

City of Gainesville

City Hall
200 East University Avenue
Gainesville, Florida 32601



Meeting Agenda

October 14, 2021

5:30 PM

City Hall Auditorium

Utility Advisory Board

Wendell Porter (Member)

Wes Wheeler (Member)

Barry Jacobson (Member)

Carla Lewis (Member)

Theresa Spurling-Wood (Non-Voting Member)

Tim Rockwell (Member)

Don Davis (Non-Voting Member)

Fletcher Crowe (Member)

Jason Fults (Member)

If you have a disability and need an accommodation in order to participate in this meeting, please contact the Office of Equal Opportunity at (352) 334-5051 at least two business days in advance. TTY (Text Telephone Telecommunication Device) users please call 711 (Florida Relay Service). For Speech to Speech (STS) relay, please call 1-877-955-5334. For STS Spanish relay, please call 1-877-955-8773. For STS French Creole relay, please call 1-877-955-8707.

CALL TO ORDER**ROLL CALL****CONSENT AGENDA**[210529.](#)**UAB 8-24-21 Workshop Minutes and 09-09-21 Meeting Minutes (B)**

Explanation: Staff has prepared minutes from the August 24, 2021 UAB workshop and the September 9, 2021 UAB regular meeting.

Fiscal Note: None

RECOMMENDATION

Approve minutes as drafted.

[210529 UAB 8-24-21 Workshop Minutes 20211014](#)

[210529 UAB 9-9-21 Meeting Minutes 20211014](#)

[210530.](#)**Approval to Execute a Consulting Agreement for Disaster Reimbursement Consulting and Services (B)**

This item is a request to approve and authorize the execution of a consulting and services agreement with Witt O'Brien's.

Explanation: Since 2008, Gainesville has experienced three significantly damaging hurricanes: Michael, Hermine, and Irma, and two named Tropical Storms: Fay and Elsa. GRU filed Public Assistance requests with FEMA and submitted 23 Project Worksheets for these events. FEMA declared a total of \$8,725,126.29 was eligible for obligation and to date, GRU has received \$5,321,214.55 in reimbursement payments for restoration, repair, and mitigation work resulting from these storms. Of the eligible obligations and projects, \$2.7M are still being processed for possible reimbursement payment.

This agreement is structured in two parts.

In Phase I, the consultant will review our history and current practice and advise us how to set things up and manage storm reimbursement activities to be less burdensome for staff and to design submittals to more easily pass agency review.

Phase II will be activated only if a storm event creates reimbursable costs. The consultant may come on site as practicable and directly assist GRU with management and collection of restoration data and packaging of our submittals, help represent us at agency meetings, and assist with responses to agency requests for information. This work will be performed

at an hourly rate with a written scope and cost cap. It is possible that these costs will exceed \$50,000 in a major event.

Fiscal Note: The cost for Phase I activities will be \$5,000. Should the activities anticipated by the Phase II scope statement be required, specific task descriptions and cost ceiling will be agreed upon in writing. Funds for both Phase I and Phase II activities are available in the BFA budget.

There is a reasonable likelihood that any Phase II cost will meet the definition of direct administrative cost and be reimbursable from FEMA or other agencies focused on disaster relief and mitigation.

RECOMMENDATION

The City Commission:

- 1) Approve the award of a consulting agreement with Witt O'Brien's; and
- 2) Authorize the General Manager or designee to execute the appropriate contract documents, subject to approval by the City Attorney as to form and legality.

[210530 Award Eval Letter RFP 2021-002 FEMA Consultant 20211014](#)

[210530_WITT_OBRIEN_Proposal_20211014](#)

[210531.](#)

Contract Award to Qualtrics, LLC for Speech Analytics Software (B)

Approve execution of a contract with Qualtrics, LLC for Speech Analytics Software to provide a platform that addresses all current requirements for call center functionality while providing flexibility to incorporate new functionality as needed and required for the future.

Explanation: The GRU contact center answers approximately 20,000 calls per month. Currently, Customer Service management reviews a small portion of those calls in order to ensure that our Customer Service Representatives (CSRs) are providing world class service. The reviews are based on the following guidelines:

For CSRs with one or more years of experience, we monitor and score one call per week, and two calls per week for CSRs with less than one year of experience. We review calls from both morning and afternoon and look for calls between 7-15 minutes in length.

