

**CITY OF BELLEVUE
ENVIRONMENTAL SERVICES COMMISSION
MEETING MINUTES**

Thursday
April 16, 2015
6:30 p.m.

Conference Room 1E-113
Bellevue City Hall
Bellevue, Washington

COMMISSIONERS PRESENT: Chair Helland, Vice Chair Swenson, Commissioners Howe, Wang, Morin and Mach

COMMISSIONERS ABSENT: Commissioner Pauley

OTHERS PRESENT: Andrew Lee, Deputy Director; Susan Fife-Ferris, Manager Environmental Communications & Outreach; Stephanie Schwenger, Program Administrator; Pam Maloney, Manager Water Resources Planning; Doug Lane, Senior Engineer; Lucy Liu, Assistant Director – Resource Management & Customer Service, Councilmember Robertson

MINUTES TAKER: Laurie Hugdahl

1. CALL TO ORDER:

The meeting was called to order by Vice Chair Swenson at 6:30 p.m. ¹

Chair Helland arrived at 6:33

2. ORAL COMMUNICATIONS

Carla Johnson, Republic Services, stated she was delighted with the 97% Customer Satisfaction Survey results. She presented the Blue Planet Award to Bellevue for having the highest diversion rates of all the cities Republic serves.

3. APPROVAL OF AGENDA

Motion made by Commissioner Morin, seconded by Commissioner Mach, to approve the agenda as presented. Motion passed unanimously (6-0).

¹ Chair Helland arrived at 6:33 p.m.

4. APPROVAL OF MINUTES

March 19, 2014 Regular Meeting Minutes

Commissioner Wang referred to the second paragraph from the bottom of page 9 and recommended amending it as follows: “Commissioner Wang commented on photos he had sent regarding concerns about the design of *the railings of the walkway under* the bridge at Coal Creek . . .” There was consensus to approve the amendment.

Motion made by Vice Chair Swenson, seconded by Commissioner Wang, to approve the minutes as amended. Motion passed unanimously (6-0).

5. REPORTS AND SUMMARIES

- ESC Calendar/Council Calendar

Deputy Director Lee reviewed the calendar.

- Conservation & Outreach Events & Volunteer Opportunity

6. NEW BUSINESS

- Solid Waste Contract Performance Audit & Customer Satisfaction Survey Review
Susan Fife-Ferris, Manager Environmental Communications & Outreach
Stephanie Schwenger, Program Administrator

Ms. Schwenger reviewed the background of the solid waste collection contract annual solid waste performance review as contained in the Memo in the ESC packet on pages 17-20. She reminded the ESC that the City started a new solid waste collection contract with Republic Services at the end of June, 2014. There is a provision in the contract for the City to conduct an annual review consisting of a customer satisfaction survey and an audit of the contract performance. She explained that staff is proposing to conduct two customer satisfaction surveys this year. One would be among the single-family residents, and one would be among multifamily and commercial customers, including property managers of multifamily units. About 400 single-family customers would be surveyed with a margin of error at about 5%.

Commissioner Wang commented that by only surveying 80% of the customers and subtracting the 5% deviation, they are actually only getting results on 75% of the customers. He recommended surveying a larger more than three-quarters of the people in the future.

Commissioner Morin asked how many people are sent surveys to ensure that responses are received from at least 400 people. Ms. Schwenger replied that in the past surveys were conducted exclusively via telephone, and surveyors would keep calling until 400 surveys are conducted.

Ms. Schwenger continued to explain that the sample size for the multifamily and commercial survey would be 200 with an overall margin of error plus or minus 6.9%. The satisfaction questions that staff plans to ask are in line with the ones asked in the past. This is intentional in order to allow comparison of responses over time.

Commissioner Wang referred to the seven areas of the questions. He noted that only the first two are related to the actual collection process; the other five are related to what happens after the collection. He asked how the City can get good information about customer satisfaction from only two questions. Ms. Schwenger pointed out that the first question is overall satisfaction, which would include operations and customer service. The second question relates to satisfaction with the collection crew. She thinks the question regarding response time following a missed collection is an operational question, as is the question regarding the response time following a request for a new or replacement cart. Commissioner Wang disagreed, noting that those questions refer to the office and not the actual collection process.

