



City Administrator's Report, 06/23/2015

The Employee of the Month for May 2015 is Ron Reno. Following is his write-up:

Congratulations, and a sincere thank you, to Ron Reno who is recognized as the May 2015 Employee of the Month. In addition to his other duties, Ron went above and beyond the normal call of his job in May by carefully working with multiple "surprise" event coordinators on multiple events to ensure a great experience for both the participants and the surrounding community. Ron stops at nothing to make sure the job is done right. He will do whatever it takes to ensure the customer is taken care of, whether that customer is internal or external to the City. Ron maintains a friendly attitude even while making the seemingly impossible happen. Ron, thank you for your outstanding dedication to the success of your co-workers, the image of the City and the experience of the community. You are much appreciated.

We also presented two Excellence in Service Team Awards. The first one went to Abbi Landis, Sherri Gombos, Linda Port, Sandee McKinney, Wade Holecek, and Ron Reno. Their award reads:

Congratulations for providing the Hayden community with one of the best newsletters ever! Abbi Landis, with the help of Sandee McKinney, created a newsletter filled with valuable information on a wide range of the City's services in a format that truly catches the eye of the reader. Sherri Gombos and Linda Port helped Abbi count out and bundle boxes of newsletters in preparation for mailing, after which Wade Holecek and Ron Reno helped Abbi move the bundles to the post office for delivery. Abbi, Sandee, Sherri, Linda, Wade, and Ron worked together to make this process run as smoothly as a well-oiled machine. Thanks to all of you who participated in getting the Spring-Summer 2015 City of Hayden newsletter into the hands of the readers. What a team!!

The second team award went to Ron Reno, Bill Davis, Cassidy McCoy, Dan Hall, and Shane Hall. A description of their work follows:

Special team recognition is well deserved for Ron Reno, Bill Davis, Cassidy McCoy, Dan Hall and Shane Hall for working to make the "perfect storm" Saturday event at Finucane Park a pleasurable experience for all participants. Thank you gentlemen for going above and beyond as you tended this multi-user event on short notice, preventing traffic problems, watching for stray softballs, preparing facilities, and being attentive to cleanup. This was all after having to work the

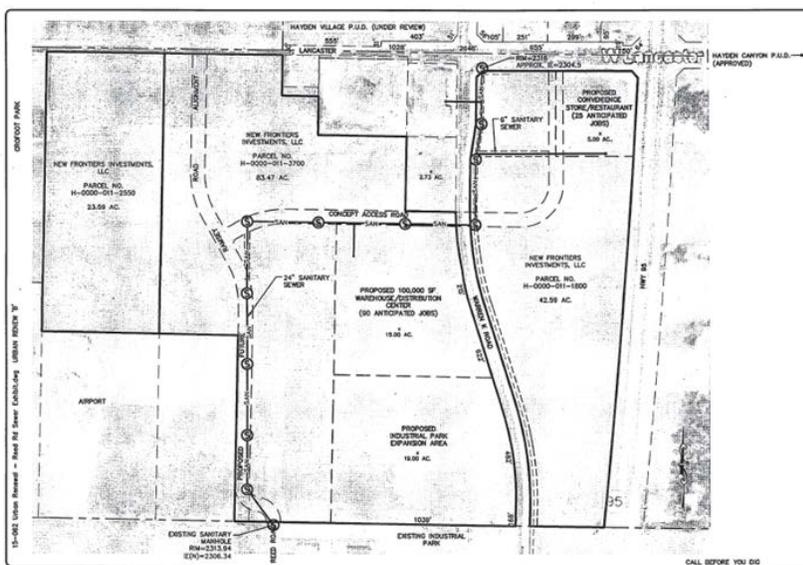
previous weekend to restore the park after the last event and working all week on your normal duties. Your faithful behind-the-scenes efforts have not gone unnoticed. Thank you for your outstanding service to the City.

I know you will all join me in expressing our appreciation to all of our great staff members for their hard work.

