

Agenda

ENVIRONMENTAL SERVICES COMMISSION MEETING

450 - 110th Avenue NE (City Hall)
Conference Room 1E-113
Thursday 6:30PM
December 1, 2011

1. Call to Order – Brad Helland, Chair
2. Oral Communications
Note: Three-minute limit per person, maximum of three persons for each side of topic.
Additional presentation may be heard at Agenda Item 9.

	<u>Page No.</u>	<u>Action</u>
3. Approval of Agenda *	1	X
4. Approval of Minutes * • November 3, 2011 Regular Meeting Minutes	2 - 10	X
5. Reports & Summaries		
a. ESC Calendar/Council Calendar *	11 - 14	X
b. Desk Packet Material (s) #		
c. NPDES Municipal Stormwater Permit Draft Annual Report *	15 – 18	
d. Solid Waste Collection Contract Annual Performance Review *	19 - 25	

6. New Business
7. Director's Office Report
8. Continued Oral Communications
9. Executive Session
10. Adjournment
 * Materials included in packet
 # Materials separate from packet

Wheelchair accessible. American Sign Language (ASL) interpretation available upon request by calling (425) 452-6466 (v) at least 48 hours in advance. Assistance for the hearing-impaired: Dial 711.

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

Thursday
November 3, 2011
6:30 p.m.

Conference Room 1E-112
Bellevue City Hall
Bellevue, Washington

COMMISSIONERS PRESENT: Vice-Chair Swenson, Commissioners Cowan, Morin, Wang, and Weller.

COMMISSIONERS ABSENT: Chair Helland and Commissioner Mach

OTHERS PRESENT: Wes Jorgenson, Joe Harbour, Mayor Davidson

MINUTES TAKER: Laurie Hugdahl

1. CALL TO ORDER:

The meeting was called to order by Chair Helland at 6:30 p.m.

2. ORAL COMMUNICATIONS: None

3. APPROVAL OF AGENDA

Motion made by Commissioner Morin, seconded by Wang, to approve the agenda. Motion passed unanimously (5-0).

4. APPROVAL OF MINUTES

October 6, 2011 Regular Meeting Minutes

Vice-Chair Swenson thought there might have been an incorrect reference to him as Chair Swenson in the minutes. Mr. Jorgenson indicated they would review that and correct if necessary.

Motion made by Commissioner Weller, seconded by Commissioner Wang, to approve the minutes as corrected. Motion passed unanimously (5-0).

5. FOLLOW UP QUESTIONS/ANSWERS

Commissioner Wang referred to the answer on page 18 which referred to a question he had asked. He recalled that the subject matter related purely to the open houses, not the 2008 outreach efforts which were mentioned in the answer. Mr. Jorgenson indicated he would double-check this information to make sure that it related to his question.

6. REPORTS AND SUMMARIES

a. ESC Calendar/Council Calendar

Mr. Jorgenson reviewed changes to the ESC calendar. The Storm System Plan Policy Discussion that was originally scheduled for this meeting was removed because there were no changes to bring back to the Commission for review. The next thing the Commission will see related to the System Plan will be the Draft System Plan document. The Storm Water Guide will be re-scheduled for December after it is well vetted. The CIP Progress Report which was slated for December will be moved to January because December's calendar is getting full. He noted that in January staff will bring a draft agenda item calendar for the whole year of 2012.

b. Desk Packet Material

Mr. Jorgenson discussed his memo to the Commission regarding an email from Mrs. Foulon and her concerns with Newcastle Beach Park. The *Kelsey Creek Daylight Feasibility Analysis* was included in the packet at the request of the Council. He also reviewed the updated roster and Utilities' Conservation Group Events and Volunteer Opportunities.

Commissioner Wang stated that he visited the Kelsey Creek site and viewed some of the improvements. He noted that this was a much more substantial project than he previously thought. He described the improvements to that area.

c. Emergency Management And Response – Utilities Approach

Joe Harbour, Utilities Operations Manager, talked about Utilities' approach to emergency management. He reviewed emergency preparedness, NIMS/ICS, Utilities Emergency Management Plan, and personal preparedness. He discussed the importance of scalability and adaptability. These are important to be able to adapt to the unique situation of an incident or event. He distributed copies of the Utilities Emergency Management Plans ("red books") which go in the glove boxes of all Utilities vehicles to be accessed by field staff when working .

Emergency Response encompasses a wide variety of events including local events such as water main breaks, sewer overflows, water quality and spill response. Also included in emergency response are seasonal events such as rain and flooding, slides, snow and ice, and wind and power outages. The City also prepares for national and regional events such as eruptions, earthquakes, terrorism, and pandemic influenza. The community relies on the City to minimize losses to life, health and safety,

to property, the environment, and the economy. Customers have very high expectations about the City's ability to respond.

