

## MINUTES

Spartanburg Sanitary Sewer District Commission, Regular Meeting, held at 301 South Avenue, Spartanburg, SC, March 23, 2021, at 2:15 p.m.

Copies of the agenda were forwarded to the following news media: Spartanburg Herald-Journal, The Spartan Weekly, Greenville News, The Greer Citizen, Hometown News, WSPA-TV 7, WYFF-TV 4, WLOS-TV 13, WHNS Fox Carolina, WORD News Radio, WOLT-FM Radio, Tribune Times, and the Times Examiner.

Commissioners present were Mses. Barnes and Viney and Messrs. Blanton, Horton, Littlejohn, and Montgomery. Mayor White was absent.

The meeting was opened with the following statement:

This is a regular meeting of the Spartanburg Sanitary Sewer District Commission. Written notice of the date, time, and place for this meeting, along with the agenda, has been posted in the lobby and on the Spartanburg Water website, and copies mailed to local and nearby news media, at least 24 hours prior to this meeting.

### 1. PRAYER

Mr. Blanton called the meeting to order and opened with a prayer.

### 2. APPROVAL OF MINUTES OF REGULAR MEETING OF FEBRUARY 23, 2021

Mr. Horton moved and Mr. Montgomery seconded the motion to approve the minutes as written. The motion passed unanimously.

### 3. ONESPARTANBURG

Allen Smith, CEO of the Spartanburg Chamber of Commerce, provided the Commission with an update on OneSpartanburg.

Mr. Smith thanked the Commission for an opportunity to provide an annual update of the OneSpartanburg Vision Plan and for the support of Spartanburg Water for this program. Mr. Allen stated that OneSpartanburg is in its fifth year, with talks of a OneSpartanburg Vision Plan 2.0.

OneSpartanburg, Inc., was named Carolinas 2020 Outstanding Chamber of the Year. This community and economic development strategy has focused on four key areas – talent, place, image and economy – and has brought both national notoriety through successful social media initiatives, as well as continued economic interest and growth in the community as a whole.

Mr. Smith reviewed the different strategies for the four key areas and noted that In the Burg is a daily distribution of information regarding Spartanburg. Mr. Smith stated that \$433 Million was invested in our community last year and \$607 Million has been invested from January 1 – March 15 of this year.

Mr. Blanton asked if Mr. Smith knew where the migration to and from Spartanburg is. Mr. Smith stated over the last ten years Spartanburg has lost more residents to Charleston and gained more from Greenville.

Ms. Viney asked if small business owners had to be a member of the Chamber of Commerce to receive benefits from the Chamber. Mr. Smith stated that small business fund monies raised are distributed to small business owners whether they are members of the Chamber or not.

Spartanburg Sanitary Sewer District Commission – Regular Meeting, March 23, 2021

Ms. Viney commented that with 2,000 multiuse units being developed within the city, it concerns her as to how 4,000 cars will move around in the city on the current grid. The City of Spartanburg does not have a traffic engineer on staff and relies on Greenville to provide advice. Mr. Smith agreed and noted that American Rescue Plan Dollars are coming to communities, and that Spartanburg County will receive 62 Million and the City of Spartanburg will receive 17 Million. These funds can be spent on infrastructure, including water and sewer infrastructure. These funds could also assist with traffic and transportation and how those funds should be spent.

The above was provided as information to the Commission

**4. MONTHLY FINANCIAL REPORT**

Newt Pressley presented a financial summary of SSSD expenditures and revenues for the eight-month period ending February 28, 2021. An explanation was provided for the favorable and unfavorable budget variances.

Mr. Pressley noted that the Series 2021 Revenue Bond Refunding Resolution that was approved at the last meeting is still in process due to shifting interest rates. David Cheatwood, with First Tryon Advisors, is monitoring the market for a better interest rate to obtain the best present value savings.

The above was provided as information to the Commission.

**5. HEALTH AND DENTAL INSURANCE RENEWAL**

Management proposed the following design plan recommendations for the upcoming health insurance plan year that is effective May 1, 2021.

