

PROGRAM IMPROVEMENT DECISION PACKAGE

Fund General or Equipment Res.	Department Finance	Division Administration	Dept Rank 1	City Rank
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TYPE OF PROGRAM ADJUSTMENT

<p>DESCRIPTION OF PROGRAM Implement a work flow system for invoice processing.</p>
<p>BENEFITS OF FUNDING PROGRAM The current system of processing payments is time intensive and requires invoices to be sent to departments and approvals mailed back to Finance. The proposed system would automate the process and allow us to image invoices and distribute them electronically. The approvals could also be made electronically. This would help larger departments with multiple locations more quickly approve payments. Departments could save an estimated 1200-1500 hours a year.</p>
<p>ESTIMATE AND EXPLANATION OF NEW REVENUE The City would be better able to take advantage of any discounts for prompt payment.</p>
<p>CONSEQUENCES OF NOT FUNDING PROGRAM Continued use of staff time for transporting invoices to obtain approval and to receive from Finance. Slower processing time while waiting for physical invoice to return to Finance.</p>
<p>POSITIONS INVOLVED IN PROGRAM IMPROVEMENT At least one or more in every department.</p>

FINANCING OF PROGRAM

	FIRST YEAR	SECOND YEAR	THIRD YEAR
PERSONAL SERVICES			
CONTRACTUAL SERVICES			
COMMODITIES			
CAPITAL OUTLAY	\$ 31,000	\$ 2,000	\$ 2,000
TOTAL COST	\$ 31,000	\$ 2,000	\$ 2,000
SAVINGS FROM FUNDING PKG.			
NET COST	\$ 31,000		
ANNUAL COST <small>(IF DIFFERENT FROM NET)</small>	\$ 31,000		

PROGRAM IMPROVEMENT DECISION PACKAGE

Fund General or Equipment Res.	Department Finance	Division Utility Billing	Dept Rank 2	City Rank
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TYPE OF PROGRAM ADJUSTMENT

DESCRIPTION OF PROGRAM

Equip Field Service Staff with laptop computers to automate work order program and collections process. The work order system could be integrated with GPS and show the most effective driving pattern, thus saving fuel cost and time.

BENEFITS OF FUNDING PROGRAM

The current system of distributing work orders to Field Service Staff is time intensive and requires work orders to be delivered manually to each Field Service Rep. Staff then has to bring the completed work orders back to the Utility Billing Dept. for entry into the H.T.E. system. The proposed system would automate the process and allow Staff to obtain their work orders electronically from a laptop inside their service vehicle. The Utility Billing Division would have the benefit of the updated information in real time due to the integration of H.T.E. and the work order systems. An estimate of hours saved would be an hour a day for each of the 5 Field Service Staff or 1300 hours/\$25,155 per year. Safety would be another benefit. Currently Billing Staff has to frequently call Field Staff for work order status and connection requests while they are driving. Staff could receive the work order electronically rather than by cell phone.

ESTIMATE AND EXPLANATION OF NEW REVENUE

This system would greatly improve efficiency of the Field Service Staff by electronically providing their work orders from their vehicle rather than coming to City Hall. It would increase efficiency in the billing process as the wait time for rereads would be eliminated. The Computer Programmers would no longer have to print off the work orders each morning thus saving them time, paper, and printing costs.

CONSEQUENCES OF NOT FUNDING PROGRAM

Staff still has to come to City Hall each morning to pick up their work orders. They manually put them in driving pattern order. Utility Billing Staff waits to finish the billing process until Field Staff brings in the work orders. From the paper copies Billing Staff enters the new reads into H.T.E.

POSITIONS INVOLVED IN PROGRAM IMPROVEMENT

GPS Coordinator, 5 Field Service Personnel, 2 Utility Billing Personnel, 1 Customer Service Supervisor
1 Computer Programmer

FINANCING OF PROGRAM

	FIRST YEAR	SECOND YEAR	THIRD YEAR
PERSONAL SERVICES			
CONTRACTUAL SERVICES	\$ 2,580	\$ 2,580	\$ 2,580
COMMODITIES			
CAPITAL OUTLAY	\$ 6,000	\$ -	\$ -
TOTAL COST	\$ 8,580	\$ 2,580	\$ 2,580
SAVINGS FROM FUNDING PKG.			
NET COST	\$ 8,580		
ANNUAL COST (IF DIFFERENT FROM NET)	\$ 8,580		

PROGRAM IMPROVEMENT DECISION PACKAGE

Fund General or Equipment Res.	Department Finance	Division Utility Billing	Dept Rank 3	City Rank
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TYPE OF PROGRAM ADJUSTMENT

<p>DESCRIPTION OF PROGRAM Purchase remote deposit software, that would work with our check imaging system, to allow checks received to be deposited electronically.</p>
<p>BENEFITS OF FUNDING PROGRAM</p> <ul style="list-style-type: none"> ▪ Eliminate the physical transportation of most checks from City Hall to the bank. In 2008, over \$4,000 was spent for City Hall courier services. ▪ Reduce deposit fees. Currently, deposits are \$0.15 a piece. ▪ Enhance citizen's experience ▪ Accelerate payments workflows ▪ Improve funds availability
<p>ESTIMATE AND EXPLANATION OF NEW REVENUE The City would realize savings the first year after the software was implemented. As a result of the implementation, a courier service from City Hall to the bank may no longer be required. As a result, approximately \$4,000 could be saved and the cost of processing checks reduced. The time to prepare the deposit would be eliminated.</p>
<p>CONSEQUENCES OF NOT FUNDING PROGRAM Continued use of courier services will be required, and the fees continue to rise. Additionally, we will not see the savings that is possible with electronic check deposit through our bank.</p>
<p>POSITIONS INVOLVED IN PROGRAM IMPROVEMENT Our internal processes would not be affected, other than a reduction in the time to prepare the deposit.</p>

FINANCING OF PROGRAM

	FIRST YEAR	SECOND YEAR	THIRD YEAR
PERSONAL SERVICES			
CONTRACTUAL SERVICES		\$ 600	\$ 600
COMMODITIES			
CAPITAL OUTLAY	\$ 6,000	\$ -	\$ -
TOTAL COST	\$ 6,000	\$ 600	\$ 600
SAVINGS FROM FUNDING PKG.			
NET COST	\$ 6,000		
ANNUAL COST (IF DIFFERENT FROM NET)	\$ 6,000		