It is federal law that the City utilizes the National Incident Management System (NIMS) process. NIMS addresses the scalability of events and how we are to integrate our emergency management within the city, the county and the federal government. NIMS is intended to provide a consistent approach/framework to emergency preparedness and response promoting efficiency and effectiveness. The framework of NIMS has components that work together to form a comprehensive incident management system. All incidents and events begin and end locally. The federal government has stated that NIMS does not take command away from local authorities, but provides a framework to enhance the ability of responders to work together more effectively. The command and management has three areas – the Incident Command System (ICS), multi-agency coordination systems and public information.

Incident Command System (ICS) is a standardized, on-scene, all-hazards incident management concept. It enables a coordinated response, common processes for planning and managing resources, and integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. Without it our response could result in a lack of accountability, including unclear chains of command and supervision, poor communication, lack of orderly, systematic planning process, lack of a common, flexible management structure, and no predefined methods to integrate interagency requirements into the management structure of planning. Utilities Emergency Management Plan (EMP) addresses those areas by integrating NIMS concepts in the City's City-wide EMP.

Chapter 1: Utilities Emergency Management Plan (EMP) Overview

Emergency Support Functions – Utilities is the lead department for damage assessment of Utilities Systems, repair and recovery of Utilities' systems, debris removal, weather updates, barricades, detour, solid waste management, engineering services, flood control, water shortage response, drinking water quality emergency response, and inter-agency response.

Reporting to Work – Staff is informed that they have a duty to report to work once they become aware of an event and have secured their homes and families. This procedure generally focuses on sudden events that occur with little or no warning and are widespread. Forecasted events often have staff on standby or working longer shifts to stick around to handle the events.

How to Report – During work hours, if staff is in field they should go to the BSC or City Hall or a District Assembly Point and expect a radio roll call. Staff is expected to monitor the radio, but keep airwaves clear. During non-work hours they should call the BSC 24-hour number to report status and ETA and report as directed. If no personal contact is made they are expected to report to BSC. If travel to BSC is not possible and no voice contact is made, staff are directed to report to the district assembly points.

The overview for how Utilities establishes priorities is life safety, property/environment and then all others. The basic operating model is consistent with FEMA and the federal government's National Incident Management System (NIMS) requirements and guidelines. The City utilizes the Incident Command System in setting up the model for emergency response. The primary duties of the Utilities department are to protect life and safety, protect public and private property, protect the environment, develop and disseminate public information specific to Utilities, restore essential services and facilities, minimize economic disruption to the community, and preserve existing institutions and organizations.

Commissioner Morin asked if it is required that someone like the governor declares a disaster to put this into effect. Mr. Harbour replied that most of the activations and incidents are local incidents and not declared by the governor. The City practices ICS in relatively small events such as rain and wind events. This helps us be ready for the bigger ones.

Chapter 2: Roles and Responsibilities

Incident Command and Structure – Depending on the event this could be a Utilities-only response or a city-wide response. The size and type of the event also determines the command positions.

Commissioner Cowan asked who residents should contact in the event of an incident. Mr. Harbour replied that most reporting is done over the phone to 425-452-7840, which is the Utilities intake line. Some information is also reported by staff out in the field. Some calls get routed from city hall over to that number. All calls are prioritized through the maintenance management information system.

- The Incident Commander provides overall direction for Bellevue Utilities field operations. Key responsibilities and tasks are to establish command and control for the Utilities department response; develop an event response and recovery strategy; and evaluate response effectiveness. The first person who is on site and

discovers there is an event or incident is in charge until someone with more expertise or more authority is available.

- The Operations Chief provides overall tactical direction for BUD field operations. This person reviews accounting of personnel and implements an event strategy and recovery plan.
- The Planning Chief provides strategic direction to Bellevue Utilities Department emergency operations. This person pulls in information, develops action plans for the next operating period or further down the road, and coordinates with logistics to obtain the resources that are needed.
- Admin and Logistics Chief provides administrative, financial and logistical support to Utilities Command and emergency response staff
- Operations Liaison/Safety Officer sets up the Utilities Incident Command Center and provides support to the Incident Commander as directed and monitors and addresses safety issues.

City Hall Emergency Response Roles:

- Emergency Operations Board (EOB) Representative – The department director gives guidance on policies and priorities.
- Utilities EOB Liaison – This person gives communications support for the Utilities Director at the EOB.
- Emergency Operations Center (EOC) Rep – This is the department's link between the EOC and Utilities IC at BSC.
- Utilities Public Info Officer – This person coordinates public and media information dissemination.