These recommendations include the following:

- **Vision benefit:** increase benefit from \$500 to \$600
- **Chiropractic benefit:** Raise maximum from \$1,000 to \$1,200
- **Tobacco surcharge:** increase from \$25 to \$30 biweekly
- **Dental Plan-**increase dental maximum from \$1,500 to \$2,000

These recommendations will be in effect with no changes to the employee contributions:

Spartanburg Sanitary Sewer District Commission – Regular Meeting, March 23, 2021

<b>2021 - 2022 Per Pay Period Contribution</b>	<b>Consumer Choice Plus Medical Plan</b>	<b>Consumer Choice Medical Plan</b>	<b>Basic Medical Plan</b>	<b>Dental Plan</b>
Employee Only	\$ 47	\$ 36	\$ 15	\$ 7
Employee plus child	\$ 61	\$ 50	\$ 28	\$ 10
Employee plus children (2 or more)	\$ 91	\$ 70	\$ 33	\$ 12
Family	\$ 118	\$ 93	\$ 48	\$ 14

Management recommended that the Commission approve the above mentioned design changes to the Spartanburg Water Health Insurance Plan that will become effective May 1, 2021.

Cam Cole, Director of Financial Services, provided an overview of the Health and Dental Insurance Renewal agenda item to the Commission.

Mr. Littlejohn asked if the surcharge has motivated any employees to quit smoking. Ms. Schneider stated that initially there were some employees that took the smoking cessation classes and quit, but there really hasn't been a decrease in the number of employees that smoke.

Ms. Barnes asked how vaping is handled within this policy. Ms. Schneider stated that she would check on this and report back to the Commission.

Ms. Viney moved and Mr. Horton seconded the motion to approve management's recommendation for the above mentioned design changes to the Spartanburg Water Health Insurance Plan that will become effective May 1, 2021. The motion passed unanimously.

**6. WORKERS' COMPENSATION INSURANCE RENEWAL**

Spartanburg Water's Workers' Compensation insurance renews annually on April 1. For the 2021 renewal, staff received proposals from McGriff Insurance Services and USI Insurance Services. As agents, these firms are able to obtain quotes from a number of insurance carriers on behalf of Spartanburg Water. USI Insurance Services is the current agent for Spartanburg Water and the Workers' Compensation policy is written through Selective as the carrier. The premium for the 2020 renewal was \$134,159. The results of the proposals received are tabulated below:

**Acting Agent: McGriff Insurance Services**

<i>Insurance Carrier</i>	<i>Annual Premium</i>
Amerisure	\$101,171
Eastern Alliance	\$103,597
Summit	\$133,806

Acting Agent: **USI Insurance Carriers**

<i>Insurance Carrier</i>	<i>Annual Premium</i>
Selective	\$122,612
Encova Insurance	\$116,838

Based on the proposals received, management recommended approval of the proposal submitted by McGriff Insurance Services and binding coverage with Amerisure as the carrier for the Workers’ Compensation insurance.

The Workers’ Compensation premium will be allocated as follows:  
 \$24,281.04 for SSSD and \$76,889.96 for SWS.

Remsen Parrish provided the Commission with an overview of the Workers’ Compensation Insurance Renewal agenda item.

Mr. Littlejohn moved and Mr. Montgomery seconded the motion to approve management’s recommendation for approval of the proposal submitted by McGriff Insurance Services and binding coverage with Amerisure as the carrier for the Workers’ Compensation insurance. The motion passed unanimously.

**7. CUSTOMER SERVICE CALL CENTER REPORT**

Management monitors the Customer Service call center response performance by tracking various Key Performance Indicators. C.J. Armour, Customer Service Manager, presented a report to the Commission that explained these strategic processes and shared the call center tracking statistics.

Ms. Armour stated that Customer Service’s primary focus is one call resolution and serve the customer as the company liaison. Some of the ways Customer Service achieves this is by answering customer calls. Customer Service answered a total of 104,175 inbound calls in 2020, with a daily average of 433 calls and a maximum of 697 calls. Customer Service also made over 26,700 outbound calls for things such as service order result follow-ups and high bill notifications.

