

WORK SESSION AGENDA



Casper City Council

The Lyric


Tuesday, February 13, 2024 at 4:30 p.m.

Work Session Meeting Agenda		Recommendation	Beginning Time	Allotted Time
Recommendations = Information Only, Move Forward for Approval, Direction Requested				
1.	Meeting Follow-up		4:30	5 min
2.	Council Goals Update	Direction Requested	4:35	30 min
3.	Liquor Report & Liquor Overserving	Direction Requested	5:05	60 min
4.	Utility Billing Ordinance Follow-up	Move Forward for Approval	6:05	60 min
5.	Agenda Review		7:05	10 min
6.	Council Around the Table		7:15	20 min
Approximate End Time:				7:35

*** Reminder ***

Please silence cell phones during the City Council meeting.

February 7, 2024

MEMO TO: J. Carter Napier, City Manager 
FROM: Pete Meyers, Management Analyst
SUBJECT: City of Casper Council Goals – Status Update

Meeting Type & Date:

Council Work Session
February 13, 2024

Action Type:

Information Only

Recommendation:

That Council review the Council Goals Status Report.

Summary:

Council selected three overarching Council Goals for the period of July 1, 2023 through June 30, 2025. Those goals are:

1. Livability: Create a more livable place for all Casper citizens through maintenance and improvement of environment, infrastructure, public safety, and recreation.
2. Sustainability: Create long-term financial, infrastructure, and resource sustainability for the City to provide high quality services to its citizens.
3. Citizen Engagement: Create opportunities and experiences for citizens to be informed about and involved in Casper as a City and a community.

Those goals were subdivided into seventeen tasks, and those tasks were further subdivided into 117 individual steps. The intent is to have all 117 completed by the end of the two-year period.

Eight months have now elapsed. 18 steps have been completed so far. A detailed progress report has been attached for Council's review.

Financial Considerations:

A number of the tasks feature the execution of major projects. Many of those projects will have a financial cost, but in general, those tasks will also require the project manager to find funding so that those project costs can be covered.

Oversight/Project Responsibility:

Executive Team

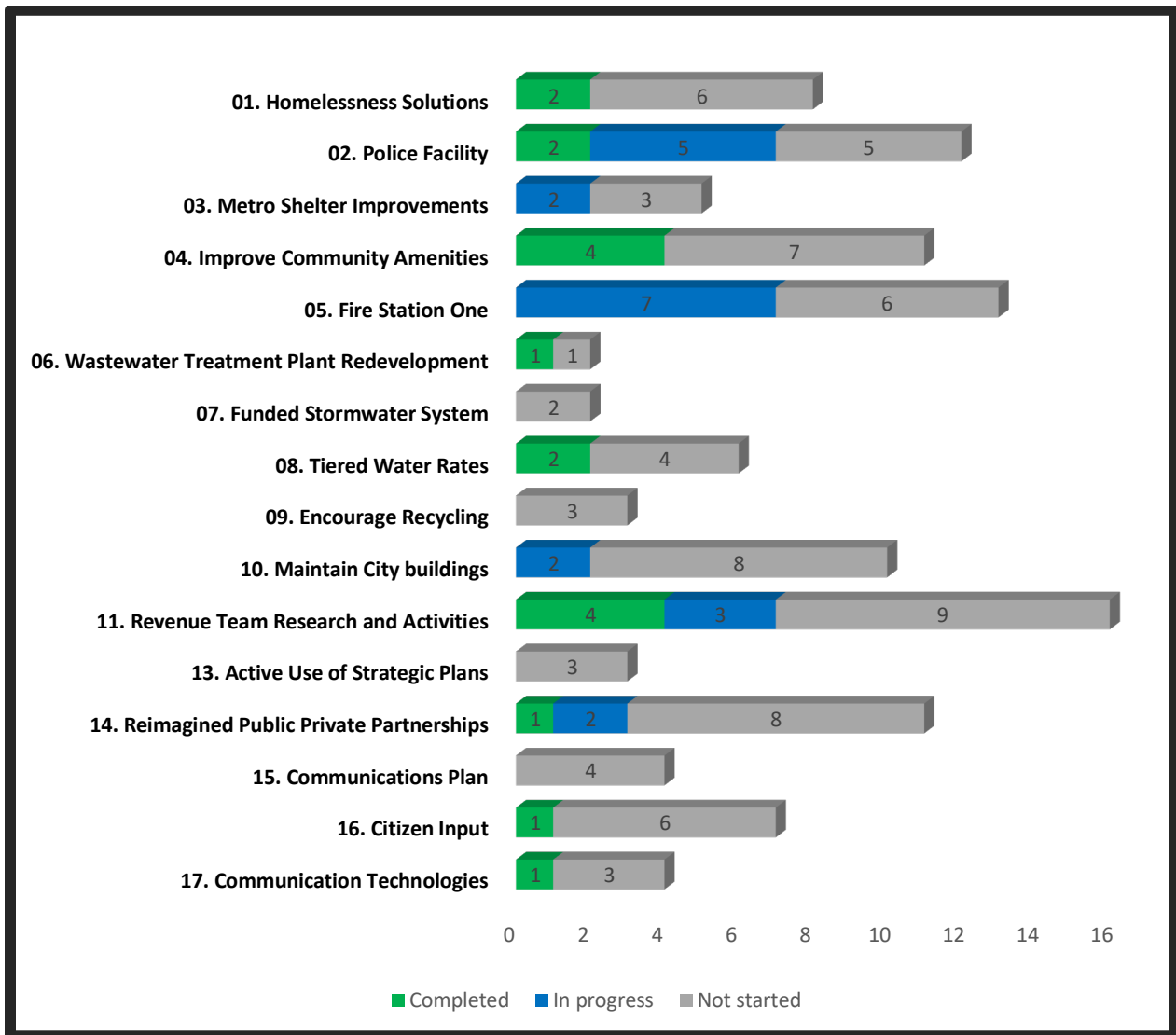
Attachments:

Council Goals Status Chart
Council Goals Status Update Report

Council Goals Status Chart

A Chart of the 117 Steps to be Completed

- **Gray** indicates steps that have *not yet started*.
- **Blue** indicates steps that are *in progress*.
- **Green** indicates steps that are *complete*.



City of Casper

COUNCIL GOALS STATUS UPDATE

2/13/24

Goal #1: Livability

Livability Tasks:

1. Focus on remedies for homelessness.
2. Focus on police support and facility improvement.
3. Focus on support for the Metro Animal Shelter.
4. Improve community amenities and recreational opportunities.
5. Develop a plan for Fire Department capital construction projects.

Goal #2: Sustainability

Sustainability Tasks:

6. Remain engaged with wastewater environmental regulations and develop a plan for possible wastewater capital improvements.
7. Consider a funded stormwater program to support stormwater system maintenance and stormwater capital improvements.
8. Reduce water waste and promote financial equity by instituting tiered water rates.
9. Present options that will encourage additional recycling.
10. Maintain City buildings.
11. Develop sources of revenue that are generated externally through grants, donations, sponsorships, and other sources of federal funding.
12. Develop sustainable sources of revenue that are generated locally through taxes, rates, and fees.
13. Facilitate smart decision making by re-engaging with the City's primary planning documents and with the primary plans of other nearby entities.
14. Facilitate development through reimagined public/private partnerships.

Goal #3: Citizen Engagement

Citizen Engagement tasks:

15. Implement a communications plan that strives for effective information distribution to all citizens, and strives to consolidate and coordinate messaging across all City social media sites and platforms.
16. Develop a plan to gather citizen input and provide feedback loops that provide guidance on citizen priorities.
17. Research and assess technology solutions for customizing communication with citizens, voters, customers, and service users.

Goal #1: Livability

Livability Tasks:

1. Focus on remedies for homelessness.
2. Focus on police support and facility improvement.
3. Focus on support for the Metro Animal Shelter.
4. Improve community amenities and recreational opportunities.
5. Develop a plan for Fire Department capital construction projects.

1. Focus on remedies for homelessness.

The updated camping ordinance was passed by Council on November 7, 2023. The new law limits the duration of allowable camping on private property, on city streets, and along the riverbed. It also gives the Police Department the proper tools to address such situations.

Upcoming tasks in this area include suggesting improvements to the annual Point In Time count for homeless and unsheltered individuals. Per guidance from the federal Department of Housing and Urban Development, communities are to conduct a count of the homeless once per year in the month of January. It is inherently difficult to perform a census of any city’s homeless population, but in Casper, winter weather might be causing seasonal fluctuations in the population. This means that the number produced by the count has sometimes been an object of debate. Reforms to the system are being considered, including the possibility of adding an additional count for Casper in the summertime.

In preparation for the review of those reforms, City Staff from the City’s Executive Team personally helped with the Point In Time count on 1/23/24. Their on-the-ground experience will help to generate ideas for process improvement. The Council Goals schedule calls for staff to submit reform proposals by the end of June 2024.

Other upcoming tasks in this area include:

- Developing a database that will help the City and other agencies to share information on interactions, and services provided, to specific homeless individuals.
- Establishing a Continuum of Care for the homeless, as per HUD guidelines.
- Exploring operational and funding mechanisms for the transportation of homeless individuals back home, with a warm hand-off, following local treatment or temporary housing situations in Casper.

2. Focus on police support and facility improvement.

The City acquired the Casper Business Center Building in April 2022 so that it could become the new headquarters for the Casper Police Department. An architect was hired soon afterward to design the necessary renovations.

Almost two years have passed since then. Those designs are nearly complete. A comprehensive asbestos inspection is currently underway. Although targeted asbestos inspections were done prior to the acquisition of the CBC, the more comprehensive review should prevent unwelcome surprises that might be discovered during renovation. The asbestos abatement process includes preparation of remediation documents, bidding, and construction for the abatement of any asbestos containing products identified during the survey.

The City is also in the process of hiring a Construction Manager At Risk (CMAR) to help with the project. On projects like this, construction managers work directly with the City, with the architect, and with the general contractor. Under the CMAR model, the construction manager's collaboration with the architect prior to project bidding is meant to help control costs of construction, and once construction has begun, the construction manager will be held to a maximum guaranteed price. These should prevent the City from incurring excessive mid-project change orders that can lead to cost overruns.

A CMAR request for proposals was issued in January. Five proposals were received, and interviews have been scheduled. It is hoped that a CMAR contract will be ready for Council's review by March 5th. If all proceeds to plan, the City should have the full project out to bid, and a general contractor selected, sometime this summer.

3. Focus on support for the Metro Animal Shelter.

Various physical and operational improvements are being pursued in regards to the Metro Animal Shelter.

Operationally, the City is working toward implementing new software to track animal adoptions and animal licensure. One software system was selected for review in the fall, but after an extensive evaluation, it was deemed to be unworkable, so an alternative set of programs will be reviewed once the new Shelter Manager is hired.

Physically, the Shelter is beyond its intended capacity. In 2022, the Council set aside \$150,000 of One Cent 17 dollars specifically for animal shelter improvements. Given the current population of animals, a short term plan is being proposed that would use those dollars to create a heated and plumbed outbuilding on the shelter property. This building would create additional habitable space for ownerless animals. In the long term, the Police Department will be submitting a proposal to hire an architect in early FY 2025 so that a formal needs assessment can be conducted. The assessment will review the existing building and its function, and it should result in a recommendation for how the shelter might be modified or replaced. The City and the other area governments will then be able to have a more informed discussion about how to proceed with this project, including a discussion of how to cover the expense.

4. Improve community amenities and recreational opportunities.

The City's Parks and Recreation Department is leading an effort to develop a regional Parks and Recreation Master Plan. The Master Plan will include a comprehensive review of every park and recreational facility

throughout the Casper area. It will include a summary of public sentiment regarding such programs, an analysis of service area strengths and deficiencies, and a long-term strategic plan that should guide all of the regional partners in the development of our park and recreational systems for the next twenty years. An RFP to select a consultant to execute this project was issued in June 2023, and the winning firm, RDG Planning and Design, was selected in November. Funding for this project is coming from a \$100,000 grant from the Natrona County Recreation Joint Powers Board, as well as all of the relevant community partners including \$10,000 from the City of Mills, \$10,000 from the Natrona County School District, \$10,000 from Visit Casper, \$3,000 from the Town of Bar Nunn, \$2,000 from the Town of Evansville, \$15,000 from Natrona County, and the balance from the City of Casper.

The City is also looking to establish policies and procedures in regards to public artwork. In the past, the City has taken a reactive approach to this issue: individuals would propose the creation of an artwork in a public place, and the City would agree or disagree on a case-by-case basis. The City does not currently have a comprehensive plan for how to develop its public art environment, and it does not have rules and procedures in place for how to respond when art proposals are received. In order to become more proactive on these issues, a team of City staff began to meet on this topic in January. The ultimate goal is to come up with a comprehensive vision for artwork in Casper, including potential locations, funding sources, and a consistent set of policies and procedures.

5. Develop a plan for Fire Department capital construction projects.

Over the past 15 years, the City has replaced four of its five fire stations. In every case, the new station was a larger facility that was better designed for modern firefighting and better positioned so that the Department could respond more quickly to incidents in progress. The last of the five stations, Fire Station 1, is now slated for similar treatment. Built in 1976, Station 1 is the centerpiece of the City's fire response facilities. It houses the largest number apparatus, and it is home to the personnel that are directly responsible for the services that protect the residents, businesses, and high-rise structures in the downtown area. Its proximity to City Hall and the Hall of Justice has also allowed it to serve in a leadership role for events that require a regional response.

Replacing the 48-year-old facility will require thoughtful planning. Within the next two years, the Casper Fire-EMS Department is hoping to have acquired land that will be a suitable location for a new Station 1. The Department is also hoping to have an architect engaged to design the new facility by the end of 2025.