Chair Helland asked about the contract language with regard to the structure of the performance value. Ms. Schwenger said that the contract requires 80% plus or minus the margin of error. Chair Helland asked why the margin of error is subtracted. Deputy Director Lee explained that there are potential penalties associated with the survey results. Including the statistical margin of error in the survey percentage results makes any necessary action legally defensible. Chair Helland asked why the multifamily/commercial survey has a different margin of error. Ms. Schwenger replied that because the sample size is smaller, the margin of error is larger. Chair Helland asked why there wouldn't be a larger sample size so there can be a similar margin of error for the multifamily/commercial survey. Ms. Schwenger explained that the number of commercial and multifamily managers is a much smaller pool than the single-family pool. It is also much more difficult to reach that population. Ms. Fife-Ferris commented it is very difficult to get a sample size of 400 in the commercial and multifamily property manager arena. Chair Helland asked if the seven questions are equally weighted. Ms. Schwenger affirmed they are.

Commissioner Wang recommended expanding the first two questions into more detailed questions to get more specific information such as how the cans are replaced to the sidewalk after being emptied. A more detailed survey may help to identify actual problems.

Commissioner Morin asked Chair Helland how suggestions or recommendations for the survey should be made by the ESC. Chair Helland asked staff about their schedule for seeking feedback. Ms. Schwenger stated that staff would like the feedback within the next month or so. Chair Helland asked if it will still be a third-party vendor doing the survey. Ms. Schwenger replied it will be. Commissioner Wang commented that the type of questioning on the survey is a carryover from the prior contract. He suggested there is value in retaining the current seven-question survey in order to compare to previous surveys, but he recommended expanding it in the future. Commissioner Morin disagreed and thought now would be a good time to change the survey in order to make sure the citizens of Bellevue are receiving adequate service. Chair Helland recommended bringing this item back for more discussion at the May meeting.

Vice Chair Swenson commented on the skill and the care that is given by the drivers manipulating the machinery around his cul-de-sac. He thinks that overall the contractor does a very good job. He would not like to see more public time or money spent making the garbage cans neater. He also expressed concerns about subtracting the margin of error because this can go both ways and represents a significant number of responses.

Ms. Schwenger then reviewed staff's intention in conducting the performance audit as contained on page 19 and 20 in the packet. These items relate to how well the vendor implemented the 2014 contract requirements.

Commissioner Wang asked how many years it has been since Republic took over for Allied. Carla Johnson of Republic Services thought it was 2008. Commissioner Wang referred to number 1 and noted that there are still Allied Trucks and Rabanco driving around. This indicates to him that the trucks are too old. Ms. Fife-Ferris noted that there are trucks running through Bellevue that aren't necessarily serving Bellevue. She noted that there is also a provision for Republic to substitute a truck for a short time if there is a problem. She added that there is a transfer station at Factoria that is used by trucks from all over.

Chair Helland asked if there is a schedule for the contractor providing the monthly metrics scorecard. Ms. Schwenger explained that the requirement is currently in place and Republic has provided a monthly metrics scorecard to the City every month since the beginning of the 2014 Contract. The extensive report covers individual customer listings for multifamily and commercial, container counts, misses, customer contacts, performance fees incurred, accidents, setup and service errors, and other items as prescribed in the contract. Chair Helland requested a copy of that report be sent to the ESC prior to the next meeting. He then asked if there are incentives as well as

penalties associated with this. Ms. Schwenger stated there are. For example, if Republic is able to achieve a certain diversion rate in certain sectors they will receive a certain monetary incentive.

Commissioner Morin referred to the statement that the City is doing an internal audit of the contractor's performance meeting implementation requirements in lieu of a third-party audit. He asked if those requirements are the same as performance fee associated requirements. Ms. Schwenger replied that not all of the implementation activities have performance fees associated with them, but some of them do. She added that the City could hire a third-party auditor, but the auditor would have to get all of the information from the City anyway. Commissioner Morin then referred to Attachment A and noted that some of the questions appear to be ones that the customer should answer as opposed to the contractor. For example, he asked if the City would be surveying the residents of the multifamily units to see if they received information that the contractor was supposed to provide. Ms. Schwenger replied that the City would not be surveying the residents because the contractor has provided proof that the information was printed and mailed. Commissioner Morin suggested that the recipients of the service should be the ones answering the questions as opposed to asking the provider of the services. He commented that this is somewhat like the fox watching the henhouse. Ms. Schwenger acknowledged the concern. Chair Helland suggested that staff provide more information about how this works.

Commissioner Mach asked about the schedule for recycle pickup. Ms. Fife-Ferris stated that it is every week. Commissioner Mach wondered why he received a calendar of pickup dates. Ms. Fife-Ferris asked him to bring it in because he should not have received a calendar. She suggested it might have been sent to him by mistake by another service provider.