Field Staff roles

- Damage Assessment Teams include tech specialists, lead workers, Senior Engineering Technicians (SETs), and all field staff
- Telephone operators – normal customer service reps and backup meter readers.
- Dispatchers – Crew leaders, SETs
- Unit Supervisors – Superintendents, SETs, crew leaders
- Other field staff duties include infrastructure repair and recovery, security and SCADA (Supervisory Control and Data Acquisition) operations, debris removal, barricade delivery, emergency drinking water support, and shelter support.

Chapter 3: Communications

This chapter contains contact information. It is extremely important that staff keeps their contact information up to date with the City. Roll call lists and information about phones and radios are also included in this chapter.

He reviewed the city's radio systems. Simplex 800 MHz is the main mobile radio system. A lot of the county is on the 800 MHz and there is good interoperability on different channels. Direct UHF radios serve as a backup in case the other radios are overloaded with traffic.

Chapter 4: Equipment Inventories:

The EMP contains a chart of what vehicles the City has available in an emergency. It also describes the available emergency water equipment which includes a Blivet system for drinking water distribution to the public, portable hose reels to bypass damaged water mains and laterals, and two drinking water wells.

Chapter 5: Facilities and Supplies

Key Facilities are the City EOC staffed by city hall employees; Utilities Command Center in BSC Conference Room A; Utilities Dispatch Center in BSC; Alternate Command/Dispatch Trailer, and District Assembly Points. Inventories are maintained at the command centers, the Eastgate Yard, and the Alternate Dispatch Trailer.

Chapter 6: Utility Critical Sites

This chapter contains lists of critical sites by section and district, by route and priority. Critical sites allow staff to think about and organize our infrastructure prioritized by the relative importance of the asset, by geographic area or route, and how we should respond. It also contains maps of the critical sites. Mr. Jorgenson explained that one of the things that drives importance is redundancy. For example, some reservoirs can provide backup to other reservoirs.

Mr. Harbour explained that the Emergency Management Plan Volume 2 contains Scenario Based Response Plans for situations such as: drinking water quality; ice and snow; hazardous waste or major spill; rain event; volcanic ash; water shortage contingency plan; West Nile Virus; windstorm debris management plan.

Mutual Aid Agreements - Council authorized the City to join Washington WARN (Water/Wastewater Agency Response Network) which is a relatively new consortium of water and waste water utilities throughout the State of Washington. This is a source of resources (people supplies, equipment) when we run out as well as providing training and exercises. Utilities also participates in Public Works Mutual Aid through WA State DOT.

The 2011-2012 Work Plan includes training for Emergency Water Hose Reels, updating the Critical Facilities List, developing a checklist for site inspections for people not working in their normal element, and Sound Shake 2012 Plans for earthquake preparedness. Personal preparedness is always emphasized with staff.

Discussion:

Commissioner Cowan asked how the PSE is involved in an emergency. Mr. Harbour replied that PSE has a seat at the city-wide op EOC. The City Manager's office is also working on an electrical reliability study with PSE to document reliability within Bellevue. This will help gain a better understanding of current and future needs for Bellevue. The City is trying to be more tightly integrated with PSE. O&M has generators at a number of sites as a backup. Commissioner Cowan commented that he had an incident with a windstorm where he was out of power for ten days. Mr. Jorgenson commented that they might need to call both PSE and the City to see if anything could be done to expedite the work when faced with long-term power outages.

Vice-Chair Swenson asked if there is an ongoing interface between the City and its various entities and the neighborhoods that would allow citizens in an area to resolve or help resolve particular issues. Mr. Harbour replied that the Office of Emergency Management within the fire department has a neighborhoods components to it. There is an outreach component to the neighborhoods regarding emergency preparedness. Mayor Davidson commented on the importance of staying on task by following their prioritization. Utilities debriefs after major events to learn how to better respond in the future. They have a pretty good track record of responding to situations that they have control over.

Commissioner Wang asked about the number people should call about Utilities emergency issues. Mr. Harbour replied that people should call 425-452-7840 which is the front office at Utilities. This will be a 24/7 number in an event mode. Commissioner Wang asked how to determine if you should call 911 or 425-452-7840. Mr. Harbour said if it is related to utilities issues they should call 425-452-7840.

7. NEW BUSINESS

None

8. DIRECTOR'S OFFICE REPORT

Mr. Jorgenson noted that business cards are available for the commissioners if they would like them. He stated that if they are interested they can let him or Katie know.

Commissioner Wang expressed interest since they are in contact with the public.