The Department has begun the process of evaluating potential sites, and it has begun the process of cost estimation (three cost estimates have already been received). With the cost estimates in hand, the Department will be able to begin exploring options for how to fund the land acquisition and the architectural design. This will be followed, eventually, with a plan to fund the construction itself.

Goal #2: Sustainability

Sustainability Tasks:

6. Remain engaged with wastewater environmental regulations and develop a plan for possible wastewater capital improvements.
7. Consider a funded stormwater program to support stormwater system maintenance and stormwater capital improvements.
8. Reduce water waste and promote financial equity by instituting tiered water rates.
9. Present options that will encourage additional recycling.
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11. Develop sources of revenue that are generated externally through grants, donations, sponsorships, and other sources of federal funding.
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6. Remain engaged with wastewater environmental regulations and develop a plan for possible wastewater capital improvements.

Once a year, the managers of the City’s utility operations produce a multi-year rate model for Council’s review. These rate models ensure that each utility will have the cash flow necessary for new equipment, facility upgrades, and ongoing operational expenses. The Wastewater Treatment Plant (WWTP) has always been a particular challenge in this regard, largely because the facility is massive, but also because this 40-year-old facility will eventually have to adapt to new environmental regulations. Rate models of a different sort were being produced for the 210 Management Oversight Committee (as per the Interagency Agreement) but they were not being produced for Council. In December 2023, for the first time ever, City staff produced a WWTP rate model for Council. The model demonstrated that the WWTP will likely have \$8 million of cash on hand by the end of FY 2024. This is roughly double the amount required by policy.

With that rate presentation completed, staff in the Public Services Department have begun to look at a more aggressive timeline for instituting the facility's long-term capital plan. A major component of that plan, the \$3 million Secondary Rehabilitation Project, is scheduled to be presented to Council in March. Adding that project to the FY 24 or the FY 25 budget will serve to accelerate the overall redevelopment of the facility.

A long-term capital plan already exists for the facility, but a revamp of that plan is envisioned for the near future. A plan that is more comprehensive should be published and available for Council sometime in the next year. This plan should provide a clearer picture of the plant's future development.

7. Consider a funded stormwater program to support stormwater system maintenance and stormwater capital improvements.

The stormwater system prevents flooding by carrying rainwater through gutters, culverts, ditches, and storm drains. Unlike the City's water and sewer operations, the City's stormwater system is fundamentally unfunded: the residents of Casper do not pay a utility bill to support this operation. This means that any work done on the City's stormwater system must be pulled from the same One Cent dollars or general tax dollars that are used to support the City's general government. A lack of funding has led to a backlog of unfunded projects. A study produced about ten years ago found more than \$40 million worth of stormwater capacity projects that ought to be pursued.

For many years, various City officials have expressed an interest in establishing a utility fee that would fund the stormwater system. Instituting a stormwater fee would require public support. The City would have to start a dialog with the public to address the justifications for such a system and to explain how it would work.

City staff in the Public Services Department are currently in talks with the Raftelis firm about getting their assistance with setting up a funded stormwater system. It is anticipated that a contract with Raftelis will be brought forward for Council approval later this March. This would likely be followed by the initiation of a public discussion of stormwater in Casper: what work needs to be done, and the most appropriate means for funding that work.

8. Reduce water waste and promote financial equity by instituting tiered water rates.

A rate study from 2018 recommended that Casper institute an alternative water rate structure. Unfortunately, the City was migrating to a new utility billing system at the time, so the new structure was not pursued. The City is now looking for ways to conserve water and to make it more affordable to residents, so that recommendation has once again been brought to the forefront.

The alternative rate structure (known as "block rates" or "tiered rates") offers several advantages. First, it allows for more equitable cost recovery across customer classes. Second, charging more for high-volume consumption sends a conservation signal to the consumer: customers who use more than what a typical family would need for indoor use will begin paying more per gallon; that higher cost per gallon subtly encourages people to seek out ways to use less water.

A consultant was hired in October to develop an alternative rate structure. A final report is expected in March. Their findings will likely be presented to Council in April, and with Council's approval, an alternative water rate structure would be proposed in December 2024 for implementation on January 1, 2025.

9. Present options that will encourage additional recycling.

Staff in the Solid Waste Division have begun considering options for how the City might promote recycling. Four options are currently being considered:

- Expand and enhance the existing network of recycling depots so that they are more easily used by the public;
- Initiate a curbside recycling program that is funded by increasing refuse collection rates for all customers;
- Initiate a curbside recycling program that is funded by charging a special fee only to participating customers; or
- Status quo – make no significant changes to the system.

A report will be submitted for Council’s consideration later this spring.

10. Maintain City buildings.

The prior set of Council Goals (date range of June 2021 to June 2023) included a comprehensive facility condition assessment for all City-owned buildings. That assessment is now complete, and \$5.4 million of One Cent funding has been allocated toward catching up on those facility repairs.

The current set of goals calls for City staff to develop and execute a capital plan that spends those allocated funds on necessary repairs. Beyond that, Staff is proposing to take certain other steps that will also have the effect of protecting City buildings. Those steps include:

1. Instituting strategies to systematically assess each building’s water, sewerage, electrical, and HVAC systems. Traditionally, staff has been charged with repairing those systems when they fail. A more rigorous system of inspection should reduce the occurrence of those failures.
2. Certifying and updating the comprehensive facility assessment. The assessment conducted by Alpha Facility Solutions is already several years old. Updating that data on a regular basis will ensure that it remains reliable.
3. Developing maintenance policies for various building systems, especially HVAC systems, sewerage systems, and specialty systems (“specialty systems” include unusual systems such as the mechanical components of the Ice Arena, and the pumps at the municipal pools.)

The development of a citywide capital plan is already underway. The other elements of this task will be instituted gradually over the next two years.

11. Develop sources of revenue that are generated externally through grants, donations, sponsorships, and other sources of federal funding, and

12. Develop sustainable sources of revenue that are generated locally through taxes, rates, and fees.

Traditionally, the City has funded its projects from a standard list of familiar revenue sources, such as federal grants and the Optional One Cent Sales Tax. Unfortunately, those familiar sources are limited.

One solution to this problem is to generate revenue by other means. Other cities have been known to generate revenue through corporate sponsorships, TIF's (tax increment financing), urban redevelopment districts, other kinds of grants, and other kinds of sales taxes (just to name a few). But accessing and managing those revenue streams can be tricky. Each revenue stream has its own rules and customs. Some revenue streams might be appropriate for some projects, but not for others. Many revenue streams require support from other entities, such as local businesses, elected officials, local non-profits, or other local governments. All of them are governed by state and federal laws. In short, it takes a certain amount of expertise for a city to make use of these tools.

In order to develop that kind of expertise, five members of City staff have been assembled into a Revenue Team. That Revenue Team has been charged with becoming familiar with these revenue streams. The goal is to write a white paper for each kind of revenue. Each white paper would spell out the rules, procedures, pros and cons, and best practices.

Fifteen white papers have been planned for the next two years. Three are currently being written on TIF's, sponsorships, and optional sales taxes. The first three should be drafted by the end of February, and a fourth (on federal grants) should be drafted by the end of March.

13. Facilitate smart decision making by re-engaging with the City's primary planning documents and with the primary plans of other nearby entities.

Large organizations have strategic plans. Those plans are meant to guide everyday decisions, but those plans often get forgotten or sidelined.

This goal calls for keeping those plans relevant. City staff has begun to assemble a comprehensive list of strategic plans. The plans can then be reviewed, compared, and (if necessary) revised. Once we have a final list of plans, it will become standard procedure for memos to Council to refer to the relevant comprehensive plans. In this way, the daily decisions of staff and Council can be checked against these long-range plans.

14. Facilitate development through reimagined public/private partnerships.

This Council goal calls for the City to be more thoughtful and strategic in regards to its relationships with its non-profit partners. In some cases, the City supports nonprofits by funding them -- for example, many

non-profits receive support through the Optional One Cent Sales Tax. Other nonprofits (such as Meals on Wheels, and the Nicolaysen Art Museum) are supported with low-cost leases at City-owned buildings.

Staff has started to work on this goal by focusing on leases. In regards to existing leases, staff has been assembling every lease into a comprehensive online library that will be available to all City employees. In regards to lease renewals, staff in the City Manager's Office and the City Attorney's Office are working to standardize the language of these leasing agreements. Lease templates are now being developed; those templates should be finalized later this spring.

Goal #3: Citizen Engagement

Citizen Engagement tasks:

15. Implement a communications plan that strives for effective information distribution to all citizens, and strives to consolidate and coordinate messaging across all City social media sites and platforms.
16. Develop a plan to gather citizen input and provide feedback loops that provide guidance on citizen priorities.
17. Research and assess technology solutions for customizing communication with citizens, voters, customers, and service users.

15. Implement a communications plan that strives for effective information distribution to all citizens, and strives to consolidate and coordinate messaging across all City social media sites and platforms.

The first step in the City’s response to this goal has been an effort to revamp the City’s website. The Information Technology Division and the Public Engagement Team have been working cooperatively to make the website more user friendly. Portions of the redesign were released at the end of January. Other pages are being refreshed and revamped on an ongoing basis.

16. Develop a plan to gather citizen input and provide feedback loops that provide guidance on citizen priorities.

The essence of this task is a desire to start an in-depth dialog with the public about issues that they find important. The first challenge of this dialog is deciding what to talk about. There are many issues that might be engaging to certain segments of the public, so the challenge lies in selecting a topic that has broad-based interest and relevance to many people across many demographics.

A group of City staff met to discuss this goal in January. That group is proposing to conduct an online survey to determine the public’s primary concerns. Online surveys have the advantage of being quick to develop and cheap to deploy; they can be posted to the website, shared on social media, and promoted with water bill inserts. A proposal for how to conduct this preliminary survey, including a proposed list of questions, will be presented to Council sometime in the next two months.

Depending on the data collected, City staff might ask to follow up on that first survey with a professional, statistically-significant survey. If so, then it is likely that the second survey would be conducted sometime in the second half of this year.



17. Research and assess technology solutions for customizing communication with citizens, voters, customers, and service users.

The City is trying to move beyond “broadcasting” and into “narrowcasting.” Every citizen has custom informational needs. Providing people with exactly what they need, exactly when they need it, should enhance citizen understanding and citizen satisfaction.

The City has begun to tackle this goal by instituting the Resident Access program, which will be presented as a new online tool for utility billing customers. At this moment, citizens can manage their utility bills online, but they cannot coordinate that account with any of their other city business: they cannot see their park reservations, building permits, parking tickets, or anything else that might be paid or owing. The Resident Access program should help our citizens to see such information.

The contract for Resident Access was signed in January. Implementation should be complete within the next six months.

February 2, 2024

TO: J. Carter Napier, City Manager 
FROM: Keith McPheeters, Chief of Police 
SUBJECT: Annual City of Casper Liquor License Review and Report

Meeting Type & Date
Work Session, February 13, 2024

Recommendation
Information only.

Summary

Attached is the annual City of Casper Liquor License Review for the 2023 calendar year. Similar to last year, no licensed establishments created an overwhelming, inordinate police response.

For this year's report, there has been additional effort in more narrowly looking at the calls for service generated at our local, licensed, liquor establishments. We have attempted to remove a greater extent of calls for police service that had no readily discernable relationship with the liquor establishment from this year's count. Therefore, comparisons with previous years' counts will be inconsistent. Despite this reduction of countable categories, many establishments still saw an increase in police calls for service at their location.

As is always the case, some establishments saw decreases in their demand for police services and should be congratulated. A few establishments saw significant increases in calls for police services.

In accordance with State of Wyoming grant funding, multiple compliance operations were conducted during the calendar year. Eleven (11) businesses failed the compliance check, down 56% from the twenty-five (25) that occurred the prior year. Zero (0) establishments had more than one failure during this year's compliance operations. One (1) establishment from this year also failed a compliance check last year.

Across all licensed establishments throughout the entire year, Casper Police responded to 1935 calls for service associated with licensed liquor establishments.

In this report will be a visual indication on how individual licensed establishments fared compared to last year's calls for police services at their location. Following the designation of the type of liquor license the establishment has, will be an indication of call increases, in red, decreases, in green, or NC for no change. New establishments or data anomalies are marked N/A.

The following data represents relevant alcohol-related crimes and calls for service for 2023, compared to 2022 and 2021. New for this year's report is the inclusion of the average BAC of

arrestees for Public Intoxication. At a staggering .237 BAC, this level of intoxication is just *barely* shy of being 4 times more than the legal limit.

	2021	2022	2023	% Change from 2022
DUIs	294	310	353	+13.9%
Public Intoxication	291	320	410	+28.1%
Average BAC of PI Arrest	NA	NA	.237	NA
Minor Possession of Alcohol	66	22	127	+92.4%
REDDI Calls	675	693	715	+3.2%
DUI Accidents	74	63	72	+14.3%
Alcohol Related Accidents	90	80	75	-6.3%
Alcohol Related Incidents	1262	1174	1467	+25.0%
Average BAC	0.163	0.166	.174	+4.8%

Although the number of alcohol related crashes has continued a two-year trend of decline, there remains anecdotal evidence that the *severity* of the alcohol involved crashes increased. The BACs of arrested drivers rose 4.8% and constitutes a staggering 118% over the per se limit of .08 BAC. Put another way, half of all persons arrested for DUI in our community are more than double the legal limit.

Through increased training, such as ARIDE, the Department’s capacity to investigate and apprehend drivers with lower BACs has improved, resulting in drivers being arrested with lower BAC averages, thus bringing down the overall BAC at time of arrest. However, the aforementioned anecdotal observations indicate the average BAC of drivers at the scene of a crash has significantly increased.

