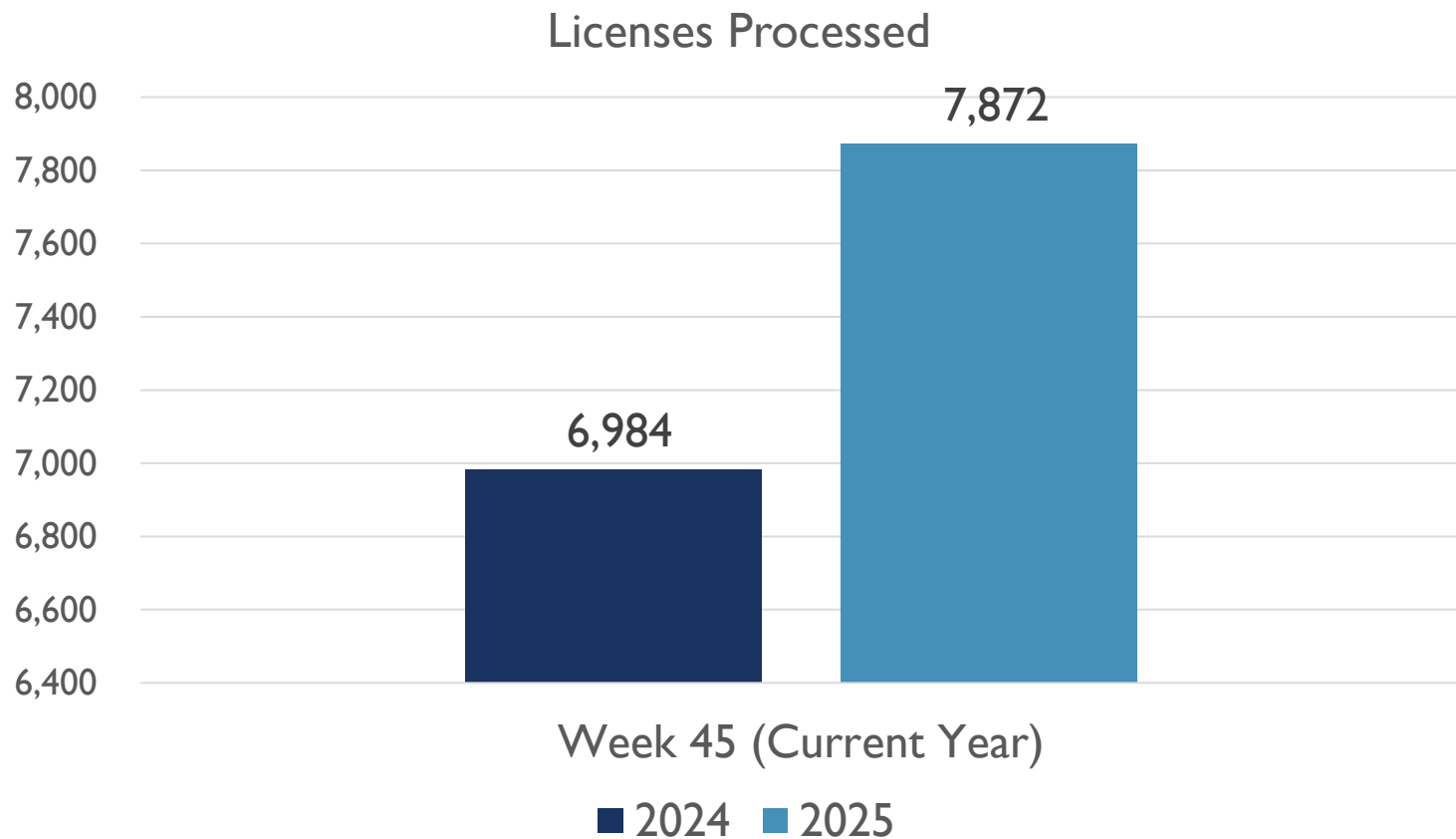


REVENUE DIVISION UPDATE

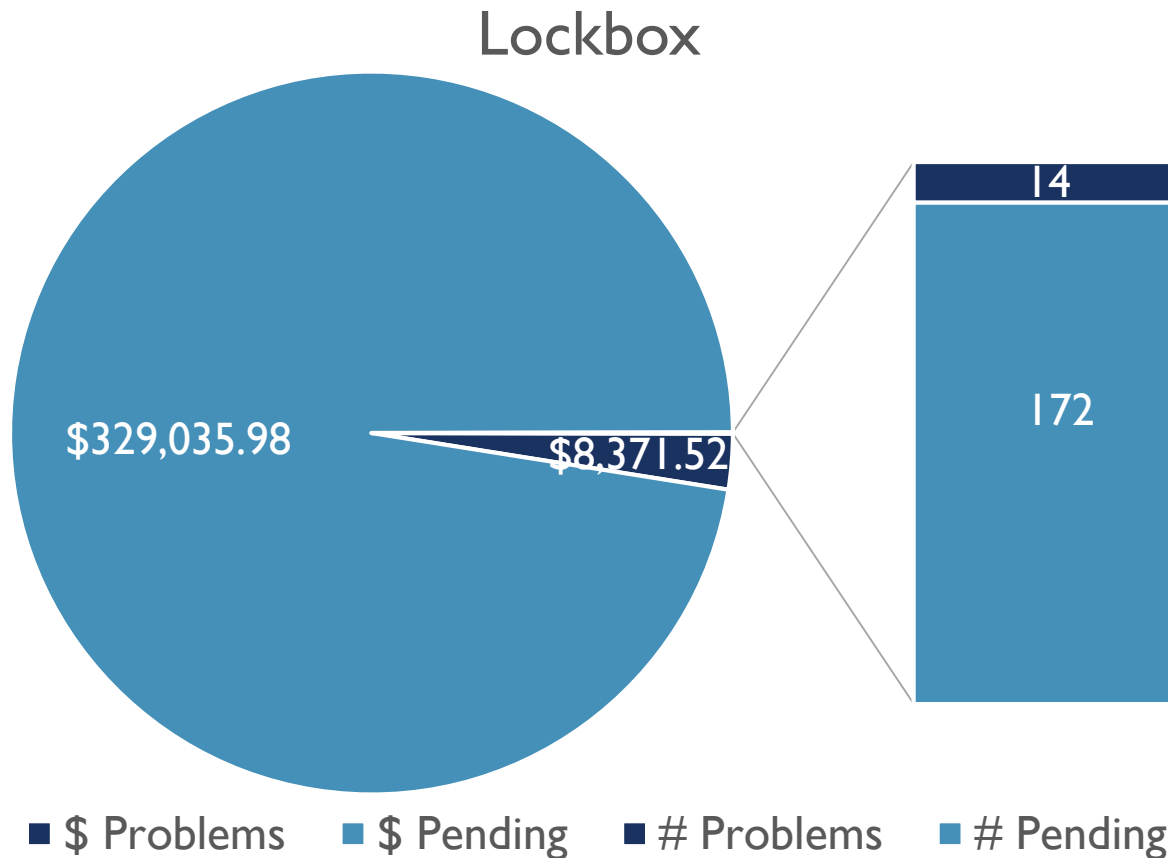
PRESENTED: NOVEMBER 18, 2025



3RD QUARTER UPDATE



3RD QUARTER UPDATE



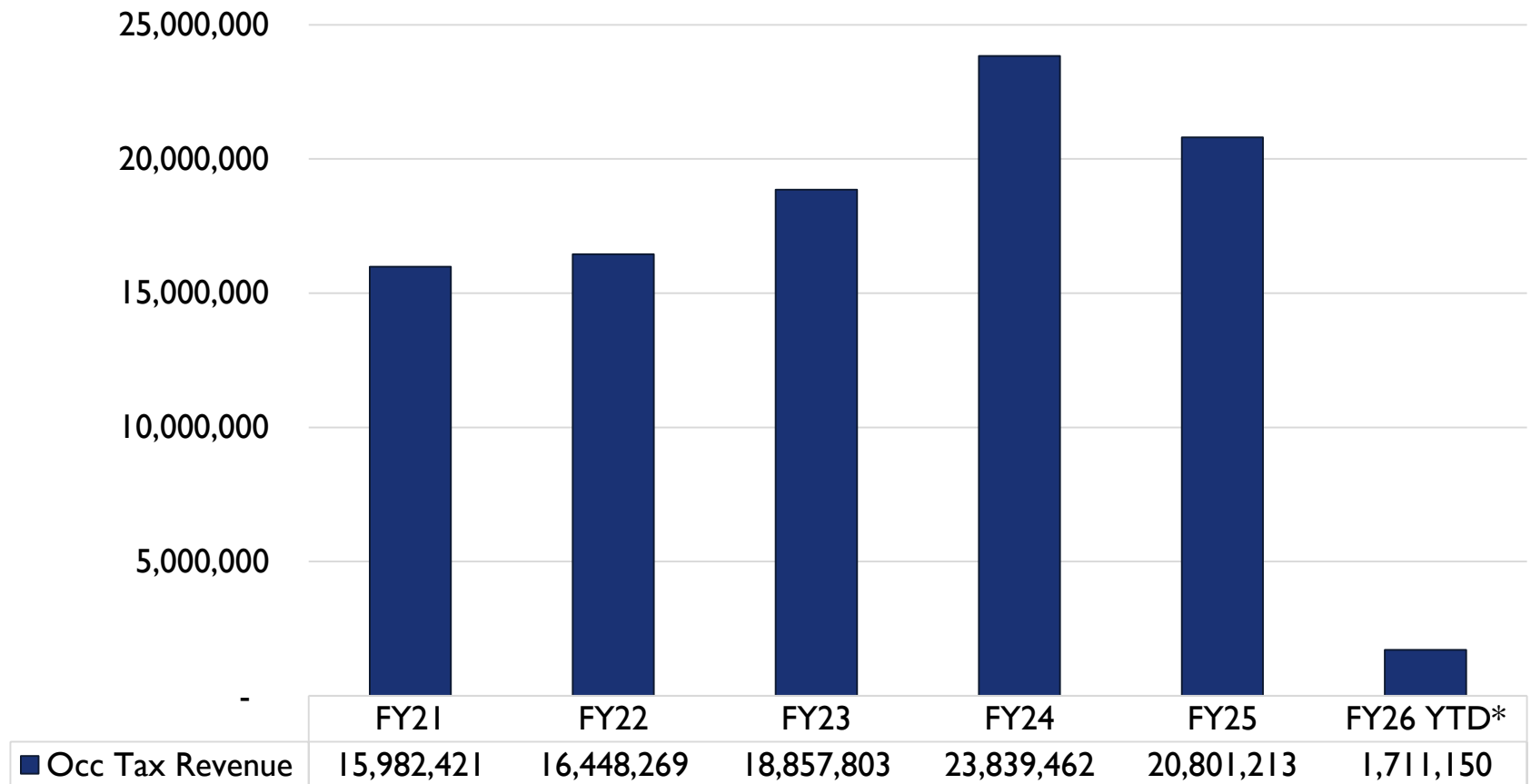
3RD QUARTER UPDATE

- 2025 license renewal processing is current.
- Secondary contact has been made for problem letters.
- Courtesy delinquency notice mailing process was completed ahead of schedule in July 2025.
- Delinquent accounts were turned over to Code Enforcement in August 2025.
- Code Enforcement has approx. 330 open cases remaining from the delinquency list.

3RD QUARTER UPDATE

- Civic Access Self Service (CASS) Portal is live and for public use.
- CASS Portal allows online reporting and remittance of Mixed Drinks (3% Liquor Tax), Hotel/Motel, Vehicle Rental and Alcohol Distributor excise taxes.
- QR code and web page references to CASS Portal have been created and posted in office and on-line.
- Conducting weekly system improvement/online migration meetings with staff from Information Technology, Inspections and Code, and Finance.

OCCUPATION TAX REVENUE



*Unaudited

3RD QUARTER UPDATE

- Personnel
 - Recruitment is challenging but ongoing.
 - Increased participation in job fairs.
 - Continuous review of staff duties and responsibilities as new processes are implemented.

2025 AND BEYOND

- Code Enforcement is an ongoing activity that requires constant communication between Finance and Inspections and Code.
- Collaboration with others to help improve licensing compliance.
- Continue working towards additional automations to improve efficiency.
- Continuously reviewing/updating of operational policies and procedures.
- Consider updating city code to eliminate quarter payments and estimated tax prepayments to assist with process improvements.



Questions?