

**FAYETTEVILLE CITY COUNCIL
BUDGET WORK SESSION MINUTES
LAFAYETTE ROOM
MAY 14, 2014
5:00 P.M.**

Present: Mayor Nat Robertson

Council Members Kathy Jensen (District 1) (arrived at 5:30 p.m.); H. Mitchell Colvin, Jr. (District 3) (arrived at 5:05 p.m.); Chalmers McDougald (District 4); Robert T. Hurst, Jr. (District 5); William J. L. Crisp (District 6); Larry O. Wright, Sr. (District 7); Theodore Mohn (District 8)

Absent: Council Members Kady-Ann Davy (District 2); James W. Arp (District 9)

Others Present:

Theodore L. Voorhees, City Manager
Kristoff Bauer, Deputy City Manager
Rochelle Small-Toney, Deputy City Manager
Jay Reinstein, Assistant City Manager
Karen McDonald, City Attorney
Lisa Smith, Chief Finance Officer
Tracey Broyles, Budget Manager
Gerald Dietzen, Environmental Services Director
Michael Gibson, Parks, Recreation, and Maintenance Director
Scott Shuford, Development Services Director
Russell Thompson, Engineering Director
Bradley Whited, Airport Director
Bradley Chandler, Assistant Police Chief
Mark Brown, PWC Customer Relations Officer
Kenneth Mayner, Corporate Communications
Nathan Wall, Corporate Communications
Jane Starling, Deputy City Clerk
Members of the Press

1.0 CALL TO ORDER

Mayor Robertson called the meeting to order.

2.0 INVOCATION

The invocation was offered by Council Member McDougald.

3.0 APPROVAL OF AGENDA

MOTION: Council Member Hurst moved to approve the agenda.

SECOND: Council Member Wright

VOTE: UNANIMOUS (6-0)

4.0 OTHER ITEMS OF BUSINESS

4.1 Best Practices Call Center Consolidation

Mr. Jay Reinstein, Assistant City Manager, and Mr. Mark Brown, PWC Customer Relations Officer, presented this item with the aid of a PowerPoint presentation and supplied a printed copy to Mayor and Council. The presentation included the following topics: background, objectives for consolidation, scope, transition costs, annual cost estimates, risk assessment, timeline, credit card payments, employee options, and compensation comparison.

Staff recommended Council approve the Best Practices Team's plan to discontinue the City call center and move the City of Fayetteville's call center function to the PWC customer programs call center.

Consensus of Council was to direct staff to move forward with this item and to place the item on the May 27, 2014, regular agenda.

4.2 Proposed Revenue Enhancements

Mr. Theodore Voorhees, City Manager, gave a PowerPoint presentation assisted by Ms. Lisa Smith, Chief Financial Officer. Information covered included the FY-2015 Council budget guidelines, peer comparison charts, tax package, total proposed tax increase by expenditure,

tax package financial plan, stormwater utility fee, stormwater rate comparison, environmental services fee, environmental services efficiency and customer service initiatives, development services fees, building permit fees, planning and zoning fees, parks and recreation fees, and other proposed fee adjustments.

Discussion ensued.

Consensus of Council was to direct staff to produce two alternative proposals at lower tax increases that address the Council's strategic priorities.

4.3 Responses to Budget Questions

Mayor and Council were presented with a document titled Fiscal Year 2015 Budget Questions Group 2. There was no discussion of this item.

5.0 ADJOURNMENT

There being no further business, the meeting adjourned at 7:18 p.m.