Based upon the data of rising BACs at the time of arrest for DUI, and the dangerously-high average BAC at the time of arrest for Public Intoxication, Council may wish to explore potential legislation regarding the responsible serving of alcohol. In many jurisdictions, sellers and servers of alcohol are prohibited from serving persons who are obviously intoxicated. In order to assist purveyors in the determination of who may be *obviously* intoxicated, many jurisdictions impose a per se BAC limit where it is generally agreed upon that a person with a BAC level at or above the per se limit, should not be, or should not have been, served additional alcohol, regardless of the seller or server’s attentiveness to the signs of intoxication displayed by the buyer or consumer.

Sanctions involved with the service of alcohol to a person already intoxicated vary by jurisdiction, but generally revolve around civil sanctions, criminal sanctions, or both. Criminal sanctions focus on the individual seller or server. The criminal sanctions encourage individual servers and sellers to use their training and observations skills to identify persons already intoxicated.

Civil sanctions focus on the liquor license and the licensee. Civil sanctions tend to encourage the licensee to foster and facilitate robust training regimens for their staff and to develop policies and procedures designed to prevent the delivery of alcohol to persons already intoxicated.

The State of Wyoming protects licensees and their employees from civil liability from events arising from the actions of an intoxicated patron. However, a carefully developed Ordinance may facilitate the reduction of these reoccurring, alcohol-related crashes occurring in our community, whether that Ordinance focuses on criminal sanction, civil sanctions, or both.

Attachments

2023 City of Casper Liquor License Review

2023

City of Casper Liquor License Review



Keith McPheeters, Chief of Police
CITY OF CASPER POLICE DEPARTMENT



City of Casper Liquor License
Calls for Service by Location



Table of Contents

Alcohol Compliance Summary2
Calls for Service by Location.....3



City of Casper Liquor License
Calls for Service by Location



2023 Alcohol Compliance Summary

Retailer	Incident Number	Date	Violation	Cited	Court Date & Adjudication
2305 E 12TH ST; MOONLIGHT LIQUORS	23-023641	4/15/2023 6:43:01 PM	CO5.08.420	YES	Guilty 5/22/23 PIF/Closed
1740 E YELLOWSTONE HWY; ALIBI BAR	23-023647	4/15/2023 7:06:41 PM	CO5.08.420	YES	Guilty 5/22/23 PIF/Closed
144 S CENTER ST; DON JUAN'S	5/12/2023 2:36:01 PM	3/25/2022 4:05:00 PM	CO5.08.420	YES	Guilty 6/12/23 PIF/Closed
232 E 2ND ST; MARKET SQUARE	11/22/2023 12:58:23 PM	3/25/2022 6:30:00 PM	CO5.08.420	YES	Guilty 1/5/24 PIF/Closed
260 S CENTER ST; HOUSE OF SUSHI	11/22/2023 1:34:04 PM	3/25/2022 7:06:00 PM	CO5.08.420	YES	Guilty 12/28/23 PIF/Closed
129 W 2ND ST; BRANDING IRON - BURGER BISTRO	11/22/2023 2:24:46 PM	4/10/2022 1:34:00 PM	CO5.08.420	YES	No Contest 12/28/23 PIF/Closed
410 S ASH ST; The Drinkery	11/22/2023 2:38:05 PM	4/10/2022 2:18:00 PM	CO5.08.420	YES	Guilty 1/4/24 PIF/Closed
1363 CY AVE; BACKDOOR LOUNGE - CY LIQUORS	12/23/2023 2:43:13 PM	4/10/2022 2:37:00 PM	CO5.08.420	YES	Arraignment set for 1/17/24
1040 N CENTER ST; LITTLE SHOP OF BURGERS	12/23/2023 3:07:38 PM	4/10/2022 3:13:00 PM	CO5.08.420	YES	Arraignment set for 1/19/24
748 E YELLOWSTONE HWY; C85 GALLES LIQUOR	12/23/2023 5:30:30 PM	4/10/2022 4:29:00 PM	CO5.08.420	YES	Arraignment set for 1/19/24
123 W. E ST; BEST WESTERN DOWNTOWN - PLATTE RIVER SALOON	04/19/2023 19:00 PM	5/6/2022 5:45:00 PM	CO5.08.420	YES	Guilty 6/29/2023/Closed



City of Casper Liquor License
Calls for Service by Location



1016 POPLAR INC

POPLAR WINE & SPIRITS

1016 S POPLAR ST

CASPER WY 82601

RETAIL LIQUOR LICENSE 3/31/2024

License Type: Combination Bar & Package Store -3

Accident PI	1
Citizen Assist	1
Information	1
Property Found	2
Reddi	1
Traffic Stop	3
Total Calls:	9

307 ENTERPRISES LLC

THE RANGE @ 5150

455 THELMA DR

CASPER WY 82609

RETAIL LIQUOR LICENSE 3/31/2024

License Type: Combination Bar & Package Store -1

Burglary Auto	1
Total Calls:	1

307 HORSE RACING INC

307 HORSE RACING

5371 BLACKMORE RD

CASPER WY 82609

RETAIL LIQUOR LICENSE 3/31/2024

License Type: Bar +10

911-Welfare	2
Alarm Holdup	1
Alarm Security	6
Animal Problem	4
Fight	1
Property Damage	1
Property Found	1
Reddi	2
Suspicious	2
Theft	1
Traffic Stop	2
Vehicle Aband.	1
Total Calls:	24



City of Casper Liquor License
Calls for Service by Location



307 RACING MANAGEMENT INC

307 RACING
739 N CENTER ST
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store +29

911-Welfare	4
Accident PD	2
Accident PI	2
Agency Assist	1
Alarm Security	1
Burglary Auto	1
Citizen Assist	15
Citizen Comp	5
Clear The Lot	1
Disturbance	7
Family Fight	1
Fight	1
Fraud	1
Hit and Run	1
Indecent Exp	1
Parking Problem	1
Property Damage	1
Property Lost	2
Reddi	2
Suspicious	3
Theft	8
Traffic Stop	9
Trespassing	3
Unsecure Premis	1
Vehicle Aband.	3
Vehicle Theft	4
Wanted Person	8
Welfare Check	4
Total Calls:	93

71 SE WYOMING BLVD LLC

THE HORSE PALACE
71 SE WYOMING BLVD
CASPER WY 82609
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill +5

911-Welfare	4
Alarm Holdup	2
Alarm Security	6
Citizen Assist	7



City of Casper Liquor License
Calls for Service by Location



Citizen Comp	1
Disturbance	5
Drugs	2
FVPA Violation	1
Property Lost	1
Public Intox	1
Reddi	1
Suicidal Subj	2
Suspicious	4
Theft	3
Traffic Stop	1
Trespassing	1
Unconsciousness	3
Vehicle Aband.	1
Wanted Person	3
Total Calls:	49

ALBERTSON'S LIQUORS INC
ALBERTSON'S LIQUORS #60
1076 CY AVE
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store +10

911-Welfare	16
Accident PD	5
Agency Assist	2
Animal Problem	1
Assault	2
Attempt-Locate	5
Burglary Auto	1
Citizen Comp	2
Disturbance	4
Drugs	2
Family Fight	4
Fight	1
Fire assist	1
Found Child	1
Gas Leak	1
Hit and Run	1
Parking Problem	1
Property Damage	1
Property Found	2
Shoplifting	4
Sick Animal	1



City of Casper Liquor License
Calls for Service by Location



Stray Animal	6
Suspicious	6
Theft	1
Threatening	1
Traffic Hazard	1
Traffic Stop	35
Traumatic Inj	1
Trespassing	1
Vehicle Aband.	1
Wanted Person	1
Weapon Offense	2
Welfare Check	11
Total Calls:	125

ALBERTSONS LLC
ALBERTSONS #62
2625 E 2ND ST
CASPER WY 82609
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store +43

911-Welfare	15
Accident PD	5
Accident PI	2
Assault	2
Attempt-Locate	1
Burglary Auto	1
Citizen Assist	2
Citizen Comp	1
Disturbance	1
Hit and Run	6
Juvenile Prob	1
Motorist Assist	3
Parking Problem	2
Property Found	1
Public Intox	5
Reddi	1
Shoplifting	4
Suspicious	1
Theft	5
Traffic Hazard	1
Traffic Stop	73
Unconsciousness	3
Wanted Person	4



City of Casper Liquor License
Calls for Service by Location



Welfare Check	11
Total Calls:	151

ALEJANDRO ROSALES

TACOS MEXICO
2117A E 12TH ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -2

911-Welfare	4
Disturbance	3
Theft	1
Total Calls:	8

ALIBI BAR & LOUNGE INC

ALIBI BAR & LOUNGE
1740 E YELLOWSTONE
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store +15

911-Welfare	2
Alcohol Offense	1
Assault	1
Burglary Busine	1
Citizen Assist	1
Public Intox	1
Reddi	5
Suspicious	1
Theft	1
Traffic Stop	10
Vehicle Theft	3
Wanted Person	1
Welfare Check	3
Total Calls:	31

ALROG INC

MOONLIGHT LIQUORS
2305 E 12TH ST
CASPER WY 82609
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store -4

911-Welfare	4
Accident PD	2
Accident PI	2
Alarm Security	6
Alcohol Offense	1
Assault	1
Citizen Assist	2



City of Casper Liquor License
Calls for Service by Location



Citizen Comp	1
Disturbance	1
Hit and Run	2
Motorist Assist	1
Reddi	2
Suicidal Subj	1
Suspicious	2
Theft	1
Traffic Stop	4
Vehicle Aband.	1
Vehicle Theft	1
Wanted Person	2
Welfare Check	1
Total Calls:	38

AMOCO REUSE AGREEMENT JOINT POWERS BOARD

THREE CROWNS GOLF CLUB
1601 KING BLVD
CASPER WY 82604
LIMITED RETAIL (CLUB) LIQUOR LICE 3/31/2024
License Type: Bar +14

911-Welfare	7
Alarm Security	1
Alcohol Offense	1
Citizen Assist	1
Disturbance	1
Fire assist	3
Harassment	1
Hit and Run	1
Reddi	2
Suspicious	1
Traffic Stop	5
Total Calls:	24

ANTOJITOS SHIWAS LLC

EL FOGON MEXICAN RESTAURANT
611 W COLLINS DR
CASPER WY 82601 NA

Accident PD	1
Fire assist	2
Total Calls:	3

ARMOR'S RESTAURANT INC



City of Casper Liquor License
Calls for Service by Location



SILVER FOX STEAKHOUSE
3422 S ENERGY LN
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar -5

911-Welfare	1
Accident PD	3
Accident PI	1
Attempt-Locate	1
Choking	1
Hit and Run	1
Reddi	3
Traffic Stop	15
Welfare Check	1
Total Calls:	27

BACKWARDS DISTILLING COMPANY LLC
BACKWARDS DISTILLING COMPANY SATELLITE
214 S WOLCOTT ST
CASPER WY 82601
SATELLITE MANUFACTURER PERMIT 3/31/2024
License Type: Combination Bar & Package Store NC

Disturbance	1
Juvenile Prob	1
Parking Problem	2
Total Calls:	4

BLACK TOOTH BREWING COMPANY LLC
BLACK TOOTH BREWING COMPANY
322 S DAVID ST STE A
CASPER WY 82501
MICROBREWERY PERMIT 3/31/2024
License Type: Combination Bar & Package Store -3

Traffic Stop	1
Total Calls:	1

BLUES GYPSY LLC
THE BLUEBIRD AT THE CHEESE BARREL
544 S CENTER ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -6

911-Welfare	1
Power Line Down	1
Welfare Check	1
Total Calls:	3

BOSCO'S INC



City of Casper Liquor License
Calls for Service by Location



BOSCO'S
847 EAST A ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant +4

Attempt-Locate	1
Property Lost	1
Public Intox	1
Traffic Stop	2
Total Calls:	5

BPO ELKS #1353
ELKS LODGE #1353
108 E 7TH ST
CASPER WY 82601
LIMITED RETAIL (CLUB) LIQUOR LICE 3/31/2024
License Type: Bar -2

911-Welfare	4
Alarm Security	2
Found Child	1
Unconsciousness	1
Total Calls:	8

BREWSTORY LLC
FRONTIER BREWING COMPANY
150 W 2ND ST
CASPER WY 82601
MICROBREWERY PERMIT 3/31/2024
License Type: Combination Bar & Package Store -3

Citizen Comp	1
Fire assist	3
Fraud	1
Hit and Run	1
Parking Problem	1
Total Calls:	7

BULL HORN BREWING LLC
BULL HORN BREWING
355 W YELLOWSTONE HWY
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store +1

911-Welfare	2
Accident PD	1
Hit and Run	1
Total Calls:	4

BULL HORN BREWING LLC



City of Casper Liquor License
Calls for Service by Location



BULL HORN BREWING
2027 E YELLOWSTONE HWY UNIT B
CASPER WY 82609
MICROBREWERY PERMIT 3/31/2024
License Type: Combination Bar & Package Store **NA**
NO CALLS

CABIN CREEK GOLF LLC
PARADISE VALLEY COUNTRY CLUB
70 MAGNOLIA
CASPER WY 82604
LIMITED RETAIL (CLUB) LIQUOR LICE 3/31/2024
License Type: Bar **+8**

911-Welfare	6
Burglary Busine	1
Citizen Comp	2
Disturbance	1
Hit and Run	1
Unconsciousness	1
Total Calls:	12

CASPER CHOP HOUSE LLC
WYOMINGS RIB & CHOP HOUSE
256 S CENTER ST
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar **+3**

911-Welfare	2
Agency Assist	1
Alarm Security	1
Assault	1
Citizen Assist	3
Drugs	1
Threatening	1
Wanted Person	2
Welfare Check	1
Total Calls:	13

CASPER DAVE'S LLC
WYOMING ALE WORKS
5900 E 2ND ST
CASPER WY 82609
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill **-5**

