

# FINANCE COMMITTEE MINUTES

January 20, 2000

The Finance Committee of the City of Mesa met in the lower level meeting room of the Council Chambers, 57 East 1st Street, on January 20, 2000 at 8:00 a.m.

## COMMITTEE PRESENT

John Giles, Chairman  
Jim Davidson  
Bill Jaffa

## COUNCIL PRESENT

Keno Hawker

## STAFF PRESENT

C.K. Luster  
Dan Brewer  
Linda Crocker  
Mike Hutchinson  
Barbara Jones  
Kari Kent  
Ken Langford  
Joe Padilla  
Ellen Pence  
David Plumb  
Bryan Raines  
Tom Remes  
Sharon Seekins  
Jenny Sheppard  
Christie Thiel  
Mindy White  
Others

## OTHERS PRESENT

Barrett Marson  
Others

1. Discuss and consider a proposal for consulting services pertaining to the development of a Comprehensive Customer Information System (CIS).

Assistant City Manager Mike Hutchinson commented that staff has been working on developing a list of various improvements to the City's Customer Information System (CIS) and said that the request before them today is to engage the services of a consultant to assist them in the definition, evaluation, and product/vendor selection regarding the purchase of a comprehensive CIS system.

Management Services Manager Dan Brewer and Utilities Manager Dave Plumb addressed the Committee relative to this agenda item. Mr. Brewer provided data relative to the increasing activity in the Customer Service Department and reported that the City currently receives 18,000 to 22,000 telephone calls a month. Mr. Brewer informed the Committee that calls for service continue to increase.

Committeemember Davidson commented that although he initially pondered whether he had a potential conflict of interest in connection with this agenda item, he believes that one does not exist and he will participate in the discussion and vote on this matter.

Mr. Brewer provided a brief history and overview of the City's current utilities operational system. Mr. Brewer indicated that with the fast-paced advances in computer technology, the present system lacks many features that an integrated information system offers, including customer information, billing, credit and collections, Internet access, revenue accounting and reconciliation, marketing, customer contact, service functions, order control and meter equipment management.

Mr. Brewer expressed the opinion that by utilizing the expertise of a consultant knowledgeable in this field, the City will avoid extensive cost over-runs and project delays.

Committeemember Jaffa remarked that it was critical to plan each development activity within this systematic approach and added that the Committee should reevaluate the various planning stages to determine whether modifications are necessary. Committeemember Jaffa also requested that the Council receive regular updates on the progression of the project.

Upon further reflection, Committeemember Davidson expressed concern that a potential conflict of interest regarding this proposal may exist.

Committeemember Davidson indicated that he had a potential conflict of interest in connection with the matter currently under discussion which he wanted reported in the minutes of the meeting and because of such conflict, he would refrain from discussing and/or participating in any manner in connection with same.

Mr. Plumb also provided justification for the hiring of a consultant to assist in this process and responded to various questions from the members of the Committee.

In response to a question from Chairman Giles, Mr. Brewer stated that the goal of employing consulting services is to achieve the successful implementation of a Customer Information System in the least possible time with the least total cost.

Mr. Plumb commented on the specialized nature of this service and the limited number of companies in this field. Mr. Plumb noted that the top three consulting firms were invited to participate in the interview process. Mr. Plumb added that the firm of TMG Consulting, Inc. was chosen unanimously by the Evaluation Team as the consulting firm that would best meet the City's requirements. Mr. Plumb reported that TMG has assisted 60 different utility departments in the selection of appropriate software and stated the opinion that the firm possesses the needed skill and knowledge to find the best match between the City's business practices and appropriate software.

Mr. Brewer recommended that the firm of TMG Consulting, Inc. be awarded the contract for the development of a Comprehensive Customer Information System.

Brief discussion ensued concerning impending deregulation and metering capabilities.

Committeemember Jaffa stressed the importance of ensuring that adequate personnel is in place to oversee the project. Committeemember Jaffa also stated the opinion that once the new automated system is operational, the City will possess enhanced versatility in the overall customer service field.

Committeemember Jaffa expressed appreciation to Mr. Plumb and Mr. Brewer for the effort they have expended with regard to researching this proposal.

Mr. Plumb reiterated that one of the recommendations in TMG's proposal includes the utilization of City personnel dedicated to TMG's efforts. Mr. Plumb also commented that TMG has gone to great lengths to work with a number of departments in an effort to target their precise needs in this customer information

system and determine how they will accommodate current business practices. Mr. Plumb further stated that once the City receives the proposals from the various vendors, TMG will assist in the final analysis to determine which proposal best meets the City's goals. Mr. Plumb also remarked that TMG is available, as an additional service, to implement the system if the City so desires.

It was moved by Committeemember Jaffa, seconded by Chairman Giles, to recommend to the Council that staff's recommendation to award the proposal for consulting services pertaining to development of a comprehensive Customer Information System to TMG Consultants, Inc. be approved.

Upon tabulation of votes, it showed:

AYES - Giles-Jaffa  
NAYS - None  
ABSTAIN - Davidson

Chairman Giles declared the motion carried unanimously by those voting.

Chairman Giles thanked staff for their presentation.

2. Adjournment.

Without objection, the meeting of the Finance Committee adjourned at 9:11 a.m.

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the meeting of the Finance Committee of the City of Mesa, Arizona, held on the 20th day of January 2000. I further certify that the meeting was duly called and held and that a quorum was present.

Dated this \_\_\_\_ day of \_\_\_\_\_ 2000

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BARBARA JONES, CITY CLERK