

I. Call to Order

Members Present: Brittany Nevins, Logan Devaney, Daniel Harris, Cait Hoffmann, Autumn Crabtree

City Staff Present: Angela Aldieri, Elsie Goodrich

Guests Present: None

Call to Order by: Elsie Goodrich

Meeting Start Time: 6:02pm

Minutes Recorded by: Cait Hoffmann

II. Public Comment

No members of the public present.

III. Approve Previous Meeting Minutes

Motion by: Logan Devaney

Second: Cait Hoffmann

Decision: Approved

IV. City Council Liaison Update

The city council met two weeks ago to discuss and set tax rate for the city. They also discussed land use regulations.

V. Inclusion & Belonging Commission Update

There was no member of Inclusion & Belonging Commission present.

VI. Approve: Commission Officers

A. Chair

Autumn Crabtree, newest member of the commission and works for the state legislator. The commissioners went through introductions as it was Autumn's first meeting. Angela went through the various roles (Chair, Vice Chair, and Secretary) and described the responsibilities of each. We discussed Cait moving from Secretary to Chair.

Motion by: Cait Hoffmann

Second: Autumn Crabtree

Cait Hoffmann appointed to chair.

B. Vice Chair

We discussed Brittany serving as Vice Chair.

Motion by: Cait Hoffmann

Second: Autumn Crabtree

Brittany Nevins appointed to Vice Chair

C. Secretary

We decided to postpone the decision of Secretary until the next meeting because one of our commissioners.

Motion by: Cait Hoffmann

Second: Autumn Crabtree

Decision: Postpone decision

VII. Discussion: Payment Agreement Procedure

Daniel asked whether or not the process that has been happening is any different from the proposed process in the documentation sent to the commission. Angela mentioned that the main difference is that more staff will be able to approve payment plans with the guidelines in the documentation. Daniel also asked how many payment plans the city juggles at once. Angela said there is 5 for property taxes, a few dozen for utility, 3 for parking tickets, and one is a civic balance. Autumn asked how the option for the payment plan is communicated to people and Angela informed the commission that it is not marketed as an option, but more offered verbally in specific situations. Daniel asked whether or not the city is looking to increase knowledge of the availability of the payment plan and recommended that we not advertise it. Brittany asked what the interest rate for penalties was and Angela informed the commission of the varying rates. Most were 1% but the utilities rate is 8%. Daniel asked whether or not the city requires proof of financial hardship or whether it uses the honor system. Angela informed us that it is mostly the honor system, but oftentimes the city is already aware of the hardship. Autumn chimed in to share that oftentimes when people are in a place of financial hardship and are struggling, they may not have the bandwidth to reach out to ask about the possibility of the payment agreement. Angela informed the commission that there was a blurb about financial hardship in the latest bill mailing. Brittany advised the city that it might be worthwhile to add language that the city may request proof of financial hardship. Angela mentioned that there are a few who are on perpetual payment plans and Daniel said that there should be a meeting at a certain point if the individual on the payment plan is unable to catch up. Daniel asked whether or not the city has an on-site social worker and Angela said that we do not, but she can ask the Chief because they use the Howard Center for some cases that do not require law enforcement. There was discussion as using a property lien as a last-resort for the individuals who are repeatedly on payment agreements. Elsie asked whether or not the word "customer" should be utilized in the document. Angela explained that it was the closest word that covers all the bases considering there are so many different types of fees. Elsie also advised changing some language from "may not" to "must not" to clarify procedures for city staff. Daniel asked

whether or not individuals can have multiple payment plans for things (utilities, taxes, etc.). Angela said that they can have multiple payment plans, but if an individual defaults on one, it automatically defaults on any future ones. Daniel recommended that language is added that states staff can escalate an application for the payment agreement at any time. Brittany mentioned that if the language around financial hardship is updated in the procedure document, it should be updated in the form as well.

VIII. Other Business

Brittany suggested that it might be worth reflecting on the strategic planning open house because several commissioners attended. She said that the numbers were low and she thinks we can do better. Elsie informed the commission that there are a few more open houses coming up and that the information is on the city website.

IX. Adjourn

Motion by: Logan Devaney

Second: Cait Hoffman

Meeting End Time: 6:58pm