City of Fort Lauderdale

City Hall 100 North Andrews Avenue Fort Lauderdale, FL 33301 www.fortlauderdale.gov



Meeting Minutes - DRAFT

Tuesday, April 7, 2015 1:30 PM

City Commission Conference Room

City Commission Conference Meeting

FORT LAUDERDALE CITY COMMISSION

JOHN P. "JACK" SEILER Mayor - Commissioner ROMNEY ROGERS Vice Mayor - Commissioner - District IV BRUCE G. ROBERTS Commissioner - District I DEAN J. TRANTALIS Commissioner - District II ROBERT L. McKINZIE Commissioner - District III

> LEE R. FELDMAN, City Manager JOHN HERBST, City Auditor JONDA K. JOSEPH, City Clerk CYNTHIA A. EVERETT, City Attorney

Meeting was called to order at 1:42 p.m. by Mayor Seiler.

ATTENDANCE ROLL CALL

Present: 5 - Mayor John P. "Jack" Seiler, Vice-Mayor Romney Rogers, Commissioner Bruce G. Roberts, Commissioner Dean J. Trantalis and Commissioner Robert L. McKinzie

Also Present: City Manager Lee R. Feldman, City Auditor John Herbst, City Clerk Jonda K. Joseph, City Attorney Cynthia A. Everett and Sergeant At Arms Sergeant Jeff Brull

No public comments were submitted by email for this meeting.

CITY COMMISSION REPORTS

Events and Matters of Interest

Members of the Commission announced recent and upcoming events and matters of interest including beach renourishment.

Riverwalk Security

Commissioner Trantalis reported complaints received about insufficient security on Riverwalk. The City Manager advised it is being pursued as part of the overall security camera process; funding needs to be identified.

Traffic Flow on Beach; Tortuga Festival

The City Manager reported on traffic control plans in response to Commissioner Trantalis' question. Commissioner Trantalis emphasized the importance of taking control of this matter.

Noise Ordinance

Commissioner Trantalis requested the City's noise ordinance be reexamined.

Police Department Practices; Citizens Police Review Board

Commissioner Roberts recommended taking the initiative to ask the Justice Department to look at the Police Department's practices as they conform to the accreditation standards. Mayor Seiler and the Commission supported Commissioner Roberts' recommendation and Mayor Seiler asked him to work with the City Manager on an independent review of the department by the Justice Department or Florida Department of Law Enforcement.

Commissioner Roberts requested the City Attorney attend a Citizens Police Review Board and review their authority under the enabling legislation.

CONFERENCE REPORTS

CF-1 15-0288 Proposed Lien Settlements (Special Magistrate & Code Enforcement Board Cases)

City of Fort Lauderdale

No discussion.

CF-2 15-0341 South Side School Update

Mayor Seiler opened the floor for public comment.

Raymond Cox, no address provided, was disorderly and was removed from the meeting.

There was no one else wishing to speak.

In response to Commissioner Trantalis, the City Manager provided a verbal update concerning the Broward Bar's expressed interest in occupying the school. He indicated the Bar did not propose any community use. Vice-Mayor Rogers did not feel it would be a good fit in that the Bar's program is county-wide and no community use was proposed.

In response to Commissioner Trantalis, the City Manager described the New Market Tax Credit Program including involvement of the Friends of South Side School.

CF-3 15-0455 Discussion regarding future of Judge Shippey House

Jacquelyn Scott, Mary Fertig and former Commissioner Tim Smith, representing Friends of Shippey House, reviewed slides on this topic that are attached to these minutes. Smith indicated that Riverwalk Trust is ready to take ownership and manage the house. With an end user secured, Mayor Seiler supported the project.

Bradley Deckelbaum, representing Friends of Shippey House, agreed to donate work for construction of new ADA ramp and additional labor for the exterior.

Commissioner Trantalis was concerned about the timeline being realistic. Doug Snyder of Falkanger Snyder Martineau & Yates, Architects and Planners indicated in the next couple weeks a physical time frame can be prepared. There will be some overlapping of tasks.

Mayor Seiler left the meeting at 3:02 p.m. during Commissioner Trantalis' dialogue with Genia Ellis of Riverwalk Trust when she clarified that she has not been opposed to the project, but rather that it was time to move forward. He returned later during the meeting as shown.

