

2A Stormwater Advisory Committee (SAC) Meeting Agenda

2:00 PM, November 15th, 2018

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

Ethics Training provided by City Attorney Rebecca Greenberg

- Ethics training is done annually for all Advisory Committees and is a requirement.
- Rebecca Greenberg gave her introduction and background.
- The Colorado Constitution requires cities to adopt their own code of ethics, as stated in chapter 1 article three of the city code.
- The training is undertaken because the public needs to have a trust in the integrity of the City. We must strive to avoid any appearance of impropriety.
- This applies to all members of boards, committees, and appointed commissions.
- Primary areas of concern- gifts and conflicts of interest.
- Gifts- and exceptions to the ban on gifts, are all within the City Code.
 - Board members were provided with a copy of the City Code and asked to familiarize themselves with it.
- Must avoid anything that could influence or be perceived to influence objectivity, or anything that could influence their role as a committee member.
- Conflicts of interest- no conflicts of interest allowed, must avoid appearance of impropriety
 - List of conflicts of interest: 1.3.113 in the city code

If you have a conflict of interest, what should you do?

- Talk to SWENT leadership or the City Attorney to talk it through.
- Evaluate if your relationship will affect your ability to be fair and make fair decisions.
- Disclose the issue sooner rather than later.
- Do not vote on the matter and leave the room when any discussion is taking place. Avoid ANY appearance of impropriety.

Independent Ethics Commission exists if there has been an ethical violation. Complaints are filed with the City Attorney's Office. Possible penalties if it is found that there was an ethical violation.

Contact information for Rebecca: 385-5909 or rgreenberg@springsgov.com.

SWENT Staff Reports

Richard Mulledy provided a Customer Service update.

- We have a fully functioning program. It is a joint effort between internal Customer Service department and Customer Service provided by CLA, our 3rd party billing company. Also have Customer Service through CSU, as related to residential bills.

- Call volumes have dropped significantly. Currently at about 2,000 calls per month but the majority are taken by the third party billing company. 10 percent of the people that are billed call.
 - Breakdown of type of calls:
 - Fee- how's it calculated,
 - Individuals who don't understand the calculation
 - Landlord/tenant calls
 - The SWENT program general questions

- Overview of SWENT progress:
 - Customer Service staff have done an excellent job with calls
 - City calls declined and CLA taking 86 percent of the calls
 - Temporary Customer Service staff have been reduced from four to two
 - CLA is adding a drop box outside their local office at Tejon and Colorado
 - Addressed concerns related to online payment fees of \$3.95 per transaction on \$5 bills
 - advance payments now accepted
 - added \$1 e-check option
 - We will continue discussions with Colorado Springs Utilities relating to residential billings
 - There were two main issues with billing at the start:
 - \$3.95 fee on a \$5 bill. City did not see that because we were not supposed to see the non-residential bills. We have made a lot of progress since then including the use of advance payments. We have reached out to every customer through mailers to explain what their options are. We also renegotiated with our payment company to add the \$1 e check option.
 - There was discussion of how the online payment works and why their cost was \$3.95. The fee was for security and use of their system.

Update on billing calculations:

- Appeals: 316 parcels filed formal appeals, reduced fees of \$3500/month
 - 17 appeals to Independent Hearing Officer: mini trial, when they did not feel the internal process was sufficient
 - Anticipate a few going to district court which is the next step

Monthly income: \$1.3 million in September

2019 estimated revenue based on current billings: \$15,772,315

Anticipate revenues to go up as we get more parcels. We will be adding parcels because the city is growing. 2019 does not include fees to be added with the review of undeveloped properties.

- Q3 YTD Financial Overview of the stormwater program budget and the drainage operations/maintenance budget (maintenance of stormwater infrastructure, examples given, street sweeping, vector operations, etc.) \$600k is materials for them.

- Capital improvements budget: different than other departments in the City. At the end of the year the budget does roll over because it has already been pledged to particular projects in conjunction with the Pueblo IGA. All of that money is in project accounts. Many projects span multiple years. As soon as it goes into their account it is considered spent.

Media status update, briefings and presentations

Kim Melchor, City of Colorado Springs Lead Communications Specialist, presented on how the Communications team develops and releases Stormwater/2A messaging.

- It's important to let the public know how and why the city is investing in stormwater infrastructure and encourage citizens to keep the waterways clean.
- List of the many items they have posted about.
- Many projects promoted on social media and the Nextdoor app.
- Pictures, promotions, news stories, and the Sand Creek stabilization project was the highlight for this year's projects.
- We remain active throughout the year to let the public know what projects are ongoing and upcoming.
- Suggests the board follow the City of Colorado Springs on social media.

Board asked:

- Could we get out additional information distributed to customers through Colorado Springs Utilities? Possibly including project updates on the back of utilities bills.
- Mailers for a 'project of the month?'
- Quarterly newsletter?

Richard asked the committee- what other ideas do you have for outreach? They said:

- Get on local news
- Business connect lunches from the Chamber
- Local groups for education
- Local media

Brian Kelley reviewed 2019 projects and 2018 projects (got through page 13/25). Committee received full list of projects over email from Brian.

The review included a list of projects and discussion of their location, scope, benefits, date projected, stormwater construction cost, and photos

Report on lawsuit:

From Richard: the judge found that we violated our permit on each of the three sites in question. Penalties have not been levied. The bottom line was YES, the city violated its permit. Very small part of the litigation as a whole. We have to wait and see what the plaintiffs want to do. Always opportunity for a settlement path. That was only three sites of nearly 200. Still a long ways to go.

Future Topics/Additions to Agenda

Approval of minutes from second meeting

Adjournment at 3:57 pm.

Next meeting: February 21