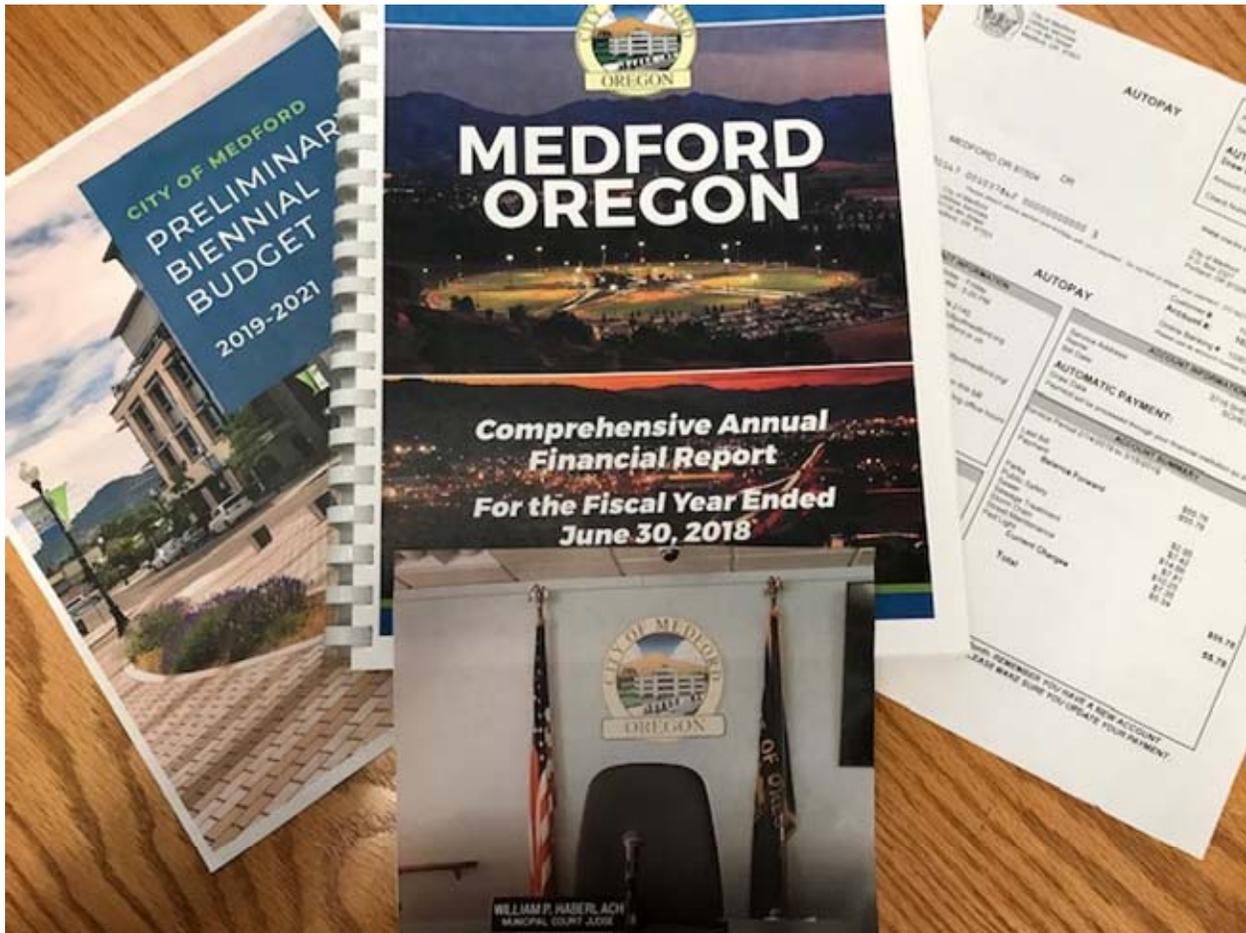


Finance Department



The Finance Department is responsible for maintaining the fiscal integrity of the City through financial services, timely information and analysis, innovation, financial management and appropriate internal controls. The Finance Department accomplishes this through internal processes and procedures, external accounting rules and principles, and adequate oversight through the audit and budget processes.