If a score falls below quality standards, an email is sent to the Call Center Supervisors and Sr. Representatives. If a call review provides a discovery of an immediate coaching opportunity, then a request is sent to the Call Center Supervisors and SR CSRs for coaching with that CSR.

Unfortunately, the current process only allows Customer Service to be able to monitor, evaluate and score 124 of the 20k calls received per month, which is less than 1% of all calls.

Recognizing the need to improve call center performance, staff issued a Request for Proposals (RFP) on January 21, 2021 for Speech Analytics Software. Two responsive/responsible proposals were received. The proposals were evaluated based on qualifications & experience, approach to project, software, pricing, distinguishing characteristics, local preference and small business; functionality, ease of use and user experience support and implementation. Qualtrics, LLC received the highest score. A tabulation of the scoring is attached for your reference.

The recommended software will provide the ability to analyze 100% of the calls, which will allow us to identify the CSRs' knowledge gaps and better evaluate their performance. It will also increase customer satisfaction and improve the overall customer experience.

Fiscal Note: Funds are available in the FY 2022 GRU Customer Operations budget and will be requested in future fiscal years.

RECOMMENDATION

The City Commission:

1) authorize the GRU General Manager or designee to negotiate and execute a contract with Qualtrics, LLC for implementation services, software support services, and software licenses for Speech Analytics Software, subject to approval by the City Attorney as to form and legality; and

2) approve the issuance of a purchase order in the estimated amount of \$127,750 for implementation and services for the first year and \$121,000 per year for year two through five, subject to budget approval.

[210531 RFP 2021-025-Eval Tab Qualtrics 20211014](#)

ADOPTION OF THE AGENDA

CITIZEN COMMENT

STATE OF THE UTILITY

[210532.](#)

GRU Operational Update for the Month of September 2021 (B)

Explanation: Staff has prepared a report of operational and statistical data for the month of September 2021.

Fiscal Note: None.

RECOMMENDATION

Receive report.

[210532 GRU Ops Update 2021Sept 20211014](#)

OLD BUSINESS

NEW BUSINESS

[210533.](#)

Resolution Authorizing an Allonge to the Variable Rate Subordinated Utilities System Revenue Bond, 2018 Series A (B)

Explanation: In 2018, the City Commission adopted its Supplemental Subordinated Utilities System Revenue Bond Resolution authorizing the sale of the 2018 Series A Bonds to STI Institutional & Government, Inc. ("STI") in the amount of not to be outstanding in excess of \$25 million. The 2018 Series A Bonds represent a revolving line of credit which provided the utility with a low-cost source of additional liquidity to fund operating costs to assist in the financial management of unforeseen events. The addition of this line of credit provides balance to the utility's sources of available liquidity between capital projects and operating costs. Rating agencies and investors look favorably at this additional liquidity during uncertain financial times.

This line of credit expires effective November 30, 2021. GRU staff, financial advisor and bond counsel have worked with representatives from STI to negotiate a three year extension to this line of credit to maintain the liquidity this agreement provides. The proposed resolution authorizes this three year extension, extends the mandatory tender date by STI to 18 months and modifies the interest rate provisions for the Bond.

Fiscal Note: It is not anticipated that this line of credit will be utilized outside of unexpected financial circumstances. The recurring cost of the unused portion of the line of credit is 25 basis points or one-quarter of one percent based on the average unused amount of the facility in the prior quarter. Amounts drawn on the line will accrue interest at a variable rate equal to 79% of the sum of the daily Secured Overnight Financing Rate (SOFR) plus 1.85%.

RECOMMENDATION

The Utility Advisory Board recommend that the City Commission approve an amendment to the Supplemental Subordinated Utilities System Revenue Bond Resolution authorizing an allonge to the Bond extending the maturity date on the Series 2018A Revenue Bond, and authorize the execution and delivery thereof subject to approval of the City Attorney as to form and legality.

[210533 Truist Resolution \\$25M LOC Extension 20211014](#)

MEMBER COMMENT

CITIZEN COMMENT

NEXT MEETING DATE

October 26, 2021 - Joint with City Commission

November 11, 2021 - Regular Meeting - Veteran's Day Holiday, utility will be closed. Does the board wish to reschedule?

ADJOURNMENT