



Harrisburg City Council Work Session Agenda

April 27, 2021

6:30 PM

Mayor: Robert Duncan
Council President: Mike Caughey
Councilors: Kimberly Downey, Robert Boese, Adam Keaton, Randy Klemm, and Charlotte Thomas.
Meeting Location: Harrisburg Municipal Center @ 354 Smith St.

PUBLIC NOTICES:

1. *This meeting is open to the public and will be tape-recorded.*
2. *Copies of the Staff Reports or other written documents relating to each item on the agenda are on file in the office of the City Recorder and are available for public inspection.*
3. *All matters on the Consent Agenda are considered routine and will be enacted by one motion. Any member of the public can request that a matter be removed from the Consent Agenda for discussion. It will then be discussed under the "Other" part of the meeting schedule.*
4. *The City Hall Council Chambers are handicapped accessible. Persons with disabilities wishing accommodations, including assisted listening devices and sign language assistance are requested to contact City Hall at 541-995-6655, at least 48 hours prior to the meeting date. If a meeting is held with less than 48 hours' notice, reasonable effort shall be made to have an interpreter present. The requirement for an interpreter does not apply to an emergency meeting. ORS 192.630(5)*
5. *Persons contacting the City for information requiring accessibility for deaf, hard of hearing, or speech-impaired persons, can use TTY 711; call 1-800-735-1232, or for Spanish voice TTY, call 1-800-735-3896.*
6. *The City of Harrisburg does not discriminate against individuals with disabilities, and is an equal opportunity provider.*
7. *For information regarding items of discussion on this agenda, please contact City Recorder/Assistant City Administrator Michele Eldridge, at 541-995-6655*
8. *Meetings are held in a facility that is disinfected. Masks are required if there are 10 or more people in the room. Seating is set with 6' physical separation in mind.*
9. *If you wish to testify, and are unable to attend due to the Coronavirus Pandemic, please contact the City Recorder to be placed on a Conference Call list during the meeting.*

CALL TO ORDER AND ROLL CALL by Mayor, Robert Duncan

CONCERNED CITIZEN(S) IN THE AUDIENCE. (Please limit presentation to two minutes per issue.)

COBURG POLICE TRAFFIC ENFORCEMENT REPORT

1. THE MATTER OF MEETING WITH A MEMBER REPRESENTATIVE FROM THE COBURG POLICE DEPARTMENT IF ONE IS AVAILABLE

STAFF REPORT:

Exhibit A: If a report is provided to the City prior to when the agenda is compiled, the reports will be attached to this staff report.

ACTION: DISCUSSION ONLY

LCSO REPORT

2. THE MATTER OF REVIEWING HARRISBURG CRIME STATISTICS

STAFF REPORT:

EXHIBIT A: CRIME STATISTIC REPORTS FOR HARRISBURG

EXHIBIT B: CRIME COMPARISON FOR LYTD TO YTD FOR 7 CITIES.

ACTION: NO ACTION, INFORMATION ONLY

NEW BUSINESS

3. THE MATTER OF A BRIEF DISCUSSION IN RELATION TO THE NLC SERVICE LINE WARRANTY PROGRAM

STAFF REPORT:

Exhibit A: LOC Article on NLC Service Line Warranty Program

Exhibit B: NLC Service Line Warranty Program

Exhibit C: NLC Warranty Program PowerPoint Slides

ACTION: DISCUSSION ONLY

OTHER ITEMS

ADJOURN

Agenda Bill

Harrisburg City Council

Harrisburg, Oregon

THE MATTER OF MEETING WITH A MEMBER REPRESENTATIVE FROM THE COBURG POLICE DEPARTMENT IF ONE IS AVAILABLE

STAFF REPORT:

Exhibit A: If a report is provided to the City prior to when the agenda is compiled, the reports will be attached to this staff report.

ACTION:

DISCUSSION ONLY

THIS AGENDA BILL IS DESTINED FOR:

 Work Session Agenda – April 27, 2021

BUDGET IMPACT		
COST	BUDGETED?	SOURCE OF FUNDS
N/A	N/A	N/A

STAFF RECOMMENDATION:

Staff recommend that City Council listen to the presentation provided by Chief Larry Larsen, who hopes to be present at this meeting.

BACKGROUND INFORMATION:

Coburg Police Chief Larry Larson provides the City with quarterly statistics for traffic enforcement provided in Harrisburg. If the reports are provided in time for the agenda process, they will be attached as exhibits. If they are provided after that point, but prior to the meeting, then Staff will forward them via email to Council members and will print them in time for the meeting. (Reports not appearing in the Council Agendas will be provided in the Minutes for that meeting instead.)

This process gives Council the chance to review responses and actions in relation to both criminal and non-criminal activities by the Coburg Police Department on a quarterly basis. If a representative is not available, questioned can be conveyed by staff.

Chief Larson thought he would likely be available for this meeting to provide the report in person. Staff have been starting to work with Chief Larson on code enforcement; he started working on warnings and tickets on the day this staff report was written. He will likely have some information to share with Council in relation to that as well.

REVIEW AND APPROVAL:

Michele Eldridge, City Administrator

Date

Agenda Bill
Harrisburg City Council
 Harrisburg, Oregon

THE MATTER OF REVIEWING HARRISBURG CRIME STATISTICS

STAFF REPORT:

EXHIBIT A: CRIME STATISTIC REPORTS FOR HARRISBURG

**EXHIBIT B: CRIME COMPARISON FOR LYTD TO YTD FOR 7
CITIES.**

ACTION: NO ACTION, INFORMATION ONLY

THIS AGENDA BILL IS DESTINED FOR: Work Session Agenda – April 27, 2021

BUDGET IMPACT		
COST	BUDGETED?	SOURCE OF FUNDS
N/A	N/A	N/A

STAFF RECOMMENDATION:

Staff recommends hearing and viewing the Harrisburg crime statistics concerning types, frequency and locations of crimes as well as compare and contrast with prior years.

