

**COMMISSIONERS OF PUBLIC WORKS**  
**Minutes of March 13, 2014**

The regular meeting of the Board of Commissioners of Public Works was held on Thursday, March 13, 2014, at 1:00 p.m., in the Boardroom at 121 West Court Avenue.

**In attendance:**

|                     |                      |               |               |
|---------------------|----------------------|---------------|---------------|
| Arthur C. Bush      | Steve D. Reeves, Jr. | Jerry Smith   | Bill Patrick  |
| Michael G. Monaghan | Jeff Meredith        | Jeff Auman    | Stacia May    |
| Henry O. Watts      | Eduardo Noriega      | Jeff Chapman  | Heather Jones |
|                     | Carlos Cometto       | Wayne Bartley |               |
|                     | George Petersen      | Teresa Lake   |               |
|                     |                      | Vicki Knott   |               |

- I. Chairman Watts called the meeting to order. The invocation was given by Commissioner Bush.
- II. Chairman Watts gave the statement of compliance with the notification provision of the Freedom of Information Act.
- III. Business:
  - A. Chairman Watts asked Mr. Auman for an explanation of the iMessaging system proposal recommended for approval. Mr. Auman reminded the Commissioners of the automated system that is already in existence that allows customers to dial in by phone twenty-four hours a day in order to pay bills with a credit card. He added that it can also be done online, but not everyone has the internet. Mr. Auman stated that it was originally purchased for this purpose, but over the last year, had also been used for dialing out with cutoffs that are time consuming for cashiers and customer service. Commissioner Monaghan requested an explanation of "dialing out". Mr. Auman responded that either a cashier or customer service coordinator actually calls the homes to provide advance notice to customers on the cutoff list, per our requirement. This system automatically calls and leaves a message or gives the message when someone answers the phone. Mr. Auman explained that the system also tracks whether anyone answers, so that we can then manually call or send someone out to the site. He reported that they also started using the system last year with the gas department who must physically go out to every location each year. We were not able to keep up with the volume of calls using our own staff, but this system can. The system can be set to call between 8:00 a.m. and 5:00 p.m. and will track whether a person or a machine answered. Mr. Auman commented on a lot of usage by

customers to pay and check on their bills, and pointed out that the system is now seven years old with hardware that was initially expected to last five to six years. He noted that the proposal, in the amount of \$17,300, plus tax and shipping would include an upgrade to the software and hardware, and four additional portals, bringing the total from four to eight. He stated that not only would this help with maxed out portals, but should also cut down on customer complaints with being unable to get in to pay bills. Commissioner Monaghan asked about the average number of calls made per day; Mr. Bartley responded that from 100 to 200 are made daily. Right now, they are in the process of visually inspecting meters, so the system is also being used to call two days in advance to let customers know that we need access to their property. That particular message amounts to 2,000 to 3,000 customers called per day. In addition, the system calls around 100 to 200 per day for cutoffs. Manager Reeves pointed out that we bill every day and then those bills are due 21 days out, so someone is due every day. Commissioner Monaghan asked about the number of actual cutoffs that are done; Mr. Bartley responded that there are usually 30 to 50 actual cutoffs done daily on Monday through Thursday. He noted an increase in cutoffs over the past few months due to colder weather and more requests for extensions.

A motion to approve the iMessaging system upgrades was made by Commissioner Bush, seconded by Commissioner Monaghan, and unanimously approved.

#### IV. Other Business:

1. Manager Reeves reminded the Commissioners of a pre-bid meeting, at the COC, at 2:00 p.m., for an electrical maintenance agreement for the water treatment plant.
2. Manager Reeves reminded the Commissioners that a financial planning program was included in the budget, part of which involved hiring a consultant to assess financial programs and operations to see where improvements are needed. He then distributed copies of the report to the Commissioners, asking them to first review the report and become familiar with what was done. He stated that a presentation and review would follow at a future meeting. Mr. Auman added that this was used to send out a request for information. They then met with some potential vendors to come up with a good list and this helped to guide them through that process. Ms. Lake noted that a meeting would take place the following day to go through it, adding that they are in the process of contacting references for those that

responded to the RFI, and would then move forward with a RFP if the Commissioners so choose.

V. Executive Session:

A motion was made by Commissioner Monaghan and seconded by Commissioner Bush to go into *Executive Session* for contractual and personnel matters; the motion was unanimously approved.

VI. With no further business, the meeting was adjourned.

Approved: \_\_\_\_\_, 2014

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Secretary