a narrative and/or visual approach to tell the stories of the community and the staff behind the work of City government; this approach helps make government feel human, approachable, and community-centered.
5. **Prepare** – Support emergency preparedness and incident communications and help combat misinformation.

The City's social media content should generally fall into one or more of five areas of focus:

1. **Public Information** – Core operational information surrounding City services, projects, programs, spaces, meetings, or other related activities.
2. **Community & Events** – Human-centered content that showcases the City's spirit.
3. **Quality of Life** – Celebrating and spotlighting Redmond's livability and development.
4. **Economic Development** – Supporting local commerce and growth, highlighting Redmond's investments, and perpetuating the City's place as a hub of innovation.
5. **Emergency Preparedness** – Building trust, readiness, and resiliency.

Current Social Media Channels

Facebook:

- CityofRedmond
- RedmondWAFire
- RedmondWAPolice
- RedmondParks
- GoRedmond

X:

- RedmondWaPD
- CityofRedmond
- Go_Redmond

Instagram:

- RedmondWaPolice
- CityofRedmond
- RedmondParks

Nextdoor:

- CityofRedmond
- RedmondWAPolice

YouTube:

- CityofRedmond
- RedmondWAPolice

LinkedIn:

- City of Redmond, WA

Threads:

- CityofRedmond

Platform Strategies

The purpose and general target audience of each social platform should be considered when developing content. However, the overarching goal across all social platforms should be messaging that is clear, concise, and accessible.

Facebook: Facebook serves as the City's primary social media platform for broad community outreach and engagement. Content can include slightly longer or more in-depth copy.

Primary goals

- Community engagement
- Event / Project / Program awareness and promotion
- Storytelling

- Receiving feedback
- Emergency preparedness

Best practices

- Prioritize visuals and short-form video; posts should rarely if ever be text-only
- Use accessible language and avoid jargon
- Encourage engagement with polls and interactive posts whenever possible

Instagram: Instagram focuses on visual storytelling and growing community identity. Content should highlight Redmond's people, places, programs, and culture through high-quality photography, graphics, and video clips.

Primary goals

- Showcase Redmond as a thriving community
- Reach younger audiences
- Increase community pride
- Humanize government

Best practices

- Produce high-quality authentic and value-driven content and imagery
- Prioritize video/Reels for discovery and still image carousels for engagement
- Drive interaction with games, quizzes, challenges, or other interactive post formats
- Use short captions
- Highlight behind-the-scenes moments

X: X functions as a real-time information platform for quick updates, notices, reminders, and emergency communications. While the City has expanded word-count available on X, posts should remain as concise as possible and utilize links to direct users to more robust information.

Primary goals

- Timely updates
- Emergency preparedness
- General awareness

Best practices

- Keep messaging direct and concise
- Post timely updates and make use of threading related posts
- Use appropriate imagery or graphics to catch attention
- Link to official sources for details

LinkedIn: LinkedIn supports organizational reputation, recruitment, economic development, and focused storytelling.

Primary goals

- Organizational branding
- Employee recruitment
- Visibility for economic development
- Leadership positioning

Best practices

- Highlight employees and achievements
- Promote career opportunities
- Share select initiatives that promote economic growth and partnerships
- Maintain a professional tone

NextDoor: NextDoor provides a hyper-local social experience that targets community members who tend to already be the most engaged and interested in City happenings.

Primary goals

- Event / Project / Program awareness and promotion
- Emergency preparedness

Best practices

- Keep content local and neighborhood-specific
- Messaging should be concise and avoid jargon
- Avoid over-posting

YouTube: YouTube provides a home for the City's video content that exists outside of short-form social media reels. It is a reliable place to find regular video content such as Council and Commission recordings, weekly video news programs, and more.

Primary goals

- Improve accessibility of information through offering video formats
- Provide serial video programming that the public can come to expect
- Simplify complex topics
- Humanize government

Best practices

- Have select number of expected, serial video series
- Post exclusive longer-form content to complement short-form content found on other platforms
- Organize videos in a user-friendly way

Other: The City maintains an active Threads account and continues to monitor other emerging social platforms. Resource investment in these newer platforms remains limited until level of value grows.

