

Agenda

ENVIRONMENTAL SERVICES COMMISSION MEETING

450 - 110th Avenue NE (City Hall)

May 21, 2015

Thursday 6:00PM

Farewell to Commission Chair Brad Helland

Conference Room 1E-112

Regular Meeting will begin at 6:30PM

Conference Room 1E-113

	<u>Page No.</u>	<u>Action</u>
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 comments may be heard at Agenda Item 10.		
3. Approval of Agenda *	1	X
4. Approval of Minutes * <ul style="list-style-type: none">• April 16, 2015 Regular Meeting Minutes	2-16	X
5. Reports & Summaries <ul style="list-style-type: none">• ESC Calendar/Council Calendar *• Conservation & Outreach Events & Volunteer Opportunities *	17-20 21	
6. New Business <ul style="list-style-type: none">• Solid Waste Contract Performance Audit & Customer Satisfaction Surveys Review – Continued from April 16th ESC Meeting <i>Susan Fife-Ferris, Mgr. Environment Communications & Outreach</i>• Storm System Plan <i>Paul Bucich, Assistant Director - Engineering</i> <i>Brian Ward, Senior Engineer</i>• Water System Plan <i>Paul Bucich, Assistant Director - Engineering</i> <i>Doug Lane, Senior Engineer</i>	22-26 27-29 30-32	
7. New Business		
8. Commission Report		
9. Director's Office Report		
10. Continued Oral Communications		
11. 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
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

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- 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.

2015 Environmental Services Commission Calendar

April 15						
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June 15						
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May

- 21** Storm System Plan - Aspirational Initiatives (Paul Bucich/Kit Paulsen/Brian Ward)
- SW Contract Performance Audit & Customer Satisfaction Surveys Continued Review (Susan Fife-Ferris/Stephanie Schwenger)
- Water System Plan - Policies Continued (Pam Maloney/Doug Lane)

June

- 18** Low Impact Development-LID Principles Project (Phyllis Varner/Catherine Drews)
- Storm System Plan - Aspirational Initiatives: Request ESC endorsement (Kit Paulsen/Brian Ward)
- Water System Plan - System Analysis Approach & Results (Pam Maloney/Doug Lane)

July

- 16** CIP Tour - Scott Taylor
- Storm System Plan - Staff hosted Open House & Public Meeting - Will take place prior to ESC Mtg
- Water System Plan - Plan Findings & Recommendations (Pam Maloney/Doug Lane)

August

- 20** RECESS

September

- 17** 2015 Mid-Bi Budget (Lucy Liu)
- Asset Management Annual Report (Andrew Lee)
- Storm System Plan - Request ESC Endorsement of Council Adoption (Kit/Brian)
- Utilities Rate & Tax Relief Programs (Susan Fife-Ferris/Patricia Burgess)
- Water System Plan - Review Draft Plan (Pam Maloney/Doug Lane)

October

- 15** Solid Waste Contract Performance Audit & Customer Satisfaction Survey Results (Susan Fife-Ferris/Stephanie Schwenger)
- Water System Plan - Request ESC Endorsement of Council Adoption (Pam Maloney/Doug Lane)

October 15						
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November 15						
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2015 Pending – ESC:

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

- Bellevue Diversity Initiative Presentation – (Camron Parker – Parks)
- Asset Management Program annual report (new asset manager)

Katie/2015 Calendars/Pending ESC Calendar

Updated 1/6/15

2015 Council Calendar

May 15						
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June 15						
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May

- 18** Motion to award const W. Lk
Samm Pkway Culvert
Repair Phase 2 (Paul/
Regan)
Resolution authorizing exec.
of Prof Svcs Agrmt for
Const Svcs Inspect - on call
w/RH2 Engr (Paul/Scott)

- 26** WRIA 8 Interlocal Agreement
- (Alison Bennett/Kit
Paulsen)

June

- 1** Motion to Award Construction
of PRV Rehab & Replace-
ment (Paul Bucich/Regan
Sidie)
Resolution authorizing execu-
tion of Professional Servic-
es Agreement for the
Kelsey Creek Culvert Proj-
ect (Paul/Regan)

