

LAKELAND CITY COMMISSION
Agenda Study Session
October 2, 2009

The Lakeland City Commission met in the Agenda Study Session in the Commission conference room. Commissioners Edie Yates, Howard Wiggs, Gow Fields, Justin Troller, Jim Verplanck, Glenn Higgins, and Mayor Fletcher were present. City Manager Doug Thomas, Community Development Director Jim Studiale, Finance Director Greg Finch, City Attorney Tim McCausland, and City Clerk Kelly Koos were present.

Mayor Fletcher called the meeting to order at 8:32 a.m.

Doug Thomas covered the Presentations.

Doug Thomas covered Request to Appear from the Public.

Greg Finch explained that employees put 0.5% of their pay into the Retirement Health Savings account before taxes and when they take it out for medical expenses, they do not pay taxes on it. The city could carve out a specific class. Mr. Marko wanted the city to carve out all disabled vets. The city does not know who those people are. Mr. Marko's file does not reflect that he is a disabled vet. He says the savings did not benefit him as his medical expenses are covered. He could use the money to pay for his wife's expenses.

Doug Thomas reminded the Commission that this was put in place to allow a health insurance benefit after retirement. As of 2003, there was no health insurance subsidy after retirement.

Tim McCausland covered the Ordinances for Second Reading.

Doug Thomas covered the Red Light Camera (RLC) Ordinance. Staff and American Traffic Solutions (ATS) have been meeting.

Kevin Cook showed a video clip from the Fox 13 website about the RLCs and provided an update on the program. ATS gets 100% of the first violation for each camera per day. There were nine cameras system wide. ATS receives \$25 for the next two violations (9 cameras X 2 = 18) from each camera per day and with all subsequent violations, ATS receives \$15 from each camera per day. The City paid ATS only when the City collected.

The program had not been in place long enough to confirm that violations were decreasing. That usually takes around 5-months and as sometimes as long as 18-months.

Kevin Cook explained the awareness campaign.

Tim McCausland covered the proposed changes to the RLC Ordinance.

Doug Thomas covered the procedural and administrative problems with those changes. He then proposed an alternative, ATS could send a warning notice that motorist may have violated the law while turning right on red. ATS could have that notice in the mail within 3 days of the violation.

Tim McCausland asked if there was a preference for the ordinance as presented given the difficulty of implementing those changes. The consensus was not to move forward with the ordinance as amended.

Tim McCausland asked about support for moving forward with the signage and the warning letter, but if a motorist violated the ordinance, they were fined. The consensus was against enforcing the violation that occurred prior to getting notice.

The Commission discussed possible alternatives. The first violation would create a 7-day window and any subsequent violations within those 7-days the City would forgive. The City would automatically forgive those upon request.

Tim restated the new policy. ATS would mail a notice of possible violation within three days. Anyone who receives subsequent violations within a 7-day period would have those subsequent violations automatically forgiven upon request for an appeal. The consensus was to move forward.

Remaining Policy Questions:

- The consensus was to allow staff to allow extensions to pay.
- Tim McCausland requested the ability to create a high threshold to appeal by requiring the \$25 up front. The consensus was to move forward.

Dealing with the past: did the Commission want to apply the 7-days retroactively or the 30 days retroactively? The consensus was 30 days from start to new regime, right turn on red only, reimburse fines after first violation within the 30 days.

There were two class action lawsuits still pending. One dealt with state law. One dealt with federal law.

Commissioner Troller explained he agreed with 67% of the proposal but he probably would not support the ordinance.

Commissioner Wiggs left the meeting at 10:21 a.m.

Doug Thomas covered the City Manager agenda and offered the following verbals:

- He sent the Commission information. Staff and the union planned to reject the special master recommendation. The City and the UWA reached a tentative

agreement on all articles. He hoped the union would ratify the agreement on October 8, 2009.

