



## AGENDA ACTION FORM

### **Consideration of a Resolution to Ratify an Amendment to the Agreement with Hansen Banner, LLC for a Bill Analyst Proficiency Workshop.**

To: Board of Mayor and Aldermen  
From: Chris McCartt, City Manager *CM*

Action Form No.: AF-291-2026  
Work Session: October 5, 2026  
First Reading: NA

Final Adoption: October 6, 2026  
Staff Work By: Travis Bishop  
Presentation By: Chris McCartt

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#### **Strategic Focus Area: 1. Efficient & Responsive Government**

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#### **Recommendation:**

Approve the Resolution

#### **Executive Summary:**

If approved, the accompanying resolution will ratify the mayor's execution of an amendment to the agreement with Hansen Banner, LLC for additional staff training in the operation of the customer information system.

The city implemented Hansen Customer Information System (CIS) in April 2026. Since implementation, several new employees have joined the Customer Service team who were not involved in the original implementation and training process. As a result, additional training is needed to ensure all staff have a consistent understanding of the CIS and are able to properly perform their assigned duties. Refresher training will also provide an opportunity to address questions, reinforce established procedures, and identify areas where additional guidance may be beneficial.

More specifically, this workshop will providing training to enhance staff proficiency in billing operations, exception management, and off-cycle billing processes.

The cost of this additional training is \$8,100 and funding has been identified within the finance department budget.

In order to timely implement the training it was necessary for the mayor to execute the change order by September 25<sup>th</sup>.

#### **Attachments:**

1. Resolution
2. Contract

|            | Y | N | O |
|------------|---|---|---|
| Baker      | — | — | — |
| Byers      | — | — | — |
| Clifton    | — | — | — |
| Duncan     | — | — | — |
| Isaacs     | — | — | — |
| Phillips   | — | — | — |
| Montgomery | — | — | — |