

City Council Work Session Handouts

April 9, 2012

- I. Discussion of Zoning File 12-03
- II. Review Sign Variances for Temporary Promotional Signs at Brick Row
- III. Sign Control Board Minutes of April 4, 2012 Meeting
- IV. Review and Discuss 2012 Edward Byrne Justice Assistance Grant (JAG) Program
- V. Review and Discuss the City's Purchasing Process
- VI. Review and Discuss the Enhancements to City Billing Systems

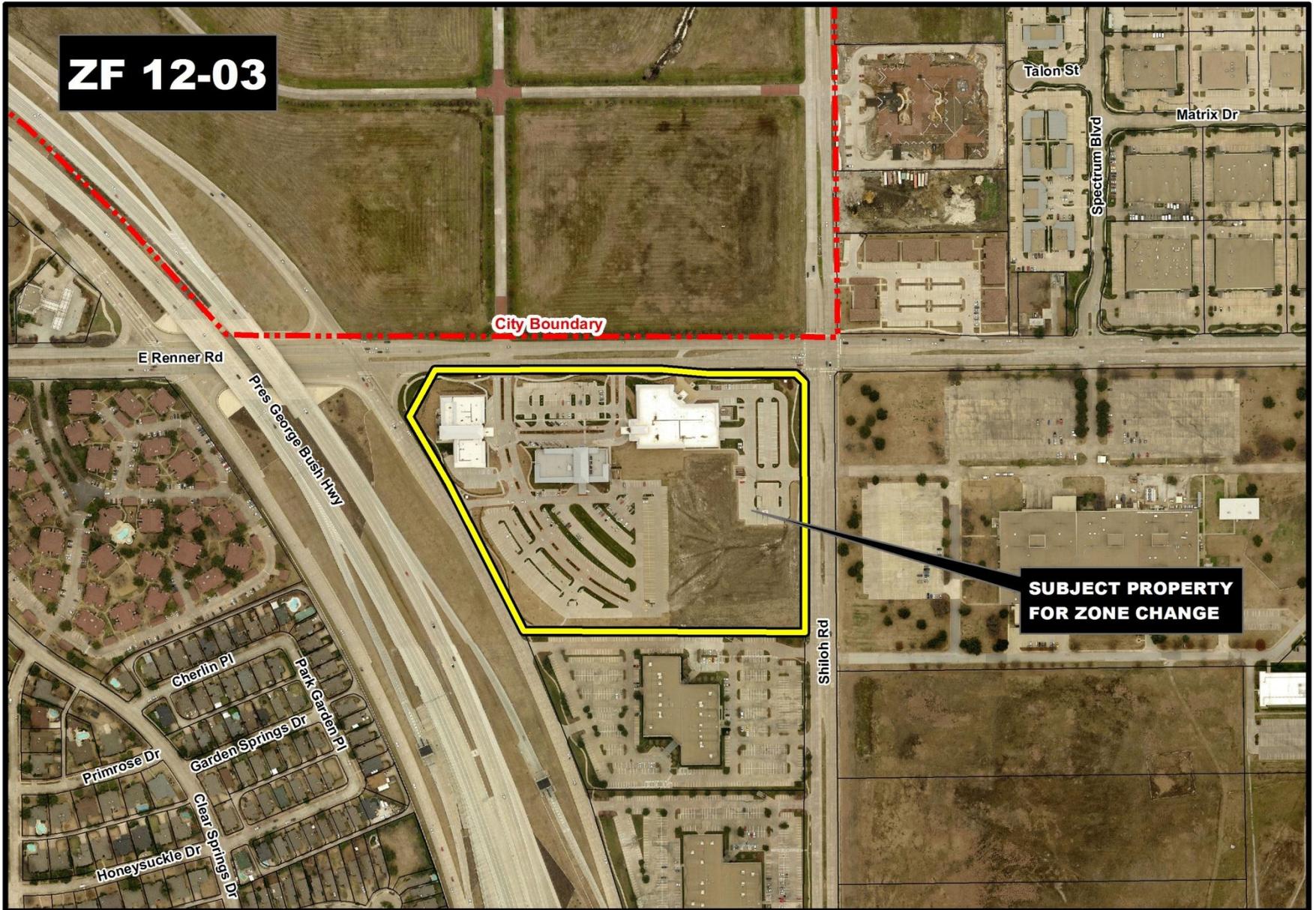
City Council Worksession



April 9, 2012

Meeting Begins at 6:00 P.M.

ZF 12-03

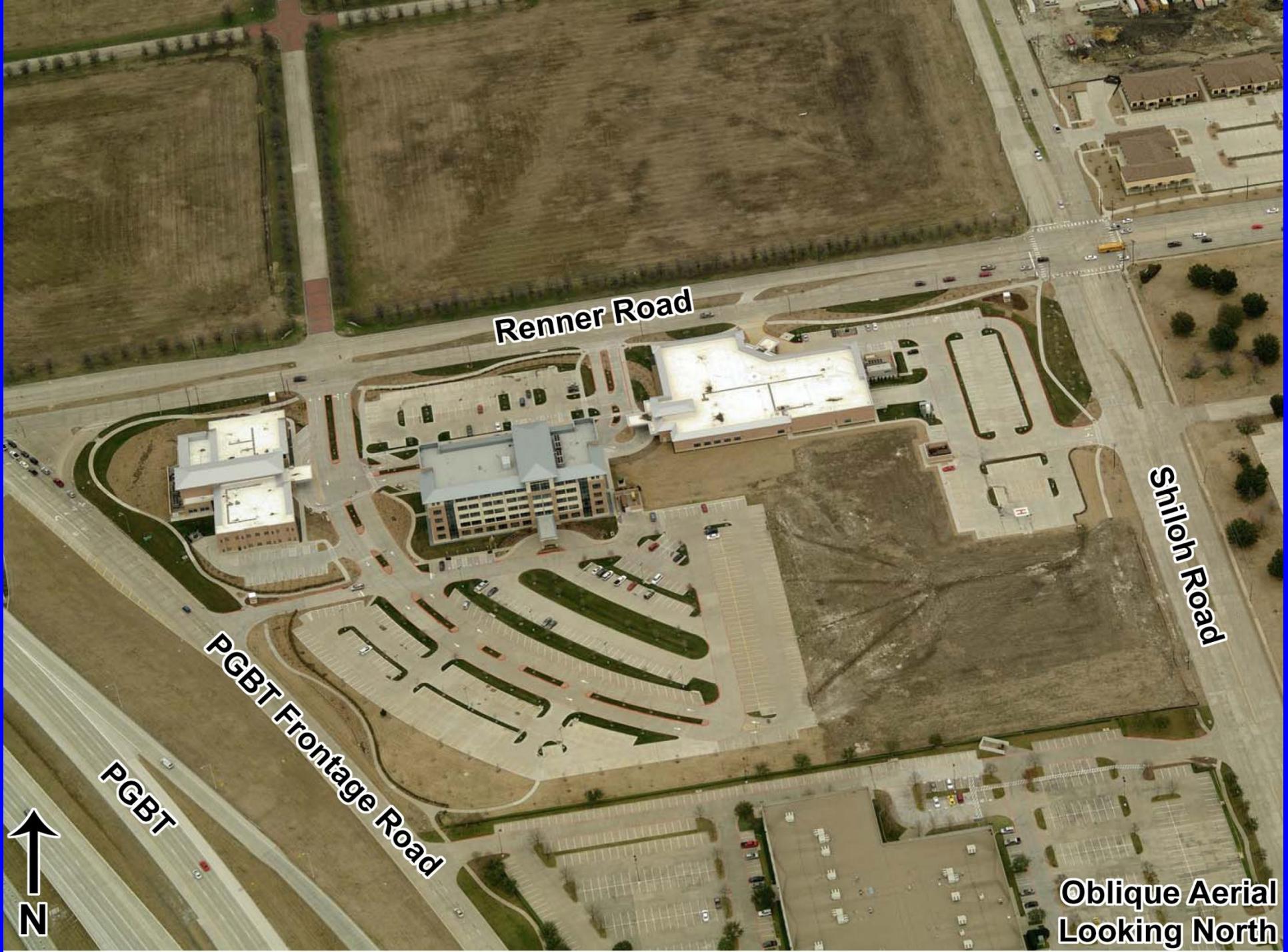


ZF 12-03 Aerial Map

Updated By: shacklett. Update Date: March 5, 2012
File: DS\Mapping\Cases\Z\2012\ZF1203\ZF1203 ortho.mxd

This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries.





