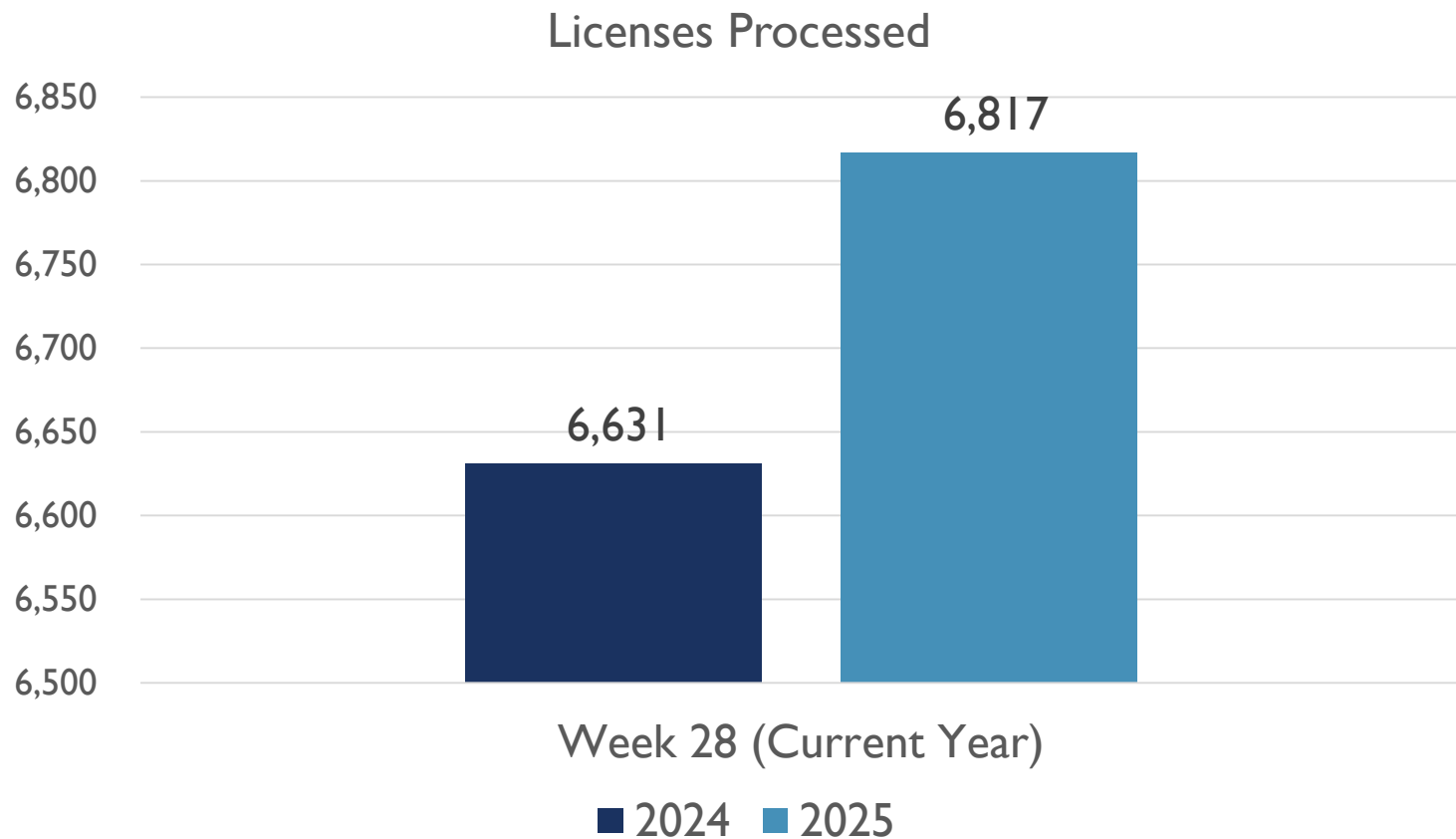


REVENUE DIVISION UPDATE

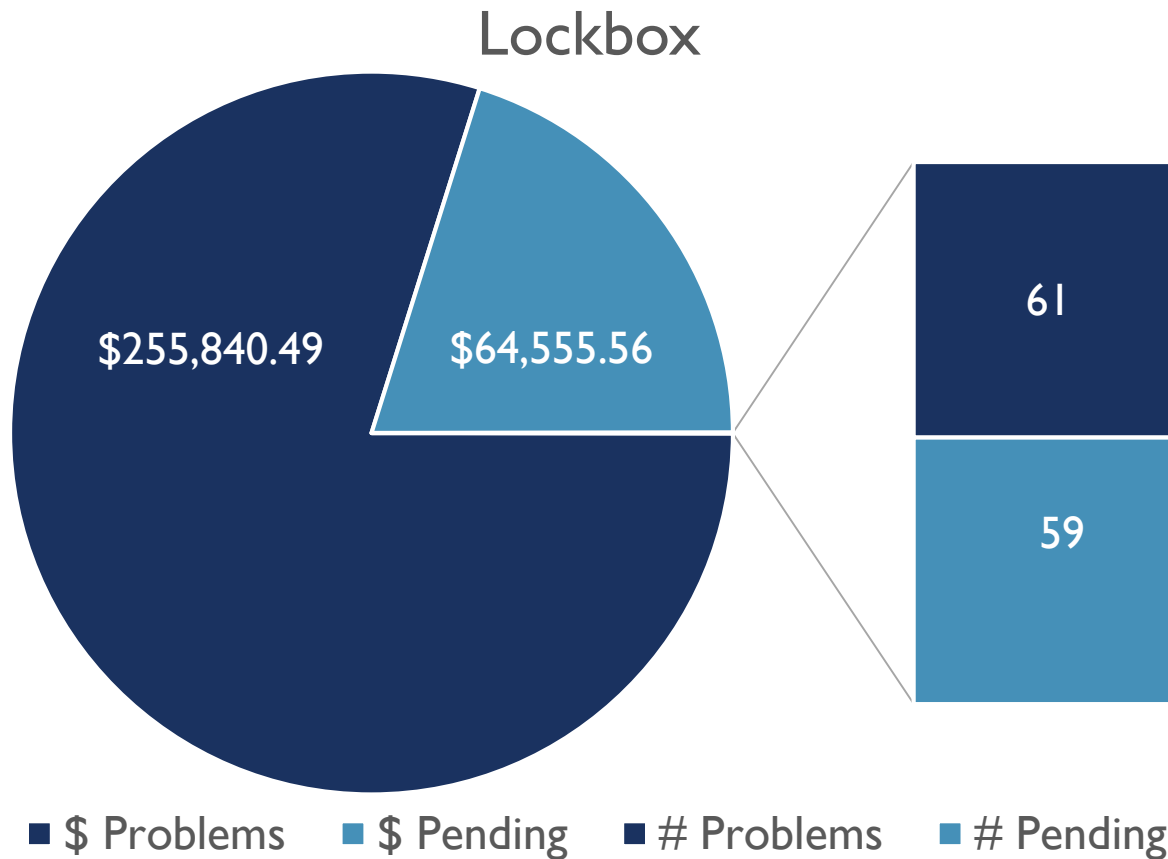
PRESENTED: JULY 22, 2025



2ND QUARTER UPDATE



2ND QUARTER UPDATE



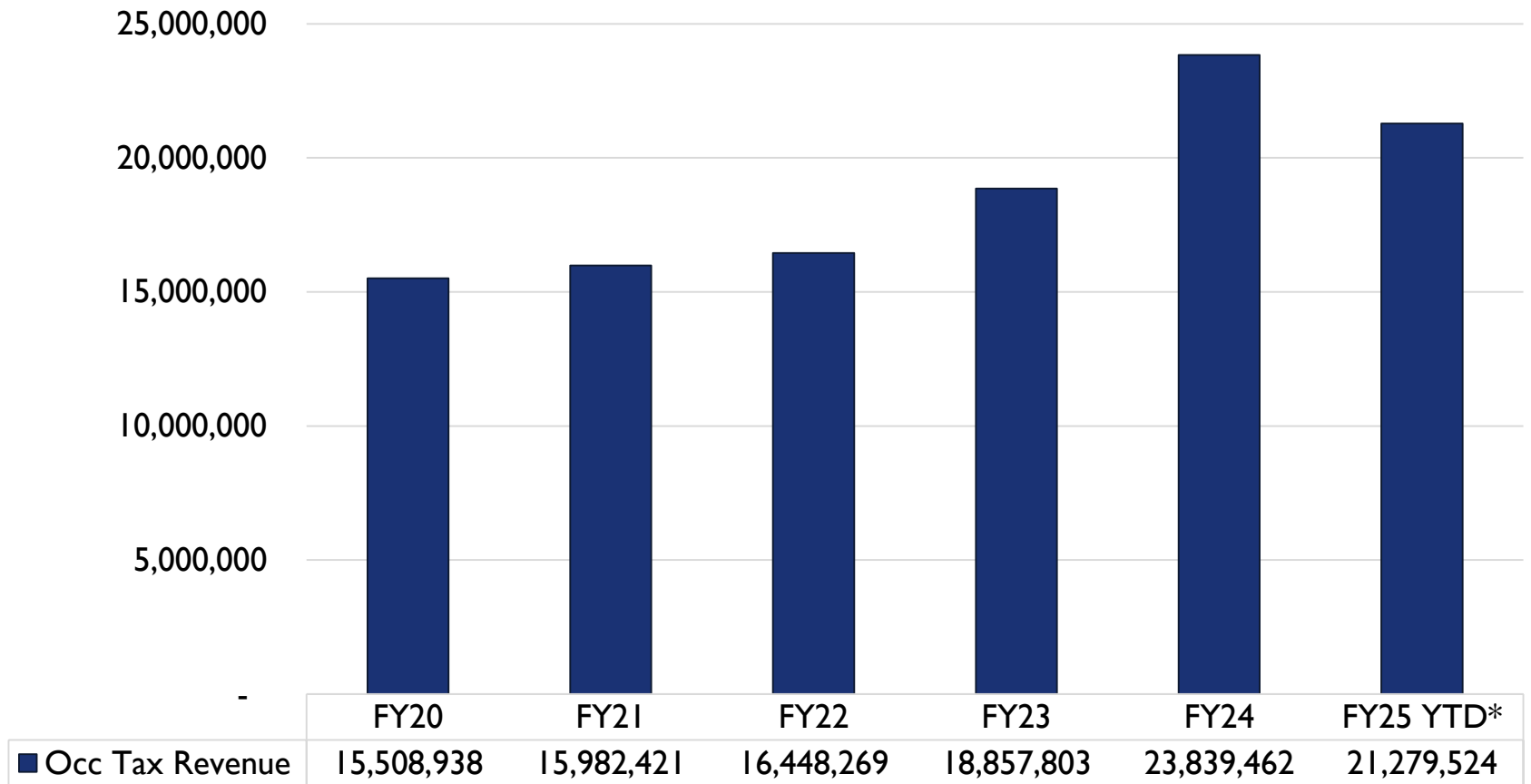
2ND QUARTER UPDATE

- 2025 license renewal processing is current.
- Pending problem letters have been reviewed and secondary contact has been made.
- Courtesy delinquency notice mailing process has been completed ahead of schedule. Typically notices are sent in August.
- Response date on courtesy delinquency notices is July 25, 2025.
- Delinquent accounts to be turned over to Code Enforcement in August 2025.

2ND QUARTER UPDATE

- Civic Access Self Service (CASS) Portal is live and for public use.
- CASS Portal allows online remittance of excise tax payments for Mixed Drinks (3% Liquor Tax) and Hotel/Motel Tax. Remaining excise payments i.e., vehicle rentals and alcohol distributors will be available online by the end of August 2025.
- Exploring different strategies to improve communication about the CASS Portal.
- Conducting weekly system improvement/online migration meetings with staff from Information Technology, Inspections and Code, and Finance.

OCCUPATION TAX REVENUE



*Unaudited

2ND 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 such as Tax Assessor's Office to help improve licensing compliance.
- Continue working towards additional automations to improve efficiency.
- Continuously reviewing/updating of operational policies and procedures.
- Initiate suggestions for code updates, such as eliminating quarter payments, should be considered as a matter of continuous process improvement.



Questions?