

Redmond's Long-Term Recovery Plan - Q1 2021 Update

COVID-19

April 6, 2021
City of Redmond
Prepared for: Mayor Birney



MOVING FORWARD
TOGETHER

#OurRedmond

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2021 Q1 Long-term Recovery Plan Update

This is the first update to the City's Long-term Recovery Plan that was originally presented to City Council on August 11, 2020.

In the past year, the City has continued to respond to evolving and changing community needs resulting from the pandemic. Our primary focus has been to minimize the spread of COVID, ensure continuity of essential services, and mitigate the impact of COVID experienced by those who live and work in Redmond. While most response and mitigation work that was underway last year has continued, the event has remained steady and we have not seen a dramatic increase in quantity or severity of impacts related to housing, economic development, or infrastructure in *recent months*. Pandemic related healthcare impacts have leveled out and have slowly decreased. This is due to Personal Protective Equipment (PPE) measures, restrictions on activities, funding at federal, state and local levels, eviction moratoriums, and most recently the availability of vaccines.

It is important to acknowledge that much of the actions to-date have centered on persistent response and mitigation due the ongoing pandemic, such as supporting the administering of vaccines, continued support to those whose housing has been impacted and small businesses support. Additionally, work has begun to lay the foundation of recovery focused elements such as repopulation and reopening of City Hall, preparing for the deployment of event permits later in the year and workforce development support for employees and businesses. All of these efforts are also coupled with indirect strategies such as updates to internal processes, updates to codes and updates policies that further advance community goals and recovery upon conclusion of the emergency.

This document is a *supplemental* report of updates to current conditions and Recovery strategies. For a comprehensive overview of the Recovery Plan, impacts, response and mitigation actions deployed for the event, the City's role, principles of the plan and alignment with the Comprehensive Plan policies please review the main document located on the [City's Long-Term Recovery Webpage](#).

Housing and Human Services

Demand for human services has remained steady, with the greatest demand for services seen in areas of food, behavioral health, shelter and day centers for individuals experiencing homelessness, and rental assistance. Human services staff worked to ensure that non-profit partners had the resources and support needed to continue providing critical services to Redmond residents. This included assessing trends and needs, offering flexibility to meet city contractual requirements, providing additional funding support, and sharing information and resources (e.g. translated public health materials).

CARES Act/Community Development Block Grant - CV Grant Funding Disbursement

Federal COVID response funding enabled non-profits to provide services virtually, implement additional safety measures for in-person services, and to meet increased demand for critical services such as food and rental assistance support. Over \$900,000 was awarded to fifteen local human service agencies. The following are just a few examples of how these funds were utilized to address community needs.

- Behavioral Health:
 - Four agencies offering virtual counseling services to clients
 - More than 1500 counseling sessions through IKRON alone
- Rental Assistance:
 - 185 families remained housed
- Homeless Services:
 - Shelter doors remain open for 70 homeless families
- Food:
 - 5661 packs of food to Lake Washington School District (LWSD) students

A detailed presentation and discussion of this topic was held with City Council on February 16, 2021.

Crisis Connections

Crisis Connections manages the 211 information and referral line, which provides access to a variety of resources in King County. They also manage the 24-hour Crisis Line, which offers immediate help to individuals, families, and friends of people in emotional crisis.

211 calls from Redmond residents (2019 and 2020)

211 calls (2019)				
1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	YTD
198	221	202	246	867

211 calls (2020)				
1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	YTD
182 -8.1%	285 +29%	286 +42%	248	1001

Up 15% overall from 2019. Many of the calls are requests for housing assistance and help with paying rent.

Crisis Line calls (2019)				
1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	YTD
330	531	282	155	1298

Crisis Line calls (2020)				
1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	YTD
739	755	948	885	3880

Up nearly 200% from the previous year. Mental health and emotional support continues to be a growing area of impact and concern as the pandemic continues.

Hopelink

To limit COVID-19 exposure for clients, Hopelink transitioned from their standard grocery model to distributing prepacked food boxes, which contains 21 meals per box. In 2020, Hopelink distributed over 2.7 million meals through all their food banks, almost 400,000 more meals than in 2019. 373,000 meals were distributed from the Redmond location.

Meals Distributed (2019)				
1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	YTD
554,318	600,495	587,909	604,515	2,347,237

Meals Distributed (2020)				
1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	YTD
672,327	764,841	623,385	677,250	2,737,803

A 10% increase was seen in meals distributed from Hopelink's Redmond Location.

Meals Distributed from Redmond Location	
2019	2020
365,430	373,000

Hopelink’s Financial Resiliency Program, which helps with rent, move-in costs, and other basic need expenses, served 135 Redmond households in 2020. In response to increased demand, extended job losses, and the ongoing eviction moratorium, Hopelink reported the need for much higher rental assistance and increased their cap to \$3000 or three months of rent.

