



## City Administrator's Report

---

---

June 15, 2023

---

---

### Utility Bill Improvements

Over the past few months, staff have worked to develop some minor changes to the City utility bill in order to clarify utility bills.

Staff intend to implement this change with the July 2023 billing cycle, which would be mailed/sent to customers in early August 2023. Customers will see the following changes on the new utility bill:

- *Distinguishing Water and Wastewater Fixed Charges from Volume Charges:* The new utility bill formatting breaks out the monthly fixed charge from the monthly volume charge. Customers are charged a monthly fee for both water and wastewater service. This fee is the same amount each month. Customers are also charged a volume fee, which varies according to the amount of water and wastewater each month. Customers on winter sewer averaging will see no change in the volume charge for 9 months out of the year (March through November).
- *Denoting Senior Monthly Water and Wastewater Fixed Charges:* During the FY2022 Budget process, the Board approved Senior Rate Fixed Charges at a 15% discount off the regular bill. The newly reformatted utility bill will designate these charges with a "SNR" label on the bill.
- *Denoting Senior Monthly Trash Charges:* The City negotiated with GFL to implement a monthly senior rate charge. The newly reformatted utility bill will designate these charges with a "SNR" label on the bill.

The following communication mediums will be utilized to explain these formatting changes. This communication will occur prior to the creation of the bill for the July 2023 billing cycle (which is sent out in early August 2023).

- *City Quarterly Newsletter:* The citizens newsletter will help explain the reformatted changes.

- *Social Media Content:* Various posts and pieces of content will be shared through the City of Smithville Facebook page explaining the reformatted changes.
- *In-Person and Telephone Customer Service:* The Finance Department staff who provide in person and telephone customer service to the City's utility customers will also be prepared and ready to explain the changes to the utility bills. Staff are anticipating questions regarding the bill but will be ready to walk through the changes to help the customers understand the changes.

Examples of the reformatted utility bill are attached.

### **Winter Averaging**

Staff recently completed an Incode billing programming check to verify the system was programmed in accordance with the changes made by Ord. 2093-21 in March of 2021. That ordinance made significant changes to the winter averaging process for new accounts and expanded the exclusion from winter averaging for just a few identified businesses, to all businesses. That change meant that a business would be charged sewer charges based upon the actual water used year-round. During the programming check, it was discovered that the provision excluding all businesses from the winter averaging process was not activated in the billing system. This change has been made in the system, so many commercial accounts will now be billed for their full wastewater charge in accordance with the current ordinance. Although the Board made this change in 2021, businesses will now for the first time see those changes and may come to you with questions.

### **Parks and Recreation Agency Performance Review**

Each year the National Recreation and Parks Association surveys all members to help evaluate budget size, optimal staffing and revenues generated from agency activities. Attached is a summary report from Parks Director Matt Denton as well as the full report.

### **Street maintenance Program – Micro surfacing**

The crack sealing phase of the project is scheduled to start at the end of June. Following that, the micro surfacing process is scheduled for mid-July.

### **Quincy Boulevard Improvements Project**

The City's contractor, Amino Brothers, is planning to start this project in the middle of July.

### **4<sup>th</sup> Street & 4<sup>th</sup> Terrace Project and Manzanola Waterline Replacement Project**

The City's contractor, Menke Excavating, continues to make progress in the Manzanola waterline Replacement Project.

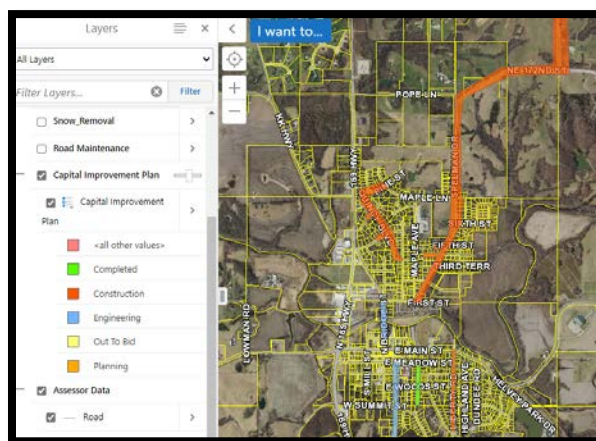
This project includes various improvements in water, stormwater and streets. Due to its location, with dead ends and narrow streets, inconvenience for residents, especially in terms of limited parking availability on the street are anticipated.

To alleviate the impact on residents affected by these projects, Public Works staff has met with residents and coordinated with the Police Department to arrange extra parking areas and implement additional surveillance measures.