- Midtown CRA Improvements at US 98: Chuck Barmby explained the median plans for US 98 North. CRA asked FDOT to include these improvements as part of their work program for 98 North. Hopefully, that would include funding. The cost of the work would be approximately \$2 million. CRA created these requests in a letter for Doug's signature.
- Lemon Street Promenade Art: The City no longer committed \$25,000 for public art. Bill Tinsley and Anne Furr asked businesses downtown to sponsor the art on Lemon Street. Those sponsors are why the art was there. MIDFLORIDA was the sponsor for this year.

Tim McCausland covered the City Attorney agenda.

The meeting adjourned at 11:01 a.m.

CRA Workshop October 2, 2009

The Lakeland City Commission met in the CRA Workshop in the Commission conference room. Commissioners Edie Yates, Gow Fields, Justin Troller, Jim Verplanck, Glenn Higgins, and Mayor Fletcher were present. Commissioner Howard Wiggs was absent. City Manager Doug Thomas, Community Development Director Jim Studiale, Finance Director Greg Finch, City Attorney Tim McCausland, and City Clerk Kelly Koos were present.

Tamara Sakagawa began the workshop at 11:02 a.m. This was a preview of the presentation she would give at the Downtown Lakeland Partnership (DLP) luncheon entitled "Changing the Focus." A copy of the presentation is on file in the Clerk's Office.

The meeting adjourned at 11:24 a.m.

Traffic Calming Workshop October 5, 2009

The Lakeland City Commission met in the Traffic Calming Workshop in the Commission conference room. Commissioners Edie Yates, Gow Fields, Justin Troller, Jim Verplanck, Glenn Higgins, and Mayor Fletcher were present. Commissioner Howard Wiggs was out of town. City Manager Doug Thomas, City Attorney Tim McCausland, Public Works Director Rick Lilyquist, and City Clerk Kelly Koos were present.

Mayor Fletcher called the meeting to order at 11:01 a.m.

Rick Lilyquist reviewed the agenda for the meeting:

- Current Guidelines
- Past Projects Over the Last Five Years
- Traffic Calming Guidelines from other Agencies
- Proposed Guidelines
- Questions

Before traffic calming, enforcement was the only remedy to speeding through neighborhoods. Traffic calming originated in the 1970s in Portland Oregon. Traffic calming came to Lakeland in the late 90s. The first street with traffic calming was Prado and Palencia.

| Criteria Items | Current Guidelines | Proposed Guidelines |
|-------------------------------------------|---------------------------|----------------------------|
| Qualifying Average Daily Traffic | 900 | 300 |
| Qualifying Speed above Posted Speed Limit | 9 | 8 |
| Qualifying Approval Percentage | 80 | 66 |

Discussion

The proposed guidelines would bring more traffic calming projects into the pipeline.

The Commission discussed the perceived problems in the neighborhood on 9th Street. The new data should be available tomorrow for 9th Street. Residents on that street want a speed hump. They may not qualify even with the revised guidelines.

Commissioner Yates left the workshop at 11:36 a.m.

The Commission discussed private financing.

The Commission consensus was to adopt the proposed guidelines.

If 9th St does not fit the guidelines, the Commission would like staff to pursue money from neighborhood funds for traffic calming.

The meeting adjourned at 11:43 a.m.

LAKELAND CITY COMMISSION
Regular Session
October 5, 2009

The Lakeland City Commission met in Regular Session in the Commission Chambers. Commissioners Glenn Higgins, Justin Troller, Jim Verplanck, Gow Fields, Edie Yates, and Mayor Fletcher were present. Commissioner Howard Wiggs was out of town. City Manager Doug Thomas, City Attorney Tim McCausland, Finance Director Greg Finch, and City Clerk Kelly Koos were present.

CALL TO ORDER - 9 a.m.

INVOCATION

Chaplain Roger Jahn of the Lakeland Fire Department offered the invocation followed by the salute to the flag.