There are three divisions within Finance:

- Financial Services Division – Provides accounting, accounts receivable, accounts payable, payroll, and purchasing services for other departments.
- Municipal Court Division – Ensures that every person accused of criminal wrongdoing is provided the constitutional right of a fair and timely judicial process while preserving the rights and dignity of the defendant as well as the citizens of Medford.
- Utility Billing Services Division – Provides timely and accurate billing and collection of the City’s utility fees in accordance with Medford’s Municipal Code. With direction by the City Council for the rates and fees charged, the Utility Billing Services Division ensures sufficient funding is collected to maintain streets, sewer, storm drain, parks, and a portion of essential public safety services.

ACCOMPLISHMENTS

Financial Services

- ✓ The Payroll and Fixed Assets modules of the ONESolution financial software program were successfully implemented. This completes implementation of the major financial processes; the City may implement the Grants module in the next biennium.
- ✓ An outside accounting firm (KDP CPAs) completed a review of the major processes within the division; recommendations were made that improved purchasing, cash disbursements, fixed assets, procurement, internal risk controls, and the Schedule of Expenditures of Federal Awards (SEFA). Recommendations from KDP focused on two distinct outcomes: ensuring the City is compliant with all rules and regulations, and creating procedures that make the City more efficient.
- ✓ A new audit firm, Moss Adams, was hired to audit the City for the year ending June 30, 2018. The annual audit and subsequent financial reports were completed on time. The City received an unmodified opinion and staff was praised by a Moss Adams partner during the City’s first ever Audit Committee meeting in January 2019.
- ✓ The City was awarded the Government Finance Officers Association (GFOA) Certificate of Excellence in financial reporting for the 30th consecutive year.



Municipal Court

- ✓ Jurors now have online access to complete their juror questionnaire, reschedule, request exemption of their jury duty, and see the status of their assigned trial. Integration with the Tyler Incode Case Management system expedites the jury selection process.



Medford, OR Home Juror Login

Medford Municipal Court

Welcome to the Medford Municipal Court jury site! Please use the JUROR LOGIN option to complete your questionnaire, reschedule, or request exemption of your jury duty. You may check back here to see the status of your scheduled trial.

Not all summoned jurors will be selected to report. You MUST visit our website after 5 p.m. the evening before you are scheduled to appear. The final trial status update will be provided at that time.

If you have any special needs such as interpreters or wheelchair accessibility, you may request assistance by calling 541-774-2049.

JURY TRIAL STATUSES

February 8, 2019 at 8:30 a.m.
No status update at this time. Please check back.

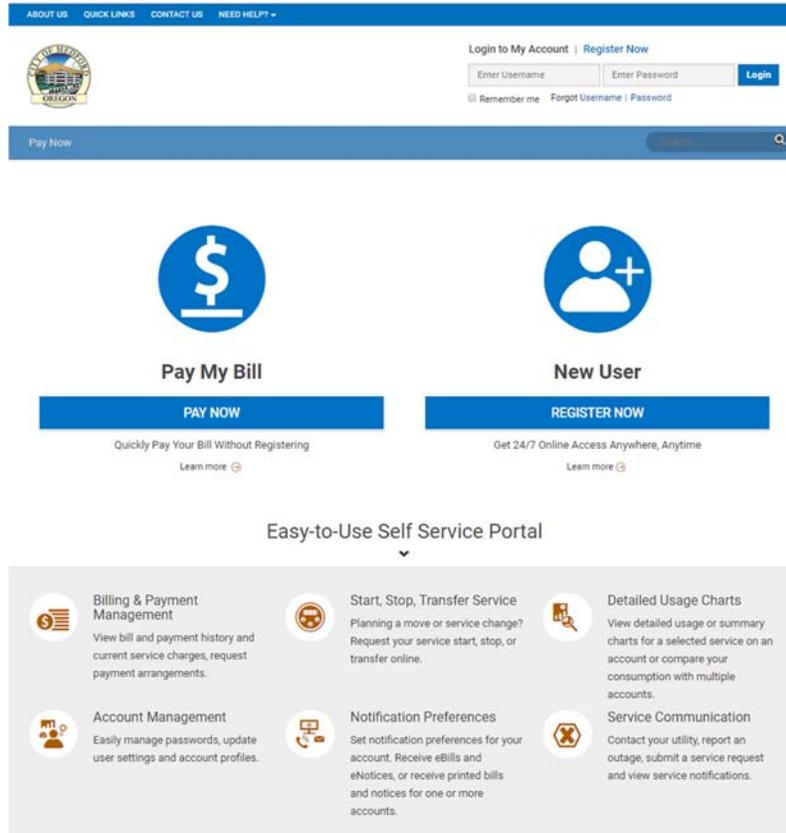
[Juror Login](#)

