



Mayor & City Council

Workshop Session

~ Agenda ~

City of College Park
3667 Main Street
College Park, GA 30337

<http://www.collegeparkga.com>
404-669-3756 (Main)

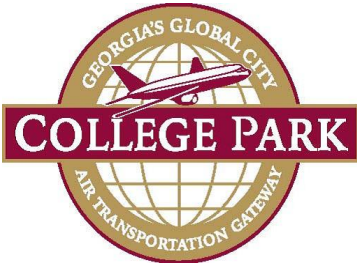
Experience College Park
Georgia's Global City

Monday, June 21, 2021

6:00 PM

Council Chambers

1. On Call Center Answering Service presentation by Interactive Utility Communications (IUC). See memorandum dated June 15, 2021 from Power Director Hugh Richardson. Also, see attached PowerPoint presentation prepared by IUC.
2. Monthly progress report regarding Strategic Planning activities. See memorandum dated June 15, 2021 from Chief Information Officer Michael Hicks. Also, see attached PowerPoint presentation.



CITY OF COLLEGE PARK

P.O. BOX 87137 · COLLEGE PARK, GA 30337 · 404.767.1537

WORKSHOP AGENDA ITEM

DOC ID: 8900

DATE: June 15, 2021

TO: The Honorable Mayor and Members of City Council

THROUGH: Mercedes Miller, Interim City Manager

FROM: Hugh Richardson, Power Director

RE: On-Call Center Answering Service Presentation by Interactive Utility Communications

PURPOSE: Present and review how an on-call center can supplement the Power Department after hour calls.

REASON: Assistance is sometimes needed to help answer telephone calls. Those times of need are typically when power outages occur and there are hundreds or thousands of incoming calls.

RECOMMENDATION: Review the presentation and become thoroughly familiar how and when the call center operates. IUC has a partnership with Electric Cities of Georgia (ECG) and works for 13 ECG cities plus 10 other utilities.

BACKGROUND: During large power outages, particularly during last year's hurricane Zeta experience, many incoming calls were not answered or there were no updated information or recordings to inform the customers. An on-call center will help provide an answering service for the City.

COST TO CITY: \$4,000 setup fee plus \$1,300 per month for 400 minutes (6.7 hours).

BUDGETED ITEM: Yes, 510-4600-52-6130 Contractual Services

REVENUE TO CITY: N/A

CITY COUNCIL HEARING DATE: June 21, 2021

CONSIDERATION BY OTHER GOVERNMENT ENTITIES: N/A

AFFECTED AGENCIES: N/A

RELATIONSHIP TO EXISTING ORDINANCE OR RESOLUTION: N/A

REQUIRED CHANGES TO WORK PROGRAMS: N/A**STAFF:** Power Department, Customer Service Department**ATTACHMENTS:**

- IUC Presentation (PDF)

Review:

- Hugh Richardson Completed 06/04/2021 2:25 PM
- Rosylene Robinson Completed 06/11/2021 3:50 PM
- Purchasing Completed 06/15/2021 6:06 PM
- Althea Philord-Bradley Completed 06/15/2021 3:57 PM
- Mercedes Miller Completed 06/16/2021 9:45 AM
- Mayor & City Council Pending 06/21/2021 6:00 PM



We answer the call...



