



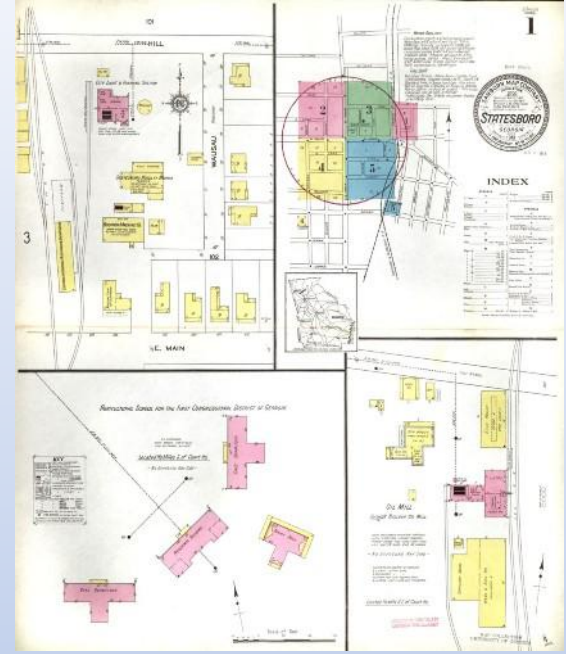
Mayor & Council Work Session

November 19, 2024 at 4:00 P.M



Agenda

1. Transportation Master Plan
2. Natural Gas Presentation
3. Housing Rehabilitation/Reconstruction Presentation
4. Chip Grant Application
5. Unified Development Code Amendments
6. InvoiceCloud Presentation



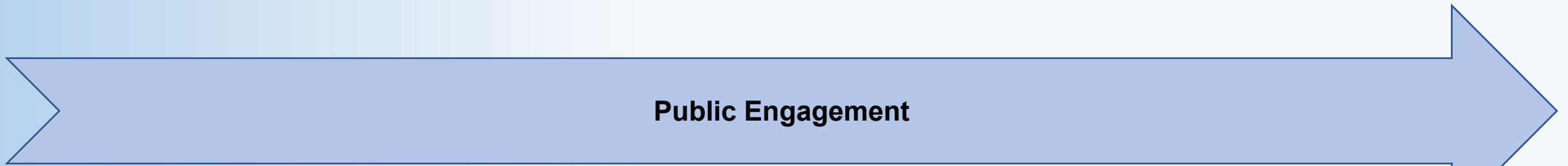
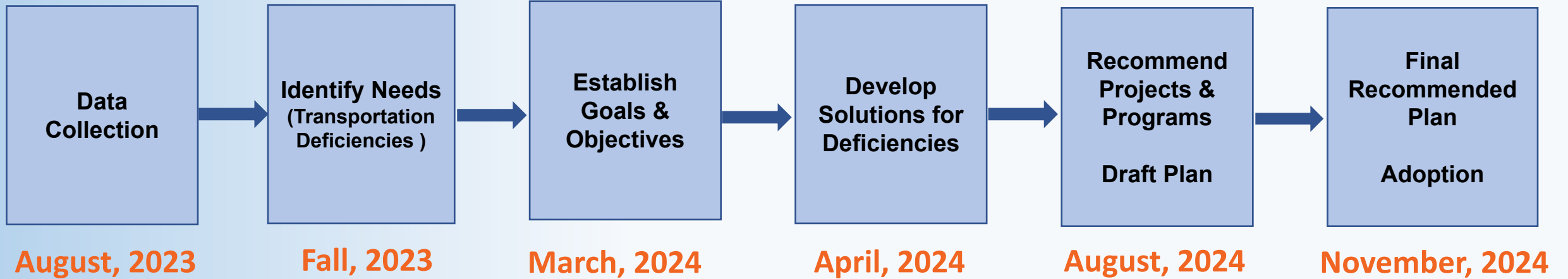
Statesboro Bulloch County Long-Range Transportation Plan Update



**Mayor & City Council
November 19, 2024**



Transportation Planning Process



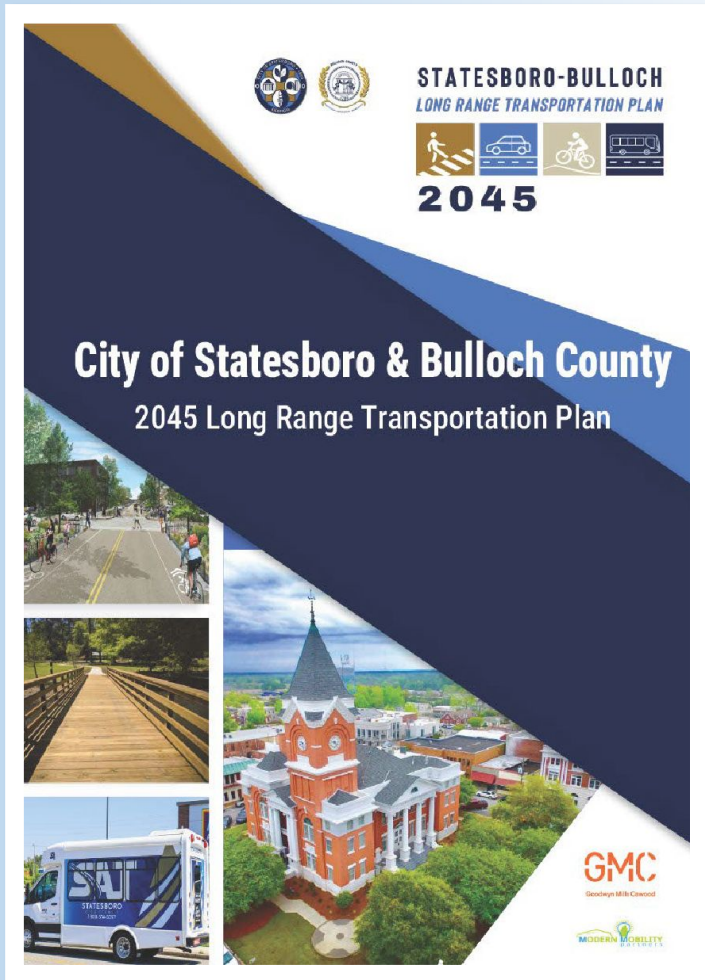
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Public Involvement