- ✓ The Legal Department is now able to track victims and initiate victim notification letters for Municipal Court cases directly from the Tyler Incode Case Management system. This new process was a joint effort between the Court and Legal Department and facilitated implementation of an important process for victims. The Tyler Incode Case Management system enabled a process in which two departments use the same database.
- ✓ Municipal Court processed over 1,800 dismissals in 2018 from photo enforcement citations in which the registered owner of the vehicle was not the actual driver. Court developed an electronic process within the Tyler Incode Case Management System which allows for generation of electronic documents and approvals as the case flows between the Police Department, the Legal Department and the Court. This is another great example of how the new Tyler Incode Case Management system is working for multiple departments and utilizing only one data base.

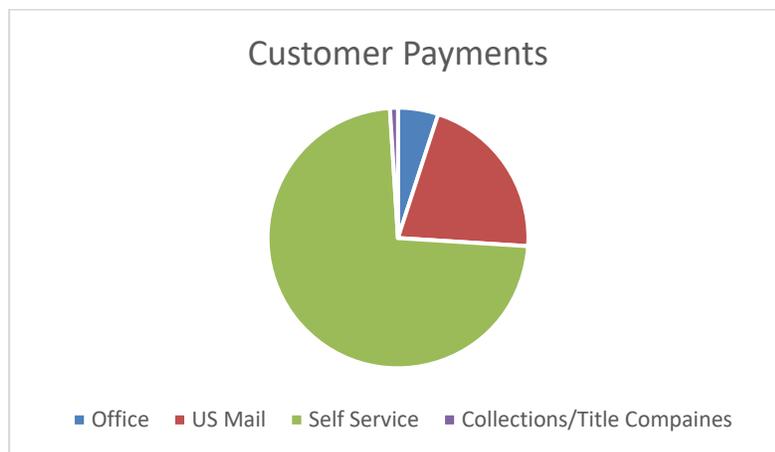


Utility Billing Services

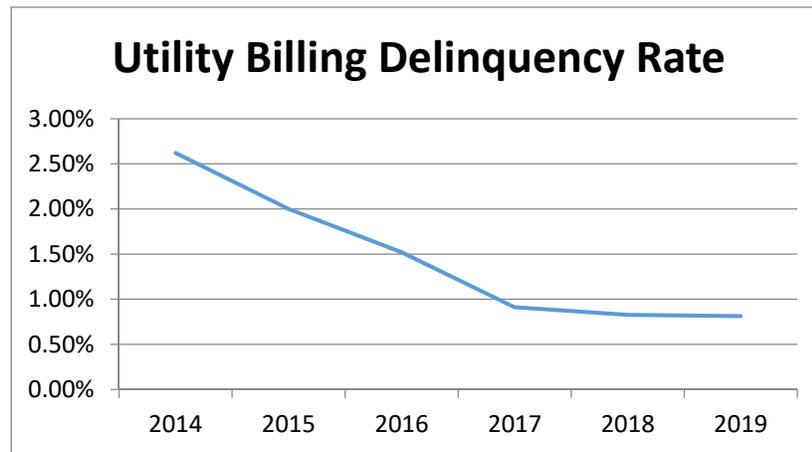
- ✓ The Utility Billing Services division implemented a new utility billing software system. As part of that process, the utility bill was redesigned and new services were offered to customers including consolidating all their City of Medford utility bills into one bill (for those customers who have more than one account). A new website was also created that is more user friendly for customers.



- ✓ Customers opting to pay their bills through self-service options (including online bill pay through their banks, automatic payments, or one-time payments on the City’s website or telephone line) increased to 73%, a 14% increase over the December 31, 2016 rate.



