

**TRANSPORTATION, TECHNOLOGY, & UTILITIES COUNCIL COMMITTEE
MEETING MINUTES
WEDNESDAY, APRIL 13, 2016
11:00 AM
MUNICIPAL PLAZA BUILDING, B ROOM**

Members Present:	Councilmember Ray Lopez, Chair, <i>District 6</i> Councilmember Rey Saldaña, <i>District 4</i> Councilmember Shirley Gonzales, <i>District 5</i> Councilmember Ron Nirenberg, <i>District 8</i> Councilmember Joe Krier, <i>District 9</i>
Members Absent:	None.
Staff Present:	Peter Zanoni, <i>Deputy City Manager</i> ; Chris Hebner, <i>Assistant City Attorney</i> ; Mike Frisbie, <i>Director of TCI</i> ; Terry Bellamy, <i>Assistant Director, TCI</i> ; Art Reinhard, <i>Assistant Director, TCI</i> ; Alicia Beckham, <i>Office of the City Clerk</i> ; Denice F. Trevino, <i>Office of the City Clerk</i>
Others Present:	Phyllis Batson, <i>Vice President, Customer Engagement and Care, CPS Energy</i> ; Margaret Day, <i>Alamo Sierra Club</i> ; Ken Diehl, <i>SAWS</i> ; Paula Gold-Williams, <i>Interim CEO, CPS Energy</i> ; Chad Hoopingarner, <i>CPS Energy</i> ; Therese Kenner, <i>SARA</i> ; Rebecca Reeves, <i>SARA</i> ; Andrew Wiatreck, <i>SAWS</i>

1. Approval of Minutes for the March 9, 2016 Transportation, Technology, and Utilities Committee Meeting

Councilmember Nirenberg moved to approve the Minutes for the March 9, 2016 Transportation, Technology, and Utilities Council Committee Meeting. Councilmember Saldaña seconded the motion. Motion carried unanimously.

Item 4 was addressed at this time.

Briefing and Possible Action on:

4. Briefing on Staff Progress to Date on a Request from District 8. [Peter Zanoni, Deputy City Manager; Douglas Melnick, Chief Sustainability Officer]

Art Reinhard stated that on November 18, 2014, Councilmember Nirenberg submitted a Council Consideration Request (CCR) to consider prohibition of the use of Coal Tar-Based Sealants (Pavement Sealants) in the City. He noted that staff reviewed existing policies and best practices of other cities which prohibited the use of Pavement Sealants. He stated that the Transportation, Technology and Utilities Council Committee approved the staff recommendation to develop and conduct a communication and engagement strategy through June 2016. He noted that it would include stakeholders such as Commercial Property Owners and Developers, Manufacturing, Industrial Sites, Environment Organizations and the Pavement Industry. Mr. Reinhard stated that the

public and stakeholders were informed of existing scientific research on Pavement Sealants and involved in the outreach process. He reported that staff provided outreach to 60 entities and feedback provided demonstrated that:

- 12% opposed a ban on the use of Pavement Sealants
- 8% supported a ban on the use of Pavement Sealants

He stated that staff recommended acceptance of additional stakeholder feedback through April 29, 2016 and that a final recommendation would be brought before the full City Council in June 2016. He stated that if approved; the ban would be effective on January 1, 2017.

Dr. Barbara Mahler of the U.S. Geological Survey (USGS) stated that coal-tar-based sealcoat typically was 20 to 35 percent coal-tar pitch and contained 50,000 to 100,000 milligrams per kilogram (or parts per million) Polycyclic Aromatic Hydrocarbons (PAH), a known cancer-causing chemical. She noted that PAHs from coal-tar sealcoat could be found in soil and house dust. She reported that individuals were exposed to PAHs in soil and house dust and the estimated lifetime cancer risk was substantially higher for those which reside near asphalt sealed with Pavement Sealant. She stated that since 2005, 15 municipalities and two counties within four states (Minnesota, New York, Texas, and Wisconsin), the District of Columbia, the states of Washington and Minnesota have enacted some type of ban, affecting almost 10.4 million people.

Mr. Reinhard reported that several national and regional Hardware and Home Improvement Retailers have voluntarily discontinued the sale of Pavement Sealants. He stated that staff of the Office of Sustainability, Health, Transportation and Capital Improvements, Development Services, in coordination with the San Antonio Water System (SAWS), Edwards Aquifer Authority, and San Antonio River Authority (SARA) conducted preliminary research of the scientific data and best practices available on the use of Pavement Sealants.

Chairman Lopez asked if staff provided outreach to school districts. Mr. Reinhard replied that outreach to school districts was provided via a meeting with School District Superintendents on a quarterly basis.

Councilmember Nirenberg spoke of the need to expedite the outreach process and approval of the proposed ban. He noted that scientific data validated the negative effects observed due to Pavement Sealants.

