

Citizens Task Force Current Interest as of 08/20/12.

Blue Dots (of support)	Red Dots (of concern)	Citizens Task Force Current Interest as of 08/20/12.	
		Commission Discussion Topics	Potential Policy Issue Framing (For Discussion Purposes Only)
31	2	8.20 A) Urban Irrigation	
		Users should pay for services received. (12 Blue, 1 Red)	<ul style="list-style-type: none"> • The City should require all services to be self-sufficient
		Make Irrigation program self sufficient (11 Blue, 1 Red)	<ul style="list-style-type: none"> • The City should make the urban irrigation self-sufficient
		Keep protect, repair as needed irrigation with in historic district and pay fair share. (6 Blue, 0 Red)	<ul style="list-style-type: none"> • The City should protect/respect the historic significance of the urban irrigation program to Glendale while encouraging a fair pay system
		Review the rate structure of Urban Irrigation including maintenance, costs - not just water, forcing onto new system, contractual obligations, fee system owner transfer to SRP. (2 Blue, 0 Red)	<ul style="list-style-type: none"> • The City should consider options to more equitably manage the urban irrigation program
		Explore possibility of passing line repair costs to users (like SRP). (0 Blue, 0 Red)	<ul style="list-style-type: none"> • The City should explore alternative maintenance structures for the urban irrigation program
31	0	8.20 B) Customer Service	
		Use technology to enhance billing (IE - Disclosure options on bill). (24 Blue, 0 Red)	<ul style="list-style-type: none"> • The City should use technology to enhance billing processes
		Billing payments - encourage more online, estimates, pay, incentives, education etc. for effective use of staff. (4 Blue, 0 Red)	<ul style="list-style-type: none"> • The City should encourage alternative to enhance staff effectiveness and efficiency
		Campaigning to move customers to pay bills electronically & improve customer friendliness of website. (3 Blue, 0 Red)	<ul style="list-style-type: none"> • The City should pursue efforts to encourage customers to "shop" with the city electronically
36	0	8.20 C) Customer Service Hours	
		Analyze peak or slow times per day, and stagger training times accordingly. (13 Blue, 0 Red)	<ul style="list-style-type: none"> • The City should consider alternate training options for customer service staff maintain existing lobby services
		Extend lobby hours by varying hours and accelerate adding kiosks. (15 Blue, 0 Red)	<ul style="list-style-type: none"> • The City should consider extending lobby hours by modifying service hours and employing alternate service technologies such as kiosks
		Customer service hours not reduced but restructured (8am-6pm or 7am to 5pm). (8 Blue, 0 Red)	<ul style="list-style-type: none"> • The City should not reduce existing service hours
11	8	8.20 D) Phase out over 5 , 10, or 20 years time frame - Urban Irrigation.	<ul style="list-style-type: none"> • The City should phase out it's urban irrigation program over a manageable timeframe (e.g. 5, 10 or 20 years)
9	0	8.20 E) Water Services should operate as a true enterprise with rates reflecting true costs.	<ul style="list-style-type: none"> • Water Services should be operate as a true enterprise with rates reflecting true costs.
8	4	8.20 F) Renegotiate merchant fees to save money - Customer Service billing.	<ul style="list-style-type: none"> • The City should renegotiate merchant fees to save money
7	3	8.20 G) Move to an equalizer pay by reading meters quarterly.	<ul style="list-style-type: none"> • The City should consider going to a quarterly billing system for customers