City of Redmond

Agenda

Study Session

Tuesday, January 26, 2021
7:00 PM

Remote Viewing: Redmond.gov/rctvlive, Facebook (@CityofRedmond), Comcast Channel 21, Ziply Channel 34, or listen at 510-335-7371

City Council

Mayor
Angela Birney

Councilmembers
Tanika Kumar Padhye, President
Jeralee Anderson, Vice-President
David Carson
Steve Fields
Jessica Forsythe
Varisha Khan
Vanessa Kritzer

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FOR ASSISTANCE AT COUNCIL MEETINGS FOR THE HEARING OR VISUALLY IMPAIRED:
Please contact the City Clerk's office at (425) 556-2194 one week in advance of the meeting.

Redmond City Council Study Session

1. Review of "Redmond Conversation Toward Inclusion and Belonging" (Redmond City Council Community Listening Session)

(30 minutes)

Attachment A: Redmond City Council Community Listening Session Summary

2. City of Redmond Utilities Strategic Plan

(30 minutes)

Attachment A: Draft Utilities Strategic Plan
Attachment B: Presentation

3. Council Talk Time

(10 minutes)

City of Redmond

15670 NE 85th Street
Redmond, WA

Memorandum

Date: 1/26/2021
Meeting of: City Council Study Session

File No. SS 21-008
Type: Study Session

TO: Members of the City Council
FROM: Mayor Angela Birney
DEPARTMENT DIRECTOR CONTACT(S):

CONTACT:

Chanin Kelly-Rae	Consultant	

TITLE:
Review of "Redmond Conversation Toward Inclusion and Belonging" (Redmond City Council Community Listening Session)

OVERVIEW STATEMENT:
Review and discuss the high-level summary of thematic insights and recommendations shared by Community members during the Community listening session on inclusion and belonging (see
Attachment A).

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

REQUESTED ACTION:

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

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
  Community Strategic Plan on Diversity, Equity and Inclusion
- **Required:**
  N/A
- **Council Request:**
  Council's listening session took place on November 6, 2020.
- **Other Key Facts:**
  N/A

OUTCOMES:
The result of the Study Session conversation will be to review and discuss the insights and recommendations voiced at the Redmond Conversation Toward Inclusion and Belonging.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
  N/A
- **Outreach Methods and Results:**
  The conversation was facilitated by Chanin Kelly-Rae at the request of the Council.
- **Feedback Summary:**
  A summary of Community insights is provided in Attachment A.

BUDGET IMPACT:

Total Cost:
N/A

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

Budget Offer Number:
N/A

Budget Priority:
The conversation supports the Strategic and Responsive priority.

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
11/6/2020	Community Listening Session	Receive Information

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: Redmond City Council Community Listening Session Summary

Chanin Kelly-Rae Consulting
Let us Help Your Business Grow Into A Better Version of Itself

Redmond City Council Community Listening Session
"Redmond, Conversation Toward Inclusion and Belonging"
November 6, 2020

The following is a high-level summary of thematic insights shared by community members during the Community Listening Session. Additionally, there is a list of recommended action items and/or areas for immediate focus as offered by the public.

Challenge: The Redmond City Council desires to hear from the community on issues related to diversity, equity, inclusion and belonging in the city from those who live, work, and/or recreate in Redmond, Washington. As they consider budget priorities, the Redmond City Council wants to hear from the public what they should be focusing on for 2021 (and beyond).

Opportunity Areas for Immediate Focus:

- Focus on diversity and belonging with true integration of differences in the community.
- Engage with community organizations to discuss how they can help implement positive change on behalf of the community
- Conduct deliberate and intentional conversations about race and racism.
- Engage in regular and ongoing social justice and diversity, equity, and inclusion (DEI) training as a city council, and make sure that training is available for city employees.
- Focused attention should be directed toward intentional services for the following: youth, homeless, single parents, unemployed, disabled, Black, Indigenous and other People of Color (BIPOC) LGBTQIA+, elderly, working class, Southeast Asian community, and LGBTQIA+ people in the community.
- Work to better understand marginalized people in the community and listen to their concerns.
- More affordable housing is needed in the apartment community downtown and other areas of the city.
- More should be done to create a more vibrant nightlife in the city.
- Create more cultural, art, and diverse celebrations that bring the community together to engage and better understand one another. Create a culture of inclusion and belonging through events and support of spaces that do the same.
- The community is not monolithic and more should be done to hear from all members of the community.
- Meetings should be more inclusive to accommodate the needs of families with young kids, people who speak English as a second language (ESL), persons with disabilities (PwD),
- Encourage public events to include a family hour to be inclusive of families with members that have special needs, i.e., Autism, Down's Syndrome, etc.

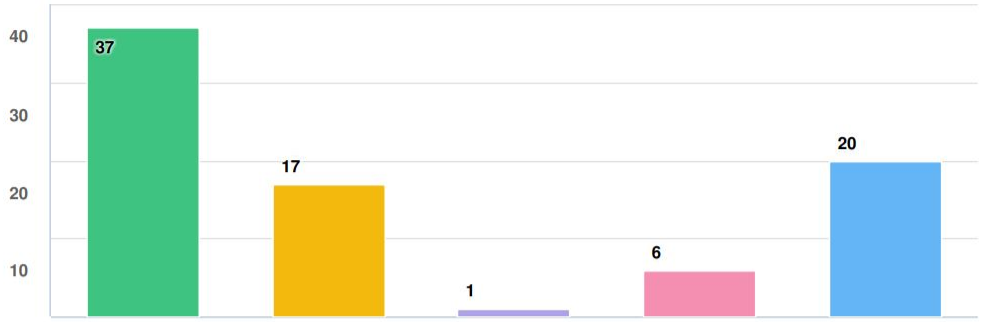
Next Steps:
Recommendations suggested that the Redmond City Council should do in the near future:

- Host participatory Town Hall meetings that allow for the public to ask questions, councilmembers can then respond, and the community will have answers that would then allow transparency and accountability.
- Create opportunities for the public to learn how city government works, and how the community can proactively engage.
- Increase community engagement opportunities through forums, and other two-way means of communication.
- Consider adopting the *Eastside Change Coalition* demands referenced
- Fund the Diversity, Equity, and Inclusion (DEI) Program Manager and select a candidate with real, proven experience that has and can deliver results.
- Council should share what actions they have taken since adopting the resolution naming the City of Redmond a Hate Free Zone.
- Ensure safety for all members of the community, especially the youth, BIPOC, LGBTQIA+, religious minorities, and all marginalized members of our shared community.
- Budget allocations should be directed toward the BIPOC communities and organizations supporting the same.

Examples of Programs In Flight & Successes:

Employee Diversity, Equity, Inclusion, and Belonging (DEIB) & Implicit Bias Training. 20 sessions of virtual training have been scheduled in 2021 to ensure that all employees can participate.
Diversity Manager role approved in the city budget
Community Equity Action Team (CEAT) – Redmond Police Department, community members convene to advise the Chief and department on equity matters and hold department accountable to communicate with the community.
Human Services Commission *equity training* in preparation for funding application review and recommendations
Participating in Municipal Language Access Network
Creation of rack cards in 6 languages explaining basic city services
Creation of web page for new residents in 6 languages https://www.redmond.gov/984/New-Residents
Census work with community-based agencies and dissemination of information in 11 languages
Participation in Welcoming Week since 2017
Two (2) Lunch and learn sessions to continue conversation around equity
Communications plan for translation of vital documents
Participation in nascent Welcoming Communities Collaborative (Eastside cities) to promote equity and inclusion across the Eastside
Participation in Eastside Race and Leadership Coalition – including summit planning
Participation in Governing for Racial Equity and Inclusion – including summit planning, steering committee

Q5 Which of the following applies to you? (Check all that apply)

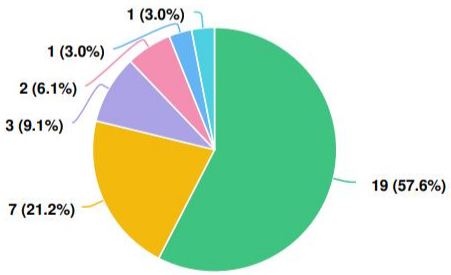


Question options

- I live in Redmond
- I work in Redmond
- I attend school in Redmond
- I own or operate a business in Redmond
- I shop, dine, socialize, or recreate in Redmond

Optional question (45 response(s), 2 skipped)
Question type: Checkbox Question

Q6 What is your zip code?

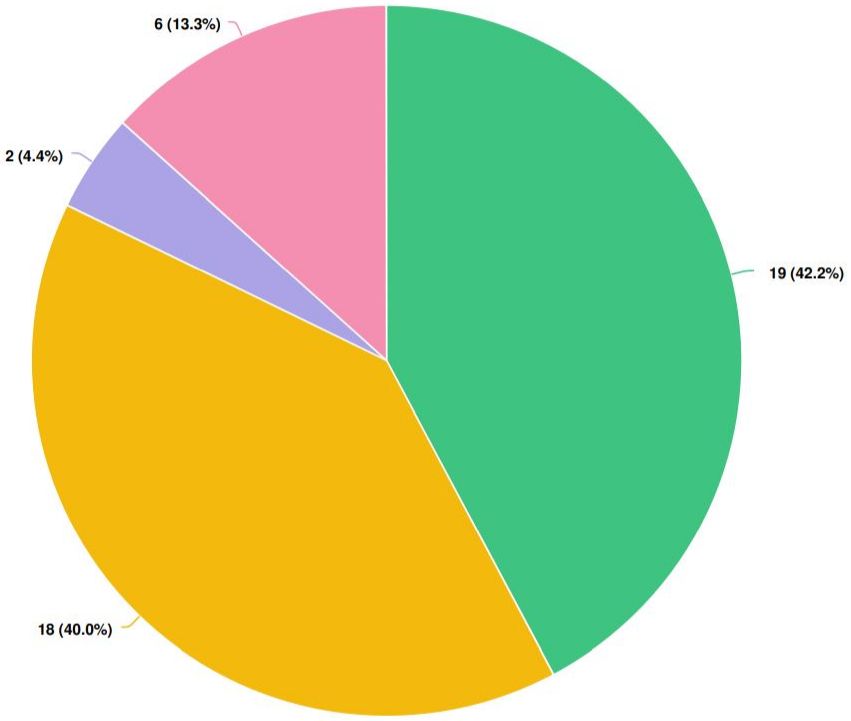


Question options

- Redmond, WA 98052
- Redmond, WA 98053
- Redmond, WA 98073
- Bothell, WA 98012
- Sammamish, WA 98074
- Seattle, WA 98109

