

City of Tukwila

Finance Committee

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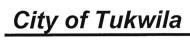
AGENDA

Monday, April 22, 2019 – 5:30 pm Hazelnut Conference Room

(At east entrance of City Hall)

	Item	Recommended Action	Page
1.	PRESENTATION(S)		
2.	BUSINESS AGENDA		
	a. A briefing on the new cashiering system. Aaron Williams, Fiscal Manager	a. Discussion only.	Pg.1
	b. February 2019 departmental budget-to-actuals report. Jeff Friend, Fiscal Manager	b. Discussion only.	Pg.3
	c. An update on the transition of business licensing to the State. Vicky Carlsen, Finance Director	c. Discussion only.	Pg.9
3.	MISCELLANEOUS		
4.	ANNOUNCEMENTS		

Next Scheduled Meeting: *Monday, May 13, 2019*





Allan Ekberg, Mayor

INFORMATIONAL MEMORANDUM

TO:

Finance Committee

FROM:

Vicky Carlsen, Finance Director

BY:

Aaron Williams, Fiscal Coordinator

CC:

Mayor Ekberg

DATE:

April 22, 2019

SUBJECT:

Briefing on new cashiering system

ISSUE

Update the Finance Committee on the implementation of Tyler Cashiering, the new cashiering system for the Finance Department and City Clerk's office.

BACKGROUND

The point of sale cashiering system used by the Finance Department and the City Clerk's office, Core Cashiering, was purchased and implemented in January 2009, almost ten years ago. In recent years, consideration has been given to purchasing a new cashiering system because the existing system functions slowly and system support and upgrades have been discontinued by the vendor. In June 2018, the need for a new system became more urgent. The Payment Card Industry (PCI) standards became more stringent requiring a more secure encryption protocol — Transport Layer Security (TLS) 1.2 - effective June 30, 2018. Because the Core Cashiering system did not comply with this protocol, a work around was developed by the City's TIS Department to achieve compliance. Under the TIS-developed solution, credit card transactions are processed using a two-step method. First, the credit card payment is processed using an online terminal. Next, the transaction is recorded into the Core Cashiering system by entering the last four digits of the credit card, the credit card expiration date, and the transaction authorization number from the online credit card terminal. This solution solved the immediate problem but proved to be a very time-consuming process.

At the November 5, 2018 City Council Regular Meeting, Council authorized the purchase of the new cashiering system, *Tyler Cashiering*.

DISCUSSION

Implementation and go-live for Tyler Cashiering was the week of March 11th with the system going live on the morning of Thursday, March 14th. The three days prior to go-live, staff from Finance, City Clerk, TIS and Police worked with the vendor to configure and train on the new system.

Tyler Cashiering has an intuitive, user friendly interface which provides a more streamlined experience with a direct integration into Eden, has the ability to run on laptops (in addition to the cashiering stations) and ultimately improves efficiencies. In the past month since implementing the new cashiering system, staff have noticed significant improvements in their processing of transactions, closing & balancing batches as well as reporting and researching transactions within the system.

This new cashiering system provides real-time processing for utility payments, which has allowed staff to see all payments applied to customer accounts immediately (especially helpful during shut-off times). With the old Core Cashiering system, payments would not have been reflected on the customer accounts until after the payment batch was closed, processed and imported into Eden.

One of the most noticeable improvements has been with credit card processing, which no longer requires two-step processing, and has been a welcome improvement for both city staff as well as the public. Credit card payments are now more secure and the city is in compliance with the more stringent Payment Card Industry (PCI) standards.

Check processing has also become more efficient with the new system. The receipt printers include functionality which allows for automatic endorsement and check image capture. In the coming months, Finance staff will be evaluating the use of the *cash image letter* function which will transmit all check deposits directly to the bank. This will provide more timely daily deposits and increase the city's average daily balance with the bank which will lower bank fees.

Lastly, with the Tyler Cashiering, staff can log into the cashiering system from their own workstations and no longer must use one of the cashiering stations at the counter to access the system. With this feature the Police Department is able to utilize the cashiering system to process payments related to the secure mailbox program without needing to send the customer over the Finance and then come back to PD in order to complete their transaction.

TIS and Finance plan to work together to identify other opportunities to expand Tyler Cashiering to other departments in the future.

RECOMMENDATION

For information only.