Community and Economic Development

Sewer in the H-6 Basin:

Hayden Village LLC has recently requested funding assistance for provision of sewer in the industrially zoned areas south of Lancaster Road. The Urban Renewal Agency is interested in supporting this concept through tax increment financing (TIF) agreement so long as the infrastructure is designed, located and sized to serve a large portion of the service area. A TIF agreement to implement this is being drafted for which the Agency shall reimburse \$430,000.00 provided, further, that if the total actual costs of the public improvements are less than \$430,000.00 then the Agency contribution shall be the actual costs.



Permit Activity:

Subdivision activity is increasing with several subdivisions moving to final plat approval and new applications being submitted for plats with lot numbers ranging from two lots to several hundred lots. Some specific subdivisions are Gianna Estates, located on Robison Avenue, which is entering into final plat approval; Hayden Village, located north of Lancaster Road, with nearly 300 single family residential lots and a large land area provided for multi-family residential housing, which is applying for PUD/preliminary plat approval; and Maple Grove, located south of Buckles Road, which is applying for preliminary plat approval. Maple Grove is scheduled for a Public Hearing with the Planning and Zoning Commission in mid-July. Carrington Meadows, an eight acre development, has received an extension into September. There are four active minor plats. Forty nine pre-development meetings have been scheduled or held. There are approximately forty active commercial projects. The City is also working through a wide variety of code enforcement projects and has had some success with New Leaf Nursery, a long standing code enforcement case of over ten years and with 452 orchard, a property in need of abatement under the Dangerous Building Code. The City's business

licensing program is active now and the first round of applications has been received. Word is out on the program and applicants are now contacting the City seeking their Business License.

Hayden Avenue Construction Project:

HURA is interested in moving the construction of Hayden Avenue, from Highway 95 east to Government Way, forward and is working on different concepts related to this. They have requested a project cost estimate that includes recycled- in-place asphalt and are working through various funding scenarios.

Car Wash and Barber Shop Properties:

The purchase has been finalized and the properties are now owned by HURA. Asbestos remediation and demolition of the structures on site has been completed. The Agency is working with the Department of Environmental Quality in a quest to have a finding of No Further Action on the subject property and in this process has found that in addition to the car wash contaminants, a fueling station was located on this property. An additional offer has been made and accepted on the third property. Closing is scheduled July 3rd.



Commissioned Art:

A contract has been completed and signed for the Epiphany project which is to be placed at the Hayden Public Library. Additionally, staff is meeting with utility providers to discuss movement of utilities which may impede the view of the project once complete. Staff is also working on easements and a variety of implementing components of the projects. The dragonfly art, now titled “Dusk to Dawn” contract has been developed and is awaiting signature by the Artist.

Architectural/Design Guidelines and Development Standards for the CBD:

The June 2nd stakeholder meetings and public open house for this project were very well attended. Overall, the new concept plan, based on an economic and demographic analysis specific to Hayden was very well received.

The next steps for this project are as follows:

- Priority projects for the City of Hayden, HURA and others:
 - Continue to pursue a Community Center and/or Senior Center as a high priority.
 - Partner with the City and other organizations to fund a center.
 - Engage the community in identifying programmatic goals for the facility.
 - Build on historic resources and underutilized historic properties as key community assets.
 - Remain engaged in protection of the Finucane Farm Barn.
 - In collaboration with the landowners, explore detailed design options for the Kyndred Café property that protect the unique character of the site and proposes adaptive re-use of the vacant auto garage.
 - Develop a site plan and strategy to relocate the Steel Cabin in collaboration with the Historic Preservation Commission.
 - Engage with ITD and the City in traffic and circulation issues that affect the study area and area businesses; identify gateway entrances on Highway 95. Complete streets, including bike and pedestrian amenities are key to activating the central business district. HURA should participate and/or fund complete street funding to ensure that redesigned streets facilitate pedestrian and bicycle activity. Retain cross-connections and ingress/egress to Highway 95 near downtown Hayden as a key tool for traveler access, and identify key gateway areas.
 - Encourage the City to explore additional barriers to development, such as engaging HARBS in a conversation about HURA loans for cap fees, facilitating small business loans and other similar programs.
 - Encourage City to expand the geographic area around the HURA downtown parking lot beyond 1,000 feet.
 - Encourage the City to expand special event opportunities in the central business district.
- Next Steps for Winter & Company Team:
 - Update opportunity sites A, B and C based on input at the workshops.
 - Refine Framework Map.
 - Update and finalize economic white paper.
 - Synthesize information presented at workshops (and refinements) into consolidated report
 - Add “implementation” chapter
 - Create a series of graphics to complement the administrative design review standards.

