

PRE-MEETING AGENDA

**Casper City Council
City Hall, Council Meeting Room
Tuesday, February 7, 2023, 5:30 p.m.**




Please silence cell phones during the City Council meeting

	Presentation	Beginning Time	Allotted
1.	Introduction of Ford Wyoming Center General Manager	5:30	3 min
2.	Game & Fish – Turkey Discussion	5:33	10 min
3.	Addition of 1 FT Position for Public Utilities Division	5:43	10 min
4.	Agenda Review	5:53	5 min
	Approximate Ending Time		5:58 p.m.

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January 28, 2023

MEMO TO: J. Carter Napier, City Manager 
FROM: Zulima Lopez, Parks, Recreation & Public Facilities Director
SUBJECT: Introduction of Kirk Goodman, the new General Manager of the Ford Wyoming Center

Meeting Type & Date

Council Pre-Meeting February 7, 2023

Action type

Information Only

Recommendation

None

Summary

OVG360, formally Spectra Venue Management, has been under contract for the management of the Ford Wyoming Center, formally the Casper Event Center, since October 1, 2016. From this time through his retirement on January 13, 2023, Brad Murphy was the General Manager (GM) of the facility. Under Mr. Murphy's leadership, the management contract has yielded a reduction to the City's general fund investment for the events center. This was achieved despite increasing operating costs, COVID-19 shutdowns in 2020, and the slow recovery of the event industry from COVID-19. Mr. Murphy's contributions as GM are notable, and we wish him well in retirement.

After an extensive hiring process by OVG360, including participation by the City of Casper, Kirk Goodman was selected to be the new General Manager for the Ford Wyoming Center (FWC). Mr. Goodman comes to Casper with 26 years of experience in professional sports, facility, and event management. A native of Pennsylvania and graduate of Ithaca College, Mr. Goodman has worked in California, Idaho, New York, Florida, Oregon, Iowa, Texas, and now, Wyoming. Mr. Goodman has been involved in a major sport stadium renovation and two new stadium openings, as well as managed multiple large capital improvement projects with existing facilities. He has extensive experience in municipal owned buildings, with a successful track record in revenue generation, responsible budget management, booking, event execution, and corporate partnerships. We believe Mr. Goodman's knowledge and experience will be invaluable to the continued success and future of the Ford Wyoming Center.

Financial Considerations

The City of Casper will not incur additional expense as a result of the management change.

Oversight/Project Responsibility


Zulima Lopez, Ford Wyoming Center Contract Administrator

Attachments

None

February 3, 2023

MEMO TO: J. Carter Napier, City Manager ^{?? for JCN}

FROM: Andrew Beamer, P.E., Public Services Director 
Bruce Martin, Public Utilities Manager
Mark Anderson, Water Distribution Manager

SUBJECT: Addition of One Full Time Employee (FTE) to the Public Services Department, Public Utilities Division, Water Distribution Group

Meeting Type & Date

Council Pre-Meeting
February 7, 2023

Action Type

Approval

Recommendation

That Council authorize the addition of one FTE to the Public Services Department, Public Utilities Division, Water Distribution (WD) Group to be effective immediately.

Summary

All water used within the water distribution system is metered. This includes inside and outside city residential and commercial accounts as well as metering of wholesale customers and fire hydrant usage. In total, there are just under 23,000 meters in the City's water distribution system.

Management, operation, and maintenance of the metering system is accomplished by the Meter Service staff consisting of a Utility Supervisor and five Utility Worker I/II positions who work within the WD work group. Key tasks include monthly meter reading, requested reads and turn on/off's, identification and correction of "zero read" issues, emergency shutoffs, meter testing and calibration, and meter exchanges.

The meter service work load has outpaced what the existing staff can reasonably accomplish. Prior to moving to WD in July of 2020, two positions, an Administrative Assistant and a Utility Worker, were eliminated from the Meter Service work group. Since that time, approximately 1,750 accounts have been added to the system and the number of work orders generated only continues to grow. There are roughly 700 zero read accounts back logged that need to be addressed. Less than 50% of the delinquent accounts are being handled each week. A subset of meters (1,600 meters) have been identified as being defective by the manufacturer. The manufacturer has been supplying replacement meters and staff are in the process of changing out the faulty meters. 1,200 remain to be changed. The existing meters and radio reading equipment continue to age and fail at an increasing rate. Staff time must be dedicated to replacing and updating the meters and meter reading equipment on a continuing basis to keep the system viable. Unaddressed zero read

Addition of One FTE

WD Meter Services Utility Worker III

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accounts, unaddressed delinquent accounts, claims for water damage due to leaking meters, and aging equipment all reduce revenue, increase the amount of unaccounted for unbilled water, and negatively impact customer service. An additional Utility Worker position will enable us to address these issues.

Staff are requesting to add a new Utility Worker III position that will be responsible for training staff, inventory procurement and tracking, provide oversight and scheduling of appointments for the zero read and warranty meter replacement programs, provide oversight of the large meter testing and efficiency program, test and rebuild meters as needed, and oversee the hydrant meter rental program. Additionally, the position will work closely with the Utility GIS Technician to ensure all meter service infrastructure and attribute tables are accurate and up to date. Finally, the position will be required to respond to emergency calls and will cover gaps in service created when the Utility Worker I/II's are out on disability or vacation.

Adding the Utility Worker III position as a lead worker within the meter service work group aligns with the current practice utilized in the WD construction and contractor crews as well as across the other CPU work groups. This model improves the efficiency of the operation, increases accountability, and improves system reliability and customer service. The position provides an opportunity to address known issues within our meter service program, increase revenue, reduce unaccounted for water, and improve customer response time.

Financial Considerations

The anticipated increase to the FY23 personnel budget is \$21,000 to complete the fiscal year. The annual cost of the position, \$84,222, will be included in the FY24 budget and the rate model of January 2024. There will be no additional equipment expense for this position as vehicles, computers, work stations, and other equipment is already available. Due to personnel shortages throughout FY23, there is \$40,000 currently available in the FY23 Water Fund budget to accommodate this request.

Additionally, the position is expected to have an immediate, positive impact on revenue recovery. In 2022, \$244,872 of utility revenue was eligible to be sent to collections. Of the amounts which go to collections, the City typically only collects 25%. The delinquent account total currently stands at \$165,000. As stated above, there are roughly 700 zero read accounts that need to be addressed resulting in an undetermined amount of revenue loss. A recent zero read issue due to a faulty transponder resulted in the City writing off over \$30,000 from a water service line leak. While not all of this revenue is expected to be recovered, adding this position will most assuredly reduce the amount of lost revenue.

Oversight/Project Responsibility

Andrew Beamer, P.E. Public Services Director
Bruce Martin, Public Utilities Manager
Mark Anderson, Water Distribution Manager

Attachments

N/A