About IUC

Structure and Strategy

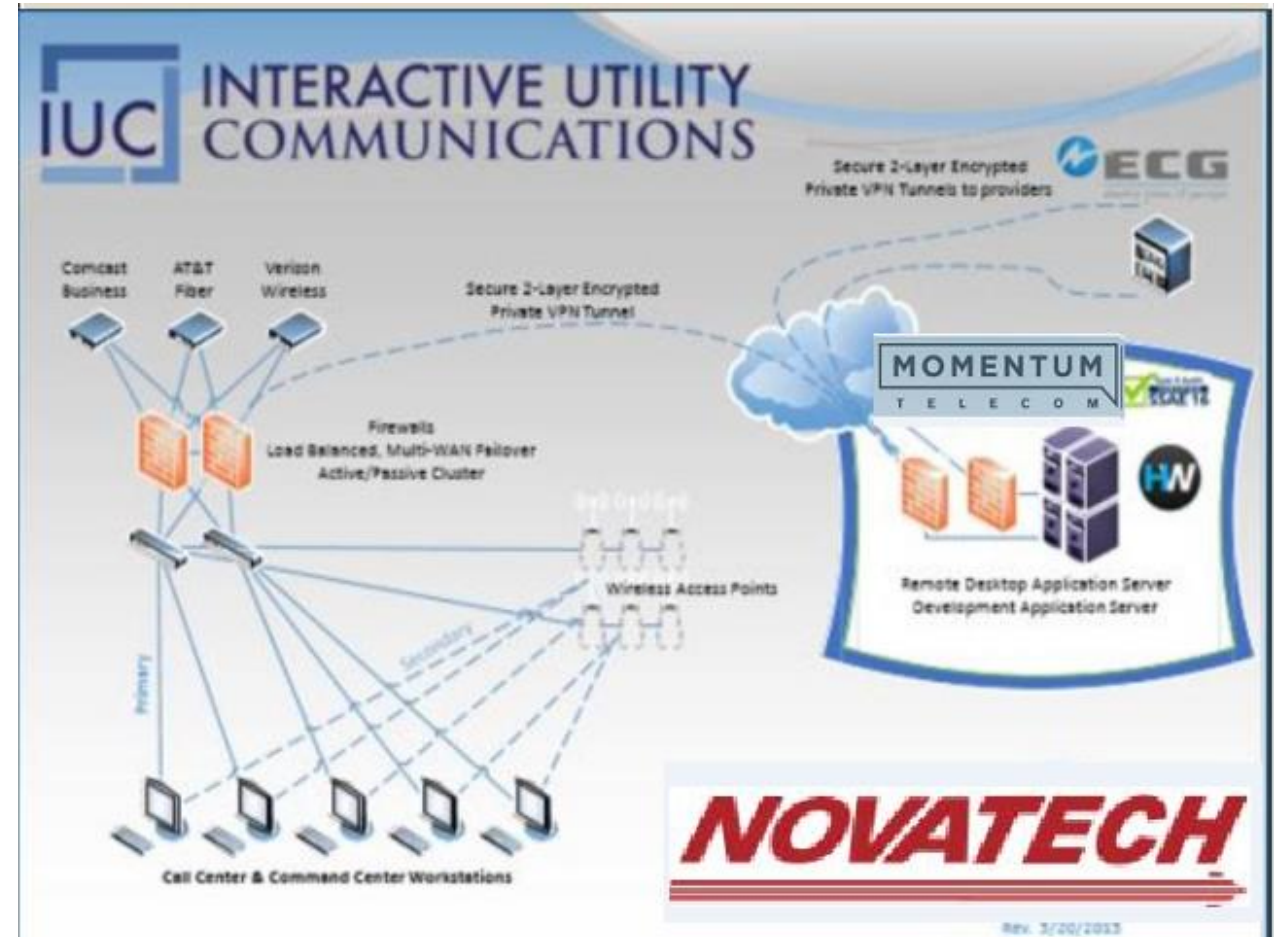
- Management team has over 50 years experience in utility emergency dispatch and customer support
- Only support utility and city services
- Compliant w/ Federal DOT standards for drugs and alcohol regulation
- Scale service to any utility/city
- Customize operating system
- Offer quick/flexible set up

Clients We Serve

- | | |
|--------------------|--|
| Alachua, FL | Marietta Power & Water |
| Buford, GA | Monroe, GA |
| Calhoun, GA | Natural Gas Connection |
| Cairo, GA | Norcross, GA |
| Douglas, GA | Southern Company
Pipelines(AL,GA,MS,TN) |
| East Point, GA | Statesboro, GA |
| Elberton, GA | Sugar Hill, GA |
| Fairburn, GA | Union, SC |
| Fitzgerald CPW, GA | Washington, GA |
| Greer CPW, SC | West Point, GA |
| Lawrenceville, GA | Winder, GA |

