



## CITY OF COCONUT CREEK CITY COMMISSION MINUTES

**Government Center  
4800 W. Copans Road  
Coconut Creek, Florida**

**Date: January 26, 2017  
Time: 6:00 p.m.  
Commission Workshop**

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### **CALL TO ORDER**

Mayor Belvedere called the meeting to order at 6:03 p.m.

### **PRESENT UPON ROLL CALL:**

Mayor Mikkie Belvedere  
Vice Mayor Joshua Rydell  
Commissioner Lou Sarbone  
Commissioner Sandra L. Welch  
City Manager Mary C. Blasi  
City Attorney Terrill C. Pyburn  
City Clerk Leslie Wallace May

### **ALSO PRESENT:**

Karen M. Brooks, Assistant City Manager/Director of Finance & Administrative Services  
Osama Elshami, Utilities and Engineering Director  
Bernadette Hughes, Assistant to the City Manager  
Peta-Gay Lake, Finance and Administrative Services Deputy Director  
Eve Lewis, Assistant City Attorney  
Yvonne Lopez, Community Relations Director  
Jerry Nickell, Utility Billing Supervisor

Vice Mayor Rydell moved to excuse Commissioner Tooley from the meeting, and consensus was given.

### **DISCUSSION – WATER/WASTEWATER RATE STUDY RESULTS**

Assistant City Manager/Finance and Administrative Services Director Karen Brooks began a *PowerPoint* presentation on the 2017 Water/Wastewater Rate Study and Results. She introduced Vita Paltridge of Stantec, who helped with the study. She first provided an overview of water/wastewater operations and gave a history of the 2008 Comprehensive Water/Wastewater Rate Study. She explained that the primary objectives of the 2008 study were to complete a revenue sufficiency analysis, evaluate the rate structure, and evaluate the impact fees. Ms. Brooks commented that the study showed that the revenues collected for water/wastewater services were not sufficient and discussed the rate adjustments applied since the 2008 rate study. She reviewed the five-tier rate structure that was implemented as a result of the study, which emphasized conservation, and discussed staff's efforts to educate water users on the changes and conservation measures.

Discussion continued with the results of the 2017 rate study. Ms. Brooks explained that the goals of the 2017 rate study were to ensure revenue sufficiency, balance water conservation with water quality, and to enhance affordability for average water users. She noted that the following changes were recommended as a result of the study:

- Minimal rate adjustments to maintain revenue sufficiency, which would be a 2.5% revenue increase for FY 2017;
- A modification to the sewer base charge to fully recover sewer fixed costs; and
- A modification to the five-tier rate structure to enhance affordability for average use customers.

Ms. Brooks reviewed the proposed modification to the five-tier rate structure. Discussion ensued regarding the changes and the impact to customers. She displayed a comparison of water and sewer bills throughout Broward County, which showed Coconut Creek generally in the middle of the surveyed cities. Ms. Brooks explained that the recommended changes were based on current data and ten-year projections, and staff would continue to monitor operations after the recommendations were adopted to ensure that they continue to meet the intended goals. Discussion ensued. Ms. Brooks stated that staff would present a draft ordinance for the Commission's consideration to implement the recommendations from the study.

Vice Mayor Rydell asked staff to increase community outreach efforts to educate the residents on the rate adjustments. Ms. Brooks responded that Utility Billing Supervisor Jerry Nickel developed a quarterly water newsletter for residents to assist with these efforts. Discussion ensued regarding distribution of the newsletter.

Ms. Brooks mentioned that the City was working on an upgrade to its integrated financial system, which would include enhancements to the web-based system and reporting capabilities. She noted that the enhancements would help improve operational efficiency and customer service. She added that staff was researching an interactive voice recognition program to improve the phone system for water customers and enhancements to online bill payment services. Discussion ensued regarding the timeline for the proposed improvements. Ms. Brooks concluded with a discussion on automatic meter reading services.

## **ADJOURNMENT**

The meeting was adjourned at 6:56 p.m.

Transcribed by Marianne Bowers

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Leslie Wallace May, MMC  
City Clerk

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Dated