Allan Ekberg, Mayor

INFORMATIONAL MEMORANDUM

TO:

Councilmembers

CC:

Mayor Ekberg

FROM:

Vicky Carlsen, Finance Director

BY:

Jeff Friend, Fiscal Manager

DATE:

April 9, 2019

SUBJECT:

Year-to-Date February 2019 Financial Update

Summary

The purpose of the February 2019 Financial Report is to summarize for the City Council the general state of departmental expenditures and to highlight significant items. The following provides a high-level summary of the departmental financial performance.

The February 2019 Financial Report is based on financial data available as of April 8, 2019, for the period ending February 28, 2019. Additional details can be found within the attached financial report.

Departmental Expenditures

General Fund expenditures totaled \$11.84M through February, which is about \$556K below the allocated budget of \$12.4M. The allocated budget is calculated to reflect year-to-date spending patterns of the previous year.

Snowstorms

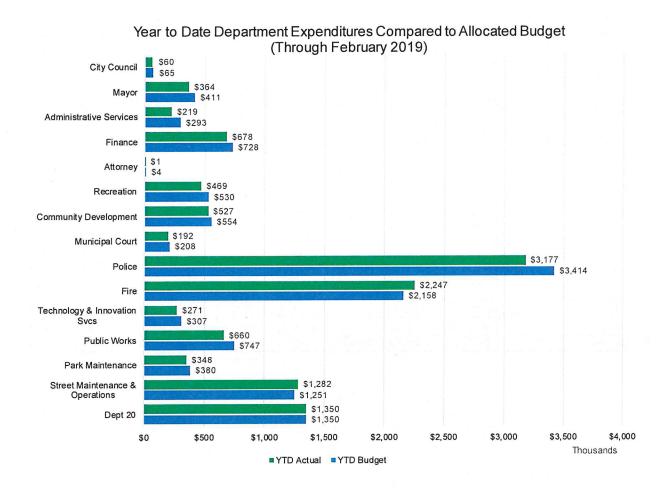
During the month of February, the City experienced two winter snowstorms. Unbudgeted overtime and supply costs incurred by the General Fund directly related to the snowstorm were as follows:

Department	rtime and Benefits	Supplies		Combined	
Police	\$ 	\$	143	\$	143
Fire	30,313		285		30,598
Public Works	-		286		286
Park Maintenance	-		452		452
Street Maintenance and Operations	19,463		8,887		28,351
Total	\$ 49,777	\$	10,053	\$	59,829

Departmental Variances

Twelve of fourteen General Fund departments were under their allocated budget through February 2019. Major variances are:

- Police was \$237K under budget through February primarily due to Salaries, Overtime, and related Benefits being under budget by \$150K, \$40K, and \$80K; respectively, while supplies were \$32K over budget. As discussed in the January report, the department has had a few open positions while new employees have filled positions at a lower pay level than that of the employees who were employed during last year's budget process. Purchases of equipment for new employees resulted in Supplies being over budget in February.
- Public Works was \$86K under budget through February primarily due to some vacant positions. The vacancies resulted in Salaries and Benefits being under budget \$40K. Public Utilities was also under budget \$35K due to the timing of utility invoice payments.
- Administrative Services was \$73K under budget through February due to two vacant positions (Community Engagement Manager and Human Resources Technician) as well as Professional Services being under budget. The position vacancies resulted in Salaries and Benefits being under budget \$42K. The Human Resources Technician position was filled in mid-February while the Community Engagement Manager position was filled in March. Now that the Community Engagement Manager has been hired, an increase in service program costs reported under Professional Services is expected to increase.
- Fire is \$88K over budget. Salaries and Benefits were \$156K over budget resulting from 1) filling four unbudgeted pipeline positions and 2) overtime costs that were \$70K over budget through February. (As stated above, \$30K of overtime was related to the two snow events in February.) Services and Supplies were under budget by about \$67K partially offsetting the amount the department was over budget on Salaries and Benefits. Analysis is being performed to determine options for addressing the department's operating cost issues. These options will be presented to the Finance Committee in May.
- Street Maintenance and Operations was \$34K over budget through February primarily due to Overtime and Supplies costs related to the snow events. Overtime was \$25K over budget while Supplies were \$28K over budget. These amounts were partially offset by Public Utilities being \$17K under budget due to the timing of utility invoice payments.



