

**REDMOND CITY COUNCIL  
PUBLIC SAFETY COMMITTEE MEETING**

Council Conference Room  
15670 NE 85<sup>th</sup> Street, Redmond, Washington  
Tuesday, February 18, 2014  
4:30 p.m.

---

**Council**

Hank Myers, Chair  
John Stilin, Member  
David Carson, Member  
Byron Shutz (*Attending councilmember*)  
Hank Margeson (*Attending councilmember*)

**Staff**

Tommy Smith, Fire Chief  
Todd Short, Deputy Fire Chief  
Scott Turner, Deputy Fire Marshal  
Ron Gibson, Police Chief  
Rich Gieseke, Assistant Fire Marshal  
Mr. Mark Hagreen, Police Commander  
Cheryl Xanthos, Deputy City Clerk

---

**Meeting Summary**

Convened: 4:30 p.m.

Adjourned 5:12 p.m.

Committee Chair Hank Myers opened the meeting, reviewed the agenda items, and noted Council members in attendance.

**Lean Training**

Fire Chief Tommy Smith stated that, as one of the Mayor's initiatives to improve customer service in the City, the Fire Department went through Lean Training. The purpose of the training was to look at the processes and how to better meet our customers' needs. More training is coming up in March 2014. Todd Short, Deputy Fire Chief, introduced the two fire marshal candidates.

Scott Turner, Deputy Fire Marshal, stated that the recent focus in fire prevention includes external customer service using a direct approach through a questionnaire. Through workshops where they embraced the lean process, staff was able to take a permit that had 38 steps and reduce it down to six steps. Making internal customer support more efficient includes having a dedicated person every day so the permit technicians know who to contact. The firefighters are excited they have the permission to take the time to learn the lean process to help everyone in the long run. Rich Gieseke, Assistant Fire Marshal, stated that Energov will take care of some of the permit efficiencies.

General discussion ensued regarding the process undertaken to reduce permit processing steps.

**Customer Service Initiatives – Fire Prevention**

Chief Smith stated that OneRedmond provided some very frank feedback about the Fire Department's performance. The Fire Department used the information to respond and come up

with fixes. Todd Short, Deputy Fire Chief, stated that the permit approval and inspection process takes time because of changes in the field, and lack of communication between the sub-contractor and the general contractor. The Fire Department has become a contact to make the process more efficient. The Fire Department sent out a survey through email and through physical delivery.

General discussion ensued throughout regarding the time it takes to get through the approval and inspection process, and streamlining but keeping integrity in the process.

### **Emergency Preparedness Report for Police Department/Office of Emergency Management**

Police Chief Ron Gibson stated that the Mayor and Director's Team are briefed quarterly on emergency preparedness. Mr. Mark Hagreen, Police Commander, stated that the Office of Emergency Management (OEM) uses two ways to prepare the City to survive a disaster; continuance of government and continuance of community. For continuance of government, the primary function is to train and educate the City employees on how to operate following a disaster or emergency. Quarterly training is provided with task-oriented drills, communications, situation report, and getting reports from departments and from incident commanders out in the field. The City's Hazard Mitigation Plan is in the process of being updated along with a regional plan that includes 30 other jurisdictions in King County. Another effort is a partnership with the University of Washington, who selected Redmond along with two other cities, to do a resiliency study. Back-up communications with City employees and the community through My State USA will provide alerts. This year the Comprehensive Emergency Management Plan (CEMP) will include checking the emergency plans that the different departments use in the City.

Continuance of Community will include Community Emergency Response Team (CERT) programs, Redmond Ready, and the Medical Reserve Corps. The Medical Reserve Corps is a registry of doctors, nurses and paramedics who live in the community and can help during a disaster. A new effort for 2014 is the aggravated crimes of violence training. They are developing a planning packet to provide to businesses, schools, churches and service organizations. Tandem with outreach will be a functional drill in October 2014 at Redmond High School.

General discussion ensued regarding scholarships; prevention and alertness; benefit to smaller stores who have no security; and public official training.

### **2014-2015 Committee Work Plan**

Councilmember Myers incorporated all work plan items collected into a list, and sent it out to the members of the committee. The decision was that no meeting will be held in December 2014.