PRESENTATIONS

Lakeland Fire Department – SWAT Medic (Assistant Chief Snell & Lieutenant Brown)

Employee Service Awards

| | <u>10 Years</u> | <u>Date</u> | <u>Department</u> |
|-----|------------------------|--------------------|--------------------------|
| *** | Mitchell, Vonchae L | 09-27-1999 | Public Works |
| *** | Harnage, Lindasue W | 09-20-1999 | Finance |
| *** | O'Neill, James | 09-19-1999 | Police |
| | Arnold, Robert | 08-30-1999 | Lakeland Electric |
| | Hampleman, Douglas D | 09-20-1999 | Lakeland Electric |
| | Hansen, Lindsay D | 09-26-1999 | Lakeland Center |
| | Kaelin, Christian T | 09-13-1999 | Risk Management |
| | <u>20 Years</u> | | |
| *** | Farnam, Linda | 09-24-1989 | Lakeland Electric |
| *** | Griffith, Gary | 09-25-1989 | Public Works |
| *** | Taylor, Curtis A | 09-25-1989 | Lakeland Electric |
| | Burton, Henley Lee | 09-18-1989 | Public Works |
| | <u>35 Years</u> | | |
| *** | Crawford, Mary J | 09-18-1974 | Parks & Recreation |
| | Gieger, Michael | 09-30-1974 | Lakeland Electric |
| | <u>45 Years</u> | | |
| | Beerman Jr., Carlyle D | 09-15-1964 | Parks & Recreation |

***Not able to attend the Commission Meeting

City Manager Doug Thomas and Mayor Fletcher presented these awards.

Beautification Awards

Commercial: 4510 N. Rd. 98 – Zaxby’s

Residential: 118 W. Maxwell St. – Stuart Norman

PROCLAMATIONS

Fire Prevention Week

Community Planning Month

Let’s Talk Month

Red Ribbon Month

COMMITTEE REPORTS AND RELATED ITEMS

Transportation-Airport Committee – October 2, 2009

The Transportation-Airport Committee met in the Commission conference room. Commissioners Gow Fields and Glenn Higgins (members) and Commissioner Jim Verplanck (chair) were present. Commissioners Edie Yates, Justin Troller, and Mayor Fletcher were present. City Manager Doug Thomas, Community Development Director Jim Studiale, City Attorney Tim McCausland, and City Clerk Kelly Koos were present along with staff.

Commissioner Verplanck called the meeting to order at 10: 54 a.m.

This was a proposed Modification to Lease Agreement with Specialized Vehicles Corporation (“SVC”). SVC was a long time Airside Center tenant that manufactured truck bodies for the beverage industry. The existing lease term would expire in May of 2010. They proposed a modification to amend the original rental amounts in exchange for an extension. The staff engaged in extensive negotiations and this proposed Modification represented the product of those discussions. The original Lease, dated July 6, 2007, was for a total of 106,464 sq. ft. of general warehouse and office space at a blended rate of \$3.06 per sq. ft. Rent escalated in accordance with the CPI with a cap of 3% annually. The initial term was for three (3) years with a one (1) year renewal option.

The amendment to the Lease would adjust the rent to a flat rate of \$3.00 per sq. ft., extend the term of the Lease through May 31, 2011, and removed the renewal option.

Staff recommended that the Commission authorize the appropriate City officials to execute the Modification to Lease.

Jon Von Preysing presented this item to the Committee.

Action: Commissioner Fields moved to approve staff's recommendation. Commissioner Higgins seconded and Commissioner Verplanck concurred.

The meeting adjourned at 11 a.m.

Jim Verplanck, Chair

Commissioner Verplanck presented the report.

Action: The Commission voted unanimously to approve the recommendation.

EQUALIZATION HEARINGS

Recess/convene: Commissioner Verplanck moved to recess as the City Commission and convene as the Equalization Board. Commissioner Higgins seconded and the motion carried unanimously.