The Right Facility by Design

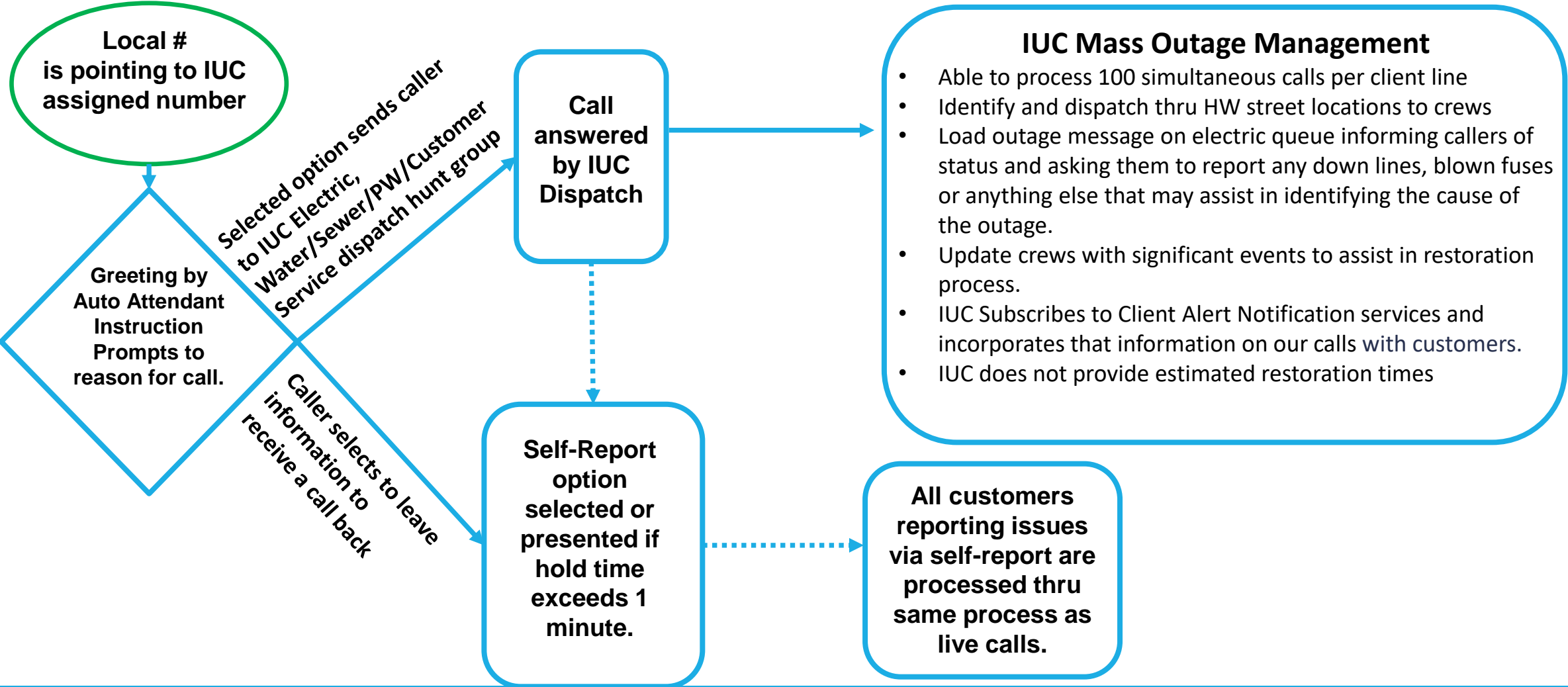
- 15 workstations, station UPS battery back-up, 3 network UPS battery back-ups, 36kw Natural Gas Generator, 3 phase underground electric w/ MPW
- Multi-Layer Load Balance Firewalls/VPN
- AT&T Fiber/Comcast WIFI
- Dispatchers work remotely and/or Marietta Dispatch Center
- Staff schedules based on historic call volumes and weather forecasts



