



# CITY OF WYLIE FINANCE DEPARTMENT

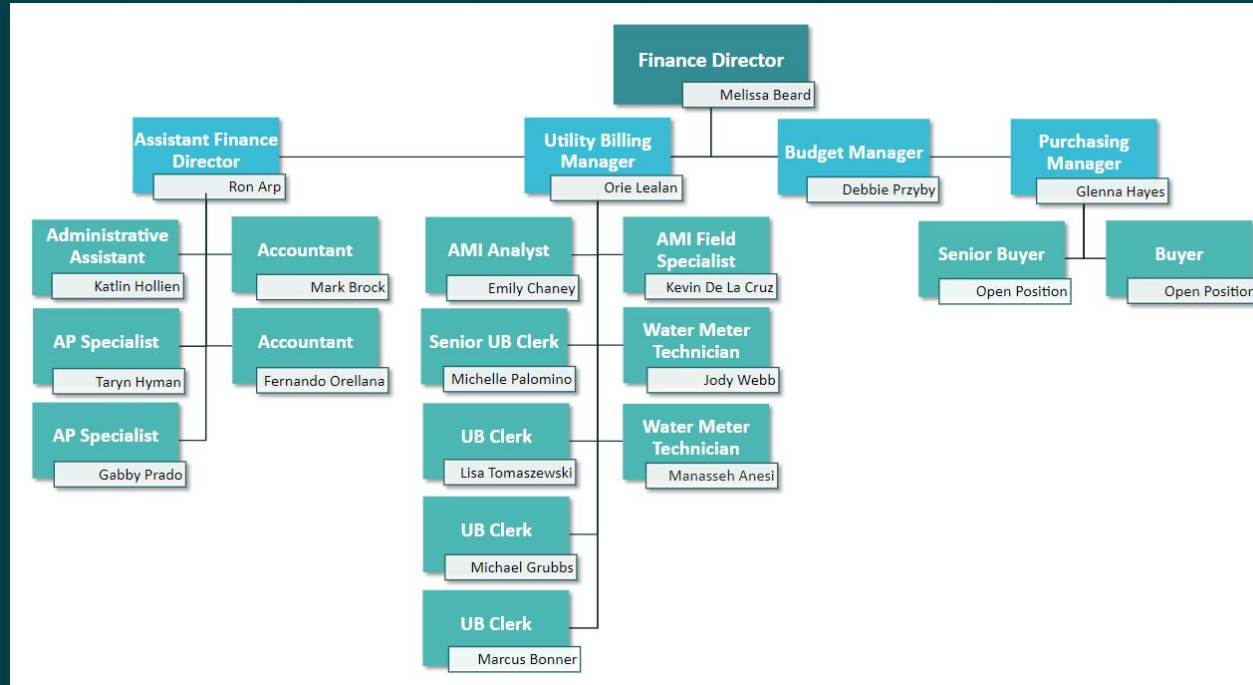
# FINANCE DEPARTMENT OVERVIEW

20 Employees

- Finance Administration (2)
- Accounting (5)
- Budgeting (1)
- Purchasing (3)
- Utility Billing (9)



# FINANCE DEPARTMENT ORGANIZATIONAL CHART



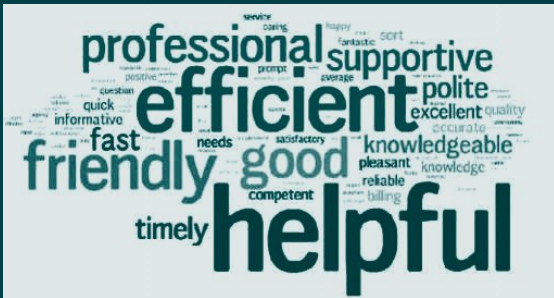
# FINANCE DEPARTMENT CUSTOMERS

## INTERNAL CUSTOMERS

- City Council
- City Management
- City Departments
- City Employees
- WEDC

## EXTERNAL CUSTOMERS

- Citizens/Property Owners
- Utility Customers
- Vendors
- Contractors
- Investors
- Other Municipalities





# FINANCE DEPARTMENT RESPONSIBILITIES

- Bill, collect, monitor, invest, spend and report on over \$98 million in City revenues
- Manage payments and track expenses for \$79 million of current outstanding debt
- Manage the process of new issuances and refundings, serving as liaison with ratings agencies, bond attorneys and financial advisors
- Safeguard, track, dispose and report on all City assets (\$398 million)
- Plan, project and provide for City resources to support programs, services and capital projects
- Safeguard the City's Financial System, assigning access and training
- Provide financial reporting and transparency to all customers
- Open Records Requests