Customer Service uses the CCMWeb product offered by Mitel. This product measures many aspects of call center performance including: total number of calls offered, calls answered, calls abandoned, average speed of answer, average call times, abandonment percentage, and service level percentage. It will pull hourly, daily, monthly, or yearly reports. This can be shown in group or by individual and allows supervisors to coach and praise employees as appropriate, and assists with scheduling of lunches and breaks to ensure phone coverage.

The Spartanburg Water phone system is strategically organized to effectively manage customer calls. There is a separate number for Customer Service inquiries, Administrative calls, etc., with a streamlined approach and only two auto attendant options. One routes you to the IVR for automated account information and payment options and Option 2 routes you to the queue for a live Customer Service Representative.

Cashiering Representatives process phone payments. There are four lines available for payment processing. This allows Customer Service Representatives to open their line for other calls, and follows Payment Card Industry (PCI) Compliance rules. This secures and protects customer information.

Industry standards state that rates may vary depending on the time of day. Standards reported by LiveAgent.com. Service level measures the percentage of calls answered within a specified timeframe. The industry standard is 80% of calls answered in 20 seconds or less. The average speed of answer is the average amount of time it takes a representative to answer a call. Industry standard is a global average of 28 seconds. The average abandonment rate is the percentage of calls that are dropped by customers before making contact with a representative. Industry standard is a global average of 5%-8%.

Key Performance Indicators (KPI's) are tools that measure Customer Service group and individual performance. The group performance goal is 4-7% abandonment rate with an average response rate of less than 28 seconds. The individual performance goal is to answer 8% of all calls and to be available 75% of their shift to answer calls.

The Industry Standard for answering a call is 28 seconds. In 2018 Customer Service's average was 28 seconds, in 2019 it was 31 seconds, and in 2020 it was 24 seconds. The average for the last three calendar years was 27.5 seconds to answer the call.

The Industry Standard for the average abandonment rate is 5%-8%. In 2018 Customer Service's average was 2%, in 2019 it was 4%, and in 2020 it was 9%. The average for the last three calendar years was 5%.

The Industry Standard for the average level of service is 80%. In 2018 Customer Service's average was 95%, in 2019 it was 94%, and in 2020 it was 96%. The average for the last three calendar years was 95%.

Ms. Barnes asked for clarification on the number of representatives available to assist with calls. Ms. Armour noted there are six representatives in the Call Center, five representatives in the Contact Center, and one representative in Cashiering that is available to assist in Customer Service.

Ms. Armour stated that Customer Service will continue to focus on cross training, continuous improvement, and use of transactional surveys to measure customer satisfaction with performance.

The above was provided as information to the Commission.

## **8. CUSTOMER TRANSACTIONAL SURVEY SERVICES**

In recent years, Spartanburg Water has conducted transactional surveys by phone to measure the performance of the main Customer Service group. A minimum of 50 customers that contacted Spartanburg Water customer service were selected at random each month and surveyed by an outside firm.

Conducting surveys by telephone has become more challenging in recent years. There are less landline connections and an increasing tendency for customers to not answer a call from an unknown telephone number. In a strategic effort to move to a digital survey platform and to reduce the timeframe between customer interaction and survey results, management requested proposals and pricing from three feedback management platforms. Each platform provides the ability to distribute surveys via text and/or email in real-time. They each provide different levels of reporting, user interfaces, and alerts regarding possible customer service issues. Below is a tabulation of the annual costs proposed:

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
Qualtrics XM Provo, UT	\$6,000
Medallia San Francisco, CA	\$10,000
SurveyMonkey San Mateo, CA	\$10,000

Based on the pricing submitted, reference checks, and evaluation of the services provided, management recommended an award to Qualtrics in the amount of \$6,000 per year. The contract will be for an initial 12-month term with the option to renew for two additional 12-month terms. Funding will be provided by the operating budget and split equally between the Spartanburg Sanitary Sewer District and Spartanburg Water System.