Renner Road

Shiloh Road

PGBT Frontage Road

PGBT



Oblique Aerial
Looking North

Shiloh Road

PGBT

PGBT Frontage Road

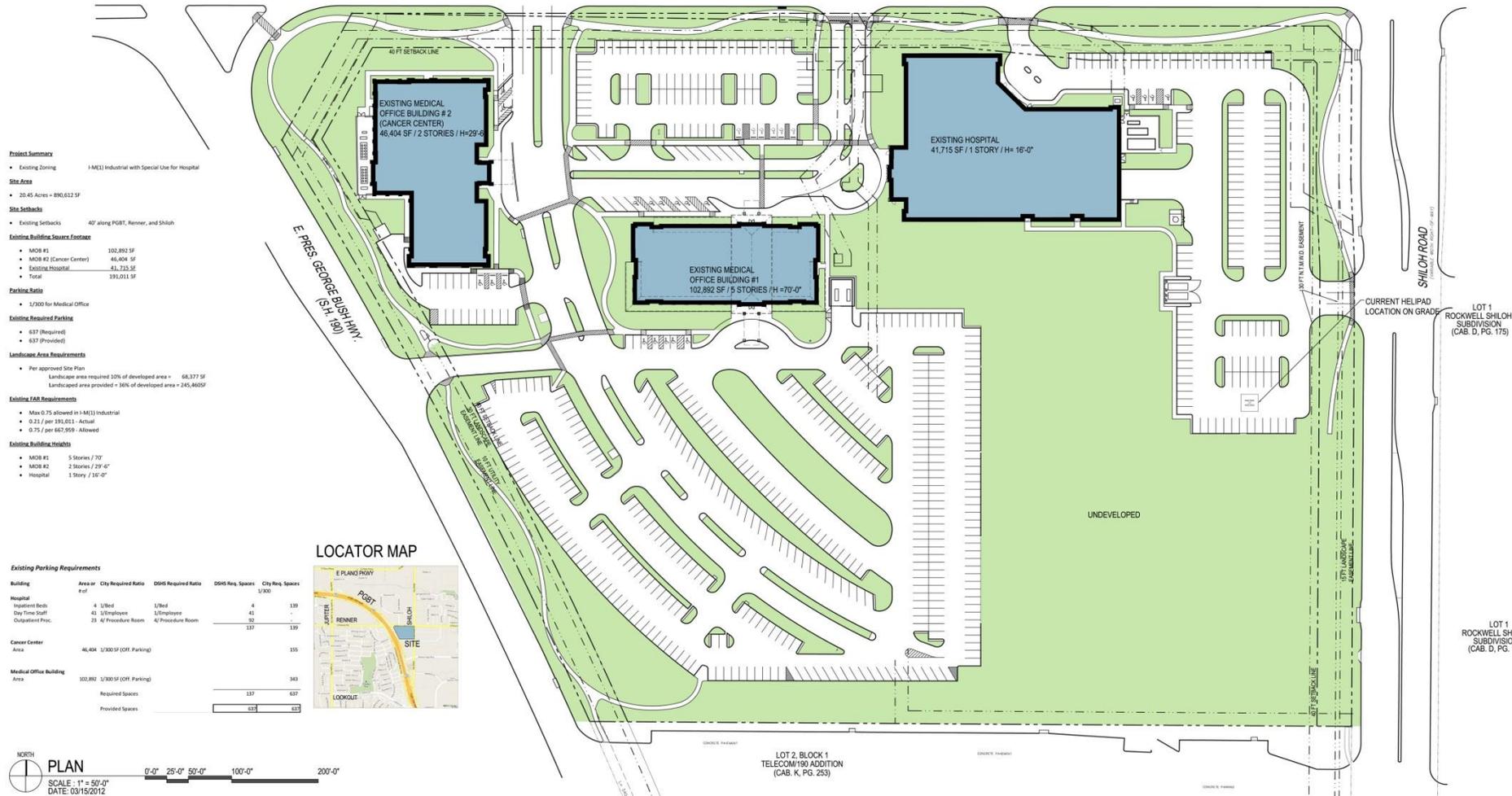
Renner Road



Oblique Aerial
Looking South

ZONING EXHIBIT - EXISTING CONDITIONS

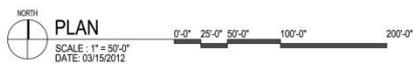
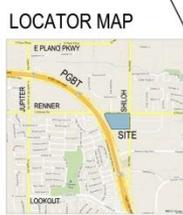
EXISTING ZONING : I-M(1) - SPECIAL USE - HOSPITAL



- Project Summary**
- Existing Zoning I-M(1) Industrial with Special Use for Hospital
- Site Area**
- 23.45 Acres = 892,632 SF
- Site Setbacks**
- Existing Setbacks 40' along PG&T, Renner, and Shiloh
- Existing Building Square Footage**
- MOB #1 102,892 SF
 - MOB #2 (Cancer Center) 46,404 SF
 - Existing Hospital 41,715 SF
 - Total 191,011 SF
- Parking Ratio**
- 1/300 for Medical Office
- Existing Required Parking**
- 637 (Required)
 - 637 (Provided)
- Landscape Area Requirements**
- Per approved Site Plan
 - Landscape area required 10% of developed area = 68,377 SF
 - Landscape area provided = 36% of developed area = 245,460 SF
- Existing FAR Requirements**
- Max 0.75 allowed in I-M(1) Industrial
 - 0.21 per 193,011 - Actual
 - 0.75 per 627,919 - Allowed
- Existing Building Heights**
- MOB #1 5 Stories / 70'
 - MOB #2 2 Stories / 29'-0"
 - Hospital 1 Story / 16'-0"

Existing Parking Requirements

Building	Area or # of	City Required Ratio	DDHS Required Ratio	DDHS Req. Spaces	City Req. Spaces
Hospital				4	139
Inpatient Beds	4 1/2 Bed		1/Bed	4	-
Day Time Staff	43 1/2 Employees		1/Employee	43	-
Outpatient Prog.	21 40 Procedure Room		40 Procedure Room	30	-
				137	139
Cancer Center					105
Area	46,404 1/300 SF (OFR. Parking)				
Medical Office Building					343
Area	102,892 1/300 SF (OFR. Parking)				
	Required Spaces			137	637
	Provided Spaces			637	637



METHODIST RICHARDSON MEDICAL CENTER - BUSH / RENNER HOSPITAL EXISTING SITE PLAN RICHARDSON, TX

PERKINS
+ WILL
Existing Conditions Site Plan

Existing Conditions

ZONING EXHIBIT - 1ST PHASE CONSTRUCTION

EXISTING ZONING : I-M(1)
 PROPOSED ZONING: PD - SPECIAL USE - HOSPITAL

Project Summary - Phase 1

- Existing Zoning - I-M(1) Industrial with Special Use for Hospital
- Proposed Zoning - PD Planned Development

Site Area

- 20.41 Acres = 890,612 SF

Site Setbacks

- Setbacks 40' along PG&T, Renner, and Shiloh

Building Square Footage

- MOB #1 102,892 SF
- MOB #2 (Cancer Center) 46,404 SF
- Existing Hospital 41,715 SF
- Phase 1 Hospital Addition 286,233 SF
- Total 487,244 SF

Parking Ratio

- 1/300 for Medical Office
- 1/125 Beds Hospital

Required Parking

- 871 (Required)
- 3518 (Provided)