Services

- ✓ Electric
- ✓ Water
- ✓ Sewer
- ✓ Gas
- ✓ Propane
- ✓ Sanitation
- ✓ Public Works
- ✓ Code Enforcement
- ✓ Animal Control
- ✓ Telecom/Internet/Cable
- ✓ Parks and Recreation
- ✓ Customer Service
 - ✓ After-Hour Reconnect
 - ✓ Select Clients- daytime emergency/customer support (SCP, EP, MPW, Alachua)
- ✓ WISE Messaging

Call Flow-IUC Emergency Dispatch



IUC Mass Outage Management

- Able to process 100 simultaneous calls per client line
- Identify and dispatch thru HW street locations to crews
- Load outage message on electric queue informing callers of status and asking them to report any down lines, blown fuses or anything else that may assist in identifying the cause of the outage.
- Update crews with significant events to assist in restoration process.
- IUC Subscribes to Client Alert Notification services and incorporates that information on our calls with customers.
- IUC does not provide estimated restoration times

All customers reporting issues via self-report are processed thru same process as live calls.

“Interactive Service Application” powered by HiperWeb

Menu-driven for ease of use

On-screen prompts for consistency

Simple address search increases speed and accuracy

Client customized tasks

Comment box allows additional explanation or information

The screenshot displays a web form titled "Account & Customer Information". It includes a search bar for addresses, dropdown menus for street, state, and township, and input fields for company and customer names and phone numbers. A prominent message box states: "I'm sorry but we will have to verify your service before I create a request. IF SERVICE ADDRESS NOT FOUND AND ACCOUNT SAYS 'SYSTEM' OR DOES NOT EXIST, STOP THE REQUEST AND ESCALATE THE CALL TO YOUR SUPERVISOR." Below this is a section for "Task: (Service Request Type)" with a grid of radio button options such as "BLINKING LIGHTS", "BROKEN GLASS", "CUT OFF - NOT COMPLETED", etc. At the bottom, there is a "Customer Comment" section with a text area and a "Submit" button.

Built-In Help File

Embedded client business rules

Ensures accuracy and consistency

Reduces call handle time because dispatch isn't search helpfile.

The screenshot shows a web form for selecting a service request type. The form has a header 'Task (Service Request Type)' and a table of radio button options. A blue help popup is overlaid on the 'RECONNECT/NON-PAY CUT OFF' option, displaying a fee structure and a meeting instruction. At the bottom of the form, there is a character count indicator.

Task (Service Request Type)	
<input type="radio"/> BLINKING LIGHTS	<input type="radio"/> CUT OFF - NOT COMPLETED
<input type="radio"/> INVESTIGATE - DOWN LINES	<input type="radio"/> INVESTIGATE - DOWN POLE
<input type="radio"/> MISCELLANEOUS ELECTRIC	<input type="radio"/> POWER OUTAGE
<input checked="" type="radio"/> RECONNECT/NON-PAY CUT OFF	<input type="radio"/> TRAFFIC LIGHT ISSUE
<input type="radio"/> U	

**\$75 Reconnect Fee & \$50 After Hour Service Fee.
Meet Reconnect Crew At City Hall For Payment Until 8pm.**

You Have 500 Characters Remaining

Electric Outage Qualifier

- Process Driven Dialogs
 - Speeds processing
 - Reduces errors
- Power Outage Script
 - Qualifies the event
 - Consistency throughout center
 - Records responses
- All calls are recorded