Communications Equity and Accessibility

Strategic Overview

The only effective communications are those that ensure all residents – regardless of language, ability, income, age, cultural background, or access to technology – can receive, understand, and engage with city information and services. The City of Redmond's goal is to meet people where they are by utilizing multiple communications channels, including digital platforms, printed materials, in-person outreach, community partnerships, and multilingual communications.

Equity-focused communications prioritize historically underrepresented communities, ensuring that public information is not only timely and available, but also culturally responsive. This approach builds trust, increases civic participation, and strengthens transparency between the City and the community.

Likewise, accessibility should be embedded throughout the communications process rather than treated as a final compliance step. This includes using plain language, offering translations and interpretation services,

ADA-accessible digital content, captioned and translated video, screen reader compatible materials, and mobile-friendly design standards.

Strategies to Prioritize

In 2027-2028, the following strategies will be prioritized to continue to improve equitable and accessible communications:

- **Plain Language** – City communications should be clear and easy to understand for the broad public audience, avoiding technical or governmental jargon and overly complex language whenever possible.
- **Expand Multilingual Capacity** – Translation and interpretation services should be considered early in project planning and, while prioritized for high-impact public information, these services should not be limited to those situations and should be more broadly incorporated when possible.
- **Robust Communications Plans** – Different community members access information in different ways. Communications plans should use a mix of channels and methods to improve visibility and reach.
- **Community Partnerships** – Community Based Organizations (CBOs) are critical to helping expand reach and effectiveness of City communications and engagement efforts. Working with CBOs to get information into the hands of community members who might not otherwise access City channels is imperative to effective communication in Redmond going forward.
- **Increase Visual Content** – Short-form video, graphics, and photography improve a message's reach via digital platform algorithms. Whenever possible, City communications should consider how to include video or other visual elements in messaging.
- **Gather feedback** – Surveys, analytics, engagement metrics, and community input should be used to identify communication gaps and refine strategies over time.

Digital Accessibility

Accessibility is both an equity issue and a legal requirement for municipalities. The City must provide equal access to government services to all community members. If a community member can't apply for a permit, pay a bill, read a public notice, fill out a form, or otherwise actively participate in their government systems, then we are not providing equitable access.

The City's digital communications should adhere to the **Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA**. WCAG marks the internationally recognized standard for digital accessibility. It defines how websites, documents, and digital tools must be designed so that people with disabilities can use them.

Under current federal law, all cities with over 50,000 residents must comply with WCAG 2.1, Level AA by April 26, 2027. The City of Redmond is well placed for compliance given our pre-existing focus on accessible elements such as alt-text, captions, transcripts, contrast, and more. However, accessibility is a continually evolving field and with new communications being produced by the City daily, remaining up to date on compliance is a perpetual goal.

Communications should keep POUR in mind when creating any digital content: **Perceivable, Operable, Understandable, Robust**.

Perceivable – Users must be able to perceive the information

- Images have alt text
- Videos have captions
- Audio has transcripts
- Color is not the only way information is conveyed
- Text has sufficient contrast

Operable – Users must be able to operate the interface

- Everything works with a keyboard (not just a mouse)
- Links and buttons are clearly labeled
- No flashing elements
- Navigation is consistent and predictable

Understandable – Content must be clear and predictable

- Forms have clear labels and instructions
- Errors on a form are explained and shown how to fix
- Language is plain and clear
- Navigation behaves consistently

Robust – Content must work with assistive technologies

- Websites work with screen readers
- PDFs are remediated
- Code follows technical standards
- Content works on mobile devices

To support compliance with WCAG accessibility standards and improve public access to information, the City employs a program called **DocAccess** to help identify and remediate accessibility issues within online documents and digital content.

This tool transcribes PDFs into responsive HTML with correct reading order, headings, and alt-text. Readers can also keyword search or ask a question about a document and documents are able to be translated into over 250 languages with live interpreter assistance for up to 30 minutes if a user needs further clarification. DocAccess helps ensure that screen-reader users, non-English speakers, and mobile visitors all get equal access to the City's web information.

Implemented in spring of 2026, within its first three months of use DocAccess identified and provided fixes for over 93,000 accessibility issues across nearly 15,000 documents housed on the City's website.