GENERAL FUND

YTD AS OF FEBRUARY 28, 2019

CITY OF TUKWILA

GENERAL FUND EXPENDITURES

	BUD	GET		ACTUAL		COMP	ARISON (OF RESUL	TS
SUMMARY OF EXPENDITURES BY DEPARTMENT	2019 ANNUAL	2019 ALLOCATED	2017	2018	2019	ACTUAL OVER/(UNDER) ALLOCATED BDGT	- % EXPENDED		ANGE 2018/2019
01 City Council	432,111	64,671	58,828	58,476	59,842	(4,829)		(1)%	2%
03 Mayor	2,595,514	410,741	385,269	407,646	363,793	(46,948)	14%	6%	(11)%
04 Administrative Services	2,111,509	292,890	270,034	249,794	219,056	(73,834)	10%	(7)%	(12)%
05 Finance	2,671,195	727,877	712,868	634,862	677,709	(50,169)	25%	(11)%	7%
06 Attorney	710,730	3,994	46,449	1,743	665	(3,328)	0%	(96)%	(62)%
07 Recreation	3,294,138	530,279	473,969	469,729	469,212	(61,067)	14%	(1)%	(0)%
08 Community Development	3,511,558	554,424	505,359	500,579	527,009	(27,415)	15%	(1)%	5%
09 Municipal Court	1,298,228	207,832	185,967	203,122	191,711	(16,122)	15%	9%	(6)%
10 Police	19,427,613	3,413,570	3,017,119	3,113,670	3,176,565	(237,005)	16%	3%	2%
11 Fire	12,473,387	2,158,213	2,107,444	2,059,503	2,246,655	88,442	18%	(2)%	9%
12 Technology & Innovation Svcs	2,043,934	306,868	201,998	290,907	270,546	(36,322)	13%	44%	(7)%
13 Public Works	3,948,613	747,020	660,324	663,098	660,404	(86,615)	17%	0%	(0)%
15 Park Maintenance	1,630,586	379,607	256,505	261,306	348,008	(31,598)	21%	2%	33%
16 Street Maintenance & Operations	3,354,733	1,250,809	738,308	744,576	1,282,090	31,281	38%	1%	72%
Subtotal	59,503,849	11,048,794	9,620,442	9,659,009	10,493,265	(555,529)	18%	0%	9%
20 Dept 20	19,067,819	1,350,000	50,000	2,050,000	1,350,000	() =	7%	4000%	(34)%
Total Expenditures	78,571,668	12,398,794	9,670,442	11,709,009	11,843,265	(555,529)	15%	21%	1%

Percent of year completed

170/

GENERAL FUND

CITY OF TUKWILA

GENERAL FUND EXPENDITURES

YTD AS OF FEBRUARY 28, 2019

	BUDGET		ACTUAL			COMPARISON OF RESULTS				
SUMMARY OF SALARIES AND BENEFITS						ACTUAL OVER/(UNDER)		% CHA	NGE	
	2019 ANNUAL	2019 ALLOCATED	2017	2018	2019	ALLOCATED BDGT	- % - EXPENDED	2017/2018	2018/2019	
11 Salaries	28,891,480	4,815,247	4,497,579	4,521,543	4,608,338	(206,908)	16%	1%	2%	
12 Extra Labor	762,833	113,485	79,487	81,481	97,922	(15,563)	13%	3%	20%	
13 Overtime	1,350,099	214,844	286,821	220,522	272,001	57,157	20%	(23)%	23%	
15 Holiday Pay	504,517	104	489	97	3,891	3,786	1%	(80)%	3930%	
21 FICA	2,107,153	351,192	290,651	296,020	296,589	(54,603)	14%	2%	0%	
22 Pension-LEOFF 2	922,206	153,701	133,423	138,003	139,809	(13,892)	15%	3%	1%	
23 Pension-PERS/PSERS	1,751,656	291,943	239,905	279,347	284,940	(7,003)	16%	16%	2%	
24 Industrial Insurance	861,417	143,570	95,951	96,455	162,286	18,716	19%	1%	68%	
25 Medical & Dental	5,998,564	999,761	935,400	923,300	943,627	(56,133)	16%	(1)%	2%	
28 Uniform/Clothing	8,525	1,431	630	1,030	235	(1,196)	3%	63%	(77)%	
Total Salaries and Benefits	43,158,450	7,085,277	6,560,809	6,574,418	6,809,637	(275,640)	16%	0%	4%	