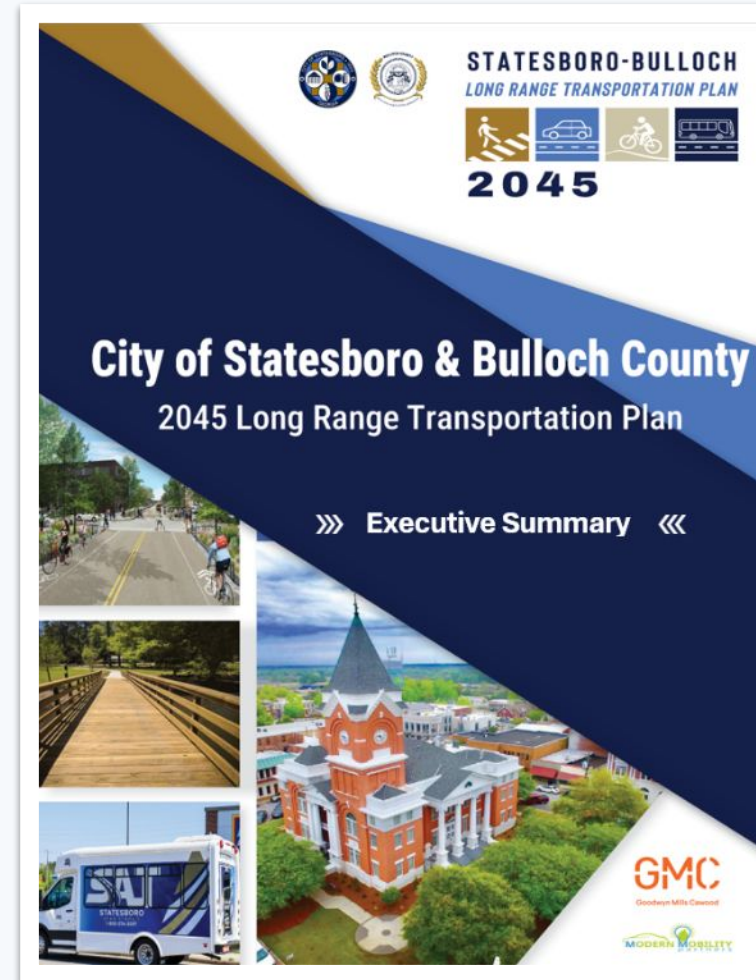
1. Public Open House Workshops:
 - » September 25th 2023 in Statesboro
 - » November 16th 2023 in Brooklet
 - » March 12th 2024 in Statesboro
 - » Thursday September 19th 2024 in Statesboro
2. Online Community Survey – 1,000 respondents
3. Web Site and Social Media – Web Site Updates
4. Technical Advisory Committee – 4 Meetings
5. Mayor and City Council Updates
6. Board of Commissioners Updates



2045 Long Range Transportation Plan



Executive Summary



Universe of Projects

- » 87 Projects
- » Organized by Project Type
- » Listed in Priority Order, based on Technical Advisory Committee and Public Input
- » Bulloch County Projects List
- » City of Statesboro Projects List
- » Connectivity to Regional Projects



Transportation Planning Process

» Consider Public Input - Prioritize

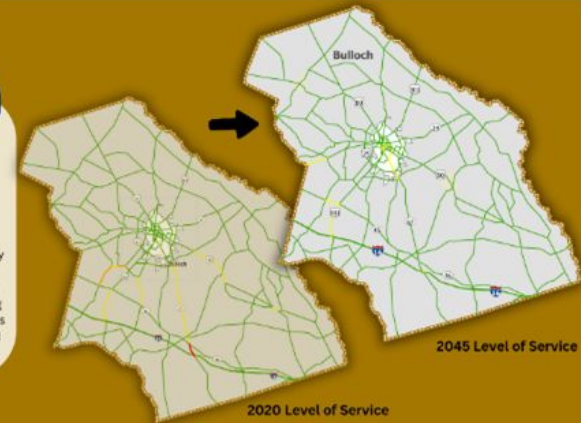
» Travel Demand Model - Visualize

» Evaluation Criteria – Score & Rank

» Funding Availability - Constrain

Visualize Travel Demand Model

Travel demand modeling is an essential component of planning for regional infrastructure improvements. The TDMs can replicate the existing travel demand, forecast future travel demand, identify transportation network deficiencies and prioritize projects, and help analyze the benefits of transportation investments. The critical questions surrounding any transportation investment include not only "Where is a facility needed?" but also "When and why is a facility needed?" These questions can be answered through the perspective provided by regional TDMs. The process of travel demand forecasting uses what is known about the existing world to predict what conditions will be like in the future. It is a projection based on empirical data and foreseeable circumstances.



Prioritize Project Scoring Metrics

Project prioritization was performed to determine how well each project promotes the goals and objectives. Projects were prioritized using a three-step process called the Project Prioritization Process.

Step 1: Identify the Universe of Projects

The project team, City, and County staff, identified the Universe of Projects based on a data-driven needs assessment, public input, and a comprehensive review of state, regional, and local transportation plans.

Step 2: Score Projects

23 project evaluation criteria were developed to measure each project's ability to address the six (6) Project Goals as well as two (2) additional Federal funding categories. Every project from the universe of projects, was compared to all of the project evaluation criterion and assigned a score. Project scores were then used to determine priority. A higher score represents a higher priority project. Projects were further categorized as either very high priority, high priority, medium priority, or low priority.

Step 3: Rank Projects

The final step in the project prioritization process was to rank each project according to its project score, resulting in a prioritized project list.

Project: Construct connector road between Bethany Lane and Bruce Drive				
Scoring Metric	Project Result		Result	Score
	Percent improvement over base year:			
Metric 1: Reduction of Vehicle Hours Traveled	>15%	4	2%	1
	10%-15%	3		
	5%-10%	2		
	<5%	1		
Metric 2: Level of Service (LOS)	Does not increase VMT	0	No	0
	Increases VMT	-1		
Total: 1				

Example of a project being compared to two project evaluation criterion

Constrain Funding Sources

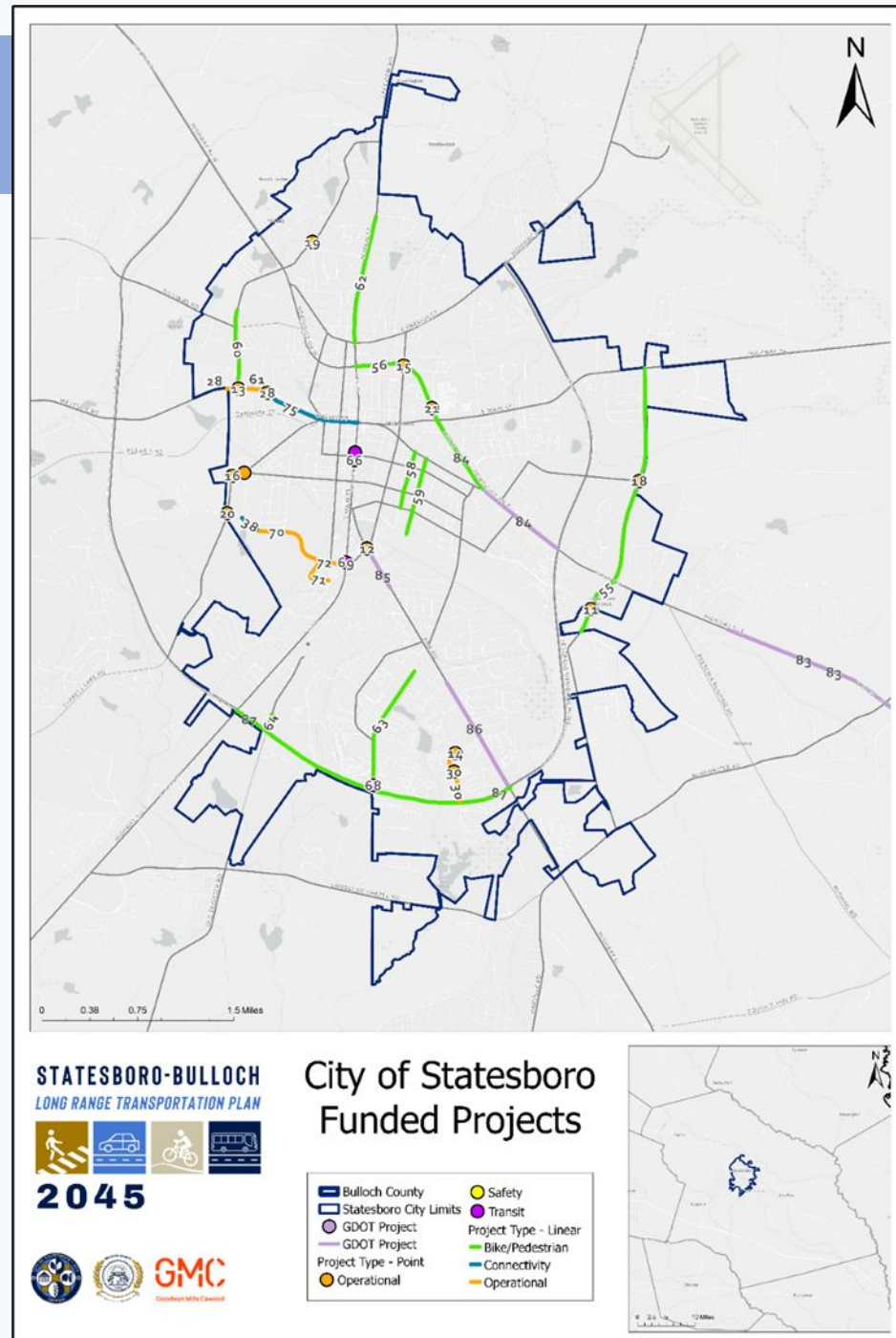
For Bulloch County and the City of Statesboro, the primary revenue sources for transportation projects are the Transportation Special Purpose Local Option Sales Tax (TSPLOST) and the Local Maintenance and Improvement Grant (LMIG). TSPLOST funds are allocated distinctly for road and transit improvements within the Statesboro budget. Given that the total estimated costs of proposed projects significantly exceeded available revenue, developing a fiscally constrained project list was crucial. The prioritization process, alongside the estimated project costs, facilitated the identification of high-priority projects eligible for funding under the Long-Range Transportation Plan (LRTP) Update.