Lots Cleaning and Clearing

Tim McCausland presented the assessments, a copy of which is attached to the end of these minutes.

Motion: Commissioner Verplanck moved to approve the assessments. Commissioner Higgins seconded.

Mayor Fletcher asked for comments. There were none.

Action: The motion carried unanimously.

Adjourn/reconvene: Commissioner Verplanck moved to adjourn as the Equalization Board and reconvene as the City Commission. Commissioner Higgins seconded and the motion carried unanimously.

APPROVAL OF CONSENT AGENDA

All items listed with an asterisk (*) were considered routine by the City Commission and were enacted by one motion. There was no separate discussion of these items unless a City Commissioner or Citizen so requested, in which event the item was removed from the consent agenda and considered in its normal sequence.

- * City Commission Minutes 09/18/09 – 09/21/09
- * Utility Committee Minutes 09/21/09

- * Memo re: Amendment with Accenture for an Information Technology Strategic Roadmap Project
- * Memo re: Contract with Metrix Matrix for Customer Satisfaction Survey

Action: Commissioner Verplanck moved to approve the Consent Agenda. Commissioner Higgins seconded and the motion carried unanimously.

APPROVAL OF MINUTES (with any amendments)

- * City Commission 08/14/09 – 08/17/09
- * Utility Committee 08/17/09

REQUESTS TO APPEAR FROM THE PUBLIC

Albert Marko re: Retirement Health Savings Account

Mr. Marko wanted to opt out of the Retirement Health Savings Account.

Doug Thomas responded. He previously appointed the health/retirement task force to review options for post employment health cost benefit. The first issue they had to deal with was GASB 45 post retirement subsidy issue. The retirement health saving arrangement was proposed as an option to replace the post retirement health insurance subsidy for employees hired after 2003. The Employees' Association and COLAR supported this plan. Participation in the plan is mandatory and can not be modified to allow voluntary participation without losing the tax-exempt status. Mr Marko is requesting the disabled veterans be exempted from the plan as a group – which may be allowable. There was concern of documenting those employees that claimed service connected disabled veteran status. The VA may not provide this information to the City. The City Commission instructed the staff to consider options

PUBLIC HEARINGS

Ordinances (Second Reading)

Ordinance 5217; Proposed 09-051; Conditional Use to Allow 150,000 Square Feet of Retail, Office, Hotel and Other Uses on 22.34 Acres Located North of Interstate 4 and West of Kathleen Road (1st Rdg. 9/8/09, contd. 9/21/09)

AN ORDINANCE RELATING TO ZONING; APPROVING A CONDITIONAL USE TO ALLOW 150,000 SQUARE FEET OF RETAIL, OFFICE, HOTEL AND OTHER USES ON 22.34 ACRES LOCATED NORTH OF INTERSTATE 4 AND WEST OF KATHLEEN ROAD; FINDING CONFORMITY WITH THE COMPREHENSIVE PLAN; PROVIDING AN EFFECTIVE DATE.

Tim McCausland read the short title.

Motion: Commissioner Verplanck moved to approve the ordinance. Commissioner Higgins seconded.

Mayor Fletcher asked for comments and there were none.

Action: Upon roll call vote Commissioners Higgins, Troller, Verplanck, Fields, Yates, and Mayor Fletcher voted aye. Ayes: six. Nays: Zero. The motion carried unanimously.

Ordinance 5128; Proposed 09-019; Providing for Collection of Criminal History Information on All Employees and Vendors (1st Rdg. 9/21/09)

AN ORDINANCE OF THE CITY COMMISSION OF THE CITY OF LAKELAND, FLORIDA; PROVIDING FOR THE COLLECTION OF STATE AND NATIONAL CRIMINAL HISTORY INFORMATION ON ALL EMPLOYEES AND VENDORS THAT MAINTAIN ACCESS TO FACILITIES THAT ARE CRITICAL TO THE SECURITY OR PUBLIC SAFETY OF THE CITY OF LAKELAND; MAKING FINDINGS; PROVIDING AN EFFECTIVE DATE.