Optional question (33 response(s), 14 skipped)
Question type: Region Question

Q7 **What is the gender by which you identify?**

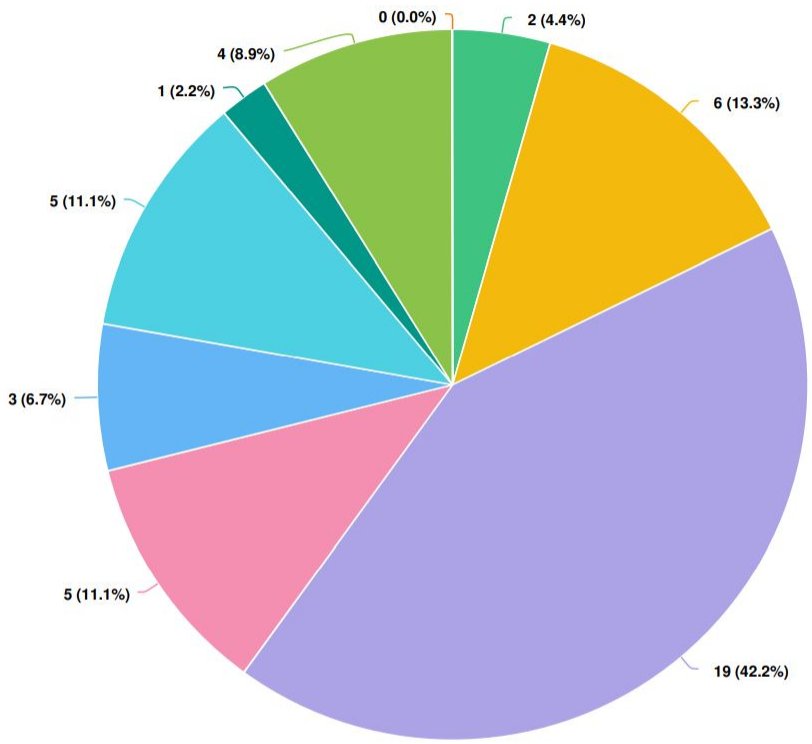


Question options

Male · Female · Transgender/Gender-variant · I prefer not to answer

Optional question (45 response(s), 2 skipped)
Question type: Radio Button Question

Q8 **In which decade were you born?**

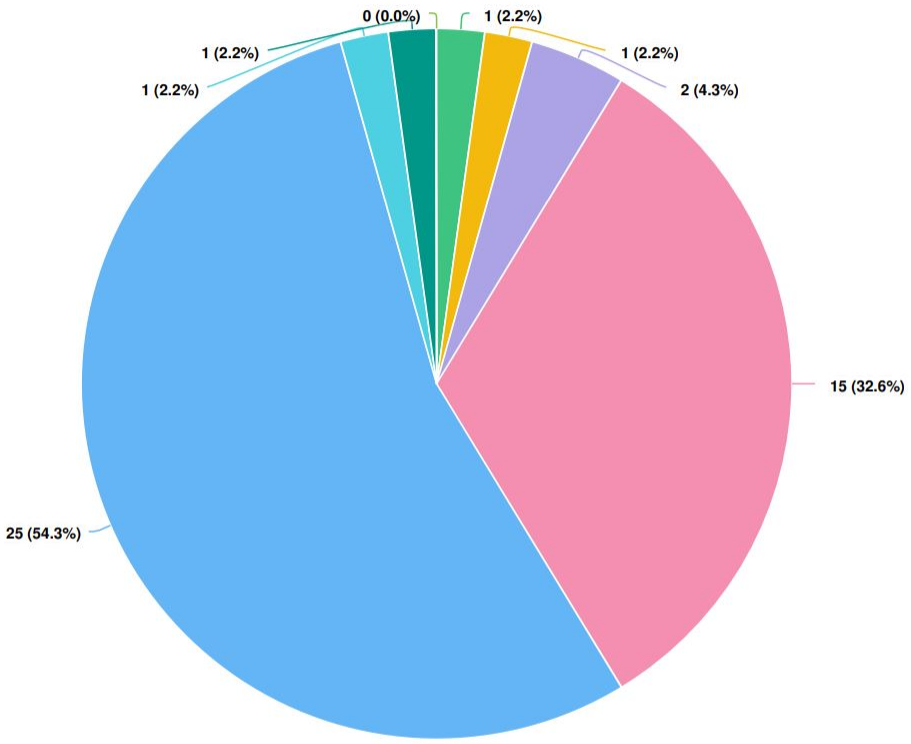


Question options

1990-1999 · 1980-1989 · 1970-1979 · 1960-1969 · 1950-1959 · 1940-1949 · Before 1940 · I prefer not to answer · 2000 or after

Optional question (45 response(s), 2 skipped)
Question type: Radio Button Question

Q9 **What is your highest level of education?**

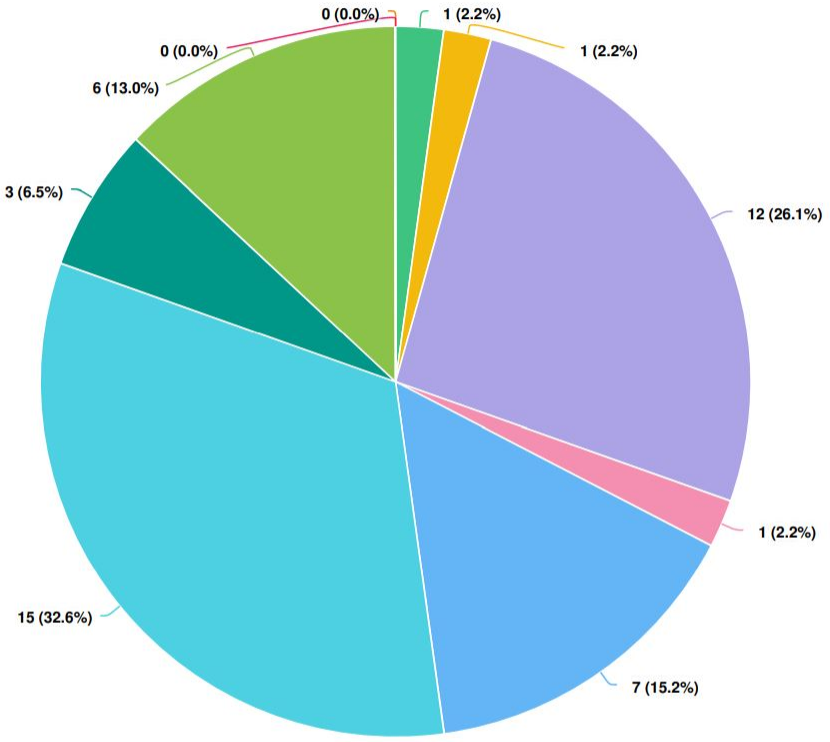


Question options

High school graduate · 2-year college degree · Technical degree · 4-year college degree · Advanced degree · Other · I prefer not to answer · Some high school

Optional question (46 response(s), 1 skipped)
Question type: Radio Button Question

Q10 **Which of the following best describes your racial and ethnic heritage?**

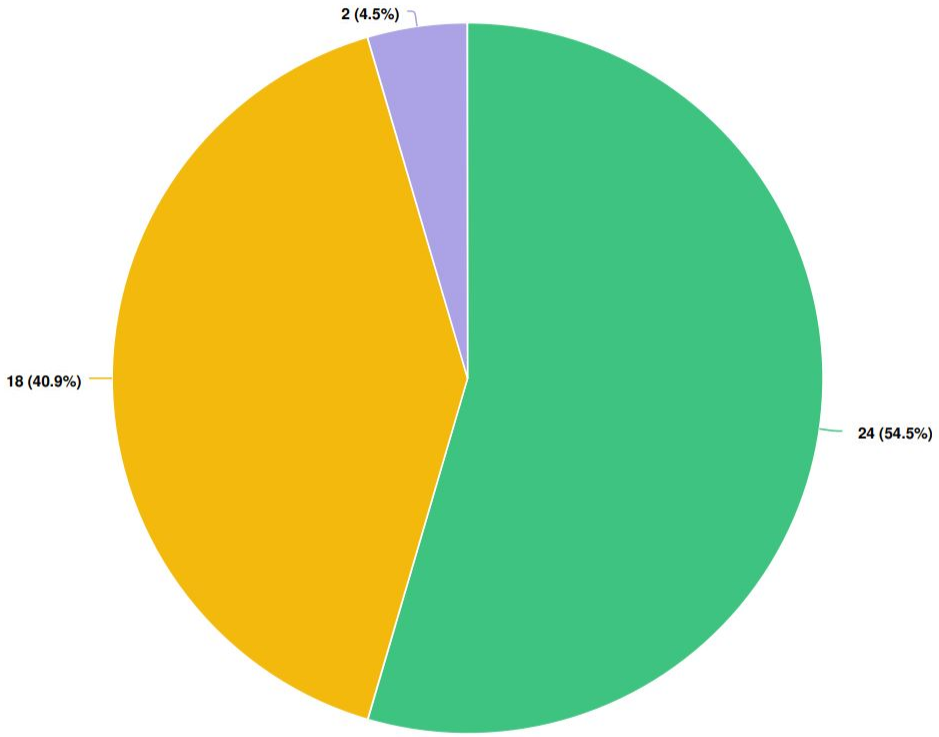


Question options

Black/African American · Arab American · Asian American/Pacific Islander · Latinx · Multiracial
White/Caucasian · Other · I prefer not to answer · Native American · Self-identification

Optional question (46 response(s), 1 skipped)
Question type: Radio Button Question

Q12 **Does anyone in your household speak a language other than English on a regular basis?**

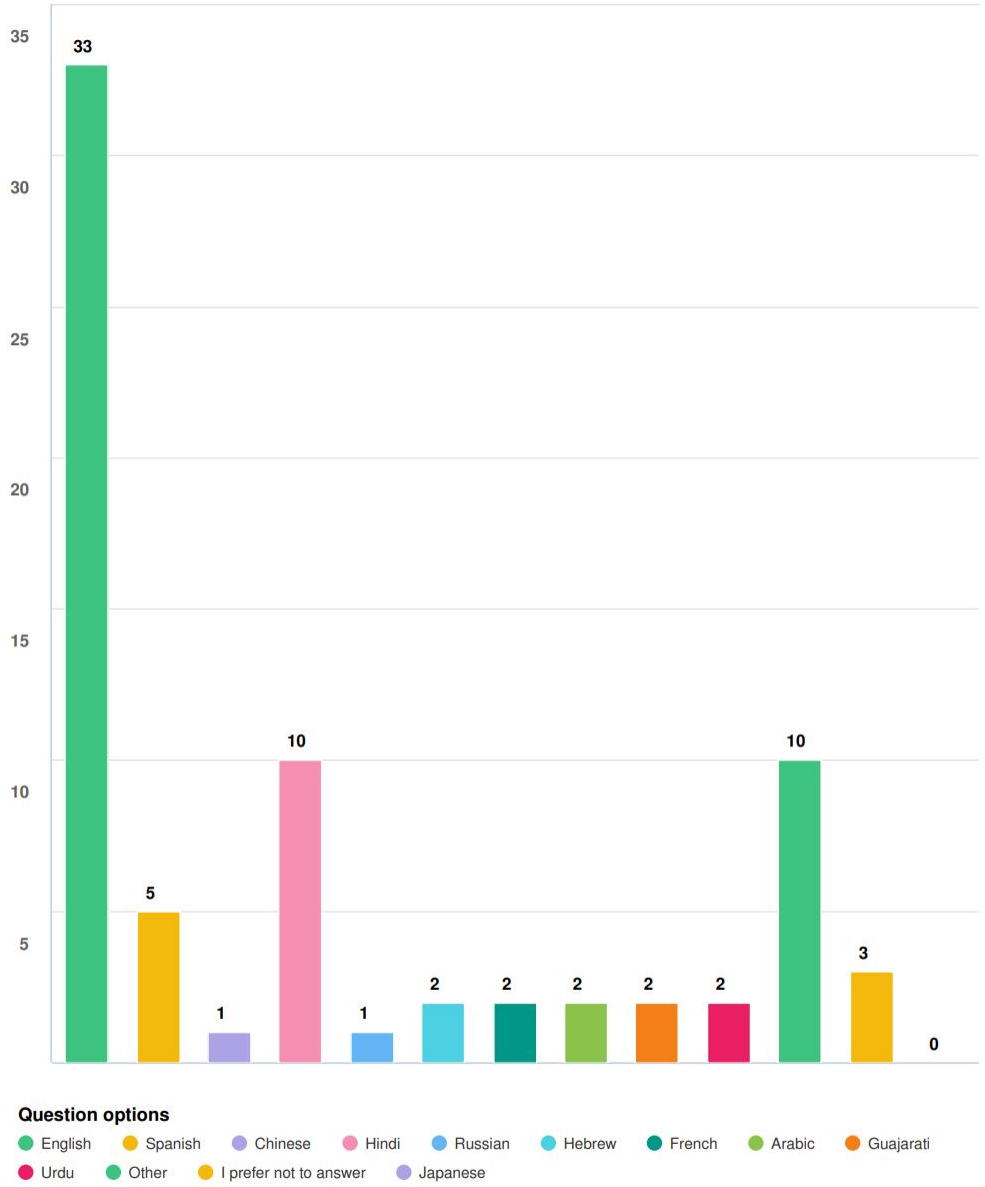


Question options

Yes No I prefer not to answer

Optional question (44 response(s), 3 skipped)
Question type: Radio Button Question

