



REVENUE RECORDING/COLLECTION SYSTEM PROCESSES

CONSOLIDATION INQUIRY

11/20/14

**BUREAU NAME:** BUREAU OF DEVELOPMENT SERVICES

**CONTACT PERSON:** ELSHAD HAJIYEV

**PURPOSE:**

Many City bureaus collect revenues using different systems, meaning that customers may interact with multiple bureaus and systems when submitting payments to the City. Information gathered through this questionnaire will be used to examine opportunities for efficiency or improvement in the area of revenue collection across the City’s primary revenue collecting bureaus. Please fill out one form for your bureau.

**GENERAL**

1. Please list all systems used to receive revenue in your bureau, the charges received by that system, the high level process steps, and an approximate annual total for those charges received by that system. Include charges or processes that do not use a revenue receiving system and provide the software name used (i.e. “Manual entry using Excel spreadsheet”). You may approach

System(s) Used in Receiving Revenue – (please include the full name of the software and specify the platform)	Charge(s) Received	Brief Process(es) Description (including customer service touch points; billing and receiving, and collection procedure for delinquent accounts)	Approx. Annual Dollar Amount Received	Approx. Total Transactions* by System
Tracking Review and Construction System (TRACS)	Charges include development related fees and charges collected by BDS for BDS, Water, BES, Fire, Parks, PBOT.	All Revenue is collected by the cashiers at the Development Services Center. Revenue (cash, checks and CC) is deposited and uploaded to SAP on a daily basis.	\$89,000,000 in 2013, \$111,000,000 YTD 2014. Includes all bureaus	100,000 + transactions per year
SAP	Charges include billed development related fees and charges by BDS for BDS, Water, BES, Fire, Parks, PBOT.	Billing is done monthly though SAP, revenue is collected by Central Accounting. Delinquent accounts are referred to the collection agency after all other means of collecting the revenue have been exhausted.	Approximately 5 million, includes all bureaus	7,000+ transactions per year

the following table in whichever way best captures how your bureau receives revenue.

\* By “transaction,” we mean a business event that has a monetary impact on an entity's financial statements and is recorded as an entry in its accounting records. For instance, you may have two transactions– creating a bill and recording a payment– each time you collect a revenue charge.

**PEOPLE**

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?  
OMF-Central Accounting
3. Have you received customer feedback about changing payment options or processes?

- a. Yes No
- b. If Yes, please describe: [Complaints about City of Portland not accepting Discover Card.](#)

**SYSTEM & PROCESS**

- 4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?
  - a. Yes No
  - b. If Yes, please describe: [The bureau is in the process of replacing TRACS with a new permit processing system.](#)
- 5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
  - a. Yes No
  - b. If Yes, please describe: [The bureau is in the process of replacing TRACS with a new permit processing system.](#)
- 6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?
  - a. Yes No
  - b. Comments:
- 7. What revenue recording/collection improvements could OMF help your bureau with?
  - a. Please describe: [Adding 3 \(4\) digit codes to the internet and phone credit card transactions.](#)
- 8. Is there anything else we have not addressed which you would like us to know? Please describe:



**BUREAU NAME:** BES

**CONTACT PERSON:** SEDIEGH KHODAVERDI

**PURPOSE:**

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**GENERAL**

System(s) Used in Receiving Revenue – (please include the full name of the software and	Charge(s) Received	Brief Process(es) Description (including customer service touch points; billing and receiving, and collection procedure for delinquent accounts)	Approx. Annual Dollar Amount Received	Approx. Total Transactions* by System Annually

specify the platform)				
Cayenta Utilities (CU)	Sewer and Stormwater usage fees & service charges.	Meter reads are uploaded to CU, billings are prepared based on rates established by rate ordinance and sent to customers. All transactions, from billing customers to receiving money, are recorded in CU, then interfaced to SAP on a daily basis.	\$279 M.	See Water's form. ~ 180,000 sewer/storm accounts receive bills monthly, bi-monthly and quarterly.
TRACS	Permits, SDC charges and development related fees and charges.	Revenues are collected by cashiers at the time of permit application, entered into TRACS, applied to many different and specific permits which are linked to BES cost objects. Revenue and money is interfaced to SAP on a daily basis.	\$24 M.	See BDS forms. About 11,670 BES-related permits issued in FY14.
SAP	Wholesale sewer contracts; Sewer billing agreements; Sale of Methane gas; Wastewater permit billing; Civil penalties, Water Pollution Control Lab services, Revegetation services; Sales of biosolids.	Services are tracked through various databases and managed by various Operation Managers. Reports and spreadsheets sent to BES Accounting. BES Accounting enters billing into SAP A/R module. Central Accounting receives and process payments.	\$12 M.	700
SAP	Public records; Rents and meeting room rentals; Scrap metal sales; Simplified permanent short and non-conforming sewer fees; Appeal fees; Energy rebates; SAIF dividends.	Processed by BES staff, some through Permit Center. Payments/checks are delivered to BES Accounting, entered into SAP and deposited through Treasury.	\$250 k.	<100

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\* By “transaction,” we mean a business event that has a monetary impact on an entity's financial statements and is recorded as an entry in its accounting records. For instance, you may have two transactions— creating a bill and recording a payment – each time you collect a revenue charge.

### PEOPLE

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?  
[Water & BDS, PBOT, OMF Accounting, City Attorney, Facilities, Risk & Treasury](#)
3. Have you received customer feedback about changing payment options or processes?
  - a.  Yes  No
  - b. If Yes, please describe:

### SYSTEM & PROCESS

4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?
  - a.  Yes  No
  - b. If yes, please describe: [Reporting in Cayenta and TRACS does not meet business needs due to system limitations. Offering other payment methods to meet today's public expectations.](#)
5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
  - a.  Yes  No
  - b. If yes, please describe: [TRACS is being replaced with ITAP. CU is due for an upgrade.](#)
6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?
  - a.  Yes  No
  - b. Comments: [BES would like to participate in such discussions.](#)
7. What revenue recording/collection improvements could OMF help your bureau with?
  - a. Please describe: [Collection of delinquent accounts.](#)
8. Is there anything else we have not addressed which you would like us to know? Please describe:

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**BUREAU NAME:** [BUREAU OF REVENUE AND FINANCIAL SERVICES—REVENUE DIVISION](#)

