

# Agenda

## ENVIRONMENTAL SERVICES COMMISSION MEETING

450 110<sup>th</sup> Ave. NE (City Hall)

Conference Room 1E-113

Thursday 6:30PM

October 4, 2018 Regular Meeting

		<u>Page</u>	<u>Action</u>
<b>Commissioners:</b> <i>Diann Strom</i> <i>Chair</i>	1. Call to Order and Roll Call – Diann Strom, Chair		
	2. Approval of Agenda *	1	X
<b>Vacant</b> <i>Vice Chair</i>  <i>Anne Howe</i>	3. Oral and Written Communications Note: Three-minute limit per person, maximum of three persons for each side of topic. Additional comments may be heard at Agenda Item 9.		
	4. Communication from City Council, Community Council, Boards and Commissions		
<i>Vanja Knezevic</i>			
<i>Aaron Morin</i>			
<i>Lisa Schreiner</i>	5. Staff Reports		
<b>Vacant</b>	6. Approval of Minutes *		
	• 06-21-18 Regular Meeting Minutes	3 – 7	X
<b>City Council</b> <b>Liaison:</b> <i>Jared Nieuwenhuis</i>	7. Election of new Vice Chair		
	8. Unfinished Business		
	9. New Business		
<b>Staff Contact:</b> <i>Andrew Lee</i> <i>425-452-7675</i>	• Public Hearing on Proposed Utilities Budget * <i>Presenter(s): Lucy Liu, Assistant Director - Resource Management &amp; Customer Service – Utilities</i>	8-9	
	• Wastewater System Plan Implementation * <i>Presenter(s): Douglas Lane, Water &amp; Sewer Systems Sr. Engineer – Utilities</i>	10-11	
<b>Staff Support:</b> <i>Gift Havert</i> <i>425-452-4497</i>	• Solid Waste Contract Annual Performance Report * <i>Presenter(s): Stephanie Schwenger, Program Administrator – Utilities</i>	12-19	
	• Utilities Rate Relief Program Review * <i>Presenter(s): Alexandra Gancheva, Business Services Manager – Utilities</i>	21	
	10. Oral and Written Communications		
	11. Review of ESC Calendar/Council Calendar *	22-23	
	Conservation & Outreach Events & Volunteer Opportunities*	24-25	
	12. Adjournment		
	* <i>Materials included in packet</i>		
	# <i>Materials separate from packet</i>		

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

Thursday  
September 6, 2018  
6:30 p.m.

Conference Room 1E-113  
Bellevue City Hall  
Bellevue, Washington

**COMMISSIONERS PRESENT:** Diann Strom (Chair), Sanjay Kumar (Vice Chair), Ling Zhuang, Aaron Morin, Lisa Schreiner

**COUNCIL LIAISON:** Jared Nieuwenhuis

**COMMISSIONERS ABSENT:** Anne Howe, Vanja Knezevic

**OTHERS PRESENT:** Nav Ota, Director; Andrew Lee, Deputy Director; Lucy Liu, Assistant Director – Resource Management & Customer Service; Linda De Boldt, Assistant Director Utilities, Engineering Division; Douglas Lane, Water & Sewer Systems Sr. Engineer – Utilities; Laurie Hugdahl, Minutes Taker;

**MINUTES TAKER:** Laurie Hugdahl

**1. CALL TO ORDER:**

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

**2. APPROVAL OF AGENDA**

**Motion made by Commissioner Kumar, seconded by Commissioner Morin, to approve the agenda as presented. Motion passed unanimously (5-0).**

**3. ORAL AND WRITTEN COMMUNICATIONS**

Oral and written communications were solicited. There were none.

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

Councilmember Nieuwenhuis reported the Council approved a study to look at the potential for a year-round shelter for the homeless. The Council will be looking at the Puget Sound Energy franchise agreement this month. There is a Memorandum of Understanding, but some details still need to be worked out. The Council also reviewed some Smart City accomplishments such as deploying an electronic patient care system for emergency medical services, expanding public

Wi-Fi access to city parks and affordable housing properties, converting street lights to LED, and looking at the AMI and smart water meters.

**5. STAFF REPORTS**

Deputy Director Lee explained that staff is planning on giving a presentation to the Council on October 1 regarding the AMI contract. The City is still in the midst of contract negotiations.

Local 302 has been on strike for approximately two weeks which has significantly impacted two culvert replacement projects as well as some smaller projects.

Deputy Director Lee explained the impacts of the strike.

Deputy Director Lee reported that Commissioner Sanjay Kumar would be leaving the Commission, and this was his last meeting. Deputy Director Lee and other staff members and commissioners expressed appreciation to Commissioner Kumar for his service to the City and celebrated with cake.

