



MONROE CITY COUNCIL
Finance & Human Resources Committee Meeting
Tuesday, April 4, 2017, 6 P.M.
Monroe City Hall

2017 Committee
Councilmembers
Patsy Cudaback
Jason Gamble
Kevin Hanford

MINUTES

I. Call to Order

A regular meeting of the City of Monroe Finance & Human Resource Committee was held on April 7, 2017, in the Permit Center Open Space of City Hall. The Meeting was called to order by Councilmember Gamble at 6:30 p.m.

Committee Present: Councilmembers Jason Gamble and Kevin Hanford
Staff Present: Elizabeth Adkisson, City Clerk; David Moseley, Interim City Administrator; and Becky Hasart, Finance Director
Citizens Present: Republic Services Representatives - Janet Pritchard and Leisa Rall

II. Approval Minutes (Meeting of Tuesday, June 7, 2016)

Councilmember Hanford moved to approve the Finance & Human Resources Committee Meeting minutes of Tuesday, June 7, 2016; the motion was seconded by Councilmember Gamble. Motion carried (2-0).

III. Unfinished Business -- NONE

IV. New Business

A. Select 2017 Chairperson

Without objection, Councilmember Hanford was selected as the 2017 Committee Chair.

B. Republic Services Call Data

Ms. Janet Pritchard and Ms. Leisa Rall, Republic Services, provided background information on the current garbage, recycling, and solid waste contract with Republic Services; noted key contract changes/actions from 2015 through 2017; and provided customer service call data for August 1, 2016, through January 30, 2017.

General discussion ensued regarding customer service levels, call centers consolidations/staffing/locations, call statistics (average speed of answering, percentage of abandoned calls), performance, and communication. Council requested receiving monthly call center data from Republic Services in order to monitor customer services levels and statistics.

V. Other -- NONE

VI. Next Committee Meeting (May 2, 2017)

Councilmember Hanford noted he will be unavailable on May 2, 2017, and could potentially reschedule the upcoming Committee Meeting to May 9, 2017, as needed. Ms. Becky Hasart, Finance Director, noted possible items for an upcoming meeting (review of monthly/annual financial reports).

VII. Adjournment

Without objection, the April 4, 2017, City Council Finance & Human Resources Committee Meeting was adjourned at 7 p.m.