Landscaping Area Requirements

- 890,612 SF X 10% = 89,061 SF Required
- 90,000 SF min. provided

FAR Requirements

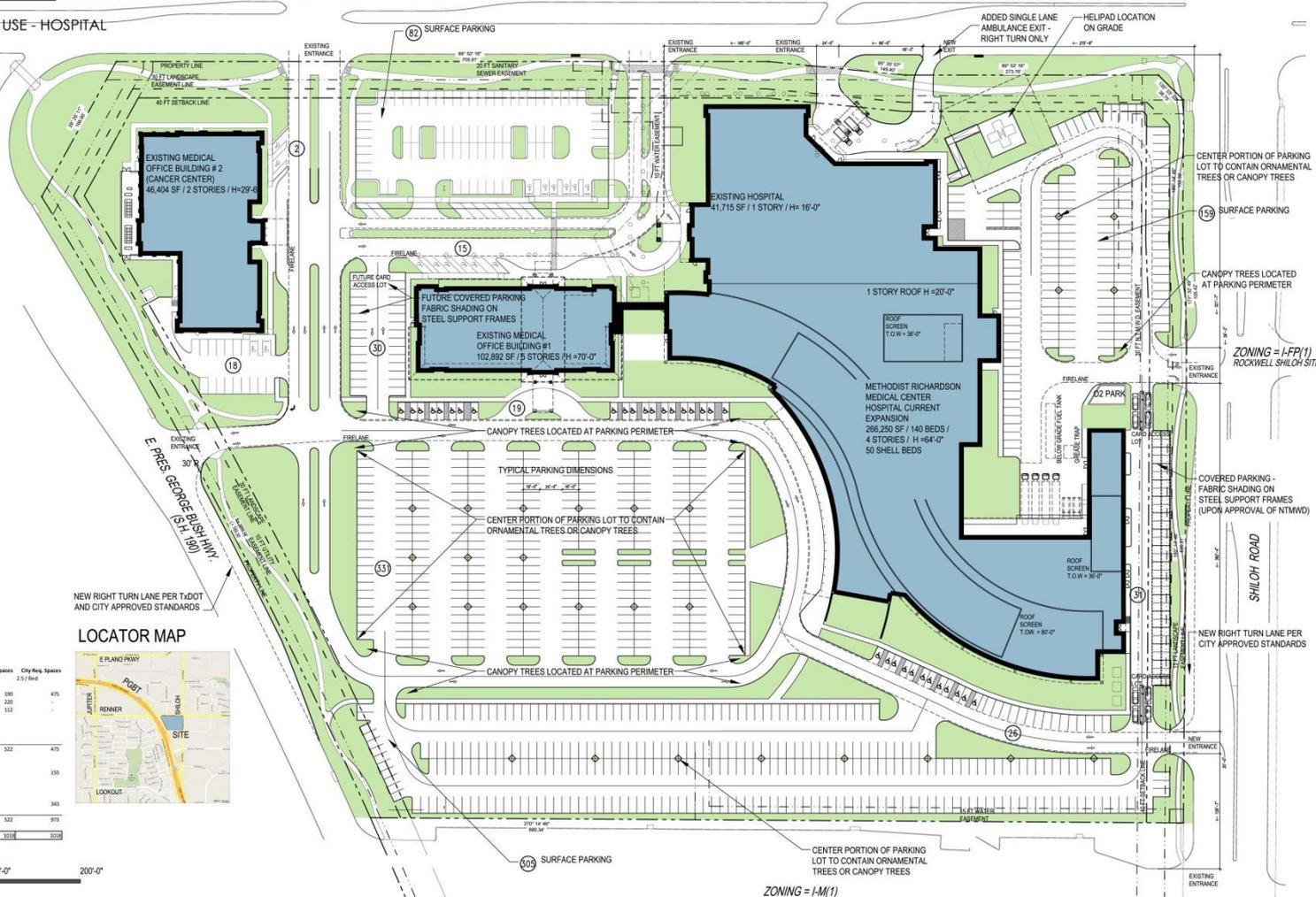
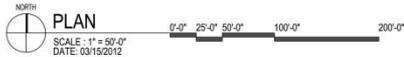
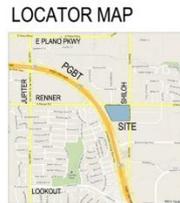
- 0.513 (per 457,261 - Proposed)
- .75 max allowed per I-M(1)

Building Heights

- MOB #1 5 Stories / 70'
- MOB #2 2 Stories / 20'-0"
- Hospital 4 Story / 64'-0"

Phase 1 Parking Requirements

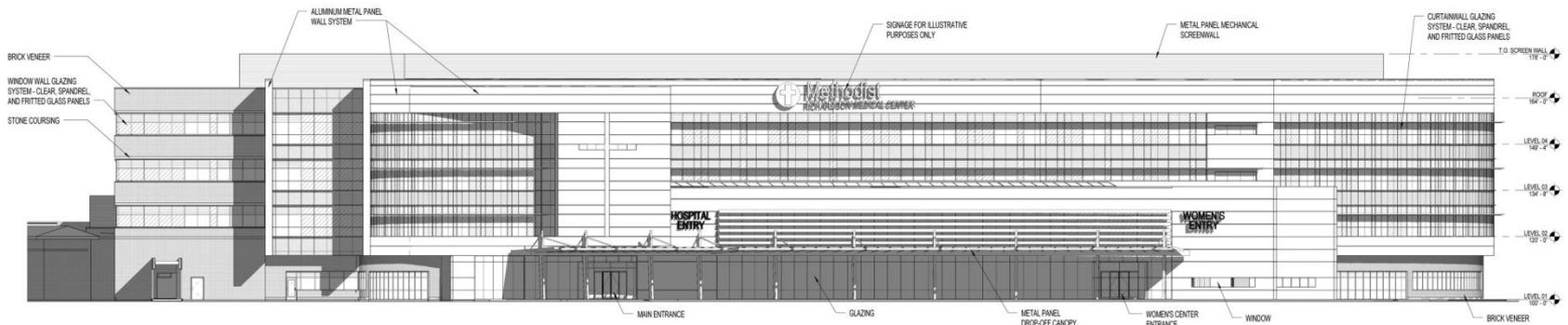
Building	Area or # of	City Required Ratio	CDMR Required Ratio	CDMR Req. Spaces	City Req. Spaces
Hospital	140 Beds	1/160	1/160	140	425
Day Time Staff	220	1/Employee	1/Employee	220	
Outpatient Proc.	28	4/Procedure Room	4/Procedure Room	112	
400S					
3 Imaging Rooms					
318 Beds					
5 Women's Imag.					
Center Center Area	46,404	1/300 SF (Off. Parking)			155
Medical Office Building Area	102,892	1/300 SF (Off. Parking)			343
	Required Spaces			522	973
	Provided Spaces			3124	3024



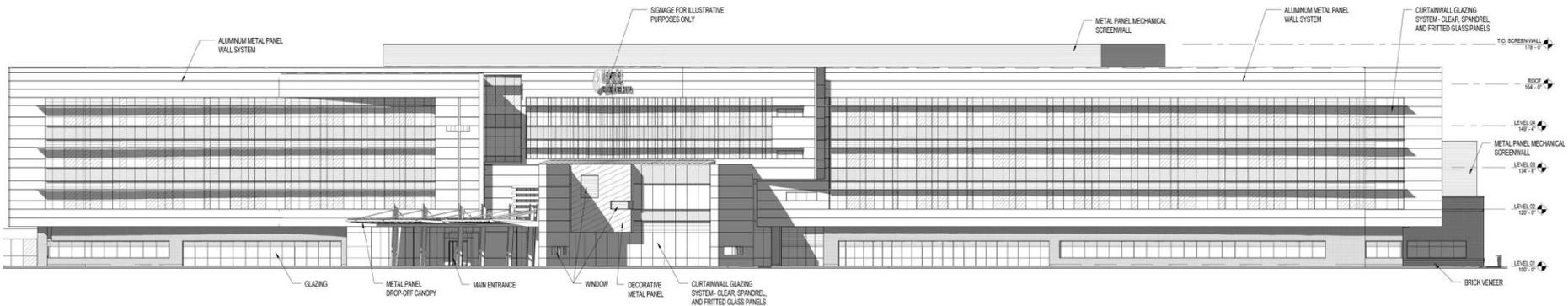
METHODIST RICHARDSON MEDICAL CENTER -
 BUSH / RENNER HOSPITAL
 PROPOSED PLAN (CONCEPT)
 RICHARDSON, TX