911-Welfare	4
Agency Assist	1
Alarm Holdup	1
Alarm Security	1
Attempt-Locate	1
Fire assist	2



City of Casper Liquor License
Calls for Service by Location



Fraud	1
Public Intox	1
Traffic Stop	4
Unconsciousness	2
Welfare Check	1
Total Calls:	19

CASPER HOSPITALITY LLC
COURTYARD BY MARRIOTT
4260 HOSPITALITY LN
CASPER WY 82609
RESORT LIQUOR LICENSE 3/31/2024
License Type: Bar -2

911-Welfare	7
Burglary Auto	7
Burglary Other	1
Citizen Assist	2
Citizen Comp	1
Hit and Run	1
Parking Problem	1
Prostitution	1
Suicidal Subj	2
Suspicious	4
Theft	1
Wanted Person	1
Welfare Check	1
Total Calls:	30

CASPER INN LLC
HOLIDAY INN
721 GRANITE PEAK DR
CASPER WY 82609
RESORT LIQUOR LICENSE 3/31/2024
License Type: Bar NC

911-Welfare	17
Accident PD	1
Assault	1
Burglary Auto	1
Citizen Comp	1
Civil Standby	1
Disturbance	3
Fire assist	1
Hit and Run	1
Property Damage	1
Public Intox	1



City of Casper Liquor License
Calls for Service by Location



Reddi	3
Structure FIRE	1
Suicide Attempt	3
Theft	1
Traffic Stop	1
Unconsciousness	3
Total Calls:	41

CASPER MUSTANG POST VFW 10677

VFW POST 10677
420 N ELK
CASPER WY 82601
LIMITED RETAIL (CLUB) LIQUOR LICE 3/31/2024
License Type: Bar +1

911-Welfare	1
Total Calls:	1

CASPER SHRINE CLUB

SHRINE CLUB
1501 W 39TH AVE
CASPER WY 82604
LIMITED RETAIL (CLUB) LIQUOR LICE 3/31/2024
License Type: Bar +1

911-Welfare	2
Total Calls:	2

CASPER TACO SHOP LLC

FUZZY'S TACO SHOP
3243 TALON DR STE 200, 300, 400
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar +5

911-Welfare	4
Alarm Security	1
Family Fight	1
Reddi	1
Shoplifting	3
Theft	1
Tobacco Problem	1
Traffic Stop	2
Unconsciousness	2
Wanted Person	1
Total Calls:	17

CASPER VFW MEMORIAL POST 9439



City of Casper Liquor License
Calls for Service by Location



CASPER VFW MEMORIAL POST 9439
1800 BRYAN STOCK TRL
CASPER WY 82601
LIMITED RETAIL (CLUB) LIQUOR LICE 3/31/2024
License Type: Bar +4

911-Welfare	2
Alarm Security	2
Reddi	1
Traffic Stop	2
Vehicle Aband.	1
Total Calls:	8

CHILDS CORP
LA COCINA MEXICAN RESTAURANT
4110 CENTENNIAL HILLS BLVD
CASPER WY 82609
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill NC

Attempt-Locate	1
Burglary Auto	1
Citizen Assist	1
Drugs	1
Fire assist	1
Total Calls:	5

CITY OF CASPER
HOGADON BASIN SKI AREA
2500 W HOGADON RD
CASPER WY 82601
RESORT LIQUOR LICENSE 3/31/2024
License Type: Bar +15

911-Welfare	9
Attempt-Locate	2
Hit and Run	1
Motorist Assist	1
Suicidal Subj	1
Traumatic Inj	1
Total Calls:	15

CITY OF CASPER



City of Casper Liquor License
Calls for Service by Location



THE 19TH HOLE
2120 ALLENDALE BLVD
CASPER WY 82601
LIMITED RETAIL (CLUB) LIQUOR LICE 3/31/2024
License Type: Bar -9

911-Welfare	5
Alarm Security	2
Assault	1
Burglary Auto	2
Citizen Assist	1
Disturbance	1
Hit and Run	1
Juvenile Prob	1
Property Damage	1
Reddi	2
Suspicious	1
Theft	1
Threatening	1
Total Calls:	20

CITY OF CASPER
CASPER ICE ARENA
1801 E 4TH ST
CASPER WY 82601
SPECIAL MALT BEVERAGE PERMIT 3/31/2024
License Type: Bar NA

911-Welfare	6
Accident PD	4
Alarm Holdup	3
Alarm Security	9
Assault	1
Citizen Assist	3
Drugs	1
Extra Patrol	1
Fight	3
Fire assist	1
K9 Demo	1
Motorist Assist	1
Property Damage	3
Property Found	1
Reddi	2
Sex Offense	1
Threatening	1
Traffic Hazard	1
Traffic Stop	2



City of Casper Liquor License
Calls for Service by Location



Traumatic Inj	1
Unconsciousness	1
Vehicle Aband.	1
Welfare Check	2
Total Calls:	50

DORSEY VAN GALLOWAY

GALLOWAY'S IRISH PUB
2800 CY AVE
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar -24

	1
911-Welfare	6
Accident PD	1
Assault	2
Citizen Comp	1
Disturbance	2
Fuel Spill	1
Overdose	1
Reddi	7
Traffic Stop	7
Unconsciousness	1
Vehicle Aband.	1
Wanted Person	2
Welfare Check	1
Total Calls:	34

DOUBLE C HOSPITALITY LLC

C85 @ GALLES LIQUOR MART
748 E YELLOWSTONE
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store +1

911-Welfare	1
Accident PD	1
Alcohol Offense	1
Burglary Auto	2
Citizen Assist	3
Citizen Comp	1
Disturbance	1
Parking Problem	4
Public Intox	2
Suspicious	2
Traffic Stop	4
Trespassing	1



City of Casper Liquor License
Calls for Service by Location



Vehicle Aband.	1
Vehicle Theft	1
Welfare Check	3
Total Calls:	28

EL BURRO LOCO LLC

BURRO LOCO
2333 E YELLOWSTONE HWY
CASPER WY 82609
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -1

Traffic Stop	2
Total Calls:	2

FBS CASPER LLC

FRANK'S BUTCHER SHOP & LIQUOR
2024 CY AVE
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store -6

911-Welfare	2
Alarm Security	4
Citizen Assist	1
Prowler	1
Public Intox	1
Reddi	1
Shoplifting	1
Traffic Hazard	1
Traffic Stop	2
Total Calls:	14

FIRE ROCK HOSPITALITY GROUP LLC

FIRE ROCK STEAKHOUSE
6100 E 2ND ST
CASPER WY 82609
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill +4

911-Welfare	9
Accident PD	1
Accident PI	1
Alarm Security	2
Attempt-Locate	2
Citizen Comp	1
Defraud Inn	1
Extra Patrol	1
Fire assist	2
Hit and Run	1
Property Found	1



City of Casper Liquor License
Calls for Service by Location



Public Intox	1
Reddi	2
Runaway Juvnile	1
Theft	1
Traffic Stop	1
Vehicle Aband.	1
Welfare Check	1
Total Calls:	30

FRATERNAL ORDER OF EAGLES #306

EAGLES LODGE
306 N DURBIN
CASPER WY 82601
LIMITED RETAIL (CLUB) LIQUOR LICE 3/31/2024
License Type: Bar -8

911-Welfare	1
Burglary Other	1
Public Intox	1
Suspicious	1
Traffic Stop	1
Total Calls:	5

FROSTY BEV LLC

FROSTY LOUNGE
520 S CENTER ST
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar +12

911-Welfare	3
Citizen Assist	2
Citizen Comp	1
Disturbance	1
Fight	2
Public Intox	1
Reddi	1
Theft	3
Traffic Stop	1
Unconsciousness	3
Vehicle Theft	1
Wanted Person	1
Welfare Check	2
Total Calls:	22

GLOBAL SPECTRUM LP



City of Casper Liquor License
Calls for Service by Location



OVG360
1 EVENTS DR
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar -15

911-Welfare	14
Accident PD	4
Accident PI	3
Attempt-Locate	1
Bomb Incident	2
Citizen Comp	1
Disturbance	2
Drugs	1
EMS Assist	1
Fight	1
Fire assist	1
Fireworks	1
Harassment	1
Indecent Exp	1
Information	1
Motorist Assist	1
Parking Problem	2
Property Damage	1
Reddi	3
Suicidal Subj	1
Theft	1
Threatening	1
Traffic Stop	1
Vehicle Theft	2
Weapon Offense	3
Total Calls:	51

GOOD 2 GO STORES LLC
GOOD 2 GO #216
1968 E YELLOWSTONE HWY
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store -6

Alarm Holdup	1
Alarm Security	3
Citizen Assist	3
Citizen Comp	1
Disturbance	1
Drugs	2
Public Intox	1



City of Casper Liquor License
Calls for Service by Location



Shoplifting	2
Traffic Stop	4
Trespassing	1
Unconsciousness	1
Unsecure Premis	1
Vehicle Aband.	1
Vehicle Theft	1
Wanted Person	1
Welfare Check	2
Total Calls:	26

GRUNER BROTHERS BREWING

GRUNER BROTHERS BREWING

1301 WILKINS CIR

CASPER WY 82601

MICROBREWERY PERMIT WITH AUTH 3/31/2024

WINERY PERMIT 3/31/2024

License Type: Combination Bar & Package Store +6

Alarm Security	2
Citizen Assist	1
Disturbance	1
Fire assist	1
Hit and Run	1
Public Intox	1
Suspicious	1
Traffic Stop	2
Total Calls:	10

HALF BARREL INC

PARADISE VALLEY LIQUORS

401 VALLEY DR

CASPER WY 82604

RETAIL LIQUOR LICENSE 3/31/2024

License Type: Combination Bar & Package Store NC

911-Welfare	1
Citizen Assist	2
Citizen Comp	1
Extra Patrol	1
Fire assist	1
Public Intox	2
Reddi	1
Shoplifting	1
Structure FIRE	1
Suspicious	1
Traffic Stop	3
Total Calls:	15



City of Casper Liquor License
Calls for Service by Location



HAYDEN & LOFLIN INC
LOCAL LIQUOR & LOUNGE
4120 CENTENNIAL HILLS BLVD STE 20
CASPER WY 82609
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store **+1**

911-Welfare	2
Attempt-Locate	1
Total Calls:	3

HIMALAYAN CUISINE LLC
HIMALAYAN INDIAN CUISINE
232 E 2ND ST #100B
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant **+1**

911-Welfare	1
Alarm Security	2
Alcohol Offense	1
Citizen Assist	1
Fire assist	1
Fraud	1
Parking Problem	2
Suspicious	1
Trespassing	1
Total Calls:	11

JJM CW HOSPITALITY INC
DENNY'S DINER
4220 HOSPITALITY LN
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant **+9**

911-Welfare	3
Accident PD	3
Animal Problem	2
Attempt-Locate	1
Citizen Comp	1
Disturbance	2
Fight	1
Information	1
Traffic Stop	1
Welfare Check	1
Total Calls:	16

JOHNNY J'S BAR & GRILL LLC



City of Casper Liquor License
Calls for Service by Location



J'S PUB & GRILL
3201 SW WYOMING BLVD
CASPER WY 82604
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill **NC**

911-Welfare	1
Alarm Misc	1
Alarm Security	3
Assault	1
Disturbance	1
Family Fight	2
Runaway Juvenile	1
Traffic Stop	2
Unconsciousness	4
Vehicle Theft	1
Total Calls:	17

JOHNSON RESTAURANT GROUP INC
CY DISCOUNT LIQUOR
840 CY AVE
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store **-9**

Assault	2
Fight	2
Hit and Run	1
Motorist Assist	1
Reddi	1
Traffic Stop	1
Citizen Assist	1
Disturbance	1
EMS Assist	1
Fight	1
Public Intox	2
Reddi	3
Shoplifting	2
Suspicious	1
Traffic Stop	3
Trespassing	1
Unconsciousness	2
Welfare Check	2
Total Calls:	28



City of Casper Liquor License
Calls for Service by Location



JUAN ROSALES
DON JUANS MEXICAN RESTAURANT
144 S CENTER
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -4

Alcohol Offense	1
Total Calls:	1

KET LLC
EGGINGTON'S
229 E 2ND ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -4

Accident PD	1
Alarm Security	1
Citizen Assist	1
Citizen Comp	1
Graffiti	1
Hit and Run	1
Parking Problem	1
Public Intox	1
Suspicious	1
Total Calls:	9

L & L LIQUORS INC
LIQUOR SHED
4241 E 2ND ST
CASPER WY 82609
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store -21

Accident PD	2
Accident PI	1
Attempt-Locate	1
Disturbance	1
Reddi	1
Traffic Stop	3
Total Calls:	9

LOS ESPINOS INC
LA COSTA MEXICAN RESTAURANT
1600 EAST 2ND ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -2

911-Welfare	1
EMS Assist	1
Suspicious	1
Traffic Stop	4



City of Casper Liquor License
Calls for Service by Location



Total Calls:	7
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MARCO'S COAL FIRED PIZZA CASPER LLC
 RACCA'S PIZZERIA NAPOLETANA
 430 S ASH ST
 CASPER WY 82601
 BAR & GRILL LIQUOR LICENSE 3/31/2024
 License Type: Bar & Grill -2

Accident PD	1
Attempt-Locate	1
Indecent Exp	1
Property Found	1
Traffic Stop	5
Unconsciousness	1
Vehicle Aband.	1
Total Calls:	11

MORENO AND MORENO LLC
 GUADALAJARA FAMILY MEXICAN RESTAURANT
 3350 CY AVE
 CASPER WY 82604
 BAR & GRILL LIQUOR LICENSE 3/31/2024
 License Type: Bar & Grill -2