**CONTACT PERSON:** [JANICE HAMMOND GETTEN](#)

#### PURPOSE:

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System(s) Used in Receiving Revenue – (please include the full name of the software and specify the platform)	Charge(s) Received	Brief Process(es) Description (including customer service touch points; billing and receiving, and collection procedure for delinquent accounts)	Approx. Annual Dollar Amount Received	Approx. Total Transactions* by System
Business License Tax System (BLIS) - SQL Server 2005 back end, Access 2013 front end (with web interface).	Business Income Taxes for City of Portland and Multnomah County	<p>The business income tax section of BRFS collects revenue as reported on the City/County combined business income tax form. There are ~ 65,000 active accounts. ~45,000 of the accounts voluntarily file. Of those, about 2,500 are sent additional billings. ~ 20,000 non-filer accounts fail to file on an annual basis and require pursuit.. The collection process for filers with an initial billing letter includes up to three additional regular billing notices.</p> <p>Non-filer accounts receive two warning letters and if they fail to file a return, a presumed tax is assessed. These accounts receive one more regular billing notice. If there is no response to the regular billing notices, the tax accounts are assessed civil penalties and turned over to the Delinquent Collection Team (DCT). The DCT then attempts one or two contacts before either referring the account to the City Attorney's office or the collection agency. Daily contact is maintained between the DCT and the City Attorney's Office and/or the collection agency regarding delinquent account collections.</p>	\$ 145,000,000	233,402 total transactions

<p>Transient Lodging - SQL Server 2005 back end, VB.net front end (custom application).</p>	<p>Transient Lodging Taxes for City of Portland, Multnomah County and the Convention &amp; Tourism Fund plus the Tourism Improvement District fee for the Convention &amp; Tourism Fund</p>	<p>Reports and payments either postmarked or delivered to the office on or after a delinquent date for a given quarter/month are late and subject to penalty and interest charges, per PCC 6.04.080. At any point in the process the operator may contact, or be contacted by, the Bureau.</p> <ul style="list-style-type: none"> <li>- The Bureau issues a Notice of Balance Due immediately upon receipt of a delinquent report acknowledging receipt of the report and payment and stating the delinquent postmark date. Late charges are assessed per code and a due date is established. If no report is received, the Bureau issues a Notice of Non-Compliance within ten days of the delinquent date.</li> <li>- If no payment is received, the Bureau issues a second Notice of Balance Due within approximately ten days of the due date. If no report is received, the Bureau issues a second Notice of Non-Compliance.</li> <li>- If no payment is received, the Bureau issues a Final Notice of Balance Due within approximately ten days of the due date. If no report is received, the Bureau issues a presumptive tax bill, including late charges.</li> <li>- If no payment is received, the Bureau issues a Collection Enforcement Notice.</li> </ul> <p>Unresolved delinquent accounts are forwarded to either the City Attorney or a private collection agency.</p>	<p>\$ 60,000,000</p>	<p>1,300 total transactions</p>
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<p>Enhanced Services Districts (CASL) - SQL Server 2005 back end, Access 2013 front end.</p>	<p>Property Management License fee for Clean &amp; Safe District and Lloyd District</p>	<p>Payments either postmarked or delivered to the office after a due date for a given installment are late and subject to penalty and interest charges, PCC 6.06.150 &amp; 6.06.160. At any point in the process a property manager may contact, or be contacted by, the Bureau.</p> <ul style="list-style-type: none"> <li>- If a payment is postmarked after a due date or if no payment is received, the Bureau issues a Notice of Balance Due within ten days of the due date and issues subsequent notices every thirty days until the balance is paid in full. Late charges are assessed per code.</li> <li>- If a first installment payment is not received by the billing date for the 2<sup>nd</sup> installment, then the balance is included in the 2<sup>nd</sup> installment billing.</li> <li>- If a payment is postmarked after the due date or if no payment is received, the Bureau issues a Notice of Balance Due within ten days of the due date and issues subsequent notices every thirty days until the balance is paid in full. Late charges are assessed per code.</li> <li>- If no payment is received or there is an outstanding balance due to a late payment, the Bureau issues a Final Notice of Balance Due.</li> <li>- If no payment is received, the Bureau issues a Collection Enforcement Notice.</li> </ul> <p>Unresolved delinquent accounts are forwarded to either the City</p>	<p>\$ 5,000,000</p>	<p>1,350 total transactions</p>
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		Attorney or a private collection agency.		
ARTS - SQL Server 2008 back end, VB.net front end (custom application).	Arts Tax for the Arts Education & Access Fund	Taxpayers who do not file voluntarily are contacted through various data-matches and sent a bill. Non-payers are assessed penalties equal to the amount of tax owed. Potential assignment to collection agency in the future, but not currently part of our process.	\$ 10,000,000	Receivables created – 434,837 Reductions – 149,878 Billing Letters – 185,783
Leaf Day Fee Billing System with billing and payments through the Cayenta Utility Billing system - Opt outs recorded in SQL Server 2005 back end, Access 2013 front end (with web interface). No financial information is recorded in the opt out system.	Leaf Day fees for Portland Bureau of Transportation	Approximately 4 weeks of opt-out data collection, followed by billing all locations that have not opted-out. 1 bill, followed by 1 reminder notice if unpaid. Previous year unpaid balance forward added to current year bill.	\$442,660	Billings – 17,927 Reminders – 6,476 Payments – 14,028
Regulatory Information System (RegIS) - SQL Server back end, VB.net front end (custom application).	Business Permitting fees for Amusement Devices, Secondhand Dealers, Social Games, Payday Lenders, Pay-n-Park	Payment is by check or cash, by mail or in-person. Follow-ups are by phone or email in addition to the 2 <sup>nd</sup> notices created in REGIS. Personal visits not usually required unless I am wondering if a business has closed. Inspections are done throughout the year, but not related to payments.	\$ 165,000	Renewals – 735 2 <sup>nd</sup> notices – 70 Payments - 735
Lien Accounting System (LAS) – IBM mainframe (custom application).	Special Assessments for multiple City bureaus (ONI, Fire, PBOT, BDS, BES, Parks, Water)	Initial Assessment, Installment Contract, Payment Plans, monthly & semi-annual billing, check or cash payments by mail or in-person, two collections phone calls, three collection letters, turn over to the Auditor's Office Foreclosure Manager	\$ 14,000,000	Assessments – 2,000 Bills – 45,000 Adjustments – 700 Payments – 17,000
Police Bureau Board-ups - excel spreadsheet & SAP	Charges billed to recover the amount the Police Bureau	Initial notification letter and collection letters	\$ 25,000	300 letters

	paid their contractor			
Utility License and Franchise Fees - excel spreadsheet & SAP accounts receivable	Utility License and Franchise Fees for the City of Portland General Fund	As Utility/Franchise forms are filed and payment received the revenue is recorded in an excel database. A billing is then created in SAP and the payment is posted by Central AR. The excel database is used to track what revenue is delinquent. An email is then sent notifying entities that payment has not been received. Once the amount of the delinquent payment is determined, Excel is used to calculate the late fees and an email is sent requesting payment of that amount.	\$ 80,000,000	400 payments
MHCRC Franchise Fees - excel spreadsheet & SAP accounts receivable	Franchise Fees for the Mt Hood Cable Regulatory Commission (consists of City of Portland, Multnomah County, Gresham, Troutdale, Fairview, Wood Village)	Late payments are rarely an issue. If a payment is ever late, a reminder email will be sent requesting payment. Once received interest would be calculated on the overdue amount based on a formula contained in the franchise agreement with the cable company. The company would then be notified via email requesting the interest amount.	\$ 7,000,000	9 ACH payments posted to SAP annually