- ✓ Utility bills delivered electronically instead of US mail increased to 9% which is a 3% increase over December 31, 2016 levels. The electronic bill in the old billing system was difficult to read and was not promoted. The new electronic bill looks just like the paper utility bill. We will begin an aggressive promotion to encourage customers to enroll in paperless billing using bill messages, the bill insert, website notes and social media.
- ✓ The dollar amount of utility bill revenue that remains unpaid for 90 days or more decreased to 0.81% of total revenue billed. This is a significant improvement over the delinquency rate at the end of the first year utility billing was brought in-house which was 2.62% of revenue billed (June 30, 2014).



FUND DESCRIPTIONS

The Financial Services and Municipal Court divisions of the Finance Department are funded out of the General Fund. The Utility Billing Services division is funded by three Public Works funds, which are described below.

500 - Street Utility

- *Purpose:* Provides for the operation and maintenance of city streets and related facilities such as sidewalks, curb and gutters, street lights and traffic initiatives. Includes such activities as are necessary so the facilities may be properly operated and maintained, and that the health, safety and welfare of the city and its inhabitants are safeguarded.
- *Major revenue source:* Street utility fees.
- *Fund Restrictions:* Funds are limited to operation and maintenance of city streets and related facilities.

501 - Storm Drain Utility

- *Purpose:* Provides for construction, maintenance and administration of facilities for storm water management and control.
- *Major revenue source:* Storm Drain utility fees.

- *Fund Restrictions:* Funds are limited to construction, operation and maintenance of stormwater facilities.

502 - Sanitary Sewer Utility Fund

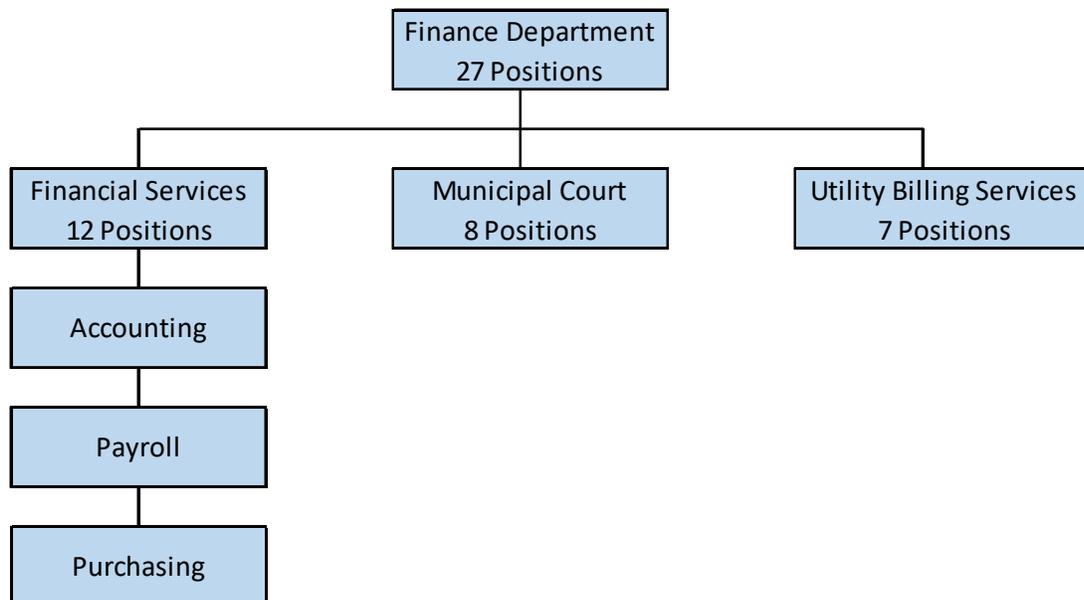
- *Purpose:* Provides for construction, maintenance and administration of facilities for sewer collection management and control.
- *Major revenue source:* Sewer collection utility fees.
- *Fund Restrictions:* Funds are limited to construction, operation and maintenance of sewer collection facilities.