911-Welfare	1
Accident PD	1
Fire assist	2
Hit and Run	1
Reddi	1
Traffic Stop	2
Unconsciousness	1
Vehicle Theft	1
Total Calls:	10

MOUNTAIN HOPS BREWHOUSE LLC
 MOUNTAIN HOPS BREWHOUSE
 612 N BEVERLY ST
 CASPER WY 82609
 MICROBREWERY PERMIT WITH AUTH 3/31/2024
 License Type: Combination Bar & Package Store -1

Suspicious	1
Total Calls:	1

MOVIE PALACE INC



City of Casper Liquor License
Calls for Service by Location



STUDIO CITY STADIUM 10 CINEMAS
5020 E 2ND ST
CASPER WY 82609
RESTAURANT LIQUOR LICENSE 3/13/2024
License Type: Restaurant NA

911-Welfare	1
Alarm Security	4
Alcohol Offense	1
Attempt-Locate	1
Fire assist	1
Gas Leak	2
Property Lost	1
Public Intox	1
Suspicious	3
Unsecure Premis	1
Total Calls:	16

MOVIE PALACE INC
STUDIO CITY MESA CINEMAS
3150 TALON DR
CASPER WY 82604
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant +7

911-Welfare	4
Citizen Assist	2
Property Damage	1
Property Found	1
Suicidal Subj	1
Suspicious	3
Theft	2
Traffic Stop	1
Unconsciousness	2
Total Calls:	17

MOYLE PETROLEUM COMPANY
OUTLET LIQUOR & TOBACCO
627 N POPLAR
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store -1

911-Welfare	3
Accident PD	1
Alarm Security	2
Burglary Busine	1
Citizen Assist	1
Hit and Run	1
Reddi	4



City of Casper Liquor License
Calls for Service by Location



Shoplifting	4
Traffic Stop	4
Welfare Check	1
Total Calls:	22

MTB ENTERTAINMENT GROUP LLC

AMERICA
119 S CENTER ST
CASPER WY WY 82601
BAR & GRILL LIQUOR LICENSE 3/31/2022
License Type: Bar & Grill NA

911-Welfare	1
Traffic Stop	1
Total Calls:	2

MW KW CORPORATION

LITTLE SHOP OF BURGERS
1040 N CENTER ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant NA

911-Welfare	1
Alarm Security	1
Alcohol Offense	1
Citizen Assist	1
Citizen Comp	1
Stray Animal	1
Suspicious	2
Threatening	1
Traffic Stop	4
Total Calls:	13

OC CASPER LLC

OLD CHICAGO RESTAURANT
3580 E 2ND ST
CASPER WY 82609
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill +1

911-Welfare	5
Accident PD	1
Alarm Security	2
Assault	1
Attempt-Locate	4
Citizen Assist	1
Reddi	1
Suspicious	3
Theft	1



City of Casper Liquor License
Calls for Service by Location



Traffic Stop	4
Unconsciousness	1
Total Calls:	24

OCCASIONS BY CORY BAR LLC
THE DRINKERY A MODERN BAR & VENUE BY CORY
410 ASH ST
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store NA

Alcohol Offense	1
Citizen Assist	1
Total Calls:	2

OCCASIONS BY CORY LLC
OCCASIONS BY CORY LLC
303 S WOLCOTT
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -1

911-Welfare	1
Fire assist	1
Total Calls:	2

OG OF CASPER INC
OLIVE GARDEN ITALIAN RESTAURANT #1828
5070 E 2ND ST
CASPER WY 82609
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill +11

911-Welfare	5
Accident PD	1
Accident PI	1
Alarm Security	11
Choking	1
Citizen Assist	2
Extra Patrol	1
Fire assist	1
Fraud	1
Suicidal Subj	1
Traffic Stop	3
Unconsciousness	1
Total Calls:	29

OIL CITY BEER COMPANY LLC



City of Casper Liquor License
Calls for Service by Location



OIL CITY BEER COMPANY
4155 LEGION LN UNITS 3, 4, 6, 7
CASPER WY 82609
MICROBREWERY PERMIT WITH AUTH 3/31/2024
License Type: Combination Bar & Package Store -4

Prowler	1
Unconsciousness	2
Total Calls:	3

OLD TOWN FAMILY FUN LLC
OLD TOWN FAMILY FUN
301 WEST E ST
CASPER WY 82601
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill NA
NO CALLS

ONE TWO NINE HOSPITALITY LLC
C85 THE BRANDING IRON
129 W 2ND ST
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar -5

Alarm Security	2
Alcohol Offense	1
Fraud	1
Parking Problem	1
Total Calls:	5

PEACHTREE HOSPITALITY MANAGEMENT LLC
HILTON GARDEN INN
1150 N POPLAR ST
CASPER WY 82601
RESORT LIQUOR LICENSE 3/31/2024
License Type: Bar +4

911-Welfare	17
Citizen Comp	3
EMS Assist	1
Family Fight	1
Fire assist	1
Gas Leak	1
Hit and Run	2
Information	1
Public Intox	1
Theft	2
Traffic Stop	5
Unconsciousness	1
Wanted Person	2
Total Calls:	38

POKES INVESTMENTS LLC



City of Casper Liquor License
Calls for Service by Location



STEAMBOAT DELI & OUTLET
251 S CENTER ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant NA
NO CALLS

R & M BEVERAGE CO INC
RAMKOTA HOTEL
800 N POPLAR
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar +10

911-Welfare	15
Assault	2
Attempt-Locate	2
Burglary Auto	8
Citizen Assist	4
Citizen Comp	7
Defraud Inn	2
Dignitary Prot	2
Disturbance	1
EMS Assist	1
Family Fight	2
Fight	3
Fire assist	2
Fraud	1
Parking Problem	3
Property Damage	1
Public Intox	2
Reddi	4
Regional Respon	2
Sex Offense	1
Suspicious	2
Theft	5
Traffic Stop	14
Trespassing	1
Unconsciousness	4
Vehicle Aband.	2
Vehicle Theft	4
Welfare Check	4
Total Calls:	101



City of Casper Liquor License
Calls for Service by Location



RED LOBSTER HOSPITALITY LLC

RED LOBSTER #6374
5010 EAST 2ND ST
CASPER WY 82609
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar -7

Alarm Security	1
911-Welfare	4
Hit and Run	1
Property Found	1
Traffic Stop	1
Total Calls:	8

RIDLEY'S FAMILY MARKETS INC

OUTFITTER LIQUOR
3035 CY AVE
CASPER WY 82609
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store +1

Accident PD	1
911-Welfare	1
Attempt-Locate	2
Property Found	1
Reddi	2
Traffic Stop	5
Welfare Check	2
Total Calls:	14

ROARING 22 LLC

THE GASLIGHT SOCIAL
314 W MIDWEST AVE
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar -13

Accident PD	1
911-Welfare	7
Assault	1
Attempt-Locate	2
Burglary Auto	1
Citizen Assist	3
Citizen Comp	1
Clear The Lot	1
Disturbance	4
Drugs	1
EMS Assist	1
Fight	8
Fraud	2
Hit and Run	3



City of Casper Liquor License
Calls for Service by Location



Loud Music	1
Missing Person	1
Parking Problem	1
Property Damage	1
Public Intox	1
Reddi	6
Sex Offense	1
Stray Animal	1
Suicidal Subj	1
Suspicious	2
Threatening	2
Traffic Stop	5
Unconsciousness	2
Wanted Person	3
Weapon Offense	1
Total Calls:	65

SAMS WEST INC
SAMS CLUB #6425
4600 E 2ND ST
CASPER WY 82609
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store **+17**

911-Welfare	14
Accident PD	6
Accident PI	1
Alarm Security	2
Burglary Auto	1
Citizen Assist	4
Citizen Comp	3
Disturbance	2
Drugs	1
Fire assist	2
Fuel Spill	1
Hit and Run	14
Juvenile Prob	1
Misc. FIRE	1
Parking Problem	1
Public Intox	2
Reddi	1
Shots Fired	1
Suspicious	3
Theft	2
Traffic Stop	6



City of Casper Liquor License
Calls for Service by Location



Unconsciousness	1
Vehicle Aband.	3
Wanted Person	1
Welfare Check	5
Total Calls:	79

SCREAMIN HOT WYOMING LLC

BUFFALO WILD WINGS
5071 E 2ND ST
CASPER WY 82609
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill **+9**

911-Welfare	1
Citizen Assist	2
Clear The Lot	1
Disturbance	1
EMS Assist	1
Fire assist	1
Hit and Run	1
Property Damage	1
Runaway Juvenile	1
Traffic Stop	1
Welfare Check	2
Total Calls:	13

SHOGUN RESTAURANT MANAGEMENT INC

SHOGUN RESTAURANT
3095 TALON DR #400
CASPER WY 82604
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant **-2**

Accident PD	1
Attempt-Locate	1
Alarm Security	1
Citizen Assist	1
Burglary Auto	1
Total Calls:	5

SKULL TREE BREWING LLC

SKULL TREE BREWING
1530 BURLINGTON AVE
CASPER WY 82601
MICROBREWERY PERMIT WITH AUTH 3/31/2024
License Type: Combination Bar & Package Store
NO CALLS -1



City of Casper Liquor License
Calls for Service by Location



SMITH'S FOOD & DRUG CENTERS INC
SMITH'S FOOD & DRUG #185
2405 CY AVE
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store -28

Accident PD	9
Agency Assist	1
911-Welfare	7
Assault	1
Attempt-Locate	3
Burglary Auto	1
Citizen Assist	4
Citizen Comp	1
Disturbance	2
Drugs	1
Extra Patrol	1
Fire assist	1
Fraud	4
Hit and Run	4
Indecent Exp	1
Information	1
Parking Problem	1
Property Found	2
Public Intox	1
Reddi	5
Shoplifting	12
Suicidal Subj	1
Suspicious	5
Traffic Hazard	1
Traffic Stop	14
Wanted Person	1
Welfare Check	2
Total Calls:	87

SPUDS BASEBALL CLUB LLC
SPUDS BASEBALL
330 KATI LN
CASPER WY 82601
SPECIAL MALT BEVERAGE PERMIT 3/31/2024
License Type: Bar NA

Citizen Comp	1
Total Calls:	1



City of Casper Liquor License
Calls for Service by Location



SRIPHAIBOON LLC

DSASUMO
320 W FIRST ST
CASPER WY 82601
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill **+2**

Parking Problem	1
Traffic Stop	2
Total Calls:	3

STAHOO'S BREWERY AND TAPROOM LLC

STAHOO'S BREWERY AND TAPROOM
1015 E C ST
CASPER WY 82609
MICROBREWERY PERMIT WITH AUTH 3/31/2024
License Type: Combination Bar & Package Store **+2**

Parking Problem	1
Suspicious	2
Vehicle Aband.	1
Total Calls:	4

SUNRISE CENTER ENTERTAINMENT LLC

BOOMTOWN BLAST
4370 S POPLAR ST
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store **+7**

Assault	1
Disturbance	1
Reddi	1
Robbery	1
Suspicious	1
Telephone Ord	1
Traffic Stop	3
Welfare Check	2
Total Calls:	11

TABLE MOUNTAIN VINEYARDS LLC

TABLE MOUNTAIN VINEYARDS SATELLITE
731 E 2ND ST
CASPER WY 82601
SATELLITE WINERY PERMIT 3/31/2024
License Type: Combination Bar & Package Store **-2**
NO CALLS



City of Casper Liquor License
Calls for Service by Location



THAI KITCHEN CASPER LLC
THAI KITCHEN
1120 E 12TH ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -4

Citizen Assist	1
Public Intox	1
Total Calls:	2

THE OFFICE BAR AND GRILL INC
THE OFFICE BAR AND GRILL
520 S ASH ST
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Bar -3

911-Welfare	5
Citizen Assist	1
Citizen Comp	2
Disturbance	1
Harassment	1
Hit and Run	1
Property Damage	1
Reddi	1
Suspicious	2
Traffic Stop	1
Unsecure Premis	1
Total Calls:	17

THW INC
J'S CHINESE RESTAURANT
116 W 2ND ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant NC

911-Welfare	1
Total Calls:	1

UJVARY ENTERPRISES LLC
THE FORT SALOON N EATERY
500 WEST F ST
CASPER WY 82601
BAR & GRILL LIQUOR LICENSE 3/31/2024
License Type: Bar & Grill -22

Alarm Security	1
911-Welfare	2
Defraud Inn	1
Fight	1
Fire assist	1
Reddi	1



City of Casper Liquor License
Calls for Service by Location



Suspicious	1
Theft	2
Traffic Stop	7
Total Calls:	17

UNCLE FREDDIES OF WYOMING INC
SANFORDS GRUB & PUB
61 SE WYOMING BLVD
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -9

911-Welfare	3
Drugs	1
Fire assist	1
Structure FIRE	1
Wanted Person	2
Welfare Check	1
Total Calls:	9

WAGONS WEST MANAGEMENT LLC
PIZZA RANCH CASPER
5011 EAST 2ND ST
CASPER WY 82609
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant -14

Accident PD	2
911-Welfare	4
Hit and Run	1
Structure FIRE	1
Suicidal Subj	1
Traffic Hazard	1
Traffic Stop	2
Unconsciousness	1
Weapon Offense	1
Total Calls:	14

WALMART INC
WALMART SUPERCENTER #3778
4255 CY AVE
CASPER WY 82604
RETAIL LIQUOR LICENSE 3/31/2024
Package Store -7

Accident PD	30
Accident PI	7
Agency Assist	4
Alarm Holdup	1
Alarm Security	5
911-Welfare	35