Q13 **What languages are spoken in your home? Check all that apply.**



Optional question (45 response(s), 2 skipped)
Question type: Checkbox Question

City of Redmond

15670 NE 85th Street
Redmond, WA

Memorandum

Date: 1/26/2021
Meeting of: City Council Study Session

File No. SS 21-004
Type: Study Session

TO: Members of the City Council
FROM: Mayor Angela Birney
DEPARTMENT DIRECTOR CONTACT(S):

Public Works	Dave Juarez	425-556-2733

DEPARTMENT STAFF:

Public Works	Anne Dettelbach	Senior Planner
Public Works	Steve Hitch	Interim EUSD Division Manager
Public Works	Andy Rheaume	Maintenance Manager

TITLE:
City of Redmond Utilities Strategic Plan

OVERVIEW STATEMENT:
At an upcoming Council study session, Public Works staff will provide City Council an update on the City of Redmond Utilities Strategic Plan.

- The Utilities Strategic Plan provides a roadmap that will direct utility activities through 2050. The Plan builds on the Utilities Strategic Framework that was discussed and supported by the City Council in Fall 2019.
- At this session, staff will:
  - a) provide an overview of the services provided by the four City-run utilities,
  - b) describe the Plan's contents, and
  - c) discuss how the Plan integrates with other City strategic planning efforts.

The Utilities Strategic Plan will be finalized following City Council review and discussion.

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

REQUESTED ACTION:

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

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
  The Utilities Strategic Plan will support implementation of the Redmond Comprehensive Plan, the City of Redmond 2021-22 Budget, the Community Strategic Plan, and the Environmental Sustainability Action Plan. The Plan will provide guidance that informs the development of Water, Wastewater, and Stormwater Utility functional plans, and the Solid Waste Master Plan and contracts.
- **Required:**
  N/A

- **Council Request:**
  N/A
- **Other Key Facts:**
  N/A

OUTCOMES:

The City of Redmond Utilities Strategic Plan will guide utility work from now until 2050. The plan includes a single mission statement for all four City-run utilities, and operating principles created to complement the City's Values. It identifies six objectives that the utilities must achieve to ensure the City continues to provide high quality utility services to the Redmond community. These include:

- Safely and responsibly manage City utility assets.
- Protect and restore the natural environment.
- Provide outstanding customer support and equitable services.
- Be the employer of choice for Utility staff.
- Coordinate City programs and processes to prepare for the future.
- Demonstrate regional leadership.

Each objective is accompanied by a set of specific strategies. There are 20 strategies in total. Each strategy includes a performance target that defines a desire outcome and a performance measure that will enable the City to evaluate our success in achieving that outcome.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
  January 2020-Community Survey on the Utilities Strategic Framework
  September 2020-Community Survey on the Utilities Strategic Plan
- **Outreach Methods and Results:**
  The City used the *LetsConnect Redmond* website to conduct the community surveys. The first survey received 200 visitors, with 40 individuals participating in the survey. The second community survey was viewed by 260 visitors and completed by 55 individuals.
- **Feedback Summary:**
  Overall, feedback indicated that the Redmond community supports the Utilities' proposed Mission, key objectives, and targeted 2-year actions. Survey findings are summarized in an appendix to the Utilities Strategic Plan.

BUDGET IMPACT:

Total Cost:

All action described on the Plan's Two-Year Action List have been approved for funding as part of the adopted City of Redmond 2021-22 Budget.

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

Budget Offer Number:

N/A

Budget Priority:
Healthy and Sustainable; Capital Investment Program

Other budget impacts or additional costs: ☐ **Yes** ☐ **No** ☒ **N/A**
If yes, explain:
N/A
Funding source(s):
The Stormwater, Water, and Wastewater Utilities are funded by enterprise funds that receive their revenue from utility customers. The Solid Waste/Recycling Utility is funded by a special revenue fund that also receives its revenue from customers paying for that service.

Redmond utilities often leverage the use of State and local grants to help pay for programmatic actions and capital investments.

Budget/Funding Constraints:
N/A
☐ **Additional budget details attached**

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
October 29, 2019	Special Meeting	Provide Direction
June 9, 2020	Committee of the Whole - Planning and Public Works	Receive Information
November 10, 2020	Committee of the Whole - Planning and Public Works	Receive Information

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	N/A	N/A

Time Constraints:
Implementation of the Utilities Strategic Plan, as supported by the approved biennial budget, is underway.

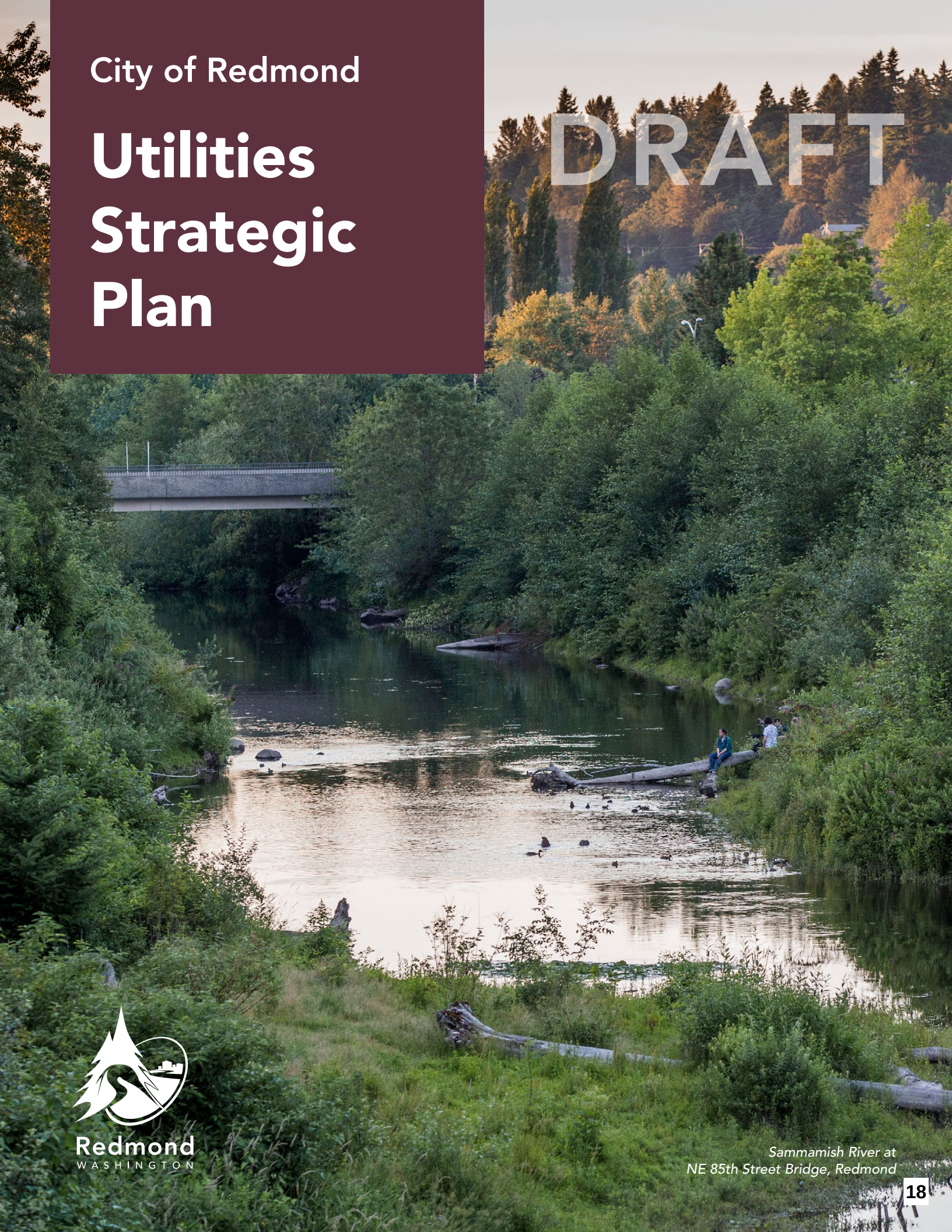
ANTICIPATED RESULT IF NOT APPROVED:
N/A - this study session is for information only

ATTACHMENTS:
Attachment A: Presentation

City of Redmond

Utilities Strategic Plan

DRAFT



Redmond
WASHINGTON

Sammamish River at NE 85th Street Bridge, Redmond

A Message from Public Works Director Dave Juarez

The City of Redmond operates four utilities that provide essential services to people who live, work, and visit our city. The Water Utility provides high-quality and abundant drinking water. The Wastewater Utility safely conveys sewage to King County's treatment plant. The Stormwater Utility prevents flooding and protects and sustains local streams. Finally, the Solid Waste and Recycling Program manages the collection of solid waste and recycling for the City. Across the Utilities, we strive to provide exceptional customer service to the community.

This Utilities Strategic Plan lays out 20 strategies to improve City-run utility services looking forward from now until 2050. The Plan addresses opportunities and challenges in our community, sets priorities for the Utilities, and offers examples of specific near-term implementation actions the City will take over the next two years.

Providing utility services relies on the knowledge and experience of staff who work throughout the City. People in Public Works, Planning, Technology and Information Services, and Finance Departments engage in an impressive variety of daily tasks—everything from cleaning sewer lines, to reviewing utility plans for construction sites, to restoring salmon habitat—to ensure the City functions in a safe, cost-effective, and efficient manner. Our staff take pride in their work and understand the importance of what we do. This Strategic Plan will help ensure that our work continues to move Redmond's Vision forward by creating a community where all people have access to high-quality utility services, businesses can thrive, and current and future generations can enjoy a healthy environment.

With appreciation,

David Juarez, Public Works Director
djuarez@redmond.gov

In 2019, Redmond's wells delivered over one billion gallons of drinking water to utility customers.

Downtown Park, Redmond

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Introduction

The City of Redmond's Water, Wastewater, Solid Waste and Recycling, and Stormwater Utilities build, operate and maintain City infrastructure and run programs that supply clean drinking water, safely remove and manage waste, and protect property, human health and the environment. We operate throughout the City (and, for water and wastewater, in the Redmond Ridge and Trilogy Urban Planned Developments within the Novelty Hill area) and depend on staff in Redmond's Public Works, Planning, Technology and Information Services, and Finance Departments.

This Utilities Strategic Plan (USP) details priorities for the City's four Utilities looking forward to 2050. It was created with input from City staff, the Redmond City Council, and the broader Redmond community. The Utilities seek to align this USP with other efforts within the City, including the Community Strategic Plan, the Comprehensive Plan, biennial Citizen Survey results, the 2020 Environmental Sustainability Action Plan, and Utility-specific functional plans. The purpose of this Plan is to ensure that the Utilities operate efficiently and effectively in a way that meets and anticipates the needs of utility rate payers and the Redmond community.