A screenshot of a web browser window titled "Service Request -- Webpage Dialog". The address bar shows a URL from "advycloud.com". The main heading is "REPORTING A SERVICE OUTAGE". Below the heading are five questions, each with a "Yes" or "No" dropdown menu. The questions are: "Have you checked your breakers yet?", "Can you tell if your neighbors are without power?", "How long have you been out of power / experienced service challenges?" (with a dropdown menu showing "less than 30 minutes"), "Did you hear any loud noises or pops?", and "Are there any details that you would like to share with me that I may pass on?". Below the questions is a red instruction: "Close this popup and create the request". At the bottom, there is a text box containing the user's responses: "Breakers Checked. Neighbors are without power. Less than 30 minutes without power. Heard a loud noise/pop." and a "Proceed to Create Request" button.

Control Center Dashboard

- Color codes determine action items
- Emergency Dispatch
- Non-emergency notification
- Customized for each client

TOTAL		EMERGENCY		PRIORITY		ROUTINE		FORWARDED		REJECTED		COMPLETED		UNASSIGNED		PAST DUE	
7		4		1		2		0		0		0		7		0	
Client #	Rec. Source	Type	Request #	Account #	Service Status	Meter #	Priority/Level	Request Date	Assign Date	Maintenance Item/Service Location	Zone	Problem/Request	Supervisor/Originated By	Status			
CALHOUN	WATER	SR	18	11255-9			EMERGENCY (24 HOURS OR LESS)	01/07/2016 12:48 PM		124 RIVERVIEW DR		HYDRANT - GUSHING	SUPERVISOR: WTR-MARK WILLIAMSON ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/7/2016			
CALHOUN	SEWER	SR	19	11543-0			EMERGENCY (24 HOURS OR LESS)	01/07/2016 12:49 PM		145 DEVONWOOD DR		SEWER BACKUP- ON GROUND	SUPERVISOR: SEW-MARK WILLIAMSON ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/7/2016			
CALHOUN	ELECTRIC	SR	20	11315-0			EMERGENCY (24 HOURS OR LESS)	01/07/2016 12:50 PM		700 WEST LINE ST		INVESTIGATE - DOWN LINES	SUPERVISOR: JEFF DEFOOR ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/7/2016			
DOUGLAS	COMPLIANCE	SR	302	110-10884-01			PRIORITY (3 DAYS MAXIMUM)	01/07/2016 12:51 PM		1475 US HWY 221		STRAY ANIMAL OTTER CAUSING DISTURBANCE	SUPERVISOR: GLENN CHRISTOPHER ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/8/2016			
MARIETTA POWER	ELECTRIC	SR	40	123550			ROUTINE (30 DAYS MAXIMUM)	01/07/2016 12:54 PM		861 OAKTON POND L-8		STREET LIGHT OUT	SUPERVISOR: JIM CULPEPPER ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:2/6/2016			
MONROE	GAS	SR	9	SYSTEM			EMERGENCY (24 HOURS OR LESS)	01/07/2016 12:55 PM		100 MAIN STREET		INVESTIGATE GAS ODOR - OUTSIDE	SUPERVISOR: RODNEY MIDDLEBROOKS - GAS ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:1/7/2016			
MARIETTA POWER	STREETS	SR	41	355148			ROUTINE (30 DAYS MAXIMUM)	01/07/2016 12:57 PM		862 LAUREL CREST CT		POTHOLE	SUPERVISOR: DONNIE LYLE ORIGINATED BY: GREG STEELE	UNASSIGNED DUE DATE:2/6/2016			

Crew Dispatch

- Select and contact on-call crew
- Emailed to client group and/or crew members
- Time stamped

Review and Assign Service Request -- Webpage Dialog

Dispatch and Close - S.R.# 298

Service Type: GAS
Task Description: INVESTIGATE GAS ODOR - INSIDE
Service Address: 1145 MALLARD POINTE DR
Jurisdiction/Township: DOUGLAS
Intersection:
Problem/Complaint: ...
Department Contact: MIKE HUDSON (GAS)

Dispatch a Crew: **PATRICK TAYLOR 912-327-2831 (G02)** ▼

Action Date: 11/10/2015 [calendar icon] Time: 1032

Service Location Mapping

- Helps IUC direct crews
- Helpful for mass events
- Eliminates concern w/IUC in different state.



