

**REDMOND CITY COUNCIL
PUBLIC ADMINISTRATION AND FINANCE COMMITTEE
MEETING SUMMARY**

Council Chamber
15670 NE 85th Street, Redmond, Washington

Tuesday, March 22, 2016

Council

John Stilin, Chair
Angela Birney, Member
David Carson, Member
Hank Margeson (*Attending Council Member*)
Byron Shutz (*Attending Council Member*)

Staff

Kelley Wood, Revenue and Treasury Manager
Kelley Cochran, Financial Planning Manager
Malisa Files, Deputy Finance Director
Mike Bailey, Finance and Information Services
Director
Lisa Rhodes, Communication and Marketing
Administrator
Jason Lynch, Assistant Director of Development
Services
Linda Hermanson, Information Services Manager
Kristi Wilson, Assistant Police Chief
Cheryl Xanthos, Deputy City Clerk

Results Team Members

Terry Marpert, Senior Planner
Ashraf Habbak, Senior Engineer
Cindy Johnson, Recreation Program
Administrator
Eric Dawson, Senior Engineer
Ryan Edwardsen, Accountant
Nick Entinger, Engineering Technician
Cathryn Laird, Human Resources Program
Manager
Eric O'Neal, Program Administrator
Charlie Gorman, Police Commander
Rich Gieseke, Assistant Fire Marshal

Results Team Members Cont.

Ben Sticka, Planner
Sergio Santander, Graphics Designer
Ernest Fix, Source Control Administrator
Patty Neorr, Police Lieutenant
Charlie Cox, Maintenance and Operations
Supervisor

Convened: 4:00 p.m.

Adjourned: 5:36 p.m.

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

Budgeting By Priorities Results' Teams Requests for Offers (RFO)

Business Community

The Business Community Priority was represented by Mr. Terry Marpert, Senior Planner, Mr. Ashraf Habbak, Senior Engineer, and Ms. Cindy Johnson, Recreation Program Administrator, who provided the following report:

- The dashboard indicators were provided.
- The cause and effect map was established through using four factors: mix of businesses and activities; image, identity and inclusiveness; business attraction and retention; and accessibility to businesses.
- Purchasing strategies were developed to correspond to the four factors.

General discussion ensued regarding changes to the purchasing strategies; establishing Redmond as a destination for consumers; and overlap with other priorities.

Clean and Green

The Clean and Green Priority was represented by Mr. Eric Dawson, Senior Engineer, who stated that three primary issues were focused on: simplify the cause and effect map; new dashboard indicators; and restoration.

General discussion ensued regarding including multi-family waste stream; restoration; establishing a baseline; and the Climate Action Plan indicator.

Community Building

The Community Building Priority was represented by Mr. Ryan Edwardsen, Accountant, Mr. Nick Entinger, Engineering Technician, and Ms. Cathryn Laird, Human Resources Program Manager, who provided the following report:

- previous biennium RFO was the starting point;
- City survey;
- community building as a concept;
- reviewed line-by-line;
- what belongs in the priority;
- diversity dashboard indicator was new;
- cause and effect map was changed;
- factors were prioritized; and
- five purchasing strategies.

General discussion ensued regarding evolving thinking about relating to the community; and measuring diversity and sense of community.

Infrastructure and Growth

The Infrastructure and Growth Priority was represented by Mr. Eric O'Neal, Program Administrator, and Mr. Charlie Gorman, Police Commander, who provided the following report:

- reached out to department subject matter experts;
- reviewed the citizen survey;
- importance of infrastructure to residents;
- not wasting money;
- maintaining investments;
- expanded cause and effect map;
- strategies mirror factors; and
- future needs.

General discussion ensued regarding clarification of one of the issues; importance of prioritizing maintenance; and having a citizen mindset.