Source	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Bulloch County						
TSPLOST	\$ 8,500,000	\$ 8,500,000	\$ 8,500,000	\$ 8,500,000	\$ 8,500,000	\$ 8,500,000
LMIG (GDOT)	\$ 1,750,000	\$ 1,750,000	\$ 1,750,000	\$ 1,750,000	\$ 1,750,000	\$ 1,750,000
TAP	\$ 650,400	\$ 4,232,300				
Total	\$ 10,900,400	\$ 14,482,300	\$ 10,250,000	\$ 10,250,000	\$ 10,250,000	\$ 10,250,000
City of Statesboro						
TSPLOST Roads	\$ 4,194,000	\$ 5,592,000	\$ 5,592,000	\$ 5,592,000	\$ 5,592,000	\$ 1,396,000
TSPLOST Transit	\$ 450,000	\$ 600,000	\$ 600,000	\$ 600,000	\$ 600,000	\$ 150,000
LMIG (GDOT)	\$ 1,689,000	\$ 0	\$ 300,000	\$ 300,000	\$ 300,000	\$ 300,000
Total	\$ 6,323,000	\$ 6,192,000	\$ 6,492,000	\$ 6,492,000	\$ 6,492,000	\$ 1,846,000
Combined						
Total	\$ 17,223,400	\$ 20,674,300	\$ 16,742,000	\$ 16,742,000	\$ 16,742,000	\$ 12,096,000

Fiscally Constrained Plan

- » City of Statesboro
- » 30 Projects funded 2025 -2030
- » Representing over \$27 million in Projects

Project Priority Number	Project ID Number	Project Type	Description	Priority	Cost	Funding Source
FY 2025						
25-1	66	Transit	Transit pull off at South Main at Queensboro Bank	Very High	\$400,000	TSPLOST Transit
25-2	61	Bike & Pedestrian	Construct sidewalks at West Main Street from Stockyard Road to Foss Street.	Very High	\$350,000	TSPLOST Roads
25-3	63	Bike & Pedestrian	Construct bike lanes/multi-use trail at Lanier Drive from Georgia Avenue to Veterans Parkway	Very High	\$2,000,000	TSPLOST Roads
25-4	60	Bike & Pedestrian	Construct sidewalks at Stockyard Road from Bryant's Landing to West Main Street	Very High	\$200,000	TSPLOST Roads
25-5	64	Bike & Pedestrian	Construct bike lanes/multi-use trail at Old Register Road from RAC parking lot to Veterans Parkway.	Very High	\$500,000	TSPLOST Roads
25-6	62	Bike & Pedestrian	Construct sidewalks at North Main Street from Parrish Street to Fletcher Drive	Very High	\$500,000	TSPLOST Roads
25-7	58	Bike & Pedestrian	Construct sidewalks and bike lanes at College Blvd from Savannah to Brannen Street	Very High	\$500,000	TSPLOST Roads
25-8	21	Operational	Intersection improvements at Turner Street at Northside Drive	Very High	\$572,000	TSPLOST Roads
25-9	15	Operational	Intersection improvements at Zetterower and Northside Drive	High	\$600,000	TSPLOST Roads
25-10	59	Bike & Pedestrian	Construct sidewalks and bike lanes at Park Ave. from Savannah to Brannen Street	High	\$200,000	TSPLOST Roads
FY 2026						
26-1	67	Transit	Transit pull off South Main at Library	Very High	\$348,765	TSPLOST Transit



Summary

The City of Statesboro will use this LRTP update to improve the transportation system over the next 5 years. Together, we:

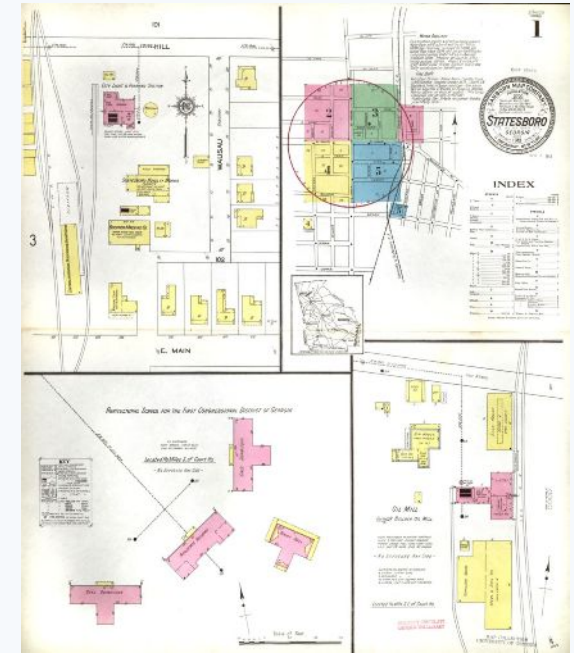
1. Identified existing and future transportation challenges for all travel modes;
2. Developed recommendations with both public input and data analysis; and
3. Prioritized projects to be implemented within available funding limits.





SOUTH MAIN STREET LOOKING SOUTH, STATESBORO, GA.

109237



Thank You!