City of Redmond Direct Service Programs

Senior Lunch Program 2020 (data following last update)

4,435 Lunches	June 17 - Dec 23, 2020
	4,435 lunches provided

Senior Lunch Program 2021 thus far

725 Lunches	Jan 13 - Feb 24, 2021
	725 lunches provided

Meals on Wheels (MOW)

5,601 & 1,154 Meals	5,601 meals delivered in 2020 (Jan - Dec)
	1,154 meals delivered in 2021 (Jan - Feb)

Parks and Recreation Virtual

120 - 150 Participants	Sept. 1, 2020 - Feb. 24, 2021
	10-12 weekly adult and senior fitness classes
	120 - 150 ongoing participants
40 - 50 Participants	4-6 weekly free interest or socialization group meetings
	40-50 ongoing participants

Economic Development

Total Number of Business Licenses in Redmond

4,441 and 4,190 Business Licenses	4,441 as of January 2020
	4,190 as of January 2021

Business licenses totals above for 2021 may reflect both businesses no longer in operation and those still renewing. Currently, we anticipate approximately 200 more renewals within the comparable time. The total number of business that operate within the City and hold licenses annual is around 6,000 each year. Overall, between new businesses and those that have closed, the expected overall reduction in number of businesses is low at this time but could continue to increase as the pandemic persists. Additionally, as the tax season concludes we will be able to complete further analysis and have a greater understanding of the depth of impacts to all businesses.

Small Businesses Most Affected Sectors Continue to be:

1. Personal Services/Medical	5. Hotels/Hospitality & Special Events Industry
2. Manufacturing	6. Gig-workers
3. Food Service	7. Fitness
4. Retail	8. Education (including childcare)

Challenges to Remaining Open or Navigating Closures

- Limits on indoor occupancy and separation requirements
- Staff - unemployment earnings, inconsistent scheduling, childcare, and fear of exposure
- Operational costs associated with overhead, PPE, additional equipment, software licensing, and creating digital platforms
- Consumer confidence in safety precautions
- Competition of modified services
- Online retailers and logistics
- Curfews
- Behavior changes of consumers due to prolonged duration of emergency event

Previous challenges that have been addressed in majority:

- Accessing Personal Protective Equipment (PPE)
- Digitizing payments
- Retraining customers on protocols and expectations

2020 Federal Funding Received by Redmond-based organizations: \$314.3 M

Paycheck Protection Program (PPP): 1,557 LOANS | \$ 248.3 MILLION | 25,058 JOBS
 Economic Injury Disaster Loan (EIDL): 869 LOANS | \$ 61.6 MILLION*
 EIDL Advance: 1,211 GRANTS | \$ 4.4 MILLION

*data as of 11/15/20

An additional \$34 million more was distributed to Remond businesses in January of 2021

City Small Business Grants:

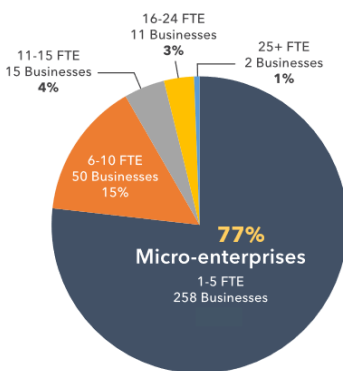
In October and December of 2020, the City distributed \$1.85 million via three grant opportunities to local businesses:

- 1.) Small business grants for businesses with less than 50 employees and with a brick and motor location
- 2.) Winterization Reimbursement Grant
- 3.) Small busines grant for home and micro-businesses

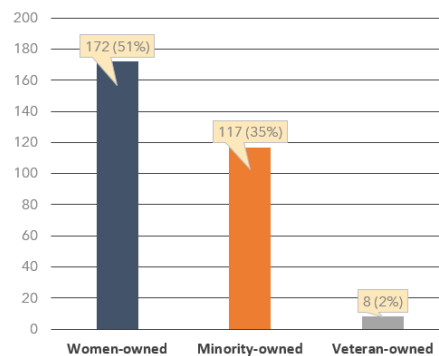
Grant Disbursement Data:

352 GRANTS | 1,348 JOBS SUPPORTED | 99% OF APPLICANTS RECEIVED GRANTS

Full-Time Equivalent Employees



Women/Minority/Veteran - Owned



Industry Category

Industry	%
Restaurants	20.2%
Health Services	14.3%
Personal Services	12.2%
Retail	12.2%
Day Care	6.3%
Non-Profit	5.1%
Manufacturing	4.8%
Professional Services	4.8%
Education	4.5%
Other	4.5%
Entertainment	3.9%
Technology	3.6%
Construction	2.1%
Hospitality	1.8%
Total	100%

Additional Funding Opportunities Available:

- The State and County have both began developing local loan and grant programs to support resiliency and impacts of mandated restrictions.
- The federal government has re-funded the Paycheck Protection Program loan program (PPP) with \$284 billion. First time applicants, as well as those who had previously received funding are eligible to apply.
- The federal government is also finalizing the American Rescue Plan that would allocate additional funding directly to local agencies, businesses, and households. 15 million of which is estimated to be disbursed to the City over two years.