**6. APPROVAL OF MINUTES**

6/21/18 Regular Meeting Minutes

**Motion made by Kumar, seconded by Commissioner Strom, approve the minutes as presented. Motion passed unanimously (5-0).**

**7. ELECTION OF NEW VICE CHAIR**

This item was continued to the next meeting.

**8. UNFINISHED BUSINESS**

None

**9. NEW BUSINESS**

- Clarified Policy for Individual Service Pressure-Reducing Valves  
*Presenter(s): Douglas Lane, Water & Sewer Systems Sr. Engineer – Utilities*

Deputy Director Lee explained that the City is looking into addressing water pressure issues that have been in existence for a long time along West Lake Sammamish. Part of that solution involves a policy issue of how to handle situations when pressure is increased in some neighborhoods that results in properties with pressure that is too high.

Mr. Lane gave an overview of the relationship between elevation and water pressure. Bellevue has 69 different pressure zones, and water pressure varies

with elevation inside each zone. The City is required to maintain at least 30 psi in the public water mains. There are also areas where the pressure exceeds the threshold of 80 psi. Per the plumbing code for private plumbing, these homes would be required to have a pressure reducing valve (PRV).

SA270 pressure improvements is a project coming up which will increase pressure to bring areas up to the minimum standards of 30 psi and 1,000 gpm (gallons per minute) fire flow. Mr. Lane explained steps needed to be taken for this project to be completed such as installing a pressure reducing station in Issaquah, replacing the main line, and installing individual pressure reducing valves at customers whose pressure may be increased above the threshold as a result of the project. He reviewed how this has traditionally been handled and the proposed approach for the City to provide a PRV for customers who are impacted by operational changes made to the system.

The proposed policy states: “Private property owners are solely responsible for compliance with the Uniform Plumbing Code, including installation, operation, maintenance and ownership of individual service line pressure-reducing valves. In special cases where it is mutually-beneficial to facilitate public system improvements, the Utility may choose to furnish individual PRVs for the property owner to own and maintain.”

Commissioner Morin asked if the customer would sign an agreement. Mr. Lane explained it would not be included in the policy, but yes there is a draft agreement under review. The plan is for the customer to sign an agreement as documentation. Commissioner Morin asked about providing a warranty period longer than one year. He also referred to the language in the policy relating to “special cases where it is mutually-beneficial . . .” and asked if it was intentional to limit this to only PRVs as opposed to “equipment”. Mr. Lane explained that if the language is expanded to “equipment” it could cover things such as an expansion tank. He explained that the PRV would include the vault and the connection to the service line, but this could be clarified if desired. Mr. Lane then referred to the warranty question and noted that staff had considered having this be a lifetime warranty until the time of sale, but they had decided against it because it would be difficult to track. He noted it really is a low risk situation because you don’t typically have trouble with these devices once they are installed.

Commissioner Schreiner asked how this policy might be viewed by the property owners who have already purchased their own PRV. Mr. Lane replied that this is why it is important to have a policy. He noted that the PRV becomes the owner’s responsibility once it’s provided, since then it becomes “existing” conditions. He explained that the whole neighborhood will benefit from improved fire protection and lower quality risk. Commissioner Morin suggested changing the language to “*where the City decides* it is mutually beneficial” to clarify this.

Commissioner Kumar asked about the possibility of transferring the warranty agreement to a third party. Mr. Lane thought that there might be some flexibility within the agreement. Deputy Director Lee added that this sort of detail could be addressed in the agreement, but would not be appropriate for the policy.

**Motion made by Commissioner Morin, seconded by Commissioner Schreiner, that the Commission make a recommendation in favor of the proposed policy with changes as recommended by the ESC including suggesting special cases where the City deems it to be beneficial and to give consideration to the individual PRVs and related items. Motion passed unanimously (5-0).**

- Budget Follow-Up  
*Presenter(s): Lucy Liu, Assistant Director - Resource Management & Customer Service Division*  
*Linda De Boldt, Assistant Director –Engineering Division*

Deputy Director Lee stated that the Budget Recommendation including the Rates Recommendation went to the City Manager’s office during the summer and will be presented to the City Council likely in the middle of October.

Assistant Director Liu provided updates to the proposed capital and operating budgets since the last meeting. She explained that a couple of capital project changes have been emerged. In addition, some costs that were still under development have since been finalized. Linda De Boldt reviewed CIP Project Changes resulting from the West Lake Sammamish Parkway Project and the WSDOT I-405 Widening Project. Both projects had new developments that created some scope changes and elements that require additional budget. The West Lake Sammamish Parkway Project had an increased cost of \$5 million due to project scope changes. Changes to the WSDOT I-405 Widening Project resulted in an additional funding need of \$2.1 million. Staff reviewed the drivers for these changes.