In 2019, Redmond's business inspectors offered direct stormwater pollution prevention support to 150 businesses.

Mission

City of Redmond's Utilities provide the Redmond community with reliable, safe, and resilient utility services and programs that protect and sustain our natural environment and quality of life.

Shared Values and Principles

The Utilities strive to embody established City-wide values:

- Commitment to Service
- Integrity
- Accountability
- Welcoming

We endeavor to operate Utilities that are:

- Reliable
- Responsible
- Efficient
- Sustainable
- Resilient
- Collaborative

Opportunities and Challenges

Redmond is home to diverse residential and business communities and vital natural resources. Our Utilities deliver outstanding, cost-effective utility services. To maintain these levels of service in a changing world, we must innovate and adjust operations and programs. During the strategic planning process, staff from across the Utilities identified challenges and opportunities that drive our work.

- **The City is becoming denser and more urban.**
  As Redmond continues to grow, the Utilities will need to adapt design standards and operations to land development patterns.

- **Climate change will affect how the City delivers utility services.**
  We expect drier summers and more intense winter storms in the coming decades. These changes will directly impact regional drinking water supply and stormwater management practices. As stewards of the environment, we also need to be conscious of how the Utilities' actions contribute to climate change.

- **Our workforce is highly dynamic.**
  Before experienced Utilities' staff retire or move on, it is essential to harness that knowledge gained through years of experience. Similarly, we must work to ensure that that all employees have the resources they need to build upon this knowledge, along with opportunities to expand their skill sets. Finally, we must operate Utilities that attract high-quality job applicants.

- **Technology is changing.**
  The City's asset management program, use of real-time systems management tools, adoption of in-the-field data capture and entry systems, and other innovative technologies offer us new ways to gather information and optimize management of utility systems.

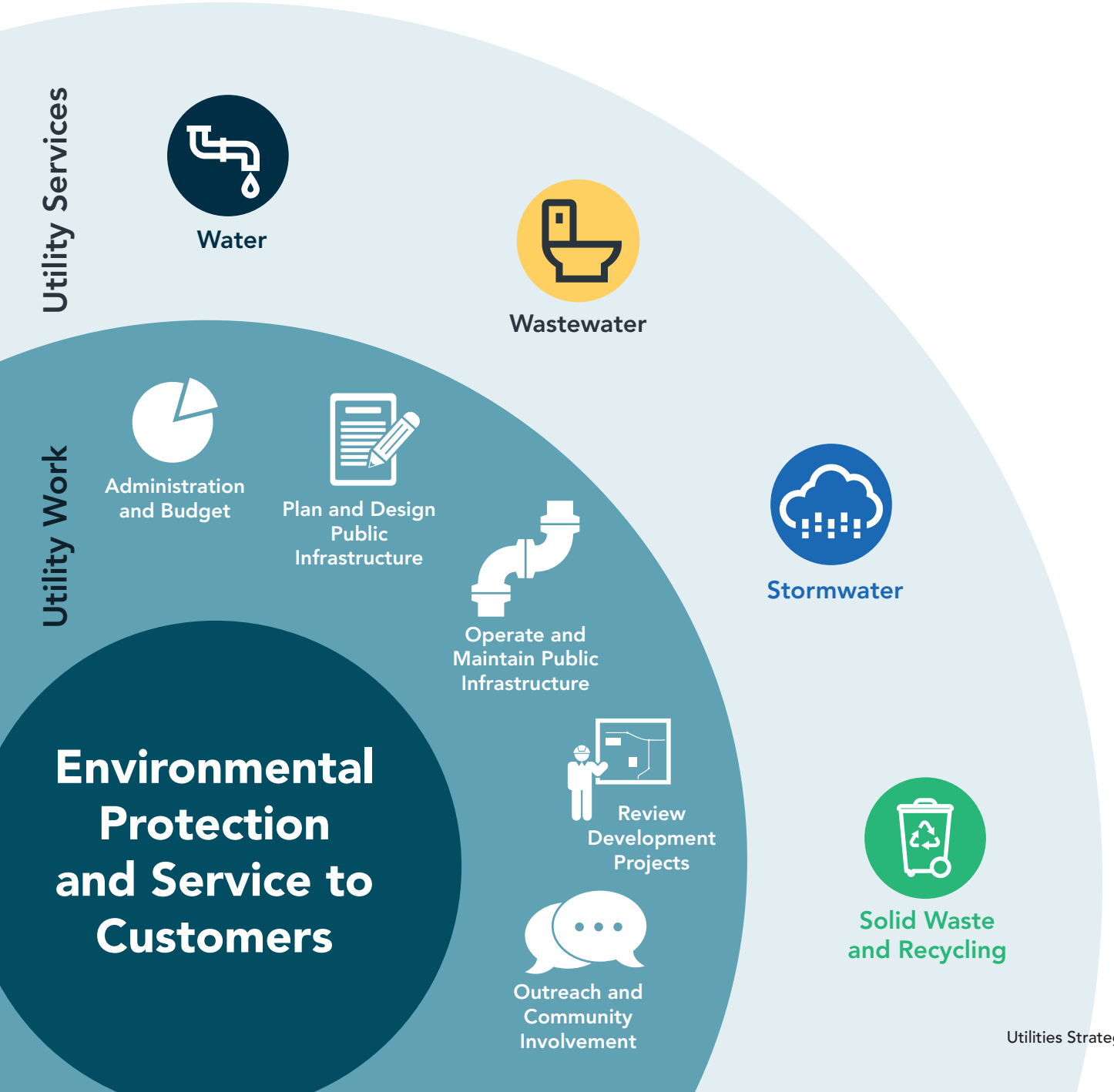
- **Planning and engineering activities for the Utilities are now managed by one division.**
  Our new organizational structure creates opportunities to improve coordination and run more a more resilient utilities network.

How Redmond Utilities Work

Redmond's Utilities provide essential services to the people who live, visit, and work in our community. Delivering utility services to our customers requires the efforts of many people, with different talents, working collaboratively throughout the City. This work is often hidden, yet critically important to the successful operation of our City.

Redmond's Utilities staff work every day to meet the local, state and federal regulations that set standards and operational guidelines for things such as: drinking water quality; the security of our drinking water system; stormwater runoff management; water quality in our lakes, rivers, and streams; conserving threatened salmon populations; managing garbage, recycling, yard debris, and food scraps; and the design of our sanitary sewer facilities. In all cases, Redmond's Utilities meet our regulatory obligations. When it is in the community's best interest, the City exceeds regulatory standards.

Our work encompasses several overlapping functions: utility system and related project design, review, installation, and oversight; infrastructure operation, maintenance, repair, and replacement; data collection, analysis, and reporting; community outreach and engagement; financial management; and system planning to prepare for future conditions. The following diagram provides an overview of key functions across the Utilities.



Redmond's Utility Program Highlights

Stormwater crew members perform regular maintenance on the Redmond Way Water Quality Facility.

STORMWATER – Provide flood prevention and protection and enhancement of streams and related habitat.

- Redmond's Stormwater Utility takes care of more than 323 miles of City-owned pipes, 11,000+ catch basins, and more than 400 stormwater ponds, vaults, and other stormwater management facilities.
- The Redmond Stormwater Utility manages 11 billion gallons of rain that falls on Redmond in an average year* to prevent flooding and protect local streams. *(*Estimate based on the average of 40 inches of rain per year and the 16-square-mile area encompassed by Redmond.)*
- Redmond is home to more than 50 miles of streams, in addition to two major creeks (Bear and Evans), the Sammamish River, and Lake Sammamish. Chinook, sockeye, coho salmon, and other native fish and wildlife call Redmond home.
- Redmond's Illicit Discharge Detection and Elimination Program investigates all reports of illegal discharges or connections to the City's stormwater or receiving water networks. On an average year, City staff may respond to 200+ reports.

Redmond's Solid Waste and Recycling Program provides garbage, recycling, and yard waste/ composting support to 13,000+ houses, 125+ multi-family residential properties, and 775 commercial accounts.

Redmond's Utility Program Highlights *(continued)*

WASTEWATER – Provide safe and sanitary collection and conveyance of wastewater to the King County regional treatment system.

- Redmond's Wastewater Utility has more than 16,000 sanitary sewer connections.
- The Wastewater Utility actively inspects and cleans more than 233 miles of pipes every seven years.
- The Wastewater Utility routinely inspects and cleans 7,336 manholes.
- Redmond's Wastewater Utility operates 22 wastewater lift stations. City personnel clean these lift stations on a monthly schedule.

WATER – Provide safe, reliable drinking water and fire protection.

- Redmond's Water Utility supplies water to more than 19,500 businesses, houses, and multifamily units.
- The Water Utility delivers 35-40% of Redmond's drinking water from groundwater. Neighborhoods east of Lake Sammamish and the Sammamish River are primarily served by groundwater delivered from the City's own drinking water supply.
- Every week, Redmond's Water Utility personnel sample drinking water at 26 locations to test for taste and quality.
- Redmond manages a groundwater monitoring network of 96 wells throughout the City.
- The Water Utility operates and maintains 333 miles of water main and 12,650 water main valves (also called isolation valves).
- The Water Utility personnel inspect and maintain 4,150 fire hydrants.
- Redmond's Water Utility operates seven reservoirs and shares maintenance responsibility for three joint-use reservoirs with neighboring cities.
- The Water Utility operates three City-owned pump stations and jointly operates three more pump stations with neighboring cities.
- The Cross Connection Control Program oversees compliance for 7,395 backflow assemblies to help protect the City's potable water supply (drinking water) from contamination.

SOLID WASTE AND RECYCLING – Provide safe and reliable solid waste collection and recycling services.

- Redmond's Solid Waste and Recycling Program provides garbage, recycling, and yard waste/composting technical assistance and support to 13,000+ single-family residences, 125+ multifamily residential properties, and 775 commercial accounts.
- The Solid Waste and Recycling Program actively maintains a searchable database listing over 400 items and options for how to recycle or dispose of them. On average, Redmond customers access this database 5,500 times each year. See: redmond.gov/389/Garbage-Recycling
- From 2015-2020, the average city-wide recycling rate was 46%, with improving trends each year.
- More than 200 businesses and apartments/condo complexes have participated in Redmond's food waste collection program since it was launched in 2006. This includes 12 schools, Redmond Town Center, 30+ apartment/condo complexes, a senior living community, the farmer's market, a food bank, and 11 City facilities.

CROSS-UTILITY

- Redmond's Utility Billing Department responds to, on average, 28 phone calls every workday. In 2019, Utility Billing also received to 7,600 email customer service inquiries.
- In 2019, City engineers and planners reviewed almost 90 private development proposals.

Washington Conservation Corps members conduct streambank restoration work.

Six Objectives and 20 Strategies for 2050

During strategic planning conversations, six objectives arose again and again among the City staff working across the four Utilities. These objectives highlight areas of our work where we must focus to maintain current service levels and fulfill our mission.

- Safely and responsibly manage City utility assets
- Protect and restore the natural environment
- Provide outstanding customer support and equitable services
- Be the employer of choice for Utility staff
- Coordinate City programs and processes to prepare for the future
- Demonstrate regional leadership

Utilities staff identified a number of strategies to support each of the USP objectives. Many of the 20 strategies shown below pertain to all four Utilities (Wastewater, Water, Stormwater, and Solid Waste and Recycling). Others are specific to only one or a subset of Utilities. An icon next to each strategy identifies which Utilities it supports.

Wastewater **Water** **Stormwater** **Solid Waste and Recycling**

We have purposefully selected strategies that directly tackle the major challenges and opportunities the Utilities will likely face to fulfill our obligations to our customers and to support the City of Redmond's Vision. We consciously targeted actions that are within the Utilities' control and that are achievable. While implementing these strategies will be a stretch for the Utilities, we are confident that with the right tools and resources, with careful planning, and by working together, we can accomplish all of them by 2050.

