Finance and Personnel Committee Meeting - July 1, 2020

1. Agenda Packet

   Documents:

   200701 AGENDA PACKET - POSTED 200626.PDF
Notice: Pursuant to Governor Newsom’s Executive Orders N-29-20 and 33-20, which in part, provide waivers to certain Brown Act provisions, meetings of the Board of Directors will be held by teleconference. There will be no physical location from which members of the public may participate. Instead, the public may listen and/or view the meeting proceedings and provide public comment and comments on agenda items by following these instructions:

To join via Zoom Webinar from a computer, tablet, or smartphone, click on the link below:
https://zoom.us/j/91458023440

To join this meeting via telephone, please dial:
1-669- 900-6833 or 1-253-215-8782
Meeting ID: 914 5802 3440

If you are unable to access the meeting using this call-in information, please contact the Board Secretary at (619) 409-6703 for assistance.

To provide public comment on non-agenda items or to provide public comment on any item of the agenda:

Before the meeting:
- Go to www.sweetwater.org; click on the “HOW DO I...” at the top of the page; and then click on the “Public Comment” link in the Contact section.

OR
- Physically deposit your public comment in the Authority’s payment drop box located in the public parking lot at the Authority’s Administrative Office at 505 Garrett Avenue, Chula Vista.

OR
- Mail your comments to 505 Garrett Avenue, Chula Vista, CA 91910 [Attention: Public Comment].

All written public comment submissions must be received 1 hour in advance of the meeting and will be read aloud to the Board during the appropriate portion of the meeting with a reading limit of 3 minutes for each comment.
During the meeting:
The Chair will inquire prior to Board discussion if there are any comments from the public on each item.

- Via Zoom Webinar go to Participants List, hover over your name and click on “Raise Hand.” This will notify the moderator that you wish to speak during Oral Communication or during a specific item on the agenda.

- Via phone, you can raise your hand by pressing *9 to notify the moderator that you wish to speak during the current item.

Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such request to the Board Secretary at (619) 409-6703 at least forty-eight (48) hours before the meeting, if possible. The above public comment procedures supersede any Authority standard public comment policies and procedures to the contrary.

1. CALL MEETING TO ORDER AND ROLL CALL

2. ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED IN THE AGENDA.

3. PUBLIC COMMENT.
   Opportunity for members of the public to address the Committee. (Government Code Section 54954.3).

4. ACTION AGENDA.
   The following items on the Action Agenda call for discussion and action by the Committee. All items are placed on the Agenda so that the Committee may discuss and take action on the item if the Committee is so inclined, including items listed for information.

   Consideration of Lease Agreement for Payment Kiosk

5. DIRECTORS’ COMMENTS.
   Directors’ comments are comments by Directors concerning Authority business that may be of interest to the Committee. Directors’ comments are placed on the Agenda to enable individual Board members to convey information to the Board and the Public. There is no discussion or action taken on comments made by Board members.

6. NEXT MEETING DATE: Wednesday, July 15, 2020 at 4:30 p.m.

7. ADJOURNMENT.

This agenda was posted at least seventy-two (72) hours before the meeting in a location freely accessible to the Public on the exterior bulletin board at the main entrance to the Authority’s office and it is also posted on the Authority’s website at www.sweetwater.org. No action may be taken on any item not appearing on the posted agenda, except as provided by California Government Code Section 54954.2. Any writings or documents provided to a majority of the members of the Sweetwater Authority Governing Board regarding any item on this agenda will be made available for public inspection at the Authority Administration Office, located at 505 Garrett Avenue, Chula Vista, CA 91910, during normal business hours. Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities, as required by Section 202 of the Americans with Disabilities Act of 1990. Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such request to the Board Secretary at (619) 409-6703 at least forty-eight (48) hours before the meeting, if possible.

To e-subscribe to receive meeting agendas and other pertinent information, please visit www.sweetwater.org.
TO: Governing Board (Finance & Personnel Committee)

FROM: Management

DATE: June 26, 2020

SUBJECT: Consideration of Lease Agreement for Payment Kiosk

SUMMARY
The Authority continually strives to improve customer service and make the payment process as easy as possible for customers. Currently, Authority customers can make check payments, twenty-four (24) hours a day, seven (7) days a week, through the dropbox located outside the Administration office. Although convenient, the customer does not get a receipt when paying via the dropbox. Dropbox payments are recorded after the Customer Service staff retrieves and processes the payments. Because no receipt is given, staff has received feedback that many customers are not comfortable placing cash payments in the dropbox.

To address this concern and provide assurances to our customers, the proposed payment kiosk would allow for a receipt to be printed, emailed, or sent via text message to confirm payment once the transaction is completed after receiving payment with cash, checks, or credit cards. Additionally, the kiosk would be accessible twenty-four (24) hours a day, seven (7) days a week.

The proposed kiosk has the added benefit of improving employee safety. The current location of the dropbox requires staff to extract payments outside the building several times per day; the through-wall kiosk would alleviate staff from that exposure throughout the day by allowing staff to extract payments from inside the building in a much safer manner.

Additional advantages the kiosk offers that our current dropbox does not:

- Payments post instantly to avoid late fees and service interruptions
- Account lookup if customer does not have their bill
- Multilingual service English/Spanish
- User interface for vision impairment

PAST BOARD ACTIONS
June 24, 2020 The Governing Board adopted Resolution 20-13 Adopting a Budget for the Fiscal Year 2020-21
The Governing Board approved the FY 2020-21 Strategic Plan Detailed Work Plan

June 10, 2020

The Governing Board approved a budget of $30,000 for a Customer Payment Kiosk at the Administration office.