Assistant Director Liu then reviewed the changes to the Proposed Operating Budget as a result of updated water wholesale costs from the Cascade Water Alliance, taxes, support services, and personnel costs. She then reviewed the resulting changes to the proposed 2019-2020 Bellevue Utility Rates. The projected combined rate increase for the water, sewer and stormwater utilities is 4% in 2019 and 3.8% in 2020. The current typical monthly bill for residential customers will increase by \$6.85 in 2019 and \$6.68 in 2020. Bellevue’s rates are competitive with its neighbors and are expected to remain so, especially considering that Bellevue is in much more active infrastructure replacement than other agencies and has an infrastructure renewal and replacement account as part of its long-term infrastructure funding strategy.

**10. ORAL AND WRITTEN COMMUNICATIONS**

None

**11. REVIEW OF ESC CALENDAR/COUNCIL CALENDAR;  
CONSERVATION AND OUTREACH EVENTS AND VOLUNTEER  
OPPORTUNITIES**

- ESC Calendar/Council Calendar

Deputy Director Lee reviewed these items. He noted that some items will be shifted from next month to balance out the meetings. There will be a hearing next month.

- Conservation & Outreach Events & Volunteer Opportunities

**12. ADJOURNMENT**

**Motion made by Commissioner Morin, seconded by Commissioner Kumar, to adjourn the meeting at 7:48 p.m. Motion passed unanimously (5-0).**

The meeting was adjourned at 7:48 p.m.



# MEMORANDUM

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

**DATE:** October 4, 2018

**TO:** Environmental Services Commission

**FROM:** Nav OtaI, Utilities Director  
Lucy Liu, Utilities Assistant Director – Resource Management and Customer Service

**SUBJECT:** 2019-2020 Utilities Proposed Budget and Rates – Update, Preliminary Rates Forecast, and Public Hearing

**Action Required at this Time**

The ESC will hold a Public Hearing on the proposed 2019-2020 Utilities Department operating and capital budget and rates.

**Background**

***Budget Update and Preliminary Rates Review***

Between January and September, the ESC has reviewed in detail the proposed Utilities Department 2019-2020 operating and capital budget and rates. On October 4, staff will update the ESC on one change to the proposed operating budget as a result of a new public utility tax on water and sewer services that the City of Medina passed in mid-September. Additionally, staff will review the 2019-2024 Preliminary financial forecast with the Commission.

A notebook of the previously reviewed budget documents, including the information to be provided on October 4, has been compiled and will be provided to the Commission under separate cover as reference material.

***Public Hearing***

On October 4, the ESC will accept public testimony on the proposed 2019-2020 Utilities operating and capital budget and rates prior to forwarding a formal ESC recommendation on the Utilities Department budget and rates for City Council consideration on November 5.

Staff will provide a recap of the proposed Utilities Department 2019-2020 operating and capital budget and rates as context for the Public Hearing. Except for the minor revision to the proposed operating budget discussed above, there are no other changes to the proposed Utilities Department 2019-2020 operating and capital budget and rates that the Commission previously reviewed.

**Next Steps**

Following are the remaining steps in the ESC’s review of the proposed Utilities 2019-2020 budget and rates:

<b>Date</b>	<b>Approving Body</b>	<b>Topic</b>
<i>November 1</i>	<i>ESC</i>	<ul style="list-style-type: none"><li>• ESC develops budget and rates recommendation to City Council</li></ul>
<i>November 5</i>	<i>Council/ESC</i>	<ul style="list-style-type: none"><li>• City Council reviews Utilities proposed operating and capital budget and rates</li><li>• ESC presents operating and capital budget and rates recommendation to City Council</li></ul>
<i>December 3</i>	<i>Council</i>	<ul style="list-style-type: none"><li>• Anticipated budget adoption by City Council establishing appropriations for the city-wide operating and capital budget</li><li>• Anticipated utility rate ordinance adoption by City Council establishing water, sewer and stormwater utility rates for 2019-2020</li></ul>



# MEMORANDUM

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

**DATE:** October 4, 2018  
**TO:** Environmental Services Commission  
**FROM:** Doug Lane, Utilities Senior Engineer  
**SUBJECT:** Implementation Status of 2013 Wastewater System Plan

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## **Action Required at this Time**

None

## **Fiscal Impact**

There are no new fiscal impacts. The Wastewater System Plan was adopted by Council in 2014, and recommendations are included in 2019-2026 CIP forecasting.

