

May 4, 2022

Proposal for public office hours is as follows:

Option 1            9:00 – 4:00 Monday through Friday

Option 2            9:00 – 4:00 Monday through Thursday

                          9:00 – 1:00 Friday

Either Option 1 or Option 2 would enable a change that would free up time that is needed for opening/closing and balancing procedures. Allowing for this time would allow for more accurate accounting, as these procedures would no longer need to be rushed and could be double-checked before final entry—thus eliminating time consuming (and thus costly) general entries at the back-end to try to correct inadvertent mistakes caused by rushing. This is particularly important during the 8-month tax period, especially since this is one area where minor mistakes can take a long time to correct. Additionally, due to requirements at the County level, we are required to manually enter these types of payments twice, which is quite time consuming, and leads to rushing and avoidable errors when proper time is not allowed for adequate opening/closing and balance procedures.

If Option 2 is selected, this would have the added benefit of having time built in each week to allow for large-scale trouble shooting, as well as time to make systemic reviews to both procedures and account collection performance. Our water and sewer funds, as enterprise funds, are supposed to be run similarly to business. And business sensibilities dictate that much improvement could be made to our revenue stream if a limited amount of time was made available each week for system improvements and account review.