ORGANIZATION

The Finance Department is organized into three divisions as shown in the Organization Chart below. The Financial Services division is responsible for ensuring the financial needs of the City are met. These responsibilities include paying vendor invoices, billing customers for services other than utilities, paying employees and complying with all payroll and benefits regulations, investing the City’s cash, issuing debt where necessary, collecting various taxes due the City, coordinating the City’s purchases of goods and services, and performing other accounting functions. The Municipal Court division ensures that every person accused of criminal wrongdoing is provided the constitutional guarantee of a fair and timely judicial process. The Utility Billing Services division (previously housed in Public Works) bills and collects revenue for the City’s various utility fees.

Position titles and number of employees in each position are shown under Position Listing.

Organization Chart



Position Listing

Position	13-15 Biennium Actual	15-17 Biennium Actual	17-19 Adjusted Budget	19-20 City Mgr Proposed	20-21 City Mgr Proposed	19-21 City Mgr Proposed
108 Finance Director	1	1	0	0	0	0
108 Chief Financial Officer/Assistant City Manager	0	0	1	1	1	1
268 Controller	0	0	1	1	1	1
177 Accounting Supervisor	1	2	1	1	1	1
323 Senior Accountant	1	0	0	0	0	0
133 Accountant	0	1	2	2	2	2
335 Financial Support Specialist	0	1	3	3	3	3
195 Financial Support Technician	4	2	0	0	0	0
125 Purchasing Agent	0	1	1	1	1	1
229 Purchasing Manager	1	0	0	0	0	0
137 Payroll Coordinator	1	2	2	2	2	2
253 Payroll Manager	1	1	1	1	1	1
106 Municipal Judge	1	1	1	1	1	1
187 Municipal Court Clerk	1	1	1	1	1	1
197 Court Specialist	5	5	5	5	5	5
359 Court Program Specialist	0	1	1	1	1	1
341 Utility Billing Services Supervisor	0	1	1	1	1	1
351 Utility Billing Services Specialist	0	4	4	4	4	4
343 Utility Billing Services Technician	0	2	2	2	2	2
292 Development Svcs Support Tech	4	0	0	0	0	0
321 Public Works Business Manager	0	.35	.35	0	0	0

OBJECTIVES AND PERFORMANCE MEASURES

Financial Services

Key Objectives

The Financial Services division will maintain the fiscal integrity of the City through accurate and timely information, appropriate internal controls and bond ratings high enough to permit borrowing at favorable rates.

- Objective #1: Accurate and timely reporting of financial information.
- Objective #2: Maintain the City’s Moody’s bond rating

The following measures will be reported to assess progress in achieving key departmental objectives.

Performance Measures

Goals and Objectives	Actual 2017-18	Actual 2018-19	Target 2019-20	Target 2020-21
Close financial records by the 15 th day of each month with financial reports distributed to departments the following business day.			92%	100%
Achieve an unmodified opinion on the City’s financial audit with no reportable audit findings			100%	100%
Achieve the GFOA Certificate of Excellence in Financial Reporting			100%	100%

Goals and Objectives	Actual 2017-18	Actual 2018-19	Target 2019-20	Target 2020-21
Maintain Moody’s Bond Rating			Aa3 & A1	Aa3 & A1

Municipal Court

Key Objectives

To ensure that every person accused of criminal wrongdoing is provided the constitutional guarantee of a fair and timely judicial process, preserving the rights and dignity of the defendant as well as the citizens of Medford.

- Objective #1: Ensure efficient courtroom management, including fair and timely adjudication of cases
- Objective #2: Utilize enforcement sanctions to ensure compliance with judicial orders, including payment of fines and completion of obligations such as jail time, special programs, classes and community service.

The following measures will be reported to assess progress in achieving key departmental objectives.

Performance Measures

Goals and Objectives	Actual 2017-18	Actual 2018-19	Target 2019-20	Target 2020-21
CourTools National Standards Measure case clearance rates to determine whether the court is keeping up with the incoming caseload			100% case clearance rate	100% case clearance rate
CourTools National Standards Measure Juror Yield (jurors selected for service as compared to jurors summoned) to minimize jury duty impact on citizens			25% Juror Yield	25% Juror Yield

Utility Billing Services

Key Objectives

Provide customers with accurate utility billing and collections services, including bill delivery (US mail and electronic bills) and payment options that they need and want (cash, check, e-check, and credit/debit cards) via payment channels that customers desire (US mail, website, phone, in-person and mobile devices), while ensuring amounts billed are collected