# FINANCE DEPARTMENT ACCOMPLISHMENTS

## Awards

- Excellence in Financial Reporting - 33 consecutive years
- Distinguished Budget Presentation - 12 consecutive years
- Texas Comptroller's Transparency Stars
  - Traditional Finances
  - Debt Obligations



Transparency Stars

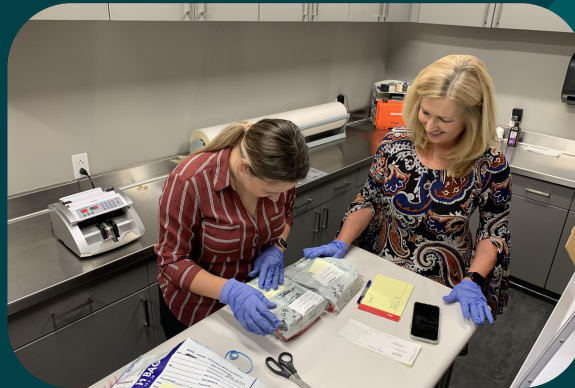
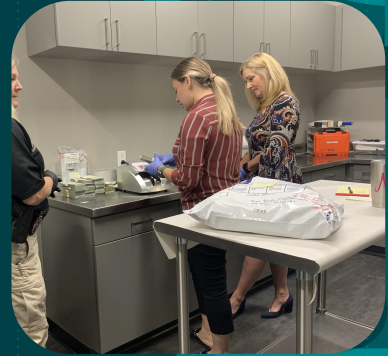
Recognizing Local Transparency Achievements



# FINANCE DEPARTMENT ACCOMPLISHMENTS

## Projects

- Clean Audit and Single Audit
- Implementation of Incode 10 Financial Software
- Upgraded bond rating from Aa2 to Aa1 from Moodys
- Issued \$12.005 million in general obligation refunding and improvement bonds
- Employee Continuing Education



# FINANCE DEPARTMENT GOVERNANCE/CHALLENGES

- City of Wylie Policies, Procedures, Ordinances & Charter
- Texas Legislation (including Truth in Taxation)
- Governmental Accounting Standards Board (GASB)
- Generally Accepted Accounting Practices (GAAP)
- Securities and Exchange Commission (SEC)
- Municipal Securities Rulemaking Board (MSRB)
- Internal Revenue Service (IRS)
- GFOA Best Practices for Financial Reporting and Budgeting
- Coronavirus State & Local Fiscal Recovery Funds (part of ARP)
- TCEQ
- Federal Acquisition Regulations (FAR)
- Insurance Code
- Civil Practices and Remedies Code
- Texas Labor Code



# FINANCE DEPARTMENT FUTURE GOALS

- Implement Performance Measures into budgeting process
- Implementation of new budget software (transparency online)
- Implement an annual review of Water/Sewer Rate Study
- Obtain remaining Transparency Stars
  - Economic Development
  - Public Pensions
  - Contracts and Procurement
- Continually update the 5 year/10 year Financial Plan
- Continue to review/update all Financial Management Policies (EFTs)
- Incorporate Tyler Content Manager with Incode 10
- Implement Accounts Receivable module within Incode 10
- Implement GASB 87 reporting





# FINANCE DEPARTMENT LOVES WYLIE

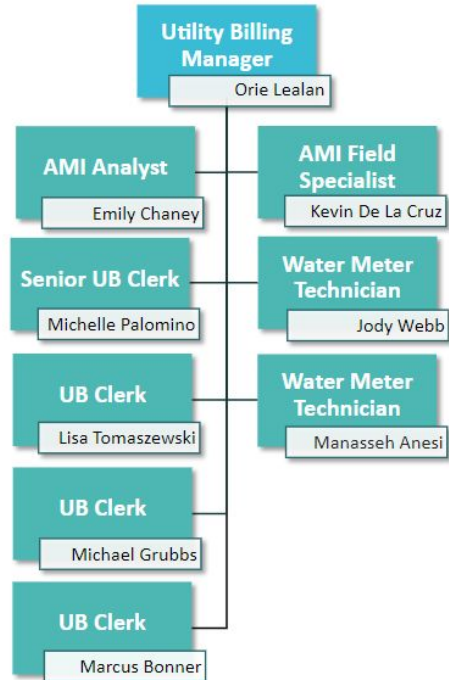
- 6 ICAN Graduates
- 3 Leadership Wylie Graduates
- Christmas Counter Decorating Champs