July

- 6** Motion to award Construction
of Kelsey Creek Sewer
Stabilization (Paul Bucich)
Motion to award construction
of Wilburton Sewer Capac-
ity Improvement (Paul
Bucich)

November 15						
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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

2015 Pending Council

1st Qtr – NPDES LID Principles Opportunity Analysis & Work Plan – Catherine Drews/Paul Bucich/Phyllis Varner

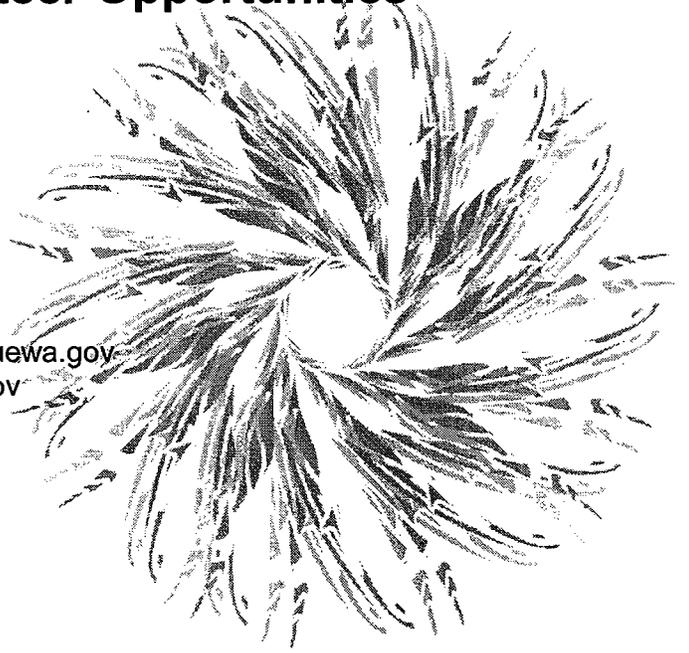
Katie/2015 Calendars/Pending Council Calendar

Updated 1/15

Utilities' Communications & Environmental Outreach Team Events and Volunteer Opportunities

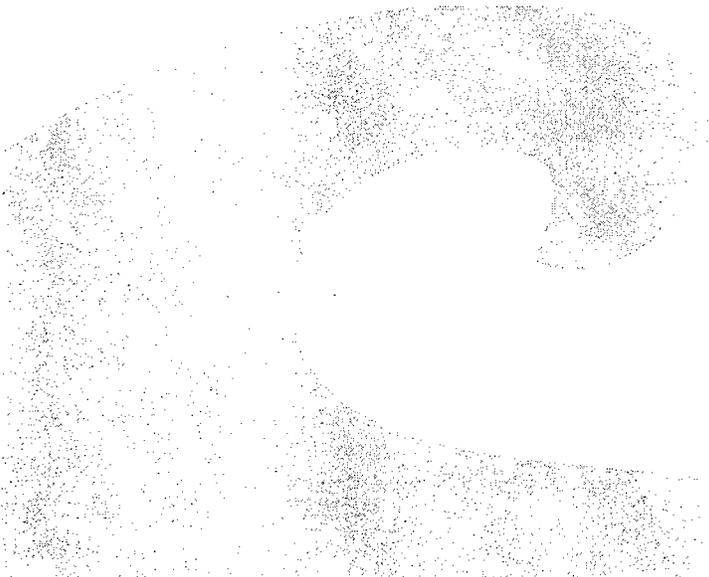
May

1. **Waterwise Garden Volunteer Work Party**
Location: Bellevue Botanical Garden
Date: May 20th, 1 pm to 3 pm
Staff: Patricia Burgess, x4127, pburgess@bellevuewa.gov
Karren Gratt, x6166, kgratt@bellevuewa.gov



June

1. **Waterwise Garden Volunteer Work Party**
Location: Bellevue Botanical Garden
Date: June 3rd & 17th, 1 pm to 3 pm
Staff: Patricia Burgess, x4127, pburgess@bellevuewa.gov
Karren Gratt, x6166, kgratt@bellevuewa.gov





MEMORANDUM

_____ **Action**
_____ **Discussion**
 X **Information**

DATE: May 21, 2015
TO: Environmental Services Commission
FROM: Stephanie Schwenger, Solid Waste Program Administrator
SUBJECT: Follow-up on upcoming solid waste collection contract annual customer surveys

Action Required at the Time

None.