BACKGROUND INFORMATION:

As part of the process of negotiation of our most recent LCSO contract, the contract cities requested more accessible, updated crime reports. As a result, LCSO developed their “Dashboard” that was presented to the City Council last year. Council asked to have the information made available from the ‘Dashboard’ on a quarterly basis. This is the 2nd quarterly update using this data.

The dashboard has been improved, and the data is much easier to review, especially on a live basis. Representatives from Linn County Sheriff’s Office weren’t certain if they could be present at this meeting, therefore, if they aren’t available, Council can ask questions and staff can get the answers from them in the future, or we can review the dashboard together at one of the next meetings when they are present.

Staff will look for some guidance in reading this report from LCSO, if they aren’t able to attend the meeting. In particular the charts shown, don’t always match the data above. If Council looks at the chart represented in Exhibit B, they will see Harrisburg on the left side of the chart shown, with LYTD in teal, showing slightly over 60, and YTD in black, which is shown as more than halfway to the 60 with only four months of results in 2021 thus far. However, when staff drilled down into the report, total crimes reported for

Harrisburg was 188 in the last year, and the only number close to 60 was ‘all other offenses’, at 56 last year. There are 12 of ‘all other offenses’ already this year. It’s clear that the charted data doesn’t necessarily match the columns above.

REVIEW AND APPROVAL:

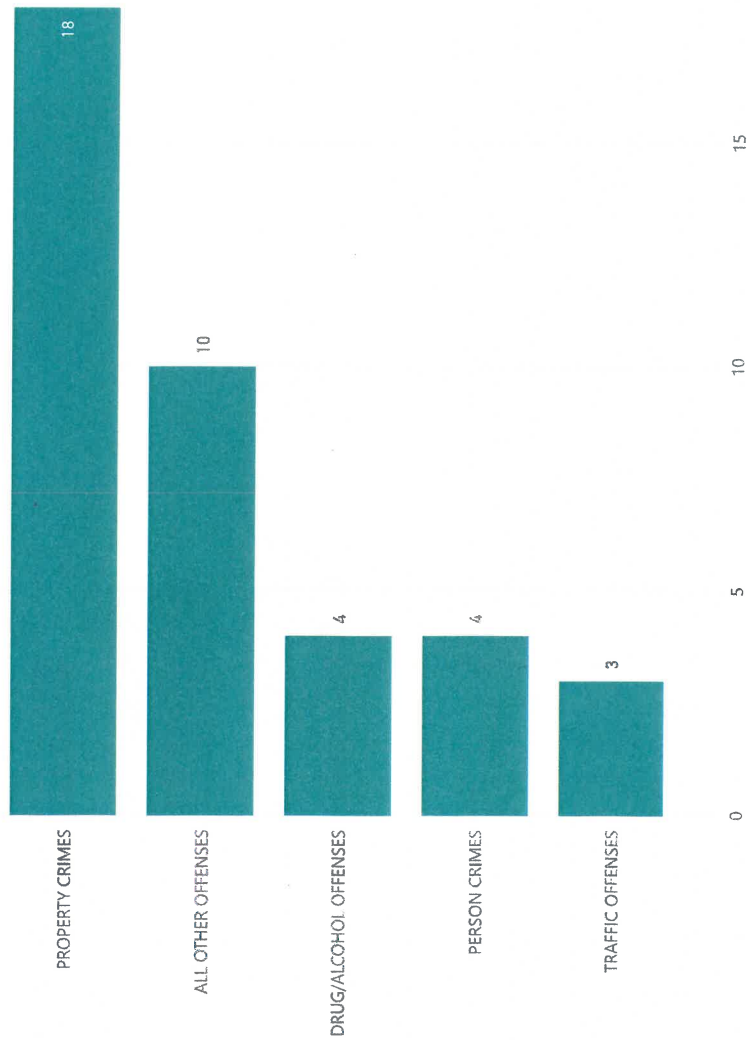
_____	_____
Michele Eldridge	Date
City Administrator	

