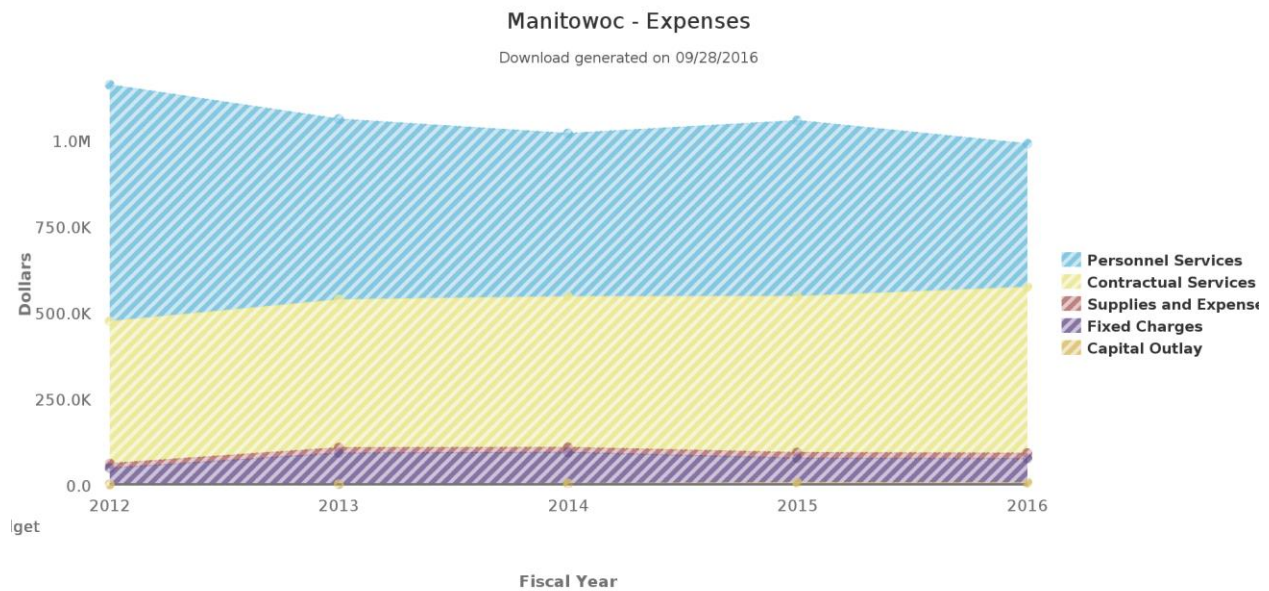


## Clerk/Treasury Area Summary of Efficiencies gained and proposed

Efficiencies gained already:

1. All staff in Clerk, Treasury, Municipal Court can process payments for any purpose.
2. Hours open 7:30am – 4:30pm
3. Extended hours for tax collection via relationships with banks and credit unions beyond city hall hours (CH=45 hours M-F, with partners Monday – Friday 8am to 7pm available daily except for Holidays, Saturday 8am-4pm, Sunday 10am-2pm 67 hours)
4. All mail received is deposited the day received from USPS
5. Cut budget by \$6,262 by no longer hiring seasonal employee for tax collection
6. Remote Capture Deposit of all checks
7. Empowered employees to make suggestions to reconfigure the counter process flow.
8. Increased the number of receipting stations in Clerk area to two and added one in Municipal Court. There were no receipting stations in 2011. (process prior was to pass a piece of paper to Treasury, then receipt payment and then go back to clerk to issue license or pay citation)



Efficiencies still to come:

1. Full integration of Clerk and Treasury staff members. Cross trained on most aspects with voter system and license training on going.
2. Development of a full service Clerk/Treasury counter with uniform service delivery
3. Open concept will allow Treasury employee to assist with coverage of the Clerk counter during non-peak Treasury times.
4. Shared services for elections (We are even training Finance Staff in elections and license issuance.
5. Implementing Special Assessment Module in Accela/Springbrook for collection and tracking of all Assessments.

