

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

Thursday
June 3, 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), Diann Strom (Vice Chair), Neal Hines, Negin Khanloo, Ken Wan, Ling Zhuang

COMMISSIONERS ABSENT: Commissioner Anne Howe

COUNCIL LIAISON: None

OTHERS PRESENT: Lucy Liu, Interim Deputy Director, Utilities; Nav Ota, Director, Utilities; Linda De Boldt, Engineering Assistant Director, Utilities; Cherish Jackson, Director's Office Senior Administrative Assistant, Utilities; Doug Lane, Senior Engineer, Utilities; Joe Harbour, Operations and Maintenance Assistant Director, Utilities; and Laurie Hugdahl, Minutes Taker

2. TEMPORARY SUSPENSION OF BYLAWS

Chair Knezevic and Interim 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 Commissioner Khanloo, to approve the agenda. The agenda was approved unanimously (6-0).

4. WRITTEN and ORAL COMMUNICATION

None.

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

None.

6. STAFF REPORTS

Director Otal gave an update on staff transitions. She expressed appreciation to Brian Bartle, who has moved on to other ventures, and noted he will be missed. She announced that Lucy Liu has been appointed the Interim Deputy Director of the Utilities department and will be staffing the ESC meetings.

Interim Deputy Director Liu provided an update on Republic Services' action plan to address customer satisfaction with response time to missed collections. Republic Services is conducting weekly driver training to focus on the missed pickup action plan, customer service and other topics. Additional training takes place when a missed collection is not picked up after 24 hours. In those instances, drivers and dispatch staff meet with their supervisor to review procedures and identify the root cause. Interim Deputy Director Liu also reviewed Republic Service's performance in the last quarter which shows they are doing well in meeting targets for total missed collections and making progress in reducing the number of missed collections subject to performance fee. However, customer satisfaction levels following missed collections remain low. Staff will continue to work with Republic Services to meet performance targets for responding to missed targets and will provide another quarterly update in October.

Commissioner Khanloo requested actual numbers for total missed collections as opposed to just percentages. She also asked for the number of people participating in the customer satisfaction survey. Interim Deputy Director Liu translated the number of missed collections. She indicated staff would provide the number of survey participants in the next update.

Commissioner Wan asked what specifically the Utility department will be doing to help improve the customer satisfaction. Interim Deputy Director Liu explained that staff would be working with Republic on strategies to reduce the total number of missed collections, working with them to make sure they are troubleshooting their reporting system, continuing to work with them to identify the root cause of the missed collections, and possibly revisiting their staff training. Commissioner Wan commented that he had a missed recycling pickup last week, and it was corrected within two hours.

Commissioner Zhuang asked for more details about how the customer satisfaction survey is conducted. Interim Deputy Director Liu explained all customers that contact Republic Services are invited to participate in a survey. It is done by email or by mail postcard. She thought on average a couple hundred people participate every two months.

Commissioner Zhuang asked for an update about a potential change to the name of the Environmental Services Commission. Director Ota explained that staff is considering changing the name of the Environmental Services Commission to the Utilities Commission to avoid confusion about its role. As soon as possible staff will take this suggestion to the City Council.

Commissioner Zhuang asked if the City is also considering a new environmental stewardship commission. Director Ota explained that the Environmental Stewardship Initiative is mainly commissioned by the Council, but Jennifer Ewing, the Environmental Stewardship Manager, goes through all the boards and commissions, especially the Planning Commission. Commissioner Zhuang commented that many citizens are interested in this issue. Director Ota explained there has not been a lot of support for creating a new board or commission, but environmental stewardship is integrated into all the boards and commissions.

7. APPROVAL OF MINUTES

A) 5/6/21 MINUTES

Commissioner Wan moved to approve the minutes with a correction changing *Chair Strom* to *Vice Chair Strom* in the first sentence of the last paragraph on page 5. Motion seconded by Commissioner Khanloo. Upon a roll call vote, the motion passed unanimously to approve the minutes as amended (6-0).

8. ELECTION OF CHAIR & VICE CHAIR

Commissioner Wan nominated Vanja Knezevic to serve as Chair again. Chair Knezevic accepted the nomination and was elected unanimously.

Chair Knezevic nominated Diann Strom to serve as Vice Chair again. Diann Strom declined the nomination to serve as Vice Chair.

Vice Chair Strom nominated Negin Khanloo to serve as Vice Chair. Commissioner Khanloo accepted the nomination and was elected Vice Chair unanimously.

9. UNFINISHED BUSINESS

None

10. NEW BUSINESS

a) Water System Seismic Resiliency Study Update

Doug Lane, Utilities Department Senior Engineer, made the presentation regarding the Water System Seismic Resiliency Study Update. He reviewed the background, mitigation recommendations, benefits/costs, and next steps. He explained that the Emergency Well Evaluation, the Seismic Vulnerability Assessment/Resiliency Plan, and the Emergency Water Supply Master Plan are three intertwined projects.

Mitigation recommendations fall in three main categories – water supply, backbone system, and recommendations to improve the distribution system.

- Supply Recommendation: SPU (Seattle Public Utilities) Supply Resilience – Work with Cascade to influence SPU to prioritize long-term improvements that will benefit Bellevue. It may require an investment by Cascade. Bellevue has no direct control so improvements can only be recommended, but not assumed.
- Supply Recommendation: Emergency Wells – Create new emergency wells in the City. Assume six wells with locations to be determined. Benefits are that emergency wells are independent, local, and the City has control. Challenges include staffing and the need for new water rights and land.
- Backbones Recommendation: – Build a system of backbone pipelines. These would connect supplies with key points in the system. They would be isolated for controlled restoration. There are challenges around equity and the time needed to isolate from leaking pipes.

