

# Bisbee, AZ

## 1 Month Report



Immediate Action  
Future Focus



# Overview



Vacancy  
&  
Comp. & Class.



- IT Services
- Software & Data
- Fees & Rates
- Cost Control
- Procurement
- Fiscal Tools
- Financial Reports
- Civic Engagement
- Transparency
- Grants
- Ext. Resources

Cust. Service  
&  
Volunteers

# IT Services, Software & Data Mgt.

Risk Mgt./Productivity/Effectiveness



Payroll & Online Bill Pay

Accuracy/Processing  
Compliance/Mgt.  
Accounts Payable

Agenda Mgt.

Codes

Administration of  
Decisions/Projects

PD

FD

Pub.  
Wks.

Public Safety  
Emergency Resp.  
Infrastructure Mgt.

# Rates/Fees/Fines Adjustment

Cost Recovery



Set Cost Recovery Levels  
Acknowledge Subsidies  
Est. Rational Basis/Nexus

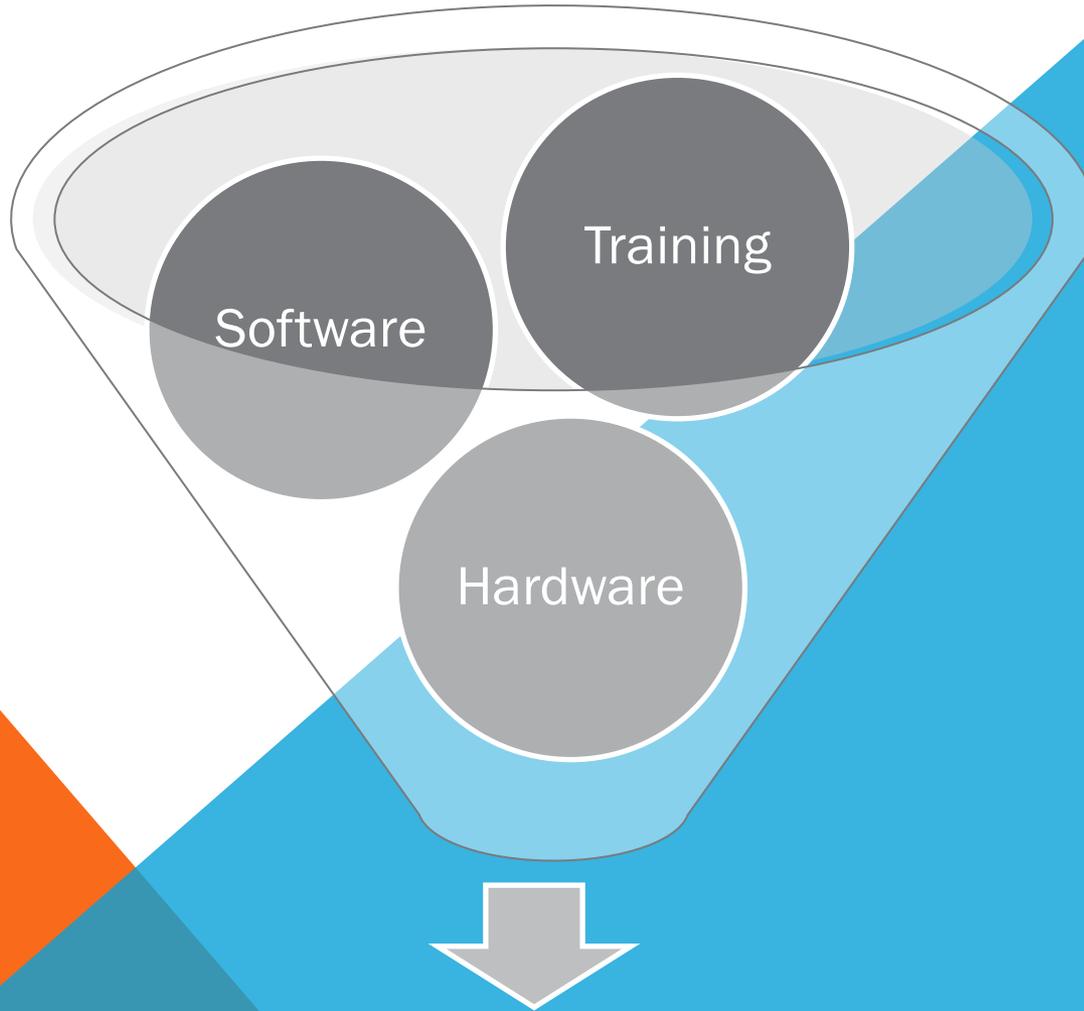
Set Rates/Fees/Fines

Administer, Charge, Collect

Observe/Document/Adjust

Feedback & Adjust

# IT Planning, Deployment & Security



Prioritized Deployment  
Planned Scalability

Ongoing Training  
Ongoing Support

## Service, Accessibility, Transparency

# Preservation & Asset Maintenance



# Sharing Skills, Processes, Services

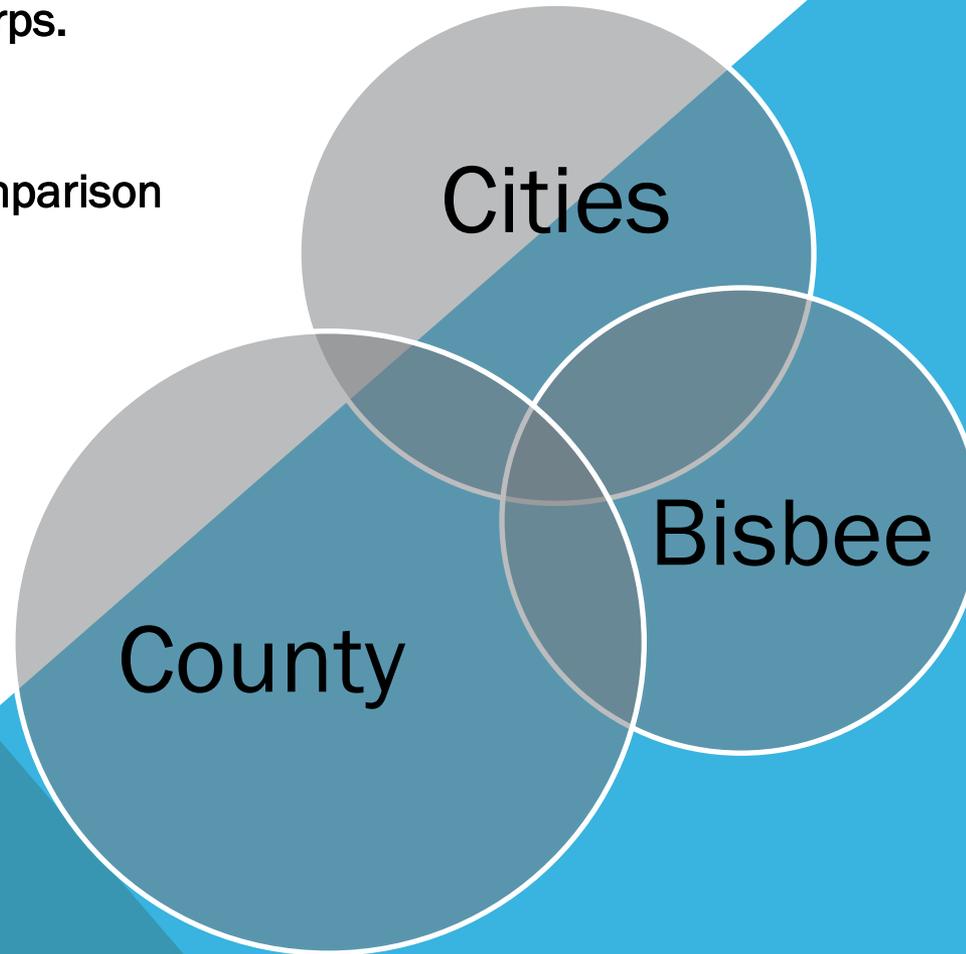


Customer Service

Volunteer Corps.