The Communications Division will continue to monitor developments in accessibility spaces and review possible tools to best position the City for success.

Emergency Communications

Emergency communications are a critical function of the City's Communications Division and are essential to protecting life and property during incidents that impact the community. Effective community communications ensure that the public receives timely, accurate information during emergencies such as severe weather, public safety incidents, utility disruptions, natural disasters, or other urgent situations requiring coordinated City response.

Unlike daily communications, emergency communications prioritize speed and clarity over depth and narrative. Information must be rapidly verified, clearly communicated, and continuously updated as situations evolve.

The Communications Division works closely with the City's Office of Emergency Management during periods where official emergency communications are necessary.

Public Information Officer (PIO) Function

The Public Information Officer (PIO) is the designated lead responsible for coordinating all public-facing communications during emergencies and major incidents. In the City of Redmond, the Communications Manager serves as Lead PIO, with designated Backup PIOs supporting departmental coverage and surge capacity as needed.

The PIO function is the central coordination point between City departments, elected officials, emergency management personnel, regional partners, and the media. The PIO ensures that all external messaging is accurate, aligned, and delivered in a timely manner.

Primary PIO responsibilities include:

- Serving as the official City spokesperson during emergencies and major incidents
- Coordinating with City leadership to confirm verified information before public release
- Developing and distributing public information updates across City communications channels
- Managing media inquiries and supporting press briefings as necessary
- Ensuring message consistency across all platforms
- Supporting rumor control and correction of misinformation during active incidents
- Advising City leadership on public messaging strategy during incidents

Incident Command System (ICS) Alignment

City emergency communications align with the Incident Command System (ICS), a standardized national framework used by emergency response agencies to manage incidents. Within ICS, public information functions fall under the PIO, who is responsible for developing and releasing information to the public, media, and partner agencies.

During large-scale or multi-agency incidents, the City may activate a Joint Information System (JIS), which is a coordinated structure used by responding agencies to ensure consistent public messaging. When appropriate, the City may also participate in a Joint Information Center (JIC), a physical or virtual location where staff from multiple agencies – including PIO representation – coordinate response and messaging during complex events.

Key ICS principles that help guide City emergency communications include:

- **Unified Command:** Messaging and response are coordinated to ensure a single, consistent public voice, even when multiple agencies are involved.
- **Chain of Command:** Information flows through an established operational structure to ensure accuracy and accountability before public release.
- **Common Terminology:** Plain language is used whenever possible to ensure clarity for the public, avoiding government jargon or technical terms.

Emergency Communications Tools

The City may use a variety of communications tools to communicate information to the public. Below is a non-exhaustive list of possible tools that may be employed depending on the nature and severity of the incident:

- **City Social Media:** Provides rapid ongoing updates and immediate public awareness.
- **City Website:** A primary hub for updates and more detailed information than what can be provided elsewhere; information can live on a dedicated incident page and/or use of Newsflash tiles, alert banners, etc.
- **AlertRedmond:** Official emergency alert system implemented by City Office of Emergency Management (OEM) in 2026. AlertRedmond is an opt-in system that allows community members to receive text, email, and/or phone updates about major incidents. In cases of imminent threat to life, AlertRedmond can also work similarly to Reverse 911 in reaching community members regardless of opt-in status.

- **AM 1650:** Emergency radio messaging system that can be used by the City to broadcast emergency information; the station is available on AM radio and streaming over the internet.
- **Print Materials:** When necessary or appropriate, the City may use print materials and signage to communicate with residents during an emergency incident.
- **Media Briefings and News Releases:** When necessary or appropriate, the City may work with local news agencies to disseminate important information through media briefings and/or news releases.

Not all incidents require the same level of public communication. City leadership – including OEM staff – determine the appropriate level of response in emergency situations, with messaging then developed by PIO staff, approved, and disseminated. As situations evolve, communications may escalate or de-escalate based on direction from leadership.

Following major incidents, the Communications Division / PIO staff support recovery communications, including public updates on restoration of services, information about recovery resources and assistance, after-action summaries, and documentation of lessons learned to improve future communications response.

