



**Final Approved Management Coordination Committee (MCC) Meeting Minutes
May 19, 2020**

ATTENDANCE

MCC Members:

- Darrell Rodgers, PH SKC, MCC Chair
- Jeff Gaisford, KC SWD, MCC Vice-Chair
- Susan Fife-Ferris, SPU
- Joan Lee, KC WLRD
- Krystal Marx, SCA, City of Burien

Other Attendees:

Maythia Airhart, KC WLRD	Michell Mouton, KC SWD	Liz Tennant, SPU
Vicky Beaumont, KC WLRD	Jose Ochoa, KC SWD	Kathy Thompson, PH SKC
Ali Blum, KC WLRD	Kristin Painter, KC WLRD	Thanh Truong, KC WLRD
Joy Carpine-Cazzanti, PH SKC	Ashley Pedersen, KC WLRD	Linda Van Hooser, PH SKC
Tristen Gardner, KC SWD	Lynda Ransley, SPU	Taylor Watson, KC WLRD
Amy Kaminishi, KC WLRD	Alexis Mercedes Rinck, SCA	Steve Whittaker, PH SKC
Minty LongEarth, PH SKC	Emmanuel Rivera, KC WLRD	Charles Wu, KC WLRD
Julie Mitchell, KC SWD	Stephanie Schwenger, SPU	Madelaine Yun, PH SKC

GENERAL BUSINESS

MCC Minutes

MCC reviewed and unanimously approved the April 21, 2020, meeting minutes with no revisions.

Announcements

- Jeff Gaisford reported that all King County Solid Waste Division services are continuing as normal, including the hazardous waste collection facilities. Despite messaging for people to postpone visits to the KC SWD facilities, people are turning out in large numbers. The facilities have implemented social distancing and other safety procedures. KC SWD has begun asking customers for proof of residency (e.g., IDs, utility bills) to ensure that they are not coming in from neighboring jurisdictions. They began recording zip codes of customers that were coming in to get a better understanding of where people were coming from. The Shoreline and Algona facilities were seeing the highest percentages of customers coming from outside jurisdictions. KC SWD is turning away customers from outside jurisdictions and this has been mostly successful with minimal complaints.
- Michell Mouton announced Ali Blum's recent promotion within the Communications team to a Project/Program Manager III. She will be taking on responsibility for managing and coordinating most of the team's projects.

DISCUSSION ITEMS

Racial Equity Feature

Minty LongEarth facilitated a discussion about how we individually or collectively are dealing with or addressing the racial and ethnic disparities of COVID-19. Data is showing that Native American, Black, and Hispanic/Latinx populations are disproportionately affected by the pandemic not just in number of cases and deaths but also negative economic consequences.

2021-2022 Budget Proposal and Revenue Volatility Assessment

The Hazardous Waste Program 2019-2020 biennial budget proposal was provided for MCC approval. Lynda Ransley provided an overview of key assumptions and major highlights in the proposed budget. She also provided an overview of a three-year revenue volatility assessment for the Program based on potential revenue reductions from economic impacts related to COVID-19. As currently estimated, the Program's anticipated underspending will be sufficient to cover revenue losses, even under a high volatility scenario. Three potential scenarios were developed for updating the Program's Fund Forecast. Program staff's recommendation is to use the one that is most conservative (high volatility) for the 2021-2022 budget submittal. MCC was asked to decide which scenario to use.

DECISION:

MCC members unanimously agreed to use the high volatility scenario to update the Fund Forecast for the 2021-2022 budget submittal. MCC also unanimously approved the proposed 2021-2022 budget.

Communications Program Update

Michell gave a presentation to report progress on the 2016-2022 Strategic Communications Plan for the Haz Waste Program. The Plan was developed with strategies to improve communications and information services for the Program and focused on six specific areas:

- Equity – Increase access and availability to Program information
- Marketing – Accomplish broader public awareness and reach new customers
- Customer Service – Improve user experience and access through technology
- Public Relations – Develop Program brand and partnerships
- Operations – Build a communications team and programs
- Internal Communications – Support business changes and staff communications

Jose Ochoa provided an overview on the work the Communications team has done related to racial equity, including a Language Justice Toolkit and a Racial Equity Implementation Tracking tool to help ensure accountability to residents and rate payers.

Thanh Truong shared highlights of the Communications Program's use of social media to improve customer service, grow brand recognition and reputation, and increase audience reach. She shared statistics showing that both followers and reach numbers are significantly increasing.

Looking forward the Communications team will be focusing on:

- Rollout of the Program's new website and expanding to other communications tools
- Continuing to build awareness and customer relationships
- Building media capability
- Strengthening internal communications
- Continuing to support the advancement of racial equity across the Program

- Updating the Strategic Communications Plan by incorporating learnings and community priorities from the Program’s Management Plan Update

1st Quarter Performance Report

Liz Tennant shared highlights from the Quarter 1 Performance Report showing that good progress on work has continued despite limitations and effects of COVID-19.

UPDATES

Management Plan Update – Project Management Plan

Vicky Beaumont provided her monthly report in writing. It was not discussed due to limited agenda time.

Secure Medicine Return Program Status

Taylor Watson was not able to provide full status update due to limited agenda time, but answered the question raised in a prior MCC meeting, that transition to the statewide program will occur in November 2021. Lynda asked that Taylor return to a future meeting to share more details on the status of the program.

Director’s Report

Lynda provided her monthly report in writing. It was not discussed due to limited agenda time. If there are questions or comments, MCC members can contact her directly. She also suggested that the June meeting be cancelled due to light agenda – MCC members agreed.

Next Regular Meeting: July 21, 2020, 11 a.m.-noon, Teleconference