No action was required for Item 4.

2. An Update on CPS Energy Customer Service. [Ben Gorzell, Chief Financial Officer; Phyllis Baston, VP Customer Engagement & Care, CPS Energy]

Paula Gold-Williams provided an organizational overview of services provided by CPS Energy which included the following:

Field & Payment Services	Account Management	Customer Service	Community Engagement
<ul style="list-style-type: none"> • Meter reading • Customer billing • Customer accounts receivable • Collections • Grid support 	<ul style="list-style-type: none"> • Key account management 	<ul style="list-style-type: none"> • Call Center • Customer Service Centers 	<ul style="list-style-type: none"> • Customer outreach • Casa Verde weatherization • Community Program development

Ms. Gold-Williams reported on the following initiatives which were underway:

1. Advance Metering Infrastructure (AMI) Project
 - Security
 - Customer Engineering
 - Call Center

Phyllis Batson stated that service had improved through the launch of the Energy Advisor Role which reduced and stabilized meter estimations. She noted that the Energy Advisor provided enhanced technology and customer friendly options. She reported that the following enhancements had been completed:

- Phone System Upgrade
- Hiring Model and Training Upgrade
- Payment Options
- Improved service levels

Ms. Batson reported that call volumes remained high and noted that CPS Energy experienced higher call volumes in Fiscal Year (FY) 2016 versus FY 2015, driven by improvements in strategic collections and process standardization. She reported that slightly lower call volumes were expected in FY 2017. She stated that challenges were addressed by the following key focus areas:

- Automating Transactions
- Further increase use of new payment channels
- New billing options
- Consistent staff augmentation (Fall 2015/Spring 2016)

Ms. Batson reported that calls were categorized by the following call types:

- Outage
- Billing
- Move
- Payment

Ms. Batson stated that customers requiring payment arrangements or payment assistance represented 54% of the volume of calls handled. She noted that these call types have longer handle times and reviewed the following Customer Support Programs available:

Billing Discounts	Payment Assistance	Payment Programs	Other
Affordable Veteran's	Residential Energy Assistance Program (REAP) Project WARM Gateway to Agency Programs- City/County	Budget Payment Plan Installment Plans Autopay Senior Citizens Billing Critical Care Disabled Billing	Casa Verde/Weatherization

She stated that the available options were provided to customers by Energy Advisors.

Councilmember Gonzales asked if CPS provided outreach to citizens. Ms. Batson replied that they did.

No action was required for Item 2.

3. Briefing on Transportation Improvement Program Funding through the Alamo Area Metropolitan Planning Organization. [Peter Zanoni, Deputy City Manager; Mike Frisbie, Director, Transportation & Capital Improvements]

Mike Frisbie stated that the Metropolitan Planning Organization (MPO) issued a call for projects to transportation partner agencies in the San Antonio Region in June 2016. He noted that 41 projects were submitted for the region. He reported that the City of San Antonio (CoSA) submitted eight projects totaling \$92 million. He stated that the following four projects that were approved included \$32 million in construction dollars for the City-submitted projects:

1. Citywide Pedestrian and Bicycle Safety Improvements
2. Intelligent Transportation Systems (ITS) Enhancements
3. Wurzbach Parkway Intersection
4. Austin Highway and Harry Wurzbach

He noted that the two CoSA submitted projects below would not receive funding; they would be placed in Appendix D of the Transportation Improvement Program (TIP) so that they may proceed with seeking funding in the future:

1. Zarzamora and Frio City RR Crossing
2. S. New Braunfels

He stated that the next two CoSA submitted projects did not receive funding:

1. US 90 at Presa Ramp
2. Rittiman Road – Gibbs Sprawl Rd. Overpass

Mr. Frisbie stated that the projects are anticipated to be let for construction in the years 2019-2022. He stated that the MPO Policy Board took action on the projects at the March 28, 2016 meeting and will take final action to update the TIP on April 25, 2016 Meeting.

Councilmember Gonzales expressed concern with the increase in the request for funding from \$16.7 million to \$45 million for the Zarzamora and Frio City RR Crossing. Mr. Frisbie responded that as they collected more details on the project; it became more costly to address all the concerns.

Councilmember Krier asked if staff would recommend that the City Council place additional new net dollars in the Transportation Budget this year. Mr. Frisbie responded that they were and that the desire is to continue a robust budget plan.

No action was required for Item 3.

5. A briefing on the Utility Service Line Warranty Program. [Ben Gorzell, Chief Financial Officer]

Item 5 was not addressed.

Adjourn

There being no further discussion, the meeting was adjourned at 12:51 p.m.

Respectfully Submitted,

Ray Lopez, Chairman

*Alicia K. Beckham,
Office of the City Clerk*