Emergency Communications Guidelines

When developing appropriate emergency messaging, the following principles help guide effective communications:

- **Accuracy Above All:** All information must be verified with appropriate Subject Matter Experts (SMEs) or Incident Command before release. Unconfirmed information should never be shared publicly from official City channels.
- **Timeliness:** Information should be released as quickly as possible once verified, with regular updates provided as new information becomes available.
- **Clarity:** Messages should be concise, direct, and written in plain language. The community should clearly understand what is happening, what actions to take, and where to find additional information.
- **Action-Oriented Messaging:** When applicable, messages should explain what actions the public should take during an incident (e.g., avoid an area, shelter in place, evacuate, etc.).
- **Consistency:** Messaging should remain consistent across City platforms to ensure that the community receives all necessary information no matter where they received the news.
- **Use Multiple Platforms:** Emergency information should be distributed broadly and simultaneously across available and appropriate communications channels to maximize reach.
- **Accessibility:** Emergency communications must be accessible to all community members, including timely translation of high-priority messages into commonly spoken languages.
- **Manage Misinformation:** Communications staff must actively monitor external platforms for misinformation or rumors, providing timely corrections or clarifications when necessary.

Measuring Success

The City's Communications Division should regularly evaluate how communications platforms and tools are performing and adapt overall communications strategy accordingly. Communications are evaluated through a combination of performance metrics, community feedback, and organizational outcomes. Each campaign and communication are unique, and results will vary from project to project.

2027-2028 Key Performance Indicators

Increase City eNews subscriptions by 2% YOY – City eNews is one of the primary ways that the City can communicate a wide breadth of information to residents. Increasing these digital subscriptions should be an area of focus with focused, designed campaigns to drive sign-ups.

Increase AlertRedmond opt-ins – Encouraging the community to opt-in for AlertRedmond is critical to the City’s overall emergency communications. The system stands at nearly 900 opt-ins since implementation in April 2026; Communications and OEM have set a goal of bringing the opt-in total to 1,200 in 2027.

Perform quarterly social media review – While individual metrics rarely tell the full story, tracking performance of social posts across the City’s channels plays a key role in analyzing trends and keeping up with developing community preferences. Quarterly reports will be evaluated both individually and against historical reports to tailor overall social strategy.

Annual Community Survey

One of the most reliable ways to measure the effectiveness of our communications is through the City’s annual community survey. While analytics such as open rate, clicks, followers, and views are useful operationally, the survey’s statistically valid results help answer the important question of whether community members are receiving and understanding City information. For local government, this is the strongest measure of overall communications effectiveness.

Performance Measures from the annual community survey include:

- Rankings of City information sources.
- Percentage of community members responding that they feel the City keeps community members informed regarding City programs, initiatives, projects, and issues.
- Percentage of community members who feel the City is utilizing community feedback on priority project decision making.

Other Platforms

When considering other communications platforms used by the City, the following metrics are helpful for measuring success and evaluating next steps.

Print Materials

- **Response Rate:** The number of people who take a requested action after receiving a printed communication.

Response rate helps measure the effectiveness of a printed material in spurring action – such as visiting a website, scanning a QR code, registering for an event, completing a questionnaire, or contacting a staff member. Because print materials are often used to increase awareness or encourage participation, response rates can provide insight into message relevance.

- **Participation and Attendance:** The number of people who attend events, participate in programs, provide feedback, or engage in the public process promoted through printed communications.

Participation helps evaluate whether printed materials successfully connected community members with opportunities for involvement. Increased participation may indicate that information is reaching audiences who might not otherwise engage through digital channels.

- **Website and QR Code Traffic:** The number of website visits or QR code scans generated from printed materials.

Tracking visits to dedicated webpages, campaign URLs, or QR codes provides a measurable way to evaluate the performance of printed communications to drive audiences to additional information. This metric can help assess the effectiveness of specific campaigns and/or messaging strategies.

Digital Newsletters

- **Open Rate:** The number of recipients who opened an email compared to the number who received it.

Open rate is an important indicator, should be considered in relation to other equally important metrics. Open rate can be negatively influenced by seemingly unrelated elements of a message, such as images that slow loading times before a message is tracked as “opened.”

