

1. Agenda

Documents: [SEPTEMBER 17 AGENDA.PDF](#)

2. Packet

Documents: [SEPTEMBER 17 PACKET.PDF](#)

**TOWN OF CHINO VALLEY
REGULAR MEETING NOTICE
COUNCIL FINANCE SUBCOMMITTEE**

**Tuesday, September 17, 2013
5:00 P.M.**

**Chino Valley Council Chambers
202 N. State Route 89, Chino Valley, Arizona**

AGENDA

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF MINUTES

3a. August 20, 2013 minutes.

4. OLD BUSINESS

5. NEW BUSINESS

5a. Discussion and Review of Xpress Bill Pay Proposal.

5b. Approve revision to charter per Council direction.

6. ADJOURNMENT

Dated this 10th day of September, 2013

By: *Joe Duffy, Finance Director*

The Town of Chino Valley endeavors to make all public meetings accessible to persons with disabilities. Please call 636-2646 (voice) or 636-1787 (TDD) 48 hours prior to the meeting to request a reasonable accommodation to participate in this meeting. Supporting documentation and staff reports furnished with this agenda are available for review in the Town Clerk's Office, 202 N. State Route 89, Chino Valley, AZ or on the web at <http://www.chinoaz.net/general/financecom.shtml>.

Public notice is hereby given that FOUR (4) OR MORE MEMBERS of the Mayor and Town Council may be present at this meeting.

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- 4. OLD BUSINESS**
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**MINUTES OF THE REGULAR MEETING
OF THE FINANCE COMMITTEE
OF THE TOWN OF CHINO VALLEY**

Tuesday August 20, 2013

5:00 P.M.

The Finance Committee of the Town of Chino Valley, Arizona, convened for a regular meeting in the Chino Valley Council conference room, located at 202 N. State Route 89, Chino Valley, Arizona.

Councilmember Pat McKee called the meeting to order.

Members present: Councilmember Pat McKee (Chair), Councilmember Linda Hatch, Vice-Mayor Darryl Croft

Staff present: Town Manager Robert Smith, Finance Director Joe Duffy, PW Director/Town Engineer Ron Grittmann

3. APPROVAL OF MINUTES

3a. July 17, 2013 minutes.

Councilmember Hatch moved, seconded by Vice-Mayor Croft to approve the July 17, 2013 minutes, and passed.

4. OLD BUSINESS

4a. Discussion and review of Town's procurement code.

Joe Duffy advised the Town attorney provided revisions to the procurement code.

The committee discussed and suggested changes to the following topics:

- Procurement policy, expanded verbiage
- Cooperative purchase agreement, in-house construction project
- Clarification of "town labor"
- Council approval for formal bid process
- Council approval of an in-house project
- Petty cash accounts the finance department's purview
- Approval of the Town manager add or his designee
- Clarify the definition of sole source provider

The Town attorney will review the redrafted changes and Joe will present to the Finance Committee for final approval.

5. NEW BUSINESS

5a. Update on Caselle "Clarity" upgrade.

Joe Duffy advised he believes the Clarity upgrade will provide a significant impact to the Town's customer service. Town staff is currently training on the different modules. Some of the features the system is capable of are linking a citizen with the different businesses they own and their utilities, dual windows for power users, express pay, customer alerts, file attachment, report customizing, and vendor file merging. The pending start date is first week in October.

Joe Duffy advised the Town Clerk's office is looking into including a document management module; a permit management module scheduled for November/December and he is checking into the contract use of a collection agency.