Tim McCausland read the short title.

Motion: Commissioner Verplanck moved to approve the ordinance. Commissioner Higgins seconded.

Mayor Fletcher asked for comments and there were none.

Action: Upon roll call vote Commissioners Yates, Fields, Verplanck, Troller, Higgins, and Mayor Fletcher voted aye. Ayes: six. Nays: Zero. The motion carried unanimously.

Proposed 09-055; Amending the Red Light Camera Ordinance to Provide Conditional Relief for Motor Vehicle Owners Receiving Multiple Violation Notices for Illegal Turns on Red (1st Rdg. 9/21/09)

AN ORDINANCE OF THE CITY COMMISSION OF THE CITY OF LAKELAND, FLORIDA RELATING TO RED LIGHT CAMERAS; AMENDING ARTICLE III OF CHAPTER 98 OF THE CODE OF THE CITY OF LAKELAND; DELETING REQUIREMENT FOR CERTAIN INFORMATION TO BE INCLUDED ON NOTICES OF VIOLATION; PROVIDING FOR A CONDITIONAL STAY OF ENFORCEMENT ACTION WITH RESPECT TO MOTOR VEHICLES INVOLVED IN MULTIPLE ILLEGAL RIGHT TURN INFRACTIONS WITHIN A CERTAIN TIME PERIOD; CLARIFYING THAT PENALTIES ARE VEHICLE-SPECIFIC; PROVIDING FOR SEVERABILITY; PROVIDING AN EFFECTIVE DATE.

Tim McCausland will bring the revision later. He counseled the Mayor to ask for public comment and continue public hearing.

Mayor Fletcher asked for comments from the public on the RLC.

Carol Castagnero came forward on this ordinance. She received a citation. She thought the City should have provided a warning for the first offense. She felt the plan was just to get money.

James McCreary came forward. There was no excuse to being ignorant of the law. He had a friend who had to buy a new car for the second time because someone rear-ended her at the light. The driver was supposed to be in control of the car at all times. If he stopped at the white line, he could not see to turn right safely.

Action: Commissioner Verplanck moved to continue the public hearing until October 19, 2009. Commissioner Higgins seconded and the motion carried unanimously.

COMMUNITY REDEVELOPMENT AGENCY – NONE

CITY ATTORNEY

Ordinances (First Reading) – None

Resolutions

Resolution 4789; Proposed 09-055; Lots Cleaning and Clearing

A RESOLUTION RELATING TO ASSESSMENTS; DETERMINING THE NECESSITY FOR HAVING CLEANED AND CLEARED CERTAIN PROPERTY WITHIN THE CITY OF LAKE LAND; PROVIDING FOR THE ASSESSMENT OF LIENS AGAINST SUCH PROPERTY FOR EXPENSES INCURRED IN THE CLEANING AND CLEARING THEREOF; PROVIDING AN EFFECTIVE DATE.

Tim McCausland read the short title.

Motion: Commissioner Verplanck moved to approve the resolution. Commissioner Higgins seconded.

Mayor Fletcher asked for comments. There were none.

Action: Upon roll call vote Commissioners Yates, Fields, Verplanck, Troller, Higgins, and Mayor Fletcher voted aye. Ayes: six. Nays: Zero. The motion carried unanimously

Resolution 4790; Proposed 09-056; Upland Easement Application to Division of State Lands for Bridgewater Substation

A RESOLUTION AUTHORIZING EXECUTION OF AN EASEMENT APPLICATION FOR UTILITY EASEMENTS FROM THE BOARD OF TRUSTEES OF THE INTERNAL IMPROVEMENT TRUST FUND OF THE

STATE OF FLORIDA LOCATED GENERALLY SOUTH OF I-4 ALONG NORTH STATE ROAD 33; MAKING FINDINGS; PROVIDING AN EFFECTIVE DATE.

