



BOARD OF WATER COMMISSIONERS MEETING MINUTES

Wednesday, May 21, 2025

Lausmann Annex - Room 151
200 S. Ivy Street, Medford, Oregon 97501

The regular meeting of the Medford Water Commission was called to order at 12:21 p.m. on the above date at the Lausmann Annex - Room 151, with the following commissioners, staff, and guests present:

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

General Manager Brad Taylor, Executive Administrative Assistant Amber Furu, Finance Manager Beau Belikoff, HR Manager Tanya Haakinson, Information Technology Manager Kris Stitt, Water Operations Manager Dan Perkins, Water Resources & Customer Service Manager Julie Smitherman

Guest(s): Attorney Mark Bartholomew, Medford City Council Liaison Alternate Garrett West*, Austin Hartrampf of Glaziers Architectural Metal & and Glass Workers Local 740 (*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 May 7, 2025

4.2 Quarterly Letter to the Mayor and Council

4.3 Resolution No. 1977, A RESOLUTION Providing for the Collection of a Proportionate Share of the Cost of Water Main Construction within Meadows Lane from Property Owners Benefitting Thereby at the Time of Use of the Said Water Main and Providing for the Payment of the Sums So Collected to Buntin Construction, LLC, Installer of Said Water Main

4.4 Resolution No. 1978, A RESOLUTION Authorizing the General Manager to Complete the Sale of All Right, Title to, and Interest in Property as Described in Attached Exhibit A and B, a Nonexclusive Easement for Ingress and Egress Described in Exhibit C, and a Temporary Construction Easement Described in Exhibit D

Motion: Approve the Consent Calendar.

Moved by: Mr. Dailey

Seconded by: Mr. Strosser

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

Motion carried and so ordered.

5. Items Removed from Consent Calendar None.

6. Leadership Team Reports

- Julie Smitherman, Water Resources & Customer Service Manager
 - Mailing and Billing Update – An update was provided on efforts to address mailing delays previously discussed at the April meeting. In coordination with InfoSend, same-day processing was implemented, and the processing facility was changed from Anaheim to Texas, requiring earlier internal uploads. These changes have improved delivery times for regular and past-due notices; however, delays persist for large multi-address accounts. The practice of bundling mailings is under review, with individual mailings being considered to improve timeliness, despite potential increases in cost and concerns about customer perception. It was noted that other InfoSend clients are experiencing similar challenges. Promoting paperless billing continues to be a priority.

Commissioners and staff discussed the challenges and proposed solutions related to mailing delays. Concerns were raised regarding the potential for increased costs and negative customer perception if the agency moves from bundled mailings to individual envelopes, particularly for large, multi-address accounts. Commissioners suggested that, should this change be implemented, customers be provided with advance notice explaining the rationale, either through written communication or direct outreach. In response to questions, staff indicated that approximately 200 to 400 past-due or shutoff notices are issued weekly. Smitherman and her team were commended for their efforts and responsiveness around customer service and adapting to challenges with the mailing vendor.

- **Kris Stitt, IT Manager**

- **Phone System Update** - An update was provided on the recent upgrade to the phone system, which now operates through Microsoft Teams in combination with a third-party call management solution from Landis Technologies. The new system includes enhanced call queuing, estimated wait times, and improved reporting capabilities. Voicemail routing is available after hours, and staff are now able to monitor call metrics more efficiently. Commissioners and staff discussed the functionality and enhancements of the upgraded phone system. Commissioner Mylenek inquired about the feasibility of implementing a queue callback feature, allowing callers to retain their place in line and receive a return call instead of waiting on hold. Stitt noted that this feature is not currently available for live call handling during business hours, but is in place for after-hours voicemail routing. Questions were raised regarding whether the agency's current call volume, averaging approximately 110 calls per day, warranted the addition of such a feature. Staff reported receiving 496 calls in the prior week and indicated that customer service representatives are generally able to respond quickly. Additional call data may be gathered to evaluate whether a callback option would offer significant benefit to customers. Commissioners expressed appreciation for the successful rollout, acknowledged the challenges encountered with porting phone numbers, and commended Stitt for his persistence and coordination throughout the process.

- **Brad Taylor, General Manager**

- **Upcoming Board Schedule** –
June 4 – Study Session: Insurance; Public Hearing: Budget, Fees, CLAs; Executive Session: Union Contract. June 18 – Rules and Regulations. July 2 – No Study Session Planned.

7. Propositions and Remarks from the Commissioners

Commissioners discussed emergency preparedness, including the recent disaster coordination meetings and the importance of Medford Water's role in supporting citywide resiliency and system redundancy. Commissioners emphasized the importance of updating emergency phone trees and ensuring communication systems remain operational during power outages. Staff noted recent participation in a Pacific Power wildfire and outage coordination forum and confirmed that the agency's Emergency Action Plan is being updated, with a completion deadline of September 30.

8. Adjourn

There being no further business, this meeting adjourned at 1:06 p.m. The proceedings were recorded and are on file along with the complete agenda of this meeting.



Amber Furu
Assistant Clerk of the Commission