CHECK TRANSFORMER

📍 204 CALINA HTS GREER SC 296516222

✅ Created by IUC-84 ON 10/12/2018 10:03:41 PM

[Edit Request #4237](#)

📁 Account #:	115-2875-21 Service #: n/a
📍 Nearest Cross St:	n/a
🔧 Supervisor:	TONY FARR-ELECTRIC
⚠️ Priority:	Emergency (24 hours or less)
🏢 Company:	n/a
👤 Customer Name:	NORMA ANGELICA PICAZO ALVAREZ Jose Valdez
👤 Work:	n/a Home: 8643828454 Cell: n/a Fax 8643828454 #:
✉️ E-mail:	n/a
💬 Original Request:	Electrician For Jose Valdez, 864-382-8454, Has Replaced The Breaker Panel According To Crew Instructions Earlier Today. Power Is Still Out. He Claims It Is A Phase Problem At The Transformer.
💬 Comment:	
⚠️ Additional Comment:	<input type="text"/>





Crew/Client Service Request Email

INVESTIGATE GAS ODOR INSIDE

Tracking Number: 96
Operator: John Smith
Service Type: GAS
Service Request Date: 10/13/2015
Date Exp. Complete: 10/14/2015
Call Time: 1305

LOCATION INFORMATION

=====
Address: 1137 TERRELL DR
Unit Type: Unit No:
Township: AKRON
Cross Street: FAIRLAWN
-

CUSTOMER INFORMATION

=====
Account #: 0000801
Date Wanted:
Company :
Last Name: RESIDENT
First Name: MRS
Home Phone:
Work Phone:
Cell Phone:
Best Contact #: 316-258-8976
Email: RESIDENT@YAHOO.COM

COMMENT/REQUEST: Can't hear gas. Can smell gas odor. No appliances have been moved or disconnected. Customer indicates they understand and have been read STATEMENT #1.

These responses by the customer are to questions asked for the sole purpose of supporting a service call related to a gas odor inquiry. If the customer answered "yes" to any of the qualifying questions STATEMENT #1 was read and they indicated they understood the directions.

IUC is not in any way claiming to be gas authority and does not claim liability for any result based on choices made by a customer.

Task Usage Report

Weekly, Monthly, Quarterly, Annual Reporting

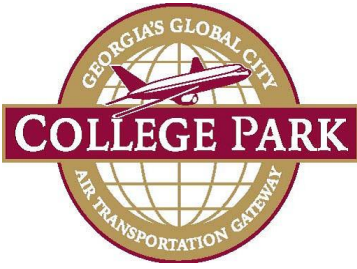
- ✓ Determine workforce needs
- ✓ Identify new training opportunities
- ✓ Identify system related issues
- ✓ Demonstrate progress and process improvement
- ✓ Manage costs through setting priority levels