Most customers desire to conduct financial transactions electronically; this includes bill receipt and payment. Promoting self-service payment options and electronic bill receipt enables customers to

perform all City of Medford utility transactions over the phone, internet or mobile device while reducing payment processing and staff costs. Traditional channels such as US mail, in-person and over-the-phone are also offered to meet the needs of customers who either do not have access to electronic options or desire to utilize these channels. Additionally, ensuring that revenue billed is actually collected is critical to the City’s ability to maintain its infrastructure and provide essential public safety services. Several initiatives are in place to reduce the amount of unpaid utility bills older than 90 days. Initiatives to be undertaken in this biennium to further reduce costs are to aggressively promote the use of electronic bill presentment, reducing bill printing and mailing costs, as well as bringing payment processing in-house, which will eliminate the costs paid to the outside provider.

- Objective #1: Increase customer usage of self-service options to pay their utility bill.
- Objective #2: Increase customer adoption of e-bills.
- Objective #3: Maintain delinquent account balancers older than 90-days at or below targeted rate.

The following measures will be reported to assess progress in achieving key departmental objectives.

Performance Measures

Goals and Objectives	Actual 2017-18	Actual 2018-19	Target 2019-20	Target 2020-21
Percent of customer self-service payment transactions (e-Check, website, IVR, autopay).	65%	73%	73%	75%
Electronic bills as a percent of total bills issued.	8%	9%	12%	20%
Dollar amount of utility bill revenue that remains unpaid for 90 days or more, divided by total revenue billed.	0.83%	0.81%	0.81%	0.80%

Equipment Purchases (Capital Outlay)

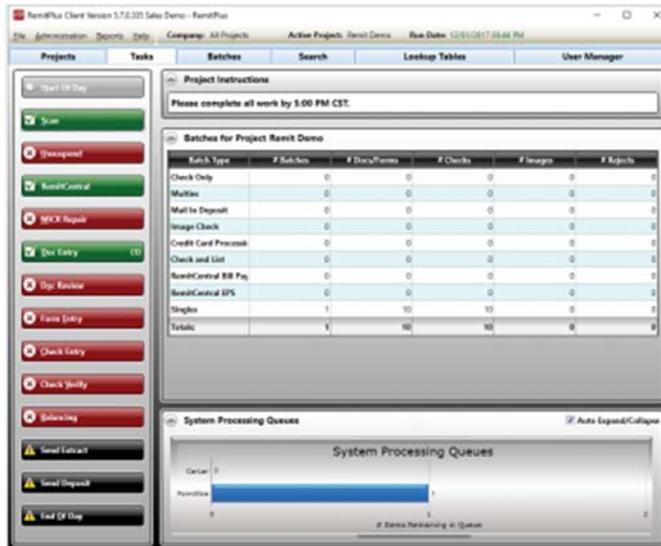
None.

Capital Improvement Projects

See next page.

Utility Billing Services proposes to move payment processing in-house. This will require specialized scanning equipment and software to interface with the utility billing system.

Project # and Title: EZZ1001; In-House Payment Processing						Scheduled Start: Jul-20			
Map Location: N/A						Scheduled Completion: Jun-21			
Department/Division: Finance-Utility Billing Services						Project Status: Not Started			
Project Description: Currently mailed utility payments are processed by an outside vendor which costs approx. \$50,000 per year. With efficiencies gained from the new utility billing system, existing staff can process mailed payments. A scanning system and software are necessary to post payments to customers' accounts and prepare the bank deposit.									
Operating Impacts: Annual software maintenance						Funded/Unfunded Estimated Useful Life: 10 Years			
Project Costs	Prior Years Project Costs	2018-19 Forecast	Carry Forward	2019-2020 Estimate	2020-2021 Estimate	Total Biennium	2021-2023 Estimate	2023-2025 Estimate	Total Cost
Purchase/Installation	\$ -	\$ -		\$ -	\$ 50,000	\$ 50,000	\$ -	\$ -	\$ 50,000
Total:	\$ -	\$ -		\$ -	\$ 50,000	\$ 50,000	\$ -	\$ -	\$ 50,000
Revenue Sources:									
100, General Fund					\$ 50,000	\$ 50,000			\$ 50,000
						\$ -			\$ -
						\$ -	\$ -	\$ -	\$ -
						\$ -	\$ -	\$ -	\$ -
Total:	\$ -	\$ -		\$ -	\$ 50,000	\$ 50,000	\$ -	\$ -	\$ 50,000
Operating Budget Impact									
Additional FTE									
Department Expenses	\$ -	\$ -		\$ -	\$ -		\$ 20,000	\$ 20,000	\$ 40,000
Total:	\$ -	\$ -		\$ -	\$ -		\$ 20,000	\$ 20,000	\$ 40,000