The City Manager advised that there is a certificate of appropriateness issue with the Historic Preservation Board (HPB) if the windows will be changed. Therefore, 30 to 60 days should be added to the process. Snyder felt it is feasible their application could meet the deadline for the June HPB agenda. The City Manager indicated that a lease is ultimately needed. From a risk standpoint, there is a question whether work should commence prior to a lease being executed. Vice-Mayor Rogers indicated that provided status reports continue to be made in 30-day intervals, he is comfortable. He would be comfortable with the same type of lease the City has with the Historical Society. Riverwalk Trust would enter into the lease and then sublease to a tenant. The City Manager understood the sublease should be based upon fair market rent for a commercial entity. The proposal is to abate the rent equal to the cost of capital improvements. Future rent due would go to Riverwalk Trust for purposes of making improvements to Riverwalk. Discussion ensued on the lease terms, maintenance costs and that a commercial entity would be using public property. Genia Ellis, representing Riverwalk Trust, advised that lease negotiations have not yet been worked through. There should be a stipend paid annually into an escrow account for short-term needs.

OLD/NEW BUSINESS

BUS-1 15-0335 Finance Department Informational Presentation on P-Card Program and Customer Service Payment Kiosk

The City Manager explained that there have been overall departmental presentations and now departments will present a program they have accomplished and one they are ready to embark upon.

Kirk Buffington, Director of Finance, reviewed slides relating to these programs that are attached to these minutes.

Mayor Seiler returned to the meeting during the slide review at 3:23 p.m.

Vice-Mayor Rogers felt there should be an incentive of less cost for individuals paying online.

BUS-2 15-0448 Pedestrian Lighting Solutions on A1A

The City Manager indicated that there is no simple solution to this matter. Amending the City's ordinance will not make a significant difference in the condition on the beach for most of the year as sea turtle nesting season is the majority of the months. As lights are converted, it will put the beach into semi-darkness year-round which is a public safety issue. The City has secured a commitment from the State to install lighting at pedestrian crosswalks; however, sidewalks and the beach will be dark. One long-term option which has been done by other cities in Florida and the country for endangered species is to secure an incidental taking permit. This would allow the City to institute a habitat conservation plan. The habitat could then be lighted year-round. He estimated it would be a \$2 million application process. Commissioner Trantalis noted that the Beach Business Improvement District could assist with funding and he recommended the City pursue it. Simultaneously, he felt the City Manager should look into what other coastal communities do. It was noted that the State assigned authority to the counties and Broward County has instituted higher standards. Commissioner Roberts indicated that there are coastal counties that have nothing in place. The City Manager pointed out that there is much better street lighting in Lauderdale-By-The-Sea, but they have buildings shielding lights from the ocean and beach. From 20 Street south, there are no structures, therefore the light washes onto the beach. The wave wall does not inhibit the light. Commissioner Trantalis asked about spotlighting from the wave wall westward and angled downward. Commissioner Roberts indicated that this approach has been used in Pompano Beach and is worthy of looking at. However, residential lighting is another factor that complicates the overall solution. Commissioner Trantalis felt it would be worthwhile to at least address the commercial sections. He wanted to follow parallel paths of applying for the permit and looking for technology that would allow for more lighting.

In response to Vice-Mayor Rogers, the City Manager provided more information about the incidental taking permit, noting that there are different options. Essentially a biologist has to create a habitat conservation plan and develop alternatives that then have to be sold to the regulatory agencies and go through this very complex process. Commissioner Trantalis pointed out in addition to the Beach Business Improvement District, the Community Redevelopment Agency could assist with funding. The City Manager cautioned that it will be controversial.

Mayor Seiler opened the floor for public comment.

Abby Laughlin, representing Central Beach Alliance, felt the current ordinance already addresses

pedestrian safety. If shielding is not allowed because it will create a safety hazard, having the lights off is an even worse condition. She thought these provisions could help the City and its position. She supported the parallel track recommended by Commissioner Trantalis. She mentioned that the Florida Fish and Wildlife Conservation Commission held a marine turtle permit rules stakeholder outreach meeting between May and June of 2014, and questioned if any City staff representative attended. If not, she suggested the City plan to participate in the future. She provided information from the Florida Fish and Wildlife Conservation Commission that was made a part of the record.