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**PEOPLE**

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?  
The Water Bureau assists with the posting of Leaf Day fee payments, as well as the electronic deposit of all Revenue Division check payments. The Bureau of Development Services processes a few payments for the Lien Accounting System.
3. Have you received customer feedback about changing payment options or processes?
  - a.  Yes  No
  - b. If Yes, please describe: The Liens Accounting System property owners often want the ability to pay online, by credit/debit card and/or to set-up an automated recurring payment.

**SYSTEM & PROCESS**

4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?
  - a.  Yes  No

- b. If Yes, please describe: [Commercial off the shelf \(COTS\) tax administration system. This would allow all tax programs to be collected within one unified system.](#)
- 5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
  - a. Yes No
  - b. If Yes, please describe: [Beginning the planning stages](#)
- 6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?
  - a. Yes No
  - b. Comments:
- 7. What revenue recording/collection improvements could OMF help your bureau with?
  - a. Please describe: [Help with funding the implementation of COTS.](#)
- 8. Is there anything else we have not addressed which you would like us to know? Please describe:



**BUREAU NAME:** [PORTLAND FIRE & RESCUE](#)  
**CONTACT PERSON:** JAY GUO

**PURPOSE:**

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<a href="#">Permits2000 TRACS</a>	<a href="#">Permit fees, records requests, testing fees</a>	<a href="#">Payment and permit information is logged in TRACS or Permits 2000/Cash Receipt System by the DSTII (dependent on type of fee). Payments are made at the time of permit application in the form of</a>	<a href="#">1.1 Million - charged</a>	<a href="#">6,500</a>

		cash, check or credit card. Deposits are made daily.		
Fires2000 (F2K) SAP	Code enforcement inspection, violation, and citation fees	Information is entered by the Inspector into F2K and invoice amounts are calculated based on programmed formulas and the adopted fee schedule. F2K information is then uploaded by the Accounting Technician to SAP where invoices are generated through Central Accounting. Payments for invoices go directly to Central Accounting.	1.1 Million - invoiced	16,000
Professional Credit Services (PCS)	Collection on delinquent accounts	Approximately 90 days after invoicing, delinquent accounts are sent to PCS for collection. Collection payments are sent directly to Central Accounting for application to the appropriate accounts.	Amount would be included in the invoiced amount for code enforcement activities	
Excel Spreadsheets and SAP	Records Requests, Appeals, Community Room Rentals, Pre-hospital Report Requests, and Misc.	Payments are received by Investigations, Management Services Front Office, Emergency Medical Services and MSD Accounting Departments. Receipts are logged on excel spreadsheets. Payments and log copies are given to MSD Accounting department and the revenue is recorded in SAP.	\$20,000	450

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#### PEOPLE

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?  
Central Accounting, BDS
3. Have you received customer feedback about changing payment options or processes?
  - a.  Yes  No
  - b. If Yes, please describe: Customers would like the option to make payments online.

#### SYSTEM & PROCESS

4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?

- a. Yes No
  - b. If Yes, please describe: [The permit system is already included in the citywide upgrade \(ITAP\).](#)
5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
- a. Yes No
  - b. If Yes, please describe: [same as above for permit system. Also plan to develop process for online payments to be made by customers.](#)
6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?
- a. Yes No
  - b. Comments:
7. What revenue recording/collection improvements could OMF help your bureau with?
- a. Please describe:
8. Is there anything else we have not addressed which you would like us to know? Please describe:



**BUREAU NAME:** [OMF](#)

**CONTACT PERSON:** [ELYSE ROSENBERG](#)

**PURPOSE:**

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"Give at the Office" and SAP - data	Charitable Campaign revenue	Phone and email support provided by Bus Ops; checks are mailed in and	0.015	15

generated from "GatO" interfaces with SAP AR process		received by Bus Ops accountants. Kelly Ball and Elyse Rosenberg provide support and supervise. Accountants issue AR and process checks		
Equipment Focus and SAP. There is an interface from EF to SAP. Adjustments are made in SAP to the data.	BTS 800 MHz revenue charge	Check payments and electronic (ACH) payments possible; phone and email support through Bus Ops. BTS staff req'd to generate File Report; Bus Ops staff then enter I.S. billing info into SAP; Bus Ops staff then generates invoice and provides phone/email support; Accounts Receivable provides support for rev collection.	1.5	840
Equipment Focus and SAP. There is an interface from EF to SAP. Adjustments are made in SAP to the data. EF interfaces with Stellar, which interfaces with SAP	Telecom/IRNE/I-Net charge	Checks and ACH payment options. Bus Ops required to generate AR report; Bus Ops and BTS both provide information for reports.	2.8	181
SAP and AR	Public Finance and Treasury charges: Debt Management IGA and Treasury IGA	Specific to agreement. Bus Ops; Debt Recovery in Treasury; AR for past due notifications, etc.; BTS	0.184	25
N/A - Cash pick up; armored car delivery to bank; direct deposit to City account via "Evelon" - Wells Fargo's platform	Spectator - Event Parking (cash money)	City Center Parking handles all customer service interfaces for payment collection. Provided by vendor.	1.5	140
N/A	Spectator - User Fees/Rent/Pres-sold Parking (pay by check)	Mail check. OMF - Bus Ops Financial Analyst processes payment.	6	200
N/A	VDI Revenues	Wire transfer of funds. Customer can call, email, walk-in to see Communications Team in Bus Ops Division of OMF.	Follow up later w/ Ken Bartocci email	2
Email/phone -- Communications Team provides charge estimates direct to vendor.	Media/Records Reimbursement	Mail, hand delivery; no cc or phone payment options. Communications Team in Bus Ops handles payments and sends to Treasury.	0.002	20
SAP and P&D billing system	P&D: cash sales; equipment sales; procurement; misc. services; IGH Home Forward, PPS, PDC	Phone, email; electronic payment; mail-in checks received; P&D for service; Bus Ops does invoicing. P&D maintains work order requests; BTS handles interface of data and billing;	0.19	

