



CITY COUNCIL - DIVISION INTRODUCTION

Management Services Division

APRIL 27, 2021



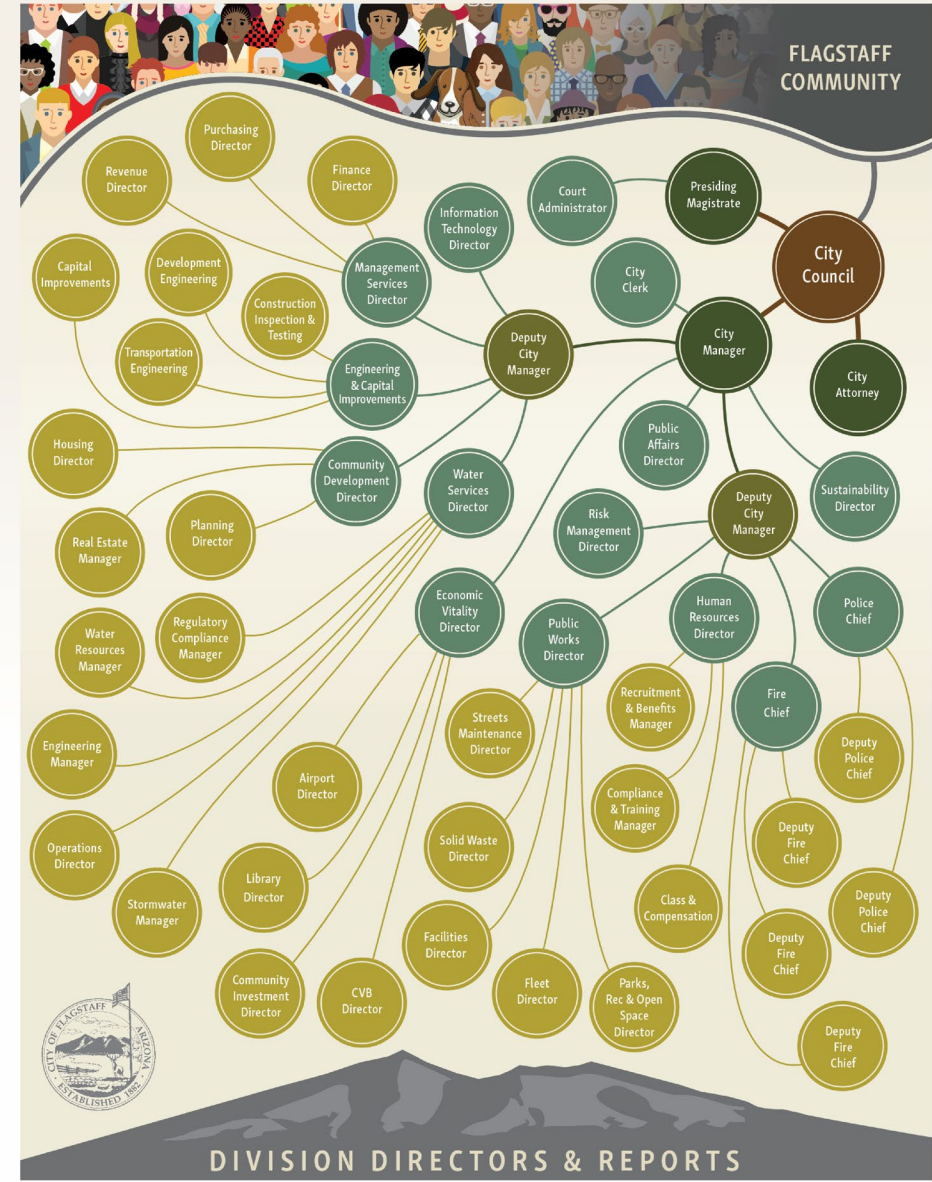
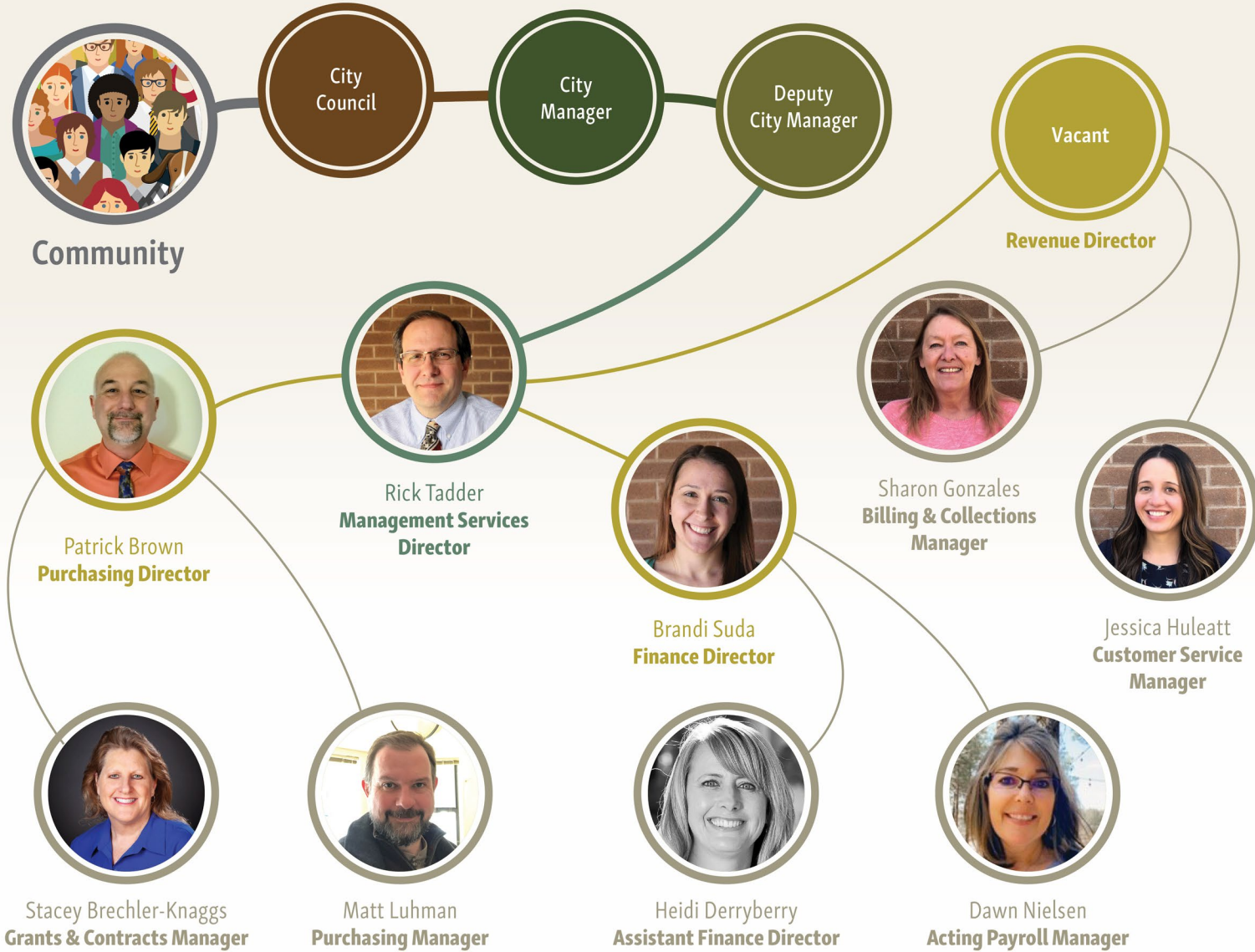
Agenda



- Overview of Division
- Division Budget and Staffing
- Review of Sections



Organization Chart





Management Services



Mission Statement

The Management Services division is committed to providing timely, accurate, clear and concise information to the City Council, City Manager, City Divisions and the Citizens of Flagstaff. As financial stewards of the City, the Management Services division is dedicated to managing the City's resources in a fiscally conservative manner while maintaining an exemplary level of customer service.