Fred Carlson, 625 Orton Avenue, said a number of hotels have indicated to him that this is hurting their business. He emphasized the safety issue and that it is a revenue killer. Mayor Seiler pointed out that the hotels have just reported the best December, January and February ever on record, but the hotels have also indicated it is a potential problem. Commissioner Roberts pointed out the environmental sensitivity of the subject in general. Carlson raised the idea of transporting the eggs to a safe place.

Some discussion followed about light from vehicle headlights. Mayor Seiler asked that the Central Beach Alliance vote on the lighting matter.

Shirley Smith said she lives on the beach and is afraid to walk at night. She recalled that previously eggs were moved to the south part of the beach where they hatched safely. It was pointed out that the volume of nests has greatly increased.

Vice-Mayor Rogers posed the idea of posting signage about low level lighting. Commissioner Trantalis felt the idea has some merit. People may respect the effort and not feel so threatened if they know they are part of a program.

There was no one else wishing to speak.

BUS-3 15-0413 Public Safety Radio System Replacement

The City Manager highlighted some history, facts relating to this topic and recommended action, referring to Commission Agenda Memorandum 15-0413.

Commissioner Roberts commented that separate from this item, there continues to be concerns about the service the City receives from the County consolidated system relating to personnel training, inability to recognize locations, transferring of phone calls.

In response to Vice-Mayor Rogers, the City Manager advised that it will be possible to fund this year in the Information Technology Services budget and will budget for next year. It is \$1.7 million over five years. The County is on the road to buying a new state-of-the-art countywide system.

The Commission recessed and convened as the Community Redevelopment Agency Board of Directors at 4:01 p.m. The Commission then reconvened the conference meeting with agenda item BD-1 at 4:29 p.m.

COMMUNITY REDEVELOPMENT AGENCY MEETING

BOARDS AND COMMITTEES

BD-1 15-0374 Communications to City Commission and Minutes Circulated - period ending April 2, 2015

Beach Redevelopment Advisory Board

There was a consensus of the Beach Redevelopment Advisory Board (BRAB) to send the following Communication to the City Commission:

- 1. The BRAB does not agree with increasing the cost of the Aquatic Center renovation, and that RDC should be held to the guaranteed maximum price as stipulated in the contract;
- 2. Pursuant to the Central Beach Master Plan and the contract, the Aquatic Center parking garage should have an architectural skin:
- 3. The BRAB would like more timely updates from RDC regarding the Aquatic Center design and renovations;
- 4. The City Commission should consider options to shade the diving spectator area.

Education Advisory Board

The Fort Lauderdale Education Advisory Board has evaluated and carefully reviewed the proposed redistricting and endorses boundary proposals E-1 and E-2 (see attached), as amended. In a voice vote, the Motion passed unanimously.

There was no discussion.

Planning and Zoning Board

Motion made by Mr. McCulla to communicate to the City Commission that they consider removing Criterion 2 from the list of code criteria for rezoning a parcel in the City.

Mr. McCulla explained that this criterion states substantial changes must have occurred in the subject neighborhood or area to warrant rezoning of a parcel. He pointed out that the Board has often approved or recommended the requested zoning changes even when substantial change is not demonstrated by applicants. The City's code states that the following three criteria must be met for a rezoning application:

- 1. The zoning district proposed is consistent with the City's Comprehensive Plan;
- 2. Substantial changes in the character of development in or near the area under consideration support the proposed rezoning;
- 3. The character of the area proposed is suitable for the uses permitted in the zoning district and is compatible with surrounding districts and uses.

He pointed out that any changes required under Condition 2 would also be met by either Condition 1 or 3, and concluded that Condition 2 could be removed from the three required criteria or the Ordinance could be modified to require that two of the three criteria must be met.

Pursuant to additional discussion, Mr. McCulla restated his final Motion as follows: That the Ordinance (code) regarding rezoning be reworded to require that the applicant meet two of the three presently stated criteria, not all of them.

Vice Chair Hansen seconded the motion. In a roll call vote, the motion passed 8-0.

Mayor Seiler requested the City Attorney and City Manager review the request and bring it back to the Commission.

BD-2 15-0375 Board and Committee Vacancies

Please see regular meeting item R-4.