PERKINS
 + WILL
 Exhibit B-1 - Part of Ordinance

1st Phase Construction



2 ELEVATION - WEST / SOUTHWEST



1 ELEVATION - SOUTH / WEST



GLAZING LEGEND

COLOR PALETTE TO MATCH EXISTING BUILDINGS ON CAMPUS

GLAZING TYPES

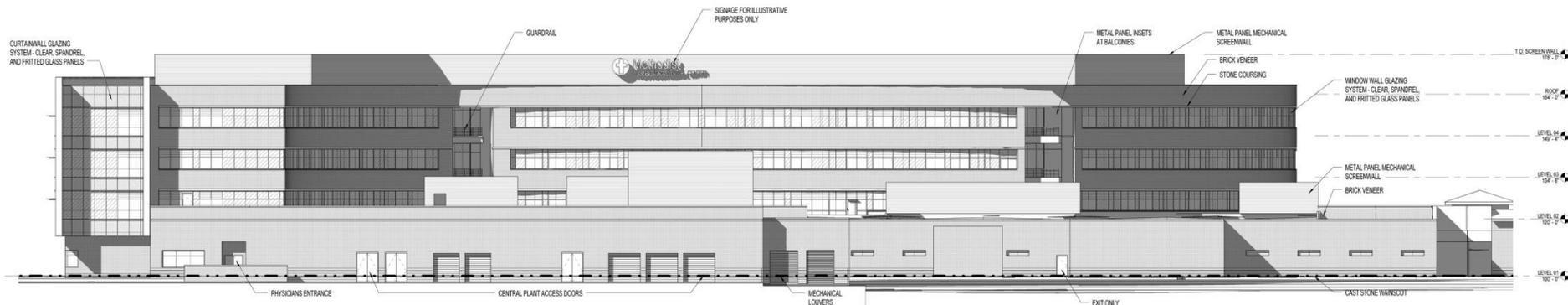
- CLEAR LOW E
- CLEAR LOW E W/ FRIT
- SPANDREL TYPE 1
- SPANDREL TYPE 2

EXTERIOR WALL MATERIALS LEGEND

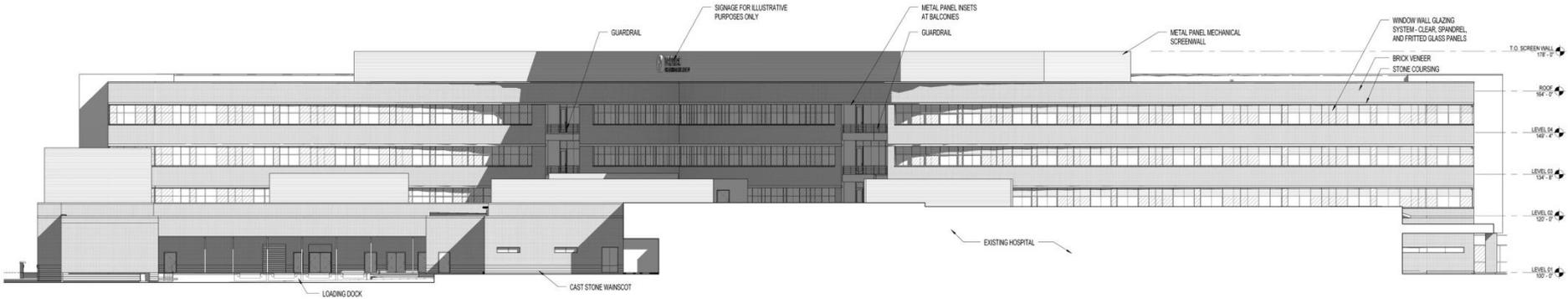
COLOR PALETTE TO MATCH EXISTING BUILDINGS ON CAMPUS

BRICK / STONE	48,121 S.F.	30%
METAL PANEL	55,431	34%
GLASS / CURTAINWALL	58,302 S.F.	36%

Proposed Phase 1 Elevations



2 ELEVATION - EAST
1/16" = 1'-0"



1 ELEVATION - NORTH
1/16" = 1'-0"



GLAZING LEGEND	
COLOR PALETTE TO MATCH EXISTING BUILDINGS ON CAMPUS	
GLAZING TYPES	
	CLEAR LOW E
	CLEAR LOW E w/ FRIT
	SPANDREL TYPE 1
	SPANDREL TYPE 2

EXTERIOR WALL MATERIALS LEGEND		
COLOR PALETTE TO MATCH EXISTING BUILDINGS ON CAMPUS		
BRICK / STONE	48,121 S.F.	30%
METAL PANEL	55,431	34%
GLASS / CURTAINWALL	58,302 S.F.	36%

Proposed Phase 1 Elevations

**City of Richardson City Plan Commission
March 20, 2012 Meeting**

Spring Valley Station District Sign Regulations

- ❖ City Plan Commission
 - ❖ Board of Appeals
 - ❖ Public Hearing
 - ❖ Final decision
 - ❖ Approve all requested variances or individual variances
 - ❖ Approve with conditions
 - ❖ Deny the requested variances

Spring Valley Station District Sign Regulations

- ❖ Promotional Signs (Temporary)
 - ❖ Must be located on-site
 - ❖ Initial permit may remain for a maximum 30 days; 21-day permit thereafter, or a total of 93 days
 - ❖ Requires at least 7 days between permits
 - ❖ Maximum 4 permits/year
 - ❖ Limited to a maximum 200 square feet

CPC Variance # 12-02
Brick Row Townhomes

Requested Variances

3 variances for 3 freestanding signs for marketing purposes



Applicant's Request 1

Allow 2 of the 3 signs to be located off-site

- Off-site signs imperative to success
- Increased community awareness



Off-Site Sign 1

160 E. Spring Valley Road



Off-Site Sign 2

251 E. Spring Valley Road

Applicant's Request 2

Allow all 3 signs to remain until the end of townhome construction

- Necessary to maintain sales momentum
- Remain without interruption



Off-Site Sign 1
160 E. Spring Valley Road



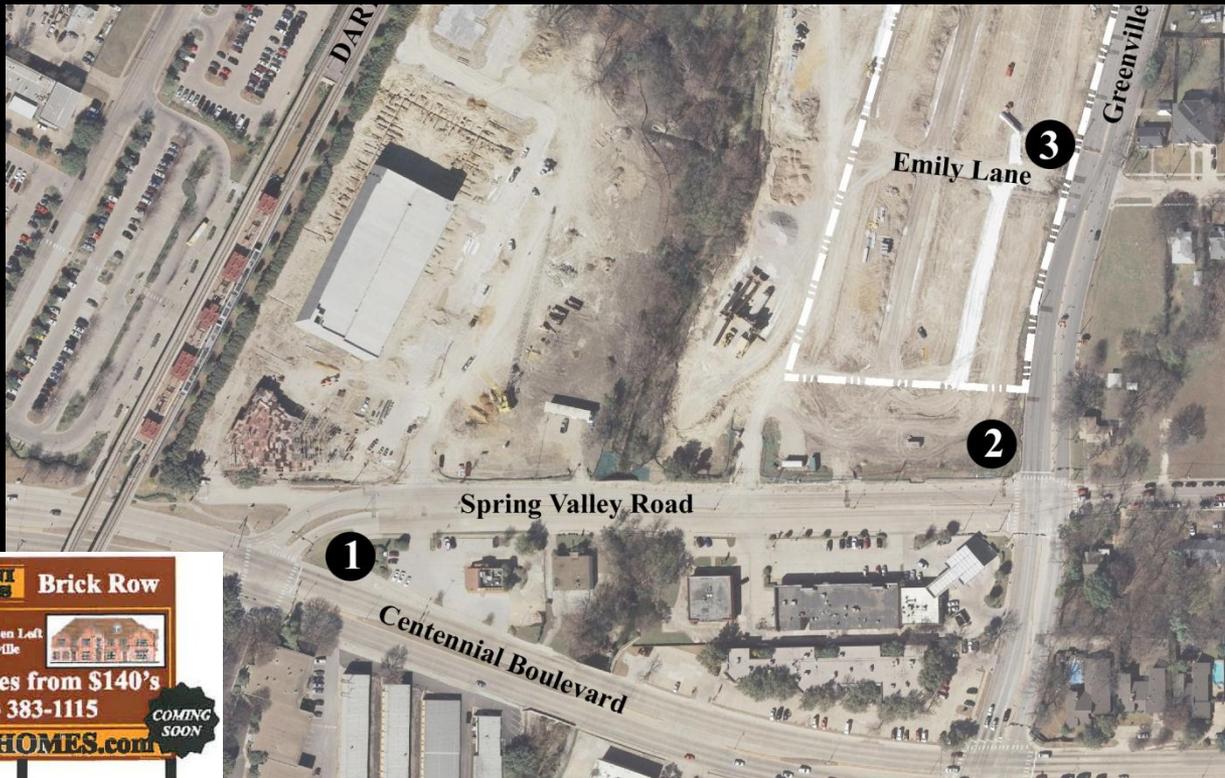
On-Site Sign 3
680 S. Greenville Avenue



Off-Site Sign 2
251 E. Spring Valley Road

Applicant's Request 3

Allow all 3 signs to exceed the maximum 200 square feet by 202 square feet, or a total of 402 square feet



Off-Site Sign 1
160 E. Spring Valley Road
(100.5 SF)



On-Site Sign 3
680 S. Greenville Avenue
(100.5 SF)



Off-Site Sign 2
251 E. Spring Valley Road
(201 SF)

Comparative Table

	Spring Valley Station District	Variance 12-02		
		Sign 1	Sign 2	Sign 3
Location	On-site	Off-site	Off-site	On-site
Maximum Square Feet	200 SF (total)	100.5 SF	201 SF	100.5 SF
Maximum Duration	30 days (initial) 21-days (thereafter) 7 days between permits 4 permits maximum (93 days total)	Construction completed	Construction completed	Construction completed