BRVN HALS HBRG LYON MILB MLC SCIO

1/1/2021 4/20/2021

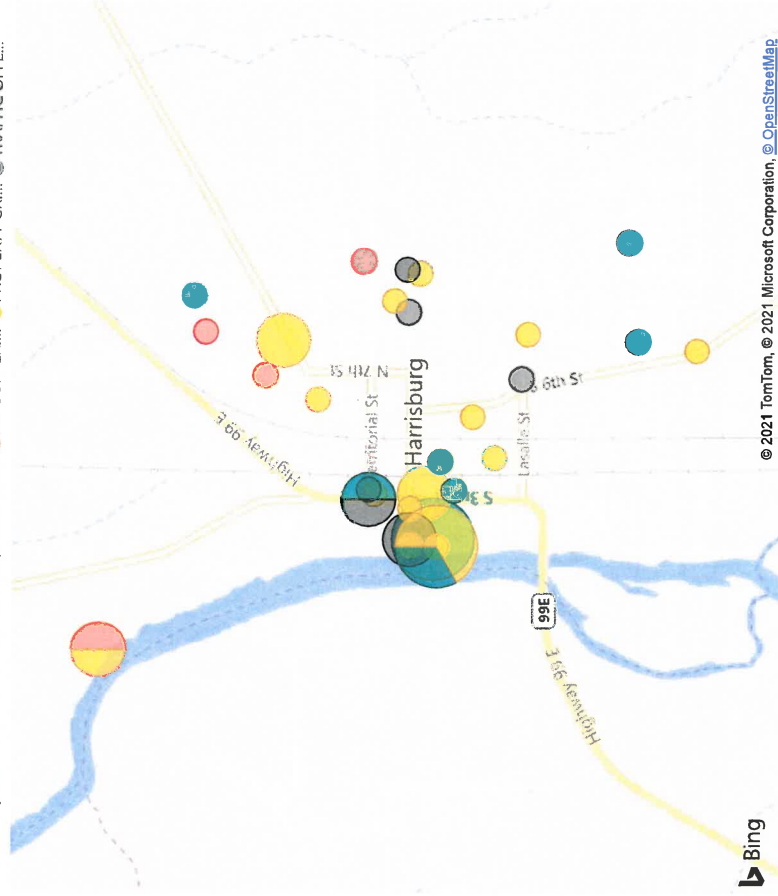
PERSON CRIMES	4	18	4	3	10	4
DRUG/ALCOHOL			4			
TRAFFIC OFFENSES						
ALL OTHER OFF						
TOTAL CAD EVENTS						

Incidents by Crime Group



Incidents by Crime Group

Crime Group ● ALL OTHER OFFENSES ● DRUG/ALCOHOL ● PERSON CRIMES ● PROPERTY CRIMES ● TRAFFIC OFFENSES



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BEAT

BRWN

HALS

HBRG

LYON

MILB

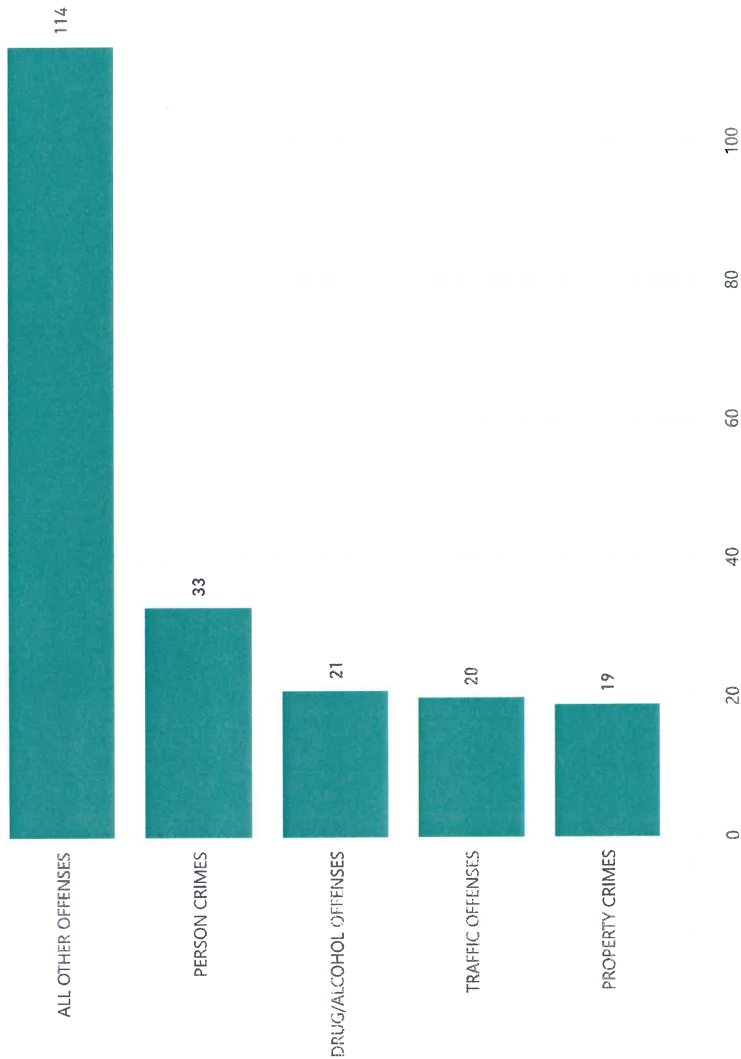
MILC

SCIO

1/1/2019 4/20/2021

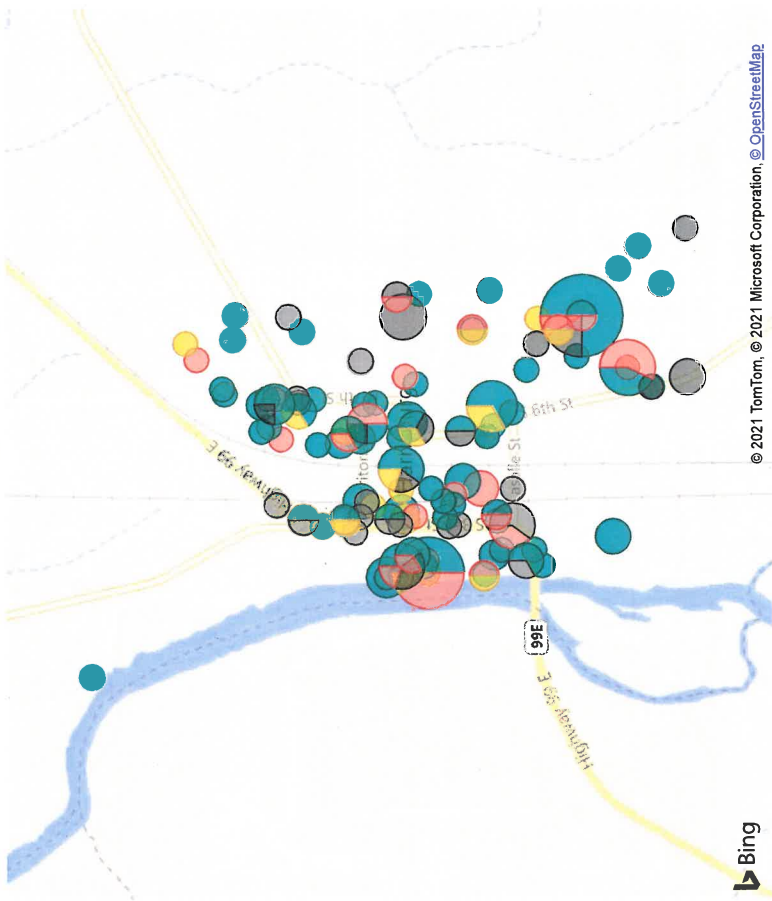
PERSON CRIMES	33
PROPERTY CRIMES	19
DRUG/ALCOHOL	21
TRAFFIC OFFENSES	20
ALL OTHER OFF	196