GMC

**PUBLIC
AWARENESS FOR
EMERGENCY &
PUBLIC
OFFICIALS**



OVERVIEW

- Introduction/Purpose
- Natural Gas 101
 - How Natural Gas is Formed
 - Natural Gas Applications
 - Benefits of Natural Gas
 - Pipeline Purpose
 - Pipeline Materials and Sizes
- Natural Gas Operators in Your Area
- Identifying Pipelines
 - Damage Prevention
- Natural Gas Safety
 - Characteristics and Properties
 - Leak Recognition
 - Leak Response



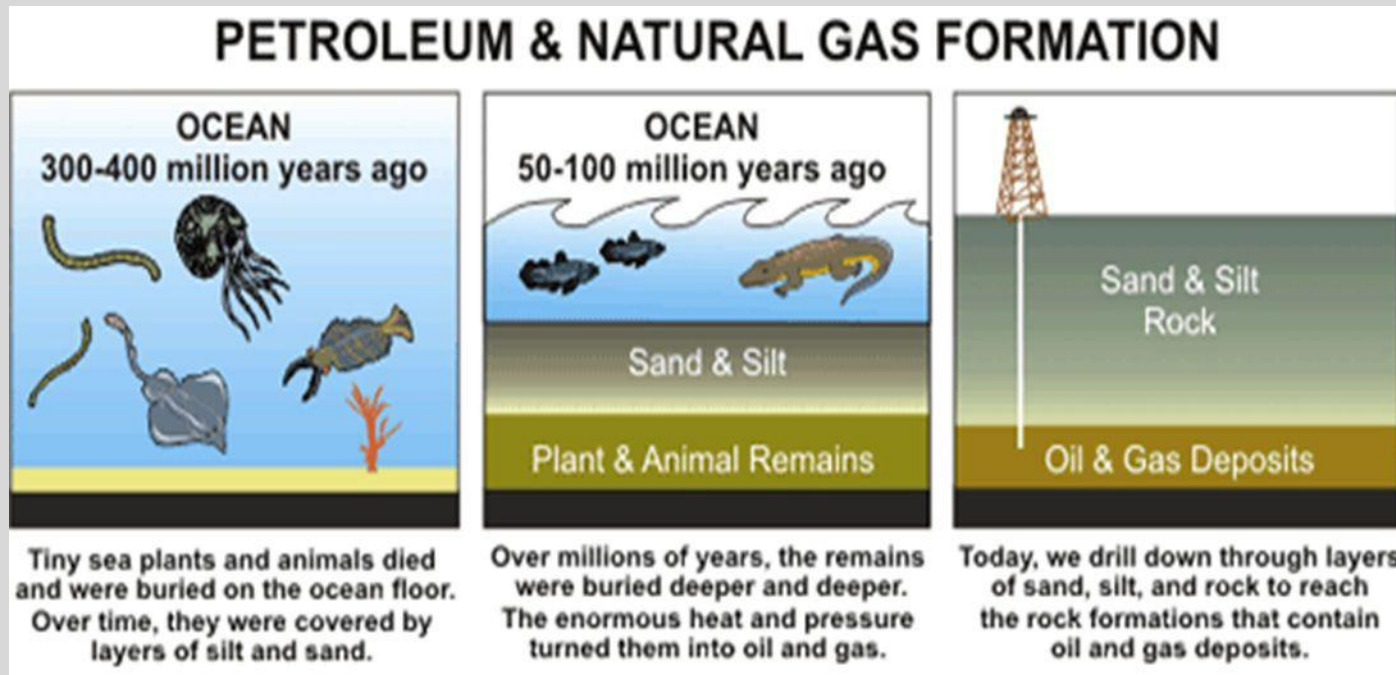
INTRODUCTION/PURPOSE

- The purpose of this presentation is to communicate relevant information to Emergency Responders and Public Officials regarding natural gas and natural gas safety in the surrounding counties; AND
- To meet the following Federal and State regulations:
 - §192.615(c) – Liaison with Emergency Responders & Public Officials
 - §192.616 – Public Awareness
 - 515-9-7-.01 – County Wide Safety Plans

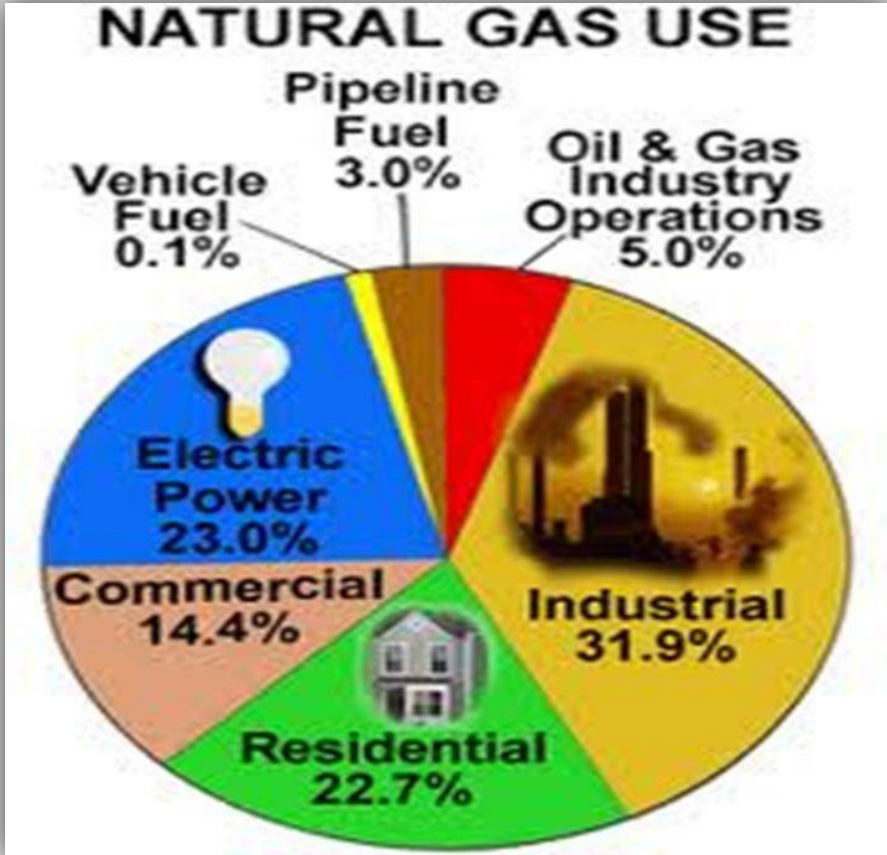


HOW IS NATURAL GAS FORMED?

(SOURCE – WWW.EIA.DOE.GOV)



NATURAL GAS APPLICATIONS



BENEFITS OF NATURAL GAS

- It is the cleanest burning fuel of all fossil fuels
 - 60% of Americans agree that natural gas is an environmentally-friendly energy source

(Source – www.comfortableresponsible.org press release)

- The majority of the natural gas used in the U.S. comes from North America
- Energy efficient
- Dependable source of energy with proven reserves for the foreseeable future



PIPELINE PURPOSE

- The natural gas operators in your area receive natural gas from Southern Natural Gas
- Commonly called the “City Gate”
 - Measures the flow of gas from the transmission pipeline operator to the local utility
 - The local utility usually reduces the operating pressure and may add an odorant



The local utility will then transport the natural



PIPELINE

MATERIALS

- Typically, natural gas pipelines consist of steel and/or plastic (PE) which are designed to operate at various pressures
 - Other older materials may still be in existence such as “PVC”, “Cast-Iron”, “Copper”.
- As an industry, the older materials are being replaced by either steel or plastic (PE)
 - Steel is more resistant to third-party damage and may be operated at higher pressure
 - Steel pipelines also have protective coatings applied to protect the pipe against corrosion
 - Plastic (PE) is more commonly used in distribution systems
 - Older plastic (PE) piping may be ‘orange’, “pale-pink”, or “black” in color
 - Newer plastic (PE) piping is “yellow” or “black with yellow striping” in color