Tie		BUDGET ACTUAL					COM	PARISON C	F RESULTS	
	SUMMARY OF SUPPLIES, SERVICES, AND CAPITAL	2019 ANNUAL	2019 ALLOCATED	2017			ACTUAL OVER/(UNDER) ALLOCATED	- % -	% CHA	
0	Transfers	19.067.819	1,350,000		2018	2019	BDGT	EXPENDED	2017/2018	2018/2019
31		CE 10 # (CC-20 MCC)	614671790 KIRONIGOVE	50,000	2,050,000	1,350,000		7%	4000%	(34)%
	Supplies	1,072,087	155,072	165,801	138,545	200,807	45,735	19%	(16)%	45%
34	Items Purchased for resale	22,000	-	69	-	- 1	-	-	-	-
35	Small Tools	163,569	15,296	16,060	11,144	4,528	(10,767)	3%	(31)%	(59)%
41	Professional Services	6,404,856	712,538	211,216	191,973	596,053	(116,484)	9%	(9)%	210%
42	Communication	434,600	63,592	40,100	55,448	57,861	(5,730)	13%	38%	4%
43	Travel	159,630	29,923	30,554	28,622	22,886	(7,037)	14%	(6)%	(20)%
44	Advertising	47,550	5,060	4,237	3,796	1,539	(3,521)	3%	(10)%	(59)%
45	Rentals and Leases	2,901,035	497,138	355,612	351,180	468,793	(28,344)	16%	(1)%	33%
46	Insurance	1,005,775	996,081	880,875	967,328	883,280	(112,801)	88%	10%	(9)%
47	Public Utilities	1,999,424	1,132,538	581,973	602,659	1,069,128	(63,410)	53%	4%	77%
48	Repairs and Maintenance	623,150	189,646	117,078	32,316	191,581	1,935	31%	(72)%	493%
49	Miscellaneous	1,271,723	165,601	183,778	208,617	181,459	15,858	14%	14%	(13)%
51	Inter-Governmental	-	-	462,269	488,066	5,574	5,574		6%	(99)%
53	Ext Taxes, Oper. Assess		-	16	85	136	136	-	423%	60%
64	Machinery & Equipment	240,000	1,033	9,995	4,812	-	(1,033)		(52)%	
Tota	l Supplies, Services, and Capital	35,413,218	5,313,517	3,109,633	5,134,592	5,033,628	(279,888)	14%	65%	(2)%
Tota	I Expenditures	78,571,668	12,398,794	9,670,442	11,709,009	11,843,266	(555,529)	15%	21%	1%

Percent of year completed

17%





Allan Ekberg, Mayor

INFORMATIONAL MEMORANDUM

TO:

Finance Committee

FROM:

Vicky Carlsen, Finance Director

CC:

Mayor Ekberg

DATE:

April 17, 2019

SUBJECT:

Update on transitioning business licensing to the State

ISSUE

Update the Finance Committee on transitioning the business licensing function to the State.

BACKGROUND

Engrossed House Bill 2005 passed unanimously in 2017. The bill, now codified as Chapter 35.90 RCW, requires any city with a general business license, to partner with a combined licensing service.

At the November 9, 2018 Regular Meeting, Council authorized the Mayor to sign an interlocal agreement with the State of Washington Department of Revenue for business licensing services. The purpose of the agreement was to establish the terms under which Revenue's BLS work unit would act as the City's agent for the purpose of collecting, processing and disbursing information, licenses and fees related to the City's general business license activities. The City retains all power and authority over its business licensing and other regulatory activities except as expressly delegated in this agreement.

The date for transition was set for March 28, 2019

DISCUSSION

A communications plan announcing the change was prepared and implemented prior to the transition. Outreach to the business community included the following:

- Postcard mailed to all Tukwila businesses
- Letter mailed to all Tukwila businesses
- Website updated with information about the transition
- Posts on social media
- Outreach to the Chamber
- Article in E-Hazelnut

In addition to outreach to the business community, Finance also installed a kiosk at the front counter that will allow businesses to access the State site and apply and/or renew their business license while still onsite. The kiosk can also be used to pay a utility bill. Additional features, including the ability to apply for a job, will be added in the future.

As mentioned above, the transition occurred on March 28, 2019. Training on the new system occurred the week of, and the week after transition.

The City benefits from this partnership in several ways. Staff resources can be allocated from the renewal and fee collection function to auditing licensing data. Staff will also have access to more data on each business licensed in the City including:

- State licenses compared to Tukwila licenses
- Other endorsements
- Location codes for sales tax reporting
- Revenue
- Monitored alarms

As renewal time for business licenses approaches in the fall, the City will again reach out to our business community with information on renewing with the State.

