

TOWN OF PRESCOTT VALLEY
WORK STUDY MEETING
MINUTES
April 16, 2015

Library Auditorium
7401 E. Civic Circle
Prescott Valley, Arizona 86314

1. Call to Order

Mayor Skoog called the meeting to order at 5:30 p.m.

2. Roll Call

Present: Council Member Grossman, Council Member Marshall, Council Member Whiting, Council Member Anderson, Council Member Mallory, Vice Mayor Nye, and Mayor Skoog.

3. Presentation: Selectron phone system

Customer Accounts Manager Mark Lusson said they are looking at procuring an Interactive Voice Response (IVR) system for Utility Billing. The system allows folks with touch tone phone keypads to check their utility billing balance, billing history, provides payment accessibility and a Spanish language feature. The Town bills \$19,000 a month and that figure is increasing. Currently 30 percent of incoming phone calls to make phone payments go to voice mail. An IVR system would provide 24/7/365 day access to utility billing. That would decrease customer phone time and increase customer satisfaction. The Selectron system could make a seamless transition into the Town's existing financial system. The option to speak to Town employees would still be available. Upfront costs are \$75,000 spread out over 3 years for purchase of the system. An increased call volume will increase the fee. Selectron is planning 5 incoming ports plus 1 outgoing port initially. It would cost \$2,000 per port additional. There would have to be a significant increase in calls before that would be needed. Incoming payments will be credited as a pending payment in real time and halt impending penalty fees.

Lewis Gouge, Selectron Senior Sales Executive, said the system would include 24/7 availability, automated outbound courtesy calls (payment reminders), additional "virtual" agents, proactive customer service, SunGard CSR (finance system) integration with a customizable opening message, current balance owed and past due balances. Phone payments take 35 percent of the calls off the staff. The call capacity of system is based on the size of anticipated needs but can be expanded as needed. There is a very short learning curve for the customers. There are 150 systems across the USA.

Town Manager Larry Tarkowski added that this is just another example of the Town utilizing technology as opposed to hiring employees which helps us during economic downturns. Our

annual software maintenance fee is a minor cost compared to hiring new people. No action was taken.

4. Presentation: Library materials update

Library Director Stuart Mattson, Casey Van Haren (Circulation Supervisor) and Kathy Derry (Board of Trustees) came forward. Mattson gave an overview of the material purchasing process which is predominately patron driven. He monitors fund balances almost daily and operates within timelines for purchases of approximately \$70,000. They also take into consideration the number of holds for people waiting for a specific book before deciding whether to purchase additional copies of a single book. They currently borrow more books than loan out due to limited funding. Van Haren said they also have 10 kindle with 10 best seller titles on them which are very popular which patrons can borrow free of charge. Overdrive is their free ebook and audio book download that allows patrons to borrow electronic books and download them to their own devices. Mattson said they are using \$53,000 from the county. As of 2008 the library had used \$78,000 from the town. The Board of Trustees approached the Council just after moving into the new library facility (2009) to increase the material purchasing budget annually. The McBride Estate money (\$1,007,000.00) was used for purchase of the opening day collection. With budget cuts the material purchases dwindled. Vice Mayor Nye applauded Mattson for keeping up with the times with all the technology incorporated into the library and the activities for the youth. Grossman uses the library system to download books to his device and recommends using it. No action was taken.

5. Discussion regarding awarding a contract for professional auditing services

Management Services Director Bill Kauppi said the Town is required to solicit bids every 3 to 5 years to solicit bids to make sure that we have a competitive quote on the audit services. RFPs were sent to the following eight firms. Five firms did not submit bids and the three responses received were reviewed on March 25, 2015 by the Management Services Director and Finance Manager. The overall lowest bidder of the 3 was REDW (New Mexico). However, because of their expertise and our working relationship with us, their familiarity with the town and CFDs, they are professional and highly qualified and they provide an excellent level of expertise their recommendation is to continue with Heinfeld, Meech & Co., PC from Flagstaff/Phoenix. Kauppi responded to Mayor Skoog that the Heinfeld, Meech & Co CFD fee is high due to the uniqueness of them, legalities involved and time consuming. No action was taken.

6. Adjournment

Mayor Skoog adjourned the meeting at 6:20 p.m.

ATTEST:

APPROVED:

Diane Russell, Town Clerk

Harvey Skoog, Mayor

STATE OF ARIZONA)
COUNTY OF YAVAPAI) ss:
TOWN OF PRESCOTT VALLEY)

CERTIFICATE OF COUNCIL MINUTES

I, Diane Russell, Town Clerk of the Town of Prescott Valley, Arizona, hereby certify that the foregoing minutes are a true and correct copy of the Minutes of the Regular Meeting of the Town Council of the Town of Prescott Valley, held on Thursday, April 16, 2015.

I further certify that the meeting was duly called and held and that a quorum was present.

Dated this April 17, 2015

Diane Russell, Town Clerk