Vice-Chair Swenson asked why the Parks Commission would have these and the ESC doesn't. Mr. Jorgenson suggested that it might be because Parks has more frequent public involvement through public meetings. He encouraged the Commission to continue to interact with the public and bring questions or comments back to the ESC. He cautioned against responding or providing advice to the public.

Mayor Davidson agreed that business cards could be useful for providing citizens contact information which can be forwarded as needed. He cautioned that most people don't really know what the ESC is. He commented that this is an individual decision.

Commissioner Morin thought it was a neat idea, but did not foresee the need to use business cards. He wondered, however, about having a card with key phone numbers for people to put on their refrigerator. Staff indicated they do exist, but it may not be current.

Vice-Chair Swenson commented that everyone was extraordinarily pleased with the 4-inch asbestos pipe replacement on his street. He thought that it seemed that his water pressure increased a bit. Mr. Jorgenson said that typically they wouldn't experience an increase in pressure if it was just a main replacement, but if they also changed from a galvanized service line he might have seen a difference.

Commissioner Wang noted that he has a video of porous pavement he can forward to commissioners if they are interested. Mr. Jorgenson noted that this is not actually porous pavement. It is either grass or gravel over a structure that provides strength under the surface. Mr. Jorgenson noted that Transportation has installed some porous sidewalks. Sites like that can be included in the next CIP tour if it is of interest to the ESC.

9. CONTINUED ORAL COMMUNICATIONS

None.

10. Executive Session

None

11. Adjournment

Motion made by Commissioner Wang, seconded by Commissioner Cowan, to adjourn the meeting at 8:06 p.m. Motion carried unanimously (5-0).



November 2011- February 2012

Tentative Environmental Services Commission Calendar

November 11						
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December

- NPDES Permit & Annual Report Refresher (Phyllis)
Solid Waste Contract Performance Audit (Tom Spille)

January

- CIP Progress Report (Scott)
NPDES Draft 2012 Stormwater Mgmt. Program & Public Meeting (Phyllis/Nav)
Phantom Lake (Nav/Tony)
Stormwater Guide (Nav/Phyllis/Tony)

February

- Introduction of 2013-2019 CIP (Pam)
NPDES 2011 Annual Compliance Report & ESC Recommendation (Phyllis)
Storm System Plan - Present Draft Plan (Brian)
Stream Team - Annual Report (Laurie)

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2011 Pending – ESC:

Status Reports on the following issue will be made when there are significant development:

Allied Waste Facility Tour – Susan F2
Cedar Hills Landfill – Everett – Susan F2
Outreach 101 – Susan F2
Phantom Lake Update – Wes

Staff Recommended Changes to Reserve Policies – Bob

Delayed to Late 2012:

Sewer Comp Plan – Findings & Recommendations – Randy
Sewer Comp Plan – Draft Plan Presented – Open House – Randy
Sewer Comp Plan – ESC Recommendation to Council – Randy

Katie/2011 Calendars/Pending ESC Calendar

Updated 10/24/11

November 2011- February 2012

Tentative Council Calendar

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November

28 Regional Issues: CWA - Cost Allocation Changes (Alison)

December

5 SS: Phantom Lake Presentation (Nav)

12 SS: NPDES Update on Draft Permit & Manual (Nav/Phyllis/Consultant)

19 No Council Meeting

26 No Council Meeting

January

9 Consent: Motion to Award PRV & Commercial Meter Lids (Wes)
Tentative SS: NPDES Draft Permit/Manual Comment Letters (Phyllis)

February

27 Study Session: NPDES Annual Reports (Phyllis)

March

5 Consent - NPDES Annual Reports (Phyllis)

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Key:

Agenda item description – **Consent:** Waste Reduction & Recycling Grant
Assistant Director's Name or designated staff that will
be available to attend Mayor's meeting
Staff Name – material content expert

2011 Pending Council

Dissolution of Southwest Lk Samm. Flood Control Zone District (Joyce)
Sewer Comp Plan – (Wes)
South Cove Water/Sewer Annexation ...e-mail council (Nav)
Latecomer Connection Settlement Agreement (Nav)

Katie/2011 Calendars/Pending Council Calendar
Updated 10/24/11

Action
 Information
 Discussion

Date: December 1, 2011
To: Environmental Services Commission
From: Phyllis Varner, NPDES Permit Manager

Subject: NPDES Municipal Stormwater Permit Draft Annual Report

Introduction

The draft annual report required by the National Pollutant Discharge Elimination System (NPDES) Municipal Stormwater Permit has been mailed to Commission members and copies will be available to the public at the meeting and on the City's website at <http://www.bellevuewa.gov/stormwater-runoff-management.htm>. The report consists of the 2012 Stormwater Management Program document and the 2011 Annual Compliance Report.