6. ADJOURNMENT

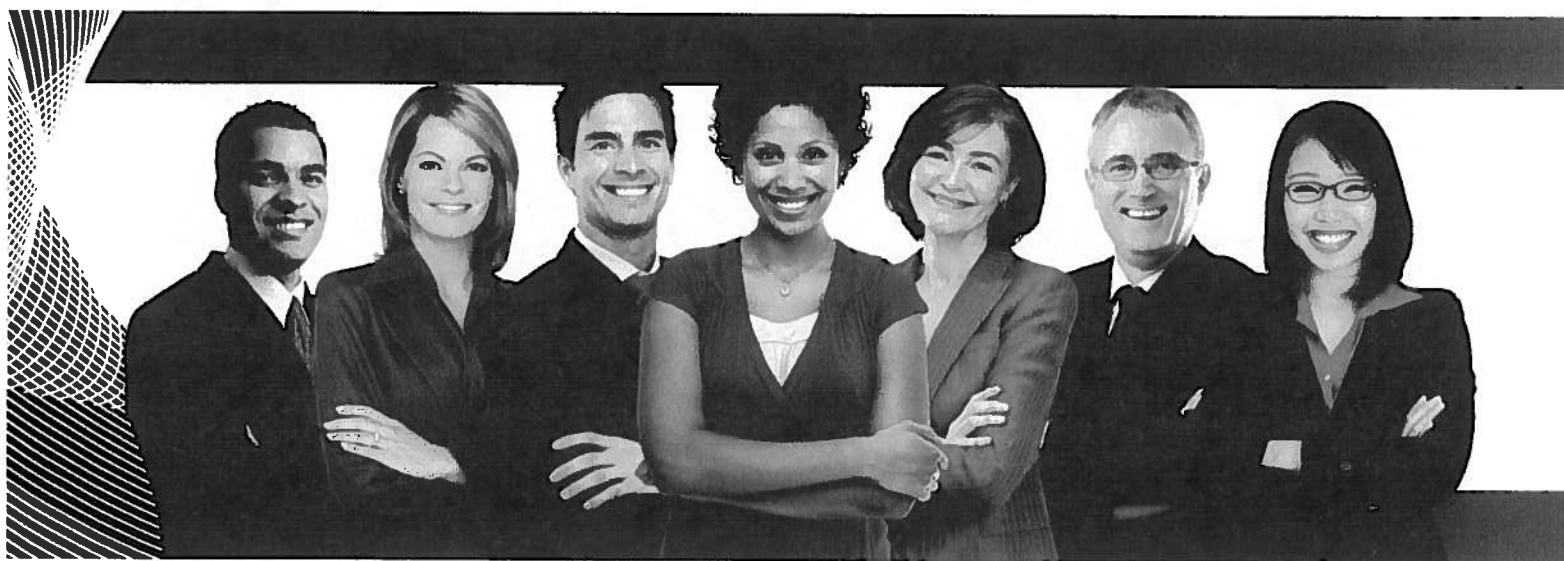
Councilmember Hatch moved, seconded by Vice-Mayor Croft to adjourn, passed at 5:48 P.M.

Dated this 21st day of August, 2013

By: *Liz Hart, Town Clerk Assistant*

DRAFT

Xpress Check Conversion
Xpress Online Banking Payments
Xpress Billing Department Benefits
Xpress Customer Benefits
Xpress Reconciliation
Xpress Reporting
Xpress Auto Pay
Totally Integrated



Best of all, everything is integrated!

We provide fast, secure, and convenient online bill payment solutions.

With more than 175,000 registered users, Xpress Bill Pay has developed an innovative web-based online bill payment system. The system makes it easy for large and small organizations to offer online bill payment to customers – allowing them to pay their bills online with credit cards, debit cards or electronic fund transfers.

► Easy to Set Up and Easy to Use

Go Online

Your organization simply goes to our website where everything is located.

Login

Enter in your unique username and password to login.

All Access

You now have immediate access to all customer accounts and payment information.

► Free Demo

May we show you how it works?

+ 800.768.7295, ext. 10

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Xpress Online Banking Payments

Xpress Billing Department Benefits

Xpress Customer Benefits

Xpress Reconciliation

Xpress Reporting

Xpress Auto Pay



Get your money on-time everytime!

