

**MINUTES
CITY OF ORMOND BEACH
CIP WORKSHOP**

June 2, 2014

5:30 p.m.

City Commission Conference Room

I. Call to Order

Mayor Ed Kelley called the meeting to order at 5:30 p.m.

Present were Mayor Ed Kelley, Commissioners James Stowers, Troy Kent, Rick Boehm, and Bill Partington, City Manager Joyce Shanahan, Assistant City Manager and Public Works Director Ted MacLeod, City Attorney Randy Hayes, Finance Director Kelly McGuire, and City Engineer John Noble.

II. CIP Discussion

Ms. Joyce Shanahan, City Manager, welcomed those in attendance to the Capital Improvement Program (CIP) Budget Workshop. She noted that there had been some changes made to the CIP document that were provided and staff would speak about them as they went through their presentation. She stated that Finance Director Kelly McGuire and City Engineer John Noble both did a great job preparing the CIP.

Ms. Kelly McGuire, Finance Director, explained that staff wished to receive a consensus from the City Commission regarding which projects they wanted included in next year's budget. She clarified that the focus of the discussion would be on the projects planned for the fiscal year 2014-15 budget.

Ms. Shanahan explained that even though the CIP included projects for future years, the city could not budget for them at this time as state law only allowed budgeting for the current year.

Airport

Ms. McGuire stated that there were projects totaling \$958,608 planned for the next fiscal year. She stated that those projects included the Airport Business Park Expansion and the Precision Approach Path Indicator. She explained that the Airport Business Park Expansion included the purchase of the nursery property. She noted that there was a change made in this category, as information from the Federal Aviation Administration was received after the CIP was distributed. She explained that due to some funding issues, the FAA wanted to move the Taxiway G Extension from next year to fiscal year 2015-16 and move up the Master Plan.

Ms. Shanahan stated that most of these projects were matching funds and the city received state and federal grants. She noted that the city would spend very little out of pocket.

Mayor Kelley stated that the funding for those projects was around 95%. He asked if the changes would affect that; whereby, Ms. McGuire stated that there was no change in the percentage the city would have to pay and that the change was only in the timing.

Beautification

Ms. McGuire stated that there were projects totaling \$655,000 planned for the next fiscal year, which included the A1A Landscaping, Bridge Sideslope and US1 North Landscaping. She explained that the A1A Landscaping project was primarily funded through a Florida Department of Transportation (FDOT) grant. She noted that the city welcome signs had been included, as a continuation of a program started many years ago. She explained that since that project was being revamped, the idea was to remove it from the CIP, noting that there was \$185,000 in the present year budget that could be re-appropriated to next year's budget. She noted that it did not make sense to add more money to that project when there were already existing funds for it.

Mayor Kelley asked if that amount included the private contribution the city would receive for the welcome signs; whereby, Ms. McGuire stated that the \$185,000 in the current year budget was just the city's funds and did not include that donation.

Commissioner Kent noted that there were some handwritten notes and highlights on the A1A Landscaping documents, showing where there would be new plantings, noting that he did not think there were even medians in some of the locations depicted. He stated that he hoped that they would procure another landscaped median between the last one in front of the Seminole Drive beach approach and Andy Romano Beachfront Park. He requested that option be looked at, rather than using the entire \$600,000 on what was currently in place.

Ms. Shanahan stated that the city would need to speak to FDOT about that possibility.

Commissioner Kent noted that the \$20,000 budgeted for the Bridge Sideslope Project on I-95 was for irrigation only and that the rest of the project would be four years in the future.

Ms. Shanahan explained that the current landscaping would grow in much better with irrigation, and there would be a noticeable improvement because of it.

Commissioner Kent stated that there was a great amount of effort exerted by the state and the city for the original landscaping, but there was presently a horrendous patch of weeds growing on all four corners of the bridge. He explained that he was concerned that would not be fully addressed until fiscal year 2016-17. He noted that if the irrigation would remedy the issue, then they would not need the \$80,000 for other improvements in 2016-17.

Ms. Shanahan stated that she believed she could find the funds to perform the irrigation during the current fiscal year. She explained that they could then see whether any funds were needed for the project in 2014-15.

Mayor Kelley stated that when there was an abundance of rain, the area seemed to improve. He noted that he drove by the area often.

Ms. Shanahan stated that Austin Outdoors had done a great job of maintaining the area and had done a much better job than the previous maintenance crew. She stated that she believed that the irrigation could be moved up and performed in the current fiscal year (FY 2013-14).

