



CITY OF  
**ELIZABETH CITY**  
HARBOR OF HOSPITALITY *North Carolina*

**TO:** Mayor and Members of the City Council  
**FROM:** Rich Olson, City Manager  
**REF:** City Manager's Weekly FYI ~ January 10,2020  
**COPY:** Email Distribution

1. If you've visited the City of Elizabeth City utility billing office on East Colonial in the past weeks, you may have noticed the new kiosk being installed next to the drive-thru bill pay lanes. I am happy to report, the kiosk is now up and running! The City's new outdoor kiosk solution enables our citizens to independently make electronic payment transactions using a highly secure and reliable online platform. The platform is designed to deliver high-volume financial services to the citizens of Elizabeth City. This allows our citizens to conveniently pay their utility bills on their schedule, rather than needing to take time off work to make payments during the City's normal business hours. The City's goal in deploying the payment kiosk is to improve payment transaction efficiency for the City's downtown location. The City's Information Technology Department worked with Kiosk's Software Solutions' team at Howard Technology to develop a very simple, easy, and intuitive user interface program that helps facilitate self-service transaction steps, thereby allowing the customers to submit a payment 24 hours a day, 7 days a week. The automation of the transaction process streamlines the payment process, and as a result the average transaction time is less than a minute if you're paying in cash, and even shorter if you're paying with a debit/credit card or check. To make a payment, residents using the kiosk will need their utility billing account number or their paper utility bill to scan the barcode information from their bill. As always, residents can still pay their bills in person during City business hours at either of our locations from 8:00 a.m. to 5 p.m. Monday through Friday.
2. The end is near – in a good way! On Thursday, staff met with architect John Farkas and AR Chesson Construction regarding the completion of the Senior Center Construction Project. We are pleased to announce that the project is at an 80% completion rate. Flooring was delivered today and installation will begin on Monday beginning with the Exercise Room. Once

that area is complete, installation of the new fitness equipment will occur. The project completion date has been extended to February 19<sup>th</sup>. Senior Center staff is diligently working behind the scenes ordering furnishings and planning the grand opening ceremony. This event date will be announced soon – Stay tuned!

3. City staff has received our Health Care utilization report from Medcost. In calendar year 2019, the City paid Medcost \$2,505,904 in premiums, while Medcost paid out \$2,066,807.79 in claims, making the City of Elizabeth City's medical loss ratio 82.5%. Medcost paid out \$1,574,425.23 in medical claims and an additional \$492,382,41 in pharmacy costs. The City's medical loss ratio was 81%. A review of our claim category report indicates that our largest cost driver was emergency room visits. The City had 88 claimants who filed 305 claims at a cost to our plan of \$125,438.39 or 8% of the total claims paid out. On a positive note, the City had 171 routine preventative care claimants for a total of 371 claims and a cost of \$38,163. In August of 2019, the City Council put into place an Employee Health Clinic. The Employee Health Clinic has allowed us to put an employee on preventative care, which in turn should control cost. Staff will not receive our utilization reports from Chesapeake Regional Health care until middle of the month. Once this report is received a utilization review will be performed. Based on our claim ratio, the City should experience a reduction in our health insurance premiums next fiscal year. Around February 20, 2020, I should have information on our renewal rates.
4. The City has also received our mid-year claims cost history from the North Carolina League of Municipalities. These numbers cover our Property and Casualty line of coverage along with our Workers' Compensation. So far, the City has filed 46 claims for this year and has incurred \$181,498 in expenses. The largest category of expenses is the Workers' Compensation line of coverage. To date, 15 claims have been filed with a total of \$136,339 in charges incurred. The City had two employees injured in a job-related accident, which was the direct fault of other companies. Although, we have incurred these costs, we will be passing on our losses to those companies, which should substantially lower our claims. During the middle of last year, the City incurred \$182,113 in claims; however, in 2017 and 2016, our incurred costs were \$291,137 and \$301,231 respectively. City employees have done an excellent job in controlling our losses.
5. On Tuesday, Chief Brown and Captain Rodriguez of the Hertford Police Department met with Chief Buffaloe and Deputy Chief Avens to receive 14 MDT's the City Council approved for donation to Hertford's Police Department. After replacing its inventory of MDTs from the Dell Toughbook to the Getac Tablet, the Elizabeth City Police Department felt

the donation would be put to great use by a local law enforcement partner who could benefit from the surplus MDTs. Chief



Buffaloe and I are glad that this donation could be made to assist Hertford with their quest for computers for their departmental fleet.

6. The Business Improvement Grant for Williams Holdings LLC for the renovation/restoration project at 614 E. Main Street (known as the Pure Oil Building) was closed out this week. The property owner received a \$20,000 BIG in the 2018-19 fiscal year grant round for the project. Approximately \$150,000 was invested in the restoration/renovation of the structure. A ribbon cutting was held on Friday, January 3<sup>rd</sup> for the new tenants, Vertical Harbor Real Estate, in which Mayor Parker took part. This project is a great example of the success of the City's Business Improvement Grant program. To date, \$488,364.00 in Business Improvement Grants haven been awarded and have resulted in \$3,574,124 in private investment in our City. We thank the property owner, Williams Holdings LLC and the contractor William F. Gregory Contractor., as well as the new tenant Vertical Harbor Realty, for their investment and work on this project and in downtown Elizabeth City.



## **UPCOMING EVENTS**

The City Council of the City of Elizabeth City will meet in a Special Called Work Session and Regular Session on Monday, January 13, 2019, beginning at 5:30 p.m. in Council Chambers, located on the second floor of the Gardner Municipal Building at 306 East Colonial Avenue.