



City of Ashland

BN 2019/21

Department Presentations

MARCH 20, 2019

Administrative Services

- ▶ Administrative Services:
 - ▶ Administrative Services provides Finance, Accounting, Utility Billing, Risk Management and AFN oversight
 - ▶ Administration – 2
 - ▶ Accounting – 6
 - ▶ Utility Billing -6.75
 - ▶ Risk Management – 1
 - ▶ Purchasing - 1

Administrative Services Accomplishments



- Developed a entirely new budget process
- Implemented OpenGov to improve Financial Transparency, Communication, and Collaboration in the budget process
- Implemented a new Utility Billing System
- Re-organized staff to place an emphasis on Transient Occupancy Tax and Food and Beverage
- Continued implementation of Accounting software
- Transferred the City from self-funded health insurance to CIS, avoiding over \$1.5 million in healthcare cost
- Developed a legally recognized cost allocation plan for Central Services

Administrative Services Goals

- Continue to improve communication with the City's financial records
- Continue to improve operating efficiency through technological advancements and implementation of already purchased software
- Work to enhance the public's ability to access and pay utility bills online

Administrative Services Future Challenges



- Ensuring internal controls are in place with fewer employees
- Ensure compliance with all Federal Grants
- Reduce the cost of credit card fees paid by the City as more and more customers migrate to that form of payment

Administrative Services Performance Measures – Essential Services Billing



Payment Processing	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Automatic payment ACH or Credit Card # of Payments	39,359	31,939	36,556	39,267	41,517	43,124	44,849
Telephone Credit Card # of Payments	9,919	8,710	8,228	8,465	8,219	8,660	9,093
On Line # of Payments	11,007	30,452	35,352	37,665	29,734	34,562	38,018
Total	60,285	71,101	80,136	85,397	79,470	86,346	91,960
Percentage of Total Processing	43%	54%	60%	64%	59%	62%	66%
Business Licenses Processed	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Renewals Completed	2,005	2,012	2,040	2,035	2,177	2,199	2,221
Applications Completed	250	262	250	445	251	347	350
Revenue Collected	\$ 207,000	\$ 208,247	\$ 209,121	\$ 237,028	\$ 248,064	\$ 233,185	\$ 235,516
City-funded Assistance Program	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Low Income Energy Assistance							
Applications	456	445	510	352	311	282	305
Distributed	\$ 99,902	\$ 98,568	\$ 82,967	\$ 88,012	\$ 87,083	\$ 86,614	\$ 96,000
Average relief/applicant-family	\$ 219	\$ 222	\$ 163	\$ 250	\$ 280	\$ 307	\$ 315
Senior/Disabled Program							
Applications	140	150	136	165	174	181	185
Distributed	\$ 36,385	\$ 38,967	\$ 39,434	\$ 45,523	\$ 50,285	\$ 55,487	\$ 58,000
Average relief/applicant-family	\$ 260	\$ 260	\$ 290	\$ 276	\$ 289	\$ 307	\$ 314



Administrative Services Performance Measures – Accounting

Performance Measures	FY 2013 Actual		FY 2014 Actual		FY 2015 Actual		FY 2016 Actual		FY 2017 Actual		FY 2018 Actual		FY 2019 Goal	
	City	Parks	City	Parks										
Pay Checks	5,125	1,954	5,206	2,099	5,734	2,214	5,792	2,175	5,601	2,286	5,308	2,197	5,200	2,000
Percentage as Direct Deposit	79%	61%	79%	62%	80%	50%	80%	52%	81%	60%	91%	88%	93%	90%
Payable Checks Processed	7210	2593	7252	2576	7296	2327	7408	2212	7133	1989	6849	1909	7000	2000
Electronic Fund Transfers	317	209	344	249	359	212	457	222	666	260	606	229	800	400
Percentage electronically	4%	8%	5%	10%	5%	9%	6%	10%	11%	8%	11%	8%	12%	12%
Accounts Receivable Billed	1,557	215	1,579	194	1,788	192	1,588	211	1,178	207	903	191	1000	200
Collection Rate	97%	97%	97%	97%	95%	97%	95%	97%	95%	97%	95%	97%	96%	97%