

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

Thursday
November 4, 2021
6:30 p.m.

Zoom

1. CALL TO ORDER:

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

ROLL CALL

COMMISSIONERS PRESENT: Vanja Knezevic (Chair), Negin Khanloo (Vice Chair), Neal Hines, Diann Strom

COUNCIL LIAISON: Conrad Lee (absent)

COMMISSIONERS ABSENT: Anne Howe, Ken Wan

OTHERS PRESENT: Lucy Liu, Deputy Director; Brian Landau, Utility Systems Planning Manager; Jerry Shuster, Senior Engineer/Project Manager; Christa Heller, Environmental Scientist; Laurie Devereaux, Stream Team Program Administrator; Jon Gire, Solid Waste Program Manager; and Laurie Hugdahl, Minutes Taker

2. TEMPORARY SUSPENSION OF BYLAWS

Chair Knezevic and Deputy Director Lucy Liu read an introductory statement regarding online meetings and procedures.

3. APPROVAL OF THE AGENDA

Motion made by Commissioner Strom, seconded by Vice Chair Khanloo, to approve the agenda. The agenda was approved unanimously.

4. ORAL and WRITTEN COMMUNICATION

None.

5. COMMUNICATION FROM CITY COUNCIL, COMMUNITY COUNCIL, BOARDS AND COMMISSIONS

None.

6. STAFF REPORTS

Deputy Director Liu gave an update on the City's continuing efforts to address delinquent utility accounts.

7. APPROVAL OF MINUTES

A) 10/7/21 MINUTES

Motion made by Commissioner Strom, seconded by Commissioner Hines to approve the 10/7/21 minutes as presented. The motion passed unanimously.

8. UNFINISHED BUSINESS

None

9. NEW BUSINESS

a) Watershed Management Plan Update

Brian Landau, Utility Systems Planning Manager

Jerry Shuster, Senior Engineer and Project Manager

Christa Heller, Environmental Scientist

Planning Manager Landau read a land acknowledgement. Senior Engineer Jerry Shuster gave a brief refresher on project goals, objectives, and the framework for working through this effort. Bellevue has four major watersheds: Greater Kelsey Creek, Lake Sammamish Watershed, Coal Creek Watershed, and Small Lake Washington Watershed. The goal is to improve the health of Bellevue's streams which have been impacted by urban development. The objectives are to optimize the stormwater fund and other city and private investments to improve the health of the streams over the next 20 years and to prioritize actions to improve stream health much sooner than under the current approach.

Possible recommended actions will fall into the categories of:

- projects (e.g., stormwater retrofits)
- programs (e.g, technical assistance for residential rain gardens)
- policies/codes (e.g, fee-in-lieu stormwater regulations for developers)
- improved maintenance practices (e.g, increased street sweeping)

Senior Engineer Shuster reviewed the WMP Framework and progress which guides the planning efforts.

- Open stream condition assessment (completed)
- Watershed assessment reports (completed)
- Prioritize areas for investments
- Community Engagement Phase 1 (completed)
- Watershed Improvement Plans
- Community Engagement Phase 2
- Toolbox/Opportunities (completed)
- Watershed Management Plan

Environmental Scientist Heller reviewed the results of Watershed Assessment Reports (ARs) for Coal Creek Watershed and the Greater Kelsey Creek Watershed. In Coal Creek they have identified that stormwater runoff from impervious surfaces was the primary factor limiting aquatic health. This was followed by loss of floodplain, pollutant transport, loss of riparian vegetation and physical barriers. For the Greater Kelsey Creek Watershed, pollutant transport was identified as the primary limiting factor followed by impacts from stormwater runoff from impervious surfaces, loss of riparian vegetation, loss of floodplain and physical barriers limiting the health and recovery of the watershed.

Senior Engineer Shuster discussed how they will prioritize watersheds by beginning with areas that are moderately degraded, not the most degraded. This has been proven to be the approach that is most cost effective and is consistent with Department of Ecology guidance.

Management strategies include:

- Improving moderately impaired streams which have high recovery potential or high importance (e.g, Kelsey Creek).
- Protecting the least impaired streams which have high importance (e.g., Coal Creek)
- Sustaining the most impaired streams which have low recovery potential or low importance. These are not forgotten, just a lower priority. (e.g., Sturtevant Creek)
- Toolbox of actions to address limiting factors (e.g., projects, programs, policies/codes, and maintenance practices)

Commissioner Hines asked about the pollutants they are dealing with for Kelsey Creek. Senior Engineer Shuster replied it is mainly urban runoff from roads that do not have stormwater treatment. There are also a lot of businesses and light industries in that area that may have illicit discharges. Septic systems near Valley Creek which is in that area are also suspected to be a factor.

Environmental Scientist Heller reviewed community engagement goals for improving community awareness and support, understanding the community's values about streams, and being more inclusive and equitable. The Commission took a real-time Zoom poll about what they value most about streams, lakes, and wetlands in Bellevue. The top three values were shown to be: crucial to the local ecosystem, wildlife habitat; natural beauty; and connect with nature. When this survey was taken by the community, the preliminary results show that the top three values were: crucial to the local ecosystem; important for wildlife habitat, and where they connect with nature.