At the December 1 Commission meeting, staff will provide an overview of the NPDES Permit, the draft NPDES annual report, and the overall NPDES annual report schedule, including Commission review of and public comment on the draft 2012 Stormwater Management Program (SWMP or Program). No action is required of the Commission at this meeting.

This memorandum provides background information on the NPDES Permit, the draft annual report and the schedule for the draft 2012 Program document review. The public meeting on the draft Program document is scheduled for the January 5th ESC meeting.

Background - NPDES Permit

The NPDES Municipal Stormwater Permit program is one of several requirements in the federal Clean Water Act intended to protect water quality and restore waters to "fishable, swimmable" uses. In Washington State, the Environmental Protection Agency (EPA) has delegated permit authority to the state Department of Ecology (Ecology).

Ecology issued the first Phase II NPDES Municipal Stormwater Permit in 2007 for a five-year term (2007-2012). The City of Bellevue is one of over 100 municipal "Phase II" permittees in Washington (i.e., Phase II municipalities are those with a 1990 population under 100,000). The permit is revised and reissued every 5 years.

The NPDES Permit authorizes the discharge of stormwater runoff from municipal storm drainage systems into Washington's surface waters (streams, rivers, lakes and wetlands) and ground waters, as long as the municipalities implement permit-specified "best management practices" (BMPs). These BMPs reduce the discharge of stormwater pollutants to the "maximum extent practicable" and help protect water quality. The permit-specified BMPs are collectively

referred to as the Stormwater Management Program (SWMP or Program) and are grouped under the following categories:

- Public Education and Outreach;
- Public Involvement;
- Illicit Discharge Detection and Elimination;
- Controlling Runoff from New Development, Redevelopment and Construction Sites;
- Pollution Prevention and Operation and Maintenance for Municipal Operations; and
- Monitoring.

The Permit requirements are phased in over the five-year permit term and affect programs citywide. Overall permit management is provided by the Utilities Department with oversight from a city-wide Steering Committee reporting to the City Manager's Office.

NPDES Annual Report

The Permit requires submittal of an annual report, consisting of a Stormwater Management Program document which summarizes current and planned city-wide Permit-implementation activities for the coming year, and a Compliance Report which documents the City's compliance activities for the preceding year. This will be Bellevue's 5th NPDES annual report submittal. Specifically, the NPDES Permit requires submittal of the:

- (1) **Annual Compliance Report** to be completed by March 31 of each year during the Permit term, beginning in 2008.

The Compliance Report: is a specific "fill in the blanks" spreadsheet provided by the Washington State Department of Ecology and documents the City's NPDES Permit activities for the preceding year. This year's compliance report is for calendar year 2011. The draft Report is located in Appendix D of the draft annual report document mailed to you.

The Compliance Report is very prescriptive and is completed administratively. Compliance on behalf of the City is certified by the City Manager.

- (2) **Stormwater Management Program** document which is developed by the City and summarizes the specific current and planned city-wide Permit implementation activities to assure continued NPDES Permit compliance for the coming year (2012).

The Program document is submitted to Ecology as an attachment to the Compliance Report.

The Program document is reviewed by the Environmental Services Commission. The general public has an opportunity to comment on the draft Program at a public meeting hosted by the Commission. After receiving recommendations from the Commission and public comments, the Council authorizes submittal of the Compliance Report and Program document to the Washington State Department of Ecology.

Schedule

When staff brought the previous (4th) NPDES Permit annual report to ESC earlier this year, Commissioners requested that staff provide more time for Commission review of the next annual report. Staff modified the schedule for Commission review this year to allow additional time. This schedule is shown in attachment A and will be discussed at the December 1 ESC meeting.

Attachment 1 2011-2012 Schedule for NPDES Permit Annual Report

LEGEND

-  City Council Mtg.
-  Environmental Services Commission Mtg.
-  Submittal Deadline

2011

2012

December

12/1

- ESC**
- NPDES Refresher
- Provide Commission with the draft
- 2012 Stormwater Management Program (SWMP) document and
- 2011 Annual Compliance Report

January

1/5

- ESC**
- Public Meeting on the draft 2012 Stormwater Management Program (SWMP)

February

2/2

- ESC**
- Commission recommendation to council on the 2012 Stormwater Management Program (SWMP)
- Provide Commission with completed 2011 Annual Compliance Report

2/27

- CC**
- Transmit Commission recommendation and public meeting comments in agenda memo to Council
- 2012 Stormwater Management Program document and 2011 Annual Compliance Report provided to CC

March

3/5

- CC**
- Consent Calendar (for Resolution authorizing City Mgr. to sign and submit NPDES Annual Report)

3/31





To: Environmental Services Commission
From: Tom Spille, Solid Waste Program Administrator
Date: December 1, 2011

Subject: Solid Waste Collection Contract Annual Performance Review

This memorandum provides a review of Allied Waste Services of Bellevue's (the Contractor) performance in implementing the 2004 Comprehensive Garbage, Recyclables, Yard Debris and Organic Waste Collection Contract (the Contract), with regard to established Contract requirements. Section 3.1.26 of the Contract provides that the City may conduct an annual review of the Contractor's performance under the Contract. The City chose to review both components allowed by this section: a survey of customers regarding specific performance parameters, and a performance audit based on the requirements and standards set by the Contract. The review period is July 1, 2010, to June 30, 2011.