### **Capital Improvement Projects layer is available in GIS**

Residents can access information about Capital Improvement Projects taking place in the City of Smithville. These projects are conveniently linked to their respective project pages on the website, providing additional details. By visiting these pages, residents can remain well-informed about ongoing construction in their neighborhoods and stay updated on other projects in various stages, such as the engineering phase, planning stages, and more.



*Streets Crew participated in the "Touch-a-Truck" Event at the Farmers Market Last Week*

Last week, the Street department staff brought a selection of equipment to the Farmers Market, providing kids and residents with a unique opportunity to explore the insides of the trucks and capture memorable pictures.



### **Water/Wastewater Billing Leak adjustment issue**

The City of Smithville has for many years included a provision in the utility billing process that allowed adjustments to a customer's wastewater bill if the account holder suffered a water leak outside the home. The purpose was to effectively not charge the customer for the water that did not enter the sanitary sewer system. After a couple of very large water leaks in 2017 (one inside a home and one on an outdoor irrigation system) the Board of Aldermen requested staff draft changes to the leak adjustment system. The policy of Platte City was recommended as the policy to model for changes to our ordinance. The Board of Aldermen then approved changes to the leak adjustment policy in our combined water and wastewater system on October 3, 2017. This new policy based upon the Platte City ordinance included a provision to also allow residential customers to get bill adjustments to the water usage bill, in addition to the wastewater process. There were several errors in that ordinance that were identified by staff, including removing the "City of Platte City" references. Those changes also clarified how residential customers could request an adjustment to their bill resulting from a large leak. These new requests were required to come to the Board of Aldermen for the first time. This new ordinance was adopted in February of 2018. The week following this new ordinance, staff discovered that the definitions used in the new ordinance erroneously excluded all wastewater adjustments from commercial accounts. At the next Board meeting, staff presented a new ordinance that changed the definitions and inserted a new provision for Non-Residential wastewater adjustments:

**Wastewater Adjustment On Non-Residential Utility Bills.** *Any non-residential utility account that experiences a water leak outside of the structure served by the account shall, upon submittal of proof of repair of such leak to the City, be entitled to an adjustment to the wastewater portion of such bill to an amount equal to the account's average monthly usage that existed prior to such leak, and in no event shall there be an adjustment to the water portion of the utility bill.*

Recently, a non-residential customer suffered a significant water leak outside the building. The customer sought an adjustment to their wastewater bill. While reviewing that request, it was discovered that the ordinance could be interpreted to exclude non-residential leak adjustments from the Board of Aldermen review and approval process. Staff seeks Board input on whether wastewater-only leak adjustments (non-residential customers still are responsible for all water usage) can be adjusted by staff administratively, or if a new review process should be considered. If a new process is recommended, staff recommends a work session discussion on the issue.

### **City Hall and Meeting Schedule**

City Hall will be closed Monday, June 19 in observance of Founder's Day.

Also, a reminder that the following upcoming meetings have been cancelled or added:

- The July 4 meeting is cancelled for the Holiday and City Hall is closed July 3 & 4.
- The August 1 meeting has been cancelled as Mayor Boley will be out of town.
- A Special Session is scheduled for 7:00 p.m. Monday August 28 (to take action on ballot language for a Public Safety Sales Tax, to be filed with Clay County the following day).





CITY OF SMITHVILLE  
107 W Main St  
Smithville, MO 64089-9384  
(816) 532-3897  
www.smithvillemo.org

Account Number	Amount Due
00-000000-00	\$104.84
Due Date	Due After Penalty Date
06/16/2023	\$115.32
Service Address	
12345 MAIN STREET	



JANE S. DOE  
12345 MAIN STREET  
SMITHVILLE MO 64089

CITY OF SMITHVILLE  
107 W Main St  
Smithville, MO 64089-9384



Please return this portion with your payment. When paying in person please bring both portions of this bill.

**CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS**

Name			Service Address			Account Number
JANE S. DOE			12345 MAIN STREET			00-000000-00
Status	Service Dates		Number of Days	Bill Date	Penalty Date	Due Date
	From	To				
ACTIVE	04/25/2023	05/25/2023	30	05/31/2023	06/22/2023	06/16/2023

PREVIOUS BALANCE 100.27  
PAYMENTS 100.27-

-----CURRENT-----  
DATE READING  
05/25/2023 263

-----PREVIOUS-----  
DATE READING  
04/25/2023 230

3300  
3066  
3066

USAGE

WATER MONTHLY FEE	12.78
WATER USAGE	29.83
STATE FEES	0.50
SEWER MONTHLY FEE	18.43
SEWER USAGE	23.58
TRASH	19.29
SALES TAX	0.43



**CURRENT BILL \$104.84**

**AMOUNT DUE \$104.84**

**Pay Online at [www.smithvillemo.org](http://www.smithvillemo.org)**

WE OFFER ACH AUTO-DEBIT TO MAKE PAYING YOUR UTILITY BILL EASIER. SEE THE CITY WEBSITE FOR MORE DETAILS.