Management Services Budget



Budgets and staffing (Personnel focus)

- FY 2020-2021 Total Budget = \$4.6M
- 85% of our Budget is Personnel
 - Administration – 2 FTE's (Full-time equivalent)
 - Purchasing – 10 FTE's
 - Finance – 14.5 FTE's
 - Revenue – 20 FTE's

It takes
people
to deliver
excellent
service!



Administrative Section



What we do...

- Financial Systems Analyst – Martin Collins
- City Treasurer
- Debt Management
- Investment Management
- Oversees financial reporting, budgeting, accounts payable, payroll, procurement, grants, contracts, billing, collections, cashiering, revenue management, meter services



Purchasing Section



Mission Statement

The mission of the Purchasing section is to support the goals and objectives of the City by delivering consistent and professional procurement, grants and contract management support to all employees in accordance with all applicable local, state, and federal procurement rules and regulations and to assist in making best-value procurement decisions while maintaining the highest ethical standards.



Purchasing Section



- Purchasing Director – Patrick Brown
- Purchasing Manager – Matt Luhman
 - Procurement Specialist – Emily Markel
 - Procurement Specialist – Brian Eilerts
 - Buyer – Liane Garcia
- Grants and Contracts Manager – Stacey Brechler-Knaggs
 - Grants Specialist – Keith Chamberlain
 - Contract Specialist – Robin Van Rossum
 - Grants and Contracts Specialist – Morgan Mullaney
- Administrative Specialist – Tara Love





Purchasing Section



What we do...

- **Oversee all procurements, grants and contracts for the City**
 - **Programs**
 - **Procurement**
 - Manages all procurements conducted at the City
 - Oversees the Purchasing Card (P-Card) program
 - Oversees the disposition of surplus properties
 - **Grants and Contracts**
 - Plans, implements and manages City grant programs
 - Manages and tracks all City contracts
 - Emergency Operations support



Purchasing Section



TEAM FLAGSTAFF
WE MAKE THE
CITY BETTER

Procurement Award

- Recipient of the National Procurement Institute (NPI)

Achievement of Excellence in Procurement

- 10 years running





Purchasing Section



Purchasing Thresholds - 101

- Purchases under \$5,000
 - Direct select
- Purchases \$5,000 - \$15,000
 - Three verbal quotes
- Purchases \$15,000 – \$49,999
 - Three written quotes
- Purchases \$50,000 +
 - Formal solicitation process, City Council approval



Purchasing Section



Formal Solicitation Types - 101

- Invitation for Bids (IFB)
 - Lowest price is the determining factor
- Request for Qualifications (RFP)
 - Non-specific scope of work/service
 - Evaluation criteria-based selection (Price is not the only factor)
- Request for Statements of Qualifications (RSOQ)
 - Qualifications based only – price is not the determining factor
 - Evaluation criteria-based selection



Purchasing Section



Procurement Team – Matt Luhman



- Procurement team handles purchases for all Divisions
- Buyers work collaboratively with end users
 - Establish appropriate solicitation type
 - Developing scopes of work/service & evaluation criteria
 - Developing appropriate contract for the purchase
- Manage Vendors
- Administer Purchasing Card (P-Card) program
- Administer City auctions
- Administer cell phone program



Purchasing Section



Grants & Contracts Team – Stacey Brechler-Knaggs



Grants Team

- **We Love Grants!** – We seek opportunities to obtain the funding we need to reach our goals and measurably impact the community we serve.
- **The POWER of Grants** – FY 2020 grant revenue received \$13.2M, completed several grant funded projects such as CARES Act Grants, Airport ARFF Vehicle and Snow Removal Equipment, Fire and Police grants, and more....
- **Writing and Managing to Win** – Budgeted grant revenue in FY21, \$31.6M and are currently managing 120 active grants.
- **Let the Grant Professional Help You** – We are here to assist through the lifecycle of the grant process through program development, pre-award, award, post award, and closeout