Background

The ESC provided comments and suggestions about the annual solid waste customer surveys at the last meeting in April. After conferring with a market research analyst, I have incorporated that feedback into the 2015 surveys, as described in email to the ESC on April 23 (see Attachment A). The suggestions from the ESC are good enhancements to the survey.

Feedback on the customer surveys from the ESC

This section summarizes the comments the ESC provided and how I will incorporate those suggestions into the surveys.

- **Limit the scope of the questions to the past year.**

The City will preface the satisfaction questions with wording such as “In the past year, how satisfied...” in order to frame the response around the customer’s experience in the past year.

- **Ask for more specifics regarding customer dissatisfaction.**

The City will ask a follow-up question to “very unsatisfied” customers to probe the source of their dissatisfaction. This will enable the City to identify specific sources of frustration with Republic Services.

- **Ask respondents to share specific compliments or complaints.**

See answer to previous suggestion regarding following up with customers expressing they are “very unsatisfied” with Republic’s service. It is also worth noting that Republic Services is asking an open-ended compliment/complaint question of customers in its own survey, which the City has approved. Under the 2014 solid waste collection contract, Republic must administer a customer service monitoring program. That program includes

a bimonthly survey, which began in January 2015 and runs continually. Survey results from customers that contacted Republic in January and February this year have been overwhelmingly positive. The next survey querying customers that contacted Republic in March and April will go out at the beginning of May.

- **Consider other options to conducting the survey other than by telephone and cell phone to reach a wider cross-section of customers and more customers in general.**

Together with its market researcher, the City will explore the option of a multi-modal survey using phone calls to land lines and cell phones as well as an internet survey in order to reach a wider swath of customers and potentially even more multifamily/commercial customers, if such an option is not cost-prohibitive. The results of such an approach may be different than in previous years because of the opportunity to reach more customers.

In summary, the City will frame the 7 satisfaction questions it has proposed around the customer's experience in the past year; follow-up with the most dissatisfied customers; and, explore the option of administering a multi-modal survey in an effort to reach a wider swath of customers.

Attachment A: Email – Follow-up information about solid waste annual performance review

Thursday, April 23, 2015

Dear Commissioners,

I appreciate your thoughtful feedback last week concerning the development of the solid waste collection contract performance review. At your request, I'm attaching the February 2015 monthly performance dashboard provided to the City as part of Republic Services's reporting requirements under the terms of the new contract. It provides a high level summary of Republic Services's key performance indicators among all customer sectors (i.e. single-family, multifamily, and commercial customers). At the end of this email, I've written a brief description of each of the performance measures you'll find in the report.

I also wanted to take the opportunity to respond to the comments and questions regarding the customer satisfaction surveys. To provide you with some context for the surveys, I thought it important to share that, historically, Republic Services has scored highly in customer satisfaction across categories and customer sectors (i.e. single-family and multifamily/commercial). This is very encouraging not only because it indicates that Bellevue customers are happy with their service, but also because Bellevue requires Republic to attain a very high minimum satisfaction score (80% less the margin of error). Most other cities in the region do not have minimum satisfaction scores. In fact, most cities in the region do not have annual solid waste customer surveys as part of their contracts. I did not have the opportunity to present on last year's results in person (you received a memo from me about the results), but the overall satisfaction score was 97% among single-family customers and 93% among multifamily/commercial customers.

