**City Manager Report**

October 17, 2022

1. **Utility Billing** – The water/sewer/storm drain bills went out late this month. The due date was extended and no late fees will be charged. The meters were read at their scheduled time, but staffing and software issues/training caused a delay in generating and sending the bills out. We still have a number of bills that have consumption amounts that are inconsistent with their historic use and we are working with customers to address this. In prior months, many meters were not read and instead billed based on just the base fee or an averaging of prior months. Over the next two billing cycles, the consumption reads will balance out.
2. **Staffing** – City Clerk position is vacant as of October 5 which creates coverage issues for the counter and phones and is a significant set back on operational matters like utility billing and the backlog of other regulatory reporting. An updated job description will be complete this week and we will post for at least a part-time position opening.
3. **ACCESS** – We recently signed up for federal water/sewer bill assistance for qualifying low-income customers. This should be complete and information distributed this week or next.
4. **Payroll Outsourcing** – We have a very competitive bid for outsourcing the payroll process for the City to ADP, a prior provider. City staff still have some data entry and reporting, but would free up considerable time to work on other critical financial and operational needs.
5. **Website Outsourcing** – We also have a very competitive bid for third party website development and hosting. This would provide a standard format for both the front and back ends of the website, offering immediate staff access for data posting, online form building and Municipal Code publishing.
6. **Audit** – Dee and I had a meeting with our Auditors, Umpqua Valley Financial, today and discussed a schedule for attempting to complete the prior year (FY21) audit before beginning the current audit cycle (FY 22). The target date to complete both audits is March so that accurate fund balances are known when developing the FY24 Budget.
7. **Council Look Ahead** – Attached is a document that was used effectively in my prior municipal organization. I think it would be useful for Council, myself and the public. It can become a standard document in each Council meeting for reference, review, and updating.
8. **Water Treatment Plant Site Work** – Tony and I wanted to be sure to recognize Rob for the great work he is doing with the removal and disbursement of the material build up in the overflow pond at the water treatment plant. His plan is saving the City significant expense and is much appreciated.