Current Reopening Limitations

King County is presently in Phase 3 of the Governors orders. Phase 3 allows in-person spectators at events for the first time in a year. Below are current restrictions of a few of the City's most impacted sectors.

Eating and Drinking Establishments	<ul style="list-style-type: none">• Indoor seating is permitted at 50% capacity as long as physical distance between customers at adjacent tables can be achieved• Table size is limited to a maximum of six (6) people with a maximum of two (2) households per table• Alcohol service is prohibited after 11 p.m. (food service may continue past 11 p.m)
Indoor Entertainment: Theaters, Museums, Recreational Activities	<ul style="list-style-type: none">• Limited to 50% capacity (unless large venue such as stadium which are capped at 25%)• Maximum of six (6) people with a maximum of two (2) households• Additional protocols required for singing, bowling and similar activities
Professional Services	<ul style="list-style-type: none">• Professional Services are required to mandate that employees work from home when possible and close offices to the public if possible– Any office that must remain open must limit occupancy to 50% of indoor occupancy limits
Personal Services	<ul style="list-style-type: none">• 50% capacity limit• The service provider must wear a NIOSH approved N95 face covering

In all cases specific sanitation protocols have been outlined and each business must put in place a COVID-19 operation plan.

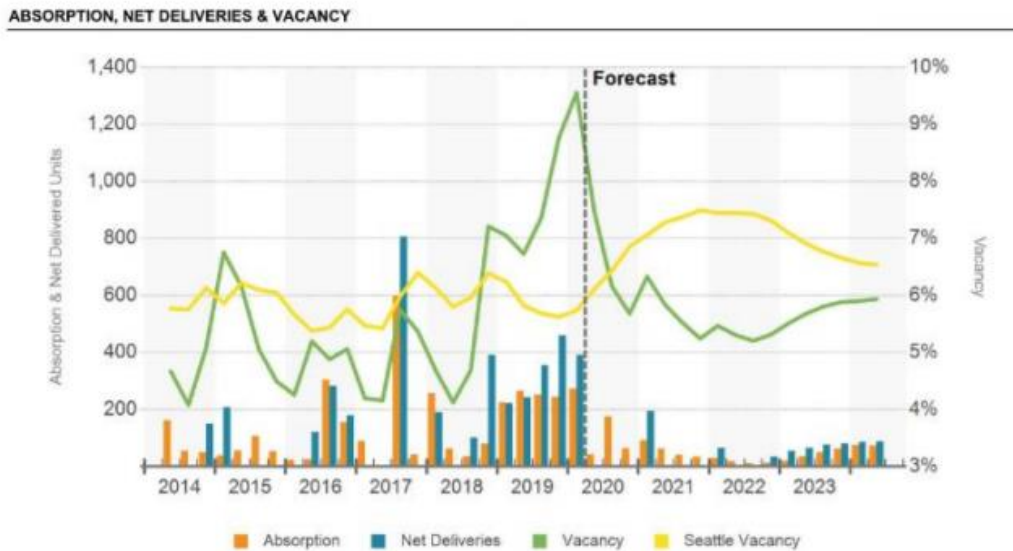
Commercial Real-estate Impacts by Sector