## **Background**

Bellevue's Wastewater System Plan (the Plan) was adopted by Council in 2014. Staff will present an overview of Plan implementation to date, and of emerging issues since the Plan.

Major elements of the Plan included updates to:

- Wastewater utility general policies;
- System planning criteria;
- Service area population forecasts;
- System capacity evaluations;
- CIP recommendations; and
- Descriptions of wastewater system operational practices

Several growth-related CIP projects discussed in the Plan have been completed:



## MEMORANDUM

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- East CBD (Downtown) Trunk Capacity Improvements (CIP S-52)
- Bellefield Pump Station Capacity Improvements (CIP S-53)
- Wilburton Sewer Capacity Upgrade (CIP S-60)
- Utility Facilities for 120<sup>th</sup> Ave NE Segment 2 (CIP S-63)

The following recommended work is ongoing:

- Sewer repair and replacement (CIP S-24, S-32, S-66)
- Lakeline Assessment and Replacement (CIP S-58, S-69, S-71, etc)
- Add On-Site Power at Sewer Pump Stations (CIP S-59)
- Midlakes Pump Station Capacity Upgrade (CIP S-61)
- I&I Investigations
- Flow Monitoring

Since completion of the Plan, several emerging issues have been identified:

- Midlakes Pump Station Force Main Condition
- Downtown height restriction adjusted up to 600'
- Eastgate rezone
- Demand trends
- Sewer Model Rebuilding and Software Upgrade

On October 4, Utilities staff will update the ESC on the progress of implementing recommendations from the 2013 Wastewater System Plan.



# MEMORANDUM

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- Action
- Discussion
- Information

**Date:** October 4, 2018  
**To:** Environmental Services Commission  
**From:** Stephanie Schwenger, Solid Waste Contract Administrator  
Jennifer Goodhart, Conservation and Outreach Program Administrator  
**Subjects:** Results of 2018 annual solid waste collection contract performance review

- Part 1 – Single-family container labeling performance audit
- Part 2 – Customer surveys

## **Action Required at this Time**

No action by the Commission is required. This is an informational briefing.

## **Fiscal Impact**

None.

## **Policy Issues**

None.

## **Background**

Consistent with the 2014 Comprehensive Garbage, Recycles, and Organics Collection Contract (the Contract) between the City of Bellevue and Republic Services, the City conducts an annual review of Republic Services' performance under the Contract. This review consists of two-parts:

- 1. An audit of Republic Services' performance relative to Contract requirements and standards.** Each year, the City selects an area of focus for the performance review. This year's performance review focused on the labeling of single-family containers. Providing properly-labeled solid waste containers is one of the most effective ways to reinforce proper waste disposal and recycling practices and reduces public health and safety concerns.
- 2. A survey of customers** about: a) their satisfaction with Republic Services' performance in specific areas; b) their awareness of, and practices and preferences around, recycling and organics; and, c) their views of City priorities around waste and recycling.

This memorandum summarizes results of the residential container labeling audit and the customer surveys.

**PART 1 – PERFORMANCE AUDIT RESULTS – SINGLE-FAMILY CONTAINER LABELING**

As part one of the 2018 solid waste contract performance review, the City conducted an audit of single-family solid waste container labeling during June and July. The audit covered a statistically representative sampling of 1,097 garbage, recycling, and organics containers. Auditors checked containers for compliance with requirements of Republic Services to use current, city-authorized labels or stickers on the containers it provides customers.

This table outlines the residential container labels required under the Contract and authorized by the City:

Label type	Label
Garbage	
Recycling	
Organics (yard debris and food scraps)	

## **Findings**

The audit found non-compliant containers with outdated, unauthorized, or missing material preparation instructions at approximately 22% of accounts, meaning these customers had at least one incorrectly labeled container out of the three Republic Services-provided containers at their homes. About 11% (120 of 1,097) of audited containers did not meet the city's labeling requirements because the applicable sticker or label was missing, outdated, or unauthorized.

This table provides a summary of this year's audit findings, along with applicable performance fees, in accordance with the Contract.

<b>Violation</b>	<b>Number of containers</b>	<b>Performance fee</b>	<b>Amount owed</b>
The use of outdated, or unauthorized stickers, or lack of required stickers on Contractor provided Containers	120	\$50 per container	\$6,000

### *Other non-compliant container labeling issues*

In addition, auditors found other non-compliance issues with single-family customer containers, including the presence of:

- Old, molded-in branding from other solid waste service providers on 9% of containers;
- Damaged or faded labels on about 7% of audited containers; and,
- "Yard Waste" or "Yard Debris" labels on 4% of audited green organics containers.