City Plan Commission Action

- ❖ Variance 12-02 was approved 6-1 by the City Plan Commission.
- ❖ Qualifications:
 - ❖ Off-site Sign 1 & 2 limited to 8' by 8'
 - ❖ The applicant is required to renew the permit each year

CPC Variance # 12-03
Brick Row Apartments

Requested Variances

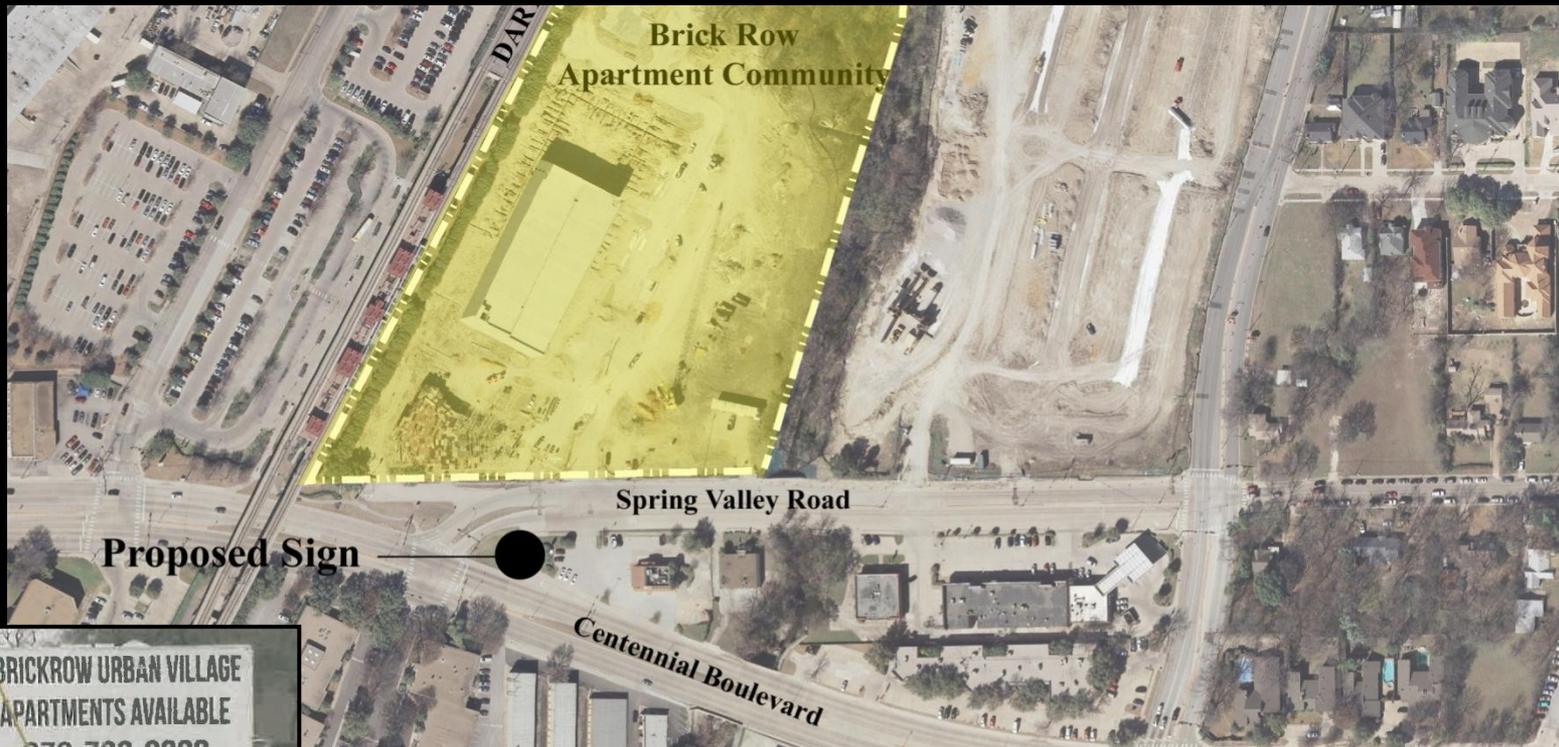
2 variances for a freestanding sign for marketing purposes



Applicant's Request 1

Allow the sign to be located off-site

- Initial “lease-up” period is critical for success
- Increased visibility is instrumental in leasing

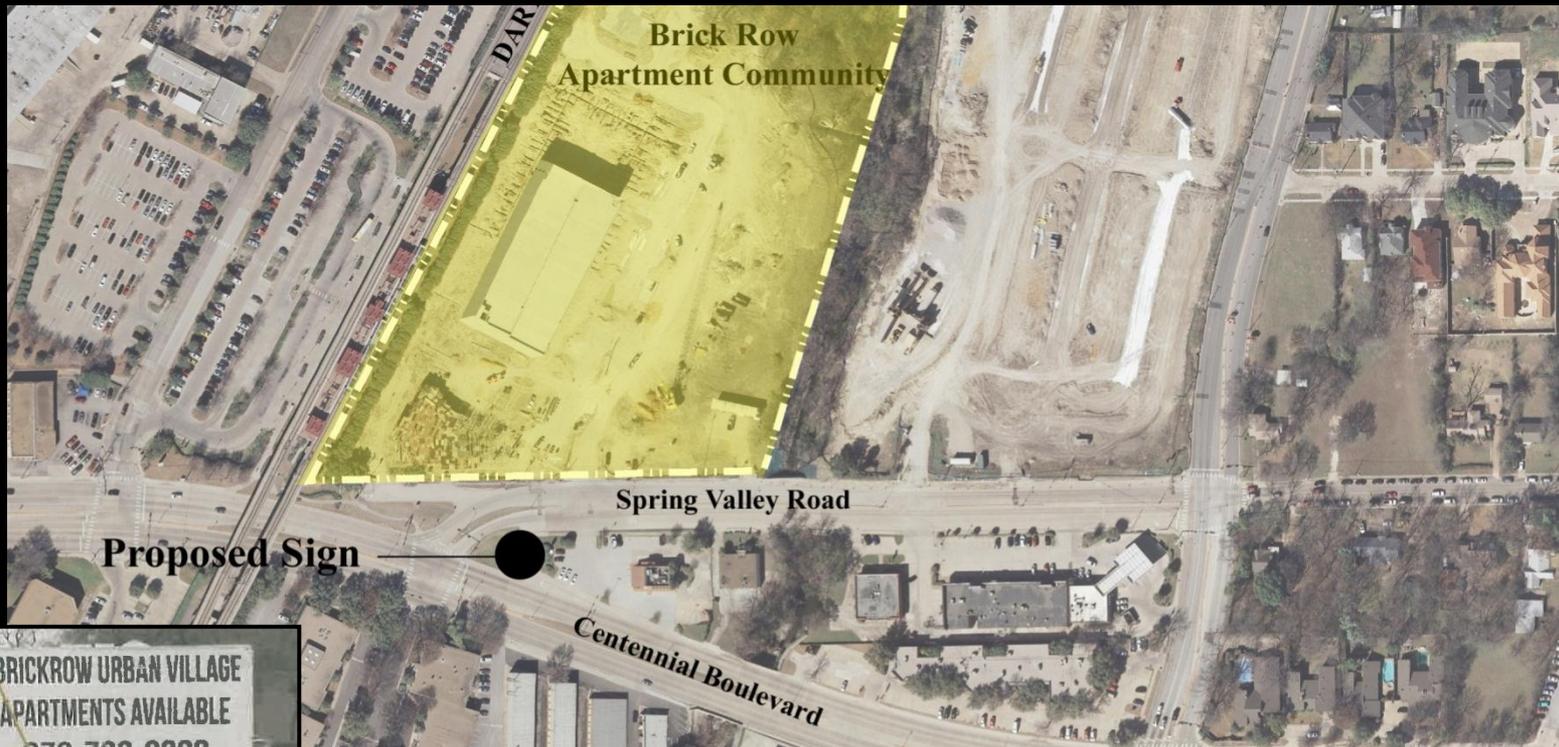


Off-Site Sign
160 E. Spring Valley Road

Applicant's Request 2

Allow the sign to remain for 6 months (October 9, 2012)

- Approaching end of “lease-up” period
- Only needed for 6 months



Off-Site Sign

160 E. Spring Valley Road

Comparative Table

	Spring Valley Station District	Variance 12-03
Location	On-site	Off-site
Maximum Square Feet	200 SF (total)	90.35 SF
Maximum Duration	30 days (initial) 21-days (thereafter) 7 days between permits 4 permits maximum (93 days total)	6 months (October 9, 2012)

City Plan Commission Action

- ❖ Variance 12-03 was approved 6-1 by the City Plan Commission.

