



# City of Fort Bragg

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## Meeting Minutes Finance and Administration Committee

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Wednesday, December 6, 2017

11:00 AM

Town Hall, 363 N. Main Street

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### MEETING CALLED TO ORDER

Chair Peters called the meeting to order at 11:03 AM

### ROLL CALL

Staff Present: City Manager Linda Ruffing, Finance Director Victor Damiani, Government Accountant II Isaac Whippy and Administrative Assistant Brenda Jourdain.

**Present:** 2 - Lindy Peters and Will Lee

### 1. APPROVAL OF MINUTES

1A. [17-617](#) Approve Minutes of November 1, 2017

A motion was made by Committee Member Lee, seconded by Committee Member Peters, that these Committee Minutes be approved for Council review. The motion carried by a unanimous vote.

### 2. PUBLIC COMMENTS ON NON-AGENDA ITEMS

\* None.

### 3. CONDUCT OF BUSINESS

3A. [17-618](#) Receive Report and Consider Recommendation to City Council Regarding Changing Utility Bill Delinquency Dates

The Committee reviewed the report prepared for this item. The committee report was presented by Finance Director Damiani who further explained the information in report.

Public Comment:

\* None.

Discussion:

\* Finance Director Damiani commented that this item had previously been brought to the Finance and Administration Committee (FAC) and he waited to bring back to committee because of the need to make sure the new schedule worked with staff, research on changing the Municipal Code and addition of a companion resolution.

\*Damiani explained the changes to Ordinance 935-2018:

- Section 2. - "water billing periods and delinquency dates" added to first sentence.
- Section 2. - "A water bill shall be deemed delinquent if not paid by the last day of the billing month" deleted from ordinance.

\* Damiani explained the proposed companion resolution setting water billing periods and delinquency dates.

He explained important wording:

- Water billing period to be the 10th day of the month following the month of service delivery.
- Water bills are delinquent if not paid by the third of the month following the billing period. If that date is the weekend it will move to the next business day.
- \* The Finance Department was congratulated by the committee for their efforts to accommodate the community and low income citizens.
- \* There was discussion on how many people are on the delinquency list and if this will decrease those amounts.
- \* These change will be brought to the full Council the first meeting in January and if approved to the customers sometime thereafter.

**Committee recommends moving forward to the full Council for action.**

**3B. [17-619](#)** Receive Report on Interactive Voice Response (IVR) System “Pay by Phone” Program

The Committee reviewed the report prepared for this item. The committee report was presented by Government Accountant II Whippy who further explained information in the report.

Public Comment:

- \* None.

Discussion:

- \* Customer benefits when using the IVR System where explained:
  - Alternative payment option.
  - Customer will not receive a \$5 charge for using their credit card by phone.
  - Reduced customer phone calls to the Finance Department.
  - Accepts all major credit cards and electronic checks.
  - Work station in lobby with kiosk.
  - Customer accounts are updated in real time.
  - Utility Notifications.
  - Proactive engagement with customers.
  - Reduction in late payments.
- \* Customer drawbacks when using the IVR System where explained:
  - Customer will still need their account number to access the system.
  - There will always be customers who will still like to talk to a live employee.
- \* Other City’s use was discussed; IVR System significantly reduced the number on customers coming to the counter and phone call volume with this new system.
- \* The possibility of customized options was discussed for example the ability to go to an operator option.
- \* Implementation, price per month, system security, Spanish translation, increased customer services and dove tailing with old system was discussed.
- \* This system will need to be budgeted in a future budget for implementation.

**No action was taken. This report is for information only.**

**3C. [17-616](#)** Receive Oral Update from Staff on Departmental Activities

- \* The Comprehensive Annual Financial Report (CAFR) is receiving its final touches.
- \* Business licenses renewals will be mailed before the end of the year.
- \* A Temporary Finance Clerk to help with the transition plan due to a retirement will be hired.
- \* The CAFR and First Quarter Financial Report will be brought to City Council.
- \* Received a request from Noyo Center Board President requested the transfer property to the non-profit. This will be brought to Finance and Administration Committee in January.

#### **4. MATTERS FROM COMMITTEE / STAFF**

\* Committee Member Lee inquired about Fiscal Year Quarterly Reports and bringing to FAC Committee starting the beginning of the 2018, Change Orders brought to a Committee, and Public requests about staff times, fee schedule and City processes.

#### **ADJOURNMENT**

Chair Peters adjourned the meeting at 11:47 AM.