City of Casper Liquor License
Calls for Service by Location



Assault	2
Attempt-Locate	9
Burglary Auto	2
Citizen Assist	12
Citizen Comp	8
Citizen Dispute	1
Civil Standby	1
Disturbance	8
Drugs	2
EMS Assist	3
Family Fight	1
Fight	2
Fire assist	3
Found Child	3
Fraud	1
Harassment	1
Hit and Run	14
Information	2
Juvenile Prob	7
Missing Person	1
Motorist Assist	3
Parking Problem	5
Power Line Down	1
Property Damage	3
Property Lost	4
Public Intox	7
Reddi	12
Shoplifting	61
Suspicious	14
Theft	9
Threatening	6
Traffic Hazard	1
Traffic Stop	40
Trespassing	19
Unconsciousness	2
Vandalism	1
Vehicle Aband.	5
Vehicle FIRE	1
Vehicle Theft	3
Vehicle Tow	1
Wanted Person	3



City of Casper Liquor License
Calls for Service by Location



Welfare Check	19
Total Calls:	385

WEST CENTER HOSPITALITY OPS LLC
 BEST WESTERN DOWNTOWN CASPER HOTEL
 123 WEST E ST
 CASPER WY 82601
 RESORT LIQUOR LICENSE 3/31/2024
License Type: Bar +21

Accident PD	3
Alarm Security	4
Alcohol Offense	1
911-Welfare	13
Attempt-Locate	2
Burglary Busine	1
Burglary Other	1
Burglary Res	1
Citizen Assist	9
Citizen Comp	6
Deceased Person	1
Disturbance	5
Drugs	1
EMS Assist	3
Extra Patrol	1
Family Fight	1
Fight	2
Fire assist	12
FVPA Violation	1
Gas Leak	1
Information	2
Property Damage	2
Property Found	1
Property Lost	1
Public Intox	4
Suspicious	9
Theft	8
Threatening	2
Traffic Stop	13
Trespassing	2
Unconsciousness	6
Vehicle FIRE	1
Vehicle Theft	1
Wanted Person	4



City of Casper Liquor License
Calls for Service by Location



Welfare Check	3
Total Calls:	128

WHELAN CATERING INC

HOUSE OF SUSHI
260 S CENTER ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant +1

Alcohol Offense	1
911-Welfare	1
Parking Problem	1
Unsecure Premis	1
Total Calls:	4

WYOMING DOWNS OTB 12 LLC

WYOMING DOWNS OTB 12
1121 WILKINS CIR
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Combination Bar & Package Store +5

911-Welfare	2
Burglary Auto	1
Citizen Assist	4
Citizen Comp	2
Fraud	2
FVPA Violation	1
Property Damage	2
Suicidal Subj	1
Suspicious	1
Traffic Stop	8
Vehicle Aband.	1
Wanted Person	3
Total Calls:	28

WYOMING LIQUOR LLC

WYOMING DISCOUNT LIQUOR
4330 E 2ND ST
CASPER WY 82609
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store +6

Accident PD	4
Accident PI	1
911-Welfare	1
Citizen Comp	1
Fight	1
Property Damage	1
Reddi	1



City of Casper Liquor License
Calls for Service by Location



Shoplifting	1
Solicit No Lic	1
Traffic Stop	4
Weapon Offense	1
Welfare Check	1
Total Calls:	18

WYOMING SPIRITS INC
2ND STREET LIQUOR & WINE
939 E 2ND ST STE 300, 400 & 500
CASPER WY 82601
RETAIL LIQUOR LICENSE 3/31/2024
License Type: Package Store -23

Accident PI	1
Alarm Security	1
911-Welfare	3
Citizen Comp	1
Disturbance	2
Fight	2
Fraud	1
Hit and Run	3
Information	1
Juvenile Prob	1
Public Intox	8
Reddi	1
Shoplifting	10
Suspicious	3
Tobacco Ordinan	1
Traffic Stop	3
Trespassing	1
Vehicle Aband.	1
Vehicle Tow	1
Wanted Person	1
Weapon Offense	1
Welfare Check	2
Total Calls:	49

YANG & ZHANG INC
LIME LEAF ASIAN BISTRO
845 E 2ND ST
CASPER WY 82601
RESTAURANT LIQUOR LICENSE 3/31/2024
License Type: Restaurant +9

Accident PD	1
911-Welfare	1
Attempt-Locate	1



City of Casper Liquor License
Calls for Service by Location



Citizen Assist	1
EMS Assist	1
Indecent Exp	1
Parking Problem	1
Public Intox	1
Traffic Stop	1
Wanted Person	2
Welfare Check	3
Total Calls:	14

December 21, 2023

MEMO TO: J. Carter Napier, City Manager *JCN*

FROM: Jill Johnson, CPA, Financial Services Director
 Brandy Coyle, Accounts Receivable Supervisor

SUBJECT: Authorizing An Ordinance Updating and Amending Chapter 13.03 Utility Billing and Collection of Casper Municipal Code

Meeting Type & Date:
 Regular Council Meeting
 January 2, 2023

Action Type
 Public Hearing and First Reading January 2, 2024
 Public Hearing and Second Reading January 16, 2024
 Public Hearing and Third Reading February 6, 2024

Recommendation:
 That City Council Approve on First Reading “An Ordinance Amending Chapter 13.03 of the Casper Municipal Code Regarding Utility Billing and Collection,” to be held on January 2, 2024.

Summary:
 The changes proposed to Chapter 13.03 Utility Billing and Collection are necessary for the following reasons:

- Landlords will be responsible for delinquent accounts if the city is unable to collect from the tenant. All prior charges related to a service address must be paid in full prior to new services being established. This will help reduce collections and write-offs. At the end of Fiscal Year 2023, the city had 2877 accounts placed with the Collections Center of Wyoming, which totaled \$681,888. The city pays a twenty-four (24) percent commission to the Collection Center of Wyoming for any standard collections made.

FY22 Collections				
Relationship	Count of Relationship	Tenant vs. Owner Count by Percentage	Sum of Unpaid Balance	Tenant vs Owner Balance Owed by Percentage
Tenant	The reports required for sending accounts to collections were not available until FY23, therefore no accounts were sent to collections in until January 2023.			
Owner				
Grand Total				
FY22 Write-offs				
Relationship	Count of Relationship	Tenant vs. Owner Count by Percentage	Sum of Unpaid Balance	Tenant vs Owner Balance Owed by Percentage
Tenant	762	72%	111,858.30	61%
Owner	300	28%	72,695.63	39%
Grand Total	1062		184,553.93	

FY 23 Collections				
Relationship	Count of Relationship	Tenant vs. Owner Count by Percentage	Sum of Unpaid Balance	Tenant vs Owner Balance Owed by Percentage
Tenant	1976	54%	406,019.80	52%
Owner	1663	46%	378,459.02	48%
Grand Total	3639		784,478.82	

FY23 Write-offs				
Relationship	Count of Relationship	Tenant vs. Owner Count by Percentage	Sum of Unpaid Balance	Tenant vs Owner Balance Owed by Percentage
Tenant	327	68%	52,246.75	67%
Owner	153	32%	26,196.22	33%
Grand Total	480		78,442.97	

- New account customers must complete a service application. Which will give us a higher probability of collections and extend the number of years we can collect on an account.
- Deposits for multi-family structures are calculated for each unit. These changes ensure the city collects funds to cover unpaid bills from every new account holder.
- If a customer signs up for automatic payments via bank draft (ACH) to qualify for a partial waiver of the new account deposit the ACH must remain in effect for a minimum of one year. A seven-day grace period will be granted for customers to resolve issues involving the return of their ACH, otherwise, the remaining deposit amount plus current charges, disruption of services, and additional fees may apply. This deters dishonesty and allows the city to collect the remaining deposit when necessary.
- The billing software only allows sewer rate settings in thousand-gallon increments. New accounts have their sewer rate set to seven thousand gallons which aligns with current average usage and is allowable with the billing software.
- Sanitation services are required for all active residential accounts within the city service area. This is already established in Municipal Code 8.32.040 and will now be outlined in Chapter 13.03. This aligns with current practices and ensures sanitation is properly disposed of.
- Starting July 1, 2024, customers will be required to complete an application for services, which allows them to opt in or out of paperless billing at the time of application.
- The leak adjustment calculations have been changed to a percentage of the water bill for those who qualify for an adjustment. This change simplifies the calculation for city staff in an equitable way for the citizens while making it easier to explain and understand. It also establishes a maximum number of bills that will be adjusted and ensures customers address any leaks quickly, reducing lost revenue for the city when the leak is not repaired quickly.
- Appeals will flow through the city finance director and city manager.
- Criteria for payment arrangements will be established. This ensures equitable practices.

Financial Considerations:

The changes to the ordinance should increase our ability to collect on utility accounts.

Attachments:

Ordinance

January 15, 2024

MEMO TO: J. Carter Napier, City Manager *JCN*
FROM: Jill Johnson, Financial Services Director *JJ*
Brandy Coyle, Accounts Receivable Supervisor
SUBJECT: Utility Billing Ordinance Changes

Meeting Type & Date

Council Work Session
January 23, 2024

Action type

Follow up - Information

Recommendation

Staff recommends that the City continue our current deposit policy which returns the deposit after 12 months of good payment history; that all charges follow the property and the owner is responsible for payment of delinquent charges

Summary

At the January 9, 2024 Council work session, further discussion of the Utility Billing Ordinance changes generated the need for staff to provide additional information.

Hold deposits until the tenant moves out

Two options were provided related to deposits; the first was to have the deposit held 5 years, the second was to hold the deposit indefinitely. Staff believes that the intention of the 5 years is related to accounts being written off after 5 years in collections. There is not any correlation between the 5 years and collections so staff believes this to not be an effective strategy.

The process of holding the deposit indefinitely is something the City already does. If a utility customer does not have good payment history over 12 months, the deposit is not returned. Holding the deposit indefinitely disincentives customers who pay on time by not returning their deposit. Over the past 12 months, the City has only returned 12 deposits.

An example of the current practice is:

- the customer signs up for services and pays a deposit
- customer pays on time every month for 12 months, the deposit is returned
- customer falls on hard times and is delinquent, deposit is reinstated and collected
- customer pays on time for 6 months and then is delinquent, deposit is held for an additional 12 months from the date of delinquency
- customer pays on time for another 8 months and this is delinquent, deposit is held for and additional 12 months from the date of delinquency

- customer moves out of the property; the deposit is applied to the final bill. If the deposit is not enough, the customer receives a bill for the balance; if the deposit exceeds the balance the City issues the customer a refund.

As you can see from the above example, if the customer continues to be delinquent, the deposit is held until there are 12 months of good payment history. Of the few communities we were able to contact regarding how they handle their deposits, Evansville was the only community which returned the deposit after 12 months. Cody credits the deposit after 18 months of good payment history. Evanston, Green River, and Lander keep the deposit until moveout. Laramie and Rock Springs do not charge a deposit and Riverton allows the tenant's deposit to be waived by the Landlord.

While staff is not suggesting doing a credit check, the City of Cody does an online utility credit check which determines a \$0, \$200, or \$400 deposit. The credit check looks at all utilities including cell phones. If there is a co-applicant which they allow, the credit check is done on both applicants and the better credit determines the deposit amount. Their collections have been reduced by implementing the credit check process and collecting the deposit based on credit.

Rocky Mountain Power charges a deposit based on a credit check and releases it after 12 months of good payment history or if property is vacated.

Do not allow tenants to have a utility account; the utility account would be in the name of the owner

Currently the City of Laramie and the Cheyenne Board of Public Utilities are the only known municipalities who do not permit tenants to put utilities in their names. The Cheyenne Board of Public Utilities allows the owner to put an "in care of" with the tenant's name on the owner's account but the owner is responsible for the utility bill. Cheyenne also does not allow for new service if there is an outstanding balance; the balance would need to be paid in full prior to establishing the new service.

In Cheyenne, Douglas, Evanston, Evansville, Green River, Lander, Laramie, Mills, Riverton, and Rock Springs the bill follows the property and new services are not started until the prior bill is paid. That is for both owners or tenants.

In Bar Nunn, Evansville, and Mills, if the owner sells the property but has an outstanding utility bill, services for the new owner would not be set up until the outstanding bill from the prior owner was paid in full.

Rocky Mountain Power, if the property has a landlord agreement, moves the utilities to the owner if the account is scheduled for shut off if that is the selection on the landlord agreement. While the owner is not responsible for the tenant bill up to the change to the owner, the owner is responsible for the bill even if the tenant is still in the property.

Provide notices to owners but do not hold them liable for the past due utility bills

Providing notices to owners certainly meets the goal of better communication; however, staff is concerned that without holding the owners liable, the goal of reducing past due, collections and write offs would not be achieved.

In conclusion, there were two additional items discussed by Council. Council was interested to know how many of the rental property accounts have out-of-state owners. Unfortunately, the ability to get this data has been difficult and because property manager information would not be included, would be incomplete. Additionally, Council was debating if the timeline for notification to the owner could be moved up to allow more time to notify owners of delinquent accounts. Making the account delinquent at 15 days after the billing date does not allow enough time for the account holder to make payment. Staff would be concerned that the bill could become delinquent before the account holder even received it.

Financial Considerations

By implementing the suggested changes to the ordinance for delinquent bills to follow the property where the owner is ultimately responsible for all utility charges as appears to be a standard practice throughout Wyoming, staff believes the amount of collections and write offs will be reduced.

Oversight/Project Responsibility

Brandy Coyle, Accounts Receivable Supervisor

ORDINANCE NO. 1-24

AN ORDINANCE AMENDING CHAPTER 13.03 OF THE
CASPER MUNICIPAL CODE REGARDING UTILITY BILLING
AND COLLECTION.