Outdated labels or molded-in branding with the Rabanco, Allied Waste, or Waste Management logos are non-compliant with the Contract. Accurately branded containers are important because they let customers know who their waste service provider is and who they should contact in case of missed collections and other service issues or questions. Damaged labels can cause sorting challenges for the customer and can obscure the contact information of the waste service provider. "Yard Waste" and "Yard Debris" labels may confuse our customers, because organics collection includes not only yard debris, but also kitchen food scraps and uncoated, food-soiled paper. The correct labels are "Food Scraps and Yard Debris" or "Organics."

## **Conclusions**

Non-compliant container labeling continues to be a significant issue that needs to be addressed. Improperly labeled containers are problematic, regardless of the type of container, because they cause customer confusion. For the past two years, City survey research has shown that "stickers on the containers" are the most useful way for single-family customers in Bellevue to get information about garbage, recycling, and organics guidelines. With China's ban on the importation of mixed paper and mixed plastics increasing scrutiny of the quality of recyclables brought to market, it is now more important than ever for Republic Services to provide properly labeled and branded containers.

**Next steps**

*City of Bellevue*

- ♦ Assess performance fee of \$6,000 (or \$50 per container) for 120 containers with missing, outdated, or unauthorized stickers or labels.
- ♦ Continue to enforce labeling provisions in the Contract, including conducting additional container audits of the single-family sector in the future.

*Republic Services*

- ♦ Pay performance fees of \$6,000.
- ♦ Develop an action plan by October 31, 2018 to relabel containers properly that includes steps to:
  - Relabel containers with missing, damaged, outdated, or unauthorized labels with up-to-date materials preparation instruction stickers and/or Republic Services-branded labels by December 31, 2018;
  - Replace containers with old, molded-in branding, or cover old branding with new "Republic Services" labels;
  - Cover "Yard Waste" and "Yard Debris" labels with "Food Scraps and Yard Debris" or "Organics" labels by December 31, 2018; and,
  - Ensure newly delivered containers include proper labels.

**Part 2 - CUSTOMER SURVEY RESULTS**

As part two of the 2018 solid waste contract performance review, the City hired Elway Research, Inc. to conduct two market research surveys to gauge single-family residential customers' and multifamily and commercial customers':

- A. Satisfaction with Republic Services' services;
- B. Awareness of, and practices and preferences around, recycling and organics; and,
- C. Single-family customers' views of City priorities around solid waste and recycling.

Survey details are provided in the following table:

<b>Customer</b>	<b>Dates of survey</b>	<b>Sample size</b>	<b>Overall margin of error at 95% level of confidence</b>
Single-family	August 28 – September 16, 2018	200 - telephone and 557 - online	±3.6%
Multifamily and Commercial	August 28-September 3, 2018	200 - telephone	±6.5%

**Part 2(A) - Customer Satisfaction**

To comply with the minimum satisfaction levels established in the Contract, Republic Services must score at least 80% satisfaction for each customer satisfaction question, less the relevant margin of error. Republic Services' satisfaction ratings for each question are based on the combined score of "very satisfied" and "somewhat satisfied."

## Findings

Among single-family customers, Republic Services scored well in six of seven areas of customer satisfaction surveyed. Like last year, Republic Services did not meet minimum satisfaction scores in only one area, response time following a missed collection. This is the fourth year in a row that Republic Services received low marks for response time following a missed collection from single-family customers.

Apartment and condominium complex managers and business owners (i.e. multifamily and commercial customers) also rated response time to missed collection below the City's minimum satisfaction requirements.

Satisfaction question	Single-family ratings		Multifamily and Commercial ratings	
	<i>Items appearing in red type did not meet minimum satisfaction ratings</i>			
	2017	2018	2017	2018
Over the past year, would you say you have been generally satisfied/unsatisfied with Republic Services?	87%	86%	93%	88%
How satisfied/unsatisfied have you been with the collection crew that picks up at your home?	80%	87%	84%	80%
How satisfied/unsatisfied were you with the response time following a missed collection?*	52%	58%	74%	56%
Were you satisfied/unsatisfied about the response time following a request for a new or replacement container?**	74%	77%	75%	68%
How satisfied/unsatisfied are you with the telephone courtesy you get from Republic Services?***	81%	84%	81%	78%
How about the knowledge of customer service staff on the phone?***	78%	80%	77%	78%
How satisfied/unsatisfied are you with the handling of phone requests by customer service?***	76%	78%	79%	80%

\*Asked only of customers that had a missed collection in the past year.