Remsen Parrish provided the Commission with an overview of the Customer Transactional Survey Services agenda item.

Mr. Montgomery moved and Mr. Horton seconded the motion to approve management’s recommendation to award the bid to Qualtrics in the amount of \$6,000 per year. The motion passed unanimously.

**9. FAIRFOREST BASIN AT I-26 & I-85 SEWER SYSTEM EVALUATION STUDY (SSES)**

Proposals were received March 11, 2021, for the Fairforest Basin at I-26 & I-85 Sewer System Evaluation Study (SSES). The SSES will include smoke testing, manhole inspections, line cleaning and CCTV inspections of approximately 33,880 LF of gravity sewer pipelines and 150 manholes. The contractor will provide inspection reports, photographs and videos of their findings for the purpose of identifying primary areas of concern and prioritize future sewer system improvements within the basin.

Interested contractors were requested to provide proposals that included information on company history, project team, project approach, previous experience, current workload, financial and insurance information, MWBE utilization and community benefit program. The proposals were evaluated using a weighted scoring matrix. The matrix rated the submitted proposals on (1) Approach and Strategy, (2) Technical Competency and Experience,

Spartanburg Sanitary Sewer District Commission – Regular Meeting, March 23, 2021

(3) Schedule, (4) Cost, (5) MWBE Utilization and (6) Community Benefit Program. The evaluation and scoring of the proposals were conducted by an evaluation committee.

The Request for Proposal (RFP) was advertised in the Spartanburg Herald-Journal, South Carolina Business Opportunities (SCBO) and posted on the Spartanburg Water website Current Opportunities page. Thirty-six interested contractors requested proposal information packages. Six proposals were submitted and evaluated. Proposals received are as follows:

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
EnviroWaste Services Group, Inc. Miami, FL	\$ 93,368.00
Hydrostructures, P.A. Cayce, SC	\$108,782.00
Southeast Pipe Survey, Inc. Patterson, GA	\$125,911.50
Tri-State Utilities, Inc. Chesapeake, VA	\$153,550.00
Bio-Nomic Services, Inc. Belmont, NC	\$184,762.60
Compliance EnviroSystems, LLC Baton Rouge, LA	\$200,146.00

The highest scoring proposal and lowest price was submitted by EnviroWaste Services Group, Inc. Based on the results of their response and the matrix score, management recommends the award of the contract for the Fairforest Basin at I-26 & I-85 Sewer System Evaluation Study to EnviroWaste Services Group, Inc. of Miami, Florida in the amount of \$93,368.00. The project will be funded by the capital fund.

Bobby Walden provided the Commission with an overview of the Fairforest Basin at I-26 & I-85 Sewer System Evaluation Study (SSES).

Mr. Horton moved and Mr. Littlejohn seconded the motion to approve management’s recommendation to award the contract for the Fairforest Basin at I-26 & I-85 Sewer System Evaluation Study to EnviroWaste Services Group, Inc. The motion passed unanimously.

**10. REEDY CREEK OUTFALL BASIN SEWER SYSTEM EVALUATION STUDY (SSES)**

Proposals were received March 11, 2021, for the Reedy Creek Outfall Basin Sewer System Evaluation Study (SSES). The SSES will include smoke testing, manhole inspections, line cleaning and CCTV inspections of approximately 29,500 LF of gravity sewer pipelines and 133 manholes. The contractor will provide inspection reports, photographs and videos of their

Spartanburg Sanitary Sewer District Commission – Regular Meeting, March 23, 2021

findings for the purpose of identifying primary areas of concern and prioritize future sewer system improvements within the basin.

Interested contractors were requested to provide proposals that included information on company history, project team, project approach, previous experience, current workload, financial and insurance information, MWBE utilization and community benefit program. The proposals were evaluated using a weighted scoring matrix. The matrix rated the submitted proposals on (1) Approach and Strategy, (2) Technical Competency and Experience, (3) Schedule, (4) Cost, (5) MWBE Utilization and (6) Community Benefit Program. The evaluation and scoring of the proposals were conducted by an evaluation committee.