- Consider a process for additional expert input with staff on more complex projects.
- Priority projects for HURA to lead:
 - Continue Strategic Remediation of Blighted Properties in 2015/16 Budget cycle. Participants (particularly landowners) in the workshops were very complimentary of HURA efforts at remediation and blight. This effort should be continued.
 - Actively Seek Pilot Projects
 - Redevelopment or Adaptive Reuse Project (see photo examples) - pilot project similar to Capone's. Some potential opportunities with Owl Café, Zips, Pet Grooming, Fast Trip, etc.
 - Focus on raw land. HURA could “kick start” plan implementation by partnering with a business owner/developer in each of the categories listed above. HURA could publicly solicit proposals, or seek willing landowners. HURA contribution would be in the form of infrastructure improvements or other improvements that meet HURA statutory funding criteria. Consider additional consultant services to develop site-specific pro-formas.
 - Seek funds for multifamily or senior housing project. Idaho Housing Finance Association manages federal housing funds for tax credit housing projects. In the last 5 years, these projects are proving to be high quality developments that add value to communities. HURA should seek a development partner for a tax credit housing project.
 - Partner on sites for housing redevelopment. Certain properties in the study area may be ripe for housing redevelopment (mobile home park), and can serve as pilot housing projects. HURA can be an infrastructure partner on these types of projects.
 - Develop an ongoing process for regular dialogue with developers and landowners, possibly through the HURA budget cycle.
 - Educate the community on the recent changes to the design review standards. The development community is not fully aware of the recent changes to the Design Review standards, which simplify and streamline the process. Develop a process to “get the word out” regarding the new standards.
 - Continue to engage the school board regarding Hayden Elementary School. Strategically engage the community in evaluating the pros and cons of school retention or disposition in this key location. If the school is retained, re-evaluate parking and circulation to address impacts to Government Way.

6 Urban Design & Economic Opportunity Plan

OPPORTUNITY SITE SKETCHES

Please Note: The following sketches reflect design concepts that respect the existing built environment, draw upon key urban design principles, and appear to be realistic in regard to economic findings. They do not imply fixed design ideas or ones that are settled with property owners. They are design concepts that visualize a vibrant downtown.



Opportunity Site A1
 In this option City Hall is enhanced with a new central "festival lot" that visually links to a "festival street" to the west along Commerce Drive. City Hall Park and the "festival lot" provide a modest space for various events. A Community Center also anchors the east end of the site with a stage for performances. To the south of the Community Center additional commercial and a flexible use buildings are provided along Honeysuckle Ave.

Opportunity Site A2
 In this option the City Hall is enhanced with a new central "festival lot" that visually links to a "festival street" to the west along Commerce Drive. City Hall Park and the "festival lot" provide a modest space for various events. In this option City Hall Park extends to the east end of the site and a new Community Center is provided as an addition to the existing City Hall. High-end residential row houses and apartments in a courtyard configuration are provided along Honeysuckle Avenue and frame the Park on the south end.

Opportunity Site C1 - Housing Emphasis
 In this portion of the core area, a new "double-fronted" infill development provides sustainable multifamily housing enhanced with urban gardens, small plazas, commercial, flexible space and mixed use space. It extends the length from Honeysuckle to Centa Ave. A retail or civic space anchors the Honeysuckle and Government Way intersection, a primary gateway to the Community Core. This option provides multiple housing types in a courtyard configuration. A pedestrian way runs north and south through the center of the development to access the commercial anchors on both ends.