Background

The City used a competitive process during 2003 to select Bellevue's solid waste collection Contractor. Allied Waste Services of Bellevue was selected to provide the contracted services beginning in June 2004. Allied Waste has provided continuous service to Bellevue since the late 1940's (originally as Eastside Disposal). The Contract provided a variety of new or upgraded services, including commingled single-family recycling, weekly organic debris collection, commercial recycling, food waste recycling, and expanded plastics recycling. The Contract also increased monitoring and accountability by implementing a variety of performance reporting mechanisms and the Annual Performance Review, which includes the Contract Satisfaction Survey and Contract Compliance Audit. The contract expires in June 2014.

General Overview of Allied Waste's Performance

The Contractor is in compliance with all of the Contract requirements, generally performs well, overall satisfaction is very high and individual satisfaction scores meet Contract specified goals. However, there is a trend of declining satisfaction in several areas and satisfaction scores in two areas are just above the required threshold.

Contract Satisfaction Survey

The City hired Craciun Research Group, Inc., a professional market research firm, to conduct two customer surveys - one covering the single-family residential sector and the other covering the commercial/multifamily sectors.

Single-Family Residential Survey

Four hundred Bellevue single-family customers who are primarily or jointly responsible for making decisions about their solid waste services were randomly selected and surveyed. The survey was conducted during August and September 2011. Results are accurate to +/- 4.9 percentage points as required by the Contract. The Contractor must score higher than 75.1% on each question to be considered in compliance with the Contract. Compliance was achieved on all scores.

Single-family residential customers are highly satisfied with Allied Waste’s service overall and with specific areas of service. **Ninety-six percent of customers are satisfied with Allied Waste’s service overall**, with 77% stating that they are “very satisfied.” This is a decrease of one point over last year’s 97% overall satisfaction score, a statistically insignificant change. The survey scoring system is based on a 5 point system, where “5” is very satisfied, “4” is satisfied, “3” is neutral, “2” is dissatisfied and “1” is very dissatisfied. The Contractor’s satisfaction rating is based on a combination of “satisfied” and “very satisfied.”

Residential satisfaction ratings are:

Question	2011	2010	2009	2008	2007	2006	2005
1 Overall, how satisfied are you with the service you receive?	96%	97%	96%	95%	88%	88%	88%
2 Quality of work by the collection crew which services your home	94%	95%	96%	90%	88%	89%	87%
3 Courtesy of Allied Waste’s customer service staff over the phone	91%	93%	86%	84%	84%	83%	86%
4 Allied Waste’s handling of service inquiries on the phone	88%	87%	81%	80%	79%	82%	80%
5 Knowledge of Allied Waste’s customer service staff over the phone	83%	91%	85%	87%	79%	80%	79%
6 Allied Waste’s response time following a missed collection	79%	89%	82%	77%	-	-	-
7 Allied Waste’s response time following a request for a cart	76%	89%	84%	81%	-	-	-

Note: Questions 6 and 7 were asked for the first time in 2008.

There is statistical stability in half of the categories, but three categories, knowledge of customer service staff and response time for both missed collections and cart requests, saw statistically significant drops. While Allied Waste continues to exceed the required threshold, the company is investigating to determine and rectify the internal issues that led to the lower scores. Staff will coordinate with Allied Waste to monitor actions taken to increase satisfaction scores in 2012.

Commercial and Multifamily Survey

Two hundred commercial and multifamily complex managers who are responsible for making decisions about their business’s solid waste services were randomly selected and surveyed. The survey took place during August and September 2011. The results are accurate to +/- 6.9 percentage points as required by the Contract. The Contractor must score higher than 73.1% on each question to be considered in compliance with the Contract. Compliance was achieved on all scores.

The Contractor is performing well when it comes to its commercial and multifamily services. In total, 90% of commercial customers and multifamily complex managers are satisfied with their overall service, with 65% saying they are very satisfied. The overall satisfaction score decreased three percentage points from the 2010 score.

