

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

Thursday  
October 6, 2022

City Hall & Remote  
6:30 p.m.

**1. CALL TO ORDER:**

The meeting was called to order by Vice Chair Hines at 6:32 p.m.

**ROLL CALL**

**COMMISSIONERS PRESENT:** Neal Hines (Vice Chair), Andy Dupertuis, Negin Khanloo, Ken Wan

**COMMISSIONER ATTENDING REMOTELY:** Diann Strom

**COMMISSIONERS ABSENT:** Vanja Knezevic (Chair), Anne Howe

**COUNCIL LIAISON:** None

**COMMISSIONERS ABSENT:** None

**OTHERS PRESENT:** Lucy Liu, Deputy Director; Linda De Boldt, Utility Engineering Assistant Director; Utilities; Leslie Kodish, Senior Administrative Assistant; Doug Lane, Utilities Planning Manager; Jon Gire, Utilities Solid Waste Program Manager; and Laurie Hugdahl, Minutes Taker

**2. APPROVAL OF THE AGENDA**

**Motion made by Commissioner Khanloo, seconded by Commissioner Wan, to approve the agenda as presented. The agenda was approved unanimously (5-0).**

**3. ORAL AND WRITTEN COMMUNICATION**

Wendy Weiker, Republic Services, 1600 127<sup>th</sup> Avenue NE, Bellevue, WA 98005, introduced herself and invited commissioners to contact her for more information. She noted that some of the survey results were not what they were expecting. She and her team are committed to doing what they can to improve this. She is looking into what some of the core problems are such as calls being received on Friday afternoon or over the weekend. She thanked the City team for working

with Republic Services and invited continued communication. Republic is doing a lot of outreach and education with multifamily customers, with organics, and the possibility of working with the City on electric vehicles.

**4. COMMUNICATION FROM CITY COUNCIL, COMMUNITY COUNCIL, BOARDS AND COMMISSIONS**

None.

**5. STAFF REPORTS**

Deputy Director Liu commented on the budget and the two policy issues that the Commission reviewed as part of the budget review process – monthly billing and credit card cost recovery. Staff will present the budget and rates to the City Council on October 10 for consideration. Because of Council’s busy schedule, staff has decided to bring the two policy issues to Council for consideration in early 2023.

**6. APPROVAL OF MINUTES**

**A) September 1, 2022, Minutes**

**Motion made by Commissioner Khanloo, seconded by Commissioner Wan, to approve the 9/1/22 minutes as presented. Upon a roll call vote, the motion passed unanimously (5-0).**

**7. UNFINISHED BUSINESS**

None

**8. NEW BUSINESS**

**a) 2022 Solid Waste Collection Contract Performance Review Results**

Jon Gire, Utilities Solid Waste Program Manager, reviewed background on Republic Services’ contract with the City. They are currently in year 2 of a 7-year renewed contract that goes until 2028. The City conducts an annual survey to gauge customer satisfaction with the services provided. Findings from the survey showed that single family customers’ top source of information is Republic Services website. Multifamily customers identified posters as a key information resource that helps them recycle and compost.

Recycling Services:

- Single family customers’ top challenge is what to do with unusual or special items for single family customers. The top challenge for

multifamily/commercial customers was missed collections.

- Multifamily customers were twice as likely than commercial customers to say that they had challenges.

Compost Services:

- 99% of single-family customers are aware of compost services and 91% participate.
- Multifamily/Commercial property managers indicated that 50% of them are aware of the compost services and 33% participate. Republic feels this is a specific area to focus on.

Customer satisfaction ratings in key areas:

- Single-family areas that did not meet the standard and were under 80% goal are “Helpfulness of Customer Service” (74%) and “Response Time following a missed collection” (43%).
- Multifamily/Commercial scored well in four of the six areas - “response time following a request for a new container” and “response time following a missed collection” had low scores that did not meet the standard.

Based on the results of the survey, staff and Republic are planning strategies and actions to improve satisfaction. Republic will continue to develop preferred information modes, promote convenient options for recycling unusual items, and improve promotion of compost resources for multifamily and commercial customers.

Customer Satisfaction: By the contractual standards, Republic Services is subject to a \$50,000 performance fee. They are also required to develop and implement an action plan to improve customer satisfaction in areas under the contractual targets. The action plan will address strategies to improve response times following a missed collection, response time following a request for a new container for multifamily/commercial sector, and helpfulness of customer service staff for single-family sector.

Commissioner Khanloo asked what is happening in June and August to cause that much missed collections. Ms. Weiker explained that this can be due to drivers filling in for other drivers on vacation in the summer and sometimes it can be just a matter of timing when the drivers are picking up. She explained that the drivers try to go back the same day. A lot of the ones that are showing up as not picked up within 24 hours are ones that are called in on Friday afternoons and over the weekends.