Arrest/Off by Crime Group



Arrest/Off by Crime Group: First Address/Arrest and First Date by Crime Group. Lat: 41.88, Long: -87.63

Crime Group: ● ALL OTHER OFFENSES ● DRUG/ALCOHOL OFFENSES ● PERSON CRIMES ● PROPERTY CRIMES ● TRAFFIC OFFENSES



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BEAT

BRWN

HALS

HBRG

LYON

MILB

MILC

SCIO

1/1/2021

4/20/2021

CITATIONS

30

VIOLATIONS

43

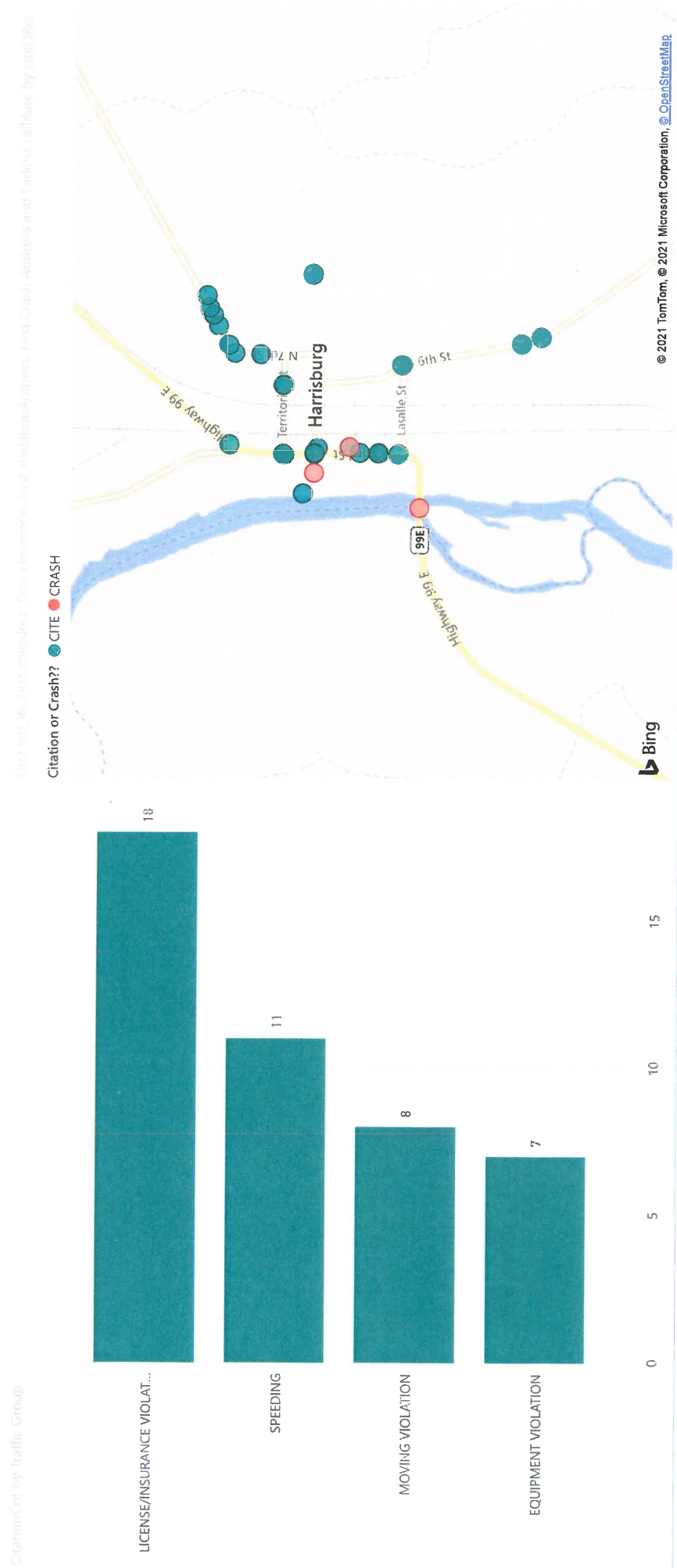
INJURY CRASHES

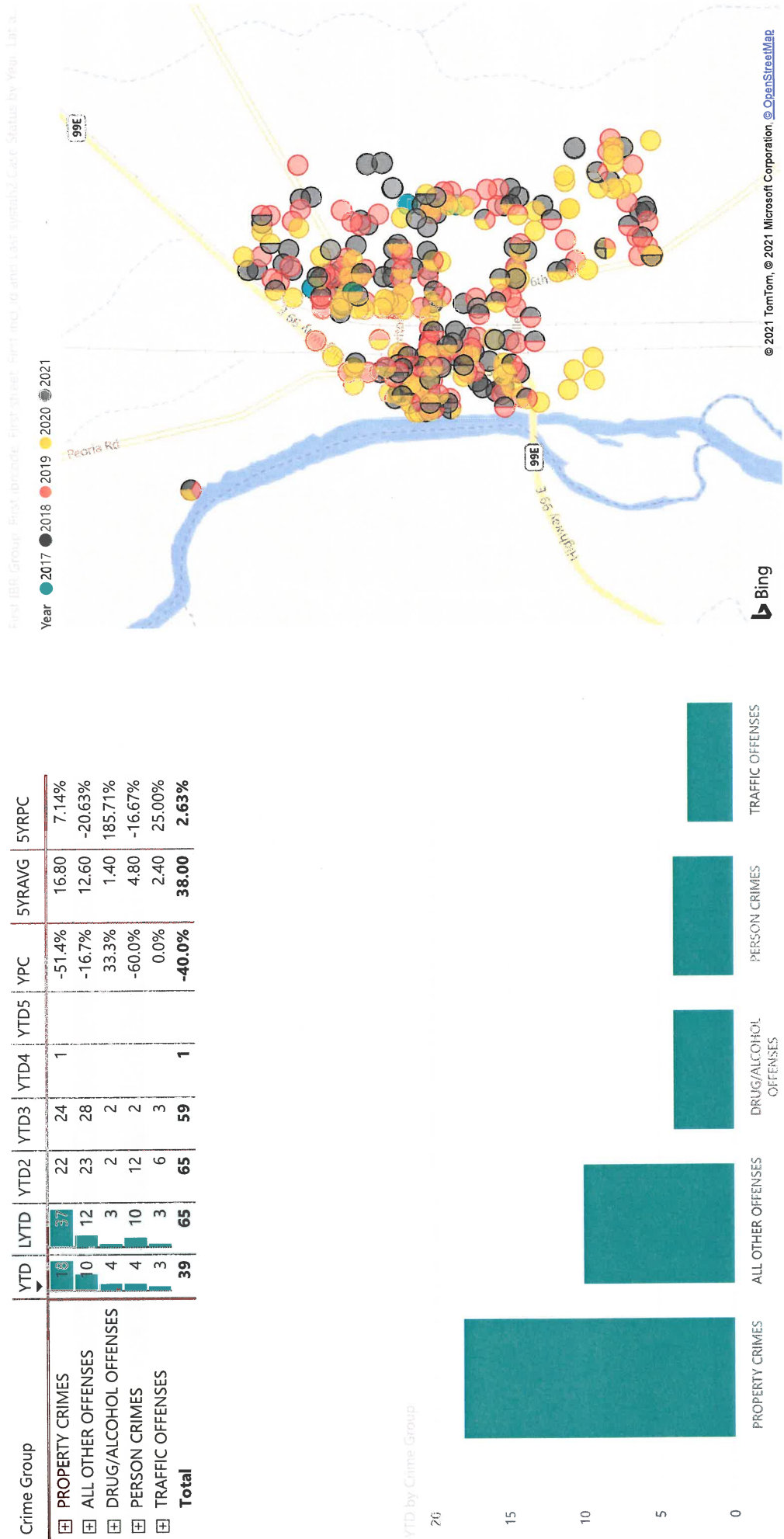
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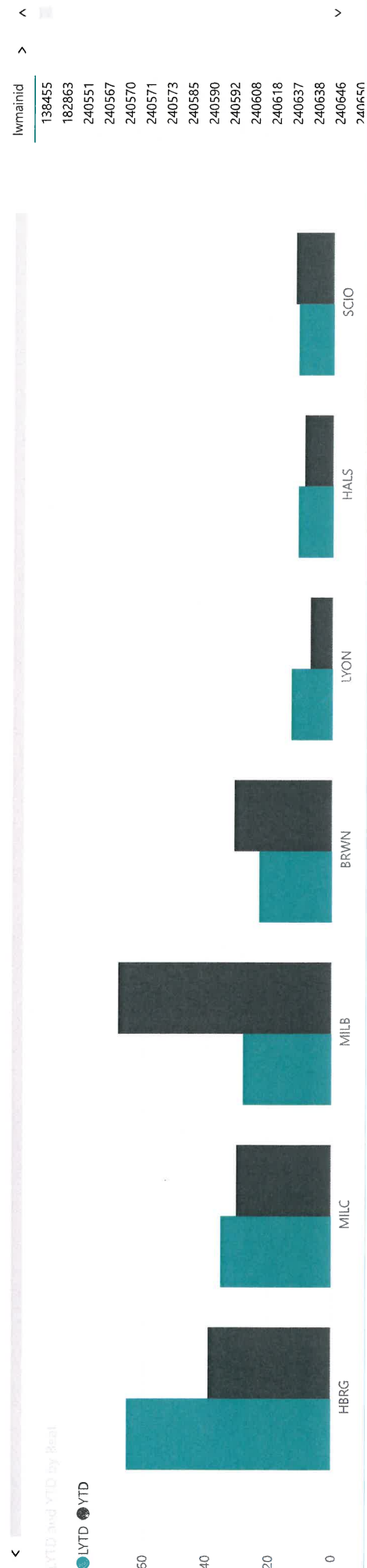
244078