The Request for Proposal (RFP) was advertised in the Spartanburg Herald-Journal, South Carolina Business Opportunities (SCBO) and posted on the Spartanburg Water website Current Opportunities page. Thirty-six interested contractors requested proposal information packages. Six proposals were submitted and evaluated. Proposals received are as follows:

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
EnviroWaste Services Group, Inc. Miami, FL	\$ 81,800.00
Hydrostructures, P.A. Cayce, SC	\$ 95,305.00
Southeast Pipe Survey, Inc. Patterson, GA	\$110,344.35
Tri-State Utilities, Inc. Chesapeake, VA	\$134,575.00
Bio-Nomic Services, Inc. Belmont, NC	\$161,692.50
Compliance EnviroSystems, LLC Baton Rouge, LA	\$204,245.00

The highest scoring proposal and lowest price was submitted by EnviroWaste Services Group, Inc. Based on the results of their response and the matrix score, management recommends the award of the contract for the Reedy Creek Outfall Basin Sewer System Evaluation Study to EnviroWaste Services Group, Inc., of Miami, Florida in the amount of \$81,800.00. The project will be funded by the capital fund.

Bobby Walden provided the Commission with an overview of the Reedy Creek Outfall Basin Sewer System Evaluation Study (SSES).

Ms. Barnes moved and Mr. Montgomery seconded the motion to approve management’s recommendation of the award of the contract for the Reedy Creek Outfall Basin Sewer System Evaluation Study to EnviroWaste Services Group, Inc. The motion passed unanimously.

**11. LAWSON FORK FACILITY IMPROVEMENTS PROJECT – SUMMARY CHANGE ORDER**

The Lawson Fork Facility Improvements Project is complete. This project included the following maintenance and improvements to the existing facilities at the Lawson Fork WWTF completed by Greenstone Construction:

- Rehabilitation of the headworks concrete influent channels and replacement of the existing mechanical bar screens and solids-handling equipment;
- Removal and closeout of the existing grit system including associated piping and structural channel rehabilitation and improvements;
- Modifications to the wastewater holding capacity at the transfer pump station using the facility’s available concrete structures;
- Rehabilitation of the concrete and installation of a corrosion-proof coating on the interior of the Lawson Fork Transfer Pump Station wetwell;
- Replacement of approximately 140 linear feet of badly corroded 36” ductile iron pipe at the headworks.

*Change order No. 1* - was an increase in the contract price of \$308,908.12 to pay for the rehabilitation of the interior concrete and installation of a corrosion-proof coating at the Lawson Fork Transfer Pump Station wetwell.

*Change order No. 2* - was an increase in the contract price of \$160,161.00 to pay for the replacement of ± 140 linear feet of corroded 36” ductile iron pipe at the headworks.

*Change Order No. 3* (summary) was a net increase of \$26,208.70 in the contract price for adjustment to the unit quantities as based on the actual work done, and miscellaneous additional work that was needed during execution of the original contract.

These change orders were executed as per current District policy.

The Financial summary of the project construction is as follows:

Original Contract Price -	\$ 797,350.00
Change Order No.1-	\$ 308,908.12
Change Order No.2 -	\$ 160,161.00
Change Order No.3 (Summary) - additions and deductions to unit quantities based on actual construction and miscellaneous additional work	\$ <u>26,208.70</u>
Revised Contract Price	\$1,292,627.82

Gene Jackson provided an overview to the Commission of the Lawson Fork Facility Improvements Project – Summary Change Order.

The above was provided as information to the Commission.

**12. REQUEST FOR ANNEXATION – ROLAND J. P. ZIMMER**

Roland J. P. Zimmer has requested annexation of approximately 6.38 acres of property located off of Dewberry Road on parcel 3-07-00-033.01. The property is adjacent to the District boundaries and can be annexed by Commission under authority granted in its enabling legislation.

