

City Manager Report 1/21/20

- 1.) Discounts to Senior Citizens on Utility Bills – the current ordinance (No. 2016-04, adopted 5/2/16) does not mention allowing for utility rate discounts, and prohibits free water for anyone. If the Council would like to amend the existing ordinance to reflect allowing for a discount, then we will pursue this further.
 - a. Spoke with Patsy Garcia – up to \$350, only up to 12 months, no eligibility requirements other than they don't have money to pay their bill – just have to be someone living within their service area. BEAM administers Beaches Energy CARE Program.
 - b. BEAM has an Agreement with City of Atlantic Beach as well, city may pay towards the bill, or write it off. COAB only assists every 18 months, and only \$150. Client has to pay late fee to COAB before the voucher is applied.
 - c. Sec. 23-87. - No free service.

Neither water service, nor sewer service shall be furnished or rendered free of charge to any person whatsoever, and the city, the county and the state, and every agency, department and instrumentality thereof which uses any of the services and/or facilities of the water system or sewerage system shall be charged therefor and shall pay therefor the rates fixed by this article. At the city manager's discretion, a sanitary sewer discount may be granted for the sanitary sewer portion of a bill for the water fill up of a swimming pool no more than one (1) time for every twelve (12) months of service. Those requesting a discount must provide proof of dechlorination when water is discharged to stormwater or that the discharge will go entirely into the sanitary sewer. Acceptable proof will include a sworn statement.

(Code 1959, § 24-33; Ord. No. 2013-04, § 1, 7-1-13)
 - d. **FROM ZACH:** In terms of amending the ordinance to permit discounts, after doing a little more digging, I don't think that is something we can do directly. If some are charged more than others not based on the rate schedule (aka discounts), we run into the user fee v. tax issues I mentioned before. That said, there are potentially other ways we can help. For example, the City could establish a program that it funds that allows eligible parties to apply and receive assistance from the City. Essentially, we pay the bill to ourselves rather than the applicant paying. This would, of course, require development of such a program, but it is possible. Essentially akin to what BEAM does except we establish our own program.
- 2.) I received information about bollards placed in the middle of sidewalks at various locations around Town. These were installed to act as a deterrent to golf carts using the path. I've asked that this practice be discontinued with the piece of the Greenway path, and after speaking with staff, have decided that existing bollards should be dismantled.
- 3.) Tree City USA verified that the City of Neptune Beach has been a Tree City for 19 years. I also asked them to send two more 19-year stickers for other signs that we have up, and to send a plaque for the lobby of City Hall.

- 4.) The contract with our software management company is set to expire in the next few months. Miklos has asked that we allow the contract to expire, and bring the licensing management in-house. I'm confident that Miklos can easily handle managing the software licenses, and it will make his job more efficient.
- 5.) The Contract with Ansbacher Law had its first 6-month audit this week. According to the time kept over the last few months, Zach has averaged 46.6 hours a month. Our current agreement has an average of 40 hours a month. It is my recommendation that the contract with Ansbacher Law be updated to allow for 50 hours a month, and adjust the fee accordingly.
 - a. The kick-off of the Comprehensive Plan started this month, and as it moves into phases II & III, Zach may be required to review more language put into documents. Since this would undoubtedly cause an increase in the amount of hours that Zach works each month, I believe that it's in the best interest of the City to have Ansbacher bill this as a separate project. That way, should additional funding be made available, we have the opportunity to easily seek reimbursement for legal fees that are spent on this project.
- 6.) On Monday, 1/13/20, I have a meeting with RTA Consultants to discuss the implementation of the parking program. I've asked them to walk me through everything, and to make sure that they are prepared to begin enforcement. I plan to ask them if there is a way to allow for employee parking for City Hall during hours outside of the permit enforcement times. If there are provisions of their contract that aren't being met, I will make sure that we are enforcing them as necessary.
 - a. I've heard of a few issues that the Parking Ambassadors are having, and residents are also having with the system. One kiosk by the bank of America is hard to see when the sunsets and may need to be repositioned to be out of the direct sunlight.
 - b. Another issue that has been corrected is that all major credit cards are now accepted, including American Express.
 - c. A parking ambassador let me know that the solar lighting that's near the kiosks is only pushed into the ground and a more permanent and slightly brighter option should be investigated. The Ambassador let me know that it's difficult at night for people to see the card reader to insert their card.
 - d. A concern about visibility of kiosks was also brought up, and St. Augustine was used as an example. They use a Pay Here Sign that is attached to a decorative signpost, very similar to the streetlights that we have in place. If the City begins to replace the architectural streetlight poles around the downtown core with newer ones, then I think it would be prudent to also include signposts for directional signage for Pay Here.
 - i. I addressed concerns with that I've heard from residents with RTA Consulting's Mark Rimmer. I was told that the kiosks now accept American Express, and that they are working on ways to increase visibility around the kiosks.
 - ii. It should be noted that REGISTERED Neptune Beach Vehicles can park in the (35) free parking spaces
 - iii. City Employees can park in spots if they're working late and not be ticketed as long as they register their vehicle