Redmond construction site inspectors logged more than 5,100 utility inspections in 2019 at new and redeveloped sites.

Peters Creek, a tributary to the Sammamish River, collects runoff from 1,045 acres of land in Redmond.

OBJECTIVE 1

SAFELY AND RESPONSIBLY MANAGE CITY UTILITY ASSETS

STRATEGY 1

Minimize the number and duration of unplanned utility service disruptions

BACKGROUND

It takes a host of coordinated efforts to ensure our customers receive uninterrupted utility services. To reduce service outages, the City: ensures buildings and infrastructure are built to City standards; operates business and residential pollution prevention programs; oversees contracts with outside service providers; and inspects, assesses, cleans, repairs, and replaces infrastructure. When it is necessary to interrupt services to respond to an emergency, expand services, or repair infrastructure, the City notifies affected customers and strives to minimize disruptions to service.

TARGET

In a given year, aging city infrastructure or maintenance issues contribute to no more than:

- One road closure associated with storm-related flooding events
- Six water main breaks per 100 miles of pipe
- One sanitary sewer overflow

MEASURE

Score Card detailing number of unplanned utility disruptions (and time needed to restore service):

- Number and duration of arterial road closures due to storm-related flooding
- Number of water main breaks per mile of pipe
- Number of sanitary sewer overflows from the publicly owned sanitary sewer system

UTILITIES SUPPORTED

STRATEGY 2

Identify, leverage, implement, and support technologies to increase operational efficiency and effectiveness

BACKGROUND

While Redmond is known worldwide as the headquarters for multi-national technology companies, as a City we can do more to leverage the use of technology to wisely manage our utility infrastructure. Staff stay informed of innovations related to municipal utility management and evaluate new technologies. By deploying the right technology in the right ways, data collected by Utilities staff can inform decisions regarding utility systems maintenance, replacement, expansion, and upgrades.

TARGET

100% of stormwater pipes (used for conveying stormwater) are inspected using Closed Circuit TV (CCTV) every 10 years. 100% of wastewater pipes are inspected every seven years using CCTV.

MEASURE

Percentage of stormwater pipes inspected using CCTV; percentage of wastewater pipes inspected using CCTV

UTILITIES SUPPORTED

OBJECTIVE 1

SAFELY AND RESPONSIBLY MANAGE CITY UTILITY ASSETS

STRATEGY 3

Prepare for and respond to City-wide emergencies

BACKGROUND
Redmond's Utilities play a critical role in the City's response to flooding, windstorms, earthquakes, public health emergencies, and other urgent situations. When there is an emergency, Utility staff need rapid access to the critical resources and information necessary to respond. The Public Work Emergency Response Plan details how Redmond's Utilities prepare for emergency situations, coordinate with the City's Emergency Response Center during events, and help the community return to normalcy after such events.

TARGET
Annually review Public Works Emergency Response Plan and utility-specific plans and update as appropriate.

MEASURE
Status of the Public Works Emergency Response Plan and utility-specific plans

UTILITIES SUPPORTED

STRATEGY 4

Cultivate a safe and healthy working environment

BACKGROUND
Building, operating, and maintaining public infrastructure correctly requires staff to follow safety protocols and procedures. The City is committed to ensuring that required safety programs and best practices are in place, and that all staff have the equipment and knowhow to safely conduct their work.

TARGET
No workplace incidents or accidents resulting in time-loss.

MEASURE
Number of workplace incidents or accidents resulting in time-loss

UTILITIES SUPPORTED

OBJECTIVE 2

PROTECT AND RESTORE THE NATURAL ENVIRONMENT

STRATEGY 5

Protect and restore degraded stream and wildlife habitat

BACKGROUND
Redmond strives to protect and restore stream and wetland areas that are important habitats for salmon and other native wildlife. In Redmond, stream health is defined by a standard assessment method called the "Benthic Index of Biotic Integrity (BIBI)." A "fair/good" BIBI score indicates a rich and diverse bug community, an important indicator of healthy stream habitat. "Restoring" means working in streams and in the drainage areas that surround and feed them. Activities to advance this strategy include: building facilities that control and treat stormwater runoff; adding woody material to streams; planting native plants; removing invasive weeds; removing barriers to fish movement; and offering education and technical assistance focused on pollution prevention.

TARGET
Four urban streams achieve a BIBI score of "fair/good" or better by 2050.

MEASURE
Benthic Index of Biotic Integrity (BIBI) scores

UTILITIES SUPPORTED

STRATEGY 6

Eliminate high priority septic systems within City's wastewater service area

BACKGROUND
Septic system failures can threaten human health and impair streams, ponds, lakes, and ground water (an important drinking water source) health by introducing harmful bacteria, pathogens, and other unwanted chemicals to the natural environment. The City is especially concerned about eliminating high-priority septic systems. These may include failing or aging septic systems, commercial/industrial septic systems, and those located in Critical Aquifer Recharge Areas or near streams in priority watersheds.

TARGET
Zero high-priority septic systems are in use within City limits by 2050.

MEASURE
Number of high-priority septic systems remaining in City limits

UTILITIES SUPPORTED

STRATEGY 7

Reduce the amount of garbage Redmond residents, businesses, and city facilities send to the landfill each year

BACKGROUND
Redmond aims to minimize the amount of garbage going to the landfill and, instead, to recycle and compost as much as possible. Our Solid Waste and Recycling Program staff work with residential and business customers, the City's solid waste contractor, and our regional partners to promote daily practices that support this goal.

TARGET
Achieve a 70% diversion rate city-wide by 2030.

MEASURE
The percentage of materials diverted from landfill (=recycling+compost)

UTILITIES SUPPORTED

OBJECTIVE 2

PROTECT AND RESTORE THE NATURAL ENVIRONMENT

STRATEGY 8

Reduce "cross-contamination" within garbage, recycling, and compost waste streams

BACKGROUND
When garbage is placed in a recycling or compost bin, it can "contaminate" an entire load of collected materials, making all of it garbage that must be disposed of at a landfill. To reduce the contamination rate for waste collected within Redmond, the City works with residents, businesses, the City's solid waste contractor, and regional partners to ensure "the right item goes in the right place."

TARGET
Achieve a contamination rate for all waste streams of less than 5% (by volume or weight) by 2040.

MEASURE
Contamination rate as measured by waste stream audits (by volume or weight) of garbage in compost, garbage in recycling and recycling or compost in garbage

UTILITIES SUPPORTED

STRATEGY 9

Responsibly manage the City's groundwater resources

BACKGROUND
Redmond's drinking water aquifer provides roughly 40% of Redmond's drinking water needs. The remaining 60% comes from a regional water supplier, the Cascade Water Alliance (CWA). Using our local groundwater resource reduces the cost of drinking water for Redmond water utility customers, helps secure Redmond's response to future water-related climate change issues, and provides a resilient local water supply if the region ever faces a large-scale emergency. Redmond manages our groundwater resources in a way that protects this resource for sustained municipal use and to supplement streamflow in local creeks and the Sammamish River.

TARGET
Fully meet water supply expectations associated with municipal wells to maintain senior membership with Cascade Water Alliance.

MEASURE
Ratio of water delivered annually from City water wells as compared to Cascade Water Alliance water supply commitments

UTILITIES SUPPORTED

STRATEGY 10

Protect the quality of drinking water delivered to our customers

BACKGROUND
Redmond is committed to supplying drinking water that is safe, reliable, and aesthetically pleasing. Redmond's Water Utility takes numerous actions to maintain our drinking water quality. The City oversees construction activities to ensure drinking water infrastructure meets City standards, regularly inspects and maintains City-owned Water Utility infrastructure, and works with businesses to enact practices that help protect our drinking water aquifer. Each week, Redmond tests the drinking water produced at drinking water supply wells, to ensure it meets City's standards for quality and can be distributed. Twice a year, Redmond tests groundwater samples from monitoring wells located throughout Downtown and Southeast Redmond. Monitoring well sampling enables the City to look for emerging issues that could impact the groundwater that flows to our drinking water supply wells.

TARGET
No contaminants make it into the City water distribution system.

MEASURE
Number of follow-up samples taken to address potential issues noted at semi-annual monitoring events

UTILITIES SUPPORTED

OBJECTIVE 3

PROVIDE OUTSTANDING CUSTOMER SUPPORT AND EQUITABLE SERVICES

STRATEGY 11

Provide timely and quality responses to customer service requests

BACKGROUND
Redmond's Utilities value our customers' input and concerns. When a customer contacts Redmond Utilities with a utility-specific issue, a representative from the appropriate Utility is assigned to contact the customer within 24 hours to let them know that we have received their request and to initiate a response. This service standard helps the Utilities meet customer service commitments.

TARGET
By 2025, 90% of Q-Alerts are responded to within two business days.

MEASURE
Percentage of Q-Alerts responded to within two business days

UTILITIES SUPPORTED

STRATEGY 12

Work in a manner that respects and honors diversity in Redmond

BACKGROUND
Redmond is the most diverse city in east King County. Currently, more than 80 languages are spoken here – the most common (besides English) being Spanish, Chinese, Russian, Arabic, and Hindi. For the Utilities' actions to meet the needs of our community, Utility staff must be prepared to engage a diverse spectrum of individuals who live and work here, including those who have been historically underserved by City initiatives. Translating Utility communications materials to protect people's health and safety or provide quality services to community members is one way the Utilities express our commitment to inclusiveness.

TARGET:
By 2025, all priority communications developed by the Utilities are translated (or presented) in culturally relevant ways.

MEASURE
Percentage of priority Utilities outreach/ communications materials translated and made available to key audiences

UTILITIES SUPPORTED

STRATEGY 13

Manage the Utilities' fiscal resources in a responsible and strategic manner

BACKGROUND
Each year, the City undergoes a bond rating review. This process includes a complete and thorough review of the Utilities' past financial performance, funding structures, fiscal policies, and practices, and long-term planning. The City's AAA bond rating demonstrates that the Utilities' fiscal management is considered above average and provides Redmond opportunities to reduce costs associated with financing City projects.

TARGET
Stable or improving Bond rating on an annual basis.

MEASURE
The City's Bond Rating

UTILITIES SUPPORTED

OBJECTIVE 4

BE THE EMPLOYER OF CHOICE FOR REDMOND UTILITIES STAFF

STRATEGY 14

Offer Utility staff easy access to professional development opportunities to advance their careers

BACKGROUND
As Utilities, we want to make sure that we have qualified internal candidates when positions open. Investing in the professional development of Utility staff improves the quality of services we provide by: making sure that team members can "step in" when other team members are unavailable; providing staff with a comprehensive view of the activities needed to run a utility; and helping ensure that institutional knowledge does not leave the City. Professional development opportunities include training, job shadowing, and mentoring.

TARGET
25% of job applicants being considered for Utilities positions come from within Utilities ranks.

MEASURE
Percentage of qualified job applicants that come from Utilities staff

UTILITIES SUPPORTED

STRATEGY 15

Show staff they are appreciated for their work

BACKGROUND
The Utilities recognize that the quality of our service delivery is maximized when the people providing these services are well supported, well managed, and feel connected to their work. Workplace satisfaction also helps reduce staff turnover. Cultivating a rewarding work environment means ensuring that people have a safe place to work, have the equipment that they need to do their job, are informed of decisions that affect their work, are acknowledged for their work, and feel that their ideas are fully considered.

TARGET
85% positive responses every year by 2025 to an annual survey sent to all Utility staff.