Tim McCausland read the short title.

Motion: Commissioner Verplanck moved to approve the resolution. Commissioner Higgins seconded.

Mayor Fletcher asked for comments. There were none.

Action: Upon roll call vote Commissioners Higgins, Troller, Verplanck, Fields, Yates, and Mayor Fletcher voted aye. Ayes: six. Nays: Zero. The motion carried unanimously.

Resolution 4791; Proposed 09-057; Renaming a Platted Private Street Located in the Muirfield Village at Grasslands from “Muirfield Village Circle” to “Grasslands Village Circle”

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF LAKE LAND, FLORIDA RELATING TO PRIVATE STREETS; MAKING FINDINGS; RENAMING A PLATTED PRIVATE STREET FROM “MUIRFIELD VILLAGE CIRCLE;” TO “GRASSLANDS VILLAGE CIRCLE;” MAKING FINDINGS; PROVIDING AN EFFECTIVE DATE.

Tim McCausland read the short title.

Motion: Commissioner Verplanck moved to approve the resolution. Commissioner Higgins seconded.

Mayor Fletcher asked for comments.

Commissioner Troller said he would not support the resolution because the residents were not happy with the renaming.

Action: Upon roll call vote Commissioners Yates, Fields, Verplanck, Higgins, and Mayor Fletcher voted aye. Commissioner Troller voted nay. Ayes: five. Nays: One. The motion carried.

Miscellaneous Reports and Communications

Memo re: Banking Services Agreement – Wachovia / Wells Fargo

SunTrust Bank provided the City of Lakeland’s banking operations pursuant to a contract entered into in 1999. The contract, which was now expiring, included a five year initial term plus provision for a five year renewal.

The City solicited bids for banking services to replace SunTrust's contract. The criteria deemed the most significant in the process of evaluating the bids were as follows:

- Capacity for bank support of City debt issuance
- Aggregate Pricing
- Experience in the Municipal marketplace
- Total assets

The City received bids from four banks. The tabulated rating criteria are as follows:

| | Wachovia | SunTrust | 5th 3rd | CenterState |
|--------------------------------------|------------------|-----------------|----------------|--------------------|
| Bank Ratings | | | | |
| Long Term | Aa2/AA+/AA+ | A2/A+/A- | A2/A/-- | Not Rated |
| Short-term | P-1/A-1/F1 | P-1/A-2/F1 | P-1/A-2/F1 | Not Rated |
| LOC capacity | 200 million plus | 100 million | not offered | 25 million |
| Aggregate Annual Fees | \$102,897 | \$118,778 | \$91,327 | \$76,953 |
| Municipal exposure (Scale of 1-5) | 5 | 5 | 3 | 1 |
| Total Assets (millions) | 1,300,000 | 189,300 | 119,764 | 524 |

Lakeland Electric had \$200 million in bonded debt that must be supported by a Letter of Credit issued by a major banking institution. Tax-exempt mutual funds that create large, diverse portfolios of bonds were significant purchasers of municipal bonds. Shares in those funds were then sold to individual investors. These entities were legally prohibited from purchasing bonds that do not have the highest short-term ratings offered by the major national ratings agencies.

A Letter of Credit provided by SunTrust supported \$100 million of the bonds issued by Lakeland Electric. SunTrust's ratings were downgraded in April of 2009 to levels that were below the threshold required by the large mutual fund buyers of Lakeland's bonds. As a result, the interest cost the utility was paying on the SunTrust bonds had escalated to a level that had averaged 25 basis points higher than the interest rate paid on bonds supported by the higher rated bank. The annualized incremental cost of that differential was approximately \$200,000. Due to significant tightening of credit in the banking industry over the past two years, the willingness of banks to sell Letters of Credit to issuers of bonds had diminished. Most banks were only willing to sell Letters of Credit to those entities to whom they provided standard banking services (such was the case when the Letter of Credit from SunTrust was purchased). Given the significant amount of bonded debt issuance conducted by the City, the ability of our primary banking institution to provide credit support to the City was a prime consideration in the selection process. Wachovia was the only bank among those that responded to the City's RFP that had the ratings necessary to support this financial activity.

