

**REDMOND CITY COUNCIL
COMMITTEE OF THE WHOLE - PARKS AND HUMAN SERVICES
MEETING SUMMARY**

Council Conference Room
15670 NE 85th Street, Redmond, Washington

Tuesday, March 5, 2019

Council:

Hank Myers, Presiding Officer
Jeralee Anderson
Angela Birney
David Carson
Steve Fields
Hank Margeson
Tanika Padhye

Staff:

Ryan Spencer, Customer Service Manager
Carolyn Hope, Parks Planning and Cultural Arts
Manager
Colleen Kelly, Planning Manager
Rachel Van Winkle, Interim Parks Director
Chris Weber, Cultural Arts Administrator
Cheryl Xanthos, CMC, Deputy City Clerk

Convened: 4:30 p.m.

Adjourned: 5:26 p.m.

Presiding Officer Hank Myers called the meeting to order, reviewed attendance, and overviewed the agenda.

Customer Service Center Update

Mr. Ryan Spencer, Customer Service Manager, provided an update:

- one-year anniversary;
- created a welcoming atmosphere and centralized service;
- engaging with the community;
- decrease in phone calls and triage in other departments;
- connecting customers to the right place;
- launched QAlert for service requests;
- “Your Redmond” mobile app;
- help with approximately 40 different processes;
- decrease in response time for service requests;
- high customer satisfaction; and
- goals for the current year.

General discussion ensued throughout regarding routing requests properly; total days to close a request; using GIS; tracking requested process and policy improvements; ombudsperson process; feedback from vendors; not able to use the app for public comment on projects; needing a change management plan; conference center space rentals for the public; and business licensing renewals.

2018 Homeless Outreach Update

Ms. Colleen Kelly, Planning Manager, provided an update:

- pilot program started in August 2016;
- quarterly updates;
- outcome reporting at the end of the year;
- 210 unduplicated people worked with the Homeless Outreach Coordinator in 2018;
- working with people to create a plan and follow through;
- 27 people resolved their issues by finding housing in 2018; and
- meets daily with the bike team, holds office hours, and provides many services to the community.

General discussion ensued regarding interactions with the tent city and the length of time people are homeless.

Proposed Privately Developed Public Art Amendment Proposal and Process Update

Ms. Carolyn Hope, Parks Planning and Cultural Arts Manager, and Mr. Chris Weber, Cultural Arts Administrator, discussed privately developed public art. The process will be evaluated for code amendments and creating a formal review process. The process needs to be clear and easy for developers. Staff wants to continue to encourage private art development. Administrative procedures will be set up for developers who want to use in-lieu funds. The project is expected to be completed by the end of the year. There currently are gaps in the City's policies and procedures. With many developments undergoing the master planning process, time is of the essence.

General discussion ensued regarding this was triggered by the need to have private developers contribute to placemaking; a large number of regulations may inhibit this process; a study session will be held to discuss the one percent for the arts; regulating the quality of art, location, and safety; and having art appropriate for the location.

2019 Committee Work Plan

Presiding Officer Myers stated that the work plan is going forward for approval at the regular business meeting tonight.

Councilmember Birney stated that the work plans generally have recurring and budget items; additional items can be discussed that are not currently on the work plan; and there is no requirement to amend the work plan.