

AGENDA ITEM #3B.

CITY COUNCIL COMMUNICATION FORM

FROM: Kim Weber, Finance Director

THROUGH: Gary Suiter, City Manager

DATE: March 13, 2018

ITEM: Finance Department Update

DIRECTION
 INFORMATION ONLY
 ORDINANCE
 MOTION
 RESOLUTION

I. REQUEST/ISSUE & BACKGROUND INFORMATION:

City Council has requested that each department provide a brief update to City Council annually to give them an idea of how things are going in departments. Attached is a presentation that goes through a series of questions in an effort to give Council additional information on the successes and challenges we are having in the Finance Department.

The Finance Department has taken on several new projects and processes over the last few years without adding additional staffing. Some examples of these processes are implementing sidewalk assessments and billings, becoming the fiscal agent for the Combined Law Enforcement Facility, and focusing a large amount of time to the Fiscal Sustainability goal of City Council. We have managed to take on these new processes with creating efficiencies within the department such as additional electronic bill pay and contracting for a deposit lockbox, however it has come at the cost of less forward thinking. We need to be looking at creating more efficiencies for internal processes such as electronic workflow, electronic signatures, less paper-pushing, etc., but we spend most of our time just getting the job done.

Finance has had several employees out for extended periods of time along with two current vacancies. With a department of 12 people with full workloads, it becomes

difficult to cover vacancies efficiently. We have cross trained effectively within Finance, but it doesn't change the workload. Staffing resources will be reviewed as part of the RFP process for the new software project from both an implementation side as well as an operating side.

II. ALTERNATIVES:

Information only.

III. STAFF RECOMMENDATION:

Information only.

IV. FISCAL IMPACTS:

Information only.

V. LEGAL ISSUES:

There are many legal issues related to what the Finance Department must do on a regular basis, but none noted for this update.

VI. CONFLICTS OR ENVIRONMENTAL ISSUES:

None noted.

VII. CONSISTENCY WITH COUNCIL GOALS AND POLICIES

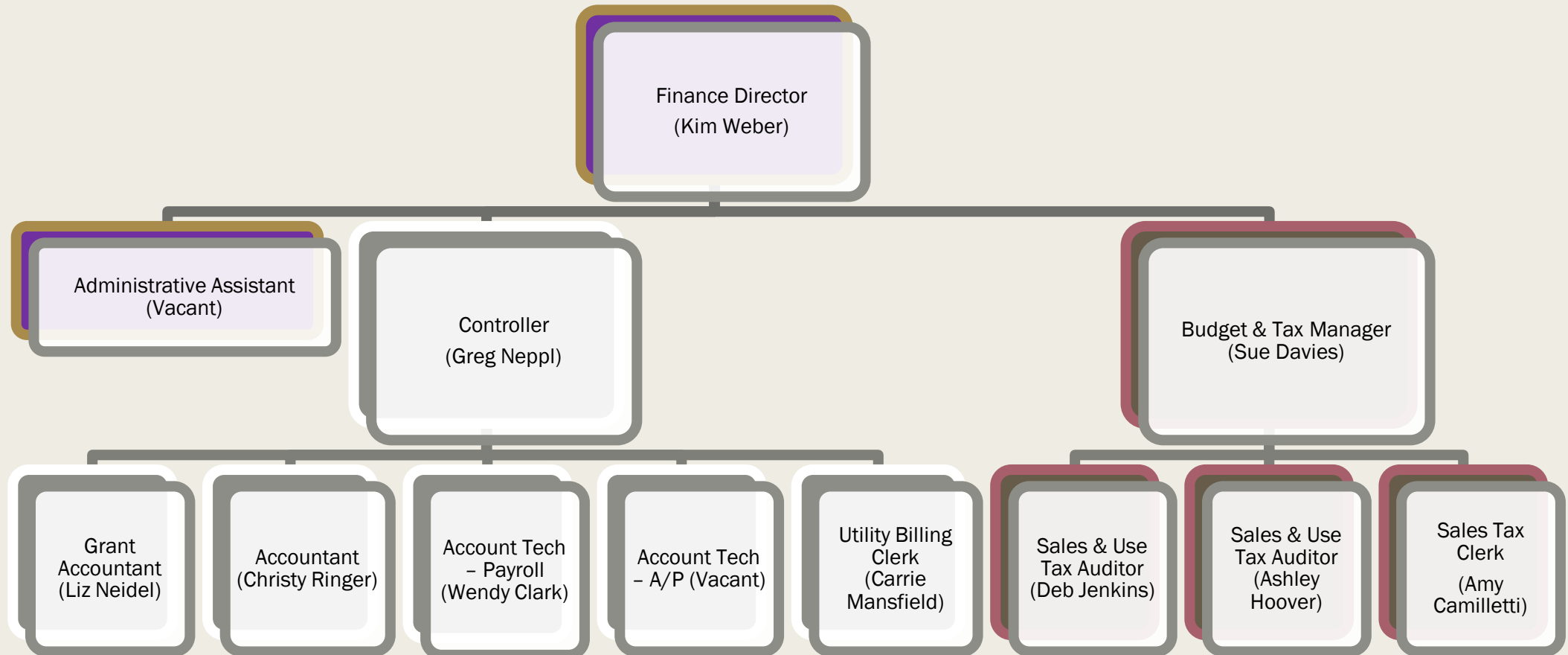
None noted



FINANCE DEPARTMENT UPDATE

March 13, 2018

Department Org Chart



What's Working Well?

- Electronic bill pay for utilities and sales tax
- Contracted lockbox and deposit service for utilities
- AirBnB voluntary sales tax collection agreement
- Sidewalk assessment collections
- Combined Law Enforcement Facility billing process
- Customer service hours

What's not working so well?

- Our Financial Software!!
- Staffing – Covering vacancies and extended leave

What should we be doing more of?

- Be more proactive versus reactive
- Evaluation of our processes for efficiencies
- Communicate the “why” behind the “what”
- Scheduling time for special projects

Additional tasks we are working on for 2018

- Issuing Certificates of Participation for CLEF
- Fiscal agent for the CLEF
- Sidewalk Assessment billing
- Adjusting/simplifying the building use tax reconciliation process
- Banking RFP
- Preliminary work for an Enterprise Software RFP
- Continue with City Council's Goal to address Fiscal Sustainability