With recurring Auto Pay, you get your money on-time every time. The money automatically goes into your system, eliminating data entry – making payments easier to receive.

Your customers don't like the hassle of receiving, sorting, and paying paper bills either! More and more customers are demanding Auto Pay and want a secure and convenient option for automatic bill pay.

► Automatic Payments

Better Control of Your Finances

An automated system keeps your payments up-to-date and accurate. With fewer delinquent accounts, you'll have better control of your overall finances. Payments are scheduled ahead of time and are automatically deducted, giving you a greater ability to manage cash flow.

Greater Convenience

Customers get first-class billing options that are convenient and flexible. Any type of payment can be set up, including utilities, customization for court citations, business licenses, etc. No matter what you offer, the Xpress Auto Pay system can be set up for it.

Fewer Late or Missed Payments

Auto Pay can be set up to process on the due date or up to 5 days before, eliminating problems with automatic payments even if your due date varies month to month. For credit cards soon to expire, both you and your customers are notified 90, 60, and 30 days in advance. Plus, customers can create a secondary payment option to ensure their bill is paid on time.

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Xpress Check Conversion

Xpress Online Banking Payments

Xpress Billing Department Benefits

Xpress Customer Benefits

Xpress Reconciliation

Xpress Reporting



Powerful Search and Reporting Tools

With the ability to create powerful reports, transaction management can be improved and simplified with the click of a button.

Our real-time reporting system provides functionality for tracking customer activity, as well as the ability to access, analyze and provide efficient reports that can be created and customized for any department.

► Reports Overview

Transaction Management

Stay on top of customer data by viewing and searching all transactions within your chosen field—name, date, account number, payment amount, etc. Find the real-time status of all unsettled and settled transactions, including daily activity, voids, refunds, payment types, and more.

Auto Pay Reports

Xpress Bill Pay makes life easier for you and your customers by providing a unique Auto Payment reporting process. Set up new customer Auto Pay accounts, search/edit existing Auto Pays and keep your records and finances up to date. Plus, the system alerts you of expiring credit cards, success or failure rates, and anything else you need to know.

Reconciliation Reports

No more adding and subtracting the transaction totals on your bank statement, and trying to match those with your daily transaction totals. Our reports are easy to use and break down your transaction totals by each payment source each day. You simply match the report with your bank statement.

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Xpress Check Conversion

Xpress Online Banking Payments

Xpress Billing Department Benefits

Xpress Customer Benefits

Xpress Reconciliation



Simplify the Reconciliation Process

Use an online bill payment system designed to make your reconciliation process easier and save you huge amounts of time.

Most online bill providers offer a daily transaction report, but they usually lump all the transactions together, making it easy for them but painful for you. Our system gives you exactly what you need—transactions broken down daily by each payment source.

► Save Time

Reconcile Payments Quickly

Your credit cards, eChecks, bank bill pays, refunds, etc, all deposit separately into the bank. You need a report that does the same. Our reconciliation reports break-down the daily transactions each day by each payment source. When it's time to reconcile, you simply match the daily totals from the reconciliation report with your bank statement.

Check Daily Totals

Quickly access your daily totals, even on deposits that are processed on weekends. You can run a monthly report any time to view the daily totals, so you'll know the exact dollar amount each day.

Simplified

View all transactions in an easy to read reconciliation report. Our system provides all the necessary reporting criteria to help you reconcile your accounts quickly and easily.

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Innovative Internet Payment Systems

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Xpress Check Conversion

Xpress Online Banking Payments

Xpress Billing Department Benefits

Xpress Customer Benefits



We just made your life more convenient!

Payments have never been this easy to accept or process. Give your customers the online payment they prefer, and make your life more convenient too.

The Xpress Bill Pay system is designed to make bill pay easier than ever before. Your customers will appreciate that bills are paid in minutes with no envelopes, stamps, or hassles. You'll do less paperwork, process payments faster, and work with a system that is safe and secure.