Multi-family

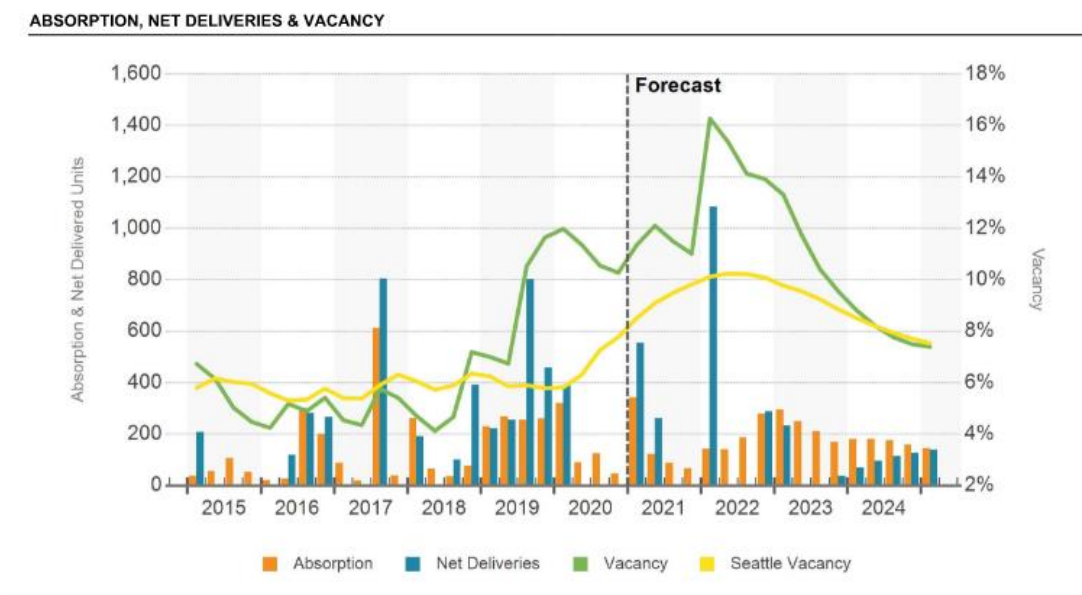
Multi-family vacancy has increased from 8% in June of last year to 11% currently. High-end units have seen a substantial increase in vacancy rates while mid and lower-end units have remained steady around 7-8%. The smallest units, studio and one-bedrooms account for the highest number of vacancies. Forecasting for 2021 and 2022 has changed since last summer with there now being an expectation of a peak of double the vacancies than previously anticipated. This is due to a few factors, most significantly being the extended duration of the

pandemic and economic recovery. Another factor impacting the change in forecast is that the City is anticipating 800 more new units to come available in 2022 than it had last year.