\*

PREVIOUS BALANCE MUST BE RECEIVED BY 8AM ON JUNE 20TH TO AVOID DISCONNECTION OF SERVICE.

CURRENT BILL TOTAL MUST BE RECEIVED BY 8AM ON JULY 20TH TO AVOID DISCONNECTION IN SERVICE. NOT RESPONSIBLE FOR MAIL DEL


\*

# Your Utility Bill Format Has Changed




## How To Read Your New Bill

- 1** This is your 10-digit account number. Customers using automatic bank draft will need to indicate their account number. In this section you will find the due date, amount due, and the amount due after the late penalty date, which is shown in section 2.
- 2** This area contains your account information, meter readings, and due dates. Please make sure to return this portion of the bill with your payment.
- 3** This section shows your meter readings compared to the previous month. The meter readings determine the calculation of water usage and wastewater usage.
- 4** This highlights if you have any outstanding balances on your utility account. If you do not have a balance, your current balance will show \$0.00 in this section.
- 5** This section contains a breakdown of the fees of your utility bill. Included in the section is the amount due for the current bill.
  - Water and Sewer Monthly Fees are fixed rates and are applied to all accounts.
  - Water and Sewer usage is calculated on actual use.
- 6** This is the total amount due, including any past due charges.
- 7** This space is allotted for special City messages.




**CITY OF SMITHVILLE**  
107 W Main St  
Smithville, MO 64089-9384  
(816) 532-3897  
www.smithvillemo.org



JANE S. DOE  
12345 MAIN STREET  
SMITHVILLE MO 64089

<b>Account Number</b>	<b>Amount Due</b>
00-000000-00	\$104.84
<b>Due Date</b>	<b>Due After Penalty Date</b>
06/16/2023	\$115.32
<b>Service Address</b>	
12345 MAIN STREET	

**CITY OF SMITHVILLE**  
107 W Main St  
Smithville, MO 64089-9384



**2** Please return this portion with your payment. When paying in person please bring both portions of this bill.

**CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS**

Name		Service Address		Account Number		
JANE S. DOE		12345 MAIN STREET		00-000000-00		
Status	Service Dates		Number of Days	Bill Date	Penalty Date	Due Date
	From	To				
ACTIVE	04/25/2023	05/25/2023	30	05/31/2023	06/22/2023	06/16/2023

**3**


-----CURRENT-----		-----PREVIOUS-----	
DATE	READING	DATE	READING
05/25/2023	263	04/25/2023	230

**4**

PREVIOUS BALANCE	100.27
PAYMENTS	100.27-
<b>CURRENT BALANCE</b>	<b>\$0.00</b>

USAGE

WATER MONTHLY FEE	12.78
3300 WATER USAGE	29.83
STATE FEES	0.50
SEWER MONTHLY FEE	18.43
3066 SEWER USAGE	23.58
TRASH	19.29
SALES TAX	0.43



**5**

**CURRENT BILL** **\$104.84**

**AMOUNT DUE** **\$104.84**

**7**

**Pay Online at [www.smithvillemo.org](http://www.smithvillemo.org)**  
 WE OFFER ACH AUTO-DEBIT TO MAKE PAYING YOUR UTILITY BILL EASIER. SEE THE CITY WEBSITE FOR MORE DETAILS.  
 \*  
 PREVIOUS BALANCE MUST BE RECEIVED BY 8AM ON JUNE 20TH TO AVOID DISCONNECTION OF SERVICE.  
 CURRENT BILL TOTAL MUST BE RECEIVED BY 8AM ON JULY 20TH TO AVOID DISCONNECTION IN SERVICE. NOT RESPONSIBLE FOR MAIL DEL  
 \*

CITY OF SMITHVILLE - 107 W Main St - Smithville, MO 64089-9384 - (816) 532-3897 - [www.smithvillemo.org](http://www.smithvillemo.org)






# Your Utility Bill Format Has Changed




## How To Read Your New Bill

- 1** This is your 10-digit account number. Customers using automatic bank draft will need to indicate their account number. In this section you will find the due date, amount due, and the amount due after the late penalty date, which is shown in section 2.
- 2** This area contains your account information, meter readings, and due dates. Please make sure to return this portion of the bill with your payment.
- 3** This section shows your meter readings compared to the previous month. The meter readings determine the calculation of water usage and wastewater usage
- 4** This highlights if you have any outstanding balances on your utility account. If you do not have a balance, your current balance will show \$0.00 in this section.
- 5** This section contains a breakdown of the fees of your utility bill. Included in the section is the amount due for the current bill.
  - Water and Sewer Monthly Fees are fixed rates and are applied to all accounts.
  - Water and Sewer usage is calculated on actual use
  - Seniors receive a discounted rate on their Water Monthly Fee, Sewer Monthly Fee, and Trash Rate
- 6** This is the total amount due, including any past due charges.
- 7** This space is allotted for special City messages.




