

# City of Corpus Christi Street Maintenance Fee - Payment & Appeals Process

City Council Meeting  
July 9, 2013



# Street Maintenance Fee – Payment & Appeals

- Street Maintenance Fee & Rate –
  - ✓ Approved by City Council on June 25, 2013
  
- City Council Directed Staff to:
  - ✓ Develop an Appeals Process
  - ✓ Review the impact of non-profit entities for further Fee consideration

# Street Maintenance Fee – Ordinances

- **Ordinance 1** – Amends the Code of Ordinances, codifying the Street Maintenance Fee under a new Article XX, Chapter 55 Utilities, titled ***Street Preventative Maintenance Program***.
- **Ordinance 2** – Amends the Code of Ordinances, establishing a **Street Maintenance Fee Appeals Board**.
- **Ordinance 3** – Amends the Code of Ordinances by adopting an **appeal process** related to the billing of the Street Maintenance Fee.

# Street Maintenance Fee – Payment & Appeals Process

- **Utility Business Office (UBO) –**
  - ✓ Primary Point of Contact for Customers
  
- **Street Maintenance Fee Appeals Board –**
  - ✓ 5 members:
    - ACM over Finance
    - Director of Street Operations
    - Director of Water or Wastewater
    - Two (2) Citizens appointed by the City Manager

# Street Maintenance Fee – Payment & Appeals Process

- Residential Customers :
  - ✓ May **Contest** –
    - Residency - OCL/ICL Status
    - Active Water Meter Status
  
  - ✓ May **Request** –
    - Low Income Discount

# Street Maintenance Fee – Payment & Appeals Process

## ➤ **Low Income Discount –**

- ✓ Reduced Rates for Low Income
- ✓ Emulates City’s “Operation Heat Help” Program
- ✓ Residents Must Provide Proof of Eligibility
- ✓ Low Income Status Must Be Validated Annually
- ✓ 15.2% Households Receive Food Stamps
  - ✓ (2010 Census for Corpus Christi )
  - ✓ Equals Approximately \$500K Loss

# Street Maintenance Fee – Payment & Appeals Process

## ➤ Non - Residential Customers :

### ✓ May **Contest** –

- Residency - OCL/ICL Status

### ✓ May **Appeal** –

- Square Footage (SF)
- Land Use Designation
- Multi-Meter/ Single Business SF Cap Application
- Number of Active Water Meters

# Street Maintenance Fee – Payment & Appeals Process

## ➤ UBO Resolution Officer

- ✓ Receives & Reviews Appeal
- ✓ Coordinates with other Departments
- ✓ Develops Recommendation
- ✓ Appeal Approved –
  - Records Updated
  - Bill Adjusted
- ✓ Appeal Denied –
  - Appeal Request can be made by customer
  - Forward to Street Maint. Fee Appeals Board



# Street Maintenance Fee – Payment & Appeals Process

- Appeals Require Processing
  - ✓ **Square Footage (SF) -**
    - Customers will be directed to file appeal with Nueces County Appraisal District (NCAD)
  - ✓ **Land Use Designation -**
    - UBO will coordinate with Development Services
  - ✓ **Multi-Meter/ Single Business SF Cap -**
    - UBO will coordinate with Legal

# Street Maintenance Fee –

## Other Considerations – Non-Profit Utility Customers

- Current database does not identify non-profit status, only tax exempt status
- 641 tax exempt metered accounts identified
- Further research is required to identify which tax exempt accounts are non-profit customers
- Estimates of revenue impact using tax exempt accounts:
  - ✓ @ 50% Discount - \$310,408/yr. or 2.72%
  - ✓ @ 100% Discount - \$620,816/yr. or 5.44%

# Street Maintenance Fee –

Questions?