RESPONSES TO CUSTOMER SURVEY SUGGESTIONS AND QUESTIONS FROM THE ESC

- **Limit scope of question to the past year.**
 - The City will preface the satisfaction questions with wording such as "In the past year, how satisfied..." in order to frame the response around the customer's experience in the past year.
- **Ask for more specifics regarding customer dissatisfaction.**
 - Together with its market researcher, the City will explore the option of asking a follow-up question to "very unsatisfied" customers to probe the source of their dissatisfaction. This will enable the City to identify specific sources of frustration.
- **Ask respondents to share specific compliments or complaints.**
 - See answer to previous suggestion regarding following up with customers expressing they are "very unsatisfied" with Republic's service. It is also worth noting that Republic Services is asking an open-ended compliment/complaint question of customers in its own survey, which the City has approved. Under the 2014 solid waste collection contract, Republic must administer a customer service monitoring program. That program includes a bimonthly survey, which began in

January 2015 and runs continually. Survey results from customers that contacted Republic in January and February this year have been overwhelmingly positive. The next survey querying customers that contacted Republic in March and April will go out at the beginning of May.

- **Consider other options to conducting the survey other than by telephone and cell phone to reach a wider cross-section of customers and more customers.**
 - Together with its market researcher, the City will explore the option of a multi-modal survey using phone calls to land lines/cell phones as well as an internet survey in order to reach a wider swath of customers and potentially even more multifamily/commercial customers, if such an option is not cost-prohibitive. The results of such an approach may be different than in previous years because of the opportunity to reach more customers.

In summary, the City will frame the 7 satisfaction questions it has proposed around the customer's experience in the past year; follow-up with the most dissatisfied customers; and, explore the option of administering a multi-modal survey in an effort to reach a wider swath of customers. These suggestions from the ESC are good enhancements to the survey.

Finally, the City received a request for clarification on the purpose of the proposed audit of contract implementation activities. The purpose of this audit is to ensure that Republic is in compliance with all of required implementation activities as well as all of the new requirements under the 2014 contract, some of which carry performance fees. In addition, such an audit is an important tool and learning document for the City in designing and implementing future large-scale contracts.

Please provide any additional feedback you may have to me no later than Friday, May 1st. I will take that feedback and wrap it into a follow-up presentation at the May ESC meeting with Susan Fife-Ferris. I look forward to sharing the results of the annual review with you later in the year.

Again, I appreciate your thoughtfulness and attention to this topic.

Best,

Stephanie

GUIDE TO MONTHLY PERFORMANCE REPORT DASHBOARD

- Page 1 -
 - All sectors customer accounts: Count of customer accounts
 - All sectors garbage revenue: Revenue from garbage service across sectors
 - All sectors recycling and miscellaneous revenue: Revenue from recycling services not embedded in the garbage rate, such as event recycling and revenue from miscellaneous charges like garbage extras
 - All sectors organics revenue: Revenue from organics services not embedded in the garbage rate

- Page 2 – Customer service log
 - Log data (all sectors): Count of customer contacts by type of contact (shown in two graphs for easier reading)
- Page 3 - Misses
 - Lifts: Number of actual pick-ups (prior to January 2015, Republic reported on potential lifts)
 - All sectors misses: Number of service misses
 - All sectors misses %: Misses as a percentage of actual lifts and misses subject to performance fees (i.e. misses not collected within 24 hours)
- Page 4 – Tons
 - All sectors tons: Tons of garbage, recycling, and organics collected
 - Commodity percentage: Percentage of garbage, recycling, and organics collected
- Page 5 – Telephone statistics
 - All sectors number of calls: Count of phone calls received
 - All sectors abandonment rate: Count of abandoned calls, such as hang-ups
 - All sectors call averages: Average speed of answer (i.e. how quickly customers speak to a live representative) and average time to abandonment
 - All sectors number of calls escalated: Count of calls escalated to a supervisor
- Page 6 – Self-report performance fees
 - All sectors performance fees: Count of credits issued to customers for missed collections not collected within 24 hours or missed cart deliveries within a specified period of time and total value of performance fees paid for failure to meet certain contract requirements
- Page 7 – Litter collection
 - Litter collection: Count of hours spent and 32-gallon bags of litter collected
 - Yards: Number of yards (volume) of litter collected
 - Tons: Number of tons (weight) of litter collected



MEMORANDUM

 Action
 X Direction
 Information

DATE: May 21, 2015
TO: Environmental Services Commission
FROM: Brian Ward, Watershed Planning Team
SUBJECT: Draft Storm and Surface Water System Plan—Strategic Initiatives

Action Required at the Time

No action is required at this time.