June 2020



March 2021

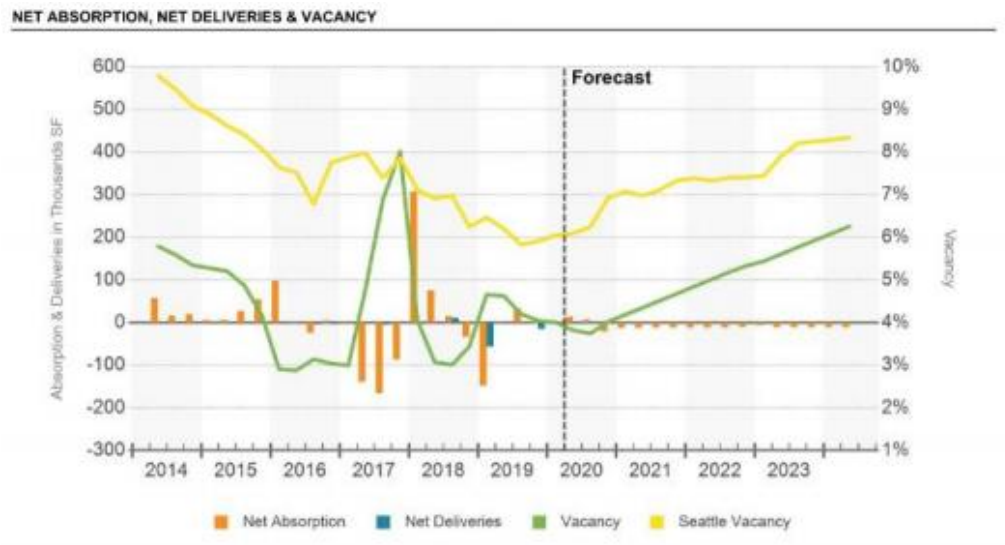


Offices

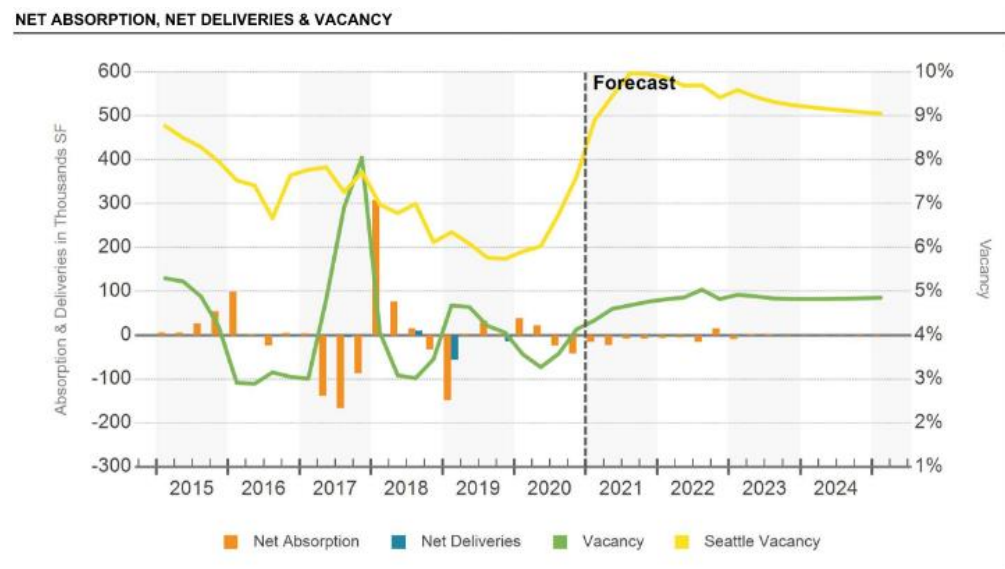
Redmond’s office vacancies increased slightly from 3.9% last June to 4.1% currently. The forecasting also has been updated and now reflects that we are likely not going to see a much further increase through 2023 due to conversions of other spaces and new long-term

leases that have taken place the past several months. Offices continue to be an area in demand and that could contribute to economic recovery if there was an increase in supply. At this time there is no anticipated delivery of new offices expected.

June 2020



March 2021

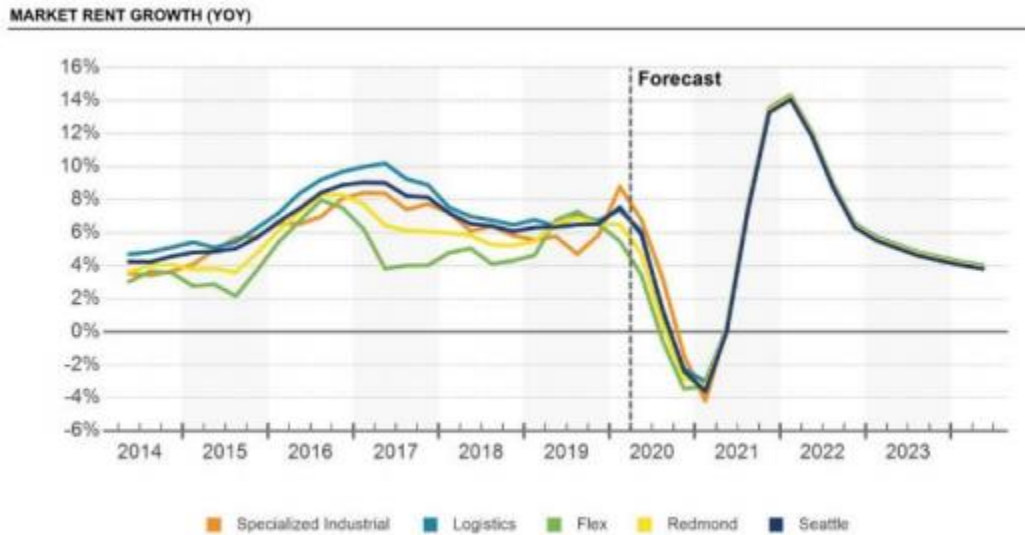


Industrial and Manufacturing

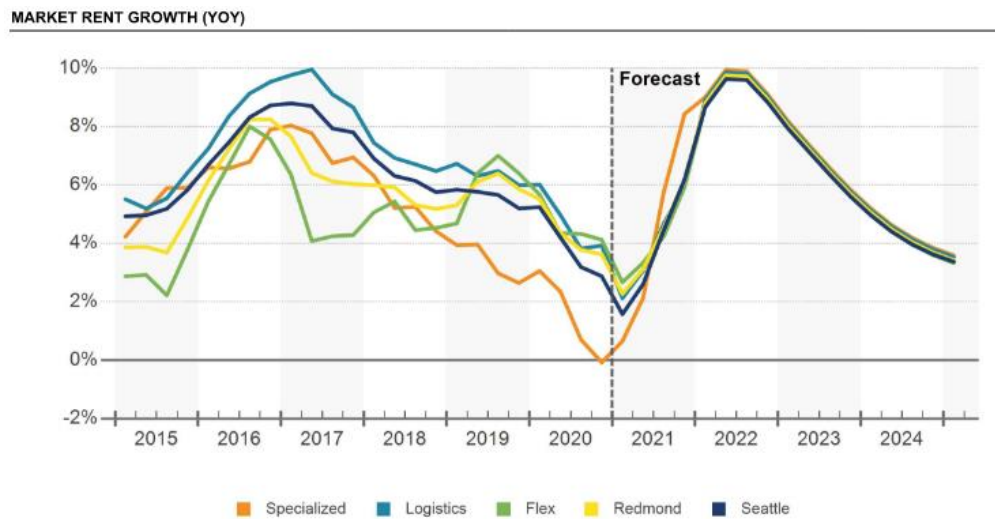
Vacancies in Industrial and Manufacturing rose as expected from 1.7% in June to 3% currently. It is still forecasted to increase up to about 4% and then hold steady through the coming years. This is largely due to the limited real estate and zoning for this market. The rent

growth for Industrial and Manufacturing has also gone as previously forecasted in June of last year, seeing its most significant drop taking place now and anticipated to begin stepping back out.