► A Modern Solution

Easy to Use

Customers receive their bills electronically with statements that are easy to view, understand, and pay online. In less time than it takes to address an envelope, customers can designate the payment date and send it in with a click.

Convenient

Xpress Bill Pay lets your customers pay their bills 24/7 from any computer with Internet service. Customers are alerted when bills are due, have the ability to pay multiple bills in one transaction, and view a full year's history online. You'll receive fewer late payments with features like Auto Pay and email reminders for bills that are due.

Flexible & Secure

Customers pay with credit card, debit card, savings or checking accounts. Xpress Bill Pay uses the same high level of security as the leading online banking and financial institutions. All credit card and eCheck information is stored securely. Customers can even store multiple payment methods (such as other credit cards) if the first payment method fails.

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Innovative Internet Payment Systems

www.Xpressbillpay.com

Xpress Check Conversion

Xpress Online Banking Payments

Xpress Billing Department Benefits



Your billing department will thank you!

Now you can spend less time on mundane tasks and more time on customer service! You'll increase productivity and efficiency, see real-time results, and work with happier customers.

Give your customers environmentally friendly, paperless billing statements and give your billing department a break with more on-time, accurate payments.

► Simplify Billing

Reduced Workload

With the Xpress Bill Pay system your staff may avoid: opening envelopes, keying in credit card numbers, stamping the backs of checks, entering payments, deposits, bank trips, and additional document storage. Xpress Bill Pay can be used in any transaction: face-to-face, phone, or Internet.

Happier Customers

Your customers have more payment choices, which adds to better customer relations. Customers can continue to use any payment method and have the ability to access their 12-month history online (example: seeing that an increase in utility usage is normal for the season).

Simple to Use

There is no special equipment required, no need to install any software or hardware, and best of all, the entire system is web based. You can access it anywhere, anytime. Enter the data once and your employees can be logged in all day, getting real-time feedback. Xpress Bill Pay provides world-class technical support by email and telephone if questions arise.

Safe and Accurate

Sensitive information (such as credit card numbers) are secured with our state-of-the-art encryption. You get industry-validated security used by leading financial institutions. Each user has access rights, which limits the information they can enter in the system. Your customers input their own information and you receive real-time transactions with no errors.

Xpress Bill Pay
Innovative Internet Payment Systems

www.Xpressbillpay.com

Xpress Check Conversion

Xpress Online Banking Payments



Online banking made easy!

After you discover the ease, convenience and freedom of the Xpress Bill Pay system, you'll never want to return to handling online banking payments the old-fashioned way.

The hardest part about online bank bill pay is that the system is prone to errors and truly not paperless. Now it is possible to go paperless...without errors.

Instead of processing these payments manually, you get the payment data electronically and integrated with your system.

Our system eliminates the painstaking process of checking customer account numbers for errors and address problems. Instead of processing payments by hand, payments are completed electronically.

► **Benefits**

Data stored securely

We receive all of the customer payment information from the bank and store it securely. We keep track of current payments, past payments, and keep all error corrected data in our system. When it comes to accepting payments online, Xpress Bill Pay helps you stay one step ahead.

Eliminates errors

We fix problems caused by inaccurate entries. Our system automatically corrects wrong account numbers, address information and missing information.

No more hassles

We format the payments so they go directly into your accounting system, with all errors and payment problems resolved. The online payment process is as easy and simple for you as it is for your customers.

Xpress Check Conversion



Are you tired of making bank runs and doing data entry?

Now you can convert paper to electronic checks, eliminate deposit slips, make fewer trips to the bank, receive fast NSF notifications and virtually eliminate document storage.

► How It Works

Step 1

Scan the paper checks and payment stubs with the scanner at the point of sale or in the back office. Scanners attach to your computer via USB.

Step 2

Data is transmitted to the EFT network for processing through the Automated Clearing House (ACH).