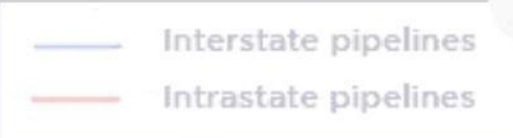
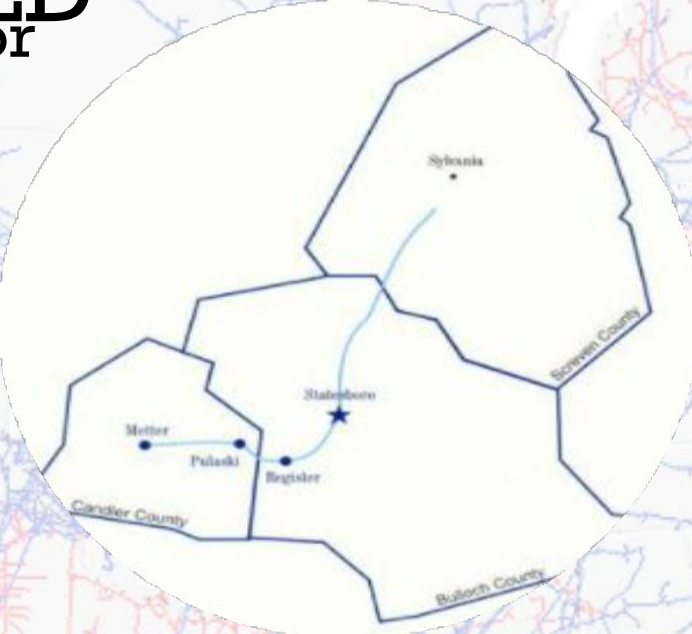
PIPELINE SIZES

- Typically, the pipelines in your area make up an underground distribution system of main lines and service lines that vary in size
 - Main lines are typically 2-inches in diameter and when installed are located roughly 2 feet below the surface
 - Service lines are typically $\frac{1}{2}$ " to $\frac{3}{4}$ " in diameter and buried roughly 12-18 inches below the surface



NATURAL GAS OPERATORS & AREAS SERVED

- Statesboro
-
- Metter
- Sylvania



IDENTIFYING PIPELINES

- Because most natural gas facilities are underground, it may not always be apparent where, or even if, natural gas pipelines are present
 - Most people are actually unaware of what is beneath the ground
 - Natural Gas, Water, Phone, Power, Sewer & Storm Water, CATV
- One of the **most** important ways to determine if pipelines are in your area is to look around you



IDENTIFYING PIPELINES

- Pipelines are marked by aboveground signs to give notice to the public of the presence of a pipeline in the general area (Note: **these** signs only serve notice of a pipeline in the area)
 - These signs will also denote the product being carried in the pipeline along with the Company's name and 24 hour contact information.



OTHER INDICATORS OF PIPELINES

- Pipeline right-of-ways



- Regulator stations



IDENTIFYING PIPELINES: DAMAGE PREVENTION

- **What is 811?**
 - **A FCC-designated national N-11 number for homeowners and professional excavators to call before digging. 811 calls are directed to the local One-Call Centers and the affected utilities will then mark underground lines for free.**
 - **The national 811 campaign has helped to increase awareness among the public about the importance of having utility lines marked before digging.**

Source: FAQ's

www.call811.com



IDENTIFYING PIPELINES: DAMAGE PREVENTION



- **Why Call Before You Dig**

- Notifying 811 before you do any mechanized digging is important for many reasons: your safety, and the safety of those near your digging project; preventing environmental damage and utility service interruptions; and, avoiding project delays, expensive repairs and legal problems. **In**

Georgia, it's the law! For safety's sake, it's always best to notify 811 about any digging project you may have – even if your project is small.



IDENTIFYING PIPELINES: DAMAGE PREVENTION

- The natural gas operators in your area work to educate its customers, residents, and contractors about the importance of complying with State “Call Before You Dig” requirements using various methods:
 - Radio Ads (accomplished through the GA Utilities Protection Center)
 - Direct Mailings to Customers
 - Newspaper Ads
 - Group Meetings



NATURAL GAS SAFETY

CHARACTERISTICS AND PROPERTIES

- Natural gas occurs naturally and consists mostly of methane. Other gases such as propane, ethane, nitrogen, and carbon dioxide may also be present when the gas reaches the end user

Methane	94% - 96% by volume
Ethane	2.4% by volume
Propane	0.3% by volume
Butane	0.1% by volume
Nitrogen	0.4% by volume
Carbon Dioxide	0.8% by volume
Misc. Gases	0.1% by volume



NATURAL GAS SAFETY

CHARACTERISTICS AND PROPERTIES

- Natural gas is non-toxic, however, if natural gas displaces the oxygen in a room, asphyxiation may occur
- Natural gas, in its “natural state” is:
 - Colorless
 - Odorless
 - Tasteless
 - Compressible
 - Flammable
- An odorant is added to the natural gas, usually called “Mercaptan”, to give it its own unique smell that is normally associated with “Rotten Eggs”. Other gases such as propane also have an odorant added to give it its own unique smell as well



NATURAL GAS SAFETY

CHARACTERISTICS AND PROPERTIES – EXPLOSIVE LIMITS

- Natural gas requires the right mixture of oxygen and natural gas before ignition can occur
- The amount of gas-in-air must be within a specific range; this range is commonly referred to as the explosive limit of natural gas
- The explosive limit of natural gas is expressed as:
 - Lower Explosive Limit of Natural Gas
 - Referred to as L.E.L
 - Approximately 5% gas-in-air
 - Less than 5% gas-in-air and the mixture will be “too lean” and ignition cannot occur
 - Upper Explosive Limit of Natural Gas
 - Referred to as U.E.L
 - Approximately 15% gas-in-air
- Note: the percentage of gas-in-air will be different at various locations around a leak and can change in any given location due to air currents and the introduction of additional gas. These differences and changes may quickly produce an explosive mixture where one did not previously exist