BUDGET SUMMARY – FINANCE

FINANCE (15)

DEPARTMENT-WIDE - ALL FUNDS

EXPENSE DESCRIPTION	13-15	15-17	17-19	19-21	19-21	19-21
	BIENNIUM ACTUAL	BIENNIUM ACTUAL	ADJUSTED BUDGET	CITY MGR PROPOSED	BUD COMM APPROVED	COUNCIL ADOPTED
PERSONNEL SERVICES	1,945,222	2,296,767	2,587,600	4,193,030	4,193,030	4,193,030
MATERIALS & SERVICES	899,169	835,746	1,395,420	2,127,600	2,127,600	2,127,600
CAPITAL OUTLAY	-	-	-	-	-	-
CAPITAL IMPROVEMENT	-	-	-	50,000	50,000	50,000
DEBT SERVICE	16,027,795	27,144,990	21,849,700	19,907,600	19,907,600	19,907,600
Grand Total	\$ 18,872,186	\$ 30,277,503	\$ 25,832,720	\$ 26,278,230	\$ 26,278,230	\$ 26,278,230

GENERAL FUND (100)

EXPENSE DESCRIPTION	13-15	15-17	17-19	19-21	19-21	19-21
	BIENNIUM ACTUAL	BIENNIUM ACTUAL	ADJUSTED BUDGET	CITY MGR PROPOSED	BUD COMM APPROVED	COUNCIL ADOPTED
PERSONNEL SERVICES	1,945,222	2,296,767	2,587,600	4,193,030	4,193,030	4,193,030
MATERIALS & SERVICES	899,169	835,746	1,395,420	2,127,600	2,127,600	2,127,600
CAPITAL OUTLAY	-	-	-	-	-	-
CAPITAL IMPROVEMENT	-	-	-	50,000	50,000	50,000
Grand Total	\$ 2,844,391	\$ 3,132,513	\$ 3,983,020	\$ 6,370,630	\$ 6,370,630	\$ 6,370,630

GENERAL BOND FUND (160)

EXPENSE DESCRIPTION	13-15	15-17	17-19	19-21	19-21	19-21
	BIENNIUM ACTUAL	BIENNIUM ACTUAL	ADJUSTED BUDGET	CITY MGR PROPOSED	BUD COMM APPROVED	COUNCIL ADOPTED
DEBT SERVICE	5,385,319	5,884,676	7,130,200	9,194,200	9,194,200	9,194,200
Grand Total	\$ 5,385,319	\$ 5,884,676	\$ 7,130,200	\$ 9,194,200	\$ 9,194,200	\$ 9,194,200

REVENUE BOND FUND (161)

EXPENSE DESCRIPTION	13-15	15-17	17-19	19-21	19-21	19-21
	BIENNIUM ACTUAL	BIENNIUM ACTUAL	ADJUSTED BUDGET	CITY MGR PROPOSED	BUD COMM APPROVED	COUNCIL ADOPTED
DEBT SERVICE	10,642,476	21,260,314	14,719,500	10,713,400	10,713,400	10,713,400
Grand Total	\$ 10,642,476	\$ 21,260,314	\$ 14,719,500	\$ 10,713,400	\$ 10,713,400	\$ 10,713,400

* Effective 7/1/2019 Utility Billing Services was moved under Finance's supervision. As such, their budget is now included in Finance's General Fund (100) budget. The division's expenses will be transferred at the end of each year to funds 500, 501, and 502. The transfer expense (Funds 500, 501, and 502) and revenue (Fund 100) budgets have been increased to reflect this change.