Step 3

The cleared funds are deposited in your Xpress Deposit Account.

That's it. It really is that simple, quick and convenient.

► Benefits

Consolidated reporting

All transactions are available online 24x7. We do reports on Credit Card, EFT, Check Conversion, Online Payments, Telephone Payments, etc.

Less bank interaction

No bank runs to make. No bank deposit fees. Centralized bank deposits for multiple location organizations. Reduced returned item fees.

Faster NSF

NSF checks will be reported and re-submitted electronically.

Storage

We scan and store both the check image and the payment stub and retain both pieces of information in our system with easy retrieval if research is required.

Reduced fees

Reduce or eliminate check deposits and fees at your local bank. Low transaction fees. Low NSF fees.

Faster processing times

Funds are transferred electronically. Checks submitted electronically, take precedence over paper checks. Shorten the time it takes to get funds moving.

One step NSF processing

Electronically processed checks can be easily reinitiated (re-submitted) using the online merchant center.

Daily reports

Daily reports are available to help you monitor NSF returns and resubmittals.

Less paperwork

Merchant or bank does not have to process a single piece of paper.

Accurate information

Validate customer account information with accuracy. No more misapplied payments.

Electronically processed

Once the check has been converted, it is electronically processed.

No need to keep the checks

The original check is destroyed. No paper processing is required.

Front and back-end supported

Retail POP (Point of Purchase) and back-office ARC (Accounts Receivable Conversion) transactions are supported.

Reduced check processing costs

Eliminate costly and time-consuming tasks required to process paper checks. Data is integrated with your accounting system.

Xpress Bill Pay
Innovative Internet Payment Systems

www.Xpressbillpay.com

Caselle chooses Xpress Bill Pay as its Authorized and Preferred online payment provider

PROVO, UT -- Caselle® named Xpress Bill Pay® as its authorized and preferred provider for Internet and Electronic payment systems on February 26, 2010.

"Our business is helping local governments and special service districts increase productivity and efficiency through our integrated accounting software solutions," says Alan Hutchings, President of Caselle.

Caselle serves local governments, municipalities, counties, and special service districts in 30 states. "More than 1,200 customers have already implemented our software solutions. Now with Xpress Bill Pay by our side, we can give our current and future customers even more services by facilitating integrated electronic payment solutions."

Xpress Bill Pay provides an innovative Internet and Electronic payment system to government and utility organizations.

The system provides Online Customer Payments, Xpress Auto Pay, Electronic Check Conversion, toll free IVR or Live Operator assisted payments, and electronic delivery of all Online Banking Payments. It includes an easy to use interface that allows Caselle customers to receipt electronic payments directly into Caselle's cash receipting application.

"Our user-friendly system is fully integrated with Caselle's Utility Billing software. The partnership with Caselle provides a unique opportunity to add functionality and integration for all Caselle modules," says Keith L. Jenkins, President of Xpress Bill Pay.

Since 2003, Caselle and Xpress Bill Pay have jointly provided these services to customers.

"Over the years, Xpress Bill Pay has adapted their system to fully integrate with Caselle's system. With

this new agreement, both companies will continue to offer easy-to-use integration, superior reporting and state-of-the-art technology designed to help lessen internal workloads for government entities," says Jenkins.

As the Authorized Preferred Online Payment Provider, Xpress Bill Pay users will benefit from all planned software enhancements and upgrades. Later this year, Caselle will release new features that will include a redesigned interface offering a one-step process for receipting transactions for any Caselle module.

"Payment verification will occur automatically for all electronic and online payments, providing tighter integrations between all Caselle and Xpress Bill Pay," says Hutchings.

Caselle customers who use other online providers may still continue to use those services. However, because of the technology upgrades between Caselle and Xpress Bill Pay, all Caselle customers should consider using Xpress Bill Pay as their Internet and Electronic payment provider.