# FINANCE QUESTIONS?

# UTILITY BILLING DEPARTMENT ORGANIZATIONAL CHART





# UTILITY BILLING DEPARTMENT RESPONSIBILITIES

- Bill 17,600 customers monthly for water, sewer and trash services
- Pull daily payments, balance daily cash drawers, post daily night drop and electronic banking payments
- Set up new service/meter sets for new builds
- Analyze AMI meter data on the Neptune portal and in the field
- Answer Watersmart emails daily/attach customer consumption logs for review
- Read meters monthly in the field , repair leaking meters/troubleshoot meters that require a re-read or at customer's request
- Provide assistance to customers with trash complaints



# UTILITY BILLING DEPARTMENT ACCOMPLISHMENTS

- Completed installation for over 13,000 new AMI meters
- Implemented Watersmart Portal for customers to track daily usage and set leak alerts
- Implemented Invoice Cloud, a new payment portal for customers with many options to pay including electronic checking, apple pay and ACH
- Utilized Watersmart portal for customer outreach via text when there are trash delays, freezing storms and water main shut offs
- Converted all of Incode 9 bank draft customers to the Invoice Cloud portal for conveniently allowing the customer to change their bank draft information
- Converted Yes Companies Community to their own billing system (Southfork)
- Restructured department for better functionality
- Invited to be the Keynote speaker at the JCI first ever Blue Water Webinar for the successful adoption of the AMI system and Watersmart Portal adoption rate (currently 60%)
- Awarded Employee of the Year by City Staff
- Staff attended Wylie Chamber of Commerce Customer Service class



# UTILITY BILLING DEPARTMENT FUTURE GOALS

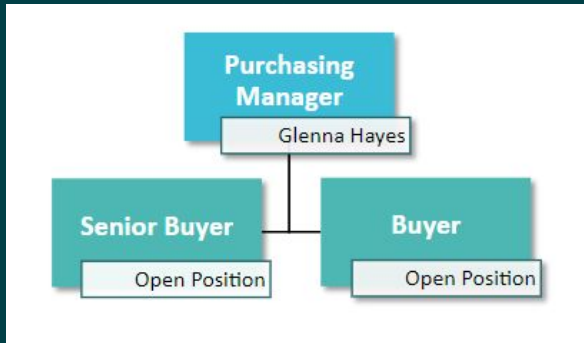
- Continue to stay up to date with metering infrastructure
- Continue to implement upgrades to the customer portal
- Continue to provide excellent customer service
- Continuing education/Cross training in the field and in the office





# UTILITY BILLING QUESTIONS?

# PURCHASING DEPARTMENT ORGANIZATIONAL CHART





# PURCHASING DEPARTMENT RESPONSIBILITIES

- Set and implement procurement policies for the City, complying with Federal, State and local laws as well as the Financial Policies.
- Assist departments with specification writing, product and service searches
- Process quotes, bids, proposals and qualification requests for the departments
- Approval authority for requisitions and contract signature authority
- Emergency Operations Center (EOC) – purchasing functions
- Set up and administer City wide programs (P-cards, office supplies, copiers, water coolers, other major accounts)
- Assist departments in vendor negotiations
- Generate and maintain City contracts for goods and services.
- Provide Tier 2 Contract Management, resolving vendor and invoicing disputes
- Risk Services (Liability, Property, Vehicles and Equipment)
  - Set and implement insurance types and amounts of coverage for vendors and special events
  - Process claims for damages to City assets (2021 ICE Storm, 2016 Hail Storm) and claims received from citizens
  - Maintain property, vehicle and mobile equipment inventories
- Auctions and asset disposal



# PURCHASING DEPARTMENT ACCOMPLISHMENTS

- Roll out of “Incident Report” Laserfiche form to provide consistency in the reporting of property, vehicle or equipment damages
- Implementing new electronic bidding and contract management software
- 2,797 Purchase Orders for \$13,596,200 in expenditures (3/1/21 – 3/1/22)
- Major Bids/Projects:
  - RFP Health Benefits Consulting Services
  - RFP Health Benefits Services
  - LaserFiche upgrade
  - RFP HR Compensation Study
  - Job Order Contracting (JOC) remodeling:
    - Fire Station 2 Kitchen
    - Senior Center Glass Block Replacement
    - Brown House Phase 1 Improvements
    - ICE Storm Repairs – Fire Station 1 and 2, Brown House
  - RFQ Engineering Services (MAPES)
  - Utility Billing Automated Meter Infrastructure - new customer portal software and payment interface



# PURCHASING DEPARTMENT FUTURE GOALS

- 1 Complete implementation of contract management software
- 2 Bids for department core services and products







**PURCHASING  
QUESTIONS?**

