

PROGRAM IMPROVEMENT DECISION PACKAGE

Fund 501	Department Finance	Division Utility Billing	Dept Rank 1	City Rank
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TYPE OF PROGRAM ADJUSTMENT

DESCRIPTION OF PROGRAM

Hire an additional Field Service Representative to process delinquent accounts and replace older water meters.

BENEFITS OF FUNDING PROGRAM

In 2004, the City Commission was requested to write-off over \$189,000 in delinquent utility accounts. The department has not hired an additional Field Service Representative in over ten years despite a significant increase in the number of customers.

ESTIMATE AND EXPLANATION OF NEW REVENUE

It is estimated that write-offs may be reduced by \$50,000 a year by more aggressively processing delinquent accounts. In addition, up to \$20,000 in revenue can be recognized by replacing 2000 older, inefficient water meters

CONSEQUENCES OF NOT FUNDING PROGRAM

Continuation of a high level of write-offs and lost revenue due to inaccurate water meters. Use of temporary help to replace older meters would continue at a cost of \$10,000 per year.

POSITIONS INVOLVED IN PROGRAM IMPROVEMENT

Field Service Representative

FINANCING OF PROGRAM

	FIRST YEAR	SECOND YEAR	THIRD YEAR
PERSONAL SERVICES	\$ 34,382	\$ 36,101	\$ 37,906
CONTRACTUAL SERVICES	\$ (10,000)	\$ (10,000)	\$ (10,000)
COMMODITIES	\$ 500	\$ 100	\$ 100
CAPITAL OUTLAY			
TOTAL COST	\$ 24,882	\$ 26,201	\$ 28,006
SAVINGS FROM FUNDING PKG.			
NET COST	\$ 24,882		
ANNUAL COST <small>(IF DIFFERENT FROM NET)</small>	\$ 24,882		

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PERSONAL SERVICES

10-01	Regular Salaries	\$	24,856	
10-02	Overtime			
10-04	Longevity Pay			
10-04	Holiday Pay			
10-06	Parttime Salaries			
12-01	FICA	\$	1,980	
12-02	Unemployment	\$	94	
12-03	KPERS			
12-06	Life Insurance			
	Health Insurance	\$	7,352	
	Subtotal			\$ 34,282

CONTRACTUAL SERVICES

	Subtotal			\$ -

COMMODITIES

	Supplies	\$	500	
	Subtotal			\$ 500

CAPITAL OUTLAY

	Subtotal			\$ -

TOTAL	\$	34,782
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PROGRAM IMPROVEMENT DECISION PACKAGE

Fund Water and Sewer	Department Finance	Division Utility Billing	Dept Rank 2	City Rank
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TYPE OF PROGRAM ADJUSTMENT

<p>DESCRIPTION OF PROGRAM</p> <p>To keep up with the increasing number of meters to be read, it is requested that a study be performed on the issue of requiring new water meter installations to have radio-transmit meters.</p>
<p>BENEFITS OF FUNDING PROGRAM</p> <p>It would reduce the need to hire new meter readers as Lawrence continues to grow.</p>
<p>ESTIMATE AND EXPLANATION OF NEW REVENUE</p> <p>The approximate \$100 additional cost per meter could be borne by the developer/purchaser of the property.</p>
<p>CONSEQUENCES OF NOT FUNDING PROGRAM</p> <p>Staff will have to be added incrementally as growth continues.</p>
<p>POSITIONS INVOLVED IN PROGRAM IMPROVEMENT</p>

FINANCING OF PROGRAM

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

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PERSONAL SERVICES

10-01	Regular Salaries		
10-02	Overtime		
10-04	Longevity Pay		
10-04	Holiday Pay		
10-06	Parttime Salaries		
12-01	FICA		
12-02	Unemployment		
12-03	KPERS		
12-06	Life Insurance		
	Subtotal	\$	-

CONTRACTUAL SERVICES

	Subtotal	\$	-

COMMODITIES

	Subtotal	\$	-

CAPITAL OUTLAY

	Subtotal	\$	-

TOTAL	\$ -
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PROGRAM IMPROVEMENT DECISION PACKAGE

Fund 501	Department Finance	Division Utility Billing	Dept Rank 3	City Rank
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TYPE OF PROGRAM ADJUSTMENT

DESCRIPTION OF PROGRAM Provide on demand transfer of funds from the customer's bank account to the City's bank account. Over 1000 customers currently access their utility account on-line. While they can pay their bill over the internet by using a credit card, a fee applies. This will require a software link by H.T.E. to a third party payment processor and modifications to our web page.
BENEFITS OF FUNDING PROGRAM Allow internet payments without a fee. Improved customer satisfaction and quicker payment receipt. Reduced cost of processing payment. This could also be funded from the E-gov account in the General Fund.
ESTIMATE AND EXPLANATION OF NEW REVENUE Likely no net additional revenue to the City. However, we would eliminate the cost of processing the payment through the mail and customer would not have to pay a transaction fee to pay over the internet.
CONSEQUENCES OF NOT FUNDING PROGRAM
POSITIONS INVOLVED IN PROGRAM IMPROVEMENT None

FINANCING OF PROGRAM

	FIRST YEAR	SECOND YEAR	THIRD YEAR
PERSONAL SERVICES			
CONTRACTUAL SERVICES	\$ 15,000		
COMMODITIES			
CAPITAL OUTLAY			
TOTAL COST	\$ 15,000	\$ -	\$ -
SAVINGS FROM FUNDING PKG.			
NET COST	\$ 15,000		
ANNUAL COST (IF DIFFERENT FROM NET)	\$ 15,000		

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PERSONAL SERVICES

10-01	Regular Salaries		
10-02	Overtime		
10-04	Longevity Pay		
10-04	Holiday Pay		
10-06	Parttime Salaries		
12-01	FICA		
12-02	Unemployment		
12-03	KPERS		
12-06	Life Insurance		
	Subtotal		\$ -

CONTRACTUAL SERVICES

	Software	\$ 15,000	
	Subtotal		\$ 15,000

COMMODITIES

	Subtotal		\$ -

CAPITAL OUTLAY

	Subtotal		\$ -

TOTAL	\$	15,000
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