Commercial satisfaction ratings are:

Question	2011	2010	2009	2008	2007	2006	2005
1 Overall, how satisfied are you with the service you receive?	90%	93%	94%	92%	88%	76%	76%
2 Quality of work by the collection crew at your location	86%	91%	92%	93%	81%	75%	72%
3 Courtesy of Allied Waste's customer service staff over the phone	87%	89%	94%	88%	85%	83%	87%
4 Allied Waste's responsiveness to service inquiries when on the phone	84%	87%	92%	90%	78%	77%	79%
5 Knowledge of Allied Waste's customer service staff over the phone	87%	89%	94%	No data	79%	83%	80%
6 Allied Waste's response time following a missed collection	75%	87%	89%	92%	-	-	-
7 Allied Waste's response time following a request for a container	76%	87%	91%	86%	-	-	-

Note: Questions 6 and 7 were first asked in 2008.

Most scores show a high level of satisfaction with Allied Waste's services. However, there is a downward trend for each question on the commercial survey, which has continued into 2011. Moreover, all but one are beyond the margin of error since 2009 indicating that these are actual drops in performance and not just sampling variability. Two scores, as with the residential survey, decreased significantly this past year: response times following missed collections and requests for containers. Allied is investigating and staff will coordinate with the company to monitor reversal of these trends.

Contract Compliance Audit

The City hired Bell & Associates, a consulting firm, to provide a third-party inspection of the Contractor's records, operations, and property to determine the company's compliance with 37 identified contractually required procedures. The consultant conducted detailed on-site inspections and interviews with the Contractor's staff over several weeks. The consultant's detailed report found the Contractor in compliance with all procedures.

Last year's memo reported one out-of-compliance procedure: Contractor shall have a City-approved program in place to monitor and evaluate the quality of customer service. Allied Waste implemented a custom in-house program to meet this requirement to the City's satisfaction and did so in a timely manner early in 2011. There are no outstanding compliance issues from previous reports.

Conclusion

Overall, City staff is pleased with the improvement made by Allied Waste in correcting the one deficiency from the 2010 compliance audit, but is concerned about the downward trend in survey scores. Allied Waste shares the City's concern and expects to increase its survey performance in 2012. Staff will focus on these issues with Allied Waste during 2012. Increasing satisfaction scores will be a standing agenda item at bi-weekly meetings with the general manager.

Attachments

1. Survey Questions
2. Contractually Required Procedures Reviewed by the Contract Compliance Audit

Attachment 1

Survey Questions

Scale:

1. Very satisfied
2. Somewhat satisfied
3. Neutral/not sure/do not know
4. Somewhat unsatisfied
5. Very unsatisfied
6. Refused

Single-family Residential Survey

1. Overall, how satisfied are you with the service you receive from the company?
2. I am going to read you a list of handling services by your collector. For each, please tell me how satisfied you are. If you have no experience with any particular service, just tell me?
 - a. How satisfied are you with the telephone courtesy you get from Allied Waste?
 - b. How about the knowledge of the customer service staff you have talked to on the phone?
 - c. How the customer service staff handled your requests?
 - d. How about the quality of the work done by the collection crew that picks up at your home?
 - e. The response time following a missed collection?
 - f. The response time following a request for a new or replacement cart?

Multifamily/Commercial Survey

1. Overall, how satisfied are you with the service you receive from Allied Waste?
2. How satisfied are you with the courtesy of Allied Waste's customer service staff over the phone?
3. With their responsiveness to service inquiries when on the phone?
4. With the quality of work by the collection crew at your location?
5. With the knowledge of the customer service staff you have talked to on the phone?
6. The response time following a missed collection?
7. The response time following a request for a new or replacement cart?