Opportunity Site B
 Commerce Drive becomes a "festival street." The street creatively links to the enhanced "festival lot" at City Hall. Commerce Drive serves as an expanded plaza for larger events and provides on-street perpendicular parking. Government Way and Commerce Drive are active, lively areas that house city offices, arts and specialty retail businesses. Many of these businesses are located within creative adaptive reuse buildings. In addition to Commerce Drive improvements, an improved auto court provides access to intimate plazas, specialty shops and expanded parking (shared). In all cases, permeable decorative paving is provided to help address stormwater issues.

Festival Lot: A "festival lot" is one that is designed to function as a conventional parking lot, but includes utilities and can be closed to accommodate larger festivals and other events.

Festival Street: The "festival street" is one that is designed to function as a conventional street, but includes substantial landscaping, as well as utilities and can be closed to accommodate larger festivals and other events.



6 Urban Design & Economic Opportunity Plan

OPPORTUNITY SITE SKETCHES



KEY

- Civic
- Flexible Space
- Commercial (2 story)
- Mixed Use
- Multi-Family (Apartments)
- Multi-Family (Rowhouses/Duplex)
- Single Family Residential
- Decorative Paving (Permeable)
- Urban Gardens

0 ft. 100 ft. 200 ft.



Opportunity Site A3

In this option the City Hall is enhanced with a new central "festival lot" that visually links to a "festival street" to the west along Commerce Drive, City Hall Park and the "festival lot" provide a modest space for various events. In this option the park extends to the east end of the site. Commercial and a flexible use building, as well as parking are provided along Honeysuckle Ave. Additional parking serves the civic park.

Opportunity Site C2 - Mixed-Use Emphasis

In this portion of the core area, a new "double-fronted" infill development provides sustainable multifamily housing enhanced with urban gardens, small plazas, commercial, flexible space and mixed use space. It extends the length from Honeysuckle to Centa Avenue. A retail or civic space anchors the Honeysuckle and Government Way intersection, a primary gateway to the Community Core. This option provides more mixed use and flexible space than Option C1. This option provides multiple housing types in courtyard configuration.

Opportunity Site D

This Gateway intersection to the Community Core is enhanced with signature landscape improvements. A new specialty retail establishment anchors the NW corner of Hayden Avenue and Government Way. It is enhanced with an expanded gateway plaza, outdoor dining and signature landscaping. Additional frontage improvements occur along Government Way. They include plazas and landscaping to expand the existing streetscape improvements. Commercial, service and professional office space is provided in creative adaptive reuse buildings and secondary structures. A few new infill buildings and additions are also provided that reflect the eclectic and diverse style of buildings found within Hayden. Parking is provided with shared drives to limit curb cuts along the street. Mature trees are preserved when feasible.

Festival Lot: A "festival lot" is one that is designed to function as a conventional parking lot, but includes utilities and can be closed to accommodate larger festivals and other events.

Festival Streets: The "festival street" is one that is designed to function as a conventional street, but includes substantial landscaping, as well as utilities and can be closed to accommodate larger festivals and other events.



Public Works

Hayden Avenue, Kirkpatrick to Melrose Corridor Plan:

Following City Council adoption of this plan on 11/25/14, Staff is now pursuing coordination on one property acquisition to provide treatment area and storm storage for the drainage along the corridor. Staff has also asked JUB Engineers to develop a cost estimate for full installation of the project in case outside funding becomes available.

Hayden Avenue, Huetter to Kirkpatrick Corridor Plan:

This project is being performed by JUB Engineers, Inc. and is 100% complete on the topographic field work as of 6/18. Traffic analysis is currently underway. Geotechnical field work is complete and a draft report is expected by the end of May. Both JUB and the City have received many calls from interested property owners about the nature of the project. Staff is considering the development of a mailing that further explains the nature of the project (beyond what was explained in the letter sent out requesting access for survey activities) being for planning and frontage development purposes and not necessarily a single construction project.