Commissioner Kent stated that would be great. He noted that he did not want to wait to address the issue since the Commission had designated it as one of their goals.

Ms. Shanahan stated that after the irrigation was put in they could evaluate whether it remedied the situation and if not, address it further.

Commissioner Kent stated that he wanted the gateway into the city to look fantastic from all sides. He further stated that he wanted to have a real plan for that area and not just feed the weeds. He explained that he would prefer Asiatic jasmine to be located on all four of the bridge's slopes so that there would be less need for maintenance.

Ms. Shanahan noted that she may have misunderstood and that she believed she heard that irrigation was a priority.

Commissioner Kent stated that he was unsure who said that. He stated that he had heard irrigation being pushed as a fix but noted that weeds had taken over that area and he did not believe that would be fixed by watering. He stated that there had been an issue with that area being mowed less frequently than other parts of the city which had been addressed. He stated that he believed they were planning to spend more money maintaining that site instead of fixing the problem. He stated that he hoped the Commission had the opportunity when driving down Granada Boulevard to look at the test strip of Asiatic jasmine, explaining it was located just west of Nova Road. He stated that it looked amazing.

Ms. Shanahan stated that there were three options for the project that Landscape Architect Paul MacDonald had scoped out through Austin Outdoors. She stated that those options were located on page 70 of 600 in the CIP packet. She explained that the third option was 40,000 plantings of Asiatic jasmine, which would cost \$50,000 and some four-inch potted plants and seedlings. She stated that the \$80,000 budgeted for 2016-17 for the project could be moved up to 2014-15 if there was a consensus from the Commission to do so.

Mayor Kelley stated that he believed irrigation would make the grass grow and take over the weeds. He stated that he thought Commissioner Kent was specifically speaking about the southwest corner.

Commissioner Kent clarified that he was speaking about all four slopes.

Mayor Kelley stated that he thought the southbound slope looked good after a period of heavy rain.

Commissioner Kent stated that if the Commission thought it looked good, then he would stop wasting their time. He noted that the issue was not located in his zone, but he had brought it up because it was an area that the city's visitors saw when they entered the city.

Commissioner Partington noted that the area looked better since Commissioner Kent had brought it up originally and that staff had worked on the area. He stated that he would like to see how the area looked after the irrigation was put in. He suggested that if after six months of irrigation it still needed additional work, then they could add that into the budget next year when they were back for their CIP workshop.

Mayor Kelley and Commissioner Stowers agreed with Commissioner Partington's idea.

Commissioner Kent stated that he was pleased they were making progress.

Ms. Shanahan stated that there was a US1 Corridor Group who had pledged about \$17,000 to help with the first two medians exiting I-95 southbound on US1. She explained that the city needed to bring irrigation to those two medians, and they were hopeful to receive some county matching funds. She noted that there was also a grant pending for that project but they wanted to jump start it.

Mayor Kelley stated that he hoped one of the welcome signs could be located in that section rather than being located a mile into the city.

Commissioner Boehm asked if there was any timeline on the welcome signs.

Ms. Shanahan stated that staff would be bringing this back to the Commission in July and was still working on options.

Mayor Kelley asked the Commission if they had the opportunity to see the rough drawings that former Mayor Fred Costello submitted. He stated that his concept was more in line with what he was thinking of. He stated that he believed those would look nice and not be very expensive. He explained that former Mayor Costello was willing to go to FDOT to speak to them about it. He stated that he hoped that staff would include those sketches.

Commissioner Partington asked if the sketches were sent to Zev Cohen & Associates.

Ms. Shanahan stated that she did not know.

Commissioner Partington asked for the sketches to be send to Zev Cohen & Associates.

Community Redevelopment

Ms. McGuire stated that there were projects totaling \$820,000 planned for the next fiscal year. She stated that those projects included the Conceptual Hardscape Plant, Granada Bridge Uplighting, stormwater improvements, maintenance and rehabilitation, transit related improvements, and land acquisition. She noted that most of the projects were not new and occurred for several years. She stated that there was one project not included in the 2014-15 budget that she wanted to bring up, which was the Ormond Beach Tennis Center building. She explained that project should not have been included in this section as it was contingent upon the MacDonald House. She stated that the item would be removed from this CIP section and put in with the MacDonald House, which was in the future year projects, as long as there were no objections to doing so.

Mayor Kelley asked if they would be discussing the tennis center contract.