**City of Richardson Sign Control Board
April 4, 2012 Meeting**

SCB Case # 12-02
Christian World Church
891 Abrams Road

Applicable Ordinance

- ❖ Chapter 18, Article III, Section 18-97 Class 1, Minor Signs
 - ❖ (14) Freestanding signs shall not exceed 24 square feet in area and six feet in height, except for religious institutions which shall not exceed 60 square feet in area.

Requested Variance

- ❖ Erect a 33.5' high, 746.26 square foot major freestanding sign
 - ❖ 27.5 feet taller than permitted
 - ❖ 686.26 square feet larger than permitted

Request To Withdraw Application

- ❖ On April 3rd, the applicant requested in writing to withdraw their application for the previously mentioned variance to Chapter 18, Article III, Section 18-97(14).

Sign Control Board Action

- ❖ The applicant's request to withdraw their application for a variance as outlined in SCB Case 12-02 was approved unanimously by the Sign Control Board.

SCB Case # 12-05
The CVS Corporation
2129 E. Belt Line Road

Applicable Ordinances

- ❖ Chapter 18, Article I, Section 18-5 Prohibited Signs
 - ❖ (4) Jump clocks or digital display devices showing time, temperature or any printed message may be allowed by a special permit of the Sign Control Board

- ❖ Chapter 18, Article IV, Section 18-125 Retail Commercial Districts
 - ❖ (5) Single use major freestanding signs shall not exceed an area of 60 square feet.

Requested Variance

- ❖ Erect a 82.65 square foot major freestanding sign
 - ❖ 22.65 feet larger than permitted
- ❖ Erect a digital display device showing a printed message that will change every three seconds

Reason for request

- ❖ Proposed sign and electronic message center are a current CVS pharmacy standard for all new and existing locations.
- ❖ The electronic message center offers customers' knowledge of what CVS is offering and is a great marketing tool.

Zoning 250 feet from proposed sign
North - Local Retail - Subject property
South - Local Retail - Shopping Center
East - City of Garland

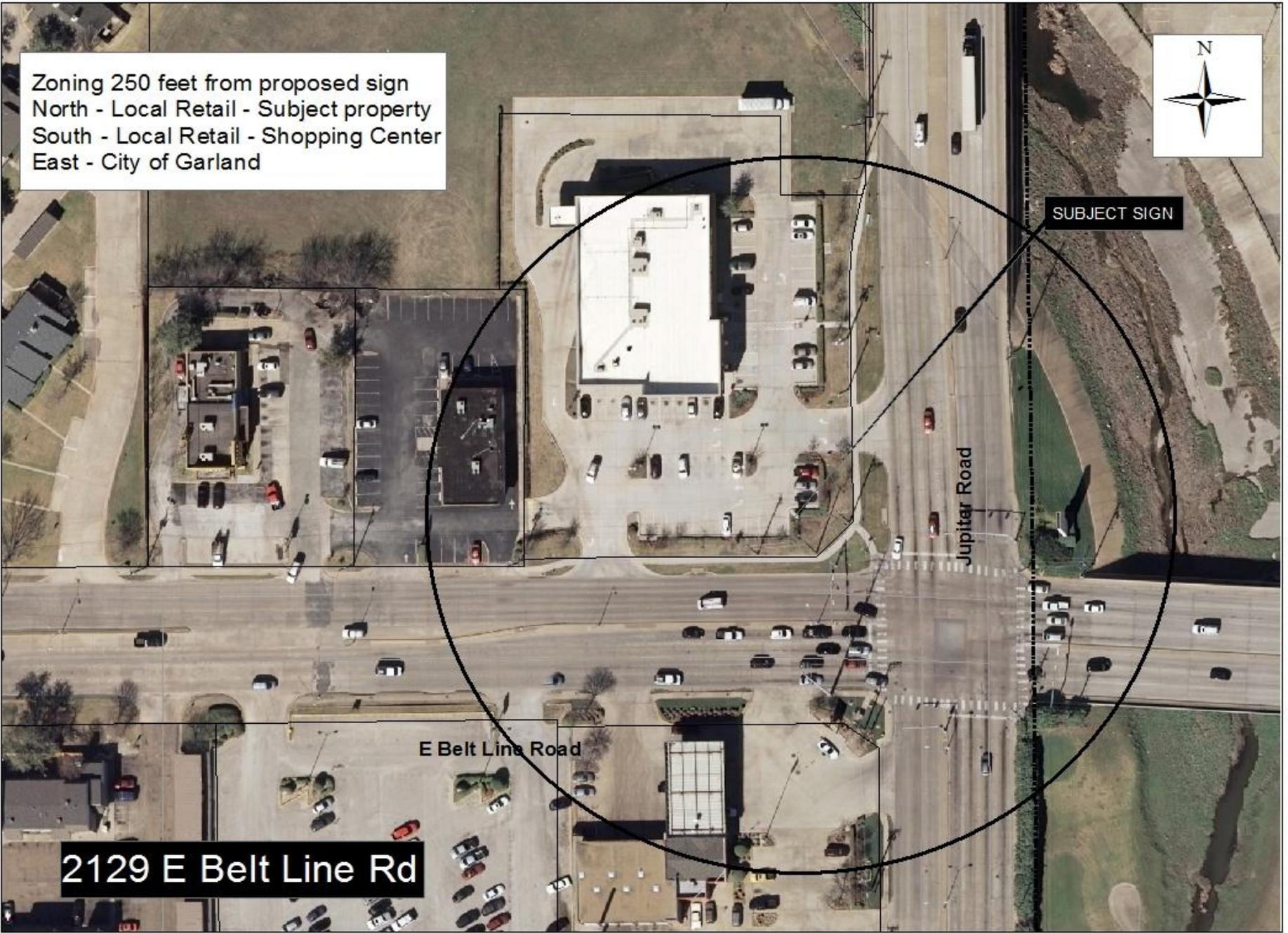


SUBJECT SIGN

Jupiter Road

E Belt Line Road

2129 E Belt Line Rd



Existing Sign

CVS
pharmacy

FLU
SHOT



Proposed Sign



Sign Control Board Action

- ❖ SCB 12-05 was approved unanimously by the Sign Control Board.
- ❖ Qualifications:
 - ❖ The electronic message center can only change once every 24 hours.

Edward Byrne Memorial Justice Assistance Grant



**Neighborhood Police Officers
2012/2013**



NPO Terry Woods



NPO Dave Mankin



NPO Roy Pierce



NPO Dan White



NPO Kerry Cain



NPO Ed Coleman

Neighborhood Police Officers



Patrol Areas

Neighborhood Police Officer Successes

- Strong presence in our neighborhoods
- Addressing quality of life issues
- Quicker response to problem solving
- Continued partnering with service providers throughout the City
- Assist in the detection of crime and arrest of offenders
- Six in progress felony arrests in the past year
- Average years of experience – 25+ years

Justice Assistance Grants

What Are They?

- Federal non-competitive grants to local law enforcement agencies
- Administered by the Bureau of Justice Assistance
- Local allocations based on population and crime
- Funds are distributed locally through the City of Dallas
- Local administrator receives 7% of funds to offset costs
- Dallas County receives 30% of funds

JAG History

- 2012/2013 will be the fourth year we have received JAG funding for our NPO initiative.
- JAG funding awarded in 2011/2012 was \$15,659.81.

JAG Grant Allocation

Neighborhood Police Officers

FY 2012-2013

JAG Total Awarded - \$11,505.12

Non-competitive local allocation

Next Steps for Project

- 30-day Governing Body Review
- Public Comment Opportunity
- City Council Resolution-May 14th
- Await Official Award



City of Richardson

Procurement Process

City Council Presentation

April 9, 2012





City Council Near Term Action Item

“Evaluate the city’s procurement process and review options for providing reasonable preferences to Richardson based businesses on a scheduled basis”



Overview

- Purchasing Authority, Levels and Methods
 - Authority
 - Dollar Thresholds
 - Quotes, Bids, Request for Proposals (RFPs)
 - Purchasing Efficiencies - Cooperative Purchasing
- Richardson Business Initiatives
 - Philosophy
 - Current Initiatives for Richardson Businesses
- Preferences in Bid Awards
 - Legal Prohibitions Regarding Local Purchasing Preferences
 - Local Preference Options
- Summary

Purchasing Authority, Levels & Methods



Purchasing Authority

- City Charter
- State Law
- Accounting Procedures/Internal Control



Purchasing Levels

- Under \$3,000
 - Smaller purchases, generally one time purchase. Often items needed immediately in the field or office.
 - Orders placed by City staff
 - Many Richardson Businesses used in this category
- \$3,000 up to \$49,999
 - Generally for larger items or services
 - Must contact at least two historically underutilized businesses on a rotating basis that are located in the county in which the city resides.
 - Purchase method determined/awarded by Purchasing Dept.
 - Do not need to advertise the bids or request for proposals
- Over \$50,000
 - Must comply with LGC Chapter 252 (Purchasing & Contracting Authority of Municipalities) regarding competitive sealed bidding/proposals
 - Awarded by City Council



General Purchasing Methods

● Request for Quote

- Solicits pricing information from several sources. Generally used for small, less complex items.
- Can be in writing or over the phone.
- *Examples:* Small eqmt repair/service, locksmith services, purchasing a safe, etc.