NATURAL GAS SAFETY

CHARACTERISTICS AND PROPERTIES – SPECIFIC GRAVITY

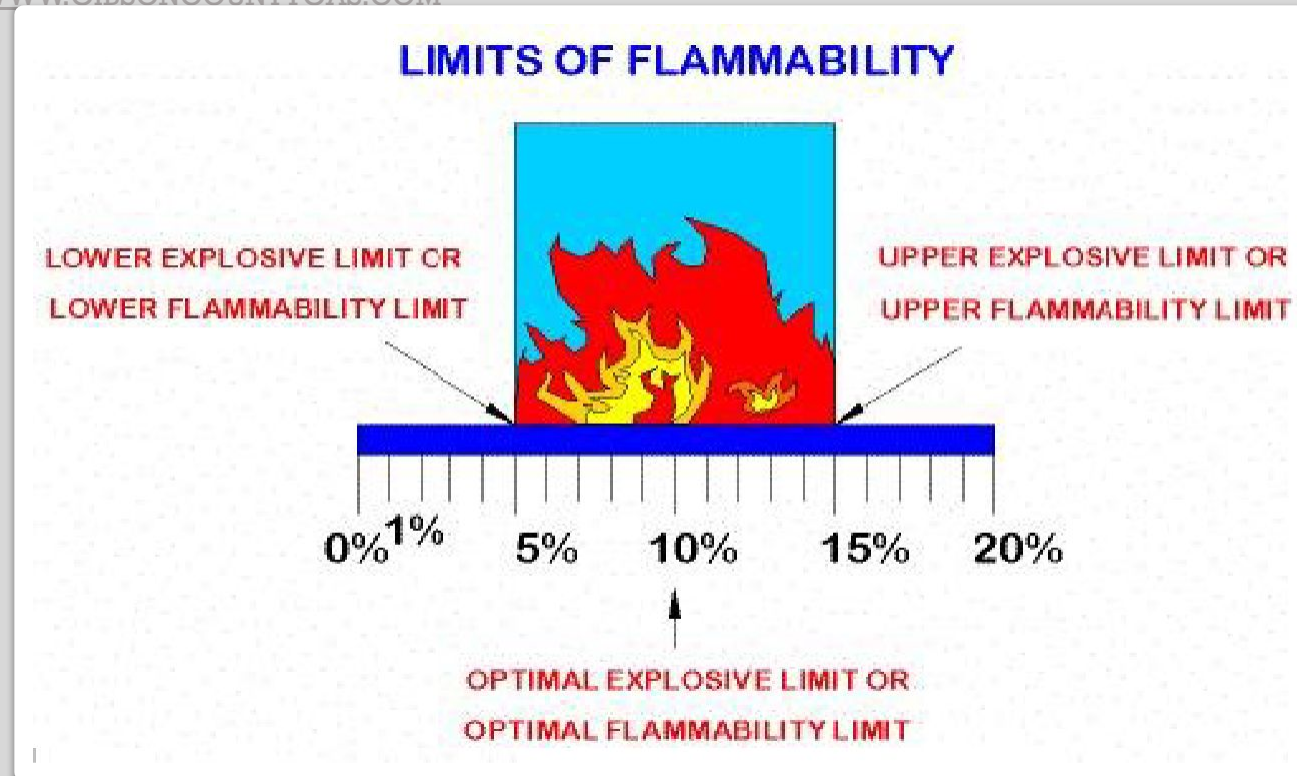
- Specific gravity can be defined as the ratio of the same volume of air as measured under the same temperature and pressure
- Natural gas is lighter than air; natural gas will seek the path of least resistance and rise where possible

	Air	Natural Gas	Propane	Gasoline
Specific Gravity	1.0	0.6	1.5	N/A
Ignition Temp. °F	N/A	1004	850 - 950	495
% L.E.L	N/A	5	2.2	1.4
% U.E.L	N/A	15	9.5	7.6



EXPLOSIVE RANGES OF NATURAL GAS

SOURCE: WWW.GIBSONCOUNTYGAS.COM



LEAK RECOGNITION

- Sometimes leaks from pipelines do happen. The best ways to detect a leak from a pipeline in your area is to use your senses of:



- If you see dead or discolored vegetation that is otherwise green along the right-of-way; or see a cloud of vapor not usually present along a street or right-of-way



- If you smell an unusual odor or scent of petroleum along a street or right-of-way



- If you hear an unusual hissing or roaring sound along a street or right-of-way



LEAK

GENERAL PUBLIC

RESPONSE

- If you have detected the signs that a leak may have occurred, the general public should take the following actions:
 - Evacuate the premise/area immediately to a safe distance
 - Do not light a match or lighter, start an engine, use a telephone (including cell phone), switch on/off light switches or do anything that may create a spark
 - From a safe location, call 9-1-1 or the local gas company and report the possible leak
 - If a customer has called from their home and suspect that they have a leak inside and the information obtained from that caller indicates a hazardous situation, have the customer evacuate the premise/area immediately to a safe distance; and
 - Notify them that they should not create any potential sources of ignition by turning on/off any switches or other devices/appliances that may create a potential source of ignition
 - Ask them NOT to hang up the phone, place the receiver down and leave the premise/area
 - Ask them not to re-enter the premise/area until been told that it is safe to do so by Emergency Responders or gas company personnel



LEAK RESPONSE - EMERGENCY

RESPONDERS

- **Notify the pipeline company immediately**
- Approach the scene with caution, if possible from upwind, look for clues that a pipeline is involved
- Do not park over manhole or storm drain covers
- Establish isolation zones and set up barricades
- Do not create any source of possible ignition by smoking, lighting of lighters or matches, turning on or off of any electrical switches, appliances, cell phones, etc.
- Do not attempt to remove the power meter to a premise, building, or structure as this may create a possible source of ignition



- If possible, ventilate buildings and structures by opening windows and doors to the outside
- If mechanized equipment is running, do not attempt to shut off the equipment – In some cases the equipment may not shut off because of the intake of gas – Attempting to shut off the equipment could also create a possible source of ignition
- Do not attempt to move or start equipment as this could create a possible source of ignition
- Do not allow persons, other than trained personnel, to enter the area



EVACUATION DISTANCES IN FEET

		Pipeline Size (inches)											
		4	6	8	10	12	16	20	22	24	30	36	42
Pressure (psig)	100	91	137	182	228	274	365	456	502	547	684	821	958
	200	129	193	258	322	387	516	645	709	774	967	1161	1354
	300	158	237	316	395	474	632	790	869	948	1185	1422	1659
	400	182	274	365	456	547	730	912	1003	1094	1368	1642	1915
	500	204	306	408	510	612	816	1020	1122	1224	1529	1835	2141
	600	223	335	447	558	670	894	1117	1229	1340	1675	2011	2346
	700	241	362	483	603	724	965	1206	1327	1448	1810	2172	2534
	800	258	387	516	645	774	1032	1290	1419	1548	1935	2322	2709
	900	274	410	547	684	821	1094	1368	1505	1642	2052	2462	2873
	1000	288	433	577	721	865	1154	1442	1586	1730	2163	2596	3028
	1100	302	454	605	756	907	1210	1512	1664	1815	2269	2722	3176
	1200	316	474	632	790	948	1264	1580	1738	1896	2369	2843	3317
	1300	329	493	658	822	986	1315	1644	1809	1973	2466	2959	3453
	1400	341	512	682	853	1024	1365	1706	1877	2047	2559	3071	3583
	1500	353	530	706	883	1060	1413	1766	1943	2119	2649	3179	3709
	1600	365	547	730	912	1094	1459	1824	2006	2189	2736	3283	3830

(Not applicable for Butane, Propane, or other Hazardous Liquids)

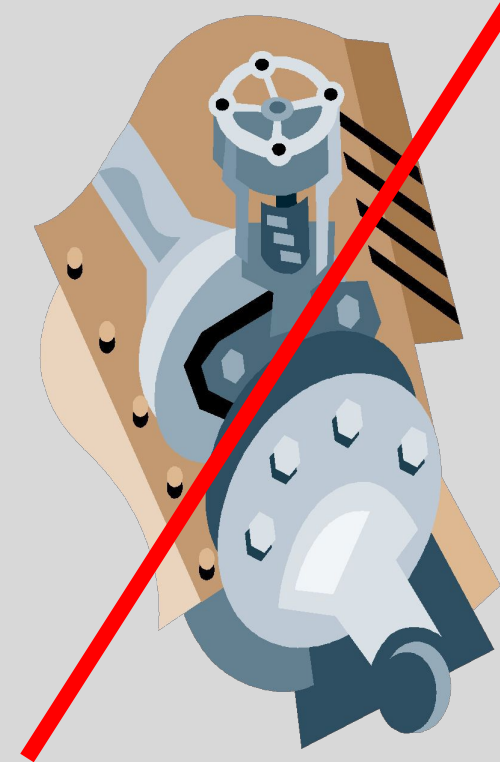
The formula used to calculate distance was taken from the Gas Research Institute Report GRI-00/0189, *A Model for Sizing High Consequence Areas Associated with Natural Gas Pipelines*, 2001, prepared by C-FER Technologies. That model does not take into account wind or other factors which may greatly influence specific conditions. Users are advised that the distances shown in Table 1 are considered to be “general information” only and are not intended to replace a site specific risk analysis. The presenter, or the company he/she represents, makes no warranty with respect to the usefulness of this information and assumes no liability for any and all damages resulting from its use. Anyone using this information does so at their own risk.



