



BOARD OF MAYOR AND ALDERMEN WORK SESSION MINUTES

Monday, December 01, 2025 at 4:30 PM

City Hall, 415 Broad Street, Montgomery - Watterson Boardroom

Board of Mayor and Aldermen

Mayor Paul W. Montgomery, Presiding

Vice Mayor Darrell Duncan

Alderman Morris Baker

Alderman Betsy Cooper

Alderman Colette George

Alderman Gary Mayes

Alderman James Phillips

I. CALL TO ORDER 4:30 pm by Mayor Montgomery.

II. ROLL CALL by City Recorder Travis Bishop.

III. DISCUSSION ITEMS

1. Comprehensive Plan Update - Winston Mitchell, Kimley-Horn

Mr. Mitchell gave a presentation on this item, highlighting the development process to date and the results thus far. He provided details on baseline conditions, market assessment and public engagement before presenting a draft plan. This plan will be available for public review and the upcoming community open house. There was some discussion as he answered questions from the board.

2. Utilities & CIS Update - Niki Ensor, Floyd Bailey

Niki Ensor, Utilities Director, presented information on the water utilities, including significant achievements and the pressures faced by the utilities, as well as how to manage risk with investments. Deputy City Manager Ryan McReynolds provided further details and answered questions. There was considerable discussion.

Chad Austin, Assistant Utilities Director, talked about the Watauga Street paving and the replacement of those utilities, noting the lines are made of clay. He also gave an update regarding the Reedy Creek trunk sewer replacement. Lastly, he discussed recruitment and retention strategies that have been implemented for employees within the utilities department.

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Floyd Bailey, Chief Information Officer, gave an update on the customer service billing software. He provided details regarding the complexity of the CIS, highlighting the new self-service portal and the plethora of ways citizens will be able to pay their bills. He showed the board what the new bill will look like, noting it appears the same through all platforms. Mr. Bailey also talked about internal efficiencies and improvements. Lastly, he discussed the challenges around data conversion and the timeline for implementation.

IV. REVIEW OF BUSINESS MEETING AGENDA

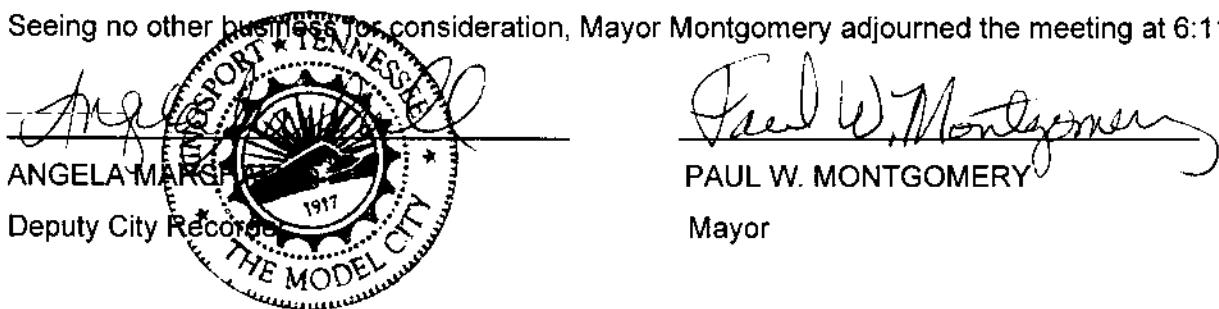
City staff gave a summary for each item on the December 2, 2025 proposed agenda. No items were discussed at greater length or received specific questions or concerns.

V. ITEMS OF INTEREST

1. Projects Status Report

VI. ADJOURN

Seeing no other business for consideration, Mayor Montgomery adjourned the meeting at 6:11 p.m.



A handwritten signature of 'Paul W. Montgomery' is written over a horizontal line. Below the signature, the name 'PAUL W. MONTGOMERY' is printed in capital letters, followed by the title 'Mayor'.