WHEREAS, the governing body of the City of Casper has the authority to adopt ordinances and resolutions necessary for the health, safety, and welfare of the City of Casper and its citizenry pursuant to Wyoming State Statute § 15-1-103(a)(xli); and,

WHEREAS, the governing body of the City of Casper may perform all acts in relation to concerns of the City necessary to exercise its corporate powers; and,

WHEREAS, the Casper Municipal Code needs updated from time to time.

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF CASPER, WYOMING: that the following sections of Chapter 13.03 of the Municipal Code are amended and shall be replaced and codified as follows:

13.03.010 Purpose.

The city supplies municipal utility services for the citizens of Casper. This chapter will provide the procedures for initiating, discontinuing, billing and collection of these services.

13.03.020 Scope.

This chapter shall apply to all property within the city of Casper or any property outside the city that has retail municipal utilities furnished by the city. This chapter does not apply to wholesale water and sewer customers or to customers with specific contractual arrangements.

This chapter shall compliment other chapters of the Casper municipal code, and city rules and regulations regarding water and sewer service.

13.03.030 Definitions.

- A. "Business office" means the business office of the Financial Services Department, Casper City Hall, 200 North David Street, Casper, Wyoming.
- B. "Commercial" means property as defined in the Casper municipal code, Chapter 17 for business enterprises as retailers, wholesale facilities, hotels, motels, restaurants, travel-trailer parks, hospitals and other similar business establishments. This does not imply a specific rate.
- C. "Domestic septage" means the mixed liquid and solids' contents pumped from septic tanks used for receiving domestic wastewater (definition in Chapter 13.20) or wastes from sanitary convenience units.
- D. "New construction" means a building, structure, facility or installation constructed at a site that will generate new water and sewer demand.

- E. "Non-hazardous industrial sump waste" means the liquid and solids contents pumped from sumps, oil and sand interceptors, or grease interceptors receiving industrial wastes (definition in Chapter 13.20) considered non-hazardous in accordance to any state or federal criteria, guidelines or regulations developed pursuant to the Solid Waste Disposal Act, the Clean Water Act, the Resource Conservation and Recovery Act, and state statutes.
- F. "Rate description" means the amount of money that will be charged for a certain service, dependent upon the kind of service received, rather than the property designation. All rates and fees shall be established by resolution of the city council.
- G. "Residential" means a property designation as listed in the Casper municipal code, Chapter 17 including, but not limited to, single-family dwellings; moveable mobile homes; modular homes; multi-family dwelling units, such as duplexes; townhouses; condominiums; apartments; churches; schools; day care (adult, family and group); parks; playgrounds; historical sites; golf course; and, other similar recreational facilities used during daylight hours. This does not imply a specific rate.
- H. "Temporary fire hydrant usage" means a fire hydrant used for delivering water needed for public or private works or new building construction purposes (compaction, dust control, etc.)
- I. "Paperless Billing" means a customer receives an electronic version of their bill and no paper statement will be mailed to the customer.
- J. "Active Account" means the account has not been closed by request of the customer or by the city due non-payment, or customer refusal to comply with any federal, state or municipal regulations governing municipal utility service. Disconnection of service does not close or deactivate the account.
- K. "Good Payment History" means no late payments for a twelve-month rolling period.

13.03.040 New construction.

- A. Applications for new construction installations for water and sewer service shall be made to the Engineering Department, 200 North David Street, Casper, Wyoming. All applicable charges for new services, including, but not limited to, system investment charges for new services, will be assessed at the time of application in accordance ~~to~~with other chapters of this Casper municipal code and city rules and regulations regarding water and sewer service.
- B. Upon application, the minimum charge for services will be billed until the meter is installed. If water is used for landscaping before the meter is installed, the customer will be charged for twenty-five thousand gallons of water for the billing period.

13.03.050 Connection or change of service.

- A. The property owner, tenant or agent of the owner may request changes in existing services. If a tenant occupies the property, the property owner or agent of the owner may only request changes in existing services ~~with the written approval of the tenant.~~ when the tenant is in a delinquent status. All prior charges related to the service address must be paid in full prior to new services being established.

- B. Service can be obtained by ~~contacting the~~completing a service application with the City's Customer Service Division of the Financial Services Department ~~at 200 North David Street,~~ during normal business hours ~~of eight a.m. to five p.m., Monday through Friday (except holidays); calling the Financial Services Department Customer Service Division between the hours of eight a.m. to five p.m., Monday through Friday (except holidays);~~ or, by utilizing the city's~~City's~~ website, if available. The request for service will include the name of occupant, the tenant(s) and property owner(s) (or agent of the property owner), physical address, mailing address, social security number, day and night time telephone number, employer and requested date of service, and where applicable, a lease agreement with the names of all occupants. All adult tenants are required to have current accounts with the city and co-sign for the new service. Business entities are required to provide the name of the business occupying the property, physical address, mailing address, tax identification number, a day and nighttime telephone number, and articles of organization or substantially similar business entity documents. The request must be made at least three working days prior to the requested starting date. Incomplete ~~website~~ requests will be returned to the customer for additional information.
- C. ~~Tenants~~Owners, businesses, and tenants of rental properties will be required to make a deposit using collected funds unless:
1. They have one year of previous service with the city indicating good credit payment history.
 2. There is a co-signor who is currently serviced by the city, with good credit payment history, and who is willing to ~~sign for any~~ be the primary account holder and share responsibility for delinquent amounts.
 3. They can provide a letter ~~of credit~~ from another utility indicating good credit payment history for at least one year.
- D. ~~Any new occupant, owner or agency~~Business entities responsible for multi-family residential buildings will be required to make a deposit calculated by multiplying the deposit amount by the number of units within the building unless:
1. They have one year of previous service with the city indicating good payment history.
 2. There is a co-signor who is currently serviced by the city, with good payment history, and who is willing to be the primary account holder and share responsibility for delinquent amounts.
- E. Applicant can provide a letter of credit from another utility indicating good payment history for at least one year. A partial waiver of the deposit may be granted if the account holder sets up an automatic (ACH) payment from its bank account.
1. The ACH must remain in effect for 12 months to continue with the partial waiver; otherwise, the waived amount will be required at the time the ACH is discontinued to avoid service interruption.
 2. If an ACH is returned as an account closed or an invalid account, payment of the amount due and establishment of a new account must be made within seven days of the attempted ACH payment. If the next ACH payment is again returned due to a closed or

invalid account, the ACH will be discontinued and the waived deposit amount and current charges will be due within seven days of the most recent payment attempt or the account is subject to disconnect and payment of the waived deposit amount, current charges, and all fees associated with delinquency and reconnection.

3. ACH payments returned for insufficient funds must be paid within seven days of the initial attempt to avoid paying the waived deposit amount and disconnection.

4. In the event the ACH is returned three times for any reason, in the twelve months following account opening, the ACH will be discontinued. The current charges and waived deposit amount will become due within seven days of the attempt, otherwise, the account is subject to disconnection, payment of the waived deposit amount, payment of current charges, and payment of any fees associated with delinquency and reconnection.

F. When the current occupant notifies the city they are vacating the property, the city will post a seventy-two hour notice before services will be disconnected to allow the new customer time to transfer the utilities to their name without a break in service.

G. If a tenant(s) is delinquent and refuses to pay for services used at the property, the property owner is responsible for payment to the city for services provided at the owner's property. The property owner(s) shall pay the city all delinquent amounts owed within thirty days of written demand by the city manager or city finance director. If the owner refuses to pay the bill for service(s), the city may disconnect service(s) to the property. The owner is also responsible for paying the city all fees, expenses and commission charged by a collection agency.

13.03.060 Refusal of service.

The city reserves the ~~rights~~right to refuse service to any customer until all federal, state and municipal regulations governing municipal utility service have been complied with by the applicant.

13.03.070 Discontinuance of service.

A. Service may be discontinued for nonpayment. In order to re-establish service, a delinquent turn-on fee and a deposit ~~may be~~are required before service is restored. Service will not be provided if there are any outstanding bills or fees or any violations of this chapter.

B. Customers will be charged a fee if an insufficient funds check or a returned ACH is received by the city. The bank automatically redeposits insufficient funds checks. If an insufficient funds check has been redeposited ~~and is~~or an ACH payment has been returned to the city, the amount will be automatically reversed and applied to the customer's account. The customer will be responsible for any additional charges; interest or penalties accrued to the account. The unpaid balance will be subject to any interest or penalty charges associated with a past due amount. The account will be subject to the city general billing and collection policy; ~~adopted by resolution of the city council.~~

- C. If water service is disconnected because of any misrepresentation, deliberate meter tampering, curb stop tampering or unauthorized connections, service may be restored after the city has received payment for water used, damages to materials, reconnection charges, proper system investment charges and other fees and costs incurred by the city.
- D. A property owner and property managers may ~~have water service transferred~~request to ~~their name automatically when a tenant discontinues services or is shut off~~receive copies of delinquent notices, by completing a landlord agreement form. The landlord agreement will remain in effect until a new property owner requests service, or the landlord who sold the property notifies the city to terminate the landlord agreement.
- E. When water service is temporarily shut-off at the request of the customer and turned on at a later date at the request of the customer, a reconnect water turn-on fee shall be charged to the customer. ~~There~~However, there will be no reconnect fee when the water service is shut off for less than twenty-four hours for repairs to the customer's plumbing system.

13.03.080 Billing.

- A. All bills and notices mailed by the city will be mailed to the street addresses of the property, unless the customer has provided a different mailing address.
- B. All utility billing will be based upon a rate definition rather than a property definition. Property may be designated as commercial in this code; however, they may be charged a residential rate for any of the utilities.
- C. Water billing will be based on meter readings. The bills shall indicate the consumption in one thousand-gallon increments.
- D. Sewer billing for new residential and commercial customers will be based on a usage of ~~six~~seven thousand ~~five hundred~~ gallons per month. If a customer has established usage at a previous address, the new sewer rate will be based on the same usage as the previous address until the next annual re-evaluation.
- E. Residential and commercial sewer billing will be reevaluated each year, based on the average of the actual water usage during ~~the billing period starting after~~ January 1, February, and March.
- F. Each and every property location will receive a separate bill.
- G. Water and sewer minimum charges are not prorated with the billing period is shorter than thirty days.
- H. Customers with an active account will be charged any applicable minimum charges for all utility services during billing periods with no water usage. Minimum charges will be established by resolution.
- I. There may be charges for additional unsubstantiated re-reads. If the meter test reveals that the customer has been over-billed by three percent or more, the customer's bill may be adjusted. If the customer has been billed correctly, or has been underbilled, the city will bill the customer for the meter test. The amount billed will be determined by resolution.

J. Sanitation charges are required on all active residential accounts where the residential service address is located within an area in which collection is serviced by the city. If the account is active with the city, it will incur sanitation charges, along with water and sewer charges. The property will be provided with access to the appropriate container needed for the disposal of solid waste, as set forth in Municipal Code 8.32.040 A.

K. Starting July 1, 2024, Customers will be required to complete an application for services, which allows them to opt in or out of paperless billing at time of application.

13.03.090 Adjustments.

- A. Sewer adjustments may be given if a leak occurred during the sewer evaluation periods.
- B. A bill may be adjusted for a water leak if the following condition applies. The usage on the customer's bill with the leak exceeds by three times the usage amount on the customer's bill for the same period one year previous. The leak adjustment is calculated at ~~forty percent of the difference between the current period usage and the usage billed for the same time period one year previous.~~ 30 % of the total water charges on the qualified bill(s) reflecting the leak. For new accounts with less than 12 months of history, leak adjustments may be completed when the customer's bill shows usage that is 21,000 gallons or more. The new account leak adjustment is calculated at 30% the total water charges on the qualified bill(s) reflecting the leak.
- C. Leak adjustments will only be completed for the three bills prior to the leak being repaired.

13.03.100 Credit, payment terms and collection efforts.

- A. Bills ~~will be~~ are considered delinquent if not paid thirty days after the bill date. Authorized interest and penalty charges will start accruing on this date. A delinquent notice will be mailed to the customer on or shortly after the thirty-first day after the bill date. If the bill remains unpaid forty-five days after the bill date, all utility services will be disconnected.
- B. If the customer's service is disconnected due to lack of payment, and remains unpaid for sixty days; the account shall be closed and turned over for collection.

13.03.110 Temporary fire hydrant usage.

- A. A fire hydrant usage permit must be obtained from the city.
- B. At the time the fire hydrant usage permit is obtained, a hydrant deposit shall be paid for an auxiliary valve, wrench, meter and hose. Upon return of the valve, wrench, meter, and hose, in good condition, the hydrant deposit will be credited toward the amount due for water usage from the hydrant. If equipment is lost or damaged due to customer neglect, appropriate fees shall be charged. The city manager or his designee reserves the right to rescind this privilege at any time.
- C. A fire hydrant operation charge for use of the fire hydrant shall be established by resolution of the city council. Charges will continue until the auxiliary valve, wrench, meter and hose are returned.

D. All water will be metered. Hydrant meters may be rented from the city at a price set by resolution of the city council. Hydrant meters provided by the user and approved for use by the city may be used. The current city of Casper water transmission line wholesale water rate will be charged for erosion control, reinstatement of vegetation of disturbed areas, compaction water, and flushing water used by developers, contractors, and others in addition to the hydrant permit and hydrant operations charges.

The current retail water rate (dependent upon hydrant location) will be charged in addition to the hydrant permit and hydrant operational charges for all other uses, including, but not limited to, sod watering and parking lot washing. Payment and collection policies as listed in Section 13.03.090 will apply.

13.03.120 Domestic septage and non-hazardous industrial sump waste service.

Customers may use the regional wastewater treatment plan for disposing of domestic septage and non-hazardous industrial sump waste. The hauler of the domestic septage or sump waste will be billed on a monthly basis. Customers receiving bills for this service will adhere to the payment and collection policy for non-utility billing customers.