LEAK RESPONSE - EMERGENCY

RESPONDERS

- Do not operate underground valves
 - Only qualified gas department personnel should be permitted to operate underground valves
 - Closing valves may create an unintended, unsafe situation in another part of the system
- For emergency responders, to protect life and property, the closing of a service valve at the meter is permitted
- Do not use “home-made” squeeze-off tools or “fold-over” a plastic pipeline in an attempt to shut off the flow of gas on plastic pipelines because of the following inherent dangers:
 - Damage to the pipe wall by using improper equipment
 - Static electricity buildup on the pipe wall of plastic pipelines may create a possible source of ignition
 - Possible static buildup on a person’s body may also be present thus creating a possible source of ignition



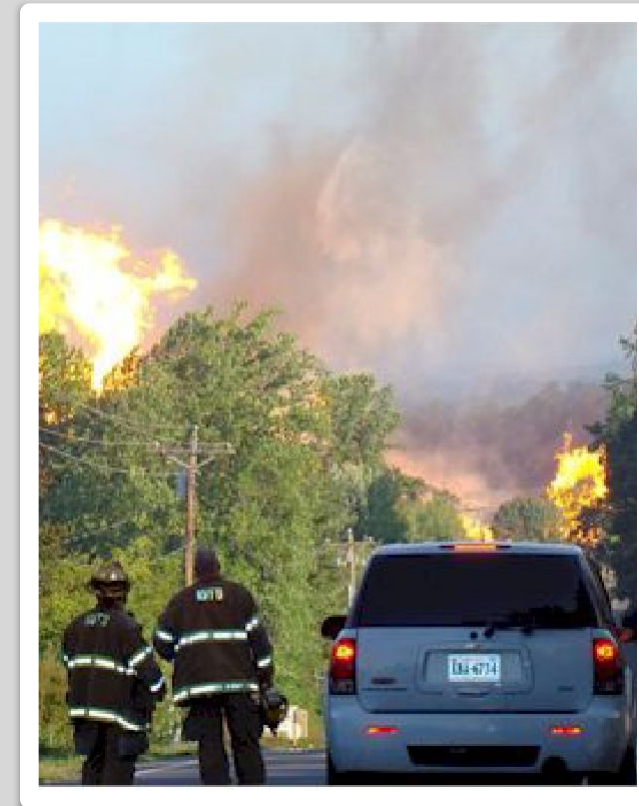
LEAK RESPONSE - EMERGENCY RESPONDERS

- If at the arrival on the scene there is a fire being fed by natural gas or other pipeline product and there is **no immediate danger to life or property**, Let the primary fire burn. Eliminate potential ignition sources.
- Cool surrounding structures, equipment, and vessels – Because water is an inefficient way to fight fuel fires, use a fog pattern, not a straight stream of water
 - Do not inhale fumes, smoke, or vapor
 - Once the primary fire is out, beware of hot-spot re-ignition
- Do not operate pipeline equipment



LEAK RESPONSE SUMMARY

- Remember, the primary concern when dealing with a gas pipeline emergency of any kind is to protect people first, then property. Some steps to remember are:
 - Rescue and Evacuate People (Upwind of the Location)
 - Contact the Pipeline Operator
 - Park Vehicles a Safe Distance from the Incident and Turn Off Engines
 - Secure the Scene
 - Do not Attempt to Operate Pipeline Valves (Other than service valve at meter)
 - Eliminate Ignition Sources
 - Let the Primary Fire Burn (If no danger to people and property)
 - Use Fog Spray only to protect Surrounding Exposure



CONTACT INFORMATION

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Public Utilities Office

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public.utilities@statesboroga.gov



Housing Rehabilitation Program Update



Development Status

- The Housing Rehabilitation Program has been active since approval in 2022.
- The program has awarded over \$3.7 million towards both rehab and reconstruction in the community.
- We have worked through multiple properties, correcting some small issues, and some major.



Completed Rehabilitation



Before Rehab

After Rehab



Completed Rehabilitation



Before Rehab

After Rehab



Completed Rehabilitation



Before Rehab

After Rehab



Second Application Period

- After review of the second group of homes it was determined that only a small number were available for rehabilitation.
- This substantially decreases the amount of ARPA funds that could be committed in an additional rehab bid packet.

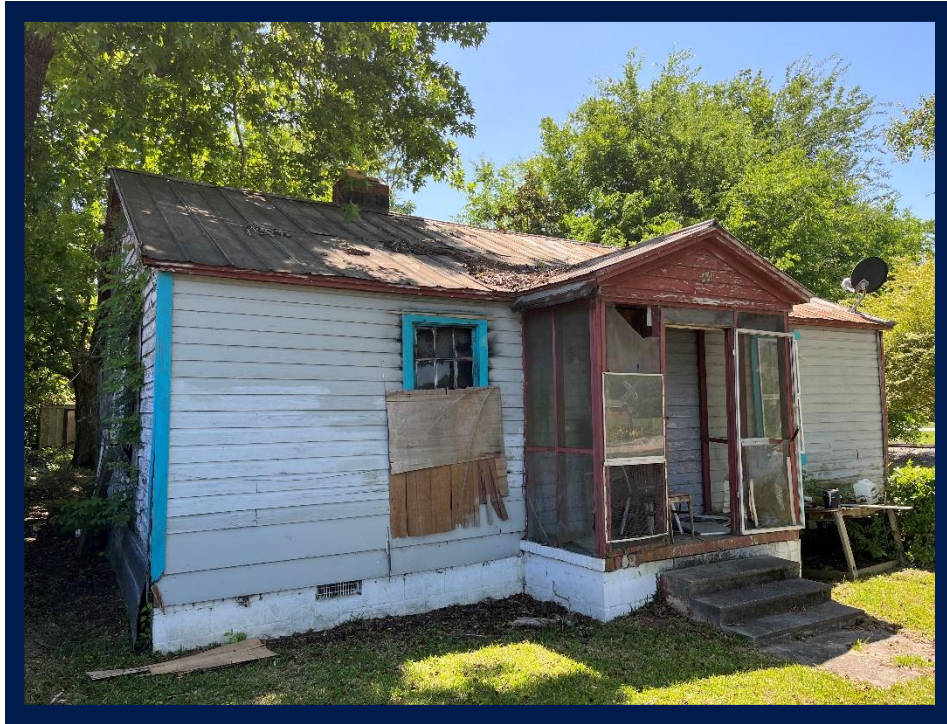


Reconstruction Homes

- The first reconstruction home is now occupied.
- The second reconstruction home has an issued permit for demolition and reconstruction, and is currently underway.
- On September 11, bids were opened to award contracts on an additional 4 reconstruction homes.