		Bus Ops provides invoicing; Accounting handles payments; SAP is platform.		
CS Stars	Risk: Subrogation Receivable and Claims Recovery charges	Mail checks. Risk staff; treasury staff; claims adjusters; BTS; Bus Ops (approves journal entry)		
Facilities Center & SAP	Maintenance	Mail check. Bus Ops, Facilities Dispatch; Accounting all involved in payment processing		
Paper file on Word; SAP	Filing on City Property	Mail check. Facilities Dispatch; Bus Ops; Treasury; Accounting all involved in processing payment.		
SAP & Outlook	ID Cards - Mult. Co. & City Kids and Meeting Rooms	Mail check. Dispatch & Bus Ops involved in processing payment.		
SAP	Property Sale	Mail or hand deliver check payment; wire transfer. Property Management; Contract broker; Bus Ops; Central Accounting; Treasury involved in processing payment.	Varies by property	1
SAP; Excel "tenant ledger"	Leases	Mail or hand deliver check payment. Bus Ops; Finance; Property Mgmt; Central Accounting; Treasury involved in processing payment.	0.015	3360

\* By "transaction," we mean a business event that has a monetary impact on an entity's financial statements and is recorded as an entry in its accounting records. For instance, you may have two transactions – creating a bill and recording a payment – each time you collect a revenue charge.

#### PEOPLE

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?  
[Treasury; Risk; BTS](#)
3. 3461 Have you received customer feedback about changing payment options or processes?
  - a.  Yes  No
  - b. If Yes, please describe:

#### SYSTEM & PROCESS

4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?
  - c.  Yes  No
  - d. If Yes, please describe: [FacilitiesCenter billing being replaced.](#)
5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
  - e.  Yes  No
  - f. If Yes, please describe: [FacilitiesCenter billing being replaced.](#)
6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?
  - g.  Yes  No

h. Comments:

7. What revenue recording/collection improvements could OMF help your bureau with?
  - i. Please describe:
8. Is there anything else we have not addressed which you would like us to know? Please describe:



**BUREAU NAME:** PORTLAND PARKS & RECREATION

**CONTACT PERSON:** JEFF SHAFFER

**PURPOSE:**

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ActiveNet (externally web hosted with a SQL backend)	Rentals, reservation for parks activities/classes, point-of-sale concessions at sites.	Customers either come in person to one of our 37 Parks locations to register for Parks services, or perform the transaction online through the hosted sites' website. Our recreation programs are on a cash basis to reserve, therefore we don't really use A/R (or billings, collections, etc.).	\$15.9 million	750,000
CALE Parking Meters	Parking Fees for three parking lots owned by Parks	We mimic PBOT's parking meter system nearly exactly. Customer swipe credit cards into parking meters, money flows to the City's merchant account with a Parks specific coding to separate it from PBOT machines. We do daily Journal Entries to post the revenues.	\$2 million	500,000

PassportParking, Inc - Parking Pay-by- Phone cell phone app	Washington Park Parking fees	This is related to above, but we've recently contracted out a third party service to develop a cell phone app to collect payments for parking that can be done via their app and deposited to our merchant account directly for parking.	Newly developed. But projected to be \$100,000 annually.	25,000
Excel – SAP A/R	Leases for PP&R sites leasing spaces or cell towers	This is minimal, but we do have a couple dozen random leases for people leases space in our community centers or cell towers in our parks, etc.	\$800,000	dozens
TRACS	Permitting/SDC fees	100% done by BDS	\$20 million	Not sure. Just comes as a journal entry by BDS.

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#### PEOPLE

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?  
BDS receives our permitting and development fee revenues and posts them to our cost centers.
3. Have you received customer feedback about changing payment options or processes?
  - a.  Yes  No
  - b. If Yes, please describe: Previous to ActiveNet we used a computer-based software called CLASS. This system wasn't very interactive with online reservations and setting up real-time accounts. We received monthly letters to the Director and City Council to upgrade to a better system, which led to us going with the industry leader in online hosted reservation – Active.

#### SYSTEM & PROCESS

4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?
  - a.  Yes  No
  - b. If Yes, please describe:
5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
  - a.  Yes  No
  - b. If Yes, please describe:
6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?

- a. Yes No
  - b. Comments: Might be some one-off value if it's extremely efficient and easy to use. But we use SAP for our receivables today, and because we don't usually perform services on credit, it's extremely few and far between that we would need it. We do have some rentals (such as a non-profit or Loaves and Fishes renting a space in our Community Center) that produce monthly rents we do through A/R, but they're never past-due, so we never really need to go to collections.
7. What revenue recording/collection improvements could OMF help your bureau with?
- a. Please describe: I'd have to think on this. Maybe efficiencies for cash
8. Is there anything else we have not addressed which you would like us to know? Please describe: I think the key things related to revenue recording and collection for us are 1) We've recently signed a long term contract and upgraded to the industry leader in reservation systems in the nation in The Active Network within the last couple years, and our efficiencies in cash collection and this system has led first PBOT to move their revenue collection to us, and now Water Bureau has moved their Dodge Park reservation process to us. And Facilities is currently in discussions with us to move their space booking rentals to us as well. So we're the City's leader in all things dealing with customers wanting to pay money for renting or leasing City space, or paying for something over a counter at a cash register. 2) We do nearly all of our business on a cash basis to complete our transactions in our system (whether through ActiveNet or Cale parking meters) and we probably only use Accounts Receivable for a dozen customers a year for miscellaneous rentals and such. 3) We recently have executed a contract for a pay-by-phone third-party cell phone app for our Washington Park/Zoo parking. This bypasses the CALE machines and allows customers to pay on their phones through a third party. PBOT hasn't done this for downtown parking and is behind the curve and we're paving the way in this industry.



**BUREAU NAME:** BUREAU OF TRANSPORTATION (PBOT)

**CONTACT PERSON:** KEN KINOSHITA

**RESPONSE DATE:** 12/16/2014

**PURPOSE:**

Many City bureaus collect revenues using different systems, meaning that customers may interact with multiple bureaus and systems when submitting payments to the City. Information gathered through this questionnaire will be used to examine opportunities for efficiency or improvement in the area of revenue collection across the City's primary revenue collecting bureaus. Please fill out one form for your bureau.

**GENERAL**

1. Please list all systems used to receive revenue in your bureau, the charges received by that system, the high level process steps, and an approximate annual total for those charges received by that system. Include charges or processes that do not use a revenue receiving system and provide the software name used (i.e. "Manual entry using Excel spreadsheet"). You may approach the following table in whichever way best captures how your bureau receives revenue.

\* By "transaction," we mean a business event that has a monetary impact on an entity's financial statements and is recorded as an entry in its accounting records. For instance, you may have two transactions – creating a bill and recording a payment – each time you collect a revenue charge.