Deputy Director Lee noted that this item would be placed on the agenda next month. He requested that any other suggestions be sent to him for discussion at the next meeting.

- Water System Plan – Policies Introduced
Pam Maloney, Manager Water Resources Planning
Doug Lane, Senior Engineer

Ms. Maloney stated she and Doug Lane were seeking input regarding Bellevue's Water System Plan Policies. Mr. Lane reviewed the 2006 Water System Plan Policy, the reason for the proposed changes, and the proposed policy language and discussion for each of the policies.

Service Ownership/Responsibility

- Chair Helland asked what is meant by unmetered connections. Mr. Lane replied that connections for fire suppression systems typically are not metered, because no water usage is anticipated so the cost of a meter isn't justified. A "tattletale" device is often installed on the double check valve assembly to indicate if any usage does occur.
- Commissioner Morin asked if emergency use of water gets recorded somewhere. Mr. Lane replied that it gets estimated, and is categorized as non-revenue water. This is an estimation of how much water used for flushing mains, disinfection, firefighting, etc. Ms. Maloney added that this is a very small volume, proportionately.
- Commissioner Mach suggested adding the fire sprinkler language back in to the new language for clarity.

Emergency Preparedness

- Chair Helland asked if private systems are required to have an emergency plan as well. Mr. Lane replied that a large commercial property might have an emergency plan, but it is not required in the same way that it is for a water distributor.
- Commissioner Morin asked how "emergency" is defined. Ms. Maloney explained it is described in the discussion section.

Service Pressure and Flow

- Commissioner Howe asked if "applicable regulations" refers to the WAC. Mr. Lane thought it was intentionally somewhat broad because there are other regulations which could apply. Chair Helland suggested adding the list of possible regulations. Ms. Maloney explained it is referred to in the discussion text.
- Commissioner Morin asked if 30 psi water pressure is the minimum. Mr. Lane replied it is the minimum under normal operations. Chair Helland suggested that it isn't really a goal; it's a requirement. Commissioner Morin asked if the City would address a situation where someone had a water pressure of less than 30 psi. Ms. Maloney explained that the City would look into it. Commissioner Morin asked if there is any timeframe tied to the city making modifications. Ms. Maloney noted that the City would address it if pressure is in fact what it causing the problem. Deputy Director Lee stated that the current wording is actually correct because it is more specific to new development. 30 psi is a requirement for new construction, but not for existing development. It is a goal for older development, but not required. Chair Helland suggested tightening up the language to explain the difference between new and existing construction.

Service Reliability

- Commissioner Morin commented that it feels like the intent is to have operational redundancy as long as it is feasible, but he wondered if the language was clear enough for decision-making in the future. Ms. Maloney stated that the policy is to have operational redundancy. Engineering standards put into rules what this policy intends. Chair Helland recommended referencing the engineering standards in the discussion text. Commissioner Morin suggested that the word *practical* might be more appropriate than *practicable*. Director Lee discussed the definition and commented that *practicable* actually works the best in this situation.

Drinking Water Storage for Emergency Supply Outages

- Councilmember Robertson said she would appreciate if the ESC would have a policy discussion at some point regarding one-day versus two-day storage in terms of the costs and the risks. This would be valuable and informative for the Council. Ms. Maloney offered to bring that topic back next month.
- Commissioner Helland asked how much standby storage the City currently has. Mr. Lane said that he did not have the information on hand in the meeting, but would provide it.
- Commissioner Howe asked if the City looked at how standby storage requirements and capacity vary in different parts of the service area. Mr. Lane replied that the analysis looked at each zone individually.

Green Buildings

- Chair Helland asked if water connection is required for development. Ms. Maloney noted that there are properties in Bellevue that have private wells as water sources, but they still often have fire protection and if so, receive a bill for that service.
- Commissioner Robertson expressed support for this policy.

Facility Abandonment

- No changes proposed to the policy. There was some discussion text added.
- Commissioner Howe asked if there is a similar policy for abandonment of sewer pipes. Ms. Maloney thought so, but offered to verify that. Commissioner Howe noted that a sewer policy would be nice to refer back to when the City chooses to do something with its lake lines and Ecology wants the City to take them out.

Facility Repurposing

- This is a new policy.
- Commissioner Wang asked if the City would still own the facility and just rent it out, and how potential liability would be managed. Ms. Maloney said the policy as written allows the City to consider different options.

Fire System Responsibility

- Commissioner Morin asked about modifying the language in the Water Storage policy to say, “The Utility is responsible to provide and maintain . . .” to leave options open for the City.