Completed Reconstruction

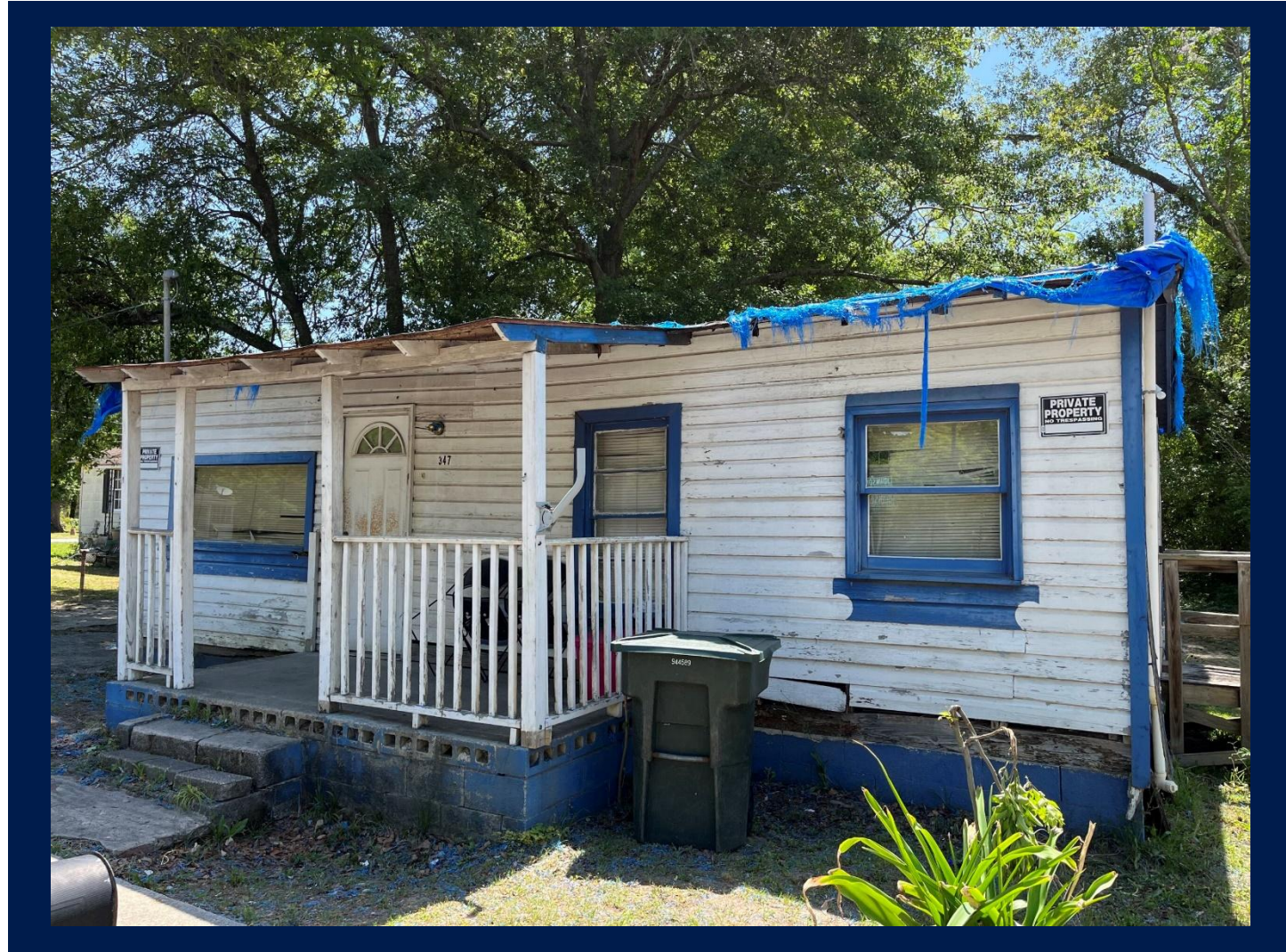


Original Home

New Construction



Ongoing Projects



Second Application Period Results

- Due to the number of individuals in the program who have lived in dilapidated homes from the beginning of the program, it is recommended that the highest rated reconstruction homes, be packaged with the remaining rehab houses.



Potential Projects



Potential Projects



Potential Projects



Potential Projects



Potential Projects



Rating Criteria

- Ratings for the Program is broken into a number of factors:
 - Income Categories
 - Special Population Scores (Disability or Elderly)
 - Severe System Rating
 - Rehabilitation Cost & Cost Effectiveness



Questions?



Community Home Investment Program



Notice of Funding Eligibility

- The Georgia Department of Community Affairs releases an application for the CHIP program annually to award Community HOME Investment Program (CHIP) grant funds to local government, nonprofit, and public housing authority applicants.
- For the 2024 program, 5 awards will be made to the top scoring applications for new construction/reconstruction of affordable single-family homes.
- As a GICH Senior Year Community, we have been given a competitive edge in the Notice of Funding Eligibility.



Project History

- In 2023, the City in collaboration with Agape Worship Center demolished multiple dilapidated units on Pine Street. These vacant lots are currently underutilized and a part of the overall development strategy for the neighborhood.



Original Lot Makeup



Available Pine Street Lots



General Project

- The lots on Pine Street would be eligible for CHIP Funding, but there are additional homes not currently treated by the Housing Rehabilitation Program in the area that could also benefit from the funding.
- The general project would consist of the development of the lots owned by Agape Worship Center by our local Habitat for Humanity affiliate, with additional reconstruction homes treated through the bid process.



Available Pine Street Lots



CHIP Application

- A resolution to apply for the CHIP Grant is currently on the Council Agenda for this evening.
- If approved, City staff will begin the contracting process in order to finalize the application.



Questions?



Unified Development Code Update



Background

- On September 19, 2023 the City Council adopted the Unified Development Code in order to enhance the dated language found in the prior Zoning and Subdivision Ordinances.
- Over the course of the year since adoption, there has been a significant decrease in the number of variances being requested, as more flexibility has been added to allow for development.
- A number of issues have emerged in the Ordinance since that time.



Scrivener's Errors

- Some sections of the Ordinance have been noted as having inconsistencies not identified in the original intent of the Ordinance.
- Examples include simple language such as height allowances referring to separate heights in reference tables, and items listed for special use permits while actually being considered a “by-right” use.



Additional Changes

- Some sections of the Ordinance have been added with good intent, but cannot be well implemented with the current development patterns of the City.
- Specific examples include setback allowances in the MX (Mixed-Use) district which has a maximum front yard setback of 10 feet. This particular item doesn't take into account new parking lot development.
- There also needs to be additional clarification on a number of items directly related to the development and protection of Multi-family residences across the City.



Amendment Plan

- Staff is currently preparing a list of amendments to the Ordinance for the Council.
- These items will be brought to the Planning Commission on December 3rd for a recommendation, followed by a first reading by the Council on the 17th.



Questions?



InvoiceCloud – Enhancement to Customer Service



In an effort to continue to improve customer service, we would like to contract with InvoiceCloud as an enhancement to our current software.

InvoiceCloud would ease the process for one-time and registered payments – currently a customer has to know the exact amount of their last payment in order to make any payments online.



The need to know the last payment amount is no longer needed with InvoiceCloud.

The number of phone calls to a Customer Service Representative is reduced.



InvoiceCloud would notify customers enrolling in auto pay of expiring credit cards automatically and allow them to update it anytime in the portal.

InvoiceCloud would enable those not signed up for e-billing to receive email and text notifications automatically.



Currently, only those enrolled in e-billing/paperless get any kind of electronic notification.

With InvoiceCloud, once a customer uses it, they would receive electronic notifications regarding their bill.

InvoiceCloud would work to encourage more people to enroll in e-billing. We are NOT proposing eliminating paper bills.



InvoiceCloud would charge the customer a 2.5% online convenience fee, customers currently pay a 2% fee for both in house and online. The City pays 1.25% convenience fee for inhouse and online credit card payments.

The credit card transaction fee to the City would be reduced by \$.25 per transaction, we currently pay \$1.35 per transaction.

By implementing InvoiceCloud, the City could have a potential savings of \$34,600 a year.



Questions?