244204





Year	Crime Group	2017			2018			2019			2020			2021			LYTD	Count
		LYTD	Count of I...	YPC	LYTD	Count of Iw...	YPC	LYTD	Count of I...	YPC	LYTD	Count of...	YPC	LYTD	Count of Iwchrgid	YPC		
⊕	ALL OTHER OFFENSES		899		899	1522	69.3%	1522	1362	-10.5%	1362	1159	-14.9%	300	382	27.3%	300	
⊕	DRUG/ALCOHOL OFFENSES		142		142	176	23.9%	176	116	-34.1%	116	117	0.9%	36	30	-16.7%	36	
⊕	PERSON CRIMES		260		260	357	37.3%	357	313	-12.3%	313	328	4.8%	92	87	-5.4%	92	
⊕	PROPERTY CRIMES		1132		1132	1469	29.8%	1469	1222	-16.8%	1222	1393	14.0%	301	340	13.0%	301	
⊖	TRAFFIC OFFENSES		248		248	401	61.7%	401	335	-16.5%	335	291	-13.1%	63	87	38.1%	63	
⊕	DUII		100		100	147	47.0%	147	107	-27.2%	107	84	-21.5%	22	21	-4.5%	22	
⊕	TRAFFIC-CRIMINAL DRIVING SUSP/REVOKED		91		91	165	81.3%	165	161	-2.4%	161	144	-10.6%	28	47	67.9%	28	
⊕	TRAFFIC-HIT AND RUN		57		57	89	56.1%	89	67	-24.7%	67	63	-6.0%	13	19	46.2%	13	
	Total		2681		2681	3925	46.4%	3925	3348	-14.7%	3348	3288	-1.8%	792	926	16.9%	792	



Agenda Bill

Harrisburg City Council

Harrisburg, Oregon

THE MATTER OF A BRIEF DISCUSSION IN RELATION TO THE NLC SERVICE LINE WARRANTY PROGRAM

STAFF REPORT:

Exhibit A: LOC Article on NLC Service Line Warranty Program

Exhibit B: NLC Service Line Warranty Program

Exhibit C: NLC Warranty Program PowerPoint Slides

ACTION: DISCUSSION ONLY

THIS AGENDA BILL IS DESTINED FOR: Council Work Session – April 27, 2021

BUDGET IMPACT		
COST	BUDGETED?	SOURCE OF FUNDS
n/a	n/a	n/a

STAFF RECOMMENDATION:

Staff recommends that the Council hold a discussion in relation to this topic

BACKGROUND INFORMATION:

John spoke with Dennis Lyon representing HomeServe USA, and told him that the City would review the information in relation to the NLC (National League of Cities) Service Line Warranty Program. Council has been told about this program at least two times in the past. This last year, the LOC has started endorsing the program, and has been including information about the program in their newsletters (**Exhibit A**).

This company has done an excellent job of marketing themselves to organizations who can endorse them, most markedly the NLC, and now the LOC. Part of their success is owed to their offer of a free public awareness campaign for municipalities, and the education for residents on their lateral line responsibilities. Otherwise, the service that they offer is the same as many similar firms throughout the United States. Council can Google utility service line warranty programs to see the number of companies who provide these services.

Staff found an article in the LOC city news in February from a city in Oregon, whose citizens were unhappy with the service because they thought that the city was endorsing it, and thought it looked like the service was being purchased directly from the City. In fact, it's stated in several articles on different websites that's easy for citizens to be confused by these promotions. The City of Hermiston dealt with a similar

issue in 2018 in which citizens complained to the City Council. In addition, web pages such as Investopedia or websites such as This Old House offer articles on what to consider when looking at a warranty program; saying that plans are often misleading and unnecessary. Homeowners can often request endorsements or service-line riders that can be added to their homeowner's policy that will cover these types of utility line breakdowns.

Staff is providing a copy of the materials (**Exhibit B**) provided to John so that Council can review this information. It's far more substantial than what has been provided previously, and has good data to offer. Staff can easily bring in this representative to provide more information for the City Council in a future work session if they feel that they would like more information on the services provided. The company does offer an 'optional revenue share' scenario on page 8 of their slide deck (**Exhibit C**), that can provide revenue to the City. Please be aware that even if all 1,300 homes in Harrisburg were to join this program, that it would only net \$650 per month, or close to \$8,000 a year. At a more likely 10% to 20% of the homes in Harrisburg joining the program, the City would receive only \$780 to \$1,560 a year from the program. If Council is interested in this revenue program, staff suggests that the funds raised be used to help citizens who are having problems paying their utility bills.

Both the City Administrator and Public Works Director feel that this program could be confusing to many citizens, and express concerns that the City could be used to market services for a for-profit private organization. Staff suggests that it would be more useful to include information on the website and to citizens to educate them about what types of utility services they would be responsible for. The City could invite them to determine their level of risk based on the age of their home, and age of the neighborhood they live in, and provide a general search phrase to use when shopping for a warranty program if their insurance company isn't able to extend coverage for their service lines.

REVIEW AND APPROVAL:

Michele Eldridge Date
City Administrator



(<https://www.orcities.org/>)

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(<https://www.facebook.com/LeagueOfOregonCities>)



enter search text

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> **Utility Service Partners**

Utility Service Partners

The

National
League of
Cities

**NLC Service Line
Warranty Program** by



HomeServe

(NLC) Service Line Warranty Program, offered by HomeServe, was conceived in partnership with the National League of Cities to educate property owners about their service line responsibilities and to help residents avoid the out-of-pocket expense for unanticipated and potentially costly service line repairs and replacements. Our program assists municipalities and residents by:

- Providing homeowners affordable protection against significant and unexpected costs to remedy leaking water lines

- Ensuring the delivery of timely, high-quality repair services in adherence to all applicable codes
- Providing exemplary service that reflects positively on the municipality

Additionally, the program generates an ongoing, sustainable source of revenue for partner municipalities and stimulates the local economy by using fully vetted local contractors to complete the repairs.