FISCAL IMPACT

The FY 2020-21 Budget includes funding of $30,000 to pay for Year One of the payment kiosk. The difference of $2,625 can be paid from the contingency fund. If approved, funding would be included in future budgets for the annual lease and maintenance costs.

<table>
<thead>
<tr>
<th>Year One</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Total Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kiosk (Outdoor)</td>
<td>1</td>
<td>$28,800</td>
<td>$28,800</td>
</tr>
<tr>
<td>Kiosk – Maintenance &amp; Support</td>
<td>1</td>
<td>$3,000</td>
<td>$3,000</td>
</tr>
<tr>
<td>Delivery Fee</td>
<td></td>
<td></td>
<td>$825</td>
</tr>
<tr>
<td><strong>Total - Year One</strong></td>
<td></td>
<td></td>
<td><strong>$32,625</strong></td>
</tr>
</tbody>
</table>

| Year Two                      |          |            |            |
| Kiosk (Outdoor)               | 1        | $28,800    | $28,800    |
| Kiosk – Maintenance & Support | 1        | $3,000     | $3,000     |
| **Total - Year Two**          |          |            | **$28,800**|

| Year Three                    |          |            |            |
| Kiosk (Outdoor)               | 1        | $28,800    | $28,800    |
| Kiosk – Maintenance & Support | 1        | $3,000     | $3,000     |
| **Total – Year Three**        |          |            | **$28,800**|

The total for set-up and the three (3) year lease for the payment kiosk is **$96,225**.

In addition, there will be additional transaction fees that will be handled in a similar way as our current payment processors.

POLICY

Strategic Goal Plan 4: Customer Service, Citizen Engagement and Community Relations (CS) - Provide high-quality customer service based on customer feedback and serve the community through education, outreach, and partnerships.

- Objective CS6 – Develop programs to facilitate payment of water bills for customers
  - 1.00 – Install a payment kiosk at the Administrative Office to allow customers to pay their water bills 24/7.
ALTERNATIVES
1. Approve entering into a three-year leasing contract with CityBase for a payment kiosk to be located at the Administration office.

2. Deny approval for entering into the contract with CityBase.

STAFF RECOMMENDATION
Staff recommends entering into a three-year leasing contract with CityBase for a payment kiosk to be located at the Administration office.

ATTACHMENT
Presentation from CityBase
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CityBase makes technology for utilities and government that unifies and modernizes the way people find, start, and pay for services.
CityBase is an independent business unit of GTY Technology Holdings (Nasdaq: GTYH) which brings leading technology architecture to achieve a new standard in customer engagement and resource management.
Payments that work for everyone
Web + Mobile, Kiosk, Point of Sale,
IVR, User Profiles,
Revenue Management

Get what you need from utilities
Content Management,
Online Forms, User Profiles,
Case Management
Let every customer pay in the way that's convenient for them — and manage all revenue in real-time from a single staff solution.
“Currently if you’re scheduled for disconnect today, and you make a payment on a CityBase kiosk, within a matter of minutes the disconnect will be canceled.

It’s a very quick transaction. The receipts print faster, the kiosks accept cash better than they did on our old kiosks. Customers really appreciate the convenience.”
Serving 80% of the State

80 Self-service kiosks
34 Providing 24/7 access
6 Multi-agency kiosks
Payment Kiosks

- Cash / Card / Check
- Research-Driven User Experience
- < 1 Minute Average Transaction Times
- Indoor and outdoor models for 24/7 service
- Level-1 PCI Compliant, no data is ever stored on device
- 99% uptime, with no cap on concurrent users
- The only site requirement is power
A Better Customer Experience

- Shorten payment center lines
- Provide secure, 24/7 self-service options for cash, card, check
- Intuitive software drives faster transaction times and high adoption
- Accessible for ESL customers and people with vision impairments
- Avoid service interruptions with real-time account updates
A Better Staff Experience

- Better security for cash payments
- Direct, real-time integration to CIS means payments post instantly
- Free customer service staff for more complex customer interactions
- One place to track cash, card, check payments across all payment channels
- Easily look up customer payments, and resolve customer issues from the same tool
**Web + Mobile Payments**

- Card + Check Payments
- Full Functionality on Mobile
- Intuitive Guest Checkout
- Stored User Profiles for Auto-Payments
- Reduce Chargebacks and NSFs
Point of Sale

- Cloud Cashiering
- Direct Integration to Any Source System
- Add Multiple Debt Types via API
- Easy to Use + Set Up
- Print + Email Receipts and Other Important Artifacts
- Pay by Voice, Chat, Text
- Real-Time Account Lookup
- Outbound Notifications
- Voice + Language Services
Revenue Management

● All Payment Channels on One Dashboard
● Advanced Research + Reporting
● Permission Levels for Finance + Customer Service
Easier Payments

Accept card, cash, and check with real-time revenue reporting

<1 minute average transaction time for cash, and faster for card and check

Research-driven UX and multilingual capabilities

Lookup account with any information at hand
Fast + Secure

Information validated in real time

Intuitive process, clear confirmations

Payments post instantly, keeping customer accounts up to date

Exceeding PCI Level-1 security standards
Improved Operations

24/7 self-service payments at convenient locations

A kiosk network that spans your service network

Real-time integration to your CIS or Billing system

Easier revenue management and reporting for staff
**Industry-Leading Information Security**

**Exceeds Industry Standards**
We adhere to and exceed industry security standards. Clients don’t shoulder PCI compliance.

**Real-Time Detection**
Passive security controls aren’t enough. Real-time detection and response capabilities.

**Security-First Design**
Security is fundamental to the CityBase platform. Enterprise threat-detection/response framework.