PBOT receives revenue from many sources, including federal, state, and local governments, other City bureaus, businesses, non-profit agencies, and the general public. Some revenues are based on billings (receivables), others are based on inter-governmental agreements, and others are point-of-sale. PBOT revenues and resources include, but are not limited to; Donations, Grants, Interagency service reimbursements, Interfund cash transfers, Leases, Leaf Fees, Local cost sharing (including gas tax), Local improvement district revenue, Parking fees, Parking fines, Permit fees, Public utility charges, Refunds, Rents, Sales, Service reimbursements, Sidewalk repair assessments, Sponsorships, Systems development charges, Traffic fines, Transit fares. For details about specific revenue recording / collection systems, please see the table below.

System(s) Used in Receiving Revenue – (please include the full name of the software and specify the platform)	Charge(s) Received	Brief Process(es) Description (including customer service touch points; billing and receiving, and collection procedure for delinquent accounts)	Approx. Annual Dollar Amount Received	Approx. Total Transactions* by System
SAP Grants Module	Federal and Other Grants	This process is managed by OMF Grants Office. PBOT submits invoices to the Grants Office based on grant agreements and SAP / BOBJ reports. Grants Office staff create and record revenues/ liabilities in SAP then send out invoices to the grantors. OMF also receives, records, and deposits the revenues /liabilities.	Please contact the Grants Office for this information.	Please contact the Grants Office for this information.
SAP AR Module	Accounts Receivables / Contract Receivables	This process is managed by OMF Accounts Receivable. PBOT submits invoices based on contract agreements and SAP/ BOBJ reports. Accounts Receivable staff create and record revenues/ liabilities in SAP then send out invoices to clients. OMF also receives, records, and deposits the revenues/ liabilities.	Please contact OMF Accounts Receivable for this information.	Please contact OMF Accounts Receivable for this information.
SAP FILO module	Interagency Services Provided for other bureaus; includes transportation	This process is managed by OMF Accounting. PBOT and Other Bureau managers agree to service levels, PBOT staff set up RB2B	\$30,000,000	Please contact OMF Accounting for this information.

	services, sewer maintenance and repair, parking permits, parking facilities spaces.	internal orders, PBOT staff provide services, PBOT charges time and materials to internal orders, costs settle to other bureaus.		
City Treasury (Wire Transfer, Wells Fargo Bank, Treasury staff email, PBOT staff SAP journal entry)	State Highway Funds (gas tax, vehicle registration fees, weight-mile tax) and City/County Agreement Funds (gas tax)	Amounts based on inter-governmental agreements are determined by State of Oregon, wire transfers are initiated by the State and Multnomah County. Treasury staff notify PBOT staff of Multnomah County transfer by email, PBOT staff post revenue in SAP by journal entry. Treasury staff notify OMF staff of State transfer by email, OMF staff post revenue in SAP by journal entry.	\$34,000,000 from State and \$26,000,000 from City/County Agreement	12 from State and 4 from City/County Agreement
City Treasury (Check by mail, Wells Fargo Bank, Treasury staff email, PBOT staff SAP journal entry)	Parking Citations and Traffic Fines	Amounts based on Oregon Revised Statutes are determined by Circuit Court, check is issued by Circuit Court, Treasury staff notify PBOT staff of check by email, PBOT staff post revenue in SAP by journal entry.	\$7,000,000 citation fines and \$700,000 traffic fines	12 for citation fines and 12 for traffic fines
City Auditor (Cash Transfer)	Local Improvement District (LID) Revenue	This process is managed by the Auditor's Office. PBOT staff provide project summaries based on SAP/BOBJ, Auditors staff creates cash transfer by journal entry, Auditors staff assesses property owners.	Varies each year; has ranged from \$140,000 to \$24,000,000	Please contact the Auditor's office for this information.
BDS 1900 Building Permit Center (TRACS, City Payment Gateway for bankcards, Wells Fargo deposits for checks and cash)	Development permitting; public works permits, land use and encroachment permits, sidewalk and driveway construction permits, street use permits, temporary use of public right-of-way permits (reserve travel lane, parking spaces, sidewalks, or complete street	This process is managed by BDS Permit Center. Amounts based on permit fees and/or services provided and/or SAP/BOBJ reports summarized by PBOT staff and/or BDS staff, PBOT staff provide cost summary to client, client pays at receipts desk, BDS staff post revenues to SAP.	Please contact BDS for this information.	Please contact BDS for this information.

	closures), sidewalk café and vending cart permits, bike parking fund fees			
PP/R Customer Service Center (Activenet, City Payment Gateway for bankcards, Wells Fargo deposits for cash)	Parking and other permits, fees, donations, and sales. Includes Area Parking Program (APP), carpool, and special parking permits, community event and block party permits, storage unit fees, bike locker fees, film/video fees, environmental assessments, utility locate permits, street vacations, lease fees, sponsorships and donations, and t-shirts, maps, and other sales	This process is managed by PP/R Customer Service Center. Amounts based on permit fees and/or services provided and/or SAP/BOBJ reports summarized by PBOT and/or PP/R staff, staff provide cost summary to client, client pays at receipts desk, payment processed in Activenet, PP/R staff run monthly report, PP/R staff post revenues to SAP. In addition, some permits and fees are processed through OMF Accounts Receivable billings, and a few APP parking permits are processed through the City Payment gateway using a Hypercom T7-Plus Terminal.	Please contact PP/R for this information. PBOT revenues using this process are approximately \$5,000,000	Please contact PP/R for this information. PBOT transactions using this process are approximately 40,000
Revenue Bureau at Columbia Square	Regulatory Fees and Fines	This process is managed by Revenue Bureau. Amounts based on regulatory fees and/or services provided are summarized by PBOT and/or Revenue Bureau staff, staff provide cost summary to client, client pays at receipts desk, Revenue Bureau staff post deposit checks and cash and post revenues to SAP.	Please contact Revenue Bureau for this information. PBOT revenues using this process are approximately \$1,300,000	Please contact Revenue Bureau for this information.
Revenue Bureau at Columbia Square	Leaf Fees	PBOT defines leaf district boundaries, Revenue Bureau staff mail information to owners of properties in leaf districts, some owners notify Revenue Bureau of intent to opt-out, Revenue Bureau staff mail bills to owners of properties that have not opted-out, owners mail checks to Revenue Bureau, Revenue bureau	Please contact Revenue Bureau for this information. PBOT revenues using this process are approximately \$500,000	Please contact Revenue Bureau for this information. PBOT transactions approximately 36,000 (18,000 billings and 18,000 payments)