When evaluating services and fees in comparison with the other institutions, Wachovia's comprehensive proposal was preferred. The City desired to enter into a contract with Wachovia for an initial term of three years, with the right to an extension of up to three years at the City's discretion.

Staff recommended that the Commission authorize the appropriate City officials to execute the contract for banking services from Wachovia.

Tim McCausland presented this item to the Commission.

Action: Commissioner Verplanck moved to approve the recommendation. Commissioner Higgins seconded and the motion carried unanimously.

AUDIENCE - None

MAYOR AND MEMEBERS OF THE CITY COMMISSION

Commissioner Yates reminded everyone about the Breast Cancer Awareness Walk.

Commissioner Troller reminded employees about a survey on In-Site regarding supplemental insurance products.

Recess: The Commission recessed at 10:39 a.m.

Carol Castagnero asked when she could speak under the audience potion . She put a letter on the large screen, a copy of which is on file in the Clerk's Office. She put up a list of concerns from the survey she conducted: She also presented an agenda and a candidate agreement that she wanted all candidates to sign.

Recess/reconvene: The Commission recessed at 10:50 a.m. until after the Utility Committee meeting. They reconvened at 2:05 p.m.

The Lakeland City Commission reconvened in Regular Session in the Commission Chambers. Commissioners Justin Troller, Jim Verplanck, Gow Fields, Edie Yates, and Mayor Fletcher were present. Commissioner Howard Wiggs was out of town. City Manager Doug Thomas, City Attorney Tim McCausland, and City Clerk Kelly Koos were present.

UTILITY

Recommendation re: Lakeland Electric Backup System Control Center Design Services Task Authorization

Lakeland Electric's System Control Center was presently located in the LE Tower, however due to North American Electric Reliability Corporation (NERC) requirements, plans were underway to relocate the operation to a new hardened facility on Parker

Street that LE would share with the Department of Information Technology (DoIT) for the City's Data Center. In conjunction with NERC Standards, Lakeland Electric was also required to have an emergency Backup System Control Center that could enable basic features to continue in the event the primary System Control Center was damaged or otherwise inoperable. The Backup Center only replicated minimum system control features as opposed to the full-featured equipment typically installed at the primary facility. Given its backup nature, staff proposed locating it in the existing Lakeland Electric Lake Parker Training Center to reduce costs.

The City had received a proposal from Lunz, Prebor Fowler Architects outlining services and associated fees for design of the Backup System Control Center, to be located within the Lake Parker Training Center. The services proposed by Lunz Prebor Fowler Architects (LPF) would be performed under the City's Continuing Contract for Architectural Services, and included investigative/research and structural evaluation of the existing building, conceptual planning, and design work to fully describe the project for bidding purposes, along with bidding services.

The fees for the proposed Task Authorization were based upon the lump sum amount of \$43,250.00, and reimbursable expenses estimated at \$4,000.00. The estimated construction cost of the Backup System Control Center was \$267,250.00. Lunz Prebor Fowler Architects anticipated completing the construction bid documents by January 2010, allowing construction activities to commence March 2010 and be completed by June 2010. Funding for the architectural services was included in the Lakeland Electric Capital Budget. City staff had reviewed the proposal submitted by Lunz Prebor Fowler Architects and concurred with the scope requirements and fees associated.

Staff recommended that the City Commission authorize the appropriate City officials to execute a Task Authorization with Lunz Prebor Fowler Architects to administer design services for the Lakeland Electric Backup System Control Center for the not to exceed amount of \$47,250.00

The Utility Committee recommended approval of this item.