June 2020



March 2021



All data provided via costar.

Transit

Service Reductions

The March and September 2020 service reductions implemented by Metro and Sound Transit in response to COVID-19 ridership dips remain in effect (see table 1 below). No additional changes are planned for March 2021.

Route	Service Area	Type	June 2020 Service Level	March 2021 Service Level
B	Redmond TC-Bellevue TC	RapidRide	Full	Full
224	Duvall-Novelty Hill-Redmond TC	DART all-day	Full	Full
930	Totem Lake-Redmond TC	DART all-day	Full	Full
221	Ed Hill-Bellevue College	All-day	Full	Reduced
245	Kirkland TC-Overlake-Eastgate	Frequent all-day	Full	Reduced
269	Issaquah-SE Redmond-Overlake	All-day	Full	Reduced
225	Kenmore-Overlake/RTS	All-day	Reduced	Reduced
226	Bellevue TC-Overlake-Eastgate	All-day	Reduced	Reduced
250	Avondale-Kirkland-Bellevue TC	Frequent all-day	Reduced	Reduced
ST 542	Redmond TC-Green Lake	All-day	Reduced	Reduced
ST 545	SE Redmond-Downtown Seattle	Frequent all-day	Reduced	Reduced
232	Duvall-Redmond TC-Bellevue TC	Peak-hour	Suspended	Suspended
249	Idylwood-Overlake-Bellevue	All-day	Suspended	Suspended
268	SE Redmond-Downtown Seattle	Peak-hour	Suspended	Suspended
931	UW Bothell-Woodinville-Redmond	All-day	Suspended	Suspended
ST 541	Overlake-U District	Peak-hour	Suspended	Suspended
ST 544	Overlake-S Lk Union	Peak-hour	Suspended	Suspended

Transit Service Restoration

The region is taking steps toward planning how to restore transit service beginning in September 2021. Transit agencies have surveyed customers and reached out to large employers, community organizations, and jurisdictions to assess return-to-work and other commuting plans. The City of Redmond is actively engaging in this process by promoting feedback opportunities and participating in regional conversations facilitated by King County Metro, Puget Sound Regional Council (PSRC), etc.

Additional information about pandemic transit service recovery is expected to be available in June and July 2021.

Transit Ridership

Ridership on Metro and Sound Transit routes is greatly reduced, reflecting COVID-19-related remote work/school trends (down 60-90% compared to 2019). However, it's clear there is a core ridership that continues to depend on and use transit service. The highest ridership has been seen on the B Line with average weekday boardings near 2,000 throughout the pandemic. Sound Transit 545 (Redmond-Seattle), Metro Route 245 (Kirkland-Redmond TS-Eastgate), and Metro Route 250 (Bellevue TC-Avondale) have all consistently seen ridership of nearly 1,000 or more average weekday boardings. Route 930 has seen average weekday boardings of approximately 100 riders.

Highlights of impacts to transit users in Redmond (residents and others):

- Many routes have reduced frequency or hours of service - about 10-20% on average.
- Peak-hour express service to Bellevue is suspended (alternative: B Line), and to Seattle is reduced.
- This has impacted service workers and others who have relied on transit and work in, but do not live within Redmond.

Continued Outreach

Partners at Hopelink, Move Redmond and staff have continued to collaborate with King County Metro and riders to better understand the impacts reduced and suspended routes are having on employers and members of our community.

Vaccines

Percent of Population Vaccinated with at least one Dose

Portion of population with at least one or first dose in Kirkland, Redmond, Bothell and Woodinville:

16 years and older	65 years and older	75 years and older
28.1%	81.1%	86.1%

<https://www.kingcounty.gov/depts/health/covid-19/data/vaccination.aspx>

Portion of population with at least one or first dose in for zip code **98052** and **98053**:

16 years and older	65 years and older	75 years and older
33.7%	83.4%	95.1%

City Support Administering Vaccines within the Community

Redmond Fire has mobile vaccination teams that are providing vaccination at the direction of Public Health Seattle King County. The focus up to this point has been Adult Family Homes and Senior Living facilities across all Northeast King County. Currently these teams are working to finalize second doses and have administered over 1500 doses so far. The focus of the teams over the next two weeks will be to address homebound seniors in single family residents and staff of facilities with outreach to at risk homeless populations.

