



City of Bethel
Public Works Committee
Special Meeting - Tuesday, May 5, 2020 5:30 pm
City Hall Council Chambers, Bethel, AK

Courtney Trammell
Committee Chair
Term Expires 2020

Alyssa Leary
Committee Co-Chair
Council
Representative
Term Expires 2021

Jeff Sanders
Committee Member
Term Expires 2020

Ryan Butte
Committee Member
Term Expires 2020

Juan Delgado
Committee Member
Term Expires 2021

Gary Decossas
Committee Member
Term Expires 2022

Bill Arnold
Public Works Director
Ex- Officio Member

Charlie Dan
Committee Recorder

We are hosting our public meeting through Zoom.
To join this meeting, follow these instructions:
Go to the website, <https://zoom.us/join> or
Call: (888) 475-4499
Zoom Meeting ID: 861-3971-1521 Passcode: 257882

- I. CALL TO ORDER**
- II. ROLL CALL**
- III. PEOPLE TO BE HEARD –5 minute limit**

The City will be accepting written testimony from the public for each of our public meetings. Deadline to submit written testimony will be 4:00pm the day of the meeting. Please send written testimony to pwadmin@cityofbethel.net. If you have any questions, call 907-543-3110. Anonymous submissions will not be accepted.

- IV. APPROVAL OF AGENDA**
- V. SPECIAL ORDER OF BUSINESS:**
 - A. Hauled Utility Issues-Billing/Reconciliation**
- VI. DIRECTOR'S REPORT**
- VII. COMMITTEE MEMBER COMMENTS**
- VIII. ADJOURNMENT**

If you have any questions, contact Public Works Office at pwadmin@cityofbethel.net or 907-543-3110

Posted April 28, 2020 at City Hall, AC Co., Swanson's, and the Post Office.

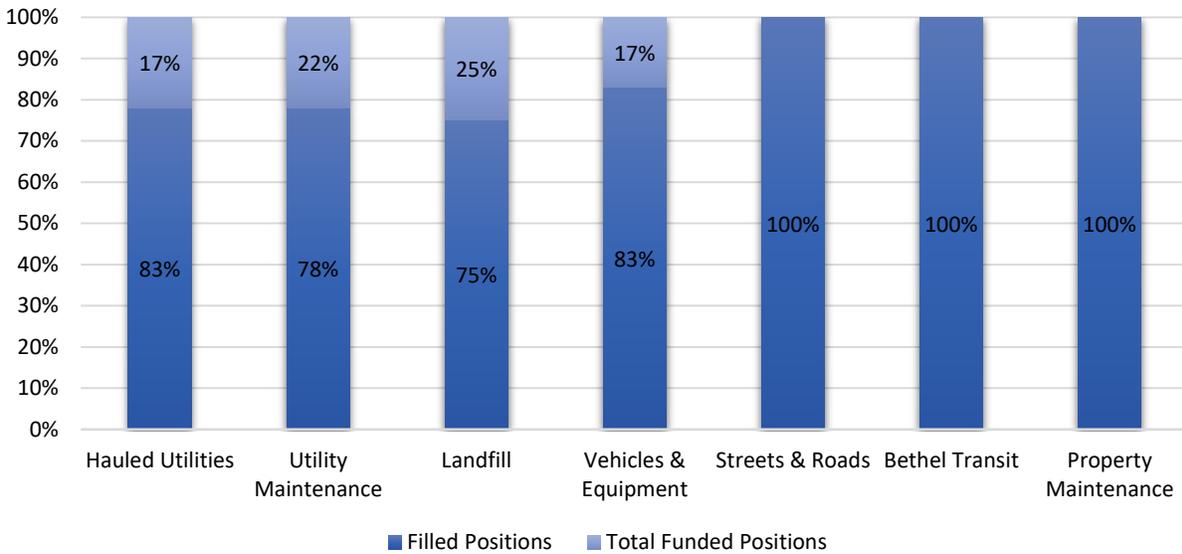
Website: <https://www.cityofbethel.org/publicworkscommittee>

Charlie Dan, Public Works Assistant

#	Issue	Responsible	Idea
1	Unknown to the public what number or who to call if missed service or request for extra fill/evac	Hauled Utility	Designated phone number with personnel trained in customer service during specified hours (8:00 am - 10:00 pm) and voice mailbox that is monitored daily.
2	Blue tags get hung in multiple places on customers' property	Drivers	Establish protocol if there is not one already in place. Educate staff on expectation.
3	Short staffed drivers (2 open positions)	Hauled Utility	Work with Yute for CDL training. Consider filling positions with people lacking CDL, COB pays for CDL certification, new employee signs contract obligating them to at least __ years of service, if they break the contract, they are responsible for repaying CDL certification expenses.
4	Pay rate is too low compared to other employers in Bethel for CDL positions	Council/Admin	Raise hourly wage to be closer to \$30/hour to be competitive with other CDL employers in Bethel.
5	Incomplete fills	Drivers	Need for method of route/serviced houses tracking
6	Missed houses on route, customers must call multiple times	Drivers/Hauled Utility?	Need for method of route/serviced houses tracking
7	Delays due to weather extremes (ice, snow, etc.)	Hauled Utility	Consider planning for at least one extra truck/driver to be on the road when weather extremes are expected.
8	Extra calls for service disrupt route schedules	Hauled Utility	Extra calls should be completed AFTER regular routes. Are there any routine repeat customers who call frequently for extra hauls?
9	Disconnect between Finance and Public Works	Finance/Public Works/City Manager	City manager should work with both departments to bridge the gap.
10	No routine reconciliation between billing and public works	Finance/Public Works/City Manager	Establish routine schedule for reconciliation of hauled customers and billing - weekly or monthly?
11	Extra calls for service - what is rate and are customers being accurately	Finance/Public Works	
12	Need for Customer service training for any frontline staff	City Manager/Public Works	Establish required customer service training for any frontline staff and department heads. Could be online, or consider contracting with Jennifer Nixon (could be cheap if it's like one or two classes?)
13	End-user rates are unaffordable	Council/Admin	Review last rate study? Consider a new rate study? Can the city subsidize a small percentage?

14	No method of verification that a house has been serviced	Council/Admin/Public Works/Hauled Utility	Need for method of route/serviced houses tracking
15	Drivers working 10-12 hour shifts with no days off	Council/Admin	Consider planning for at least one extra truck/driver to be on the road when weather extremes are expected. Increase pay rate to decrease driver vacancies. Cross-train CDL drivers from other departments (streets/roads, solid waste, etc.)
16	Cleared access to fill pipes		

Public Works Employment Vacancy Status



Department	Hauled Utilities	Utility Maintenance	Landfill	Vehicles & Equipment	Streets & Roads	Bethel Transit	Property Maintenance
Filled Positions	14	7	3	5	5	3	5
Total Funded Positions	18	9	4	6	5	3	5

Temporary-1 Employee (does not have CDL, does not drive)