Broadmoore Picnic Structure:

James Construction has begun construction activities on this project. Concrete placement is scheduled for 6/22. Limited installations of electrical conduits have been begun and inspection of the timber components is taking place on 6/19. The project is currently scheduled to be complete on 7/10.



Ramsey Road Extension:

The project re-kickoff meeting was held on 6/15 by David Evans and Associates, Inc. who has begun working toward finalization of the concept for this project. Concept work should be complete near the fall with a final design and contract document process beginning later in the winter and ending sometime next year. Once the concept report is accepted by ITD and LHTAC, a program year for construction can be identified through KMPO and more complete construction and right-of-way acquisition funding can begin being set aside.

HURA Public Parking Lot:

This is scheduled to be complete on 6/19 with final punch-list items being complete that day.



2015 Road and Parking Lot Plan:

- *Preventative Maintenance – Thin HMA Overlays/Chip Seals:* POE Asphalt, Inc. was the low bidder on this partnered project with the City of Dalton Gardens. Contract documents have been signed and the pre-construction conference is scheduled for the week of 7/6. This project will apply ¼” chip seal to Grouse Meadows and Stoddard Meadows; a 3/8” chip seal to Hayden Avenue, US-95 to Huetter; and apply a 1” thin overlay to Ramsey Road from Orchard to Hayden.

- *ADA Compliance:* Staff has initiated coordination with a contractor to install ped ramp replacements in the Sunview Meadows and Emerald Oaks subdivisions. To be cost efficient, the project will be utilizing staff to perform demolition and the contractor will install the new ramps. Staff will be working on a location by location basis to plan each ramp configuration with the contractor. It should be noted that this project is solely for the upgrade of ramps to meet ADA requirements.
- *Parking Lots:* Now that the HLRWSD lift station upgrade is complete and the new masonry wall was installed to house the station, staff is planning improvements to the parking lot. The 2016 budget will include a proposal for a first phase of parking lot improvements. Staff is planning to propose some re-grading along with pavement and curb replacements. In addition, various sidewalk installations may be recommended. Staff is only refreshing the striping and pavement markings for 2015.
- *Cut-out Patching:* Staff is continuing with cut-out patching to prepare for the chip seals and overlays for both 2015 and 2016 (Strawberry Fields and Broadmoore subdivisions) and various other locations in the City. Crack sealing will begin later into June and the beginning of July.

Woodland Meadows LS Control Panel:

This panel has been delivered and staff will be coordinating with HARSB for installation.

Hayden Construction Standards:

JUB Engineers, Inc. is nearing the completion of this project to update Hayden's standard drawings. The roadway typical sections from the 2013 Transportation Plan were brought over to be part of the drawing set and many additional standard drawings were added. Staff has received a final review copy of the revised standard drawings and plans to present to Council for approval on 7/28.

Reed Road / Honeysuckle Ave Sewer Replacement:

This project is currently scheduled to start on 7/6 dependent on pipe delivery. Staff has met with various key stakeholders and has sent out an informational flyer to explain the nature and schedule of the project. Staff plans to place variable message signs near the Honeysuckle and US-95 intersection starting the week of 6/22. MDM Construction, Inc. is the contractor and JUB Engineers will be providing contract administration and on-site construction observation. This is a sewer cap fee funded project.

Ramsey / Honeysuckle Intersection Improvements:

Staff has presented the traffic analysis and discussed the footprint impacts of each of the two remaining alternatives with the City Council. Staff has also met with directly impacted property owners to discuss the nature of the project and potential property purchases. A public open house has been scheduled for 7/9 from 5-7 PM at City Hall to gather input from local and regional stakeholders. HARSB, HLID and multiple utility companies have been invited to participate in a 2016 construction project. The funding source for this project is circulation impact fees.

Stoddard Park:

Staff is researching options for a play structure to be installed in the northwest corner of the park where the boulder scramble was planned. Staff will be recommending that two play structures be used for the park. Staff is planning to bring playground options to City Council and also discuss the Council's thoughts on adding electrical and lighting to the north picnic shelter along with parking lot lighting.