Audit Advisory Board Gregg McKee (Commissioner Trantalis)

Charter Revision Board Maria Del Rosario Lescano (Mayor Seiler)

Rochelle Golub (Commissioner Roberts)

Ron Gunzburger (Commissioner Trantalis)

Sunrise Key Neighborhood Improvement District Ray Parker (Commissioner Trantalis)

CITY MANAGER REPORTS

MGR-115-0405 Red Light Camera System Update

The City Manager noted that suspension of this system was discussed with representatives of American Traffic Solutions (ATS) at the May 19 conference meeting. The question posed was whether the City could abate the contract in the interim period while it is suspended (court order). ATS has agreed to abate the fees on a month-to-month basis provided there is a month added to the contract for every month of abatement. At the end of 24 months, if there is still not a resolution as to the efficacy of the program at the court level, it is agreed there would be another discussion as to the program's future. When the program is reinstituted, ATS has agreed to lower the monthly camera fee rate from \$4,250 to \$4,000 per camera per month and provide an additional credit of \$705 per camera per month. This equates to an approximate monthly savings of \$36,000.

MGR-215-0406 Schlitterbahn Water Park Update

The City Manager reviewed the history on this topic since July 2014 when a lease was approved with Waterresort LLC and denied by the Federal Aviation Administration (FAA). In December, he and Commissioner Roberts broached the idea to the FAA of the City purchasing the property from the airport. A price of \$12,085,000 has been agreed upon. It would be paid from General Fund over a 10-year period. The property tax payment of \$265,000 the City has been paying would no longer be required. It would take seven years to pay back the purchase price. Overall there would be a net present value to the General Fund of approximately \$11 million.

In response to Mayor Seiler, the City Auditor believed it is a good cash flow and makes sense for the City. The City Attorney indicated that her office has no objection.

The City Manager advised that the next step would be to officially propose this to the FAA. He responded to Vice Mayor Rogers that there is about two years from the City's first payment and receipt of the first lease payment.

MGR-315-0470 Proposed Land Swap of Parcels Owned by Randolph Companies and the City of Fort Lauderdale

The City Manager highlighted information in the Commission Agenda Memorandum 15-0470 relating to property known as the Bahia Cabana and an adjacent 0.38 acre parcel. The proposal is to swap these properties for Fire Station 49 site and the adjacent parking lot to the north. Bahia Mar is also interested in this property. There is a question as to whether the Jungle Queen property is technically part of the Bahia Mar plat.

Mayor Seiler opened the floor for public comment.

Abby Laughlin, 425 Bayshore Drive, questioned placing a fire station in the middle of two residential properties. She felt the City should purchase this small waterfront parcel. It would be helpful to the properties on either side of it.

Mary Fertig, 511 Poinciana Drive, urged careful consideration before going forward with this land swap.

City of Fort Lauderdale

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She did not favor moving the fire station. She was impressed with the Fire Chief's memorandum on this matter.

L. F. Rosenthal, 1237 NW 4 Avenue, was very opposed to the proposal.

Ann Hillmer, 621 Idlewyld, felt the title on this item without reference to Bahia Cabana is misleading. She opposed the proposal.

Stephanie Toothaker of Tripp Scott, representing Randolph Companies, advised this is merely a request to have discussions with City staff. She acknowledged there are very good points raised by the Fire Chief and that appraisals will need to be done. The request is to proceed with such levels of discussions so that an educated decision can be made. There is no site plan request. There have been discussions with some neighbors. Randolph would follow the normal process.

Commissioner Trantalis felt it is important to resolve the issues set out by the Fire Chief before proceeding to the next step.

Tom Gerrard, president of Harborage Condominium Association, indicated that Harborage has not been contacted by the developer. Harborage is concerned about traffic flow. There are no sidewalks. Harborage believes it is ill-conceived.

There was no one else wishing to speak.

Although he recognized that public safety is No. 1, Vice-Mayor Rogers questioned placement of a fire station on the corner. He understood the proposal includes construction of a parking garage for 150 spaces, which he felt is really important. The goal is to get people out of their vehicles and into another form of transportation. Commissioner Roberts felt the decision has to be about the proposed site because there are no other sites. He believed the Fire Chief raises good issues. He also pointed to the parking and associated revenue.

In response to Commissioner Trantalis, Toothaker advised that the parcels on either side are not available for purchase. There are probably other opportunities on the street. Also, the Bahia Cabana parcel includes a large property immediately across Harbor Drive. It was concluded that more information is needed.