MEASURE
Percentage of positive responses to an annual survey questionnaire

UTILITIES SUPPORTED

OBJECTIVE 5

COORDINATE CITY PROGRAMS AND PROCESSES TO PREPARE FOR THE FUTURE

STRATEGY 16

Implement Utility design standards that successfully balance the needs of dense, urban development, utility operations, and environmental protection

BACKGROUND
Redmond's design standards were established to accommodate development in a low-density, suburban environment. The City is becoming a larger, more dense community. As the City grows and development density increases, Redmond's design standards must adapt to balance utility service and capacity requirements with other City requirements e.g. street width, setbacks, tree spacing).

TARGET
By 2030, percentage of projects with approved deviations decreases by 50% from 2019 levels.

MEASURE
Number of utility deviations requested in urban centers (Downtown, Overlake, Marymoor) on an annual basis

UTILITIES SUPPORTED

STRATEGY 17

Build new City infrastructure with consideration of access and maintenance lifecycle

BACKGROUND
The City establishes detailed design standards to reflect and accommodate anticipated growth, optimize utility system performance, and respond to a dynamic environment. New development project designs–public and private–must be carefully reviewed to ensure they can be integrated into our utility systems. The City must also inspect these construction projects to confirm they are installed as designed and provide sufficient access to utility infrastructure.

TARGET
No projects are constructed with inadequate utility access.

MEASURE
Number of access design issues identified each year

UTILITIES SUPPORTED

STRATEGY 18

Prepare for and respond to climate change impacts

BACKGROUND
Climate change is predicted to alter rainfall patterns and increase the number of large, powerful storms in the Pacific Northwest. The City must implement design standards that anticipate future weather conditions, build utility infrastructure that can be expanded to meet changing climate conditions, retrofit exist facilities when necessary, and evaluate additional or alternative maintenance and operational needs.

TARGET
100% of capital projects leverage best available climate science and data by 2025.

MEASURE
Percentage of capital projects that leverage best available science

UTILITIES SUPPORTED

OBJECTIVE 6

DEMONSTRATE REGIONAL LEADERSHIP

STRATEGY 19

Reduce the energy consumption required to operate the Utilities' infrastructure, facilities, and equipment

BACKGROUND
Redmond's Utilities look for ways to reduce our energy consumption while maintaining the quality of services we deliver. This can be accomplished by such actions as: using energy efficient vehicles; selecting high-efficiency pumps and other electrical machinery; and altering our operations. These actions reduce the Utilities' carbon footprint, help plan for climate change impacts, and lower operating costs.

TARGET
50% of the Utility fleet uses green fuels by 2050.

MEASURE
Percentage of Utility fleet that uses green fuels

UTILITIES SUPPORTED

STRATEGY 20

Participate in regional efforts that can enhance the delivery of utility services and protection of the environment

BACKGROUND
Some issues are too large for Redmond to tackle alone. The City must coordinate and communicate with local, state, and federal governments, non-governmental organizations, business associations, and other potential partners to ensure that Redmond's interests are fully represented in regional, state and national dialogues. Such activities to support this strategy, could include: supporting or opposing federal or state legislation; jointly applying with other jurisdictions for state or federal grants; working with neighboring cities to coordinate education and outreach activities or establish a durable regional water supply system; working with manufacturers to find least hazardous materials or ensure products can be re-used and recycled; and ensuring that regional waste and wastewater facilities have the capacity to meet future demand.

TARGET
Staff in each of the four Utilities play leadership roles in regional forums.

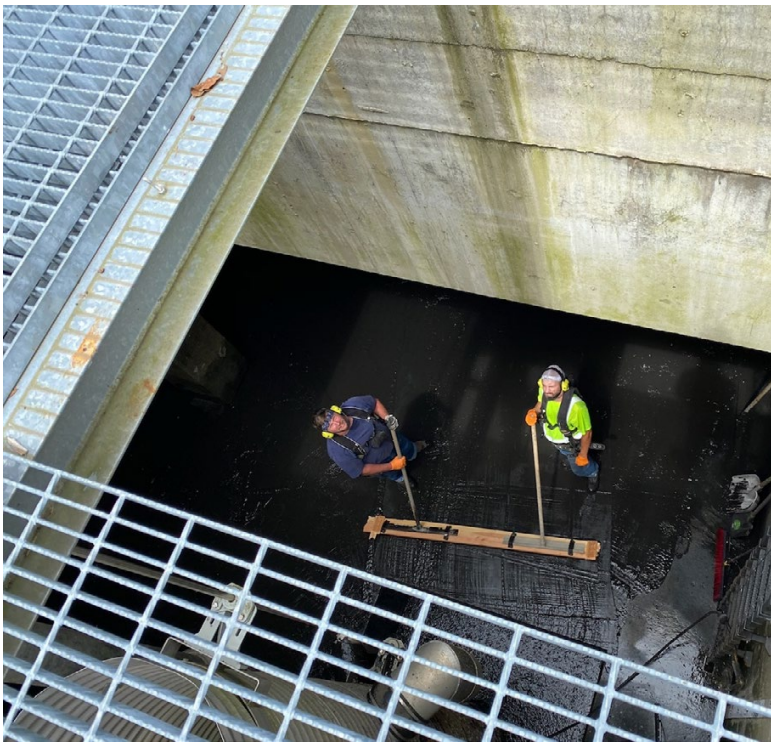
MEASURE
Number of Utilities staff in leadership roles in regional forums

UTILITIES SUPPORTED

Implementing the Utilities Strategic Plan

The USP lays a foundation Redmond's Utilities can use to plan and implement Utility-specific Strategic (or Master) Plans that describe operational activities and capital investments (together, projects). As supported by the biennial budget process and priorities, these Utility-specific Master Plans will inform individual staff work plans and other management decisions.

The Utilities' ability to successfully implement the USP will be determined by regularly evaluating and reporting performance on each strategy's performance targets. This reporting will happen at least every two years, with progress being measured against 2020 baseline conditions. The USP is a living document that will change in response to these evaluations, as Utility programs mature, in concert with the City's broader strategic goals, or as new circumstances emerge that require a new or different response from one or more of Redmond's Utilities.



CONTACT INFORMATION:

redmond.gov/218/Environmental-Utility-Services

425-556-2701

Sammamish River, looking upstream from NE 90th Street Bridge, Redmond

Appendix A: Utilities Strategic Plan Public Input

Redmond sought public input on the overall Utilities Strategic Plan at two points, first during the development of the draft Utilities Strategic Framework, on which the USP is based, and again during the Strategic Plan preparation phase. Both community involvement efforts were partially conducted through www.LetsConnectRedmond.com, the City's web-platform for community outreach and involvement. The results of these efforts are summarized below. Additional public input was considered through multiple forums, including development and approval of the Utilities' biennial budget, and at the programmatic or action level e.g. through the Environmental Sustainability Action Program Advisory Committee or Engineering Standards Stakeholders Group).

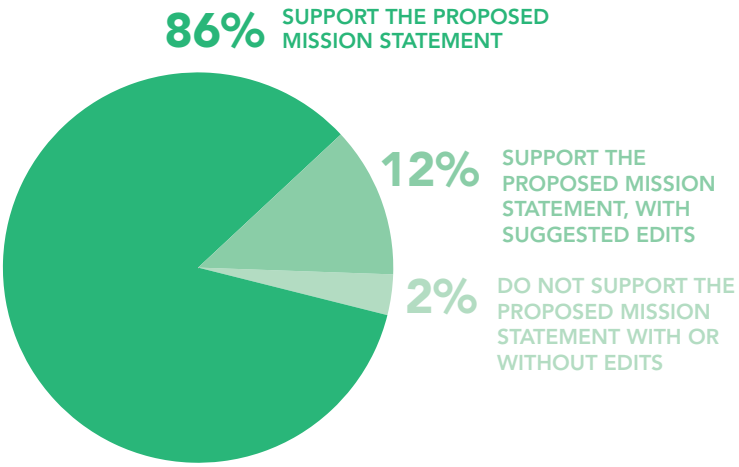
Utilities Strategic Framework Input (December 2019-January 2020)

200 VISITORS

12 INDIVIDUALS DOWNLOADED THE REPORT

65% OF RESPONDENTS WERE OVER AGE 50

40 COMPLETED SURVEY RESPONSES



SUPPORT FOR OBJECTIVES TO ACHIEVE THE MISSION

Objective 1: Protect and restore the natural environment
- 97% indicated that it was important or strongly important.
- 3% indicated it was not important to achieve the Utilities' mission.

Objective 2: Safely and responsibly manage City infrastructure
- 97% indicated that it was important or strongly important.
- 3% indicated they were unsure if this objective was important to achieve the Utilities' mission.

Objective 3: Be the employer of choice for Redmond Utilities staff
- 36% indicated that it was important or strongly important.
- 57% indicated they were unsure if this objective was important to achieve the Utilities' mission.
- 7% indicated it was not important to achieve the Utilities' mission.

Objective 4: Provide outstanding customer support and equitable services
- 85% indicated that it was important or strongly important.
- 15% indicated they were unsure if this objective was important to achieve the Utilities' mission.

Objective 5: Coordinate City programs and processes to prepare for the future
- 83% indicated that it was important or strongly important.
- 17% indicated they were unsure if this objective was important to achieve the Utilities' mission.

Objective 6: Demonstrate regional leadership
- 46% indicated that it was important or strongly important.
- 32% indicated they were unsure if this objective was important to achieve the Utilities' mission.
- 22% indicated it was not important to achieve the Utilities' mission.

Utilities Strategic Plan Input (September 2020)

260 VISITORS

8 INDIVIDUALS DOWNLOADED THE REPORT

JUST OVER HALF OF RESPONDENTS WERE OVER AGE 50

55 COMPLETED SURVEY RESPONSES

- More than 70% indicate they live and/or work in Redmond.
- 76% of respondents report that they socialize or play in Redmond.

THE FOLLOWING TYPES OF ACTIONS ARE SUPPORTED BY MORE THAN HALF OF THE SURVEY RESPONDENTS TO ACHIEVE THE KEY USP OBJECTIVES

Safely and responsibly manage the City Utility infrastructure

- Establish a detailed geographically based inventory of utility assets e.g. pumps, pipes, catch basins) to support maintenance, replacement, and upgrade planning.
- Invest in replacing or rebuilding sanitary sewer pump stations.
- Explore testing innovative e.g. real-time) technologies for managing stormwater, wastewater, or water utility systems.

Protect and restore the natural environment

- Increase habitat restoration efforts in Redmond streams and watersheds.
- Provide technical assistance to businesses and institutions on ways to prevent pollution from reaching Redmond's streams, wetlands, and drinking water supply.

Provide outstanding customer support and equitable services [to utility customers]

- Manage all utility customer service calls through a single point (with integrated phone and online options).
- Look for ways to improve routine and emergency communications with residential and commercial utility customers.
- Explore grants and other innovative funding sources for capital improvement projects.

PROMOTIONAL OUTREACH

- eNewsletter
- LetsConnectRedmond.com
- City website

Appendix B: Utilities Strategic Plan Performance Measures

Utilities Strategic Plan implementation progress will be tracked against the performance measures and targets described in the body of USP. At least every two years, the Utilities will report out on each Strategy's performance targets. Baseline conditions, where available, were established in January 2020 for each USP performance measure. Where baseline condition information is not available, an early action will be to develop measurement tools and information to support required reporting. In concert with the USP itself, these performance measures and targets will change over time, as the Utilities' priorities, actions, and mission evolve to meet the Redmond community's needs.