Ms. Shanahan stated that she believed those bids would be received on June 17, 2014.

Mayor Kelley stated that those bids would directly affect what they would do.

Ms. Shanahan stated that the project would be put into the unfunded projects category with the MacDonald House, to wait for future funding to be allocated.

Commissioner Kent clarified that they would be removing the \$175,000 that was budgeted out. He noted that his comment would have been about the cost, but they would discuss that at the time it came back up.

Facilities Renewal and Replacement

Ms. McGuire stated that there was one project totaling \$35,000 planned for the next fiscal year. She stated that project was the replacement of the Riviera Park playground equipment. She stated that property taxes provided \$300,000 per year for this fund but that the need level was \$500,000 a year. She explained that the city would continue to transfer money out of the General Fund to keep the annual funding for this fund at \$500,000, as directed by the Commission. She clarified that projects below the \$25,000 capital threshold would be included in the proposed operating budget.

Commissioner Boehm noted that there was not much allocated. He explained that the chiller replacement at City Hall was a project that was left off for a long time and was being replaced now as it was very rusty. He noted that the Performing Arts had a unit that was deteriorating due to the salt environment and was in the CIP to be replaced in a future year. He asked if they were waiting until it broke to do so. He stated that once something reached its life expectancy it should be replaced. He noted that the Fleet Department did this often with their vehicle replacement schedule. He stated that the South Ormond Neighborhood Center had a similar air conditioning issue, noting that their unit was over 20 years old, and that their compressor had already been replaced twice. He stated that he did not believe it was reasonable to let those go. He suggested moving those projects up.

Mayor Kelley stated that Fleet's maintenance and replacement program had been reevaluated and renovated after determining that their replacement standard had been ridiculous and assumptive. He stated that by waiting to replace the City Hall chiller the city saved about \$150,000, noting that the cost provided in 2009 was very high. He noted that he did not see what was being spent on the maintenance for those systems.

Ms. Shanahan stated that she did not know; but that she spoke with Leisure Services Director Robert Carolin, and he had indicated to her that the South Ormond Neighborhood Center unit could wait a little while and that the Performing Arts Center unit was the worst.

Mr. Ted MacLeod, Assistant City Manager and Public Works Director, stated that the Performing Arts Center's unit was scheduled for replacement in 2015-16 and the South Ormond Neighborhood Center was scheduled for 2016-17. He stated that was what the maintenance personnel felt they could get out of the current units.

Mayor Kelley stated that there was little left to replace if the condenser had already been replaced.

Mr. MacLeod stated that the only one that might have an issue was the Performing Arts Center.

Mayor Kelley stated that he did not recall the cost for that replacement.

Ms. Shanahan stated that it was \$36,000.

Mayor Kelley stated that if could be replaced with something more energy efficient it might be worth looking into.

Ms. Shanahan stated that staff could look into that. She explained that staff would review any comments made by the Commission during this workshop at their Operating Budget Workshop prior to the discussion of the operating budget.

Mayor Kelley stated that he would rather let staff advise the Commission on whether the units needed to be replaced or could wait an additional year or two. He noted that age and rust may not necessarily prohibit the unit from working correctly.

Commissioner Boehm stated that he believed that if the unit broke it should be replaced and not fixed. He noted that in the last 15 to 20 years, there had been great advances in the efficiency of air conditioning units.

Mayor Kelley noted that it made a big difference on his personal electric bill when he replaced his home units with energy efficient ones.

Ms. Shanahan stated that staff would get more information and get back to the Commission.

Facility Construction / Renovation

Ms. McGuire stated that there were no projects planned for fiscal year 2014-15, but she noted that there were projects for future years included in the CIP.

Recreational / Cultural Improvements

Ms. McGuire stated that there were projects totaling \$1.3 million planned for the next fiscal year. She stated that those projects included Central Park canoe launch ramps, Nova Community Park roads and multi-purpose trails, Ormond Beach Sports Complex (OBSC) American Disabilities Act (ADA) parking and sidewalks, and the Environmental Learning Center.

Mr. John Noble, City Engineer, explained that the lakes at Central Park were interconnected. He stated that the three proposed launch ramps were ADA launch facilities and would be located at two of the lakes and the Environmental Learning Center.

Mayor Kelley asked if all of the ramps had to be ADA compliant.

Mr. Noble replied that they did not but noted that the difference in cost was only about \$5,000 so they felt it would be prudent to have them all be ADA compliant.

Commissioner Partington stated that he appreciated the pictures provided and that he felt the ramps would be a great addition. He noted that because of how the lakes were formed the edges were very steep.

Ms. McGuire noted that the Nova Community Park items were the next phase of that ongoing project.

Commissioner Stowers stated that he was concerned with the road being paved with the high traffic of children in that area. He noted that there may not be consensus among the Commission to not pave that road; and if it was to be paved, he would like to see speed bumps or some other method of controlling the speed. He stated that he thought the dirt path kept the speeds down, even though it did not look nice.

Mayor Kelley stated that he thought it was time to bring the road up to standard. He noted that he did not see the paving of that one road to cause parents to speed through the area. He explained that it all used to be dirt and other areas had already been paved.

Commissioner Partington stated that paving was done in Central Park by Hammock Lane and the basketball courts, and he felt it was a tremendous improvement. He stated that he had not had any complaints about speed but that he agreed with Commissioner Stowers about implementing speed bumps, rumble strips, or signage in the area to control speeds was important. He noted that he would like the road to be paved.

Commissioner Boehm agreed. He noted that driving through the area after a few inches of rain was not pleasant.

Ms. Shanahan stated that the city could incorporate some type of traffic calming device such as speed tables, which were not as severe as speed bumps.

Ms. McGuire stated that the Leisure Services Advisory Board had recommended moving up the pavilion for the OBSC Boundless Playground. She noted that it was scheduled in the CIP currently for 2016-17. She stated that if the Commission wished to move the project up, it could be funded.

Mayor Kelley stated that it made sense to him to move it forward but noted that the cost seemed high.

Commissioner Boehm stated that there was tremendous usage of that area by families. He noted that the Leisure Services Advisory Board had pointed out that there was no shade out there or any way to get out of the sun near the playground. He suggested putting few more picnic tables there to create another birthday party site for small children in Ormond Beach.

Commissioner Kent noted that he had a comment that was slightly off topic. He explained that he was out at the OBSC a lot now with his child and that a few weeks ago a friend of his was coming out there to meet him and his son. He stated that his friend did not show and had left a detailed message from him explaining that he tried to find quad three for 30 minutes and was unable to do so. He prefaced his statement by saying that the OBSC was fantastic and then went on to say that the signage was beyond horrible. He stated that something had to be done about the signage. He noted that there was an overgrowth of foliage going into the complex also. He stated that it was easy to get lost in there.

Ms. Shanahan stated that signage was being worked on as staff agreed that it was difficult to navigate. She noted that she herself got lost out there as she did not visit the area regularly. She stated that the city could take care of that issue in-house with operating funds.

Mayor Kelley stated that it should be made clear to turn on Harmony instead of going straight. He suggested a locator map or a sports complex app.

Mr. John Noble stated that the perimeter road was currently being constructed.

Mayor Kelley noted that would connect all of it and enable you to go around the complex, which would make it a lot easier to navigate that area.

Commissioner Kent stated that from field seven and the soccer field you could see the t-ball fields but could not access them because of a gate. He asked why the gate was located there. He suggested it be opened up so that you could drive straight across to get to the t-ball fields.

Ms. Shanahan stated that she believed the gate was put up to protect the children traversing between the two areas.

Commissioner Boehm stated that before the parking lot and t-ball fields were added the problem was that people used to have to park across the street to get to the Rotary fields and small children were running across the street all the time. He explained that the answer was to gate that off and create separate entrances. He noted that the situation was different now as there was a parking lot and a t-ball complex.

Commissioner Kent agreed. He noted that there were parking lots now for each of those fields and no one would be running across. He stated that he was hopeful the gate could be opened as soon as the next day.

Commissioner Boehm asked if the pavilion would be moved up.

Mayor Kelley stated that he would like to do so. He asked Ms. Shanahan if she could find a way to shift funds for it. He stated that he would also be on board with creating a picnic type atmosphere.

Ms. Shanahan stated that staff could look into that.

Commissioner Partington asked if it could be budgeted closer to \$25,000 to \$30,000 rather than \$60,000.

Commissioner Boehm stated that it was listed at \$44,000 to add a pavilion at Andy Romano Beachfront Park and asked why the same size pavilion would be \$60,000 at the OBSC.

Ms. Shanahan stated that staff would review this item and bring it back to the Commission at their Operating Budget Workshop.

Ms. McGuire explained that the price was estimated based on the 2012 price estimate with a Consumer Price Index (CPI) adjustment for five years.

Commissioner Boehm noted that if the pavilion was put in this year, it may be closer to \$44,000.

Mayor Kelley stated that he bet it could be done for \$25,000 or \$30,000. He confirmed the consensus was to move the pavilion up in the CIP.

Ms. Shanahan asked for consensus from the Commission about the locked gate issue.

Commissioner Kent deferred to Commissioner Boehm as he was a long serving member of the Leisure Services Advisory Board.

Commissioner Boehm stated that he believed the situation had changed and he agreed with Commissioner Kent that people should not be crossing the road between the fields since they had their own independent parking lots now. He noted that he did not think that the parking lot designed for t-ball was accessible coming from that direction. He explained that you would have to drive out to field eight and make a turn to get back into the parking lot.

Commissioner Kent stated that he believed you could access it.

Commissioner Boehm stated that there was only one entrance. He stated that he believed that they needed to look at creating another entrance in and out of that parking lot in order to open the gate.

Commissioner Kent conferred with Commissioner Boehm about a scenario involving coming in the main entrance and going by field seven and coming to the gate. He asked Commissioner Boehm if he was saying that if they went through that gate they could not park in the t-ball fields. He stated that he drove last year from the t-ball fields and tried to park by field seven but was unable to do so because he reached the locked gate, noting that the gate was the only impediment to his parking there.

Commissioner Boehm reiterated that there was only one entrance as designed.

Commissioner Kent stated that he would have to drive out there and look at it again because that was not how he remembered it.

Commissioner Boehm noted that it was a shell parking lot and it would not be a major change to add a little more to it to create another entrance.

Mayor Kelley stated that he believed that the master plan eliminated the middle road that was being talked about.

Ms. Shanahan stated that the perimeter road should be completed this year. She asked if there was a consensus to look into unlocking the gate.

Commissioner Boehm stated that utility vehicles, lawn mowers and ground equipment used the road currently to move about the complex.

Commissioner Kent stated that Budget Advisory Board member Kenneth Kimble, who was in the audience, had children who played two sports at the complex and was indicating that he was right and it could be driven through.

Mr. Kenneth Kimble, Budget Advisory Board member, stated that he coached t-ball the previous year and sometimes the gate was open and they would go through it and park.

Ms. Shanahan noted that the gate was purposely locked when activities were in session.

Mayor Kelley suggested that staff look into it and take it back to the Leisure Services Advisory Board for their review and then bring it back to the Commission, noting that the Commission would be making the ultimate decision. He stated that he would like to have input from the Leisure Services Advisory Board. He reiterated that the plan was to completely eliminate that middle road.

Commissioner Kent stated that he did not bring up the item to create a problem but to solve the problem. He explained that the problem was that if you came in the main entrance and missed the right on Harmony and went straight, you would see the t-ball fields and be blocked by a gate. He suggested that in the interim, until the perimeter road was completed, that the gate be opened.

Mayor Kelley suggested that Leisure Services Director Robert Carolin make the call.

Commissioner Boehm suggested that the Leisure Services Advisory Board review the issue and make a recommendation.

Commissioner Partington agreed with Commissioner Boehm. He stated that he was worried there may be some specific security concern for children's safety that they were not aware of, and he did not want a child to potentially get hurt because the Commission made a decision without taking a closer look at it.

Ms. Shanahan stated that the Leisure Services Advisory Board had not yet met for the month of June and staff would bring this item to them at that time.

Commissioner Stowers stated that he was open to the item going on the next Commission agenda.

Mayor Kelley stated that he did not think it needed to be on a Commission agenda.

Mayor Kelley stated that he often was asked about creating a dog park at Nova Community Park. He asked why an open dog park area could not be created prior to the completion of the other projects at the facility.

Ms. Shanahan stated that fencing was one issue.

Mayor Kelley stated that there was already a gate and fences on two sides.

Ms. Shanahan stated that Mr. MacLeod advised her that water and shade were needed. She stated that staff could look into it.

Mayor Kelley stated that he believed that a dog park would benefit a lot of people in the community.

Ms. Shanahan stated that the dog park was put of the master plan for Nova Community Park and was located on page 188 of the CIP packet. She asked if Mayor Kelley was suggesting that they move the item up.

Mayor Kelley clarified that he was wondering why the dog park had to be done at the same time as everything else.

Ms. Shanahan stated that she did not have enough information at this time to provide a definitive answer. She stated that staff would research it and bring it back.

Stormwater

Ms. McGuire stated that there were projects totaling \$551,000 planned for the next fiscal year. She stated that those projects included water quality improvements at Central Park Lake 5, Laurel Oaks drainage ditch piping, and corrugated metal pipe (CMP) replacement.

Mr. Noble stated that the city applied for a St. John's River Water Management District (SJRWMD) grant for Central Park Lake 5. He explained that was the shallowest of all the lakes located there and had an algae problem. He stated that the city was being proactive and looking for ways to clear that up so that the other lakes did not become infected as the waters between the five lakes interacted. He noted that the algae were worse in the summer time. He explained that several options were explored and a study was performed and it was determined that floating bio-mats were a solution. He further explained that the mats would soak up all of the nutrients that were causing the algae.

Mayor Kelley asked if the sunshine was causing the algae because of the shallow water.

Mr. Noble replied that the algae were caused by the nutrients. He noted that the water had been tested and explained that the nutrients in that lake were high in phosphorus and nitrogen.

Mayor Kelley stated that they would not be able to stop nitrogen from being present, as long as rainwater went into the lake.

Mr. Noble noted that the mats would offset that by absorbing the extra nutrients and reducing the ability for algae growth to occur.

Mayor Kelley stated that would only be the case if the nutrients providing the nitrogen were solids. He explained that it was a scientific fact that lightning caused nitrous oxide which went into the water through the mats. He explained that he had looked at the mats several years ago and that there was a real problem when the mats needed to be emptied.

Mr. Noble stated that staff believed it would be a good demonstration project for the Environmental Learning Center to incorporate the maintenance of the mats.

Commissioner Partington stated that he loved the idea and also thought it should be included in the curriculum for the Environmental Learning Center. He noted that if the mats worked then Lakes 2 and 3 would be next. He stated that Lake 5 was loaded with algae and almost looked solid.

Mayor Kelley noted that when he looked at the mats years ago, he did not believe their purpose was to stop algae.

Mr. Noble stated that they removed the nutrients through their root system. He explained that once they were fully grown every two years or so they would be replaced.

Mayor Kelley stated that he wanted to note his concern that the mats may not work.

Mr. Noble stated that the city was looking for the most economical approach to try and remedy the problem. He noted that the most costly resolution would be to dredge the lake to a deeper depth. He explained that the other four lakes were around 30 feet deep, whereas Lake 5 averaged about six feet in depth.

Technology

Ms. McGuire stated that there were projects totaling \$94,625 planned for the next fiscal year. She stated that those projects included an interactive voice response system and SANS additional capacity. She stated that the interactive voice response system was a new project to be utilized primarily for utility billing purposes. She explained that it would enable callers to make payments 24 hours a day with a credit card, noting that currently callers could only do so during business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m. She further explained that callers could also check their balance by using the system. She noted that currently any person looking for information on their account could either access it online or call the office. She explained that staff would still be available to take phone calls but that there were a number of callers who just needed to pay their bill or check their balance and did not necessarily need to speak to a representative or wanted to make payments after hours.

Ms. Shanahan explained that the city had been experiencing issues with customers being able to reach staff members because the call volume exceeded staff resources. She stated that this system would help those who just wanted to check their balance or pay by phone, allowing staff to more efficiently serve callers needing assistance.

Mayor Kelley asked if the automated system would be the primary receiver of the calls.

Ms. McGuire clarified that during normal business hours a person would have the opportunity to talk to a representative if they wished or to go through the automated system.

Mayor Kelley stated that he believed the system should be set up so that it immediately asks you, upon receipt of your call, whether you wished to speak to a representative or check your balance or pay your bill by automated system. He noted that he was often frustrated by the county's phone system or others.

Ms. McGuire stated that they would have an option regarding how the system would be set up and whether they wanted to direct all callers to the system and only receive a representative if they want one, or if there would immediately be a choice of the two when you called in. She gave an example of the recording directing callers to press "1" to speak to an operator or press "2" to use the automated system.

Mayor Kelley noted that he wanted to make it simple and easy for callers.

Ms. Shanahan explained that currently the city did not have the ability to stack the amount of calls that would come in at one time and subsequently the callers over that limit would be dropped off.

Commissioner Kent noted that the median age in Ormond Beach was about 59 years old. He stated that they had to keep that in mind, as well.

Ms. Shanahan stated that it was frustrating to not be able to reach a representative. She explained that she could not solve that with the existing phone system.

Mayor Kelley noted that he was supportive of changing the phone system for many years but noted that it would be very expensive to change.

Ms. McGuire stated that ideally when a caller called in they would immediately get to choose whether they wanted a representative or to use the automated system.

Mayor Kelley clarified that the system would be for the Finance Department only.

Ms. McGuire confirmed that it was. She explained that currently they also pushed calls out to users to inform them of their delinquency and request payment be remitted before the city shut off their water service. She noted that those calls were currently made by a third party vendor and that customers would have to hang up and call the city directly to make payments. She went on to explain that after receiving those calls, utility billing would be inundated with calls from delinquent customers attempting to make payments over the phone and sometimes they could not get through.

Commissioner Boehm stated that he saw in the quote that the annual call fees were \$10,000 for 25,000 calls. He asked why the city would pay 40 cents a call for automated calls.

Ms. Shanahan stated that they were charged for calls out of the system presently when they sent out reminder calls that customers' bills were late.

Commissioner Boehm asked if the city would be charged over that \$10,000 if the public called the city more than 25,000 times.

Ms. McGuire clarified that figure was for calls going out. She noted that the city was allowed 25,000 messages to be sent out by calls a year. She explained that the city might have several hundred to a thousand messages sent a month for delinquent bills.

Commissioner Partington stated that it worried him for customers to call and not be able to talk to a person. He noted that he might need to spend a few days watching what was going on in utility billing. He stated that he knew Ms. McGuire ran a tight ship but did not understand why the city's staff was not making those 700 to 1,000 calls to delinquent customers.

Ms. Shanahan stated that staff did not have the resources.

Commissioner Partington stated that from 8:00 a.m. to 5:00 p.m. staff could make 30 calls per hour.

Ms. Shanahan stated that staff was doing lots of other tasks, as well.

Commissioner Partington asked if he read correctly that there were nine individuals working in that department.

Ms. McGuire stated that there were two persons at the front counter who serviced customers coming into the office and also answered phone calls. She noted that was a concern of hers as well, because if she was a customer walking in she would not want to see someone on the other side of the counter taking a phone call. She explained that there were also three other individuals who assisted with the front counter when the two counter persons went to lunch and answered phone calls, but she noted that those three individuals were also responsible for all the utility billing and payroll for the city and were not dedicated to answering calls.

Commissioner Partington stated that he would almost suggest hiring two additional persons to answer the phone rather than spend \$50,000 on the automated phone system.

Ms. Shanahan stated that she did not know if she had the capacity in the phone system to get the calls through.

Mayor Kelley noted that the city's phone system was antiquated.

Ms. McGuire explained that part of the problem was also that when the delinquent calls were sent out, the city would be inundated with calls coming in. She stated that they did not necessarily need even a part-time employee to be sitting around for four hours if all of the calls were going to come in within an hour. She explained that the issue was the call volumes at very specific times of day.

Mr. Ned Huhta, Information Technology Director, stated that the calls came in in fits and spurts. He explained that the automated system had the ability to handle hundreds of calls simultaneously whereas a person could only handle one call. He noted that currently they could handle five simultaneous calls but the system could handle hundreds and take care of the bulk of individuals calling after they received their delinquent message.

Ms. Shanahan stated that the city was sort of its own worst enemy since it reminded customers. She noted that the customers liked being reminded about their payments being due soon or overdue.

Mayor Kelley explained that he believed a lot of the issues went back to the phone system the city had.

Ms. Shanahan stated that Mr. Huhta made a good point, which was that the volume came in only at certain times and that hiring someone would only enable an additional call to be handled whereas the system could handle many more.

Ms. McGuire stated that a lot of calls were received between 4:00 p.m. and 5:00 p.m. as people came home and saw that the city called them. She explained that was the

time the department was busiest anyway, because those same individuals getting off work or coming home were stopping by to pay their bills as well.

Commissioner Kent noted that he thought the city sent out a notice to delinquent customers.

Ms. McGuire stated that the city sent a letter and then sent a phone call informing the delinquent person that they needed to pay their bill or their water would be turned off.

Commissioner Kent noted that the city spent a lot of effort and money to recoup the money owed by delinquent water customers. He stated that he did not want to put financial burden on the backs of the taxpayers who paid on time because the city was constantly reminding those who did not.