Microsoft Mass Vaccination Site

An Emergency Management Services (EMS) standby team is onsite daily at the Microsoft High Volume Vaccination site Monday through Friday. This team is there to provide care to individuals that may experience injuries or illness while visiting the vaccination site. This may involve stumbles, falls, anxiety, adverse reactions, cardiac events, etc.

Organization

Adopted Budget

Since the presentation of the City’s Long-Term Recovery Plan, the City adopted its biennial budget December 10, 2020. The budget planned for a reduction in staff. It also planned for a decrease in revenue due to an anticipated slowing in development.

Changes to Public Meetings

Recently, the Governor announced that the public meetings order that had been re-extended each month during the pandemic will remain in effect through the end of the declared emergency event. The City has been holding public meetings remotely since April 2020.

35,222 total meetings	35,222 virtual meetings have been held in the past 180 days
5,870 avg per month	An average of 5,870 virtual meetings per month
200 public meetings	Nearly 200 City Council, Committee of the Whole, Parks and Trails, Design Review Board, Landmark Commission, Planning Commission and neighborhood meetings have been held virtually since the start of the stay at home orders

Staff have continued to collaborate remotely with each other, partners, and the community through remote meeting opportunities.

Facilities

Staff who support essential services that cannot be effectively facilitated remotely have remained on-site and in the field. Precautions and necessary equipment, station modifications, and field landing sites have been made available and implemented to ensure continued safety of staff.

Continued Efficiencies

To best support the increased workload during this time, modifications in delivery of City services continued to increase efficiencies where possible and streamline internal processes. Examples include:

- Increased use of SharePoint for document collaboration
- Process improvements for internal and external customers
- Updating of software tools frequently used to provide public services
- Mail and package distribution
- Virtual on-boarding process

Increased use of DocuSign

- **4,523** total documents routed
- Average of **4 days** to complete routing
- **2,322** completed in less than **1 day**
- Savings of nearly **11,500** printed pages!

As part of a focus on both continuous improvement and sustainability, an element of the repopulation and reopening plan will incorporate how we can best maintain some of the reductions in use of paper and other tools that have been mostly absent while staff have been remote.

Outreach

The City has remained focused on ensuring inclusive public outreach continues during remote work. To ensure all members of the community are able to have the same type of opportunities to participate, staff have taken a variety of approaches to sharing information and gathering feedback. A few examples include:

- Expanded mailing lists
- Increased updates and notifications of decisions and activities taking place
- Innovative virtual open houses that allow the community to interact with materials and staff
- Providing more office hours on projects
- Creating recordings of meetings even those traditionally not recorded
- Postcard mailings to help ensure those who may have engaged in-person in the past are aware of important happenings

- In-person distance field meetings
- Via phone

Employee Remote Data Consumption

Even as some staff have begun working safely back on-site, data usage of remote users has consistently grown. This correlates with what we have observed in other areas, that staff have been able to continue to effectively provide most essential and non-essential services remotely, but also that many staff are working during the time they would traditionally be commuting. The additional time worked by staff has been needed to provide the traditional services as well as continue responding to needs of the pandemic while strategically preparing for a resilient recovery. As we proceed forward with the repopulation and reopening plans, we will need to review department work programs and individual workplans to adjust for commutes and other shift transition from current 100% virtual environments.

City of Redmond Employee Remote Users		
Pre-Covid-19: only a few remote users, average data consumption of 5 GB per day		
During COVID-19 Usage		
Dates	# Remote Users	Daily Average Data Consumption
5/1-5/31/20	383	157 GB
7/1-7/31/20	347	147 GB
8/1-9/30/20	386	165 GB
11/1-12/29/20	416	206 GB
1/1-1/31/21	387	225 GB

The organization is presently operating with less staff, but we are hearing from staff that increased workloads and competing deadlines make it challenging to meet core job duties. Overall, whether they are telecommuting or working in the field, employees are generally feeling what we call pandemic fatigue and are working hard to meet their workload demands.

Remote Work Trip Savings

Over the past 12 months the City's Transportation Demand Team has been tracking the impact of telework and saved trips on the environment.

Number of Trips	SOV Miles Saved	CO2 Emissions Saved
52,564	830,049	801,819

The CO2 savings is equivalent to what would need to be absorbed by **16,700 trees**. Total miles not driven is equivalent to traveling to the **moon 2.5 times**.