Strategy #	USP Strategy	Measure	Baseline Condition (as of 1/1/2020)	Target (2050)
Objective 1: Safely and responsibly manage City utility assets				
1	Minimize the number and duration of unplanned utility service disruptions.	Number and duration of: (1) arterial road closures due to storm-related flooding (2) water main breaks per miles of pipe, (3) sanitary sewer overflows from the publicly owned sanitary sewer system	(1) One road closure during 100 year flood in 2/2020. Road closed for about two hours. (2) Two main breaks (one caused by contractor). Time to water restored three hours. (3) Zero SSOs from public sewer main blockages in 2019	In a given year, aging city infrastructure or maintenance issues contribute to no more than: (1) one road closure associated with storm- related flooding events (2) six water main breaks per 100 miles of pipe (3) one sanitary sewer overflow.
2	Identify, leverage, implement, and support technologies to increase operational efficiency and effectiveness.	Annual percentage of stormwater pipes (8"- 24" in diameter) inspected; annual percentage of wastewater pipes inspected (using CCTV)	8.6% (stormwater)	(1) 100% of stormwater pipes inspected using Closed Circuit TV (CCTV) every 10 years. (2) 100% of wastewater pipes inspected using CCTV every seven years.
3	Prepare for and respond to emergencies.	Status of the Public Works Emergency Response Plan (ERP) and Utility-specific plans	Public Works-wide Emergency Response Plan (2019; Water System ERP under development)	Annually review and/or update Public Works ERP and utility-specific plans.
4	Cultivate a safe and healthy working environment.	Number of work place incidents or accidents resulting in time-loss	Two	No time-loss workplace incidents or accidents.
Objective 2: Protect and restore the natural environment				
5	Protect and restore degraded stream and wildlife habitat.	Benthic Index of Biotic Integrity (BIBI) scores	three streams: fair; one stream: good	Four urban streams achieve a BIBI score of "fair/good" or better by 2050.
6	Eliminate high priority septic systems within City's wastewater service area.	Number of high-priority septic systems remaining in City limits	In development	Zero high-priority septic systems are in use within City limits by 2050.
7	Reduce the amount of garbage Redmond residents, businesses, and city facilities send to the landfill each year.	The percentage of materials diverted from landfill	47% Overall (Single Family 65%, Multi-family 31%, Commercial 40%)	Achieve a 70% diversion rate City-wide by 2030.
8	Reduce "cross-contamination" within garbage, recycling, and compost waste streams.	Contamination rate as measured by waste stream audits (by volume or weight)	In development	Less than 5% contamination rate for all waste streams by 2040.
9	Responsibly manage the City's groundwater resources.	Ratio of water from City water wells vs. Cascade Water Alliance water supply during peak season	3.70/3.51	Fully meet water supply expectations associated with municipal wells to maintain senior membership with Cascade Water Alliance.
10	Protect the quality of drinking water delivered to our customers.	Number of follow-up samples taken at semi-annual monitoring events	none in 2019	No contaminants in City water distribution system.

Strategy #	USP Strategy	Measure	Baseline Condition (as of 1/1/2020)	Target (2050)
Objective 3: Provide outstanding customer support and equitable services				
11	Provide a timely and quality responses to customer service requests.	Percentage of "two business day" responses to Q-Alerts	2019=83%; Winter Storm=93%	By 2025, respond to 90% of Q-Alerts within two business days.
12	Work in a manner that respects and honors diversity in Redmond.	Percentage of outreach/communications translated and made available to key audiences	In development	By 2025, all Utilities-developed priority communications are translated (or presented) in culturally relevant ways.
13	Manage the Utilities' fiscal resources in a responsible and strategic manner.	City's Bond Rating	AAA bond rating	Stable or improving Bond rating on an annual basis.
Objective 4: Be the employer of choice for Utilities staff				
14	Offer Utility staff easy access to professional development opportunities to advance their careers.	Percentage of qualified job applicants that come from Utilities staff	In development	25% of job applicants being considered for Utilities positions come from within Utilities ranks.
15	Show staff they are appreciated for their work.	Percentage of positive responses to an annual survey questionnaire	In development	85% positive responses annually by 2025 from Utility staff.
Objective 5: Coordinate City programs and processes to prepare for the future				
16	Implement Utility design standards that successfully balance the needs of dense, urban development, utility operations and environmental protection.	Number of utility deviations requested in urban centers (Downtown, Overlake, Marymoor) on an annual basis	10 Utility Deviations for Sewer, Water or Stormwater	By 2030, percentage of projects with approved deviations decreases by 50% from 2019 levels.
17	Build new City infrastructure with consideration of access and maintenance lifecycle.	Number of access design issues identified each year	In development	No projects are constructed with inadequate Utility access.
18	Prepare for and respond to climate change impacts.	Percentage of capital projects that leverage best available climate science and data	In development	100% of capital projects leverage best available climate science and data by 2025.
Objective 6: Demonstrate regional leadership				
19	Reduce the energy consumption required to operate the Utilities' infrastructure, facilities, and equipment.	Percentage of Utility fleet that uses green fuels	27%	50% of the Utility fleet uses green fuels by 2050.
20	Participate in regional efforts that can enhance the delivery of Utility services and protection for the environment.	Number of Utilities staff in leadership roles in regional forums	six	Utilities staff play leadership roles in regional forums.

Redmond
WASHINGTON

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.

Utilities Strategic Plan

January 26, 2021

Andy Rheaume, Maintenance Manager

Steve Hitch, Interim EUSD Manager

Redmond
WASHINGTON

Presentation Purpose

- Utilities Strategic Planning drivers and process
- Overview of Redmond's four Utilities
  - Water
  - Stormwater
  - Wastewater
  - Solid Waste and Recycling
- Review Utilities Strategic Plan (USP) document contents

Project Drivers

Build Strategic Roadmap to 2050

- Unify Utilities
- Grow efficient, resilient organization
- Foundation for work planning

4 Utilities Across 4 Departments

Project Timeline

Q4 2018

Project Launch: Staff Workshops

Q4 2019

Council Presentation:
Utilities Strategic Framework

Q1 2020

Lets Connect Questionnaire

Q2 2020

Staff Brainstorm: Actions

2nd Lets Connect Questionnaire

We are here

Council *Presentation*

Completion

USP deployment

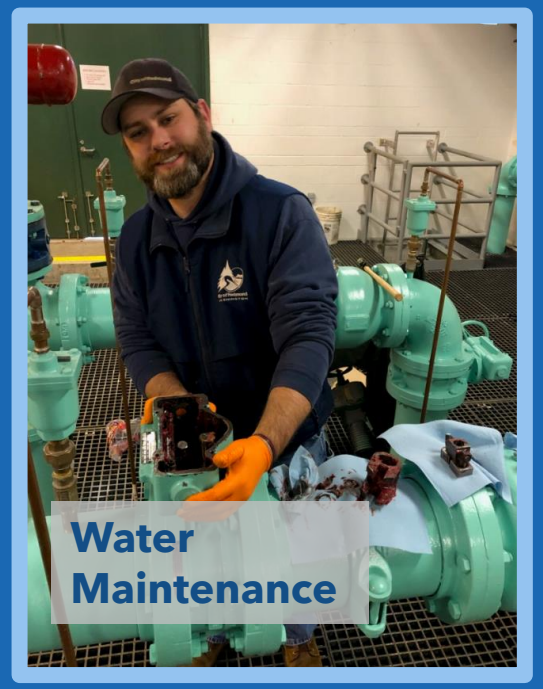
Target Date: February 2021

Connections

USP is aligned with key Redmond Plans

Utilities Core Services

Maintenance and Operations



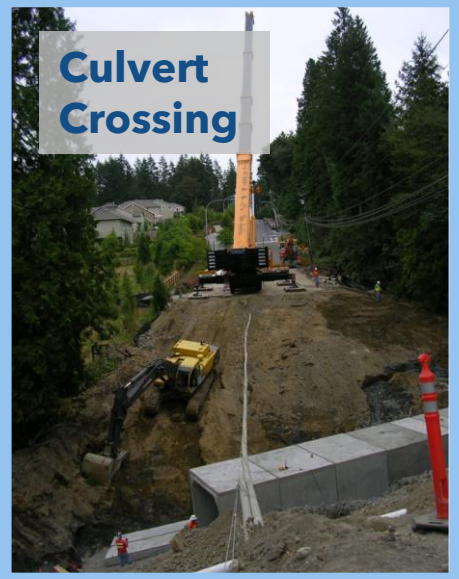
Project Delivery and Engineering

Redmond
WASHINGTON

STANDARD SPECIFICATIONS

An Addendum to the WSDOT/APWA
2020 Standard Specifications for
Road, Bridge, and Municipal Construction and Amendments
(English)

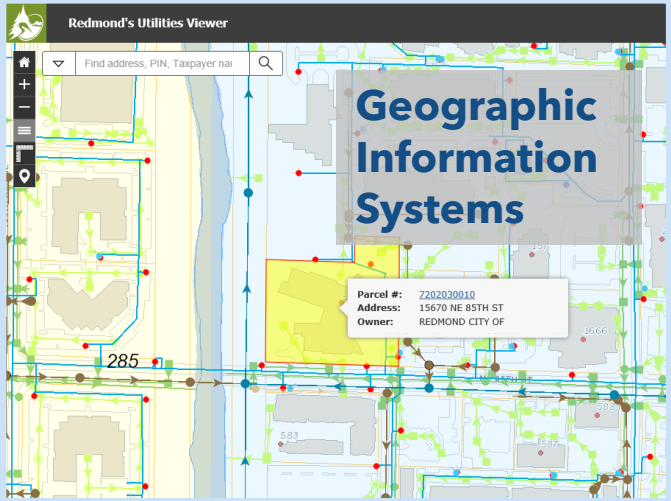
Adopted by the City of Redmond
Public Works Department
Original published: March 2020
Revised: October 2020