H-7/H-10 Sewer Basin Analysis:

This planning effort has been placed on hold until the cap fee issues are resolved. However, staff is in the beginning stages of coordinating an LID in the area to construct the H-7 lift station, force main, and various gravity lines. A Council presentation will be developed as this plan is developed.

City Clerk's Office and Human Resource Management

Open Meeting Law training with Commissions has been completed. The training was new to those individuals that were just appointed to a commission and annual refresher for those individuals that have been serving on a commission for more than a year. Effective July 1, 2015, the Open Meeting Law statutes, along with the Ethics in Government and the Public Writings sections of Idaho Code that are related to transparency in government will be moved and housed going forward under Title 74.

As part of the website redesign, the City Clerk's Office and HR Department staff has been reviewing and updating website pages associated with department services. We will continue to look for ways to enhance the appearance of the website while maintaining the easiest access possible for our user.

The recruitment for Lifeguards for the 2015 summer swimming season has come to close and the beach is now staffed with lifeguards. The summer internship in Community Services has also been filled. Ben Deremiah will be with us as the Recreation Services Intern for the next 12 to 13 weeks. Linda Port has been with the City of Hayden for 10 years as of July 1st this year. Linda has announced that she will be retiring at the end of July and said that she is looking forward to starting her new adventure in August. Laura Humphreys from Humanix is currently cross-training with Linda on utility billing and collection services.

Department Directors are in continuing their review of performance mechanisms as part of a project to update the tools used for evaluating employee performance. The objective is to implement the new form with the annual performance reviews that start in August of this year.

Community Services

Summer Youth Baseball is up and running with 18 teams and approximately 180 kids. Practices began the week of June 15, and games will begin the week of July 6 and run Monday-Thursday at Crofoot Park. The Community Services Department also continues to take registrations for Skyhawks youth sports camps, Zumba® Kids camp, youth dance lessons, swimming lessons, bike maintenance class, youth and adult tennis/pickleball lessons and gymnastics.

The Pitch, Hit & Run sectional competition was a huge success! Again, many thanks go to Hayden Little League and KGSA for coordinating with us to run the program. Approximately 40 children ranging from 7-14 years from Hayden, Coeur d'Alene, and Post Falls competed at the sectional on May 31 for a chance to advance to the Team Championship at Safeco Field on June 21. It was another great year, and as of now, we have three kids - Carter Friesz (3rd consecutive year), Haley Loffer (5th consecutive year), and Alyssa Krause - have advanced to the Team Championship at SafeCo Field in Seattle! Congratulations and best of luck to our North Idaho sectional competitors!!

Honeysuckle Beach officially opened with lifeguards on duty on Saturday, June 13.

The Summer Concert Series line-up is now complete and includes the following entertainment:

July 2: Coeur d'Alene Big Band (Big Band Swing Orchestra)

July 9: Keith & The Hankers (Country/Country Rock)

July 16: Barry Aiken & Northpoint (Salsa, Latin Rhythms)

July 23: No Concert due to Hayden Days on July 24-25

July 30: Spectrum (Classic Rock 'n Roll)

August 6: Strictly Country (Classic to Current Country)

August 13: David Raitt & the Baja Boogie Band (Rhythm & Blues)

August 20: Swing Street Big Band (Big Band Swing Orchestra)

In addition to the concerts the Coeur d'Alene Arts Association will be featuring an artist each week. Art exhibits will begin at 5:00 p.m. each Thursday from July 2-August 20, except for July 23, which is the weekend of Hayden Days.

Hayden Days planning continues to go well. Hayden Days will be held Friday and Saturday, July 24-25. Friday evening features the always-popular Kelly Hughes Band from 6:30-9:00 p.m., and crowd-pleasing Men in the Making will end the event on Saturday from 6:30-9:00 p.m. Vendors continue to come in, the car show is expected to have another big year, the Boy Scouts are working the children's area, and great entertainment has been booked throughout the event. The "Hayden's Got Talent" auditions were held on June 13. There were about 40 participants, and there will be 10-12 final acts for the competition to be held on Saturday, June 25, from 2:30-4:30 p.m. The Hayden Days parade will be held on Saturday, July 25, at 10:00 a.m. We have already received numerous applications and expect many more.