Purchasing Section



Grants & Contracts Team – Stacey Brechler-Knaggs



Grants Team – Emergency Management

- Directly involved with preparing, responding, recovery and mitigation of local emergencies
- 5 declared emergency events (since 2018) – Flooding, Fire, Winter Storm, Pandemic and Protests
- Assists in performing damage site assessments, tracking project progress and financial costing during and after events
- Drafted Intergovernmental Agreement (IGA) for “Emergency Management Mutual Aid”
- Received FEMA Advanced Incident Management Training



Purchasing Section



Grants & Contracts Team – Stacey Brechler-Knaggs



Contracts Team

- **Let the Contract Professional Help You** – We are here to assist through the through the lifecycle of the contract process.
- **Until the Contract is signed, nothing is real** – Contract indexing, processing, and record retention. In FY20, reviewed and routed over 400 agreements.
- **Mitigating Risk** – Monitor and oversee city-wide contracts to assist in managing obligations in an effective manner and assure the contract is in effect.
- **Coming to you soon**
 - Quarterly Status Report of all City-Wide Agreements.
 - Researching Contract management database programs for efficiency, document filing, etc.



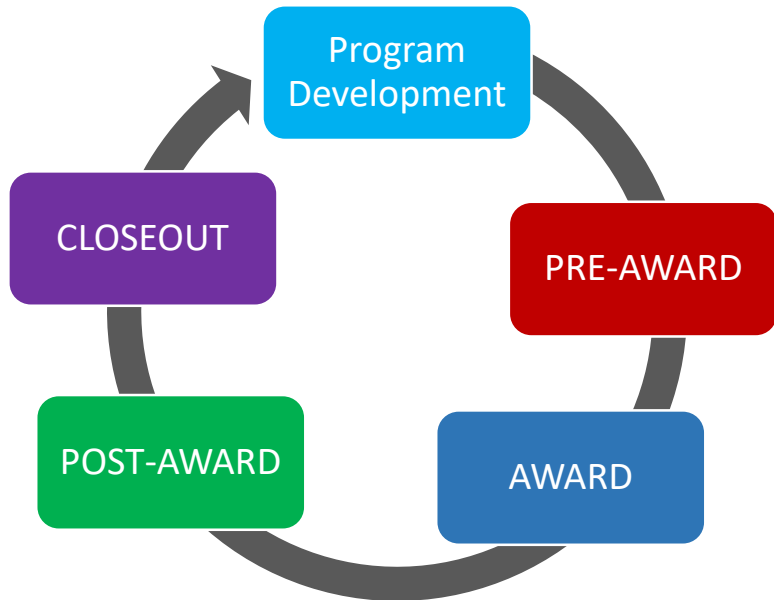
Purchasing Section



Grants & Contracts Team – Stacey Brechler-Knaggs



Grants



Emergency Management



Contracts



Life Cycle of Grants, Emergency Management and Contracts

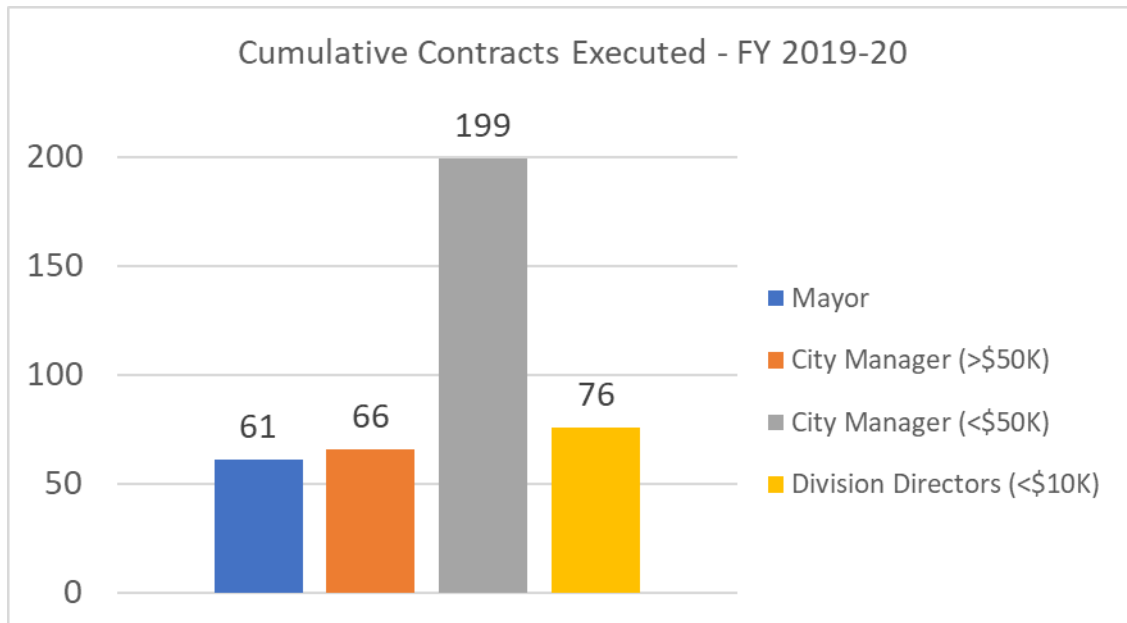
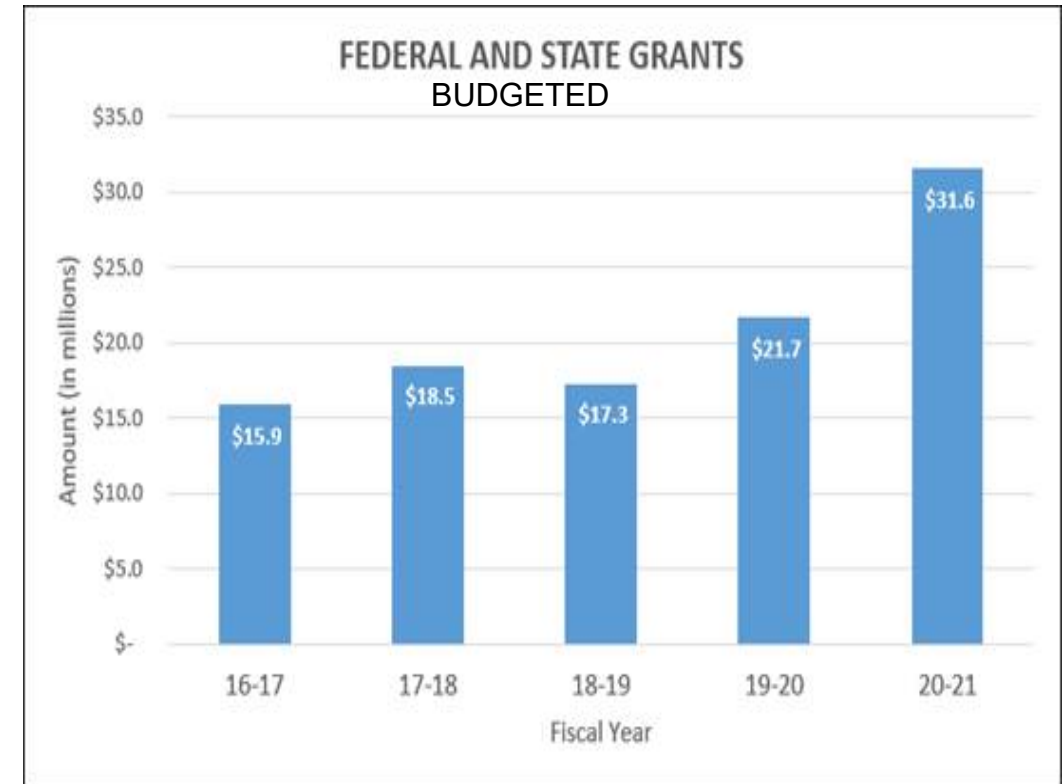