		staff deposits checks and post revenues to SAP.		
City Multi-Space Parking Paystations (Cale machines, Cale Web Office Application / EITHER City Payment Gateway / US Bank-Elavon / PBOT staff OR PBOT staff / Brinks / Wells Fargo Bank / PBOT staff)	Parking meter fees paid at multi-space paystations	Customer pays at multi-space machine by bankcard or coin. For bankcard, Cale Web Office transmits information to City Payment Gateway, revenue is deposited to US Bank-Elavon, PBOT staff post revenue in SAP. For coin, PBOT collects coins, Brinks counts coin, revenue deposited to Wells Fargo Bank, PBOT staff post revenue in SAP.	\$18,500,000 paid by bankcard and \$3,200,000 paid by coin	8,400,000 paid by bankcard and 1,450,000 paid by coin
City Single-Space Parking Meters (Duncan machines, eagle mechanisms, PBOT staff / Brinks / Wells Fargo Bank / PBOT staff)	Parking meter fees paid at single-space meters	Customer pays at single-space machine by coin, PBOT collects coins, Brinks counts coin, PBOT staff post revenue in SAP.	\$300,000	150,000
Central City Parking Paystations (Amano / McGann machine EITHER City Payment Gateway, US Bank-Elavon, OR Garda contractor, Wells Fargo Bank. PBOT staff)	Parking garage fees paid on-site (hourly, daily, evening, or weekend rates)	Customer pays at garage machine by bankcard or cash. For bankcard, machine transmits to City Payment Gateway, revenue deposited to US Bank-Elavon, PBOT staff post revenue in SAP. For cash, Garda collects cash, revenue deposited to Wells Fargo Bank, PBOT staff post revenue in SAP.	\$9,100,000	485,000 cash transactions and 1,050,000 bankcard transactions
Central City Parking	Parking garage fees paid by invoices (monthly rate)	This process is managed by SP-Plus, the managing contractor for Smart Park garages. SP-Plus invoices monthly parkers, customers pay by check or bankcard, PBOT staff post revenue in SAP.	\$1,130,000	46,000 annual transactions

Central City Parking	Parking garage fees paid by "validated" tickets	This process is managed by SP-Plus, the managing contractor for Smart Park garages. Validated tickets are sold to business owners. SP-Plus invoices businesses, PBOT staff post revenue in SAP.	\$900,000	20,000
Maintenance Operations	Sidewalk Fees	Residents and businesses obtain construction permits to repair damaged sidewalks (posted for repairs) in person at Maintenance Operations building. Fees are paid by cash, check and bankcards. Cash and check payments are deposited into a City bank account. Bankcard payments are processed by the City Payment Gateway. The revenue is receipted into SAP by journal entries. In addition, some sidewalk permits are processed through BDS 1900 Building Permit center.	\$150,000	About 1,500 permits sold per year resulting in approximately 200 journal entries per year for bank deposits
Sunderland Yard	Rock/ sand / compost sales and Tipping Fees	Residents and businesses buy rock, sand and compost at the Sunderland Yard facility, as well as pay tipping fees for disposal of rock and concrete. Payments are received by check, cash, and bankcards. Cash and check payments are deposited into a City bank account. Bankcard payments are processed by the City Payment Gateway. The revenue is receipted into SAP by journal entries. In addition, some sales and fees are processed through OMF AR billings.	\$60,000	
Sunday Parkways	Sunday Parkways Donations	Individuals donate by bankcard using on-line application, City Payment Gateway posts revenue to US Bank-Elavon, PBOT staff post revenue in SAP. Individuals donate by cash or check during events; revenue is deposited in	\$10,000	200

		City bank account, PBOT staff post revenue in SAP. In addition, some donations are processed through PP/R Portland Building Customer Service Center.		
Streetcar Ticket Vending Machine (Parkeon), City Payment Gateway	Streetcar Fares paid at stations	Riders purchase fares at stations using bankcards, Parkeon application transmits information to City Payment Gateway, revenue is deposited to City bank, PBOT staff post revenue in SAP	\$600,000	
Streetcar Ticket Vending Machine (Microelectronica)	Streetcar Fares paid on-board	Riders purchase fares on-board using cash and coin, Garda collects cash, revenue is deposited in PSI's US Bank account.	\$250,000	

## PEOPLE

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?  
Many bureaus and agencies are involved in receiving revenue for PBOT: City Treasury, City Auditors, City Accounts Receivable, City Grants Office, Bureau of Development Services (BDS) at the 1900 Building Permit Center, Portland Parks and Recreation (PP/R) at the Portland Building Customer Service Center, Revenue Bureau at Columbia Square, and Central Parking Company (for City parking garages).
3. Have you received customer feedback about changing payment options or processes?
  - a.  Yes  No
  - b. If Yes, please describe: Customers want the option of paying on-line. Customers also want the option of paying by bankcard, cash, or check; not all City processes can handle all types of payments.

## SYSTEM & PROCESS

4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?
  - a.  Yes  No
  - b. If Yes, please describe: PBOT is working with BDS and BTS on the ITAP project, which will replace the TRACS system. PBOT is also working with BTS developing the initial requirement design analysis for an online bankcard payment system.
5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
  - a.  Yes  No
  - b. If Yes, please describe: PBOT is working with BDS and BTS on the ITAP project, which will replace the TRACS system. PBOT is also working with BTS developing the initial requirement design analysis for an online bankcard payment system.
6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?

- a. Yes No
  - b. Comments: PBOT is interested in working with other bureaus to improve revenue processing.
7. What revenue recording/collection improvements could OMF help your bureau with?
- a. Please describe: PBOT is interested in improving customer service, by accepting on-line payments. PBOT is also interested in coordinating efforts to research items in suspense accounts, and to follow-up on delinquent accounts (unpaid bills).
8. Is there anything else we have not addressed which you would like us to know? Please describe:
- 



**BUREAU NAME:** POLICE BUREAU

**CONTACT PERSON:** BOB DEL GIZZI

**PURPOSE:**

Many City bureaus collect revenues using different systems, meaning that customers may interact with multiple bureaus and systems when submitting payments to the City. Information gathered through this questionnaire will be used to examine opportunities for efficiency or improvement in the area of revenue collection across the City's primary revenue collecting bureaus. Please fill out one form for your bureau.