Fire Flow Requirements for New Construction

- No ESC comments or questions

Fire Flow Requirements for Existing Construction

- No ESC comments or questions

Fire Flow Improvement Program

- No ESC comments or questions

Waterworks Utility Financial Policies

- No ESC comments or questions

Satellite/Remote Systems

- Chair Helland noted that this is not merely a semantic change. Ms. Maloney explained that as proposed it better reflects what the intention and practice has been all along.

Service Extension

- No ESC comments or questions

Requests for Assumption by Water Districts or Private Water Systems

- Commissioner Robertson noted that Hilltop is not interested in assumption, but suggested having a future discussion about how to handle charges when another utility requests assumption into the system. Ms. Maloney commented the existing emergency connection for Hilltop required an agreement about how residents would pay should they exercise that option.

Bellevue Initiated Assumption of Water District

- Commissioner Helland asked if there is a policy for de-annexation, for such instances as Issaquah taking over operation of the South Cove area, or other areas where we provide direct water sales outside of the City of Bellevue.

Water Sales Outside Bellevue's Service Area

- There are no substantive changes proposed.

Water Quality Responsibility

- Mr. Lane distributed a handout regarding requirements related to maximum contaminant levels (MCLs) of tap water.
- Commissioner Helland asked where the water quality samples are taken. Mr. Lane replied that it depends on the parameter being tested; some samples are taken from customer taps, but most are taken from representative locations within the public distribution system.

Cross Connection Control

- There are no substantive changes proposed.
- Commissioner Wang thought that the wording was redundant and that “users of the public water supply” was not necessary. Ms. Maloney explained that protecting the water supply, and protecting the users of the supply were both important reasons for the cross connection program.

Water Supply Source

- Commissioner Howe suggested naming Cascade Water Alliance instead of saying *regional providers*. Deputy Director Lee explained that the City partners with other regional providers, for such things as seismic resiliency and redundancy.
- Chair Helland asked why the City hasn't used the groundwater supply historically. Mr. Lane explained there were a variety of technical reasons including water quality and insufficient yield, as well as financial considerations.
- Commissioner Howe suggested clarifying that Cascade is the primary provider, but that there is a need to partner with other regional providers in order to provide security in the event of emergency circumstances.

Conservation

- No ESC comments or questions

Reclaimed Water Use

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- Commissioner Helland asked what the results were from the King County study. Commissioner Howe asked how many potential

reclaimed water customers were identified. Ms. Maloney indicated staff would send out that information.

Water Shortage Response

- Commissioner Howe asked if the City's Emergency Management Plan addresses droughts. Mr. Lane explained there is a document that is an appendix to the plan called the "Water Shortage Contingency Plan". Staff is updating it now to be more consistent with Cascade's document.

Water Rights for Supply Redundancy

- This is a new policy.

Mr. Helland asked why the City stopped using the wells, and what the water quality issues were. Mr. Lane replied that the wells could not produce all of the water required by growth, and that it made sense financially to purchase water from Seattle once it was available. Water quality issues were those common to groundwater such as iron, manganese and possibly sulfur; removal of these require treatment

Requests for Assumption by Water Districts or Private Water Systems

- Commissioner Robertson noted that Hilltop is not interested in assumption, but suggested having a future discussion about how to handle charges when another utility requests assumption into the system. Ms. Maloney commented the connection to Hilltop required an agreement about how residents would pay should they exercise that option.
- There was discussion about crafting a de-annexation policy

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7. COMMISSIONS REPORT

Chair Helland stated that the boards and commissions went before the City Council to talk about the Comprehensive Plan and said essentially the same things that were said at the joint meeting. Councilmember Robertson stated that the Council is working through the Comprehensive Plan now and expects to have it adopted by the end of June. Chair Helland commented on the value of the joint boards and commissions meeting. Councilmember Robertson agreed and recommended that these joint meetings occur at least once a year.

8. DIRECTOR'S OFFICE REPORT

Deputy Director Lee had the following items:

- He reviewed handouts including a diagram of how Pond A works and an analysis of sediment removed from Pond A.
- He also reviewed a notice from David Plummer regarding a symposium honoring Mark Plummer.
- Chair Helland's last meeting will be next month. There will be an opening for a new commissioner.

9. CONTINUED ORAL COMMUNICATIONS

None

10. ADJOURNMENT

Motion made by Commissioner Wang, seconded by Commissioner Morin, to adjourn the meeting at 9:03 p.m. Motion passed unanimously (6-0).

The meeting was adjourned 9:03 p.m.