The NLC Service Line Warranty Program partners with more than 650 cities across North America. Over the past three years, HomeServe has performed over 1.3 million repairs, saving our customers over \$454 million!

For more information, please visit **NLC.org/ServiceLine** [↗](#).

Find It Fast

Use these convenient quick links:

- **Contact Us** (<https://www.orcities.org/contact>)
- **Staff Directory** (<https://www.orcities.org/about/who-we-are/staff-directory>)
- **Topics A-Z** (<https://www.orcities.org/resources/reference/topics-z>)
- **City Directory** (<https://www.orcities.org/resources/reference/city-directory>)
- **Jobs Board** (<https://www.orcities.org/resources/programs-and-services/government-jobs>)
- **Cities in the News** (<https://www.orcities.org/about/news>)
- **Training and Workshops** (<https://www.orcities.org/education/training>)

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Our weekly e-newsletter provides relevant and timely information for city officials. Sign up to receive future issues in your email inbox.

see current and past issues >

Read the Local Focus Magazine

NLC Service Line Warranty Program
City of Harrisburg
Term Sheet
February 19, 2021

- I. Initial Term. Three Years.
- II. License Conditions. Use of City logo and name on letterhead, advertising, signature line, billing, and marketing materials.
- III. Products. In exchange for the license conditions above, Company will offer the following discounted rates to Property Owners:
 - A. External water service line plan (initially, \$5.25 per month)
 - B. External sewer/septic line plan (initially, \$7.25 per month)
 - C. Interior plumbing and drainage plan (initially, \$9.49 per month)

Pricing does not include taxes. Company may adjust the foregoing Product fees; provided, that any such monthly fee adjustment shall not exceed \$0.50 in any 12-month period. If such adjustment shall exceed \$0.50, both Parties must agree in writing.
- IV. Scope of Coverage.
 - A. External water service line plan:
 - i. Covers Property Owner responsibility: From the meter to the external wall of the home.
 - ii. Covers thawing of frozen external water lines.
 - iii. Covers well service lines if applicable.
 - B. External sewer/septic line plan:
 - i. Covers Property Owner responsibility: From the external wall of the home to the sewer main.
 - ii. Covers septic lines if applicable.
 - C. Interior plumbing and drainage plan:
 - i. Covers water supply pipes and drainage pipes within the interior of the home.
- V. Marketing Campaigns. Company shall have the right to conduct up to three campaigns per year (each campaign consists of two mailings) and such other channels as may be mutually agreed. Initially, Company anticipates offering the Interior plumbing and drainage plan Product via in-bound phone or web only.

Solutions for Aging Infrastructure

NLC Service Line Warranty Program

NLC Service Line
Warranty Program

— by —



Dennis Lyon
dennis.lyon@homeserveusa.com
412.266.9545



NLC Service Line Warranty Program



EXPERIENCE

Offering services
for over 17 years



REPUTATION

Accredited BBB
business A+ Rating



PARTNERSHIP

Endorsed by National
League of Cities since
2010



Clarence Anthony
Executive Director
National League of Cities

"The National League of Cities is proud to partner with this highly reputable and reliable program. Their exemplary record of customer service and transparency is what has driven the success of this partnership over the years."



Infrastructure Challenges – A National Problem

Coronavirus pandemic is compounding issues for municipalities and utilities.

- Approximately 17% loss in annualized revenue in the drinking water sector
- Includes more than \$5 billion in losses related to suspending water service disconnections and increased customer delinquencies

2017 ASCE Infrastructure Report Card grades are dismal.



drinking water
infrastructure



wastewater
infrastructure

EPA estimates that cities will spend heavily on infrastructure over the next 20 years.

- \$77 billion for repair or replacement of public water distribution systems
- \$10 billion for wastewater collection system upgrades
- \$22 billion for new sewer construction
- \$45 billion to control combined sewer overflows
- \$7 billion to control municipal storm water

Aging Infrastructure Is Problematic For Cities And Homeowners

- Lateral lines subjected to same elements as public lines - ground shifting, fluctuating temperatures, tree root penetration, corrosion, and more
 - Public maintains & upgrades
 - Homeowners left behind
- Failed lines waste thousands of gallons of water, increase cost, and present an environmental hazard
- Common homeowner misconception is the municipality is responsible for maintenance of the water and sewer lines on their property, or repairs are covered by their homeowner's policy
 - Reduces wasted time, money, and resources for municipality
 - Reduces burden on city staff
 - Reduces frustration for homeowner



Homeowners Are Unprepared For Emergencies And Expect Solutions From The City/Utility

78%

of homeowners surveyed believe the utility provider should educate them on repairs and preventative measures



59%

of homeowners surveyed have had a home repair emergency in the past year

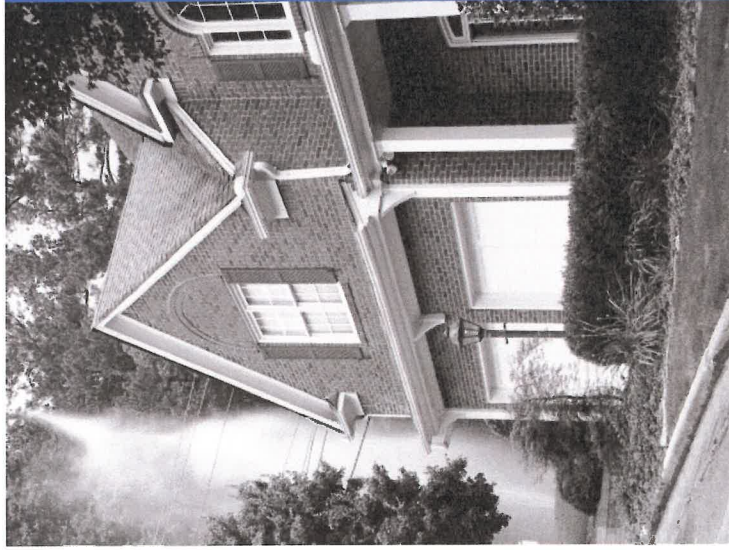


62%

of Americans can't afford a \$500 emergency expense (and would have to sell something or take out a loan to cover it).*