Special events & activities this summer include:

- Hayden Bike Rodeo – Monday, June 29, 10:30 a.m.-Noon at Hayden Community Library
- Summer Concert Series – Thursdays, July 2-August 20, (except July 24) from 6:00-8:30 p.m.
- Coeur d’Alene Arts Association Show – Thursdays, July 2-August 20, (except July 24) at 5:00 p.m. throughout the concert.
- Hayden Triathlon – Saturday, July 11, @ Honeysuckle Beach, 7:00 a.m.
- City of Hayden Night @ Spokane Shock Game – Friday, July 17
- Hayden Days – Friday, July 24, from 2:00-9:00 p.m. & Saturday, July 25, 10:00 a.m.-9:00 p.m. @ Hayden City Park
- Hayden Days Parade – Saturday, July 25, 10:00 a.m.
- National Night Out conducted by the Kootenai County Sherriff’s Office & Target – Tuesday, August 4, 4:00-8:00 p.m. @ Hayden City Park.
- Spokane to Sandpoint Relay – August 14-15, 9:00 p.m.-3:00 a.m.
- City of Hayden Movie Night featuring “Big Hero 6” – Thursday, August 27 at 7:50 p.m. @ Hayden City Park
- City of Hayden Night @ Spokane Indians Game – Saturday, August 29, (Fireworks Night)

An event permit application was received for the Princess Pedalfest at Croffoot Park for August 14 from 5:00-8:00 p.m. for packet pick-up and August 15 from 6:00 a.m.-5:00 p.m. for set-up, event and clean-up. It is a women’s only biking event, and Croffoot Park is the starting/finishing point for the ride. Most of the ride is conducted in the county, and the organizers are working with Lakes Highway District and Kootenai County as well. It is on the same days as the Spokane to Sandpoint Relay but the times do not conflict. The permit application has been through and is being recommended by the Parks, Recreation and Community Forestry Commission and is on the agenda for approval. A staff member from the Community Services Department will be at the event to make sure all goes well.

The activity guide highlighting all of the summer programs and special events is posted on the city website at www.cityofhaydenid.us.

Administrative Services

The first council workshop for staff to present and council to discuss the FY2016 budget will be held after the regular council meeting on June 23. A second budget workshop is scheduled for a special city council meeting on June 30. If needed, a third budget workshop will be held at a special city council meeting on July 7. Tentative adoption of the budget is scheduled for the July 14 meeting, and the public hearing / appropriations ordinance adoption will be on August 11.

Draws on the DEQ loan to pay HARSB for the City’s share of the wastewater treatment plant facility upgrades currently total \$4,448,338. The DEQ had authorized a loan total of \$8,777,754 for phase I of the project. The loan will be repaid from sewer user revenues after Phase I is completed and the loan is closed out.

After 10 years of service to the City of Hayden, Linda Port has expressed her intention to retire on July 31. Staff has interviewed and selected a Humanix employee, who will be training with Linda through July 31.

Utility Billing:

Total customers:	<u>Current</u>	<u>1 Yr Ago</u>
# of customers billed	4,690	4,611
\$ customers billed	\$388,304	\$348,167
 \$5.00 late fees assessed:		
# of customers assessed	658	619
\$ late fees assessed	\$3,290	\$3,095
% of customers late fees	14%	13%
 30-day late notices:		
# late notices sent	60	65
\$ late notices sent	\$16,712	\$13,754
% of customers	1%	1%
 Collection agency activity:		
# accounts in collection	192	179
\$ balance in collection	\$116,343	\$92,267
% of customers	4%	4%
# customers in bankruptcy	6	10
\$ balances in bankruptcy	\$2,247	\$5,066
% of customers in bankruptcy	0.1%	0.2%