Planning Manager Landau reviewed next steps. Staff intends to incorporate the community values into the Watershed Management Plan. They plan to perform targeted outreach to increase the demographic representation. They will also develop future outreach strategies for community input related to management strategies, regulations, policies, willingness to pay, and other topics. In early 2022 the team will be completing the Watershed Prioritization. In early/mid-2022 they will be obtaining community input on the investment priorities and developing the draft and final Watershed Management Plan by the end of 2022. Adoption of the Plan by Council is expected in early 2023. Planning Manager Landau summarized that the City is committed to improving stream health through its efforts to develop the Watershed Master Plan and is already working on early action projects (CIP projects and planning studies) to start the process.

b) Stormwater Education and Outreach Update

Stream Team Program Administrator Laurie Devereaux reviewed Stream Team education and outreach efforts.

Dumpster Campaign: This campaign addresses issues around dumpster areas including open lids, overflowing garbage, leaky dumpsters, bulky waste outside, appliances, cooking oil splatter, hazardous waste, and garbage everywhere. The City plans to use social marketing efforts to change citizen behavior. Ms. Devereaux noted that having a behavior change project is a requirement under the NPDES permit, but this is also useful for addressing a real problem in the community.

Ms. Devereaux discussed how she put together an online Dumpster Summit with 25 local jurisdictions to identify problems and begin to solve the dumpster issue. The group decided on the goal of having businesses close the lids on dumpsters every time they take out the trash. This results in less smell and mess, fewer pests, and no rain inside. She reviewed

observations before the campaign, social marketing efforts, and observations after the campaign. She summarized that the behavior of businesses was dramatically different after the campaign. Next steps are to evaluate the data, survey what worked and didn't work, modify the program, and implement in 2022.

Community Outreach: Community outreach has continued, but due to COVID it happens mostly outdoors and online now. Ms. Devereaux explained how she had a role in creating a new social studies unit on the kokanee salmon and the Snoqualmie Tribe for Bellevue School District targeting 3rd graders.

Stream Team Volunteers: Peamouth Patrol and Salmon Watcher trainings were done over email and online. She reported greater volunteer participation than ever.

c) 2021 Annual Solid Waste Collection Performance Review Results

Jon Gire, Solid Waste Program Manager, presented the results of the 2021 Annual Solid Waste Collection Survey.

The customer survey showed that single-family preferred modes of getting information regarding solid waste include: Republic's website, printed brochures, and stickers on their carts. The survey also showed that single-family awareness of take-back programs is improving slightly.

Regarding recycling, survey results for multifamily/commercial customers showed that 85% participate in recycling compared to 91% last year. 34% participate in compost services compared with 33% last year.

Customer Satisfaction: In both Single-family and Multifamily/Commercial Customer Satisfaction the overall satisfaction was high, but both had a low score for the response time following a missed collection.

Next Steps: Based on survey results regarding recycling and composting practices, the team plans to continue to develop preferred information modes, promote convenient options for recycling unusual items, encourage paint recycling, promote the PaintCare program, and improve promotion of recycling and compost resources.

Since Republic did not meet all the minimum satisfaction ratings required by the contract for response time following a missed collection they must pay a \$50,000 performance fee and develop and implement an Action Plan to improve customer satisfaction in this area. The Action Plan includes operations improvements (hiring and training more drivers and being

“route ready” with the same driver, same route, same truck). It also addresses improving customer engagement with strategic mailing to increase customer awareness of credit applied to bills when a customer’s reported missed collection is not picked up within 24 hours. In addition, Republic will work with call centers to make sure there is quality assurance in the communications. The City will analyze trends from bimonthly customer surveys and ongoing performance data regarding missed pickups to evaluate the effectiveness of the Action Plan.

Discussion:

Commissioner Hines asked if they have noticed sites that are repeatedly missed because of lighting, access or other factors. Mr. Gire replied that there is a “Chronic Missed List” which will be investigated further.

Commissioner Hines asked if there are dumpsters with lids that are designed to stay closed. Mr. Gire replied that there are lids with automatic closure, but the technology tested with Republic didn’t work as expected.

Commissioner Strom asked about the missed customer compensation. Mr. Gire explained that if a miss is not collected within 24 hours a single-family customer gets a month worth of credit on their bills, and multi-family/commercial customers get a week credited on their bill.

Commissioner Strom also asked for more information about things the team is looking at in terms of the Action Plan. Mr. Gire explained that the new operational approach and also promoting the credit to customers is expected to make a difference.

Commissioner Khanloo asked for a comparison in response time from this year to previous years. Mr. Gire reviewed the number of participants and explained that the trends are similar to previous years. Commissioner Khanloo wondered if \$50,000 performance fee is an adequate amount given the continued trend and the high dollar amount of the contract.

10. REVIEW OF COMMISSION & COUNCIL CALENDARS

Deputy Director Liu reviewed the Council and Commission calendars.

11. ADJOURNMENT

Motion made by Chair Knezevic, seconded by Commissioner Strom, to adjourn the meeting. The motion passed unanimously.

The meeting was adjourned at 7:59 p.m.