Director	Department	Issue Description	#S.R.	% Dept	% Total
H McKinnon	Electric	POWER OUTAGE	7	28%	
		RECONNECT/NON-PAY CUT OFF	4	16%	
		POWER OUTAGE - PARTIAL	3	12%	
		POWER OUTAGE-MASS	3	12%	
		STREET LIGHT OUT	2	8%	
		MISCELLANEOUS ELECTRIC	2	8%	
		TRAFFIC LIGHT ISSUE	1	4%	
		BLINKING LIGHTS	1	4%	
		CUT OFF ELECTRIC	1	4%	
		POWER RESTORED-TRIPPED BREAKER	1	4%	
		Total		25	100%
M Hudson	Gas		0	100%	
		Total	0	100%	0%
M Hudson	Water	INVESTIGATE A REPORTED LEAK	5	38.46%	
		CUT ON WATER - AT METER	3	23.08%	
		CUT OFF WATER - AT METER	2	15.38%	
		NO WATER	1	7.69%	
		MISCELLANEOUS WATER	1	7.69%	
		RECONNECT - DNP	1	7.69%	
Total		13	100%	20%	
M Hudson	Sewer	SEWER BACK UP - IN HOUSE	7	50%	
		SEWER BACKUP - ON GROUND	4	28.57%	
		MISCELLANEOUS SEWER	2	14.29%	
		CLEANOUT - LEAK	1	7.14%	
Total		14	100%	21%	
W Bolder	Customer	AMI Meter Reconnection	3	38%	
		BILL INQUIRY	2	25.00%	
	Service	CUSTOMER DISCREPANCY	2	25.00%	
		ADMINISTRATIVE SERVICES	1	12.50%	
Total		8	100%	12%	
TransWaste	Sanitation	Garbage PickUp	3	100%	
		MISC SANITATION	1		
		Total	4	100%	6%
K Davis	Streets	REMOVE TREE	1	50%	
		STREET SIGN ISSUE	1	50%	
		Total	2	100%	3%
G Christopher	Animal Control		0		
		Total	0		0%
Total Service Issues Recorded			66		

Summary

IUC "Answers the Call" with dedicated contact center solutions for the Utility and Municipality Industry. IUC's service applications are designed to meet the needs of the unique nature of work for each utility client and the services they provide. IUC provides the rare combination of experience, knowledge and technology. As a result our clients gain greater efficiencies, improve crew morale, increase customer satisfaction and reduce overtime expense associated with after-hours operations.

We look forward to the opportunity to work with you and your departments to provide outstanding support and service to your crews, customers and management staff.



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WORKSHOP AGENDA ITEM

DOC ID: 8938

DATE: June 15, 2021

TO: The Honorable Mayor and Members of City Council

THROUGH: Mercedes Miller, Interim City Manager

FROM: Michael Hicks, Chief Information Officer

RE: Strategic Planning Update

PURPOSE: To give Mayor/Council update on Strategic Planning Committee task of expanding committee groups and updating their Committee activities.

REASON: To work collaboratively among all Departments to complete various task that is in line with our Strategic Goals/Objectives

RECOMMENDATION: To approve update.

BACKGROUND: Strategic Planning Committee was tasked to provide monthly update to Mayor/Council on progress of Committee Activities

COST TO CITY: N/A

BUDGETED ITEM: N/A

REVENUE TO CITY: N/A

CITY COUNCIL HEARING DATE: June 21, 2021.

CONSIDERATION BY OTHER GOVERNMENT ENTITIES: N/A

AFFECTED AGENCIES: N/A

RELATIONSHIP TO EXISTING ORDINANCE OR RESOLUTION: N/A

REQUIRED CHANGES TO WORK PROGRAMS: N/A

STAFF: Chief Information Officer Michael Hicks/Chair Strategic Planning Committee

ATTACHMENTS:

- Strategic Plan Council Update_06-21-2021 (PPTX)

Review:

- Michael Hicks Completed 06/15/2021 3:05 PM
- Rosyline Robinson Completed 06/15/2021 4:19 PM
- Mercedes Miller Completed 06/15/2021 4:55 PM
- Mayor & City Council Pending 06/21/2021 6:00 PM



Strategic Planning Committee June 21, 2021 Update

- Strategic Goals
- Core Values
- Local Economy & Growth and
Transportation & Mobility



Five Strategic Goals

- Local Economy and Growth
- Quality of Life
- Transportation and Mobility
- Public Safety and Security
- Governance and Customer Service



**SERVICE
RESPECT
INNOVATION
INTEGRITY
ADVANCEMENT
EQUITY
& INCLUSION**



WWW.COLLEGEPAKGA.COM



SERVICE

We are a hospitality city at our core. We are committed to providing exceptional service, caring, and respect in every process, product and interaction we deliver. Our residents, visitors, and businesses can expect responsive, consistent, fair, and friendly acts of kindness.