Action: Commissioner Verplanck moved to approve the recommendation. Commissioner Higgins seconded and the motion carried unanimously.

*** Memo re: Amendment with Accenture for an Information Technology Strategic Roadmap Project**

This was a proposed Amendment with Accenture to develop an Information Technology (IT) Roadmap. The City previously approved an Agreement with Accenture for services related to preparing a Request for Proposal for implementation of a Smart Grid system and assisting the City in securing grant monies available pursuant to the American Recovery and Reinvestment Act of 2009 to supplement Lakeland Electric's Smart Grid project.

This Amendment would enable Accenture to develop an IT Roadmap intended to assess the IT capabilities of Lakeland Electric, recommend any changes required to develop/operate Smart Grid Systems, prepare an investment plan, as well as any corresponding organization/process changes needed to support implementation of the Smart Grid System.

The key objectives in developing the IT Roadmap included:

- Establishing inventory business, technology, and regulatory priorities and identifying gaps in IT plans
- Aligning City of Lakeland IT imperatives with Lakeland Electric plans where possible
- Defining a future state high level architecture blueprint to support planned strategic initiatives
- Defining the future state IT Operating Model and Governance Framework required to deliver the IT imperatives and architecture blueprint
- Defining and executing the first pass of a Streamlined Demand Management Process for Investment Prioritization
- Performing a high level skills assessment and recommendation
- Recommending future state organization model
- Creating a Roadmap for implementation of IT Strategy and work plan for near-term priorities

Development of the IT Roadmap by Accenture would take 8 – 10 weeks at a cost of \$225,000.00 based on time and materials. All additional reimbursable expenses would be paid in accordance with the City of Lakeland's Consultant Expense Reimbursement Policy.

Staff recommended that the Commission authorize the appropriate City officials to execute this Amendment for an IT Strategic Roadmap Project with Accenture.

Action: The Commission approved this item on the Consent Agenda.

* **Memo re: Contract with Metrix Matrix for Customer Satisfaction Survey**

This was a proposed Agreement with Metrix Matrix for a Customer Satisfaction Survey with Lakeland Electric. Lakeland Electric utilized the Metrix Matrix to conduct two types of customer satisfaction surveys: 1) A monthly survey of customers who conduct transactions with Lakeland Electric; and 2) A bi-annual survey of Lakeland Electric's top 100 revenue-generating customers.

This Agreement was for a renewal of the two existing surveys, as well a third survey to contact and measure satisfaction among a random sampling of utility customers. The total estimated annual cost associated with this project would be approximately \$24,000.00 to \$30,000.00, based on the fee schedule contained in the Agreement. The Agreement would be effective upon approval by the City Commission and continue for a

period of one (1) year unless otherwise renewed or terminated. Collectively, the three surveys would secure customer feedback and measure satisfaction related to business transactions, reliability of service, price, and employee professionalism. In addition, the surveys identify drivers of satisfaction through statistical analysis and a correlation of findings. Results were reported to Lakeland Electric via a web-based tool and customer concerns requiring follow-up were forwarded using a real-time e-mail notification process.

Metrix Matrix had been engaged to implement a three-phase feedback and satisfaction survey program as follows:

- Phase I – transaction based; 100 residential responses per month; commenced December 2007
- Phase II – 100 largest revenue generating customers- twice per year; commenced June 2008
- Phase III – random residential & commercial; 100 per quarter; to commence October 2009

Staff recommended that the Commission authorize the appropriate City officials to execute this Agreement with Metrix Matrix for a Customer Satisfaction Survey.

Action: The Commission approved this item on the Consent Agenda.

CALL FOR ADJOURNMENT – 2:06 p.m.

Ralph L. Fletcher, Mayor

Kelly S. Koos, MMC, City Clerk

ASSESSMENT ROLL