MGR-415-0471 The Culinary Institute Joint Venture Proposal for Use of Bryan Homes

The City Manager explained that the Institute is looking to use the Bryan Homes as a restaurant culinary school; a long-term lease for \$1 a year and a \$2 million capital construction contribution as well as ongoing maintenance from the City. Commissioner Trantalis reviewed some positives. He questioned if the \$2 million contribution is a requirement. Vice-Mayor Rogers did not favor the idea of the facility not being continually open. Mayor Seiler suggested the City Manager be directed to advise that the City would be willing to enter into discussions without the \$2 million contribution.

There being no other matters to come before the Commission, the meeting adjourned at 5:08 p.m.





The Shippey House – Ca. 1913



RESCUE





<u>RESCUE</u>

"As one of Fort Lauderdale's oldest homes, the Shippey House represents a link to Fort Lauderdale's rich history. The idea proposed by the Sailboat Bend Civic Association to relocate the home to Cooley's Landing and restore the structure would enhance the west end of our Riverwalk and enable this community asset to be preserved for future generations,"

Jack Seiler to the Broward Bulldog, June 2011



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BILL OF SALE

CVM 1 REO, LLC ("Seller"), for value received, does hereby sell, assign and convey to FRIEDDS OF SHIPPEY HOUSE, INC. ("Buyer") its successors and assigns, all right, rithe and interest of Seller in and to hat certain structure harowar as the Shippy House, located on and previously severed from real property commonly known as 215 S.W. 7º Avenue, Fort Leuderdele, Thoria.

This Bill of Sale is related solety to the actual building known as the Shippey House, its contents and any personal property in or affixed thereto, to the extent Seller has any rights in or to any such

IF THE SHIPPLY HOUSE IS NOT MOVED FIG. THE REAL PROPERTY ON OR BEFORE DECEMBER 11, 201, 1THIS BILL OF SALE SHALL BE NILL AND YOUR DAY. BE DEFINED THE SHALL AND YOUR DAY. BE DEFINED THE SHIPLY AND THE ART TO ANY AND ALL PROPERTY HERIEST CONVEYED SHALL PROPERTY HERIEST CONVEYED SHALL PROPERTY HERIEST CONVEYED SHALL BE SHIPL CONVEYED SHALL BE SHALL FOR WITHOUT CONVEYED AND THE SHAPE AND THE SHAPE CONVEYED SHALL PROPERTY AND ALL OBJECTIONS ASSENDED WHOSE LAW. SQUITTO NOT DESIRES TO THE DEBUNCTION OF THE SHEPTY HOUSE.

NO REAL PROPERTY, OR ANY RIGHTS IN OR THERETO, IS INTENDED TO BE TRANSFERRED HEREWITH. FOR THE AVOIDANCE OF ALL DOUBT, THIS BILL OF SALE EXPRESSLY DOES NOT TRANSFER ANY RIGHT WHATSOVER IN OR TO THE REAL PROPERTY ON WHICH THE SHIPPEY HOUSE IS CURRENTLY SITUATED.

This Bill of Sale is executed "AS IS," "WHERE IS," "WITH ALL FAULTS," without recourse, and without representation of or warranty of title, or any other representation or warranty, express or

EXECUTED this 6 day of December, 2011.

CVM 1 REO, LLC

STATE OF NEW YORK

On the 8^{dd} day of December, 2011, before me, the undersigned, personally appeared Timothy P. Sherhian personally known to me or proved to me on the basis of satisfactory evidence to be the distributed whose mans in subscieded to be within instrument and acknowledged to me that he recorded the same is his dispatchy and they bit a signature on the instrument, the individual, or the person upon whether of which the his individual annet, executed the instrument.



This instrument prepared by: I THE INSTITUTION PROPERTY OF A PROPERTY OF THIS IS A REVOCABLE LICENSE granted this 12 day of November, 2011, by other this state of the st CITY OF FORT LAUDERDALE, a Florida municipal corporation, p.O. Drawer 14250. Fort Lauderdale, FL corporation, p.O. Drawer 14250. Fort Lauderdale, FL corporation, preferance CITY FRIENDS OF SHIPPEY HOUSE, INC., a Florida not lor 2,000 E. 2,000 F. 2,000 F and between: A Fred B Shippey was the second judge in Broward County, Nember Ford