Technology and Science

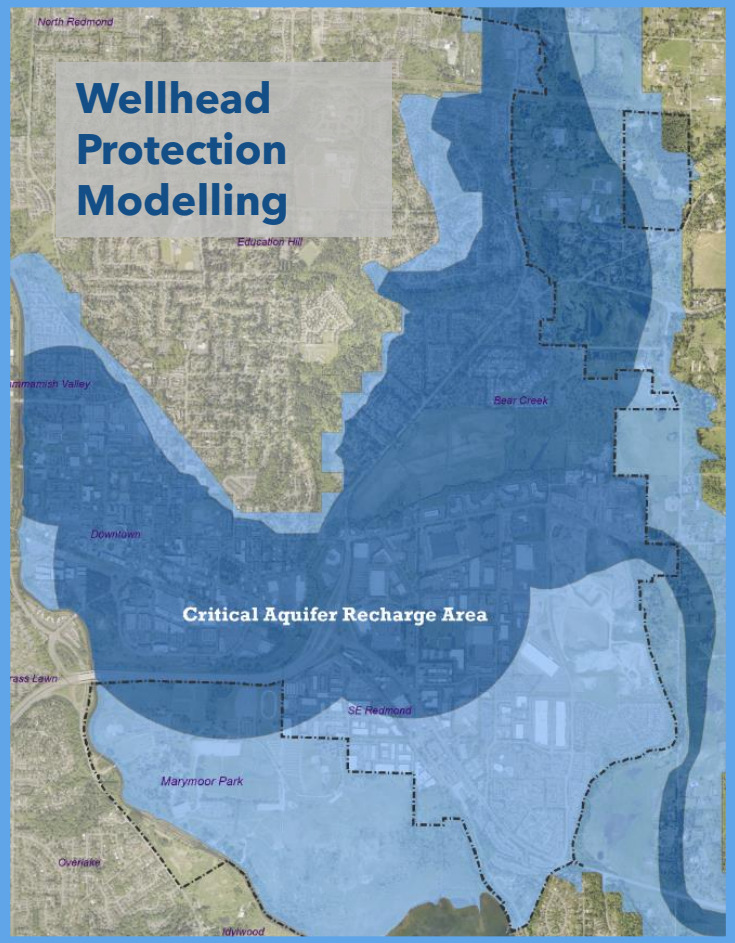
Environmental Inspection: ST Test Shaft

Groundwater Monitoring



Geographic Information Systems

Ecological Monitoring



Wellhead Protection Modelling

Pollution Prevention and Environmental Planning

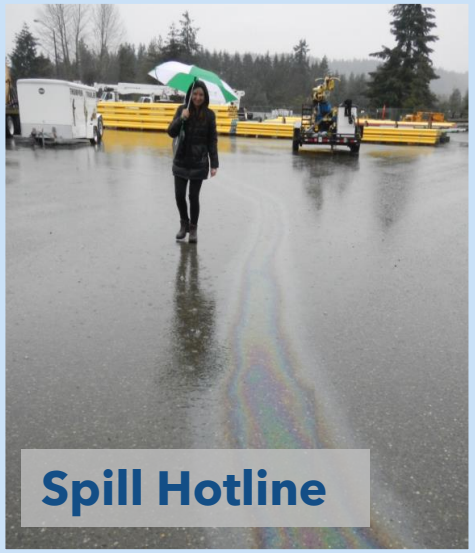
Pollution Prevention Education

Food Waste Reduction Education

Keller Wetland Bank

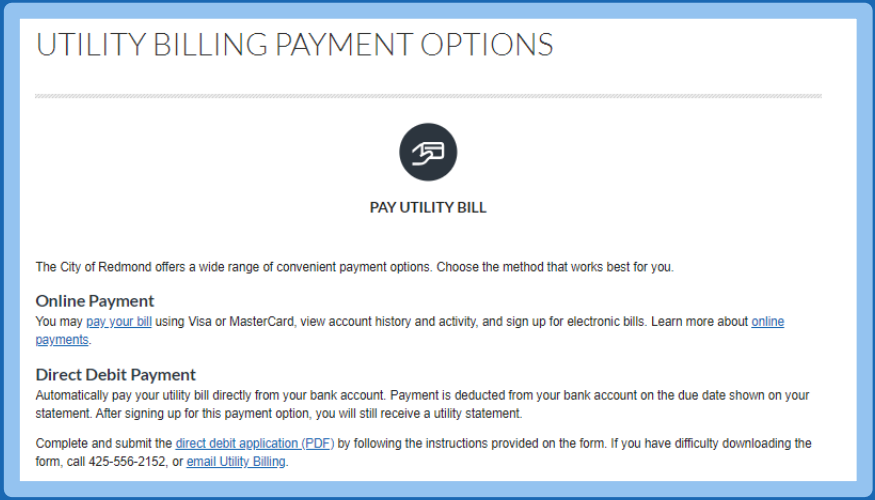
Natural Resource Protection

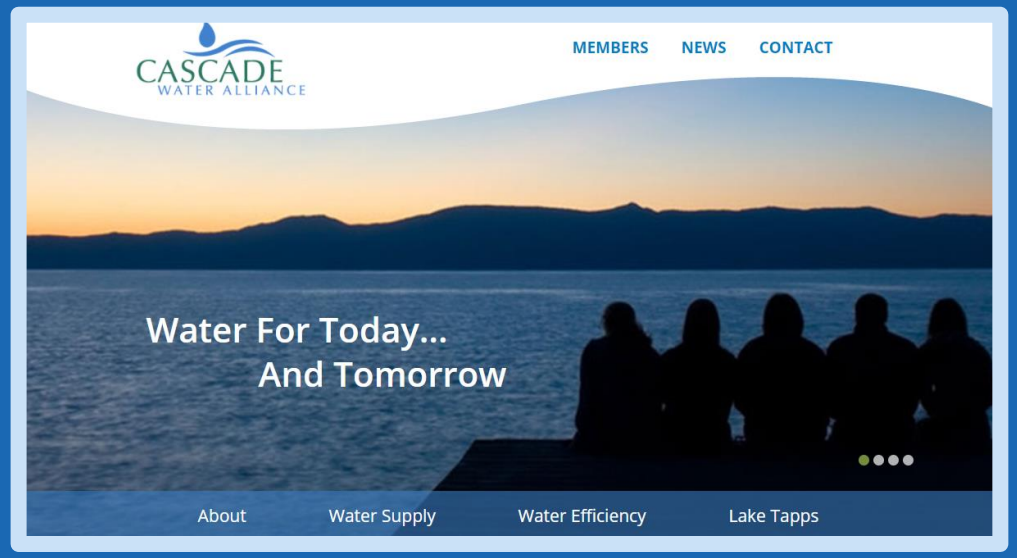
Planting Events

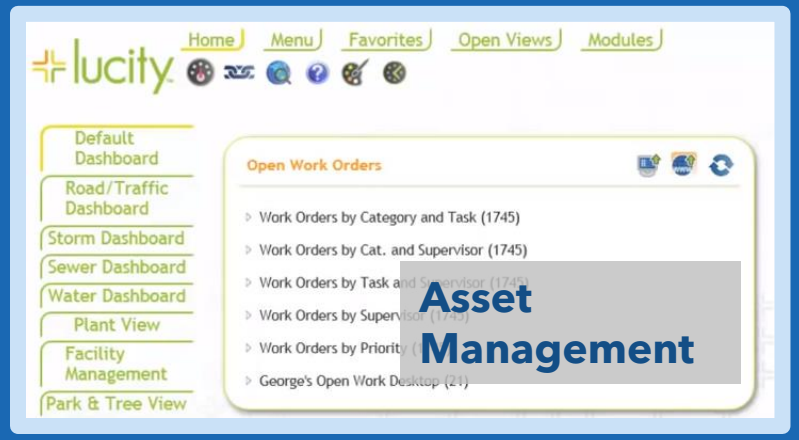


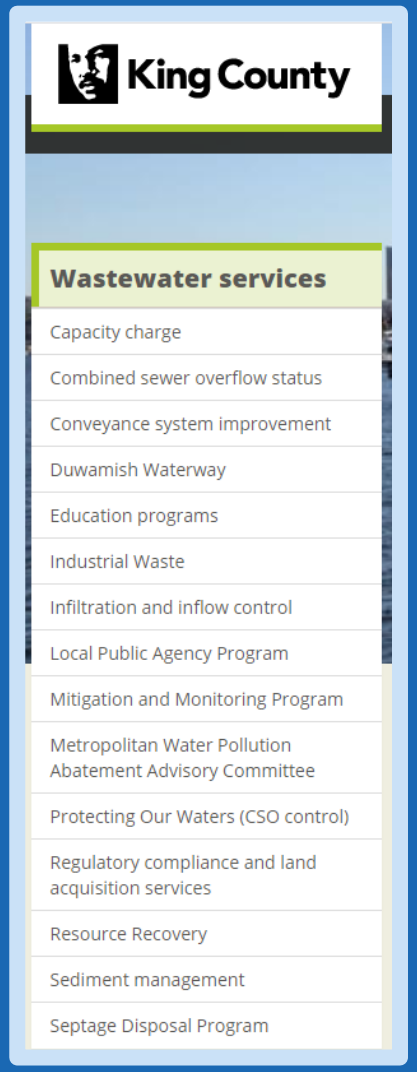
Spill Hotline

Business Management



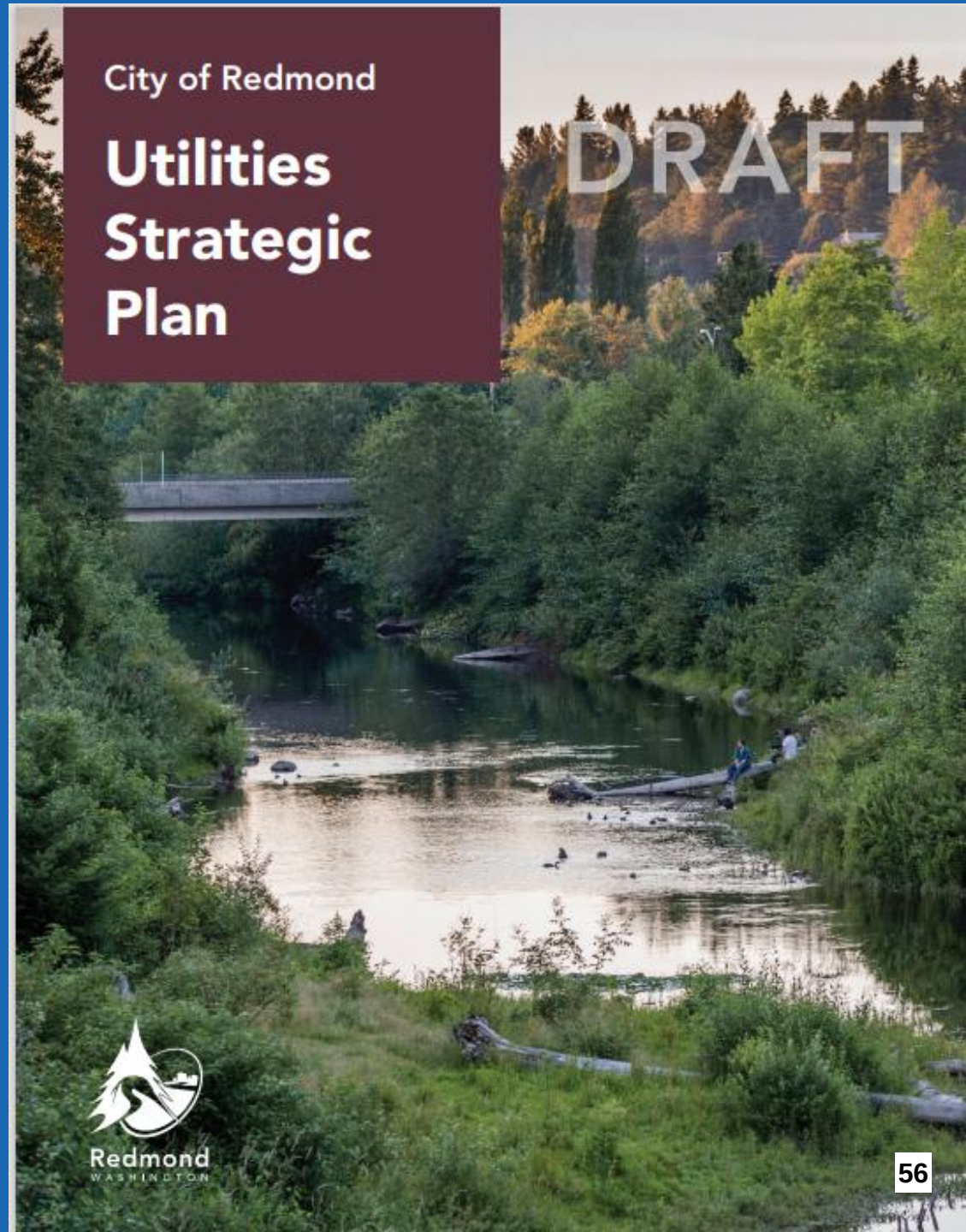






USP Contents

- Mission Statement
- Operating Principles
- 6 Objectives
- 20 Strategies
  - Performance measures
  - Targets
  - Baseline conditions



Thank You

Any Questions?

Redmond
WASHINGTON

City of Redmond

15670 NE 85th Street
Redmond, WA

Memorandum

Date: 1/26/2021
Meeting of: City Council Study Session

File No. SS 21-007
Type: Study Session

Council Talk Time