

# Administrative Services / Finance & Accounting Annual Report

*A Comprehensive Review of  
Administrative Services and Finance & Accounting  
Data from 2016.*



Melanie Landis, Director of  
Administrative Services / Finance



## **ADMINISTRATIVE SERVICES / FINANCE DEPARTMENT**

### **MISSION:**

*The Finance Department is the foundation of our efficient, effective government – the courteous front line of customer service, the responsible stewards of public funds and the specialists who streamline City services through new technologies.*

### **VISION:**

*To meet a standard of excellence through professional customer service, integrity in financial management and reporting, effective use of sound business practices, education for the governing body, staff and public and a secure and reliable technological structure.*

### **STAFF:**

Administrative Service/Finance Director: Melanie Landis

Utility Billing Clerk: Toni Woods

Municipal Court Clerk: Dawn Jesberg

Facility Manager: Heather Poole

Customer Service Representative: Romarie Torres

Building Supervisor: Brian Daschke

Accountant/ Information Technology: Antwone Smoot

Accountant: Vacant

Accounting Clerk: Vacant

# 2016 HIGHLIGHTS

## CUSTOMER SERVICE / FACILITY MANAGEMENT

- 18,000 Utility payments receipted
- 820 Municipal court payments receipted totaling \$179,845
- 415 Pet licenses
- 150 Facility reservations
- 265 Swim lesson registrations
- 575 Patrons purchasing Aquatic Center memberships

## MUNICIPAL COURT

- 665 Cases filed
- 655 Dispositions
- 60 Diversions
- 90 Amended violations
- 40 Public defender appointments
- 35 Cases sent to collections
- 50 Open records requests

## UTILITY BILLING

- 2,560 accounts monitored monthly
- 205 ACH (automatic withdrawal) accounts
- 350 Emailed monthly statements
- 2,200 total delinquent notices processed (185 avg. per month)
- 400 total water meters shut off for non-payment
- 255 total water meter accounts requiring research and re-reads
- 25 Trash account suspensions monitored each month
- 300 Accounts in collection status, total of \$66,995
- \$27,710 Delinquent account collections in 2016 through Collection Bureau of Kansas

# 2016 HIGHLIGHTS

## INFORMATION TECHNOLOGY

- Completion of server consolidation project
- Researched and proposed backup solutions for data disaster recovery
- Began research for community fiber/communication solutions
- Staff training on improved phone system use
- On-site help desk support for all staff

## FINANCE & ACCOUNTING

- Debt issuance of \$9,700,000
- Prepared 2017 budget totaling \$14,500,000
- Produced annual utility rate study for water distribution
- Produced annual utility rate study for wastewater collection and treatment
- 2,000 Payments processed through accounts payable totaling \$10,845,000
- Produced RFP for ERP Solution and conducted product interviews

## EMPLOYEE CONTINUED EDUCATION

- KACM conferences, semi-annual
- KACM board member
- Quarterly area court clerk/manager meetings
- Front desk security seminar
- Laserfiche Conference
- Dealing with difficult people seminar
- Bi-monthly Eastern Kansas Government Finance Officers meetings
- Annual Kansas Government Finance Officers conference
- Leadership training through JCCC continuing education

# 2017 UPCOMING PROJECTS

## 2017 UPCOMING PROJECTS

- RFP for Feasibility study of Fiber Optic Network
- Project management and implementation of ERP solution
- Finance city projects of approximately \$4,000,000
- Streamline debt financing schedules to maximize funding and reduce financing costs
- Create and/or update existing financial policies
- Continued focus on increasing sales for aquatic facility through marketing and efficiency measures
- Continued collection efforts for water, sewer and trash utilities
- Continued efficiency efforts to provide alternate payment methods for customers in an effort to control phone calls and foot traffic in front office
- Liaison to Broadband Task Force
- Streamline process for utility interruption due to non-payment
- Restructure facility rental policy and devise plan to maximize use of renovated facility for 2018
- Continued professional development for department staff