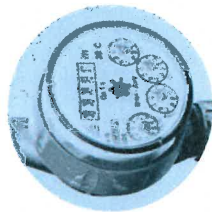


NLC Service Line Warranty Program Benefits



- Only Service Line Program endorsed by the National League of Cities and The League of Oregon Cities
- No cost to municipality & no public funds used; we administer completely
 - Marketing, billing, claims, customer service, contractors
- Optional revenue share for municipality
- Free public awareness campaign for municipality
- Educates residents on their lateral line responsibilities
- Peace of mind – one call solution – reputable plumber dispatched
- All repairs performed to code by local licensed contractor
- Contractors undergo rigorous vetting process to ensure quality service

Our Service (3 Separate Products)



WATER LINE
COVERAGE



SEWER LATERAL
COVERAGE



IN-HOME PLUMBING
COVERAGE

- Exterior water and sewer – up to \$8,500 coverage per incident for repair/replacement of broken, cracked, and leaking pipes; tree root penetration, thawing of frozen lines; clogs; from the point of utility connection to home exterior
- In-home plumbing - up to \$3,000 per incident on all water, sewer, and drain lines inside the home after the point of entry (clogged toilets)
- No annual or lifetime limits, deductibles, service fees, forms or paperwork
- Homeowner opt in or out at any time – no pre-inspection (30 day wait)
- Regulated by Oregon Construction Contractor Board

Optional Revenue Share

- Municipality receives \$.50 per month per paid warranty agreement
 - Paid as royalty each January
- Yours to use as you wish
 - Examples:
 - Supplement low-income utility assistance program
 - Donate to charity
 - Use towards NLC/State League dues
- Can decline revenue
 - Savings passed directly to residents

Marketing Approach

- No Public Funds are used in marketing, distribution, or administration of the program
- Only market by direct mail, no telemarketing or door to door sales
- Limited to 3 mailing campaigns per year
- Would never mail without your review and approval of marketing material before each and every campaign
- Marketing clearly states city does not provide program & is voluntary for homeowner
- City role: logo & review of material
 - Economy of scale & Transparency
 - Maximize proactive education of homeowner



Consumers can enroll one of three ways:

- Call our toll-free number provided on the mailing
- Return the bottom of the letter in self addressed stamped envelope provided by us
- Visiting our consumer website www.slwofa.com at any time

Solutions For Municipalities And Homeowners



- 1000+ Munis & Utilities participating
- Currently serving over 5 million customers
- 1.34 million jobs completed over the past 3 years (1 every 49 seconds)
- Saved customers over \$454 million in repair costs over the past 3 years
- Nearly 70% of homeowners would approve of a utility offering an optional emergency home repair plan to protect them from financial shock.
- 9 of 10 customers have recommended the program to friends, family, and neighbors

Current Oregon Partners (21)

- *City of Cottage Grove*
- *City of Hermiston*
- *City of Bandon*
- *City of Hines*
- *City of Coos Bay*
- *City of Estacada*
- *City of Winston*
- *City of Umatilla*
- *City of Reedsport*
- *City of Glendale*
- *City of Myrtle Point*
- *City of Aurora*
- *City of Jefferson*
- *City of Oakridge*
- *City of Rainier*
- *City of Ashland*
- *City of Newport*
- *City of Stanfield*
- *City of Dayton*
- *City of Paisley*
- *City of Toledo*

- More than 4,500 OR residents currently enrolled in program
- Over \$750,000 paid in repair costs over the last 3 years



Mike Cully, Executive Director League of Oregon Cities



Mike Cully
@MikeDCully

Following

Great reminder that waiting can be costly. This is why the @OregonCities and the @leagueofcities believe in this program. #bettersafethansorry

Dennis Lyon @DennisHomeServe

Aging Infrastructure Can Hit People Where They Live bit.ly/2WWQRLF
Let us take the punch for your residents! @UtilitySP and the National League of Cities Service Line Program can make a difference! @OregonCities @LeagueWIMunis @ULCTcitycafe @AWCities @CO_Municipal

2:13 PM - 7 Nov 2019



Mike Cully
@MikeDCully

Following

Thanks for looking out for our cities here in #Oregon. @UtilitySP has saved homeowners over \$394 million in repair costs over a three-year period. That matters, and @oregoncities is proud to partner with you.

Dennis Lyon @DennisHomeServe

Private laterals break as well. We can help homeowners via a voluntary solution! Contact me for details. @OregonCities @leagueofcities @AWCities @LeagueWIMunis @WAM_WAY @ULCTcitycafe @CO_Municipal @ColoCIMA twitter.com/WaterIsYourBiz...

1:59 PM - 6 Nov 2019

Our Promise:

**We will become a trusted steward
of your brand and reputation.**

Questions?

For more information contact:

Dennis Lyon

Regional Director

dennis.lyon@homeserveusa.com

412.266.9545 (cell)