Commissioner Zhuang commented on the historical battle regarding water between Seattle and east side cities and asked about Cascade's level of influence with SPU. Mr. Lane replied that SPU has a plan to make improvements, but the question is when. Linda De Boldt added that Bellevue is a member and partner with Cascade. In order to implement the recommendations staff could start to engage Cascade in discussions about how to engage SPU with this topic. Commissioner Zhuang asked if there is anything the ESC or Council can do to help push this issue. Ms. De Boldt commented that it might help, but there are council members who are actively involved with Cascade.

- Distribution Recommendation: Water Main Replacement – Continue existing program (replace Asbestos Cement (AC) and Cast Iron (CI) pipe)). This has a very significant seismic benefit. Also, there is a recommendation to install earthquake resistant pipe in vulnerable soils.
- Distribution Recommendation: Pumps and Reservoirs - The City already has Renewal & Replacement (R&R) programs to replace

and renew pump stations as they age, as codes change, or as needs change. The recommendation is to reprioritize the order of rehabilitations to prioritize pump stations along backbones and improve redundancy for vulnerable reservoirs.

Simulated mitigation results show that recovery time with recommended improvements meets proposed level of service goals and policies. Director Otal emphasized the importance of the proposed recommendations to meet level of service goals and policies.

Mr. Lane reviewed benefit/cost methodology for identifying mitigation projects. To estimate benefits of mitigating earthquake impacts, the impacts need to be understood. Event impacts considered are not the impact to the water system itself, but rather the impact to the community. For residents this may be income loss or inconvenience. For businesses the impacts are generally revenue loss and productivity loss. Additional impacts include loss of life and fire losses. Mr. Lane explained how impact calculations were done using source data (income statistics, commuting patterns, tax data, water usage, water sensitivity data) and by isolating water impacts (e.g., ignore power outage). The benefit is estimated as the reduced risk (considering impact and likelihood) and is cumulative for both major earthquakes (Cascadia and Seattle Fault), because either or both events could happen at any time or in succession.

Next steps are the completion of the final technical report regarding seismic vulnerability in June. Once this is received, the results will be incorporated into the Draft Emergency Water Supply Master Plan.

Commissioner Hines asked if there is a schedule for the six emergency wells. Mr. Lane did not have that available but commented on the importance of having those wells in place as soon as possible. Due to challenges, it may be in the 15–30-year range.

b) Emergency Water Supply Master Plan Update

Doug Lane, Utilities Department Senior Engineer, also made the presentation regarding public engagement related to the Emergency Water Supply Master Plan. He reviewed background on the plan, discussed public engagement and next steps. The Master Plan will incorporate the results of the two studies into one concise document. It will include identified hazards and risks, proposed policies and level of service goals, alternatives analysis, and recommended mitigation actions. Ultimately it will inform future capital improvements.

Staff has already completed some targeted outreach to customers. They have drafted policies, identified hazards and economic risks, evaluated alternative supplies and well options, assessed disaster needs and water rights, and evaluated the seismic performance of the system. The long-term seismic resiliency plans still need to be incorporated into the Master Plan.

To date, staff has met with specific customers to understand their emergency planning and expectations. These customers include Overlake Hospital, Kaiser Permanente, Seattle Children's and Bellevue School District. Staff has also presented to the Community Emergency Response Team (CERT). Internally, staff has met with the Fire Department, Emergency Operations Center and communicated with the ESC with six separate presentations on seismic evaluation and emergency water supply.

Objectives of outreach are to develop informed consent, better identify and reach vulnerable populations that may be missed, build community awareness about water supply risks, and establish relationships with community-based organizations (CBO's). The City also wants to engage the business community, get feedback on values and needs, inform prioritization, and improve effectiveness of the Master Plan and improvements.

One of the objectives has to do with Diversity, Equity, and Inclusion. The intention of this is to engage customers who may be hesitant or unlikely to interact with the City, reach underserved or marginalized residents, and reach priority language communities. This will be done via workshops and interviews with community-based organizations and publishing materials in several languages that are most relevant to Bellevue. Another tactic is to conduct several different surveys and issue a summary report that talks about the results.

Business engagement strategies include interviewing businesses to understand needs, priorities, and the degree that the business depends on water availability. The outreach would be to organizations such as the Chamber of Commerce, Downtown Association, and large employers. Staff also intends to engage "essential businesses" such as retirement homes, grocery stores, pharmacies, etc.

Next steps:

- Public engagement
- Incorporate recommendations from seismic vulnerability assessment
- Emergency Water Supply Master Plan draft for review

The Master Plan with results of public engagement and proposed costs for mitigation measures will be brought back to the ESC at a future date.

11. REVIEW OF COMMISSION & COUNCIL CALENDARS

Interim Deputy Director Liu reviewed the ESC Calendar. The Commission will be on recess in July followed by a CIP tour/field trip in August. In September the Commission will be going on an O&M Field trip. She also reviewed the Council Calendar. A number of contracts will be going to Council for approval related to CIP projects in the next few months. Staff also plans to seek Council direction on the non-communicating meter service option that the ESC considered during the last meeting.

12. ADJOURNMENT

Motion made by Chair Knezevic, seconded by Vice Chair Strom, to adjourn the meeting. Upon a roll call vote, the motion passed unanimously (6-0).

The meeting was adjourned at 8:10 p.m.