Commissioner Wan referred to single family recycling and agreed that the top challenge is the unusual or special items. He also uses the website to get information about this. He urged Republic to be more in line with the City’s

environmental stewardship plan and spread the information better. He recapped a phone call he had made to customer service about a recycling question about Styrofoam and having a hard time getting useful information. Ms. Weiker apologized for the miscommunication. She noted that this is a difficult issue as Styrofoam is challenging to recycle. She acknowledged that they could do better. Their focus is on reducing the contamination in the green and blue bins. Dirty Styrofoam should just go in the garbage.

Vice Chair Hines asked if they have tried to do messaging on the posters or other places about things that are a problem for Republic? Ms. Weiker stated that they try to keep the messaging on the stickers on the containers graphic without a lot of verbiage. She noted that plastic bags are the number one thing that don't want in the recycling because they wrap around the equipment and cause problems.

Commissioner Khanloo stated she lives in a multifamily building and asked about how they will encourage composting in multifamily buildings. Ms. Weiker said they have a lot of different programs they can use depending on the type of multifamily facility it is. They are continuing to work on the multifamily piece because it is important and because they expect legislation coming regarding this. Mr. Gire agreed that this is a complex issue and requires customized assistance for each property. Commissioner Khanloo urged the City to have a plan for all buildings and to address this during the development phase of new buildings. Ms. Weiker commented that there are a lot of developers who are building green and customers who are demanding it, so it is improving. Carrots and sticks must be used in equal measure.

Commissioner Wan noted that customer service satisfaction results for response to missed collections have been low for 8 years. He has requested quarterly reports to catch this sooner in the year and is disappointed that the satisfaction number is still low. He asked Republic to address what they can look forward to that will produce different results. Ms. Weiker commented that the way the question is asked might be part of the problem. She is happy to come quarterly and see what they can do to get the number up.

Commissioner Dupertuis suggested that the only lever Bellevue really has is financial. He asked how they use fees to break through that strategic equilibrium. If the Republic argument is that they are doing a good enough job and Bellevue is imposing a fee of \$50,000 there is an equilibrium. Mr. Gire replied that the industry standard around the country is 1 missed collection out of 1,000 service opportunities, and Republic has consistently met that industry standard. Ms. Weiker commented they are looking at the possibility of fine tuning Friday pickups and missed collection responses to deal with this issue. Commissioner Dupertuis suggested that Republic present a plan of what they can do to meet what they are trying to accomplish. He commended Republic on their transparency.

Commissioner Khanloo asked how many people respond to the survey. Mr. Gire explained there were statistically significant numbers for each sector. There were almost 1,000 respondents for multifamily and over 150 property managers for multifamily commercial. Deputy Director Liu noted they can work on the language of the questions. She noted that the response time following a missed collection satisfaction question is only asked of people who have had a missed collection.

Commissioner Strom thanked staff and Ms. Weiker for the presentation. She asked about the requirement for reporting a missed collection. Ms. Weiker stated that if they get the call before noon, they can get back out the same day. If it is in the afternoon, it can be too late to get out the same day. Commissioner Strom wondered if the form on the website could have missed collection so they wouldn't have to call in. She requested that Republic keep the trucks well maintained as she has noticed some oil spots in her neighborhood. Ms. Weiker replied with how drivers deal with spills. They have a very intense maintenance shop where trucks are inspected every day.

Commissioner Khanloo asked if it could be cost effective for Republic to have an extra shift on the weekend for the extra pickups and asked about the size of Republic's fleet. Ms. Weiker explained that it would not be cost effective because they cannot anticipate what missed pickups from Fridays will be. They also do not do residential pickups on the weekends. Ms. Weiker stated she would follow up with staff to share data on the fleet.

Ms. Weiker thanked everyone for their questions and invited them to contact her anytime.

#### **b) Draft Emergency Water Supply Master Plan Review**

Utilities Planning Manager Doug Lane provided an update on the Emergency Water Supply Master Plan. He provided the Master Plan for review and comment. Staff will return in 2023 seeking ESC recommendation for Council adoption of the Master Plan.

Background: Mr. Lane reviewed a timeline of ESC engagement on the Master Plan. He discussed the process for developing the Plan that has already been completed including emergency well evaluation and seismic vulnerability assessment/resilience plan. The next step is to start a SEPA review for public comment and then seek Council adoption.

Executive Summary:

- Purpose of plan – The Master Plan charts a path forward to improved resilience through technical evaluation of risks and mitigation options,

increased awareness and public acceptance, documented policies, and recommendations. It is a Water System Plan for major emergencies. Council approval is important to incorporate new departmental policies, to demonstrate public support for grant applications, for guidance for future CIP spending and to satisfy WAC requirements.