- **Click Rate:** The number of recipients who clicked on a link within an email compared to the total number who received the email.

Today, effective communications invite readers to participate or act on information presented. Because of that, the frequency at which a link in a digital message is clicked becomes an important metric for gauging the effectiveness of a specific communication. Understanding the desired outcome of a campaign helps dictate expected click rates. If the goal is for an audience to take action, a higher click rate is desired. However, if a campaign is strictly informational, click rates might be lower and a less reliable indicator of effectiveness.

- **Engagement Rate:** The number of people who open or click a message over a 90-day period, providing a more complete picture of subscribers engaging with content.

Engagement rate goes further than open and click rates to give a better understanding of audience behavior regarding messaging. Information that is useful or that users will want to refer to again shows both engagement and value. As the size of the audience grows, a stable or growing engagement rate indicates successful digital communications strategies.

Social Media

- **Followers:** The number of users who subscribe to or follow a social media account.

Follower growth indicates the ability to build and maintain an audience that has voluntarily chosen to receive information directly through social media. While follower count can demonstrate the potential size of an audience, it should not be viewed as a standalone measure of success. A smaller but highly engaged audience may be more valuable than a larger audience with limited interaction.

Additionally, most major platforms have moved away from purely chronological, follower-based feeds and toward algorithmic recommendation systems. These systems decide what each user sees based on signals of interest and engagement, rather than who they have chosen to follow.

- **Engagement Rate:** The number of interactions with content, such as reactions, comments, shares, saves, clicks, and video views, compared to the number of people who saw the content.

Engagement rate helps measure how relevant and compelling content is to the intended audience. Higher engagement often indicates that content resonates with users and encourages participation or action. Because different types of content and communication objectives generate different levels of expected interaction, engagement should be evaluated in the context of overall campaign goals.

- **Reach:** The number of unique users who see content.

Reach measures the extent to which messages are distributed throughout the community and provides insight into overall visibility and awareness. Reach is particularly valuable when communicating important public information, service updates, or emergency notifications. Because algorithms and platform behavior can influence content distribution, reach should be considered alongside follower growth and engagement to provide a complete picture of communication effectiveness.

Website

- **Visitors:** The number of unique individuals who visit a website during a specific period.

Visitors provide insight into the size of the audience accessing City information and services online. Growth in visitors may indicate increased awareness of City resources, successful outreach efforts, or community interest in specific topics. However, visitor numbers should be considered alongside other metrics to better understand how users engage with website content.

- **Total Visits:** The total number of sessions on the City's website during a specific period, including multiple visits by the same user.

Total visits measure how frequently the website is being used as a source of information and services. A higher number of visits can indicate that community members are returning to the website to access information or stay informed about activities. Comparing total visits and visitor counts can provide insight into repeat usage and ongoing engagement.

- **Pageviews:** The total number of pages viewed on the website during a specific period.

Pageviews help identify which content and topics are generating the greatest interest among visitors. This metric can help inform content priorities, website improvements, and overall communication strategies.

- **Session Duration:** The average amount of time users spend on the website during a visit.

Session duration provides insight into how users interact with content. Longer sessions may indicate that visitors are engaging with information and fully exploring resources. However, the ideal session length depends on the purpose of the webpage. For some pages, success may mean quickly providing information that allows a visitor to find what they need and leave.

Video Programming

- **Views:** The number of times City-produced video content is played.

Views provide a baseline measure of how widely video content is being consumed. While views indicate exposure, they do not necessarily reflect whether viewers watched the full message or retained information. Views are most useful when compared across topics, formats, and distribution channels to understand overall audience interest.

- **Watch Time:** The total amount of time viewers spend watching video content.

Watch time provides a stronger indicator of engagement than views alone. Higher watch time suggests that content is holding viewer attention and effectively communicating its message. This metric is especially important for longer-form programming, where sustained attention is a key indicator of content value.

- **Audience Retention:** The percentage of a video that viewers watch before stopping.

Audience retention helps assess how effectively video content maintains viewer interest. Drops in retention at specific points may indicate where content is losing relevance or clarity. This can allow adaptation of message structure and pacing.

