

COUNCIL MINUTES

February 24, 2014

The City Council of the City of Mesa met in a Study Session in the lower level meeting room of the Council Chambers, 57 East 1st Street, on February 24, 2014 at 5:07 p.m.

COUNCIL PRESENT

Scott Smith
Alex Finter
Christopher Glover
Dennis Kavanaugh
David Luna
Dave Richins
Scott Somers

COUNCIL ABSENT

None

OFFICERS PRESENT

Christopher Brady
Debbie Spinner
Dee Ann Mickelsen

(Mayor Smith excused Councilmember Somers from the beginning of the meeting; he arrived at 5:16 p.m.)

1. Review items on the agenda for the February 24, 2014 Regular Council meeting.

All of the items on the agenda were reviewed among Council and staff and the following was noted:

Conflict of interest: None.

Items removed from the consent agenda: None.

2. Hear a presentation, discuss and provide direction on a Utility eBill/SurePay Incentive Program.

Business Services Department Director Ed Quedens provided brief background information relative to the eBill/ePay Incentive Program and introduced Customer Information Services Administrator Priscilla Bertling, who displayed a PowerPoint presentation and highlighted the features of the program. **(See Attachment 1)**

Ms. Bertling advised that the average cost to produce and mail utility bills is \$775,000 annually, which equates to \$5.68 per customer per year. She explained that the eBill/ePay Incentive Program would reduce the cost of credit card fees by \$2 million annually.

Ms. Bertling briefly described the guidelines of the program and indicated that the program will offer a one-time \$20 credit to customers who sign up for the eBill/ePay Incentive Program. (See Page 3 of Attachment 1) She explained that the registration timeline will begin in May and end in

November; will include residential and commercial customers; and that participants must remain in the program for one year before receiving the credit. She added that approximately 115,900 customers are eligible for the program, based on current credit card use. She also discussed the goals and next steps of the program that included a "Going Green" initiative, which would help the environment and save on the cost to produce and mail utility bills. (See Pages 4 and 5 of Attachment 1)

In response to a question by Mayor Smith, Mr. Quedens indicated that the City accepts credit card payments for convenience to the customers and to ensure payment; that the targeted customers for the eBill/ePay Incentive Program are those that use the recurring monthly auto pay credit card; and that walk-in customers and Interactive Voice Response (IVR) system users will continue to have the option to make credit card payments.

A discussion ensued relative to integrating the same service used by other bank systems; that credit card payment options will continue; and the possibility of providing a 3% discount for cash payments as well as different types of notification options.

City Manager Christopher Brady responded that staff would consider different options and suggested moving forward with the eBill/ePay Incentive Program as a pilot program in order to save money. He also commented that he will follow up with the IT Department to work on the other elements discussed by Council tonight.

Vice Mayor Finter suggested that the eBill/ePay Incentive Program be implemented and informed Council that other government entities utilize electronic billing. In addition, he advised that Council provide direction to staff and set a transition date for immediate cost savings.

Mr. Quedens informed the Council that the eBill/ePay Program could have an impact on other City departments that receive credit card payments.

In response to questions from the Councilmembers, Mr. Quedens confirmed that staff is working on adding a mobile application service and merchant kiosks.

Mayor Smith briefly summarized the discussion and stated that staff has requested to move forward with the eBill/ePay Incentive Program and that staff will be bringing back information on whether to implement automatic draft, notification system or combining both options.

3. Hear reports on meetings and/or conferences attended.

Councilmember Somers: Firehouse World Conference

4. Scheduling of meetings and general information.

City Manager Christopher Brady stated that the meeting schedule is as follows:

Tuesday, February 25, 2014, 7:30 a.m. – Sustainability and Transportation Committee

Thursday, February 27, 2014, 7:30 a.m. – Study Session

5. Adjournment.

Without objection, the Study Session adjourned at 5:31 p.m.

SCOTT SMITH, MAYOR

ATTEST:

DEE ANN MICKELSEN, CITY CLERK

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Study Session of the City Council of Mesa, Arizona, held on the 24th day of February, 2014. I further certify that the meeting was duly called and held and that a quorum was present.

DEE ANN MICKELSEN, CITY CLERK

abg
(Attachment 1)