Attachment 2

Contractually Required Procedures Reviewed by the Contract Compliance Audit

1. The Contractor shall recycle or compost all Source-separated Recyclables, Yard Debris and Organic Waste collected, unless express prior written permission is provided by the City.
2. Contractor shall recycle domestically all potentially-toxic materials from scrap electronics or small appliances.
3. Collection crews shall note damaged hinges, holes, poorly functioning wheels and other similar repair needs on Contractor-provided carts (including those for Garbage, Recycling and Yard Debris) and forward written repair notices to the Contractor's service personnel. Cart repairs shall then be made within seven (7) days at the Contractor's expense.
4. Any leakage or spillage of materials that occurs during collection shall be immediately cleaned up by the Contractor at its expense.
5. Contractor shall collect from single-family households all items listed in the appropriate sections of the contract.
6. Contractor shall offer carry out service to disabled customers at no charge.
7. The Contractor shall furnish litter collection services, including labor, materials, facilities and equipment necessary to pick up, haul and dispose of litter found on City Public Streets during a litter-collection patrol to be carried out according to a yearly schedule in which litter is collected from designated arterial roadsides every three (3) weeks, to be prepared by the Contractor and subject to prior written approval by the City.
8. The Contractor shall provide monthly, annual and ad hoc reports to the City as required.
9. Contractor shall provide a complete inventory showing each major piece of equipment to be used in the performance of this contract.
10. All collection vehicles regularly used by the contractor shall be less than 10 years old and shall have been used for fewer than 200,000 miles.
11. Vehicles shall be maintained in a clean and sanitary manner and shall be thoroughly washed at least once each week.
12. All vehicles shall have switchable placard that indicates they are recyclable, yard debris or organic waste collection vehicles.
13. Each vehicle shall be fitted with the switchable nameplate under the driver's door with the driver's name and telephone number visible.
14. All collection equipment shall have appropriate safety markings, warning lights, clearance lights, and warning flags - all in accordance with current statutes, rules, and regulations.
15. All collection vehicles still have a sign stating driving or spillage complaints call 425-452-6932.
16. All vehicles shall be equipped with the properly licensed two way communication equipment.
17. Contractor shall be responsible to maintain sufficient inventories of recycling and yard debris carts.
18. The Contractor shall record all complaints and service requests, regardless of how received, including date, time, customer's name and address, if the customer is willing to give this information, method of

transmittal, and nature, date and manner of resolution of the complaint or service request in a computerized daily log.

19. Missed collections shall be collected from the customer on the same day if notified by 6 p.m.; otherwise the collection shall occur on the next business day.
20. Automatic damages of free service provided to affected customers shall be credited to such customers' accounts on their next regular bill for certain performance failures identified throughout this Contract, including, but not limited to, failure to deliver requested carts or containers on time, failure to collect missed materials in accordance with performance requirements and failure to properly tag rejected materials.
21. Carts shall be provided to requesting customers within seven days of the customers' initial request.
22. Following the initial distribution of Recycling Carts, the Contractor shall provide Recycling Carts to new customers within the City Service Area, including new residences and annexation, areas, as well as replacement Carts to existing customers who request them because of loss, theft or damage. Carts shall be provided within seven (7) days of a customer request.
23. On-call collection of Bulky Waste shall be provided by the Contractor within three (3) business days of a customer initial request.
24. Customers may temporarily suspend service due to vacations or other reasons for as long and as often as desired in one (1) week increments and be billed pro-rata for actual services received. Customers shall be notified of continuing cart or container rental fees when making a request for service suspension.
25. The Contractor shall invoice those customers eligible for reduced garbage rates, a reduced percentage of the regular rate for the service level selected, in accordance with current City utility billing procedures, as revised from time to time.
26. During office hours, the Contractor shall maintain sufficient staff to answer and handle complaints and service requests from at least ten (10) incoming telephone calls at one time, and in addition a telephone answering system capable of accepting an additional minimum of six (6) incoming telephone calls at one time.
27. The Contractor's customer service representatives shall be fully knowledgeable of all collection services available to City customers and communicate these as required (residential).
28. The contractor shall make a good faith effort to maintain and achieve a 99% participation rate for the single-family residence recyclables collection program.
29. The Contractor shall have a City-approved program in place to monitor and evaluate the quality of customer service and to determine customer satisfaction from the various service sectors.
30. Contractor shall call each new customer within two (2) weeks after they have received their first bill to ensure that the customer understands the bill and to find out if the customer has any questions regarding their new service.
31. The Contractor shall maintain a twenty-four (24) emergency telephone number for use by the City.
32. The website shall offer customers the option to pay their service bills on-line through a secured bill payment system.
33. The City is the preferred customer of the Contractor, and shall receive the best price for services offered by the Contractor throughout the term of this Contract. The Contractor shall inform the City of any new franchise, contract or agreement, or changes in terms or rates of existing franchises, contracts or agreements, in another community in which the Contractor provides collection services within ten (10)

business days of the final approval of such franchise, contract or agreement, or amendment to such franchise, contract or agreement.

34. The Contractor's customer service representatives shall be fully knowledgeable of all collection services available to City customers and communicate these as required (commercial).
35. The Contractor shall furnish and install 1-, 1.25-, 2-, 3-, 4-, 6- and 8-cubic yard Detachable Containers, and 10-, 20-, 30- or 40-cubic yard uncompacted Drop-box Containers to any customer who requires their use for storage and collection of Garbage, Recyclables or Yard Debris within three (3) days of the request.
36. Commercial customer containers shall be delivered within three days of customer's initial request.
37. If commercial containers are not provided within three days of initial request, the customer shall be provided one free week a garbage service on their next regular bill.