"We encourage all of our customers to make the switch now. Those who are currently not using Xpress Bill Pay for on-line payments should take advantage of these improvements and watch their productivity and efficiency increase," says Hutchings.

> For more information about Caselle, contact Scott Cook at (800) 228-9851, extension 5031 or sales@caselle.com. Or visit www.caselle.com

> For more information about Xpress Bill Pay, contact Jared Swinford at (800) 768-7295, extension 919 or jswinford@xpressbillpay.com. Or visit www.xpressbillpay.com.

For more information contact:

CASELLE®

Scott Cook
1656 South East Bay Blvd., #100
Provo, UT 84606
(800) 228-9851, extension 5031
www.caselle.com

Xpress Bill Pay®
Innovative Internet Payment Systems

Jared Swinford
1656 South East Bay Blvd., #150
Provo, UT 84606
(800) 768-7295, extension 919
www.xpressbillpay.com

<u>Organization Name</u>	<u>City</u>	<u>State</u>	<u>First Name</u>	<u>Last Name</u>	<u>Title</u>	<u>Contact Phone</u>	<u>Contact Email</u>
Avra Water	Tucson	AZ	Linda	Coronado		520-682-7331	lindac@avrawater.com
Town of Buckeye	Buckeye	AZ	Iris	Wallace	Financial Services Manager	623-349-6102	iwallace@buckeyeaz.gov
Town of Cave Creek	Cave Creek	AZ	Mike	Rigney	Assistant Utilities Manager	480-437-3580	mrigney@cavecreek.org
Community Water	Green Valley	AZ	Kathleen	Chapdelain	Customer Service Supervisor	520-625-8409	kat@communitywater.com
Town of Eagar	Eagar	AZ	Katie	Wood	Finance Director	928-333-4128	k.wood@eagar.com
City of El Mirage	El Mirage	AZ	Oni	Boston	Customer Service Manager	623-933-1228	noston@cityofelmirage.org
City of Eloy	Eloy	AZ	Brian	Wright	Interim City Manager	520-464-3425	bwright@ci.elay.az.us
Kayenta Township	Kayenta	AZ	Selena	Begay	Finance Director	928-697-8451	sbegay@kayentatownship.net
Metro Water District	Tucson	AZ	Sheila	Willis	Controller	520-575-8100	swillis@metrowater.com
Page Utility Enterprises	Page	AZ	Catherine	Foley	Finance Director	928-645-2419 x215	cfoley@pageazpower.com
Town of Paradise Valley	Paradise Valley	AZ	Christine	Covell-Granb	Senior Accountant	480-348-3532	ccovell@paradisevalleyaz.gov
Sahuarita Water Company	Sahuarita	AZ	Don	Rhoden	Customer Service Manager	520-399-1105	don@sahuaritawater.com
City of San Luis	San Luis	AZ	Olivia	Jenkins	Utilities Supervisor	928-341-8570	ojenkins@cityofsanluis.org
City of Sedona	Sedona	AZ	Abigail	Hernandez	Financial Services Supervisor	928-203-5023	AHernandez@SedonaAZ.gov
City of Show Low	Show Low	AZ	Doug	Sandstrom	Finance Director	928-532-4024	dsandstrom@showlowaz.gov
City of Somerton	Somerton	AZ	Doug	Bradley	Administrative Services Director	928-722-7342	dougb@cityofsomerton.com
Town of Springerville	Springerville	AZ	Karen	Asquith	Finance Director	928-333-2656 x223	kasquith@springervilleaz.gov
City of St Johns	St Johns	AZ	Evan	Nelson	Clerk/Finance Director	928-337-4517 x230	enelson@sjaz.us
Valley Pioneers Water Company	Golden Valley	AZ	Bobbie	Wood	Manager	928-565-4663	bobbie@valleypioneerswater.com
Town of Wellton	Wellton	AZ	Ana	Flores	Finance Director	928-785-3348	aflores@town.wellton.az.us
Town of Wickenburg	Wickenburg	AZ	Stephanie	Wojcik	Finance Director	928-668-0529	stephw@ci.wickenburg.az.us
City of Winslow	Winslow	AZ	Sheri	Lancaster	Human Resources Director	928-289-2422	sheri.lancaster@ci.winslow.az.us