Staff will present to the Environmental Services Commission (ESC) the first of two sets of strategic initiatives proposed for the Storm and Surface Water System Plan. Staff invite the Commissioner's feedback and comments on this first set of three strategic initiatives.

Background

In April 2012, the Environmental Services Commission recommended staff take the 2012 Storm and Surface Water System Plan (Storm System Plan), which is an update to the city's 1994 Drainage Comprehensive Plan, to City Council for adoption. In coordination with the City Manager's Office, staff were asked to delay taking the updated Storm System Plan to Council until Council had completed its deliberations on the Shoreline Master Plan. During the delay period, staff took the opportunity to expand the Storm System Plan with a set of five strategic initiatives identified by staff for guiding future stormwater management actions (attachment 1). Since these initiatives were not included in the original updated document Commission approved in 2012, staff are bringing them forward seeking the Commission's input.

Discussion:

Over the next two ESC meetings (May and June), staff will present each strategic initiative to provide the Commission the background of how each was identified and why they are considered important for stormwater management in Bellevue.

In this context, a strategic initiative is defined as a means through which a vision is translated into practice. They are collections of projects and programs, outside of the organization's day-to-day operational activities that are designed to help the department and city with long range stormwater management issues. The initiatives staff are bringing to your attention are a blend of aspirational goals and clarification of existing business practices. Staff will highlight these initiatives to Council as the Storm System Plan moves forward through the approval process to establish the basis of possible future requests needed for stormwater management in the 10-year planning horizon of the system plan.

Process:

- May 16, 2015: Staff presentation of the first set of Storm System Plan strategic initiatives.
- June 2015 ESC meeting: Staff response to any questions or comments about the first set of strategic initiatives presented at the May ESC meeting and presentation of the second set of strategic initiatives.
- June 18, 2015: public meeting to introduce the strategic initiatives
- June 18, 2015: staff response to additional Commission comments (if any) and/or ESC recommendation for Council adoption of the Storm Plan.
- July 16, 2015. ESC recommendation for Council adoption of the Storm Plan (if needed).

City Council adoption: 2015 (September or October depending on Council's calendar)

Attachments: Attachment 1—Storm System Plan Strategic Initiatives

Title	Rationale	Outcome
Property Management	Prepare land management plans for the department’s land areas in order to leverage intrinsic benefits offered by those properties for achieving the Mission Statement goals.	Modeled after the Park’s Department land management strategies, this initiative recommends the Utility prepare a series of management plans for the department’s properties.
Primary Stormwater Infrastructure	The utility wants to identify all components of the built system that are considered “primary drainage facilities” so that system vulnerability can be assessed and long-range planning can take place. This includes both public and private infrastructure.	Primary drainage assets will be mapped and identified. Methods to ensure they are maintained and/or replaced when necessary will be established.
Improving Water Quality	Stormwater has been identified as a leading cause to water quality impairment. The installation of water quality facilities through development regulations alone may not make significant improvements.	The development of a plan that identifies and prioritizes opportunities to install water quality best management practices to provide immediate results rather than waiting for improvements through redevelopment.
Open Streams Assessment	The city has no strategic pathway to achieve the city’s vision for healthy streams.	A stream assessment program to identify information gaps, objectives, barriers, and prioritization criteria for restoration of Bellevue streams.
Watershed Planning	New opportunities have become available in watershed-based approaches to stormwater management that may allow for strategic stormwater investments that result in healthier waterways, supportive of fish and other aquatic life, sooner.	A description of a watershed-based approach to stormwater management and an assessment of the benefits and challenges of such an approach.



MEMORANDUM

 Action
 X Discussion
 Information

DATE: May 21, 2015
TO: Environmental Services Commission
FROM: Doug Lane, P.E. Water & Sewer Systems Senior Engineer
SUBJECT: Water System Plan Update

Action Required at this Time

Staff will continue discussion of draft Water System Policies, focusing specifically on the policy for Drinking Water Storage for Emergency Supply Outages. No formal action by the Commission is required at this time, although we do encourage your questions and input for consideration as we develop the draft Water System Plan, which includes the Water System Policies.