Purchasing Section



A Few Purchasing Section Stats

Type	Fiscal Year 2019-21	Fiscal Year 2020-21 Year-to-date
Solicitations-Informal	132	101
Solicitations-Formal	56	67
Total	188	168





Finance Section



Mission Statement

The mission of the Finance section is to ethically provide oversight, fiscal management and customer service through accountability and transparency.



Finance Section



- Finance Director – *Brandi Suda*

- Assistant Finance Director– *Heidi Derryberry*



- Assistant Finance Manager – *Dan Hellman*

- Accountants – *Glorice Thousand, Abby Cislo, Tom Johnson, Stephen Shill*

- Finance Specialist – *Lorraine Martinez-Buell*

- Finance Clerk – *Dolores Ramirez*



Finance Section



- Payroll Manager– *Dawn Nielsen (Acting)*
 - Payroll Coordinator– *Dawn Nielsen*
 - Payroll Specialist – *Ashley Baca*
 - Finance Clerk– *Diane Kiefer*
- Accounts Specialist– *Carol Ann McCoy*
 - Part-time Finance Specialist – *Jason Mackey*





Finance Section



Finance Awards

- 26 Consecutive Years!





Finance Section



What we do...

- Accounting
 - Prepare the annual city budget
 - Annual audited financial statements
 - General ledger maintenance and reconciliation
 - Prepares all grant reimbursements
- Payroll
 - Currently process approximately 800 employee paychecks biweekly
- Accounts Payable
 - Processed \$143.6 million and 8,681 payments in FY 2019-2020

*It's all about
the numbers!*



Finance Section



Accomplishment/Highlights

- Strong financial management helps maintain our outstanding bond ratings
- Implemented changes to employee leaves due to pandemic
- Implemented 14-day Fire work cycle to match biweekly pay period
- Processed over \$13.3M in grant financial reimbursements in FY 2019-2020
- Currently implementing an automated time entry system
- Future implementation of new HR/Payroll system



Revenue Section



Mission Statement

The mission of the Revenue section is to ensure the City is accurately billing and collecting City revenues and to ensure that customers and the City are complying with all applicable local, state and federal rules and regulations.



Revenue Section



- Revenue Director – *Rick Tadder (overseeing)*
- Billing and Collections Manager – *Sharon Gonzales*
 - Billing Specialist – *Kim Burns*
 - Billing Specialist – *Sabrina James*
 - Collections Specialist – *Jeny Lyn*





Revenue Section



- Revenue Director – *Rick Tadder (Overseeing)*
- Customer Service Manager – *Jessica Huleatt*
 - Customer Service Supervisor – *Danielle Tiedeman*
 - Administrative Specialists –
*Nanci Thomas, Rachel Johnson, Celeste Coupe
Krista Devlin, and Rhiannon Thomas*
 - Meter Tech Supervisor – *Matthew Scheide*
 - Meter Tech 2 – *Scott Klotz and Manny Sierra*
 - Meter Tech – *Bill Kaitlin and Wildine Rodriguez*



Vacancies-Revenue Director, Finance Specialist, Licensing Specialist, Revenue Analyst/Auditor



Revenue Section



Revenue Section Awards

- 2015 and 2020 City Manager Awards





Revenue Section



What we do...

