

REDMOND CITY COUNCIL STUDY SESSION SUMMARY

March 12, 2019

Mayor

John Marchione

Members of the Council

Angela Birney, President
David Carson, Vice-President
Jeralee Anderson
Steve Fields
Hank Margeson
Hank Myers
Tanika Padhye

Staff

Jonny Chambers, Technology and Information
Services Director
Tommy Smith, Fire Chief
Pattijean Hooper, Emergency Preparedness
Manager
Ernie Fix, Maintenance and Operations
Supervisor
Lisa Maher, Communications and Marketing
Manager
Michelle Hart, MMC, City Clerk

Convened: 7:30 p.m.

Adjourned: 9:36 p.m.

Council President Birney opened the meeting and overviewed the agenda.

Mayor Marchione introduced Mr. Jonny Chambers, Technology and Information Services Director.

Technology Information Services (TIS) Strategy Update

Mr. Chambers provided a report to the Mayor and Members of the Council regarding the TIS Strategy Update:

- organizational overview;
- TIS and business operations integration;
- TIS project portfolio;
- evolution of Redmond's Information Technology;
- the team is broken into functional areas;
- TIS Strategic Themes:
 - innovate;
 - align;
 - modernize;
 - stabilize;
- prior Council TIS Strategic Plan overview:
 - City is building out a data platform;
 - formal project management focus;
 - mobile technology;
 - GIS/asset integration;
 - tech specialists;
 - ops excellence;
- TIS and Business Operations integration;

- snow event and TIS's role and data;
 - visualizing operations in GIS;
- major project portfolio – the Big 4; and
 - core business systems anatomy.

General discussion ensued regarding vetting projects ongoing through FAC; Strategic Plan timeline in comparison to the Big 4 projects; documenting the institutional knowledge of TIS; benefits realization plan around technology for successes and risk plan if the plans are not realized; search and navigation ability of a new website is needed; and Smart Cities and investments that the City can make.

(Recess at 8:10 p.m. and reconvene at 8:14 p.m.)

2019 Snow Event Recap

Mr. Tommy Smith, Fire Chief, Ms. Pattijean Hooper, Emergency Preparedness Manager, Mr. Ernie Fix, Maintenance and Operations Supervisor, and Ms. Lisa Maher, Communications and Marketing Manager, provided a report regarding the recent snow emergency event:

- responding to the event;
- community impacts and support;
- stakeholders and partners – staying in touch and working with county, state, and other regional partners;
- lessons learned;
- three storm surges on February 3, 8 and 10, with a total of 14.1 inches of snow;
- over 10 days of emergency operations;
- phases of a disaster: readiness; response; recovery;
- unified command;
- Public Works response:
 - annual training and readiness;
 - equipment and supplies ready;
 - 24-hour staffing from February 7 – 15;
 - focus was initially on priority plow routes;
 - debris teams staffed to clear fallen trees and limbs;
 - transition to neighborhood plowing on February 13;
 - 250.67 tons of salt;
 - 17,951 gallons of deicer;
 - staff worked around the clock for nine days;
 - efforts to prevent and monitor street flooding as snow melted;
 - debris removal efforts are still ongoing;
- response operations:
 - cross-departmental response;
 - activation of the Emergency Coordination Center;
 - declaration of local emergency;
- Communications review:
 - 120 social media posts;
 - over 266 requests on Your Redmond App;

- E-newsletters with 75,000 unique subscribers;
- video messages had 13,000 views;
- Code Red;
- City website;
- community benefits:
 - communications;
 - operations;
 - return on investment;
 - lessons learned:
 - major strengths;
 - primary areas of improvement; and
 - integration of emergency management.

Discussion ensued regarding snow removal ordinances that may be needed; clearing sidewalks; partnership with National Weather Service to predict weather better than commercial weather services; honoring staff; 300 miles of roads in Redmond to clear; creating a list of private persons for hire that can assist in snow removal; policy language around neighborhoods securing private plowing; and insured private vendors.

Council Talk Time

Councilmember Birney overviewed the agenda items for the March 19, 2019 regular business meeting.

Councilmember Myers stated that Saturday is the Idylwood work party, and the Redmond Police Foundation is having an inaugural dinner on May 30, 2019.

Councilmember Birney stated that the Redmond Nourishing Networks provides Food Boxes for students of the Lake Washington School District during spring break. Anyone interested in helping out can sign-up online.

Councilmember Birney stated that the Idylwood replanting is full.

Mayor Marchione stated that Redmond employees are participating in Hopelink's March Can Madness and are taking donations of canned goods.

Councilmember Carson commented regarding Havens and Seattle World Whiskey Day being held in Downtown Park on May 18, 2019.