**GENERAL**

System(s) Used in Receiving Revenue – (please include the full name of the software and specify the platform)	Charge(s) Received	Brief Process(es) Description (including customer service touch points; billing and receiving, and collection procedure for delinquent accounts)	Approx. Annual Dollar Amount Received	Approx. Total Transactions* by System
CryWolf Software	Burglary and robbery alarm permit fees and false alarm fines	The Alarms Unit establishes new permits, renews current permits, and charges for false alarms and late fines in CryWolf. The system generates the appropriate fee/fine invoice or notice which is system generated and mailed to the customer. Payment is received and recorded against the outstanding balance(s) in CryWolf by Police Bureau staff.	1,900,000	88,000
SAP	Policing Services	Fiscal Services Division directly invoices customers for policing	7,000,000	800

		services. These include secondary employment contracts, computer services, policing services reimbursed by other agencies, and the federal government.		
SAP	Internal	The Police Bureau makes intra-City revenue transactions.	4,350,000	24
Cash register	Records Requests	Records Division charges a cost recovery fee to provide copies of records to the public. It also charges towing fees for release of towed vehicles. These are cash or credit card point-of-sale transactions conducted mostly on a walk-up basis. Deposits to the bank are made daily and Fiscal Services Division makes the appropriate entries to SAP to recognize both the revenue and the collection.	398,000	17,000
SAP	Property Evidence	Property Evidence division consigns surplus abandoned property to a contracted auction service which sells the property and sends payment a few times each month. This is treated like a cash point-of-sale transaction because there is no up-front estimate of the actual value, only a minimum starting bid set by the auctioneer. Fiscal Services performs an SAP transaction to recognize the revenue and receipt.	200,000	50
SAP	Traffic Citations for Red Light Camera and Photo Radar	Traffic Division operates the Red Light Camera and Photo Radar traffic enforcement programs. A commercial vendor manages the processing of images and violations to issue citations for failure to stop or speeding. Multnomah County Circuit Courts and the State of Oregon process the citation payments and remit a monthly check, received by the Police Bureau. The check also includes revenues from traffic citations issued by officers for infractions and crimes as well as municipal parking revenue. Fiscal Services division creates a set of transactions in SAP to recognize revenue and collection for the Police Bureau (for red light &	1,350,000	12

		radar), Transportation Bureau and OMF General Fund (for municipal parking and traffic citation).		
SAP	Grants Management	The Police Bureau manages programs funded with grant awards. Revenue transactions in SAP to bill the grantors for expense reimbursement are prepared in Fiscal Services. OMF Grants processes the invoices and enters the receipts in SAP.	2,500,000	200
SAP	Asset Forfeiture	The Police Bureau receives equitably-shared asset forfeiture revenue as a consequence of investigations adopted by federal agencies for prosecution. A portion of forfeited property is sent to the Police Bureau in the form of a federal wire payment on an irregular basis. Fiscal Services Division creates an entry in SAP to recognize the revenue and receipt of the wire.	750,000	50

1. Please list all systems used to receive revenue in your bureau, the charges received by that system, the high level process steps, and an approximate annual total for those charges received by that system. Include charges or processes that do not use a revenue receiving system and provide the software name used (i.e. "Manual entry using Excel spreadsheet"). You may approach the following table in whichever way best captures how your bureau receives revenue.

\* By "transaction," we mean a business event that has a monetary impact on an entity's financial statements and is recorded as an entry in its accounting records. For instance, you may have two transactions – creating a bill and recording a payment – each time you collect a revenue charge.

#### PEOPLE

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?  
[Multnomah County Courts](#), [Oregon Department of Justice](#), [OMF Grants](#), [OMF Treasury](#)
3. Have you received customer feedback about changing payment options or processes?
  - a.  Yes  No
  - b. If Yes, please describe:

#### SYSTEM & PROCESS

4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?
  - a.  Yes  No
  - b. If Yes, please describe:
5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
  - a.  Yes  No
  - b. If Yes, please describe:
6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?

- a. Yes No
- b. Comments: [We would be interested to find out what services and functionality the system would include to evaluate if it would also serve the Police Bureau's operational needs.](#)

- 7. What revenue recording/collection improvements could OMF help your bureau with?
  - a. Please describe: [Research with overdue accounts that we send to Collections agencies.](#)
- 8. Is there anything else we have not addressed which you would like us to know? Please describe:



**BUREAU NAME:** [WATER BUREAU](#)

**CONTACT PERSON:** CECELIA HUYNH

**PURPOSE:**

Many City bureaus collect revenues using different systems, meaning that customers may interact with multiple bureaus and systems when submitting payments to the City. Information gathered through this questionnaire will be used to examine opportunities for efficiency or improvement in the area of revenue collection across the City's primary revenue collecting bureaus. Please fill out one form for your bureau.

**GENERAL**

System(s) Used in Receiving Revenue – (please include the full name of the software and specify the platform)	Charge(s) Received	Brief Process(es) Description (including customer service touch points; billing and receiving, and collection procedure for delinquent accounts)	Approx. Annual Dollar Amount Received	Approx. Total Transactions* by System
<a href="#">Cayenta Utilities</a>	<a href="#">Water, Stormwater and Sewer billings – usage, service charges, collection fees, etc.</a>	<a href="#">Billing for Water and Sewer charges per rate ordinance based on meter reads uploaded into Cayenta on a daily basis. Late fees, shutoff fees and interest are also included in these billings.</a>	<a href="#">(FY 14) Water revenue \$ 127,117,936, Misc. Service Chgs. &amp; Fees \$ 438,169, BES revenue \$ 282,540,690</a>	<a href="#">(FY 14) 189,252 active customer accounts. Transactions generated on the accounts are numerous. Depending on the services, there can be</a>

				4-10 transactions for each customer bill. Customers are either billed quarterly, bimonthly, or monthly.
Cayenta Utilities	Collection of Leaf fees charged for PBOT	Billing for leaf collection fees based on properties located in the City and PBOT's determination of which properties are to be charged for the service.	(FY 14) \$499,905	17,927 customers.
SAP –JE Entries into SAP are made by journal entry for receipts of checks and credit card payments. Excel spreadsheet is kept to track of receipts received in PWB Accounting.	Permits charged to developers based on plans submitted to WB Development Services staff. Charges include backflow, service, meter, main installs and activates, SDC fees and misc. charges and fees	Amounts collected are determined by ordinance rates established at the beginning of each fiscal year.	(FY 14) \$ 5,029,940	350
TRACS into SAP. BDS collects permit fees for PWB when multiple bureaus are involved. The TRACS system is interfaced monthly into SAP.	Basically the same charges as above, but is collected by BDS when multiple bureaus are collecting permits on a project.	Amounts collected are determined by ordinance rates established at the beginning of each fiscal year.	(FY 14) \$5,400,000 approx.	Transaction transferred to WB from BDS monthly.
SAP – JE and Excel spreadsheet	Hydrant permits for usage and annual permit	Collections received by Program manager of hydrants. Collections are in the form of checks or credit cards. Receipts are written. Receipt and check or credit card info is sent to PWB Accounting for journal entry processing. Credit cards are matched to deposit in bank. Checks are batched and	(FY 14) \$ 403,000	290