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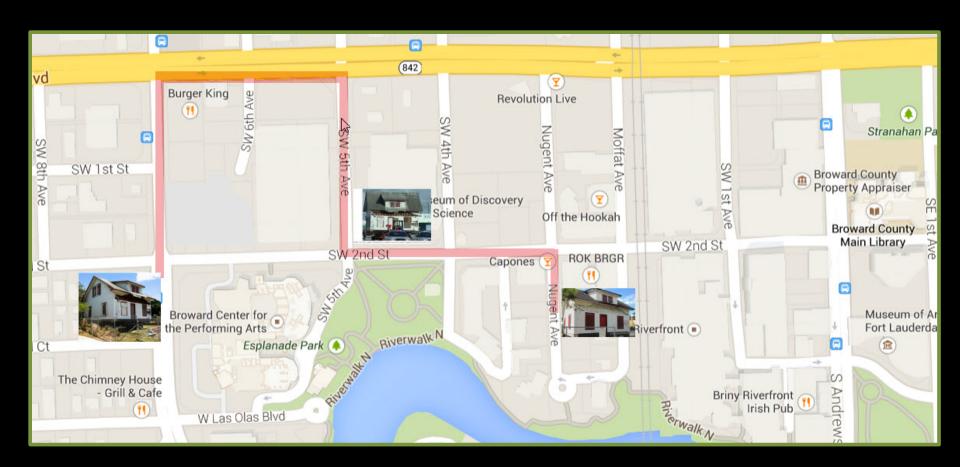
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the House.









Crews move the historic Shippey House to its new location in Himmarshee Village. (Source: CBS4)





Thank you Cal Deal for this photo.



























Thank you Cal Deal for this photo.









Thank you Cal Deal for this photo.

















































Re-Purpose

"This project serves as a blueprint for integrating historic structures in modern society."

"The Friends of Shippey formed to save an old house. With approximately \$125,000 in monetary and in-kind donations – and hundreds of volunteer hours – they are nearing the end of their role in the history of the house."



What is next?

 Transferring Ownership to Riverwalk Fort Lauderdale

Finishing the Exterior



Transferring Ownership to Riverwalk Fort Lauderdale

- Create a Shippey House Account
- Agree to Covenant to
 Maintain Historic Structure
- Install Permanent Placque thanking donors and Friends of Shippey



In Kind Expenditures to DATE

FSMY - Architectural Services

Paint

East Coast Soil Testing

Mulch

Bo Graphix

Hospitality

McLaughlin Engineers

Fencing

EDSA - Landscape plans

Pier 66

FP&L

Cal Deal



Rehabilitation



1986 Photo of House Note Front Porch with roof





ARCHITECTS . PLANNERS

Falkanger Snyder Martineau & Yates

888 South Andrews Avenue, Suite 300 Fort Lauderdale, Florida 33316



Cash Expenditures to DATE

Modern Building Movers	24,250.00
New World Builders	10,054.52
Dow	20,605.45
Nast Roofing	2,500.00
Causeway Lumber - Roof Materials	927.74
Broward County (Final Permit Fee)	2,572.00
City of Fort Lauderdale	556.75
IRS	850.00
Saunders and Taylor (insurance)	594.84
AT&T	1,996.65
Charles Jordan	250.00
TOTAL	<u>65,157.95</u>





Repurpose



Volunteer Power - Priceless



Final Expenditures – In-Kind

Construct Roof and Porch
Paint Exterior of Building
Repair and Reconstruct Rear
Rehab Exterior of Building
Landscape
Irrigation

Donated
Donated
Materials donated
Materials donated
Donated

Donated

Total In-Kind Donations Pledged \$50,000.00



Labor Costs of Rear Construction*	\$ 4000.00
Finish Roof	20,000.00
Install New Windows and Doors*	18.000.00
Labor – Repair Exterior Siding	
and Door Infill*	4,000.00
Construct New ADA Ramp*	8,750.00
	\$54,750.00

Total Monetary Expenditures Remaining \$54,750.00
Monetary Pledges --- 11,000.00
Commissioner Trantalis Park Bond 30,000.00
Discretionary Fund
To be Raised -- 13,750.00

***Currently seeking In-Kind Donations



Fundraising Timeline

In-kind Pledges April 7, 2015

Monetary Pledges April 7, 2015

CommissionerTrantalis Park Bond Apirl, 2015

Discretionary Fund

In-kind Donations June 30, 2015

being pursued

Remaining dollars June 30, 2015

to be raised



Construction Timeline

Working set of Plans	3 Weeks
Building Permits	2 Weeks
Certificate of Appropriateness	
(for Windows, if necessary)	
Front Porch and Roof of Porch	4 Weeks
Finish Roof of House	2 Weeks
Install Windows	3 Weeks
Install ADA Ramp	1 Week
Other Exterior Construction	3 Weeks
Irrigation	2 Weeks
Landscaping	2 Weeks