- **Engagement Rate:** The number of interactions with video content, such as likes, comments, shares, saves, and click-throughs, compared to total views.

Engagement rate measures how compelling and relevant video content is to viewers. Higher engagement often indicates content that resonates with the audience. Engagement should be evaluated in the context of a video's purpose – whether informational, explanatory, or promotional.

Looking Ahead

With a constantly shifting communications landscape, the City of Redmond's Communications Division is committed to innovation and flexibility as we provide the community with timely, transparent, and accessible communications. We aim to proactively monitor emerging trends and adapt communications strategies and tools accordingly.

Embracing New Platforms

The Communications Division will continually evaluate changes in how community members prefer to consume and engage with information. Traditional print, digital, and social media will remain important platforms for communication, but as audience preferences shift so must the City's strategies for reaching those audiences.

To assist in this, the Communications Division will:

- Monitor emerging digital platforms and communication technologies.
- Expand the use of short-form video, visual storytelling, and multimedia content where appropriate.
- Tailor communications strategies to specific audiences and platforms.
- Maintain a diversified communications approach so that information does not rely on any single platform.

Community Partnerships

Community members often rely on trusted voices for information, including community organizations, business associations, cultural leaders, and content creators. The Communications Division will actively explore opportunities to work with trust community ambassadors and influencers to expand awareness of public programs, events, engagement opportunities, and emergency information.

This may include:

- Partnering with local organizations and leaders whose audiences align with communications goals.
- Building relationships with cultural organizations.
- Supporting community storytelling.
- Expanding outreach through those who can help reach underrepresented audiences.

Expanding Accessibility

Communications efforts must allow all residents to access and understand City information, regardless of language, ability, age, technology access, or communication preference.

To support this, the Communications Division will:

- Continue to improve digital accessibility and compliance with evolving accessibility standards
- Continue translation of all priority communications documents, with expansion into secondary documents

- Develop communications approaches that address digital access barriers
- Incorporate accessibility considerations at the beginning of all communication planning

Leveraging Artificial Intelligence

Artificial Intelligence (AI) is transforming how information is created and consumed. The Communications Division may use AI as a tool to support efficiency, accessibility, and delivery of services, consistent with the City's AI policy, and must maintain a responsible approach that puts human judgment and accountability first.

Potential AI applications might include:

- Increasing reach and support for community outreach and engagement
- Translation and multilingual content support
- Accessibility enhancements such as captioning, transcriptions, and alt-text generations
- Audience analysis and sentiment monitoring
- Information management

However, to maintain public trust, the Communications Division will ensure:

- Human review of any public-facing content
- Compliance with legal, records retention, privacy, and accessibility requirements
- Transparency
- Protection of sensitive and confidential information

The Communications Division will monitor the AI space for possible tools and applications that can best serve residents and assist the Division in its communications goals. By remaining adaptable and community-focused while being open to innovation, the Communications Division will continue to provide trusted, transparent, and effective communications that support civic engagement and community trust.

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Memorandum

Date: 7/14/2026

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

File No. CM 26-440

Type: Committee Memo

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

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Executive	Malisa Files	(425) 556-2166
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DEPARTMENT STAFF:

Executive	Amy Tsai	Chief Policy Advisor
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TITLE:

Regional Animal Services Licensing Update

OVERVIEW STATEMENT:

Regional Animal Services of King County requests regional feedback from city contract partners related to two revenue-generating proposals it is considering: a pet licensing fee increase and rabies vaccination data coordination.

☐ **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:**

City of Redmond, along with 23 other cities, contracts with Regional Animal Services of King County (RASKC) for animal control services, including field work (animal control), shelter services, and pet licensing. Each jurisdiction pays a share of the costs, minus the licensing fee revenue that the jurisdiction brings in.

RASKC is a nationally recognized “No Kill” shelter, having vastly reduced its euthanasia rates over the years. It provides animal services to more than one million residents living in 23 cities and unincorporated King County. Contract agencies benefit from economies of scale. As a further benefit, the County handles animal welfare cases and litigation responsibilities, and it maintains a shelter facility. The County is funding and constructing an

updated shelter in Kent.