The customer will be responsible for paying the applicable sump waste testing fees directly to the laboratory.

13.03.130 Appeals.

Bills and adjustments may be appealed to the financial services director or his/her designee within thirty days of the bill date or adjustment date. If satisfactory settlement is not reached within thirty days, the customer may appeal to the ~~Casper utilities advisory board~~ City Manager by submitting a written request to the financial services department. ~~If satisfactory settlement is not reached within thirty days with the Casper utilities advisory board, the customer may appeal to the city council by submitting a written request.~~ All decisions made by the ~~city council~~ City Manager will be final.

13.03.131 Payment Arrangements.

Payment arrangements may be granted if a customer is unable to pay their past due balance before their disconnection date. If made, the arrangement would allow the customer to skip the current shut-off period for the service address that is delinquent or at risk of being shut-off. The account must be brought current by the due date of the current bill, which is not yet delinquent. This may allow up to, but will not exceed, thirty days to bring the account current, depending on when they contact the city. Customers must meet the following criteria to be eligible for a payment arrangement on their account.

A. The customer must contact the city prior to their week of shut off.

B. The bill causing delinquency is not the first bill on the account.

- C. Payment arrangements are not allowed on deposits. All deposits must be paid in full before water, sewer and sanitation services will begin.
- D. The customer has had four months of good payment history.
- E. All previous payment arrangements have been paid as agreed.
- F. No more than one previous payment arrangement in the previous twelve-month rolling period is permitted; a total of two payment arrangements in the twelve-month rolling period are allowed, including the one being requested.
- F. A one-time exception may be made for a customer whose water has been disconnected when they have a good payment history on the disconnected account.

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PASSED on 1st reading the ____ day of _____, 2023.

PASSED on 2nd reading the ____ day of _____, 2024.

PASSED, APPROVED, AND ADOPTED on third and final reading the ____ day of _____, 2024.

APPROVED AS TO FORM:

ATTEST:

CITY OF CASPER, WYOMING
A Municipal Corporation

Amanda Ainsworth
City Clerk

Mayor

ORDINANCE NO. 1-24

AN ORDINANCE AMENDING CHAPTER 13.03 OF THE CASPER MUNICIPAL CODE REGARDING UTILITY BILLING AND COLLECTION.

WHEREAS, the governing body of the City of Casper has the authority to adopt ordinances and resolutions necessary for the health, safety, and welfare of the City of Casper and its citizenry pursuant to Wyoming State Statute § 15-1-103(a)(xli); and,

WHEREAS, the governing body of the City of Casper may perform all acts in relation to concerns of the City necessary to exercise its corporate powers; and,

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- A. The property owner, tenant or agent of the owner may request changes in existing services. If a tenant occupies the property, the property owner or agent of the owner may only request changes in existing services when the tenant is in a delinquent status. All prior charges related to the service address must be paid in full prior to new services being established.
- B. Service can be obtained by completing a service application with the City's Customer Service Division of the Financial Services Department during normal business hours; or, by utilizing the City's website, if available. The request for service will include the name of the tenant(s)

and property owner(s) (or agent of the property owner), physical address, mailing address, social security number, day and night time telephone number, employer and requested date of service, and where applicable, a lease agreement with the names of all occupants. All adult tenants are required to have current accounts with the city and co-sign for the new service. Business entities are required to provide the name of the business occupying the property, physical address, mailing address, tax identification number, a day and nighttime telephone number, and articles of organization or substantially similar business entity documents. The request must be made at least three working days prior to the requested starting date. Incomplete requests will be returned to the customer for additional information.

- C. Owners, businesses, and tenants of rental properties will be required to make a deposit using collected funds unless:
 - 1. They have one year of previous service with the city indicating good payment history.
 - 2. There is a co-signor who is currently serviced by the city, with good payment history, and who is willing to be the primary account holder and share responsibility for delinquent amounts.
 - 3. They can provide a letter from another utility indicating good payment history for at least one year.
- D. Business entities responsible for multi-family residential buildings will be required to make a deposit calculated by multiplying the deposit amount by the number of units within the building unless:
 - 1. They have one year of previous service with the city indicating good payment history.
 - 2. There is a co-signor who is currently serviced by the city, with good payment history, and who is willing to be the primary account holder and share responsibility for delinquent amounts.
- E. Applicant can provide a letter of credit from another utility indicating good payment history for at least one year. A partial waiver of the deposit may be granted if the account holder sets up an automatic (ACH) payment from its bank account.
 - 1. The ACH must remain in effect for 12 months to continue with the partial waiver; otherwise, the waived amount will be required at the time the ACH is discontinued to avoid service interruption.
 - 2. If an ACH is returned as an account closed or an invalid account, payment of the amount due and establishment of a new account must be made within seven days of the attempted ACH payment. If the next ACH payment is again returned due to a closed or invalid account, the ACH will be discontinued and the waived deposit amount and current charges will be due within seven days of the most recent payment attempt or the account is subject to disconnect and payment of the waived deposit amount, current charges, and all fees associated with delinquency and reconnection,
 - 3. ACH payments returned for insufficient funds must be paid within seven days of the initial attempt to avoid paying the waived deposit amount and disconnection.
 - 4. In the event the ACH is returned three times for any reason, in the twelve months following account opening, the ACH will be discontinued. The current charges and

waived deposit amount will become due within seven days of the attempt, otherwise, the account is subject to disconnection, payment of the waived deposit amount, payment of current charges, and payment of any fees associated with delinquency and reconnection.

- F. When the current occupant notifies the city they are vacating the property, the city will post a seventy-two hour notice before services will be disconnected to allow the new customer time to transfer the utilities to their name without a break in service.
- G. If a tenant(s) is delinquent and refuses to pay for services used at the property, the property owner is responsible for payment to the city for services provided at the owner's property. The property owner(s) shall pay the city all delinquent amounts owed within thirty days of written demand by the city manager or city finance director. If the owner refuses to pay the bill for service(s), the city may disconnect service(s) to the property. The owner is also responsible for paying the city all fees, expenses and commission charged by a collection agency.

13.03.060 Refusal of service.

The city reserves the right to refuse service to any customer until all federal, state and municipal regulations governing municipal utility service have been complied with by the applicant.

13.03.070 Discontinuance of service.

- A. Service may be discontinued for nonpayment. In order to re-establish service, a delinquent turn-on fee and a deposit are required before service is restored. Service will not be provided if there are any outstanding bills or fees or any violations of this chapter.
- B. Customers will be charged a fee if an insufficient funds check or a returned ACH is received by the city. The bank automatically redeposits insufficient funds checks. If an insufficient funds check has been redeposited or an ACH payment has been returned to the city, the amount will be automatically reversed and applied to the customer's account. The customer will be responsible for any additional charges; interest or penalties accrued to the account. The unpaid balance will be subject to any interest or penalty charges associated with a past due amount. The account will be subject to the city general billing and collection policy.
- C. If water service is disconnected because of any misrepresentation, deliberate meter tampering, curb stop tampering or unauthorized connections, service may be restored after the city has received payment for water used, damages to materials, reconnection charges, proper system investment charges and other fees and costs incurred by the city.
- D. A property owner and property managers may request to receive copies of delinquent notices, by completing a landlord agreement form. The landlord agreement will remain in effect until a new property owner requests service, or the landlord who sold the property notifies the city to terminate the landlord agreement.
- E. When water service is temporarily shut-off at the request of the customer and turned on at a later date at the request of the customer, a water turn-on fee shall be charged to the customer. However, there will be no reconnect fee when the water service is shut off for less than twenty-four hours for repairs to the customer's plumbing system.

13.03.080 Billing.

- A. All bills and notices mailed by the city will be mailed to the street addresses of the property, unless the customer has provided a different mailing address.
- B. All utility billing will be based upon a rate definition rather than a property definition. Property may be designated as commercial in this code; however, they may be charged a residential rate for any of the utilities.
- C. Water billing will be based on meter readings. The bills shall indicate the consumption in one thousand-gallon increments.
- D. Sewer billing for new residential and commercial customers will be based on a usage of seven thousand gallons per month. If a customer has established usage at a previous address, the new sewer rate will be based on the same usage as the previous address until the next annual re-evaluation.
- E. Residential and commercial sewer billing will be reevaluated each year, based on the average of the actual water usage during January, February, and March.
- F. Each and every property location will receive a separate bill.
- G. Water and sewer minimum charges are not prorated with the billing period is shorter than thirty days.
- H. Customers with an active account will be charged any applicable minimum charges for all utility services during billing periods with no water usage. Minimum charges will be established by resolution.
- I. There may be charges for additional unsubstantiated re-reads. If the meter test reveals that the customer has been over-billed by three percent or more, the customer's bill may be adjusted. If the customer has been billed correctly, or has been underbilled, the city will bill the customer for the meter test. The amount billed will be determined by resolution.
- J. Sanitation charges are required on all active residential accounts where the residential service address is located within an area in which collection is serviced by the city. If the account is active with the city, it will incur sanitation charges, along with water and sewer charges. The property will be provided with access to the appropriate container needed for the disposal of solid waste, as set forth in Municipal Code 8.32.040 A.
- K. Starting July 1, 2024, Customers will be required to complete an application for services, which allows them to opt in or out of paperless billing at time of application.

13.03.090 Adjustments.

- A. Sewer adjustments may be given if a leak occurred during the sewer evaluation periods.
- B. A bill may be adjusted for a water leak if the following condition applies. The usage on the customer's bill with the leak exceeds by three times the usage amount on the customer's bill for the same period one year previous. The leak adjustment is calculated at 30 % of the total water charges on the qualified bill(s) reflecting the leak. For new accounts with less than 12 months of history, leak adjustments may be completed when the customer's bill shows usage

that is 21,000 gallons or more. The new account leak adjustment is calculated at 30% the total water charges on the qualified bill(s) reflecting the leak.

- C. Leak adjustments will only be completed for the three bills prior to the leak being repaired.

13.03.100 Credit, payment terms and collection efforts.

- A. Bills are considered delinquent if not paid thirty days after the bill date. Authorized interest and penalty charges will start accruing on this date. A delinquent notice will be mailed to the customer on or shortly after the thirty-first day after the bill date. If the bill remains unpaid forty-five days after the bill date, all utility services will be disconnected.
- B. If the customer's service is disconnected due to lack of payment, and remains unpaid for sixty days; the account shall be closed and turned over for collection.

13.03.110 Temporary fire hydrant usage.

- A. A fire hydrant usage permit must be obtained from the city.
- B. At the time the fire hydrant usage permit is obtained, a hydrant deposit shall be paid for an auxiliary valve, wrench, meter and hose. Upon return of the valve, wrench, meter, and hose, in good condition, the hydrant deposit will be credited toward the amount due for water usage from the hydrant. If equipment is lost or damaged due to customer neglect, appropriate fees shall be charged. The city manager or his designee reserves the right to rescind this privilege at any time.
- C. A fire hydrant operation charge for use of the fire hydrant shall be established by resolution of the city council. Charges will continue until the auxiliary valve, wrench, meter and hose are returned.
- D. All water will be metered. Hydrant meters may be rented from the city at a price set by resolution of the city council. Hydrant meters provided by the user and approved for use by the city may be used. The current city of Casper water transmission line wholesale water rate will be charged for erosion control, reinstatement of vegetation of disturbed areas, compaction water, and flushing water used by developers, contractors, and others in addition to the hydrant permit and hydrant operations charges.

The current retail water rate (dependent upon hydrant location) will be charged in addition to the hydrant permit and hydrant operational charges for all other uses, including, but not limited to, sod watering and parking lot washing. Payment and collection policies as listed in Section 13.03.090 will apply.

13.03.120 Domestic septage and non-hazardous industrial sump waste service.

Customers may use the regional wastewater treatment plan for disposing of domestic septage and non-hazardous industrial sump waste. The hauler of the domestic septage or sump waste will be billed on a monthly basis. Customers receiving bills for this service will adhere to the payment and collection policy for non-utility billing customers.

The customer will be responsible for paying the applicable sump waste testing fees directly to the laboratory.

13.03.130 Appeals.

Bills and adjustments may be appealed to the financial services director or his/her designee within thirty days of the bill date or adjustment date. If satisfactory settlement is not reached within thirty days, the customer may appeal to the City Manager by submitting a written request to the financial services department. All decisions made by the City Manager will be final.

13.03.131 Payment Arrangements.

Payment arrangements may be granted if a customer is unable to pay their past due balance before their disconnection date. If made, the arrangement would allow the customer to skip the current shut-off period for the service address that is delinquent or at risk of being shut-off. The account must be brought current by the due date of the current bill, which is not yet delinquent. This may allow up to, but will not exceed, thirty days to bring the account current, depending on when they contact the city. Customers must meet the following criteria to be eligible for a payment arrangement on their account.

- A. The customer must contact the city prior to their week of shut off.
- B. The bill causing delinquency is not the first bill on the account.
- C. Payment arrangements are not allowed on deposits. All deposits must be paid in full before water, sewer and sanitation services will begin.
- D. The customer has had four months of good payment history.
- E. All previous payment arrangements have been paid as agreed.
- F. No more than one previous payment arrangement in the previous twelve-month rolling period is permitted; a total of two payment arrangements in the twelve-month rolling period are allowed, including the one being requested.
- F. A one-time exception may be made for a customer whose water has been disconnected when they have a good payment history on the disconnected account.

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PASSED on 1st reading the 2nd day of January, 2024

PASSED on 2nd reading the 6th day of February, 2024.

PASSED, APPROVED, AND ADOPTED on third and final reading the ____ day of _____, 2024.

APPROVED AS TO FORM:

Walker Frost

ATTEST:

CITY OF CASPER, WYOMING
A Municipal Corporation

Amanda Ainsworth
City Clerk

Stephen Cathey
Mayor