



Wednesday, September 18, 2024

Robert A. Duff Water Treatment Plant
8301 Table Rock Road, Central Point, Oregon 97502

The regular meeting of the Medford Water Commission was called to order at 12:15 p.m. on the above date at the Robert A. Duff Water Treatment Plant, with the following commissioners, staff, and guests present:

Chair Bob Strosser; Commissioners Jason Anderson, John Dailey, Mike Smith, and David Wright.

General Manager Brad Taylor, Executive Administrative Assistant Amber Furu, Finance Manager Beau Belikoff, Engineering Manager Brian Runyen, Information Technology Manager Kris Stitt, Water Operations Manager Dan Perkins, Senior Capital & Special Project Manager Andy Huffman, Water Resources & Customer Service Manager Julie Smitherman

Guest(s): Attorney Mark Bartholomew, Shelby Snow*, (*Via Zoom)

3. Comments from the Audience

None.

4. Consent Calendar

4.1 Approval or Correction of the Minutes of the Last Regular Meeting of September 4, 2024

4.2 Quarterly Letter to Mayor and Council

Motion: Approve the Consent Calendar

Moved by: Mr. Dailey Seconded by: Mr. Anderson

Roll Call: Commissioners Anderson, Dailey, Smith, Strosser, and Wright voting yes.

Motion carried and so ordered.

5. Items Removed from Consent Calendar

None.

6. Resolution No. 1957, A RESOLUTION Awarding and Authorizing the General Manager to Execute a Contract with InfoSend for Water Bill Design, Printing and Mailing Services

Water Resources & Customer Service Manager Julie Smitherman provided an overview of the Billing Services Request for Proposal (RFP) process. In July 2024, Medford Water issued an RFP for water bill design, printing, and mailing services. Seven proposals were received and evaluated by the review team, with the top three proposers—InfoSend (Anaheim, CA), Doxim (Tempe, AZ), and The Master's Touch (Spokane, WA)—selected for interviews. InfoSend was chosen for their experience with municipalities and utilities nationwide, compatibility with Advanced Utility Systems (AUS) billing software, integration with WaterSmart (Medford Water's new customer portal), advanced bill design capabilities, envelope messaging, quick response times, and competitive pricing. The estimated annual cost for InfoSend's services is \$273,160, with an implementation timeline of approximately 12 weeks. Medford Water is proposing a one-year contract with up to four annual renewal options, not to exceed \$1,700,000. The cost for these services is included in the FY24-25 budget and will be accounted for in future budgets.

Commissioner Anderson inquired how InfoSend's estimated annual cost compares to Bend Mailing. InfoSend's pricing is similar, with Medford Water paying approximately \$265,000 to Bend Mailing last year. Commissioner Dailey commented that the bill design should be gradual improvements rather than drastic changes, emphasizing the importance of keeping it simple. Commissioner Smith questioned why a qualified bid process was used instead of selecting the lowest responsible bid. Smitherman explained that the goal was to ensure the necessary services were obtained. By using a qualified bid process, the focus was on

evaluating qualifications first, followed by pricing, to ensure the selected vendor could effectively perform the required services. Commissioner Wright queried about the locations of the five regional production facilities and whether any of the seven proposers were local. The facilities are spread across the region, from west to east, and none of the proposers were local. Commissioner Strosser remarked that the Commission has consistently met its responsibility to control costs, and that cost of service has been effectively monitored. He emphasized that it is our responsibility to ensure that the funds provided by the citizens are used efficiently and if any inefficiencies were to emerge, they would be addressed with an objective approach.

Motion: Approve Resolution 1957.

Moved by: Mr. Dailey

Seconded by: Mr. Anderson

Roll Call: Commissioners Anderson, Dailey, Smith, Strosser, and Wright voting yes.

Motion carried and so ordered.

7. Leadership Team Reports

- General Manager Brad Taylor
 - Upcoming Board Schedule – October 2 – BBS Tour-Source Water Protection-Forestry Work, October 16 - Foothill Road/Table Rock Rd Project Update, November 6 & 20 – Cost of Service and Future Rate Projections

8. EXECUTIVE SESSION pursuant to ORS 192.660(2)(i), which allows the Commission to meet in executive session to review and evaluate the job performance of a chief executive officer, other officers, employees, and staff, and pursuant to ORS 192.660(2)(e), which allows the Commission to meet in executive session to conduct deliberations with persons designated by the governing body to negotiate real property transactions.

The Board adjourned to executive session at 12:55 p.m.

The Board reconvened at 1:55 p.m.

9. Consider Matters of Executive Session and Provide Direction as Needed

Motion: Accept the General Manager's annual evaluation recap from July 2023 to June 2024, as submitted by the Chair and Vice Chair, including the salary increase retroactive to the anniversary date.

Moved by: Mr. Anderson

Seconded by: Mr. Dailey

Roll Call: Commissioners Anderson, Dailey, Smith, Strosser, and Wright voting yes.

Motion carried and so ordered.

10. Propositions and Remarks from the Commissioners

Commissioner Wright thanked staff for the tour of the water treatment plant, noting that it was impressive to see the work being done. Commissioner Strosser expressed gratitude to Taylor and the organization. Taylor distributed hard copies of the fourth quarter Quarterly Report to the commissioners, encouraging them to reach out with any comments or questions.

11. Adjourn

There being no further business, this Commission meeting adjourned at 2:00 p.m. The proceedings of the Medford Water Commission meeting were recorded and are on file along with the complete agenda of this meeting.



Amber Furu
Assistant Clerk of the Commission