● Invitation for Bids

- Written formal bid solicitation for items or services.
- Bid Specifications are for exactly what is needed.
- Bids are non-negotiable and awarded to lowest most responsible bidder.
- *Examples:* Temporary employment services, street sweeping services, trash/recycling bags, tents for WFF, electrical services



Purchasing Methods Con't

- Request for Proposal (RFP)
 - Seeking a solution to a need
 - Awarded to the vendor providing the best solution at the best value.
 - Price is not necessarily a primary evaluation factor
 - Provides for the negotiation of scope, including price
 - *Examples:* Website redesign, RFID asset tracking, bank depository services, court collections services, recycled materials processing, water tank rehabilitation projects, jail improvements

- Factors that may be part of RFP Evaluation
 - Qualifications/Experience
 - Innovation/Technology
 - Compatibility
 - Approach
 - Timing



Purchasing Efficiency – Cooperative Methods

- National, Statewide and Regional opportunities have led to more efficiencies and cost reductions
- Department Staffing – 4 Employees
 - Eliminated 2 Positions in 2002 - Buyer and a Purchasing Technician.
- Cooperative Efficiencies
 - Reduce administrative costs for bid preparation
 - Reduce Bid/RFP advertising costs
 - Greater choice for department
 - Faster purchasing – especially for technology & complex items



Cooperative Purchasing Examples

• Multiple Entity Contracts

- Two or more entities combine their requirements to obtain volume purchasing and administrative savings
- *Example:* Automotive Paint and Body Repair - Richardson, Wylie, and Allen contract for paint and body work.

• Piggybacking on Existing Contract

- Receive the same contract pricing and terms from another entity's contract
- Original contract must specify that "piggybacking" is allowed
- *Examples:* Tarrant County fuel contract, Dallas County asphalt contract, employee uniforms



Cooperative Purchasing Examples – Con't

- Purchasing Cooperatives
 - Third party competitively bids large volume of goods/services that allows for economies of scale and lower purchasing costs.
 - Allows departments access to more manufacturers and products across different Purchasing Cooperatives.
 - Cooperative Examples: Houston Galveston Area Council of Governments, U.S. Communities, Texas Association of School Boards (Buyboard), State of Texas
 - Types of Cooperative Purchases: Fire fighting clothing bunker gear, network router replacement, portable/mobile radios, Police Tahoes, vehicle tires

Richardson Business Initiatives



“Philosophy” for Richardson Businesses

- **Economic Development Initiative to Educate Richardson Businesses**

- Exposure to:
 - City
 - Other Governmental Entities
 - National, State and Local Purchasing Cooperatives

- **Educational Opportunities**

- Purchasing Website
- Regional Vendor Fairs
- Person to Person
- Chamber of Commerce Partnership

- **Electronic Notification - Bidsync**

- Electronic bidding platform – Link on website
- Push/Recommend that Businesses Register - free of charge
- Receive electronic notices (email, text and fax) of Richardson Bids/RFPs as well as other entities registered with Bidsync



Initiatives for Richardson Businesses

● **City/Chamber Initiatives:**

● **Richardson Chamber Early Net Meetings**

- Provided information on “How to do business with the City”.

● **Richardson Chamber of Commerce Trade Show**

- Provided a seminar on “How to do business with the City” in 2011 and 2012

● **City of Richardson Employee Access**

- Discount page on the Employee Intranet website
- Vendors that provide discounts to City’s 900+ employees list products or services on the site

● **Dine Smart/Dine Local Restaurant Notices**



Initiatives for Richardson Businesses – Con't

- **Educational Opportunities for National, State & Local Contracts**
 - **Collin County Governmental Purchaser's Forum Vendor Meet and Greet**
 - Event hosted by 33 Governmental agencies
 - Posted on City's Purchasing website, posted on Chamber website, flyers placed at City Hall, information sent to all registered bidders on Bidsync.
 - COR has participated for 20 years.
 - **Public Purchasing Association of North Central Texas Annual Vendor Showcase**
 - Post meeting date on City Purchasing website
 - Approximately 150 vendors from the Metroplex have booths and approximately 65 governmental agency purchasing professionals visit with vendors.
 - COR has participated for 25 years.
 - **Multi-City Small Business, Women Owned Businesses and Minority Business Enterprises Seminar "How To Do Business With City Entities"**
 - Hosted by various cities
 - Posted on COR's Purchasing website and flyers available at City Hall

Preferences in Bid Awards



Legal Prohibitions Regarding Local Purchasing Preferences

- In most cases City May Not provide a preference for Richardson businesses
- Purchasing laws vary from state to state
- Texas LGC Ch 252: Purchasing & Contracting Authority for Municipalities
 - LGC 252.021: Requires competitive bidding/competitive sealed proposals
 - LGC 252.043: Award of contract must be made to lowest responsible bidder or bidder who provides the best value
- Texas law does not allow “points” as part of the evaluation criteria for Richardson businesses



Legal Prohibitions Regarding Local Purchasing Preferences – Con't

- Attorney General Opinions
 - H-1086 (1977) May not reject low bid solely because the bidder is not a local merchant or businessman
 - DM-113 (1992) Schools may not, in the absence of clear statutory authority, adopt procurement policies that reward bidders purely on the basis of a bidders residence or location
 - LO 93-73 (1993) Prohibits a home-rule municipality from giving preference in awarding contracts for professional engineering services



Local Preference Options

- Tie Bids - Bids that are identical in nature and amount
 - City must select Local Bidder (LGC 271.901)
- Out of State Bidder Discrimination
 - Preference to lowest Texas Bidder if bidders from states outside of Texas are from a state that discriminates against out of state bidders. (GC 2252.001 & GC 2252.002)
- LGC 271.905
 - Real or personal property (tangible goods) if local bidder within 3%
- LGC 271.9051
 - Real or personal property (tangible goods) and services if local bidder is within 5%
 - Construction Services less than \$100,000
 - Other goods and services less than \$500,000

LGC 271.905

LGC 271.9051

Consideration of Location of Bidder's Principal Place of Business

Consideration of Location of Bidders Principal Place of Business in Certain Municipalities

Real or Personal Property not affixed to real property
Ex. Inventory, Machinery, Equipment, Furniture, Fixtures

Real or Personal Property not affixed to real property **or services**

Local bid must be within **3%** of Non-Local bid
No contract dollar limit

Local bid must be within **5%** of Non-Local bid

Can enter into contract with lowest bidder or bidder whose principal place of business is in the local government.

Can enter into contract for **construction services in an amount of less than \$100,000 or a contract for other purchases in an amount of less than \$500,000** with the lowest bidder or bidder whose principal place of business is in the municipality.

To select local bidder, the City must determine in writing that the local bidder offers the local government the best combination of contract price and additional economic development opportunities for the local government created by the contract award, including the employment of residents of the local government and increased tax revenues to the local government.

To select local bidder, the City must determine in writing that the local bidder offers the municipality the best combination of contract price and additional economic development opportunities for the municipality created by the contract award, including the employment of residents of the municipality and increased tax revenues to the municipality.