\*\*Asked only of customers that had requested a new or replacement container in the past year.

\*\*\*Asked only of customers that had reason to call Republic Services in the past year.

## **Next steps**

Republic Services did not meet the satisfaction ratings required by the Contract. As a result, Republic Services must pay the City a performance fee of \$50,000.

Additionally, Republic Services must develop and implement an action plan for improving response times following a missed collection among all customers. The action plan must include mutually agreed-upon scheduled milestones for implementing changes that improve response times to meet the minimum customer satisfaction rating at the time of the next annual survey in 2019. The action plan is due to the City by October 31, 2018.

Per the Contract, the City will assess a performance fee each year until Republic Services has achieved the required minimum customer satisfaction rating or higher on all satisfaction questions in the annual survey.

## **Part 2(B) - Customer awareness of, and practices and preferences around, recycling and organics**

### **Findings**

#### ***Single-family***

As in previous years, single-family customers cited material preparation instruction stickers on the container, followed by Republic Services' website and mailed brochures, as the most useful ways to provide them with garbage, recycling, and organics preparation instructions. These findings underscore the importance of proper container labeling.

Generally, this year's single-family survey reinforced many of the findings from last year's single-family survey about customer awareness of, and practices and preferences around, recycling and organics. As in previous surveys, the 2018 survey showed that single-family customers were not as knowledgeable about non-routine collection services, such as identifying items that require special pick-ups, scheduling special pick-ups, knowing where to take difficult-to-recycle items for recycling, and knowing what items Republic Services accepts for recycling at its Drop-off Center.

These results suggest Republic Services and the City should continue to improve outreach to customers about recycling options for difficult-to-recycle or unusual items. Toward this end, this fall, the City will mail all residents living in homes, apartments, and condominiums a guide on where and how to recycle difficult-to-recycle items. This information will also be available on the City's website. Additionally, Republic Services will provide an updated curbside recycling guide to all residential customers (i.e. those living in houses, apartments, and condominiums) via the fall edition of *It's Your City*.

#### ***Multifamily and commercial (apartment and condominium managers and business owners)***

Over the last year, the City and Republic Services piloted three multifamily organics recycling projects to improve organics recycling in apartments and condominiums. Perhaps as a consequence, the most recent survey results showed multifamily and commercial customers more likely to take advantage of embedded organics recycling than in previous years.

The survey also indicated that more than half of multifamily and commercial managers and owners appear to lack awareness about what recycling resources their properties need. Among those with

preferences for city recycling resources, multifamily managers and owners showed interest in recycling tote bags for their tenants, English-language posters with instructions on what to recycle, followed by kitchen food scrap containers. Commercial managers' and owners' top preferences for City resources included English-language posters, recycling needs assessments, and indoor common area recycling containers.

### **Next steps**

Based on these findings around customers' recycling practices and preferences, the City plans to work with Republic Services to prioritize the following activities in the coming year:

- Improve awareness of convenient options for non-routine collection and difficult-to-recycle items, such as Republic Services' Recycling Drop-off Center and the Factoria Recycling and Transfer Station.
- Continue to expand the organics recycling program to select apartment and condominium properties to increase and improve voluntary participation in organics recycling in the multifamily sector.
- Improve promotion of recycling resources available to apartments, condominiums, and businesses.

## **Part 2(C) – City priorities around solid waste and recycling**

### **Findings**

#### ***Single-family***

This year, the City opted to measure how single-family customers prioritize certain activities around solid waste and recycling based on Bellevue Comprehensive Plan policies and community interest. The results will help inform the strategic planning process for the City's Solid Waste and Recycling Program and how it allocates resources toward specific activities. The following table shows single-family customers' top priorities around solid waste and recycling, with 55% or more these customers listing the activity as a "top" or "high" priority overall:

Solid waste and recycling priorities	Rating		
	"Top" priority	"High" priority	Total "Top" + "High"
Promote recycling by providing opportunities for convenient recycling, composting, and other waste reduction methods	26%	42%	68%
Educate the public in the proper handling and disposal of household hazardous waste, that is, household products that may be toxic, flammable, corrosive, or reactive	19%	49%	68%
Improve the percentage of materials diverted from landfill by encouraging residents and businesses to voluntarily participate in recycling programs	21%	40%	61%
Prohibit the use of Styrofoam containers at restaurants and other businesses	29%	29%	58%
Cooperate with other private and public agencies in the region to manage and control household hazardous waste	12%	43%	55%

### **Next steps**

Based on these findings, which prioritize convenient, voluntary recycling options; proper management of household hazardous waste; and prohibiting Styrofoam use at restaurants and other businesses, the City plans to work with Republic Services and other partners to:

- ♦ Continue to improve promotion of year-around options for convenient recycling, including Republic Services' Recycling Drop-off Center, the Factoria Recycling and Transfer Station, and other venues;
- ♦ Increase customer awareness of existing recycling "take back" programs for medicine, latex paint, electronics, mercury-containing lights, and used motor oil and oil filters;
- ♦ Increase customer education about proper handling of products designated as household hazardous waste; and,
- ♦ Share our research on customer views toward Styrofoam containers with the City's Environmental Strategic Initiative and other interested stakeholders.