RECOMMENDATION

Information Only.

ATTACHMENTS

Postcard mailed to all Tukwila businesses Letter mailed to all Tukwila businesses

Please take note: Important information about your Tukwila business license

In accordance with a new state law, the Washington Department of Revenue's Business Licensing Service (BLS) will handle processing of all City of Tukwila business licenses and renewals, effective March 28, 2019.

Registering with the City of Tukwila through the Business Licensing Service – Our partnership with BLS will allow you "one-stop shopping" when maintaining or renewing many of your state and City licenses. New or expanding businesses will be able to apply for their City license online along with other state and local licenses that partner with BLS.

What do I have to do? Nothing right now, if you have an existing business license. About six weeks before your current license expiration date, BLS will send you a license renewal letter with instructions on how to renew your City of Tukwila business license. You may use E-check or credit card to make payment for online transactions. Prefer to renew your license by mail using the BLS renewal form? Please do so in plenty of time to reach BLS before the expiration date, and include a check made out to DOR for the appropriate amount. A late filing fee will be assessed for renewals received after the expiration date.

What if I don't have a business license? If you are operating a business in the City of Tukwila without a license, you are required to apply for one. Until March 15, 2019, this must be done in person by coming to City Hall at 6200 Southcenter Boulevard. Businesses found operating without a license are charged additional fees and penalties.

What fees will I have to pay? For renewals, you will still pay the City of Tukwila license fee, which is based on your part-time and full-time employee count. There will be a minimal processing fee assessed by the DOR to help cover BLS processing costs, as well as the printing and mailing of renewals and licenses.

Do you have questions? For more information about this new process, visit the BLS website at BLS.DOR.WA.gov or call BLS at 1-800-451-7985. You can also contact the City of Tukwila for additional information by calling 206-433-1835 or emailing Finance@TukwilaWA.gov. Finance staff members are available at City Hall to assist with navigating the BLS website if needed.



CITY OF TUKWILA 6200 Southcenter Boulevard Tukwila, WA 98188 PRSRT STD U.S. Postage PAID Olympic Mailing Services

Doing business in Tukwila? A change is coming to how you'll renew your business license!

Please read important information on other side

Dear Tukwila Business:

The City of Tukwila constantly strives to maintain a competitive environment in which our businesses can operate. We work hard to balance the City's revenue needs with the ability of business to compete in the local, regional and global economy.

This letter is to inform you that starting in 2019 the City will be raising the business license fees. The decision to raise these fees came after significant public outreach and discussion with the City Council. The City met with dozens of businesses, provided notice to all business operating in the City, conducted a public open house, and solicited public testimony at multiple City Council meetings. In response to public input, the City decided to phase in the fee increase over two years. The table below shows the two-step fee schedule.

BUSINESS LICENSE FEE	2018	2019	2020
Per full-time employee	\$70	\$91	\$112
Per part-time employee	\$35	\$45	\$56

Prior to enacting the business license fee increase, the City reduced its expenditures for supplies and services by 3% in 2018. In addition, budgeted supply and service expenditures for 2019-2020 were reduced by an additional 3% for all City departments, except for Police and Fire which were reduced by 1.5%. The business license fee increase plus our spending reductions allow the City to retain essential public services. More than 60% of the City's General Fund goes to Public Safety.

The City has traditionally relied on sales tax for a significant source of its revenue. However, due to changing buying patterns, the City has started to see sales tax growth flatten. Additionally, several years ago the State of Washington changed the method in how sales tax is distributed to jurisdictions ("Streamlined Sales Tax"). In the past, sales tax revenue was awarded based on the where the sales transaction occurred. Now the tax revenues are awarded based on where the customer takes delivery. This change resulted in the City of Tukwila losing substantial revenues. At the time of the change, the State enacted Streamline Sales Tax mitigation payments for municipalities such as Tukwila that were hard-hit by the change in revenue distribution. However, last session the Legislature voted to end these payments, which will result in a revenue loss to Tukwila of \$1.2 million per year starting in 2020.

The City has limited revenue options and ultimately prioritized retaining a high level of service for visitors, residents and guests. We appreciate your presence as a member of our community. If you have any questions, please call Cindy Wilkins at 206-431-3680 or email Cindy.Wilkins@TukwilaWA.gov.