Town of Chino Valley

Joe Duffy
202 N. State Route 89, Chino Valley, AZ 86323

Prepared By: Jared Swinford

Date: August 27, 2013

Recurring Monthly Fees

<u>Qty</u>	<u>Description</u>	<u>Rate</u>
1	Gateway Services Processing Fees	
	Credit/Debit Card (per transaction)*	\$0.30
	EFT or eCheck Payment (per transaction)	\$0.40
	Online Banking Consolidation (per transaction)	\$0.20
	<i>*Merchant service fees from the card companies will be billed directly from the respective provider.</i>	
	EFT Returned Items (if applicable):	
	Invalid account or unable to locate account (per return)	\$5.00
	NSF, Account closed, or Account frozen (per return)	\$10.00
	Customer stop payment (per return)	\$25.00
1	Support, Maintenance and Hosting Fee	\$50.00
	Price includes: all end user and administration support via the Xpress Bill Pay toll-free 800 number, upgrades, hosting, and maintenance.	
1	Monthly Statement Fee	\$19.00
TOTAL:		Based upon activity

Setup Charges

Qty Description

Price

1 Initial Setup, Configuration, and Development*

Price includes: Online Payment, Auto Pay, and Card Swipe Modules.

You will have the ability to accept the following payments:

credit/debit cards, electronic funds transfers (EFTs), and bank bill pays.

**Included in
Caselle quote**

1 On-site Training

Price includes: one 8 hour day of training.

NOTE: You shall reimburse roundtrip airfare and book hotel.

Typically only one 8 hour day of training is necessary.

**Included in
Caselle quote
+ airfare/hotel**

TOTAL: Included in Caselle quote except for
airfare/hotel.

Additional Services Available

Check Conversion (per transaction)

Lock Box (per transaction)

Interactive Voice Response (IVR) Payment

800 Operator Assisted Payment

Online Utility Service Signup Module

Online Business License Payment Module

Online Citation Payment Module

Online Registrations

Online Recreation - XpressRec.com

Additional Equipment Available

Credit Card Swipe Terminals (per unit)

\$75.00

Receipt Printers

Check Conversion Scanners

**If you are interested in any of our additional services or equipment, please contact us for pricing.*

Town of Chino Valley
COUNCIL SUBCOMMITTEE CHARTER
FINANCE SUBCOMMITTEE

COMMITTEE'S PURPOSE:	Review financial matters coming before the Council, such as to review proposals for auditing/banking services, or conduct research on other budgetary or financial matters.
MEMBERSHIP:	3 members, appointed by the Council
QUORUM:	2 members
OFFICERS:	Chair, appointed by Mayor and Council
MEETING FREQUENCY:	As needed (Monthly) <u>Annually and As Needed</u>
MEETING DAY & TIME:	3rd Tuesday at 5:00 p.m.
MEETING LOCATION:	Council Conference Room 202 N. State Route 89
STAFF LIAISON:	Finance Director (Liaison) Town Manager (Attendee)
LIAISON'S RESPONSIBILITIES:	• Meeting agenda topics • Meeting packet, if applicable • Council agenda staff reports
TOWN CLERK'S OFFICE RESPONSIBILITIES:	• Final meeting agenda • Meeting minutes • Post agendas, packets, & minutes, as applicable
MEETING AGENDA HEADINGS:	1) CALL TO ORDER 2) ROLL CALL 3) APPROVAL OF MINUTES 4) OLD BUSINESS 5) NEW BUSINESS 6) ADJOURN