- Investment Management
- Revenue Management
- Billing for Municipal Services
 - Water, Wastewater, Reclaim Water, Trash, Recycling, Stormwater, Water Resource and Infrastructure
- Central Billing for all accounts receivable
 - Leases, hangars, rental cars, etc.
- Collections on all accounts



Revenue Section



What we do...

- Centralized Cashiering
- Customer Care
- City Switchboard
- Business Licensing and Short-Term Rental Registration
- Meter Services
 - Reading of meters monthly, troubleshooting, connection and disconnections, water load out stations



Revenue Section



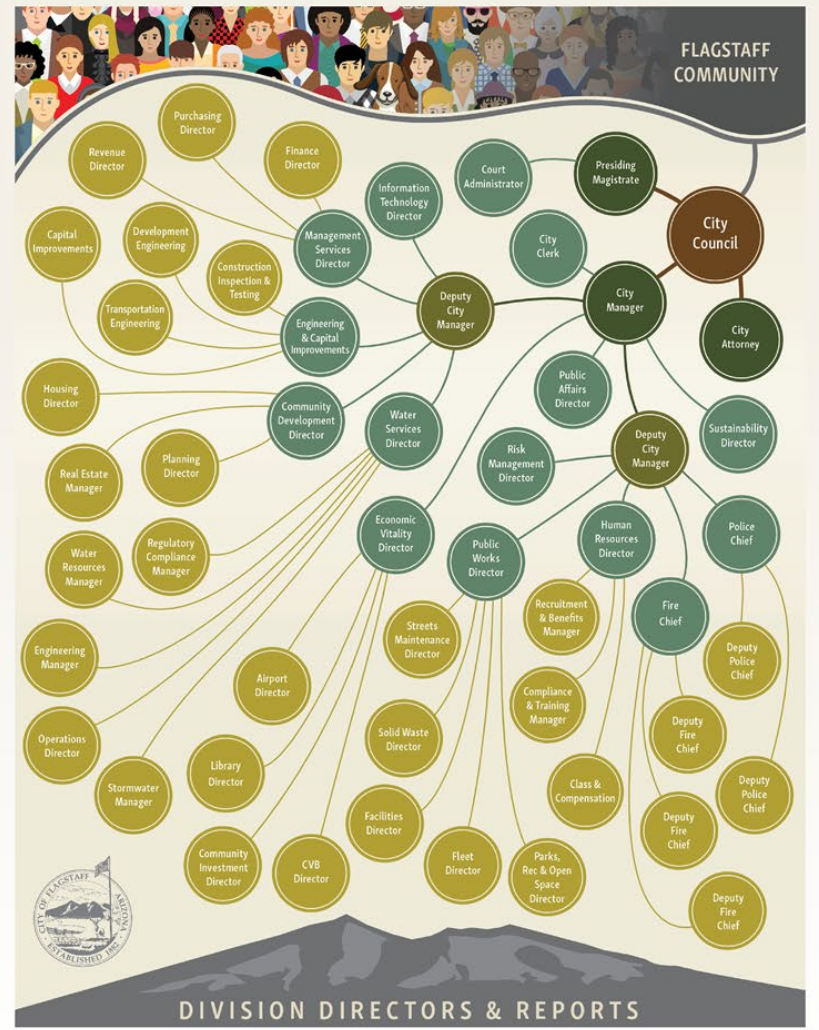
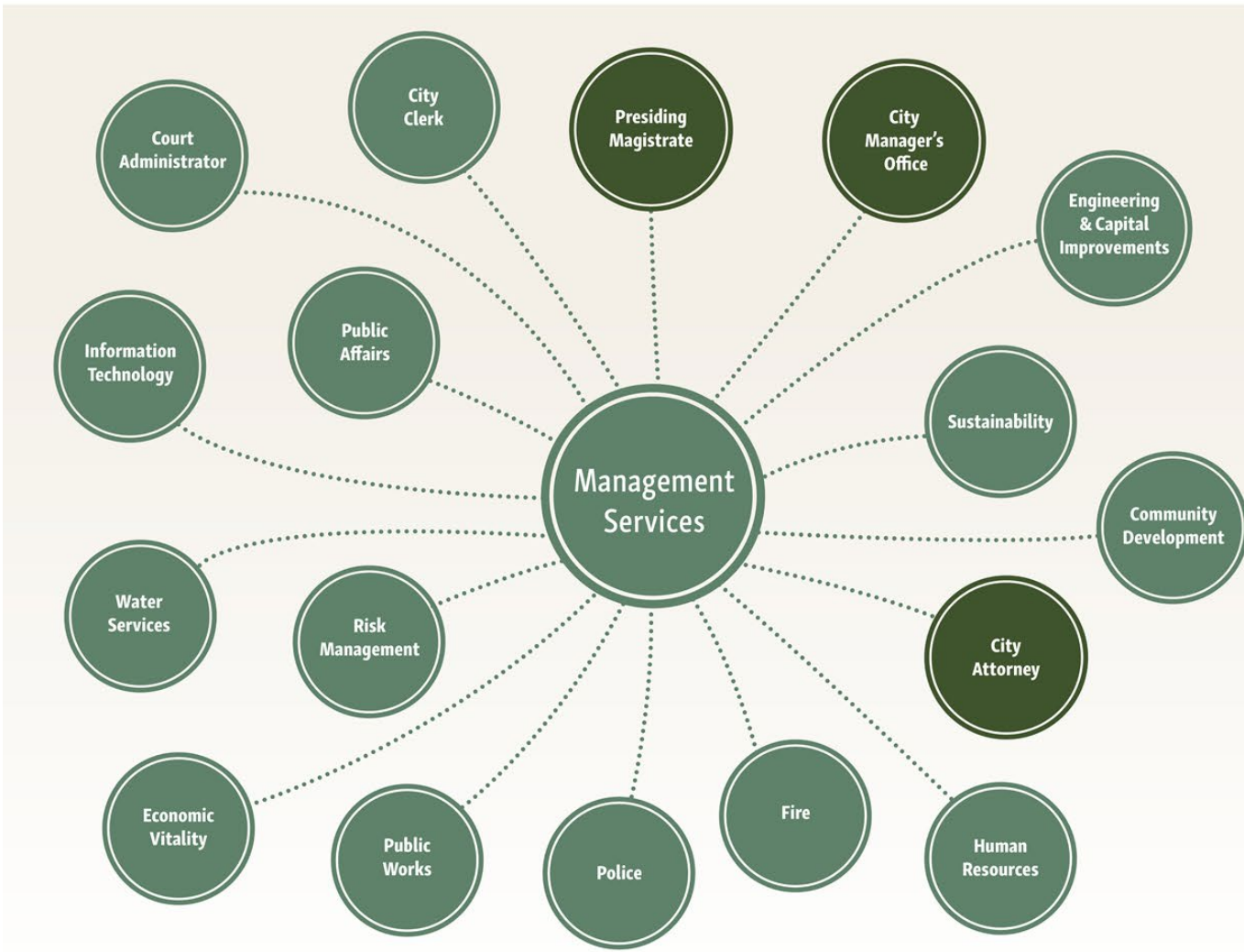
Accomplishment/Highlights

- Successfully moved all services to remote
- Managed 26,000+ inbound calls, 11 second hold time
- Implemented new meter reading software
- Processed 2,117-meter replacements last fiscal year
- Moved pre-ADOR sales tax accounts to accounts receivable resulting in \$41,000+ collections
- 40% of Municipal Bills are e-statements
- Implementing new water loadout station software



Management Services Division

We are here to help all operations





Management Services Division



Thank you

Contact Information:

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- *Brandi Suda, bsuda@flagstaffaz.gov, 928-213-2217*
- *Patrick Brown, pbrown@flagstaffaz.gov, 928-213-2277*