Responsible Government

The Responsible Government Priority was represented by Mr. Rich Gieseke, Assistant Fire Marshal, Mr. Charlie Cox, Maintenance and Operations Supervisor, and Ms. Patty Neorr, Police Lieutenant, who provided the following report:

- studied the impacts of the last RFO;
- community indicator survey;
- offer stability;
- focused on providing clarity in factors and purchasing strategies;
- collaboration and gaining efficiencies; and
- the four factors are equally important.

General discussion ensued regarding transportation capacity priority in the budgeting process and looking for offers that improve community engagement.

Safety

The Safety Priority was represented by Mr. Ernest Fix, Source Control Administrator, Mr. Ben Sticka, Planner, and Mr. Sergio Santander, Graphics Designer, who provided the following report:

- reviewed several generations of RFO's for the evolution of the offer;
- provide clear direction;
- emphasis on safety in the citizen survey;
- five factors were identified; and
- investigations and support services was added.

General discussion ensued regarding the interrelation between the factors and comparing with cities with like demographics.

Monthly Financial Report

Mr. Mike Bailey, Finance and Information Services Director, stated that sales tax has recovered from behind what was budgeted.

Communications Update - 1 Pagers and Community Meeting Outline

Ms. Lisa Rhodes, Communication and Marketing Administrator, provided a Communications update:

- provided the final draft of the one pager including a consistent header and timeline, the way for the public to get involved, and upcoming meetings;
- the one pagers will be kept in the Council tab on the City's webpage, and will be called a snapshot;
- links will be updated when the project is updated or reaches a milestone;
- provided a proposed set-up for the upcoming Town Hall Meeting;
- Project Viewer will be demonstrated at the Town Hall Meeting; and
- talking points will be provided to the Council members.

General discussion ensued throughout regarding the name snapshot and links on the webpage.

Microsoft Staffing Agreement

Mr. Jason Lynch, Assistant Director of Development Services, stated that the Microsoft staffing agreement is a three-year contract with the ability to extend. It includes five staff members, and Microsoft will be paying the full salary. Staff will be housed on-site.

General discussion ensued regarding including anticipated raises and benefits.

Utility Billing Update/Proposed Changes

Ms. Kelley Wood, Revenue and Treasury Manager, stated that paying for utility bills online was introduced in January 2016. Volumes haven't shown much change yet. Seventy percent of customers pay by check. People opting for E-Bills have increased. A new online service called Web Check will be available to title companies to get closing balances for home sales. Currently title companies have to fax the City to get the closing balance, which takes a lot of staff time. An administrative fee will be charged.

General discussion ensued throughout regarding lockbox consolidation; recurring payments; and featuring the change on the City's website.

Technology Check In

Ms. Linda Hermanson, Information Services Manager, provided a technology update:

- A consultant was hired in 2008 to help develop the first formal IT Strategic Plan.
- The strategies were changed slightly in 2012.
- Operational resiliency was added.
- Workforce mobility is a major focus.
- Staying current with technology is important.
- Current and upcoming big projects include: Public Safety Building re-cabling; recreation system; permit payment process; utility billing online payment; replacement of wireless system; Skype for Business; agenda management system replacement; business licensing; and the connection of fiber optic systems.

Community Survey Follow-Up

Councilmember Stilin stated that there was a question of whether the City records comments provided in the Community Survey. Mr. Bailey stated that all comments are kept in a spreadsheet, and it was provided to the Council members.

Dashboard Measures Follow-Up

Ms. Kelley Cochran, Financial Planning Manager, provided a list of revisions to the Dashboard Measures discussed during the Study Session on March 8, 2016.

Ms. Kristi Wilson, Assistant Police Chief, stated that crime statistics are reported out for all cities. Crime rates are averaged together. It is hard to compare between individual cities. Crime is reported differently in the State of Washington than it is in most of the rest of the country.

Ms. Malisa Files, Deputy Finance Director, stated that the Dashboard Measures will be brought to the full Council for formal approval on April 19, 2016.

General discussion ensued throughout regarding providing a definition of diversity; transportation issues; and a new system of reporting crime.

Committee Name Revision

The name of the Committee will be changed to the Finance, Administration, and Communication Committee.