		delivered to Treasury with SAP JE for Loomis pick up.		
SAP AR module (spreadsheet for detail)	Cell Tower lease revenue	Checks are received from all the cell tower lessees. Billing entered in SAP AR module. Checks are delivered to Central Accounting AR for posting to SAP AR. Amounts billed are determined by lease contracts negotiated and managed by PWB Property Manager.	(FY 14) \$ 566,193	235
SAP	Other rent revenues. House rental, community center space, easement, Dodge Park camping fees	Various checks received throughout the year for house rental, community center and easement. Checks are sent into PWB accounting for batching, journal entry preparation and delivery to Treasury to be included in City Loomis pick up. Dodge Park camping fees are collected and processed by Parks Bureau reservation system. Revenue is posted to Water Bureau via journal entry prepared by Parks Bureau.	(FY 14) Rental, community Center, easement total \$ 9,132. Dodge Park total \$16,120 (Tracked in IO 8WABS0000580)	Rental, community center, easement – approx. 20. Dodge Park posted in deposit totals, # transactions posted 17
SAP AR module (spreadsheet for detail)	Regional Water Providers Consortium Dues	PWB Resource Protection group manages the Regional Water Providers Consortium. They calculate the dues for each member of consortium and submit amounts to be billed to PWB accounting by way of excel spreadsheet. Each member is billed in the SAP AR module.	(FY 14) \$536,311	21 members
SAP (via journal entry)	Bull Run Tours to public	Program run by PWB Resource Protection group. Amount charged is per person. Some groups will use Brown Paper Ticket agency to reserve. Other groups/individuals will bring checks or cash with them at time of the tour. All cash and checks are brought to PWB accounting for deposit and journal entry into SAP.	(FY 14) \$ 8,160	34

SAP (via journal entry)	Interagency billings	Billing made to other bureaus for meter maintenance (BES), space usage (Hydro), Cell tower space (BTS/BGS), Document imaging for Police & Revenue Bureau, Misc. projects related to Capital program with PBOT and BES. Some charges are actual and some charges are based on budget.	(FY 14) \$ 3,449,784	60
SAP (entered by Facilities)	Rental of old Powell Valley building to Human Solutions	Contract, billing and collecting of revenue is done by Facilities.	(FY 14) \$ 32,208	12 months
SAP (entered by journal entry)	Energy Credits, Solar Credits	Credits received from Energy Trust of Oregon. Project managers will complete the required forms when PWB qualifies for the credits. PWB will also sell the credits to other entities as allowed. Checks are brought to PWB accounting for batching and submission to Treasury to be picked up by Loomis.	(FY 14) \$ 90,668	3-5 times per year.
SAP AR and info from SAP determined by PWB Finance	Minimum Purchase and operating expense reimbursement for Washco Supply Line.	PWB Finance determines any minimum purchase requirements of Wholesale customer contracts. Also reimbursement by 2 Wholesale customers for operating expenses of the supply line. These amounts are determined by PWB Finance and submitted to PWB Accounting for billing in SAP	Washco O&M (FY 14) \$ 4,975, FY 15) \$ 198,774; Excess Usage (FY 14) \$99,000	2-4 billings per year.
SAP JE from Auditors Office – JE used for posting into Cayenta	Bankruptcy receipts transferred to PWB by way of journal entry for Water and Sewer Accounts.	PWB portion of bankruptcy receipts collected by the Auditor's Office. The total is transferred to PWB by journal entry.	(FY 14) \$3,000-\$4,000	Approx. 6-12 times per year.
SAP JE	Misc. receipts. Includes employee reimbursement, public records request, sale of books, etc.	Random receipts that come into PWB departments. Employee reimbursements come in from various departments include personal use of copiers, phone, etc. Public Records Requests usually come through the Public	<\$10,000	12 – 24 times per year.

		Information Office and payments are forwarded to PWB Accounting for deposit.		
Cayenta Utilities	Interest received on Collection Agency receipts	Collections Agency mails a separate check to PWB Customer Service that represents interest collected on collection activity. Checks are brought to PWB Accounting for deposit and batched into a deposit brought up to Treasury for Loomis pick up.	(FY 14) \$ 15,335	12 times per year.
SAP JE	Rebate received from Bank of America P Card program.	Rebate received from B of A based on the amount of purchases made on employees' p card. PWB portion is passed by way of journal entry done by Bureau of Purchases.	\$2,000 - \$3,000	1 time per year.
SAP JE	Subrogation receipts from Risk claims	Risk files, collects, and creates journal entries to transfer amounts received on claims billed.	(FY 14) \$ 64,775 in receipts, \$ 119,704 accrued at year end	20-30
SAP JE	Sale of fleet and other assets	Fleet sells PWB fleet vehicles and transfers receipts by way of JE	(FY 14) Fleet \$365,000, other assets \$ 510,000	2-4 times per year, whenever they go to auction.
SAP	Interest on Investments	Amount determined by Treasury based on earnings on PWB Equity in Pooled Cash account through the year.	(FY 14) \$1,000,000	Entered monthly by Treasury

1. Please list all systems used to receive revenue in your bureau, the charges received by that system, the high level process steps, and an approximate annual total for those charges received by that system. Include charges or processes that do not use a revenue receiving system and provide the software name used (i.e. "Manual entry using Excel spreadsheet"). You may approach the following table in whichever way best captures how your bureau receives revenue.

\* By "transaction," we mean a business event that has a monetary impact on an entity's financial statements and is recorded as an entry in its accounting records. For instance, you may have two transactions – creating a bill and recording a payment – each time you collect a revenue charge.

#### PEOPLE

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?  
BDS, Parks, PBOT, Facilities, Auditors office, Bureau of Purchases, Risk, Treasury
3. Have you received customer feedback about changing payment options or processes?
  - a.  Yes  No
  - b. If Yes, please describe:

#### SYSTEM & PROCESS

4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?
  - a. Yes No
  - b. If Yes, please describe: We are looking to expand on our payment methods, possibly offering mobile payment solutions, etc. Those payments would still flow through Cayenta Utilities, and then to SAP as other payments for utility billings do now.
5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
  - a. Yes No
  - b. If Yes, please describe: For permit receipts currently collected by BDS, they are currently working to replace their TRACS system with ITAP. [We are also planning to upgrade the version of Cayenta Utilities that we are currently using. The plan is to upgrade in the next year.](#)
6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?
  - a. Yes No
  - b. Comments: [We are interested in participating if it impacts the use of Cayenta.](#)
7. What revenue recording/collection improvements could OMF help your bureau with?
  - a. Please describe: [There could be greater communication from BTS, particularly about the payment gateway. We are dependent upon their structure for our payment offerings, and we need to ensure that our needs are met and that we are invited to participate.](#)
8. Is there anything else we have not addressed which you would like us to know? Please describe: