

2A Stormwater Advisory Committee (SAC) Meeting Agenda

2:00 PM, February 21, 2019

Pikes Peak Room, City Hall, 107 N. Nevada

Call to Order

Meeting was called to order at 2:01 pm by Committee Chair Terry Schooler.

Minutes Approval

Minutes from previous 11-15 meeting approved. Gary Nesbit moved to approve the minutes, as seconded by Matthew Johnson. Unanimous board approval.

Recognition of Board Members

The one year terms for Terry Schooler and Emily Magnuson have expired. Both responded that they would be interested in serving an additional term. The term renewals will go before City Council at their next Council Work Session for approval of Council members.

Financial and Customer Service Update

Brenda Roy, SWENT Business Administrator, provided an overview of year-end (from 2018) preliminary financial numbers. Richard Mulledy, Manager of Water Resources Engineering, explained more on what is under the category of "maintenance" and talked about the separation of maintenance verses capital items and gave examples.

An overview was provided of the Stormwater Capital Improvements program. Any project that was under contract that had not been expensed gets carried over into the next budget year. In 2018 Stormwater worked on about 80 capital projects.

Figures were provided for residential/nonresidential bills. The figures reflected six months of bills and five months of collections. The collection rate has increased significantly since the first bills were sent out. An explanation was provided of why Stormwater potentially believes that a number of bills have not been paid, and what they are doing to remedy that. The enterprise will consider tax liens on properties, as well as utilizing collection agencies. In addition, the Enterprise has worked through many issues to date regarding billing addresses and real estate transactions. The enterprise is still working hard to find updated records, as well as identifying bad mailing addresses and how to correct that. The mailing problem was a major problem but solutions are being actively sought.

The majority of people who have received bills have not pushed back on the fees. There were several hundred appeals, all which have received resolution. The enterprise also reported on the outcome of approximately 20 hearings held by an independent hearing office. Committee agreed that overall the public has accepted the fee. There was a lengthy discussion of total revenues, as well as next steps for revenue collection strategies and billing efficiencies. A new GIS analyst has been hired that is aiding all of this.

Overview was provided of customer service statistics. The overall number of calls has significantly declined since the initial bills went out. The third party billing company CliftonLarsonAllen is now taking 94 percent of the nonresidential calls, approximately 2000 per month. As such, the City has downsized its customer service center to two FTEs.

Further discussion of how customer service needs have lessened since the bills started.

Media strategy and status update. Summary of recent briefings and presentations

Social media report provided with statistics (including responses/impressions) provided. Discussion of the educational outreach that the division undertakes, including the Children's Water Festival, Creek Week, the Adopt-A-Waterway program, flood awareness programs and other more programs. There was discussion of informing the public about incorporating walkways and pathways along structures.

2019 projects update

Stormwater Projects Coordinator Tim Biolchini provided a 2019 projects update. He gave examples of the construction going on in January and February and spoke about the projects that will happen next fall. Presentation included before and after pictures of projects, and he then gave examples of emergency projects and explained how those projects get on the list for improvements. The committee did an exercise where they compared similarly priced projects on the emergency list and discussed how one should be prioritized over another. The common thread was to pick the project that will do the most for overall public good.

The group revisited the idea of mailers highlighting projects. The mailers would cost a minimum of \$6,000 each. The committee generally agreed that it would be better to work with City Communications and local media for messaging. There is also potential to add printed info to Colorado Springs Utilities communications outlets to alert the public about where they can find more information on Stormwater projects.

The committee also asked about signage being placed in the public eye when a project is being worked on, and they were shown what the 2A signs that are placed at construction sites look like.

Adjournment 3:56 pm

Next meeting: May 16