- iv. I've asked Mark Rimmer how difficult it would be to offer free parking for Neptune Beach Residents that attend the Council Meetings, and it is very easy to implement – as long as they've registered their plates, they will receive free parking on council meeting nights, if they attend the meetings from 5:30 – 8PM
- v. On 1/16/20, I attended a meeting with COAB City Manager Shane Corbin, DCM Kevin Hogencamp, Mayor Glasser, Mark Rimmer (RTA Consulting), and Peter over the delays in the parking program. I expressed serious distaste at delaying enforcement, and asked what had happened. COAB officials also expressed their frustrations with the rollout.
 - 1. Mark explained that when his software subcontractor (Parkeon) tried to port over all of the registered AB license plates, there was an issue that caused some of license plates to receive the 50% discount and others that would have been charged the entire amount.
 - a. Mark explained that this is because of the discount offered to residents and that Neptune Beach didn't have any issue.
 - 2. I asked Mayor Glasser if offering more parking spaces to her residents in Atlantic Beach for free would be an option, it is not.
 - a. I asked the Mayor to elaborate on why it's not an option: Mr. Hogencamp and Mayor Glasser explained that they receive Federal Funds for Beach Re-nourishment and they cannot experience a net-loss of parking spaces for beachgoers. Having spaces dedicated to residents would mess with their calculations and could cause COAB to lose Federal Funding.
 - 3. Troubleshooting: I asked Mark to give us a hard and fast deadline to work out any software issues and implement this program, I received the following timeline:
 - a. 1/21/2020 – RTA Phone Call with Parkeon to work out any software issues
 - b. 1/22/2020 – Testing of system using a sample of registered license plates for 50% discount
 - c. 1/23/2020 – Testing of transfer to enforcement system for 870 registered vehicles for COAB
 - d. 1/23/2020 – 2/1/2020 – Testing phase to make sure system is completely working (Notices sent out to Residents through social media and press releases sent to local newspapers and news stations)
 - e. PROPOSED 2/5/2020 – Fully-Implemented System with Hard Enforcement
 - 4. WANTS:
 - a. Data on Everyone who utilizes the parking program for less than 30 minutes, even if they don't use a kiosk or the app (currently no tracking on people that utilize the free parking)

7.) 500 Atlantic Development

- a. 1/14/2020 – Met with representative from Winston Hotels, a company interested in developing the boutique hotel at the site (Joe Greene, President and CEO), and their architect: Niles Bolton and Associates (Andres Rubio)
 - i. The design of the hotel will have minimal signage and will not look like a traditional hotel. The designer is planning on a hotel that completely complies with our existing comprehensive plan in all aspects from height restrictions to number of rooms.
 - 1. Furthermore, the designer is looking to add a number design elements that are on the cutting-edge of good urban planning and design, including items that we’re discussing in our vision planning with DK&P such as complete streets, creating a walkable community, and traffic calming measures (like roundabouts and bump-outs)
- b. 1/16/20 – Met with Representatives from Tri-Bridge (VP, Steve Broome); and TLM (Andrew Greene and Michael Oestrich)
 - i. City Staff Present: Kristina, Colin, and myself