Ms. Shanahan stated that the automated system would be brought before the Commission before it was bid out and then after for the bid award. She stated that she felt that the city needed to have a system that someone could access just to check their account balance and pay their bill with a credit card. She noted that the city did not currently have that capability. She explained that there was an online system but some people were not comfortable with paying online and also needed log-in information in order to do so. She stated that she thought that the system was necessary.

Commissioner Stowers stated that he was not offended by automated phone systems but was offended with those poorly designed ones that would hung up on you if you did not know your party's extension. He stated that he was on board with making a condition of the Request for Proposal (RFP) that the system immediately gave you the option of using the automated system or speaking to a representative, as Ms. McGuire had previously mentioned. He noted that he understood the volume issue.

Commissioner Partington asked if they could be provided statistics on the call volumes; whereby, Ms. McGuire stated that they would bring more information back to the Commission.

Mayor Kelley stated that Commissioner Kent made a good point, which was that the city was paying to solve an issue created by customers who did not pay their bills.

Transportation

Ms. McGuire stated that there were projects totaling \$660,000 planned for the next fiscal year. She stated that those projects included Bermuda Estates sidewalk, railroad crossing annual allocation, road resurfacing annual allocation, and street light maintenance. She noted that the only new project was the Bermuda Estates sidewalk.

Ms. Shanahan stated that she had received a question regarding if that was part of the PBD process and she advised that the Planning Department stated that it was not. She stated that a sidewalk was not required.

Mayor Kelley stated that he had questioned whether or not some of the funding could come through Transportation Planning Organization (TPO) funds.

Ms. Shanahan asked if it could come through XO funding; whereby, Mr. Steven Spraker, Senior Planner, stated that he believed Mr. Shawn Finley, Civil Engineer, was working on it.

Mayor Kelley stated that he would get it pushed through with TPO. He noted that many others had received funds for sidewalks and the city had not asked for it because they set up a program for sidewalks.

Mr. Noble stated that TPO had informed them that it was not on their funding list road.

Mayor Kelley stated that if staff would provide him with information regarding the project, then he would push it through at the next TPO meeting.

Vehicles

Ms. McGuire stated that there were projects totaling \$794,850 planned for the next fiscal year. She stated that those projects included General Fund vehicles, Fire E93, stormwater vehicles, and water and wastewater vehicles. She stated that the total estimated cost for the Fire E93 was \$400,000, but it would probably be done through a five-year lease purchase.

Ms. Shanahan stated that there had been extensive discussions regarding fire vehicles replacement. She noted that the vehicle was a 1992 model and was 24 years old. She explained that other alternatives were discussed such as a rapid response vehicle, but the current vehicle needed to be replaced.

Water / Wastewater

Ms. McGuire stated that there were projects totaling \$2.9 million planned for the next fiscal year. She stated that those projects included Breakaway utilities electrical and pump upgrade, Deer Creek reclaimed water, sludge thickener upgrades, plant an aeration system, water plant lime silo dust collection, and water plant pump and controls upgrades. She noted that all of those projects were new, but there were also additional projects funded annually.

Mayor Kelley asked if the meter replacement would take three more years; whereby, Ms. McGuire replied that it would probably be a seven to eight year program to get through the entire city. She noted that the current year was the first year.

Unfunded Projects

Ms. McGuire stated that on page 555 of 600 in the CIP packet were the unfunded projects, which were not recommended for funding.

Ms. Shanahan stated that most of those projects, if not all of them listed, were also on the unfunded list the previous year.

Mayor Kelley stated that he continually hoped that the fiber optics program was able to get a quicker start. He lamented that they were unable to convince management years ago to put them in every time a location was opened for other work.

Ms. Shanahan stated that work was bid out now.

Mr. Noble clarified that they were now installed during work in areas where they could see future needs.

Commissioner Kent noted that he was also going to mention the fiber optics. He asked if anyone was interested in discussing moving it off of the unfunded list.

Mayor Kelley stated that the connectivity was needed sooner rather than later.

Commissioner Kent agreed. He stated that he would like to expedite it.

Commissioner Partington stated that he had the same thought and also wondered why the city was not further along with its fiber optics.

Mayor Kelley noted that there had been several opportunities years ago to get ahead of the game which were not taken.

Ms. Shanahan suggested that staff put together an accelerated plan for fiber optics and bring it back to the Commission at the Operating Budget Workshop.

III. Adjournment

The meeting was adjourned at 6:53 p.m.

Transcribed by: Colby Cilento