Management recommended the Commission approve the annexation request, adopt a resolution giving 90 days' notice to sub-districts, and annex the property effective June 21, 2021.

**Resolution of Annexation  
Adopted by Spartanburg Sanitary Sewer District Commission  
On March 23, 2021**

WHEREAS, Roland J.P. Zimmer, owner of a 6.38 acre tract, more or less, adjacent to the existing Sewer District boundary line, and located off of Dewberry Road on parcel 3-07-00-033.01 and more particularly shown on the site location map attached hereto as exhibit "A" has petitioned for annexation of this area comprising the aforementioned tract to the Spartanburg Sanitary Sewer District ("the District"); and

WHEREAS, the petition of the property owner has been accepted by the Commission after finding (a) that the petition was submitted by the property owner of an area in Spartanburg County on a petition form provided by the District, (b) that the petition was signed by the property owner within such area proposed to be annexed, (c) that there was attached to the petition a map made on a scale as required by the District, made by a registered licensed surveyor showing, in detail the boundary of the area proposed to be annexed and that all other requirements of the applicable law had been met, and

WHEREAS, the Commission, after having given due consideration to all matters pertaining to the proposed annexation of such area including but not limited to health hazards, the feasibility of installation and maintenance of a sewer system and cost factors, has determined that such an area should be annexed to the District, and

WHEREAS, in reaching its decision to annex such area, the Commission has taken into consideration the additional waste contributed to the system by such area and present and future expansion of interceptor lines and disposal facilities needed to accommodate and service such area, and it has determined that such consideration does not indicate a probable need for expansion to take care of the sewage needs of such area, and,

WHEREAS, the Commission finds that it should now give written notice of ninety (90) days to the governing body of each of the sub-districts of the District.

NOW, THEREFORE, BE IT RESOLVED that the District Commission hereby confirms and ratifies the determinations and findings set out hereinabove, and

BE IT FURTHER RESOLVED that the aforesaid petition be, and it hereby is, accepted by the Commission, and

BE IT FURTHER RESOLVED that the area owned by the aforesaid property owner shown on the map attached to the petition, be annexed to the District effective at the expiration of the ninety (90) days written notice to be given to the governing body of each sub-district of the Spartanburg Sanitary Sewer District, and

BE IT FURTHER RESOLVED that the Commission will give written notice of ninety (90) days to the governing body of each of the sub-districts of the District of the acceptance of the aforesaid petition and of the decision of the Commission to annex the property shown on the above described map.

BE IT FURTHER RESOLVED that when the annexation becomes effective notice of such annexation shall be given to the County Treasurer, The County Auditor and the County Health Officer.

Gene Jackson provided the Commission with an overview of the Roland J. P. Zimmer request for annexation of approximately 6.38 acres of property located off of Dewberry Road.

Mr. Horton moved and Mr. Littlejohn seconded the motion to approve management's recommendation to approve the annexation request. The motion passed unanimously.

### **13. NEGOTIATIONS AND MISCELLANEOUS ADMINISTRATIVE MATTERS**

- A.** Mr. Blanton noted that the recent Herald Journal news article published on March 19, 2021, titled Water Agency Serving Record Growth was a good article.
- B.** Mr. Blanton shared that Matthew Jamison, who was recently recognized by the Commission, is featured in the Journal Publication highlighting challenges water and wastewater operators have experienced during the COVID-19 pandemic. Please review the article and commend Mr. Jamison on this recognition.
- C.** Ms. Schneider provided the Commission with a COVID-19 update.
- D.** Ms. Schneider noted that Spartanburg Water masks were provided to employees and Commissioners.
- E.** Ms. Schneider reminded the Commission that the Ethics Filing deadline is March 30, 2021.

Spartanburg Sanitary Sewer District Commission – Regular Meeting, March 23, 2021

- F. Ms. Schneider noted that the Budget Work Session will be held at 9:30 a.m. on Tuesday, April 27 prior to the regularly scheduled Commission meeting.

Meeting adjourned at 3:21 p.m.

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G. Newton Pressley  
Secretary-Treasurer

tbh