Does not apply to telecommunications services or information services or professional services



LGC 271 Definitions

- **Principal Place of Business** – Location of a business' principal office; a business' headquarters; where a bidder maintains an office and a substantial part of its operations are also conducted there.
 - Must be determined on a case by case basis.
 - Staples does not have a principal place of business in Richardson
 - Fossil has a principal place of business in Richardson (Corporate Headquarters)
 - Car dealerships may or may not have a principal place of business in Richardson
 - Franchises could be a principal place of business if owned by a Richardson resident



LCG 271 Definitions

- **Economic Benefit** – Best contract price plus additional economic development opportunities created by the award, including the employment of residents of the municipality and increased tax revenues
 - How many employees reside in the City Limits
 - Does the award of the contract create new jobs or maintain jobs in the City
 - How much does the city receive in sales tax
 - How much does the city receive in property taxes
 - Are there any facility expansions planned, is there an approximate value and timeframe for the expansion
 - All economic benefit responses must be in writing



Local Preference – “Things to Consider”

Positive Factors	Concerns
<ul style="list-style-type: none">Assists Richardson economy	<ul style="list-style-type: none">Increased purchase price and budget costs.
<ul style="list-style-type: none">Create incentives for new business development	<ul style="list-style-type: none">Discourage participation in competitive bidding – especially from non-locals
<ul style="list-style-type: none">May reduce Richardson unemployment if employees are hired that live in Richardson	<ul style="list-style-type: none">May cause other cities in the area to discriminate against Richardson businesses
	<ul style="list-style-type: none">Benefits a few at the expense of all taxpayers
	<ul style="list-style-type: none">Excludes businesses that are a member of the Richardson Chamber of Commerce, but are not located in the City limits.



Summary

- Greater Benefits in pursuing a Business Development approach:
 - Active Education for Richardson Businesses on specific City bids/proposals – “How to Do Business with the City”
 - Educate Richardson Businesses on how to participate in National, State and Local Cooperatives
 - Push active registration on Bidsync both for City of Richardson and Other Governmental bids/proposals
- Narrow focus has impact on efficiencies and overall City costs. i.e. staffing, administrative costs, and cost of goods/services



Questions



Customer Service Online Billing/Collections Enhancements



City of Richardson, Texas



City Council Near Term Action Item

Evaluate strategies for improving city billing systems to achieve efficiencies.



Presentation Outline

- **Customer Service Division Background**
 - Utility Payment Options
 - Payment Statistics
 - Internet Utility Payment Statistics
- **New Enhancements (Ready to be Implemented)**
- **New Enhancements (To Be Completed by Year End)**
- **Future Enhancements**



Customer Service Background

- **Meter Reading**

 - 28,613 Residential Meters

 - 4,583 Commercial Meters

 - 33,196 Total Meters

- **Billing & Collection**

 - Utility Payments i.e. water, sewer, solid waste, & drainage
 - Trash Bags, Toll Tags, Wildflower Ticket Sales, and Misc. Pmts
 - Mowing Liens
 - Hotel/Motel Taxes

- **Customer Service Utility Related Activities**

 - New Applications
 - Cut-off/Turn-Ons
 - Leak Adjustments
 - Delinquent Notices/Collections
 - Other Inquires



Utility Payment Options

Traditional

- Mail
- Counter – Walk-in customers
- Drive Thru – West side of City Hall
- Night Drop – Slot in door at drive thru

Electronic

- Internet – One time & recurring credit card payment through website
- Bank Draft – Payment automatically taken from Customer's bank account
- Bank Payment – Customer initiates payment through their bank
- Phone – Credit card payment over the phone



Payment Statistics

(April 2011 to March 2012)

Pmt Type	Number	%	Amount	%
Mail	101,645	29.2%	\$28,899,015	37.5%
Counter	33,154	9.5%	\$23,818,340	31.0%
Internet	62,873	18.1%	\$7,239,344	9.4%
Bank Draft	53,426	15.3%	\$6,544,255	8.5%
Bank Pmt	61,562	17.7%	\$5,931,100	7.7%
Phone	14,347	4.1%	\$1,815,759	2.4%
Drive Thru	12,057	3.5%	\$1,539,180	2.0%
Night Drop	8,935	2.6%	\$1,180,025	1.5%
Total	347,999	100%	\$76,967,018	100.0%

- Overall Payments : 29,000 per month
\$6,413,918 per month
- Electronic: 192,208 payments or 55% of total
\$21,530,458 or 28% of payments



Internet Utility Payment Statistics by Fiscal Year

Pmt Type	Number	% Change	Amount	% Change
2011	57,046	22.3	\$6,553,061	33.3
2010	46,659	14.6	4,917,304	25.2
2009	40,721	15.9	3,927,061	24.0
2008	35,128	9.9	3,165,973	20.4
2007	31,963	23.3	2,629,656	6.7
2006	25,931	29.3	2,463,971	50.6
2005	20,063	30.7	1,635,943	18.4
2004	15,356	36.5	1,382,257	12.3
2003	11,252	97.6	1,231,249	59.9
2002	5,695	NA	770,078	NA



New Enhancements (Ready Now!)

- Real-time balances
 - Balances updated on City system when internet payment made
 - Online customer balance updated next business day
- Paperless Statement Option
 - Customer can elect to opt out of a paper statement
 - Manage account through online user preferences
 - Call City staff to mark their account
 - Will be marketed through Communications Department
- Digital Inserts (e-billing notification & Website)
 - Wildflower, Cottonwood Arts Festival, Richardson Reads One Book

From: CityWeb/CH/Cor
To:
Date: 03/08/2012 09:58 AM
Subject: City of Richardson New Bill Notification for Account 12345-12345

Account: 12345-12345

Service Address: 100 Any Street

Bill Date: 3/08/12

Due Date: 3/24/12

Consumption in k/gallons

Water: 7

Yard Sprinkler: 0

Total Usage: 7

Amount Due: \$70.81

NOTE: This account is enabled for automatic credit card payment. The total amount due will be charged to your credit card on the due date. If this is the first time you have received this recurring credit card notice, please ensure your actual paper bill indicates your account will be charged automatically.

To view/pay your bill online, go to:

<http://discovery.cor.gov/public/H2OBill/UtilityBills.nsf>

Use this link for information on how and where to pay your bill:

<http://www.cor.net/index.aspx?page=238>

- Water Cust. Svc.
- View/Pay Bills
- Billing Questions
- Account Information
- Notices
- Logout

Account: 116829-4649



OR

Sign up for Recurring Credit Card Payment: [click here](#)

To sign up for **or edit** Recurring Credit Card Payments under a linked account, you must log out and then log back in using the desired account number before continuing.

OR

Sign up for Automatic Payments/Bank Drafting: [click here](#)

The monthly bills for the selected account are shown in the table to the right. Bills are sorted by the Bill Date, in descending order.

Details for a bill may be seen by clicking the link associated with the Bill Date.

To see a consumption graph for an account, showing up to the last 13 bills, click [Consumption Graph](#). If you have a separate yard sprinkler meter, see consumption [here](#).

To send us an e-mail click on [Contact Us](#).

If you would like to see information on a different account, and have [linked](#) it to this account, you may select the account from the drop-down box above.

Consumption (k/gallons)

	Water	Sprinkler	Total Usage	Bill Amount
▼ 2012				
03/08/2012	7	0	7	\$70.81
02/08/2012	6	0	6	\$65.80
01/09/2012	7	0	7	\$67.06
▼ 2011				
12/08/2011	7	0	7	\$67.06
11/08/2011	18	0	18	\$105.45
10/07/2011	27	0	27	\$135.14
09/08/2011	57	0	57	\$244.22
08/08/2011	39	0	39	\$170.10
07/07/2011	14	0	14	\$71.69
06/08/2011	10	0	10	\$80.17
05/06/2011	10	0	10	\$80.17
04/07/2011	13	0	13	\$89.50
03/08/2011	4	0	4	\$52.03

When paperless is **ON**, you will continue to receive your bill notifications via email if selected below. You will no longer receive a paper bill in the mail. Going paperless helps reduce waste, so go paperless today.

Please note: The paperless preferences you select here will apply to all of your utility accounts.

Paperless Status: ON

Turn Paperless Off

Instead of using your utility account to log in, you can enter an alternate login account here. We will check to make sure this login name is unique across all of our accounts. (Note: It will take a few minutes for this new or changed login to become active.)

Alternate Login Name:

(Optional) Enter a new password in the spaces below. The password must be at least 5 characters and may contain letters from the alphabet or numerals. If you leave the password blank, your password will remain the same.

New password:

Retype password:

Enter the E-mail address you wish to associate with this account in the space below. An Email address is required for the following activities:

1. Notification of new bills online.
2. Payment of bills online
3. Linking of multiple utility accounts.
4. Notification regarding important news on your account(s).
5. Notification of City of Richardson special events.
6. Signups for Recurring Credit Card payments.

E-mail Address:

Please send e-mail for: New Bill Notification
 Important news regarding my account
 Special Events



New Enhancements By Fiscal Year End

- On-statement special announcements
 - Include as part of monthly e-notification email
 - Example: Holiday trash schedule
- Non-Recurring e-check payment
- Applications for Service
- Requests for disconnection



Future Enhancements

- PDF file of actual bill attached to monthly e-billing notification
- Mobile friendly website for account access and bill payment



Questions