Trainings

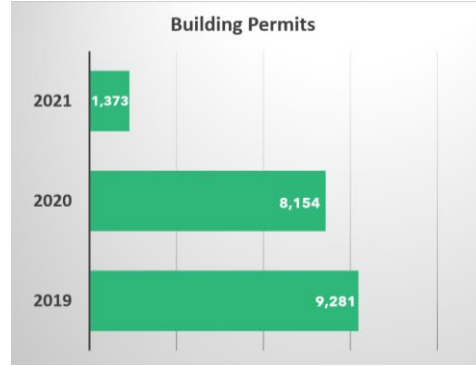
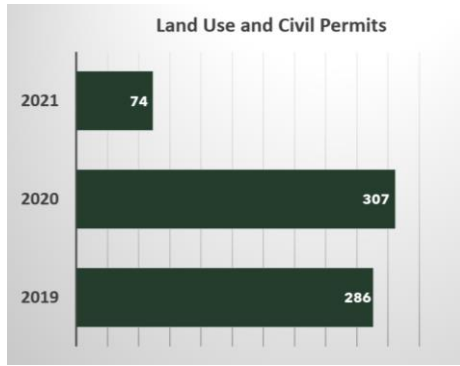
Staff Trainings have begun again in all areas with the exception to those that are non-urgent and require close-proximity of in-person facilitation. Human Resources and individual departments have updated delivery of planned or essential trainings to provide effective and collaborative virtual opportunities.

Permits and Revenue and Inspections

Development and permits remained strong overall throughout the pandemic. A dramatic drop as the region predicted in April did not take place; however, a few areas came in slightly lower.



- We saw a **10%** increase in revenue in 2020 compared to 2019 and are on track to do about the same in 2021, but it is still early in the year and this could fluctuate.
- Field inspections on development permits came in right on par with 2019. This is notable as the Governor had issued a six week stay on construction in April 2020.



- Building permits came in about **10%** lower than the previous year but remained steady overall throughout the year and following restrictions placed on construction.
- Land Use and Civil Construction permits were about a **6%** increase from the previous year. This is largely due to Temporary Use Permits being issued for outdoor dining.

Redmond's Partnership Network (RPN)

56 COMMUNITY REPRESENTATIVES OF **44** AGENCIES, ORGANIZATIONS, GROUPS, AND CLUBS

Cross-departmental staff team (currently led by PCD's Community and Implementation team)	Representatives from: <ul style="list-style-type: none"> • Fire • Parks • Planning • Police • Public Works
Three quarterly virtual meetings with next meeting on April 19	<ul style="list-style-type: none"> • Recovery needs, issues, and strategies check ins • Weather and other event preparedness
Community-led collaborations	<ul style="list-style-type: none"> • Additional distribution of Redmond Lights blinkers • Wintertime communication connections • Arts and food vouchers
Sharing information - presentations from LWSD and NAMI	<ul style="list-style-type: none"> • School services and food support • Self-care for providers
Community-staff and community-community connections	<ul style="list-style-type: none"> • Mask distribution pop-ups • Additional support for essential food distributions • Faith-based Little Free Pantry Plan
In-development:	<ul style="list-style-type: none"> • Self-managed Redmond-based services and resources information portal • RPN webpage • Recruiting additional member groups • Piloting communication connections for those who do not have access to digital information.

Recovery Strategies

Staff and community partners have been dedicated to meeting the needs of the community and organization. In August, an initial set of recovery strategies were recommended to be implemented. Since that time staff has included some additional strategies to expand upon to further address immediate and ongoing needs of our community and partners.

The recovery strategies are classified by the *short*, immediate to six months (continued response and mitigation), *medium*, six to 18 months (mitigation and recovery focused), and *long-term*, 18-36 months (recovery focused).

- There are 91 total strategies that had been identified to properly support continued response and mitigation efforts, while also strategically and intentionally preparing the community for a resilient recovery.
- Many strategies directly address impacts and needs triggered by the pandemic, while others are laying the path for us to be ready and well positioned at the conclusion of the event.

91 Total Strategies

- **36** completed
- **22** have gone from 'not begun' to 'underway'

The status updates of the Recovery Strategies shows the intense amount of additional work staff throughout the City have assumed in order to address the impacts of the pandemic on the community while also providing essential services and core functions essential to the City's operation.

Next Quarter

Repopulation and Reopening

Over the coming months staff will be predominantly focused on continuing to prepare for the repopulation of city facilities and the reopening of City Hall. Status and progress on the recovery strategies and other related work is not expected to change significantly while focus is directed towards preparing for welcoming all back to city facilities.

Future Updates

To ensure efficiency and effectiveness of updates, staff is seeking input regarding what information would be most valuable to the City Council for inclusion in future updates. The next update is planned to come before Council in June.

