



Wade Troxell, Mayor  
Gerry Horak, District 6, Mayor Pro Tem  
Bob Overbeck, District 1  
Ray Martinez, District 2  
Ken Summers, District 3  
Kristin Stephens, District 4  
Ross Cunniff, District 5

City Council Chambers  
City Hall West  
300 LaPorte Avenue  
Fort Collins, Colorado

Cablecast on FCTV Channel 14  
and Channel 881 on the Comcast cable system

Carrie Daggett  
City Attorney

Darin Atteberry  
City Manager

Delynn Coldiron  
City Clerk

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## Adjourned Meeting July 10, 2018 6:00 p.m.

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*Persons wishing to display presentation materials using the City's display equipment under the Citizen Participation portion of a meeting or during discussion of any Council item must provide any such materials to the City Clerk in a form or format readily usable on the City's display technology no later than two (2) hours prior to the beginning of the meeting at which the materials are to be presented.*

*NOTE: All presentation materials for appeals, addition of permitted use applications or protests related to election matters must be provided to the City Clerk no later than noon on the day of the meeting at which the item will be considered. See [Council Rules of Conduct in Meetings](#) for details.*

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The City of Fort Collins will make reasonable accommodations for access to City services, programs, and activities and will make special communication arrangements for persons with disabilities. Please call 221-6515 (V/TDD: Dial 711 for Relay Colorado) for assistance.

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- **CALL MEETING TO ORDER**

- **ROLL CALL**

1. First Reading of Ordinance No. 093, 2018, Appropriating Prior Year Reserves in the Light and Power Fund, the Water Funds, the Wastewater Fund and the Storm Drainage Fund for the Utilities Customer Information Billing System Project. (staff: Mike Beckstead, Lisa Rosintoski, Dan Coldiron; 5 minute staff presentation; 15 minute discussion)

The purpose of this item is to appropriate \$6,297,001 to purchase a Customer Information System with an Operational Support System (CIS/OSS) for electric, water, wastewater, stormwater and broadband billing services, replacing the 18-year old billing system. The CIS/OSS is the billing system that will collect revenues for utility and broadband services, serving as the accounting ledger for Utilities

revenue, which currently generates over \$200 million in annual total revenue through an average of 80,000 monthly utility bills and service requests for residential and commercial customers.

The CIS/OSS will be the system interface customers rely on for accurate utility and broadband billing that includes a robust customer self-service platform that will assist customers towards understanding interval utility usage and costs in order to make energy and water conservation/efficiency investments.

Staff has completed the robust Request for Proposal (RFP) process for a comprehensive integrated CIS/OSS solution and selected a vendor that will provide the solution with the following key technology deliverables:

- delivering timely and accurate customer utility and broadband bills
  - providing customer web-portal interfaces for utility and broadband services
  - maintaining accurate customer contact information
  - processing customer payments and service requests
  - supporting exceptional customer service experience through on-line services
  - increasing operational efficiency with advanced metering infrastructure
  - providing enhanced rate, product, payment and service offerings
  - automating Broadband service provisioning; and
  - including mobile workforce management functionality to enhance field services
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- **OTHER BUSINESS**
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- **ADJOURNMENT**



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## City Council Work Session July 10, 2018

After the Adjourned Council meeting, which begins at 6:00 p.m.

● **CALL TO ORDER.**

1. Larimer County Behavioral Health Plan Update. (staff: Beth Sowder, Jackie Kozak-Thiel; 15 minute staff presentation; 45 minute discussion)

The purpose of this item is to build upon past work sessions related to Larimer County's plans for needed behavioral health services across the county and focuses on the plan, information from City departments and Fort Collins community partners about priorities and collaboration options.

Larimer County Commissioner Steve Johnson and Larimer County Behavioral Health Director Laurie Stolen will present to Council with City staff.

2. Updates to the City Council Policy for Reviewing Proposed Service Plans for Title 32 Metropolitan Districts. (staff: Josh Birks, Tom Leeson; 15 minute staff presentation; 45 minute discussion)

The purpose of this item is to review a proposed update to the City's policy for reviewing service plans for Title 32 Metropolitan Districts (Metro Districts). In 2008, the City adopted the existing policy by Resolution 2008-069. At that time, City Council responded to changing market conditions to enable the use of Metro Districts to support primarily commercial development. Residential development faces similar market conditions as well as constrained land supply. The proposed revisions address these conditions while furthering several City goals.

3. Poudre Fire Authority 2017 Annual Report. (staff: Tom DeMint; 10 minute staff presentation; 45 minute discussion)

The purpose of this item is to review the Poudre Fire Authority (PFA) governance and funding, 2017 performance measurements and metrics, goals, actual spending to budget, benefits to the community related to strategic outcome goals, operational efficiency, productivity improvements, issues of concern to PFA, the Poudre Valley Fire Protection District (PVFPD), and the City, and a focus on issues moving forward.

- **OTHER BUSINESS.**
- **ADJOURNMENT.**