

## Redmond Utilities Strategic Plan (USP)

*Final Council Issues Matrix (2/9/2021 COW Planning and Public Works Committee, 1/26/2021 Study Session topics)*

Councilmember	Issue/Questions related to Updating Utilities Strategic Plan document	Staff Comment	Revise 2021 USP	2021 Work for 2022 Update to USP	Status
CM Anderson	1/26/2021: Look for opportunities to strengthen diversity, equity, and inclusion lens/focus throughout the USP (e.g., CIP equity criterion/filter)	"Welcoming" is one of the city-wide values mentioned in the Plan. (Please see page 6)	<p><b>2/8/2021: Staff propose modification to edit (1):</b> (Replace "Responsible" with "Equitable" in Principles list)</p> <p><b>1/26/2021: Staff propose two edits to the USP to respond to this comment:</b></p> <ul style="list-style-type: none"> <li>(1) Add "Equitable" to the Principles list</li> <li>(2) Expand the Opportunities and Challenges discussion re: "The City is becoming denser and more urban" to include a discussion of Redmond's growing diversity.</li> </ul>	In the coming year, we further propose to work with the Diversity, Equity, and Inclusion Manager (once hired) to revise or develop additional strategies and measures that will help advance our equity goals. We plan to share the results of these efforts with the Council in early 2022.	<p>Opened: 1/26/2021</p> <p>Closed: 2/9/2021</p>
CM Anderson	1/26/2021: Clarify/state USP update cycle, process	Staff will bring major changes (e.g., new objectives, strategies, or performance measures) to the Council for discussion prior to approval.	<b>1/26/2021: Staff propose to add a statement at the end of the main USP document</b> ("Implementing the Utilities Strategic Plan" section) clarifying we will "regularly review objectives, strategies, performance measures and targets and update as needed to ensure they address actions taken by the Council, complement other City-wide planning efforts, and fully realize the		<p>Opened: 1/26/2021</p> <p>Closed: 2/9/2021</p>

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			values and principles that anchor the Utilities' work."		
CM Forsythe	<p>2/8/2021: Look for earlier opportunities (prior to 2022 USP update) to strengthen USP alignment with Environmental Sustainability Action Plan and the October 2020 Climate Emergency Declaration.</p> <p>1/26/2021: Highlight/confirm alignment with City climate and sustainability goals, the City's 2020 Climate Emergency Declaration, and Environmental Sustainability Dashboard</p>	<p>Following the 1/26/2021 Council meeting, staff met with Jenny Lybeck, Environmental Sustainability Program Manager, to look for opportunities to strengthen and align the USP with the Environmental Sustainability Action Plan, the October 2020 Climate Emergency Declaration, and the Sustainability Dashboard (currently under development). Ms. Lybeck pointed to the following USP sections as areas of "direct support and alignment with the ESAP":</p> <ul style="list-style-type: none"> <li>- Objective 4 – Protect and Restore the Natural Environment, Strategies 5-10</li> <li>- Objective 5 – Coordinate City Programs and Processes to Prepare for the Future, Strategy 18</li> </ul>	<p>1/26/2021: Staff propose to revise the <b>Opportunities and Challenges section related to climate change to acknowledge the Climate Emergency Declaration.</b></p>	<p>2/8/2021: Utilities staff continue to collaborate with Environmental Sustainability staff to develop and implement programs that help realize the ESAP and October 2020 Climate Emergency Declaration. Several actions are built into 2021 Utilities workplans (e.g., Utility energy tracking, energy efficiency upgrades of pump and lift stations, climate vulnerability assessment support, resident-focused waste reduction education and outreach, waste management/reduction audits at City facilities, tree planting, temporary construction dewatering analysis, and habitat restoration.) This work does not rely on the USP (or changes to the USP) to proceed.</p> <p>1/26/2021: Council's discussion has</p>	<p>Opened: 1/26/2021</p> <p>Closed: 2/9/2021</p>

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		<ul style="list-style-type: none"> <li>Objective 6 – Demonstrate Regional Leadership, Strategy 19</li> </ul>		prompted staff to look carefully at Strategy 18. In the coming year, we will work with Environmental Sustainability Program Manager to review (and possibly recommend replacement of) the performance measure and target. Any recommended changes to the performance measure will be presented to Council in early 2022.	
CM Kritzer	<p>2/8/2021: Look for other opportunities to expand strategy to integrate clean energy.</p> <p>1/26/2021: Please confirm that the green fleet target in Strategy 19 is aligned with the current plan (following adoption of the Emergency Declaration)</p>	Jenny Lybeck, Environmental Sustainability Program Manager, is awaiting a consultant analysis that will impact this target. Once that analysis is complete, the green fleet target will be updated (to better advance the City's 2030 Carbon Neutral goal).	No change to USP at this time.	<p>2/8/2021: Clean energy strategies and opportunities will be incorporated into the review of Strategy 19 in 2021. Actions are already ongoing.</p> <p>1/26/2021: As part of an overall review of the USP, staff will also explore opportunities to expand Strategy 19 to focus on overall resource efficiency (water, energy, and fuel). This update will be presented to Council in early 2022.</p>	<p>Opened: 1/26/2021</p> <p>Closed: 2/9/2021</p>