Redmond's current ILA with RASKC had an initial term that ran from 2018 to 2022, with a 5-year automatic extension that expires on December 31, 2027. The County will likely transmit a new ILA proposal in late 2026, and interested contract cities would each act on the ILA in early 2027.

Financial sustainability has long been a priority in the regional provision of animal services. Almost all participating jurisdictions must subsidize their costs of animal services because costs exceed pet licensing revenues. As we approach the renewal period, RASKC is considering two revenue-generating strategies for which it requests city feedback: (1) a pet licensing fee increase that could be incorporated into a new ILA, and (2) rabies vaccination data coordination that would be achieved through a separate Board of Health regulation. The purpose of this briefing is to solicit Council feedback on these two proposals.

RASKC hopes to hear back from contract cities this summer and early fall on their receptivity to a licensing fee increase, to help inform development of the proposed 2027 regional ILA. The rabies vaccination proposal is still in early development, and hearing from cities can help provide valuable input on community receptivity to the concept.

Potential Pet License Fee Increase

RASKC has not increased its pet license fees in 18 years, since 2008. The City of Seattle increased its fee to \$45 in 2024. RASKC is exploring a fee increase of \$10, including:

- a. Increasing altered cat and dog licenses from \$30/yr to \$40/year
- b. Increasing unaltered licenses from \$60/yr to \$75/yr
- c. No increase in Pet licenses for Senior, Disabled or Juvenile

Redmond's total estimated 2026 program costs are \$282,000 with pet license revenues of \$142,000 (representing over 5,000 pet licenses). Pet licensing revenue offsets program costs for a net cost to the City of \$139,000. A \$10 licensing fee increase would add an estimated \$52,000 in additional revenue.

Potential Rabies Vaccination Data Coordination

A second revenue-generating source being explored by RASKC is to share rabies vaccination data between veterinarians and the County. This tool would be used to better identify and conduct outreach with unlicensed pet owners, thereby increasing pet licensing compliance. RASKC is in the initial stages of exploring this option. While implementation details would need to be developed, RASKC envisions a model that would be collaborative with educational outreach, potentially paired with affordable vaccination clinic opportunities.

Board of Health Code requires rabies vaccination, which has an 80 percent compliance rate. King County Code requires pet licensure, which has a 24 percent compliance rate. Coordinating rabies vaccination information with pet licensing records would increase pet license compliance while also increasing pet owner awareness of the responsibility and benefits of licensing. The current compliance rate of 24 percent generates \$2.5 million in pet licensing revenue. Increasing pet licensing compliance rates has the potential to generate substantial increases in revenue to help offset program costs, which are largely general fund supported.

In support of its proposal, RASKC has found that rabies vaccination reporting requirements are becoming increasingly common nationwide. According to the National Association of State Public Health Veterinarians, over a third of states (18) had some form of mandatory rabies vaccination reporting as of 2024. Regarding data-sharing, RASKC states that many veterinary clinics now operate under national corporate ownership who routinely comply with reporting requirements in multiple jurisdictions, and that research has not identified any

jurisdictions experiencing reductions in rabies vaccination rates following implementation of reporting requirements.

Benefits of coordinated reporting can include public health benefits such as faster bite investigations, more timely quarantine determinations, and improved coordination between animal control and public health. Pet licensing benefits include pet reunification (over 700 pets reunified annually) and increased revenues to support services such as animal sheltering, veterinary care, adoptions, spay/neuter services, and animal control response.

OUTCOMES:

The City and its residents benefit from the animal services provided by Regional Animal Services of King County. The City would benefit financially from any increase in pet licensing fee revenue generated. However, this information is being provided for feedback purposes only at this time.

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:

The proposals have the potential to generate pet licensing fee revenue for the city, but the information is being presented for feedback purposes only at this time.

Funding source(s):

General Fund

Budget/Funding Constraints:

Date: 7/14/2026

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

File No. CM 26-440

Type: Committee Memo

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

Time Constraints:

Because one of the proposals relates to pet licensing fees, Regional Animal Services of King County requests feedback by this fall in order to inform ILA contract terms that could be proposed for 2027.

ANTICIPATED RESULT IF NOT APPROVED:

N/A - Information and feedback only.

ATTACHMENTS:

N/A