MUNICIPAL COURT (16)

DEPARTMENT-WIDE - GENERAL FUND (100)

EXPENSE DESCRIPTION	13-15	15-17	17-19	19-21	19-21	19-21
	BIENNIUM ACTUAL	BIENNIUM ACTUAL	ADJUSTED BUDGET	CITY MGR PROPOSED	BUD COMM APPROVED	COUNCIL ADOPTED
PERSONNEL SERVICES	1,288,384	1,396,118	1,610,900	1,530,050	1,530,050	1,530,050
MATERIALS & SERVICES	921,043	861,348	1,648,800	1,949,000	1,949,000	1,949,000
CAPITAL OUTLAY	-	12,511	-	-	-	-
CAPITAL IMPROVEMENT	-	-	-	-	-	-
Grand Total	\$ 2,209,427	\$ 2,269,977	\$ 3,259,700	\$ 3,479,050	\$ 3,479,050	\$ 3,479,050

UTILITY BILLING SERVICES (34)*

DEPARTMENT-WIDE - ALL FUNDS

	13-15	15-17	17-19	19-21	19-21	19-21
	BIENNIUM	BIENNIUM	ADJUSTED	CITY MGR	BUD COMM	COUNCIL
EXPENSE DESCRIPTION	ACTUAL	ACTUAL	BUDGET	PROPOSED	APPROVED	ADOPTED
PERSONNEL SERVICES	-	1,102,887	1,490,500	-	-	-
MATERIALS & SERVICES	-	665,990	966,000	-	-	-
CAPITAL OUTLAY	-	-	-	-	-	-
CAPITAL IMPROVEMENT	-	-	1,500,000	-	-	-
Grand Total	-	\$ 1,768,877	\$ 3,956,500	-	-	-

STREET UTILITY FUND (500)

	13-15	15-17	17-19	19-21	19-21	19-21
	BIENNIUM	BIENNIUM	ADJUSTED	CITY MGR	BUD COMM	COUNCIL
EXPENSE DESCRIPTION	ACTUAL	ACTUAL	BUDGET	PROPOSED	APPROVED	ADOPTED
PERSONNEL SERVICES	-	443,662	598,900	-	-	-
MATERIALS & SERVICES	-	264,609	329,200	-	-	-
CAPITAL OUTLAY	-	-	-	-	-	-
CAPITAL IMPROVEMENT	-	-	510,000	-	-	-
Grand Total	-	\$ 708,271	\$ 1,438,100	-	-	-

STORM DRAIN UTILITY FUND (501)

	13-15	15-17	17-19	19-21	19-21	19-21
	BIENNIUM	BIENNIUM	ADJUSTED	CITY MGR	BUD COMM	COUNCIL
EXPENSE DESCRIPTION	ACTUAL	ACTUAL	BUDGET	PROPOSED	APPROVED	ADOPTED
PERSONNEL SERVICES	-	330,098	445,800	-	-	-
MATERIALS & SERVICES	-	200,669	318,300	-	-	-
CAPITAL OUTLAY	-	-	-	-	-	-
CAPITAL IMPROVEMENT	-	-	495,000	-	-	-
Grand Total	-	\$ 530,767	\$ 1,259,100	-	-	-

SANITARY SEWER MAINT FUND (502)

	13-15	15-17	17-19	19-21	19-21	19-21
	BIENNIUM	BIENNIUM	ADJUSTED	CITY MGR	BUD COMM	COUNCIL
EXPENSE DESCRIPTION	ACTUAL	ACTUAL	BUDGET	PROPOSED	APPROVED	ADOPTED
PERSONNEL SERVICES	-	329,126	445,800	-	-	-
MATERIALS & SERVICES	-	200,712	318,500	-	-	-
CAPITAL OUTLAY	-	-	-	-	-	-
CAPITAL IMPROVEMENT	-	-	495,000	-	-	-
Grand Total	-	\$ 529,838	\$ 1,259,300	-	-	-

* Effective 7/1/2019 Utility Billing Services was moved under Finance's supervision. As such, their budget is now included in Finance's General Fund (100) budget. The division's expenses will be transferred at the end of each year to funds 500, 501, and 502. The transfer expense (Funds 500, 501, and 502) and revenue (Fund 100) budgets have been increased to reflect this change.