Background

The Washington State Department of Health (DOH) requires water storage for operational, equalizing, fire and standby purposes. Standby storage is intended to temporarily serve customers in a water supply emergency.

DOH generally recommends standby storage volume based on a formula of two days of average water usage, minus a volume credit where there are multiple water sources. If community expectations are amenable to one average day of service instead of two days, DOH allows for a minimum of one day. DOH also allows water utilities to “nest” fire and standby storage, counting the same volume available for both needs, effectively reducing standby storage to 1-day minus fire storage.

Bellevue’s longstanding practice has been to provide at least the 1-day storage minimum (200 gal/ERU) recommended by DOH, plus also provide separate fire storage.

As part of the Water System Plan update, Bellevue hired Carollo Engineers, Inc. to compile an industry survey of storage criteria used by other utilities locally, regionally and nationally. Carollo’s assessment indicates that Bellevue’s criterion for standby storage is generally consistent with industry norms.

Bellevue staff also reviewed standby storage criteria published by adjacent utilities, as shown in Table 1.

Table 1 – Adjacent Utility Standby Storage Criteria

Less Storage ←————→ More Storage		
1-Day “Nested” with Fire: <ul style="list-style-type: none"> • Renton • Issaquah (Cascade areas) 	1-Day (Fire Storage Separate): <ul style="list-style-type: none"> • Bellevue • Coal Creek Utility District • Kirkland 	2-Days (some Nesting w/Fire): <ul style="list-style-type: none"> • Redmond • Issaquah (well-only areas)

Seattle Public Utilities’ (SPU) storage analysis does not consider a complete shutoff of all water supplies because such “extreme events... have a very low probability of occurrence”.¹ SPU instead performed modeling of the regional supply system during 3 separate emergency events (Tolt supply outage, Cedar supply outage, or a regional power outage), and determined that in any of those events, SPU could supply sufficient water for indoor water usage to all customers (retail and wholesale) uninterrupted for at least 5-days.

The risk of a water supply emergency to Bellevue is mitigated by the presence of two independent sources: the Tolt and Cedar River watersheds. In addition, there is significant regional system storage nearby (SPU’s Eastside Reservoir), which benefits Bellevue disproportionately due to its location. Finally, Bellevue has legacy water rights that allow for development of independent emergency well supplies, which could provide some water perpetually in a water supply emergency.

Table 2 lists generalized costs and benefits of potentially increasing standby storage to 2-days of average water usage, based on 26 million gallons additional storage needed over 20-years (by 2034).

Table 2 – Impacts vs. Benefits for Increasing to 2-Day Standby Storage

Benefits of Increasing Standby Storage from 1-Day to 2-Days	Impacts of Increasing Standby Storage from 1-Day to 2-Days
<ul style="list-style-type: none"> • Additional 24-hours of water in the event of a complete supply outage 	<ul style="list-style-type: none"> • ≈\$90M cost (26 MG @ \$3.5/gal) for reservoir construction, engineering, permits, etc. • ≈\$40M+ for land acquisition (@ \$2M/acre) • Water quality degradation & increased water age (chlorine decay, disinfection by-products) • Additional cost for pumping and transmission capacity, depending on reservoir locations • Community impacts (construction, views, etc) • Increased O&M (approx. 2 FTEs) • Potential Property condemnation

Discussion

Commission input is important to ensure the Water System policies guide water system operations appropriately over the next planning period. The City Council appreciates a thorough

¹ SPU 2013 Water System Plan, Appendix C-7 “System Storage Level of Reliability”. June 2012.

vetting of policy issues by ESC before the recommendations are brought forward for their approval.

Considering the negative community impacts, water quality considerations, capital costs and ongoing maintenance requirements of additional storage, and multiple water supply sources to mitigate risk, staff recommends continuing Bellevue's practice of maintaining a minimum of 1-day of average water usage as standby storage for the Utility's service area.

Next Steps

Staff will consider and incorporate your comments regarding draft policies discussed in April and May. The policies are being routed concurrently for comment by other city departments. Final policy recommendations will be included in the Draft Water System Plan presented for your review, as well as review by other stakeholders, later this year.