- Action**  
 **Discussion**  
 **Information**

**DATE:** October 4, 2018

**TO:** Environmental Services Commission

**FROM:** Lucy Liu, Assistant Director – Resource Management and Customer Service Division  
Aleksandra Gancheva, Utilities Business Services Manager

**SUBJECT: Utility Rate Relief Program Review**

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**Action Required**

Staff is seeking the Commission’s input on recommended changes to the Utility Rate Relief (URR) program.

**Background**

The URR program provides rate relief to qualified low income citizens that are 62 and older or with permanent disabilities. The program was established in 1980, by city ordinance no. 2819, to address the increased cost-of-living and to relief certain citizens from utility service charges. The program provides a 40% or 75% utility rate reduction, depending on income levels, to about 1,100 qualified citizens at an annual cost of approximately \$1.0 million.

The current URR program does not provide rate relief to low income residents who are under 62 years old, not permanently disabled, and who are experiencing temporary financial hardship. The Utilities Department receives requests for rate relief from these residents, but do not currently have a mechanism to meet this need. This prompted an evaluation of the URR program with the following objectives:

1. Create funding capacity to provide short term emergency assistance to low income residents who are under 62 years old and are not permanently disabled without increasing utility rates.
2. Ensure the URR program benefit levels are appropriate and equitable.
3. Ensure administrative efficiency and effectiveness.

On June 21, staff provided an overview of the existing URR program, the challenges with the current program, and obtained the Commission’s input on the scope of the evaluation.

On October 4, staff will present the Commission with the evaluation findings and seek the Commission’s feedback on the recommended program changes.

# 2018 Tentative Environmental Services Commission Calendar

September 24, 2018

## JANUARY 4

Introduce 2019-2025 CIP Update & CIP Review & Updating Process (Paul/Martin)

## FEBRUARY 1

2018 Draft Storm Water —Mgmt. Program (Don McQ)  
Storm & Surface Water Plan —Implementation (Paul/Kit)  
2019-2010 Budget Planning Process —Overview (Lucy/Martin)  
Waterworks Financial Policies —Overview (Lucy/Martin)

## MARCH 1

Review Proposed Changes & —Additions to Utilities CIP —(Paul/Martin)  
Utilities Finance 101 (Lucy/Martin)

## APRIL 5

2017 Year-end Financial Report & —Early outlook 2019-2025 Rates —forecast (Lucy/Martin)  
Summarize CIP Public Comments & —Request ESC CIP Concurrence —(Paul/Martin)

## MAY 3

Seattle Public Utilities Rpt of Wtr Resiliency (Alex Chen/SPU)  
O&M Facilities Master Plan (Joe)  
Utilities CIP Budget Proposals Review (Lucy/Martin)  
Water Rate Structure Review (Lucy/Martin)  
Emergency Water Supply Master Plan Update (Doug)

## JUNE 7

Election of Chair & Vice Chair (Andrew)  
Storm and Surface Water Condition Assessment Program Proposal (Joe/Don)  
Utilities Operating Budget Proposals Review (Lucy/Martin)

## JUNE 21

Rate Review and Recommendation on Budget Proposals (Lucy/Martin)  
AMI Program Update (Brian)  
Utilities Rate Relief Program Review (Lucy/Alex)

## JULY 19

CIP Tour

## AUGUST 2

Recess

## SEPTEMBER 6

2019-2020 Utilities Proposed Budget Update (Lucy)  
Clarified Policy for Individual Service Pressure Reducing Valves (Doug)

## OCTOBER 4

Public Hearing on proposed Utilities Budget (Lucy)  
Wastewater System Plan Implementation (Doug)  
Solid Waste Contract Annual Performance Report (Stephanie)  
Utilities Rate Relief Program Review (Alex)

## NOVEMBER 1

Water System Seismic Vulnerability Assessment (Doug)  
Budget/Rate Recommendation to Council (Lucy)