- Policies – Draft policies were presented in November 2020. Proposed policies include health care providers, alternative firefighting methods, personal preparedness, shelters and points of distribution, business continuity, interdependent sector coordination, emergency mitigation investments, post-earthquake level of service goals, groundwater supplies, well head protection.
- Post-earthquake level of service goals – Expected recovery time to restore service to 80-90% of customers following Seattle Fault of Cascadia Event:
- Goals: 2020: 2-3 months, 2035: 1-2 months, 2050: 1-4 weeks, 2070: 1-21 days.
- Hazards, impacts, and risks with existing infrastructure:
  - Cascadia subduction zone could be \$2.3 billion economic damage
  - Seattle Fault event is less frequent but more severe at \$8.3 billion economic damage
- Recommendations:
  - Supply: install emergency wells, lobby Cascade/SPU to prioritize transmission
  - Backbone: resilient pipe to key points, reduce valve closure delays
  - Distribution system: Continue main replacement; prioritize pump stations and reservoirs along backbones

Commissioner Dupertuis asked if there is a recommendation to allocate capital as best as they can to identify the risks that have been identified. Mr. Lane replied that there is a lot of overlap with investments they are already making due to renewal and replacement objectives. Regarding lobbying Cascade and SPU, Commissioner Dupertuis asked if they have confidence that SPU is doing everything they can to mitigate supply delivery risk. Mr. Lane replied that they have a plan they are moving forward with. The recommendation to lobby SPU refers to influencing the way the SPU prioritizes future projects. Commissioner Dupertuis asked about the possibility of buying that infrastructure. Mr. Lane replied that Cascade Water Alliance had considered this in the past but decided not to pursue it.

- Benefit/cost – benefit: lower impacts – impacts based on economic damage due to water disruption, with proposed improvements:
  - Seattle Fault: \$8.3B (2020) reduced to \$0.7B (2070)
  - Cascadia: \$2.4B (2020) reduced to \$0.1B (2070)Benefit: less risk

Annual risk based on event impact x likelihood  
Seattle fault: 1 in 1600-year chance  
Cascadia: 1 in 500-year chance

Costs:

- Most spending is programmed at R&R already - AC and cast-iron main replacement, pump station replacement
- New spending: emergency wells and backbone piping

Benefits account only for seismic risk reduction and ignore other benefits, asset renewal, resource optimization, etc.

- Public engagement – outreach was conducted in late 2021. Over 1079 survey responses were received. 91% via English survey and 9% translated (six languages). Mr. Lane encouraged the Commission to review the summary report with detailed results attached to the agenda memo.
- Feedback showed that resilience planning reflects community values. The community supported some of the critical customer policies in terms of prioritizing first responders and key businesses. It appears that the Plan is affordable for most who responded, but there is a rate concern for some. This speaks to the economic diversity in the City.

How the public has informed the Master Plan so far:

- Focus on equitable access
- Messaging about risks and personal preparedness
- Greater emphasis on translation

Current and future engagement:

- SEPA process
- ESC review
- Council briefing

Commissioner Wan asked where funding would come from. Deputy Director Liu replied the funding would come from rates. Commissioner Wan asked how much the recovery time numbers would change if they don't do the additional improvements ("new" spending not part of long-term R&R). Mr. Lane did not have specific numbers but explained how this would impact supply. Commissioner Wan noted it would be important to know how not approving the new spending would impact recovery time.

Vice Chair Hines noted that people's response when they haven't had water for three weeks might be different than when they are answering the questions



comfortably at home. He spoke in support of focusing on emergency wells but was unsure about the focus on the backbone system.

Commissioner Khanloo asked how they can prepare people for not having water for an extended period such as three or four weeks. She stated that most people are simply not aware of this possibility. Mr. Lane replied that the current recommendation is two weeks of water and other supplies, and that the survey results indicate a lack of awareness. He also noted that there is a website for Bellevue Emergency Water Supply Plan which has more information.

**c) Remote participation approval for November 3, 2022**

**Motion made by Commissioner Wan, seconded by Commissioner Strom, to approve Commissioner Khanloo's remote participation for the November 3 meeting. Motion passed unanimously (5-0).**

**9. ORAL AND WRITTEN COMMUNICATIONS**

**10. REVIEW OF COMMISSION & COUNCIL CALENDARS**

Deputy Director Liu reviewed the calendars.

**11. ADJOURNMENT**

**Motion made by Commissioner Khanloo, seconded by Commissioner Wan, to adjourn the meeting. Upon a roll call vote, the motion passed unanimously (5-0).**

The meeting was adjourned at 8:18 p.m.