RESPECT

We recognize and celebrate the diversity of backgrounds and experiences of the people that live in, work in, and visit our community. We are dedicated to listening to the needs of all people and delivering practices and policies with respect and dignity.

EQUITY AND INCLUSION

We believe that everyone in our community has a voice. Each member should be afforded the chance to shape the City's future, and that the members of our community will be treated as equals by everyone in our government structure. We are dedicated to creating, nurturing and advancing a culture of equity and inclusivity where we value and respect all backgrounds and experiences regardless of race, creed, color, religion, socio-economic status, or gender. We recognize the legacy of systems and events of oppression still affect many people through systemic racism and other institutional injustices. We will strive to ensure all of our stakeholders are valued, respected and treated with dignity.



Core Values Continued

INNOVATION

We strive to set a standard of excellence in leadership. We encourage and reward creative ideas and solutions and are empowered to explore innovative approaches to problem solving, planning and delivery of services.

INTEGRITY

We build trust by behaving honestly, ethically and fairly. We take pride in our work and are dedicated to resolution-oriented and consensus-building service. All those who represent our city- including the Elected Officials, employees and staff, conduct ourselves with openness, transparency, integrity and a commitment to do the right thing.

ADVANCEMENT

We embrace success and strive to evolve as a daily routine. We are committed to continually improving our city. The future is bright in College Park and we endeavor to build a strong and vibrant community that is simply the best place to live, work, do business and visit.



Local Economy and Growth

The Local Economy and Growth team exists to ensure that our community's economic base thrives and that municipal revenues continue to grow.

Quality of Life

The Quality of Life team exists to advance inclusive opportunities for residents and visitors to work collaboratively to enhance the services and amenities within the City of College Park.

Public Safety and Security

The Public Safety and Security team exists to utilize all available resources to ensure that College Park residents, businesses, staff and visitors receive the highest levels of public safety services in the metropolitan Atlanta region.

Transportation and Mobility

The Transportation and Mobility Team exists to advance transportation projects, programs and a Smart Cities approach. The Team ensures more efficient and effective movement of people, goods and traffic not only within the City of College Park but more regionally and in collaboration with the airport, federal and state departments of transportation, MARTA and freight interests.

Governance and Customer Service

The Governance and Customer Service team exists to ensure that each department and each employee is efficient and transparent with all resources. The team will make sure that employees have the tools, resources and training to do their jobs and meet a standard of excellence as they serve College Park's residents, businesses, staff and visitors.

The Charge for the Team

Local Economy & Growth and Transportation Update



Local Economy & Growth Service Lead-Michelle Alexander
 Transportation Service Lead – Jackson Myers

Team Members

- Michelle Alexander, Artie Jones, Oscar Hudson, Mercedes Miller, Jackson Myers, Hugh Richardson, City Engineer, Gary Young.

Objectives:

- Develop a city-wide, growth oriented Comprehensive Plan
- Ensure Comprehensive Plan addresses transportation throughout the city
- Develop innovative ways for hotel, GICC and future Six West guests access downtown
- Automate permit filing procedures and streamline decision making process (first step establish SOPs)

Milestones:

- Managed Comprehensive Plan outreach (with ARC) - Housing and Transportation meetings; interviews with Old National Hwy Merchants, Airport, Woodward, Cultural Community, Housing Authority, and Main Street.
- Secured Pedestrian Bridge award; bid for cost estimates and secured additional funding commitments
- Consolidated affected Department head's list of 5-year Work Program projects
- Invited four permitting software companies to conduct demonstrations for affected Staff
- Completed SOPs for Building Department
- Designing Rhodes street for Six West transportation network "spine"

Anticipated Completion:

- Draft Comprehensive Plan July 2021
- Finalize flowchart review process; Planning SOPs July 2021
- Release RFP for permitting software before September 2021



QUESTIONS

THANK YOU