P-Card Spend & Rebate Program and Customer Service Payment Kiosks



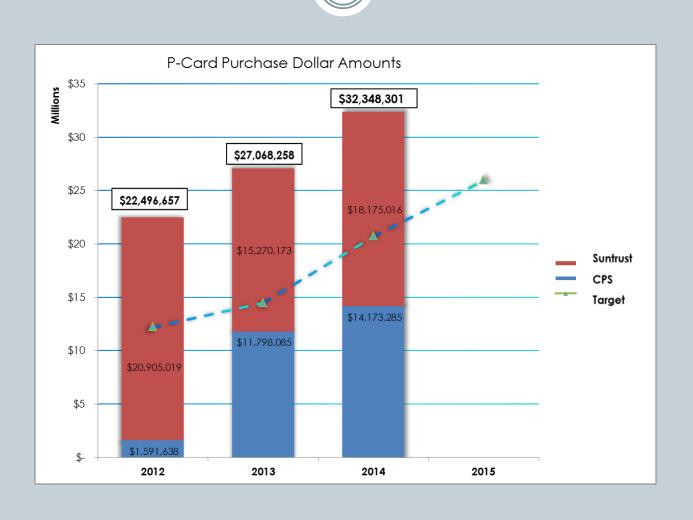
Prepared by
City of Fort Lauderdale
Finance Department

P-Card Spend & Rebate Program

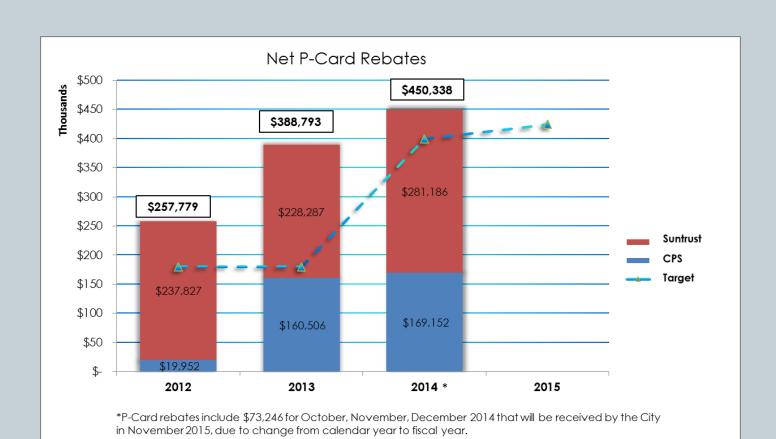
This portion of the presentation will provide an overview of the following:

- P-Card Spend
- P-Card Rebate Amounts
- New P-Card Contract Enhancements
- E-Payables Campaign

P-Card Spend by Calendar Year



P-Card Rebates by Calendar Year



P-Card Contract Enhancements

- Rebate period changed from calendar year to fiscal year
- Rebate payout change:
 - 160 basis points to 175 basis points for weekly pay
- Established Fort Lauderdale P-Card Consortium
 - Additional 5 basis points as consortium member

E-Payables Campaign

New Enrollment Campaign

- 12/8/2014 03/05/2015
 - 48 new vendors added for an estimated additional spend of \$8,508,110



CITY OF FORT LAUDERDALE

WILLING & COLLECTIONS



SELF SERVICE BILL PAYMENT KIOSKS



Neighbor Advantages

- Pay utility bills quickly and securely
- Pay conveniently at other specified locations
- Pay utility bills 24/7
- Payments applied to accounts in real-time

Benefits

Improves Neighbor Services

- Bill payment service in multiple languages English, Spanish and French
- Kiosk accepts cash, checks, and credit cards
- Neighbors never have to leave their cars

Improves Internal Operations

- Alleviates long lines at the counter
- Representatives have more time to focus on resolving complex neighbor service-related issues
- Representative currently in the drive-thru can work inside
 - Reduces the abandoned call rate in the Call Center
 - Reduces the neighbor hold time in the Call Center
- Reduces operational risks
- Improves reconciliation and auditing processes

Security Features

Other Facts

- Payment Card Industry (PCI)/ Data Security Standard (DSS) compliant
- Kiosks do NOT store credit card information

Questions