## DECEMBER 6

Retreat

## July

S	M	T	W	T	F	S
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## August

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## September

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## November

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## December

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March						
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April						
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# 2018 Tentative Council Calendar

Updated 8-30-18

January						
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February						
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March						
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April						
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May						
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June						
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## JUNE 4

- Resolution authorizing the execution of a Professional Service Agreement with the OptiRTC, Inc. for the automation of Stormwater Detention Ponds Using Smart Technology

## JULY 16

- Lake Heights WWPS Rehabilitation consultant contract

## AUGUST 6

### Recess

- Resolution authorizing execution of a three year General Services Agreement with Monarch Landscape Companies to perform the Lake Hills Swale Brushing. (Joe/Mike K.)
- Resolution authorizing execution of five year professional services contract with Elway Research Inc. to provide public opinion survey research on solid waste customer's satisfaction. (Nav/Lucy)
- Resolution authorizing execution of seven year professional services contract with Kaye-Smith to provide bill print and mailing services. (Nav/Lucy)

## SEPTEMBER

- Kelsey Creek @ NE 8<sup>th</sup> St. Culvert Replacement – Project Budget Change (Linda)

## OCTOBER

- Advanced Metering Infrastructure (AMI) Contract (Nav/Andrew/Brian)

## NOVEMBER

- Tentative SW Comp Plan (TBD)

## DECEMBER

July						
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August						
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September						
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October						
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November						
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December						
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23	24	25	26	27	28	29
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# Utilities' Environmental Conservation & Outreach Events and Volunteer Opportunities



## October

### 1. Waterwise Garden Volunteer Work Party

**Location:** Bellevue Botanical Garden

**Dates:** October 4<sup>th</sup> and 17<sup>th</sup>, 1 pm to 3 pm

**Staff:** Patricia Burgess, 425452-4127, pburgess@bellevuewa.gov

### 2. Green Cleaning Workshop

**Location:** Lake Hills Library 15590 Lake Hills Blvd

**Date:** October 22<sup>nd</sup>, 7:00 pm to 8:00 pm

**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov

### 3. Zero Hero Workshops (Recycling)

**Location:** Bellevue Downtown Library 111 110th Ave NE

**Date:** October 23<sup>rd</sup>, 12:00 pm to 1:00 pm

**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov

### 4. Zero Hero Workshops (Recycling)

**Location:** North Bellevue Community Center 4063 148th Ave NE Room D

**Date:** October 25<sup>th</sup>, 7:00 pm to 8:00 pm

**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov



## November

### 1. Waterwise Garden Volunteer Work Party

**Location:** Bellevue Botanical Garden

**Dates:** November 7<sup>th</sup> and 21<sup>st</sup>, 1 pm to 3 pm

**Staff:** Patricia Burgess, 425452-4127, pburgess@bellevuewa.gov

### 2. Zero Hero Workshop (Recycling)

**Location:** Lake Hills King County Library 15590 Lake Hills Blvd

**Date:** November 5<sup>th</sup>, 7:00 pm to 8:00 pm

**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov

### 3. Green Cleaning Workshop

**Location:** North Bellevue Community Center 4063 148th Ave NE

**Date:** November 8<sup>th</sup>, 7:00 pm to 8:00 pm

**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov

### 4. Zero Hero Workshop (Recycling)

**Location:** Newport Way Library 14250 SE Newport Way

**Date:** November 5<sup>th</sup>, 7:00 pm to 8:00 pm  
**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov

**5. Zero Hero Workshop (Recycling)**

**Location:** Newport Way Library 14250 SE Newport Way  
**Date:** November 7<sup>th</sup>, 7:00 pm to 8:00 pm  
**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov

**6. Green Cleaning Workshop**

**Location:** Lake Hills Library 15590 Lake Hills Blvd  
**Date:** November 15<sup>th</sup>, 1:00 pm to 2:00 pm  
**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov



## December

**1. Green Cleaning Workshop**

**Location:** Bellevue downtown library 1111 110th Ave NE  
**Date:** December 3<sup>rd</sup>, 7:00 pm to 8:00 pm  
**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov

**2. Green Cleaning Workshop**

**Location:** Newport Way Library 14250 SE Newport Way  
**Date:** December 4<sup>th</sup>, 7:00 pm to 8:00pm  
**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov

**3. Zero Hero Workshop (Recycling)**

**Location:** Bellevue downtown Library 1111 110th Ave. NE  
**Date:** December 5<sup>th</sup>, 7:00 pm to 8:00 pm  
**Staff:** Jennifer Goodhart, 425-452-6197, jgoodhart@bellevuewa.gov

