

**REDMOND CITY COUNCIL  
FINANCE, ADMINISTRATION, AND COMMUNICATIONS COMMITTEE  
MEETING SUMMARY**

Council Chamber  
15670 NE 85<sup>th</sup> Street, Redmond, Washington

Tuesday, April 26, 2016

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**Council**

John Stilin, Chair  
Angela Birney, Member  
David Carson, Member (*not in attendance*)  
Hank Margeson (*Attending Council Member*)  
Byron Shutz (*Attending Council Member*)

**Staff**

Erika Vandenbrande, Deputy City Administrator  
Kelley Cochran, Financial Planning Manager  
Malisa Files, Deputy Finance Director  
Mike Bailey, Finance and Information Services  
Director  
Cheryl Xanthos, Deputy City Clerk

Convened: 4:30 p.m.

Adjourned: 5:30 p.m.

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Committee Chair John Stilin called the meeting to order, reviewed attendance, and overviewed the agenda.

**Monthly Financial Report**

Mr. Mike Bailey, Finance and Information Services Director, stated that a new sales tax number has come in due to one-time recovery activity, and what was expected.

**Quarterly Overtime Report**

Ms. Malisa Files, Deputy Finance Director, and Mr. Tommy Smith, Fire Chief, reported that overtime is over the biennial budget; departmental budgets are underspent overall; and answered committee member inquiries regarding vacancies and total staff.

General discussion ensued regarding anticipating any changes for the rest of the year; increased staffing at stations; hiring process; accountability in the Fire Department; and maintaining staffing levels.

**Standardization of WA State PEG Fees**

Councilmember Stilin stated that the fees were cut from Comcast but not Frontier. A standardization of the fees is needed.

Mr. Bailey stated that the franchise agreement provides for a small tax to help pay for public access channels. The fund has grown over the years, and the fees were dropped from Comcast.

General discussion ensued regarding how the fees are able to be spent; funds; cost of equipment; signal quality; and the process for reinitiating the fee.

### **Sire System Replacement Status**

Ms. Cheryl Xanthos, Deputy City Clerk, stated that there is an update on the Sire system replacement provided in the meeting packet; the first needs assessment call is tomorrow; and go live is scheduled for July.

### **BP Civic Results Team Overview**

Ms. Files stated that the first meeting was last Thursday. There are five members on the team. They will be meeting every Thursday evening for ten weeks. They have been provided with a draft schedule.

### **Communications Update**

Ms. Erika Vandenbrande, Deputy City Administrator, provided an update on communications:

- One-pagers are available on the City of Redmond website.
- Social media policy options for responding to citizens on a Council Facebook page include: Ombudsperson responds; weekly Council member rotations for responding; or staff help in responding.
- Schedule and logistics were provided regarding the upcoming community meeting at Audubon Elementary school.

General discussion ensued throughout regarding showing the sources of the funding, or possible funding sources, on the one-pagers; mechanics of, and problems associated with, a Council Facebook page; addressing misinformation; and policy regarding responses.

### **LEAN Process Customer Service**

Ms. Kelley Cochran, Financial Planning Manager, provided an update on the Customer Service LEAN process:

- comprised of a citywide team of staff who provide excellent customer service;
- staff spent three months gathering information regarding a customer's experience at City Hall;
- collected data in the areas that have the most customer interactions;
- importance of staff, technology, space, website, and policies and procedures;
- root cause of deficiencies and weaknesses;
- recommendations were presented to the Director's Team and the Mayor; and
- an implementation plan is being developed.

General discussion ensued regarding transactional phase; consolidated customer service approach; standardization; creating a culture of customer service; other LEAN projects; and the Leadership Academy.