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CM Forsythe	Are there any policies/issues that Council will be asked to revise/update in light of USP directions/priorities	At this time, no specific policy directives or issues that require Council attention have been identified. As the Utilities implement actions to realize the USP, we anticipate that such issues will arise and will work through the normal Council process to bring those items forward.	No change to USP proposed.		Opened: 1/26/2021  Closed: 2/9/2021
CM Fields	2/8/2021: (How) does the USP coordinate with the Community Strategic Plan (prepared by Council)?	As part of the USP preparation process, staff reviewed both versions of the CSP (October 2019 and August 2020 revision) to highlight areas of overlap and, as needed, address any differences or conflicts. For example, several strategy statements appear in both documents (e.g., translate priority messages into top languages). As well, numerous performance measures and/or targets are fully aligned (e.g., related to waste diversion rates (70% diversion by 2030) and	No change to USP proposed.	Any updated CSP (or other city strategic planning) documents will be consulted as part of regular USP updates to ensure consistency among these various strategic plans.	Opened: 1/26/2021  Closed: 2/9/2021

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		stream recovery (four streams achieve a “fair/good” BIBI score by 2050, or number of sanitary sewer overflows). Finally, staff worked to reflect the CSP terminology and document structure in the USP as a way to establish a similar look-and-feel among such strategic planning documents.			
CM Kritzer	1/26/2021: Identify specific actions to reduce cross-contamination among wastestreams (Strategy 8)	Solid Waste Program staff report that, as in other jurisdictions, contamination is most prevalent in Redmond’s multifamily recycling stream – in particular, from plastic bags filled with materials placed directly in the recycling bin. To address plastic bag contamination at apartments and condos, City staff work with Waste Management (WM) and consultants to provide multilingual educational resources, technical assistance and durable tools for residents. For example, recycling bags are offered as a free	No change to USP proposed.		Opened: 1/26/2021  Closed: 2/9/2021

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		<p>alternative to collect recyclables at home. We are currently gathering information from 50+ multifamily complexes in Redmond to inform new code related to how much and what kind of space is needed for successful waste management/recycling at new multifamily developments.</p> <p>Contamination in the commercial sector is less widespread. WM's "Smart Truck" technology installed on trucks monitors contamination in recycling carts and provides a monthly report to the City. Where repeat instances of contamination do arise, WM and consultants work at the City's direction to address the source.</p> <p>Notably, contamination levels are lowest in Redmond's residential sector, where WM and the City partner to</p>			

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		<p>address issues on an individual account basis, using a combination of tags on carts and direct communication with residents.</p> <p>Additional activities are planned in 2021 and beyond, including a series of classes focused around waste reduction/sustainable living that will also touch on this topic.</p>			
CM Kritzer	Consideration of/concern about affordability, and Redmond's utility rates (with focus on water)	<p>To follow up on Councilmember questions related to utility rates, staff reached out to neighboring jurisdictions that had undergone rate studies in recent years. A Seattle Public Utilities (SPU) review of water utility rates indicates that, among SPU's wholesale customers, Redmond's average monthly water bills rank among the lowest of 25 respondents for all residential (low, medium, and high) water utility customers.</p>	No change to USP proposed.		<p>Opened: 1/26/2021</p> <p>Closed: 2/9/2021</p>

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		<p>Furthermore, Redmond's average monthly residential water bill (for utility customers with average consumption rates) is the absolute lowest of the 25 utilities responding to the survey. The City of Redmond's water costs are lower than most, due to our use of municipal wells. Utilities that don't have municipal wells (including the Novelty Hill area, outside city limits but served by the city) have higher costs.</p> <p>A quick review of Newcastle's recent stormwater utility rate study shows that Redmond's annual base residential stormwater utility rate is in the lower half of all responding communities.</p> <p>Each Utility performs rate studies to assess the capital and operation needs to deliver utility services and determine what</p>			



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		<p>utility rates are needed to meet the appropriate level of service.</p> <p>There are discounts to utility bills for low-income senior citizen and/or disabled rate payers.</p> <p>We would be happy to share with the Council either of the rate studies referenced above.</p>			