**CITY OF SMITHVILLE**  
107 W Main St  
Smithville, MO 64089-9384  
(816) 532-3897  
www.smithvillemo.org




\*\*AUTO SORT CRRT B007

JOHN S. DOE  
12345 MAIN STREET  
SMITHVILLE MO 64089-0600



Account Number	Amount Due
00-000000-00	\$87.03
Due Date	Due After Penalty Date
06/16/2023	\$95.74
Service Address	
12345 MAIN STREET	

**CITY OF SMITHVILLE**  
107 W Main St  
Smithville, MO 64089-9384



**2** Please return this portion with your payment. When paying in person please bring both portions of this bill.

**CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS**

Name		Service Address		Account Number		
JOHN S. DOE		12345 MAIN STREET		00-000000-00		
Status	Service Dates		Number of Days	Bill Date	Penalty Date	Due Date
	From	To				
ACTIVE	04/25/2023	05/25/2023	30	05/31/2023	06/22/2023	06/16/2023

-----CURRENT----- PREVIOUS-----

DATE	READING	DATE	READING
05/25/2023	45	04/25/2023	17

**4** PREVIOUS BALANCE 82.47

PAYMENTS 82.47-

**4** **CURRENT BALANCE \$0.00**

USAGE

2800	WTR MNTHLY FEE SNR	11.77
	WATER USAGE	25.31
	STATE FEES	0.50
	SWR MNTHLY FEE SNR	16.02
2166	SEWER USAGE	16.66
	TRASH - SENIOR	16.40
	SALES TAX	0.37
<b>CURRENT BILL</b>		<b>\$87.03</b>
<b>AMOUNT DUE</b>		<b>\$87.03</b>

**7** Pay Online at [www.smithvillemo.org](http://www.smithvillemo.org)

WE OFFER ACH AUTO-DEBIT TO MAKE PAYING YOUR UTILITY BILL EASIER. SEE THE CITY WEBSITE FOR MORE DETAILS.

\* PREVIOUS BALANCE MUST BE RECEIVED BY 8AM ON JUNE 20TH TO AVOID DISCONNECTION OF SERVICE.

CURRENT BILL TOTAL MUST BE RECEIVED BY 8AM ON JULY 20TH TO AVOID DISCONNECTION IN SERVICE. NOT RESPONSIBLE FOR MAIL DEL

\*

<b>Date:</b>	6-20-2023
<b>Prepared By:</b>	Matt Denton – Parks and Recreation Director
<b>Subject:</b>	NPRA – Agency Performance Review

Each year the National Recreation and Parks Association (NRPA) sends out a survey to all members asking for departmental information to help evaluate budget size, optimal staffing and revenues generated from agency activities. A report is developed comparing parks and recreation services throughout the U.S and a subset of agencies that serve a similar population density. The overall goal of the report is designed to be a tool for helping better evaluate local departments and parks and recreation offerings.

The Smithville report shows that we spend \$2,214 per acre and \$71.24 per resident which both are in the median of the large community comparison. It also shows we have 29.6 acres per 1,000 residents. Which is higher than most with our population. This is largely due to Smith's Fork Park. Smith's Fork is 250 acres. The City maintains a total of 310 acres of park land.

Our revenue per capita is \$31.25 per resident. This is calculated by dividing the total revenues generated by the agency, by the population of the jurisdiction served by the agency. Our revenue as a percentage of operating expenditure (cost recovery) is 43.9%. This is calculated by dividing the total revenues generated by the agency by the total operating expenditures of the agency. Both are down from the 2022 report. This is reflective of the campground and recreational revenue decreases in 2022 (campground reservations and associated revenues were down in 2022 due to a reduced number of campsites available for rental during construction of the raw water pump station).

In the Personal and Workload portion, the report shows we are below the average for full-time equivalents (FTE) staffing. The current average per 10,000 residents is 8.9 FTEs, we are currently at 6.9 FTEs.

Below is a graphic of the 2023 NRPA Agency Performance Review Key Findings:

2023 NRPA Agency Performance Review Key Findings