Full Cost Comparison

Shop Local



Purchasing

Maintenance/Repair

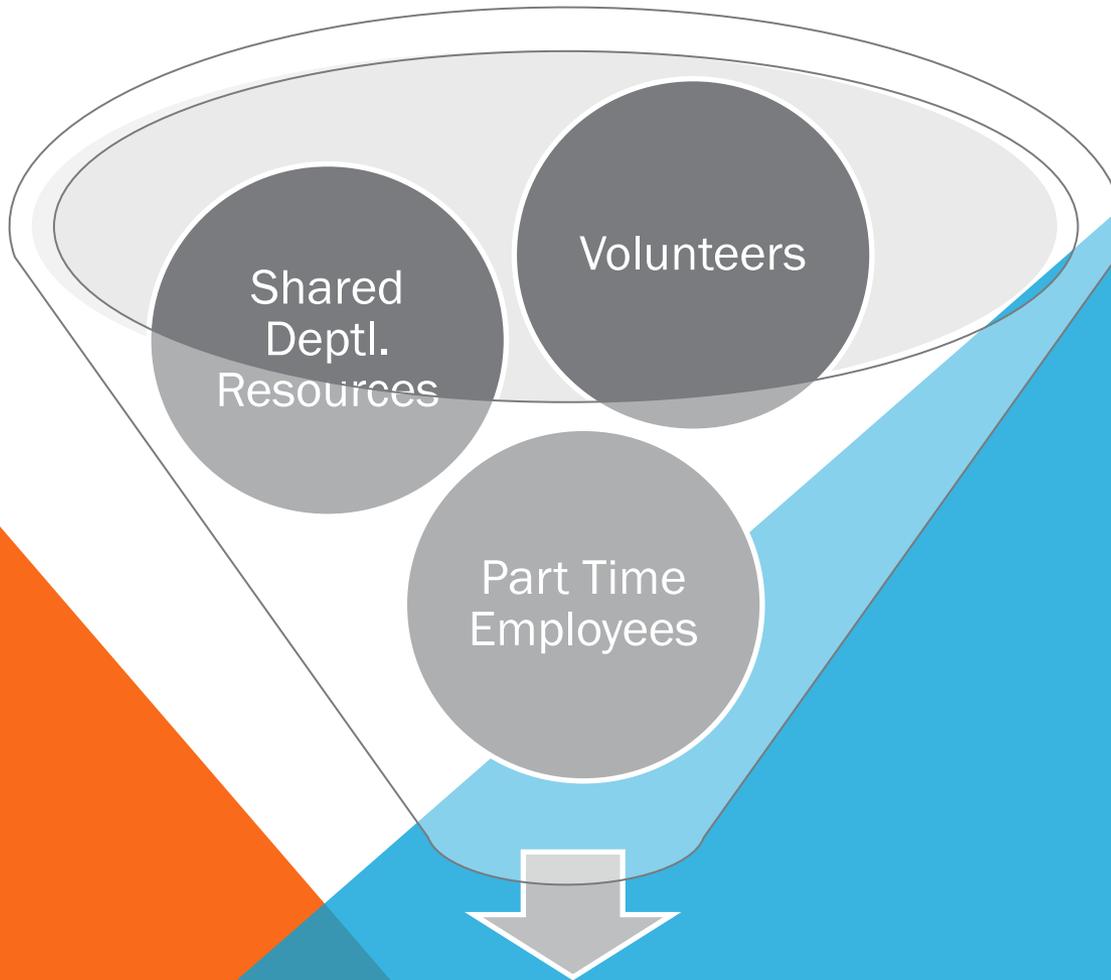
Land Use/Zoning

Building Inspection

Information

Technology

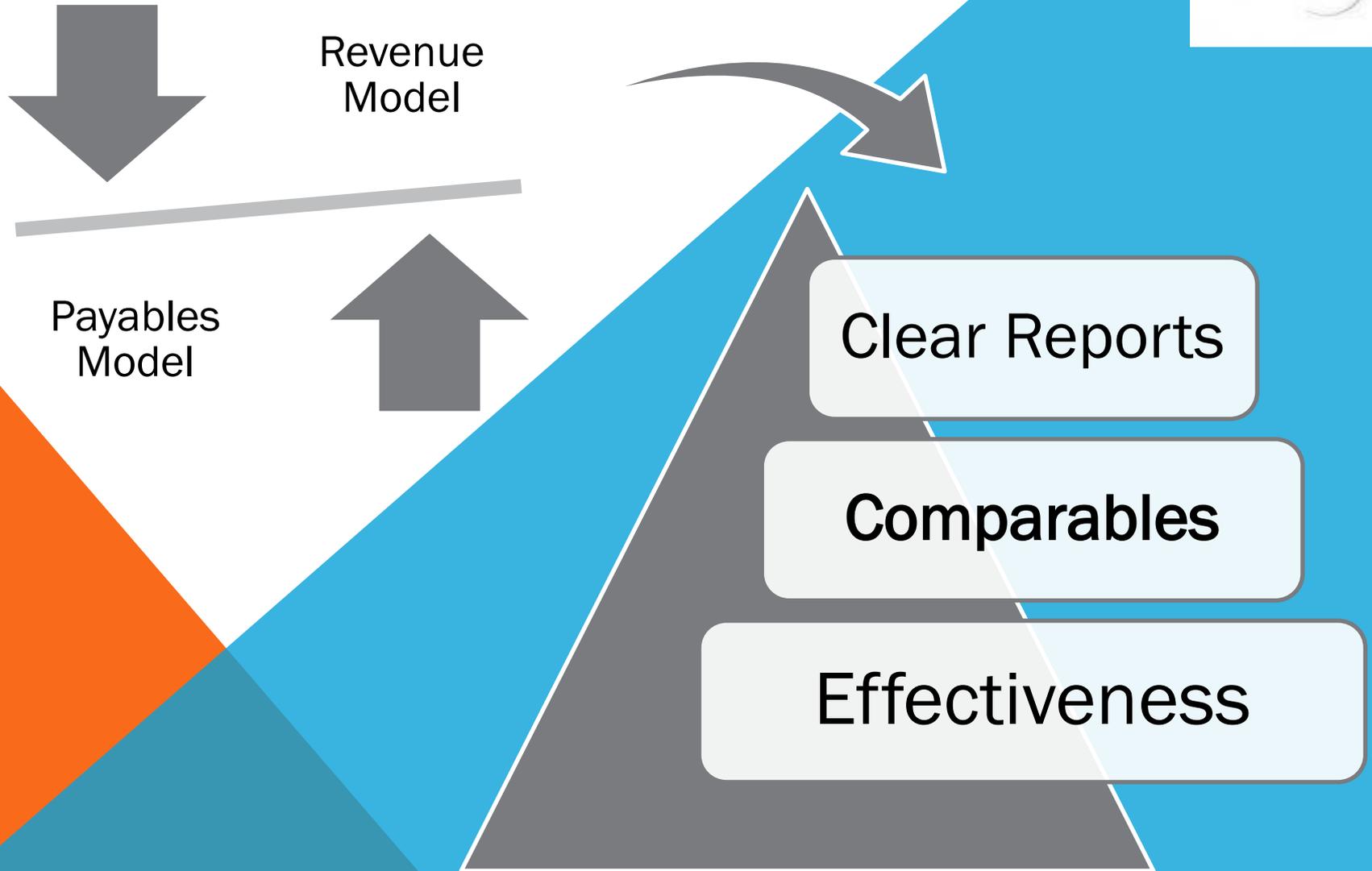
# Customer Services & Volunteers



- Customer Care
- Problem Resolution
- Enhanced Services
- Cooperative Projects
- Deptl. Support

Customer Service, Accessibility,  
Transparency – ROI

# Cashflow, Reporting & Comparables

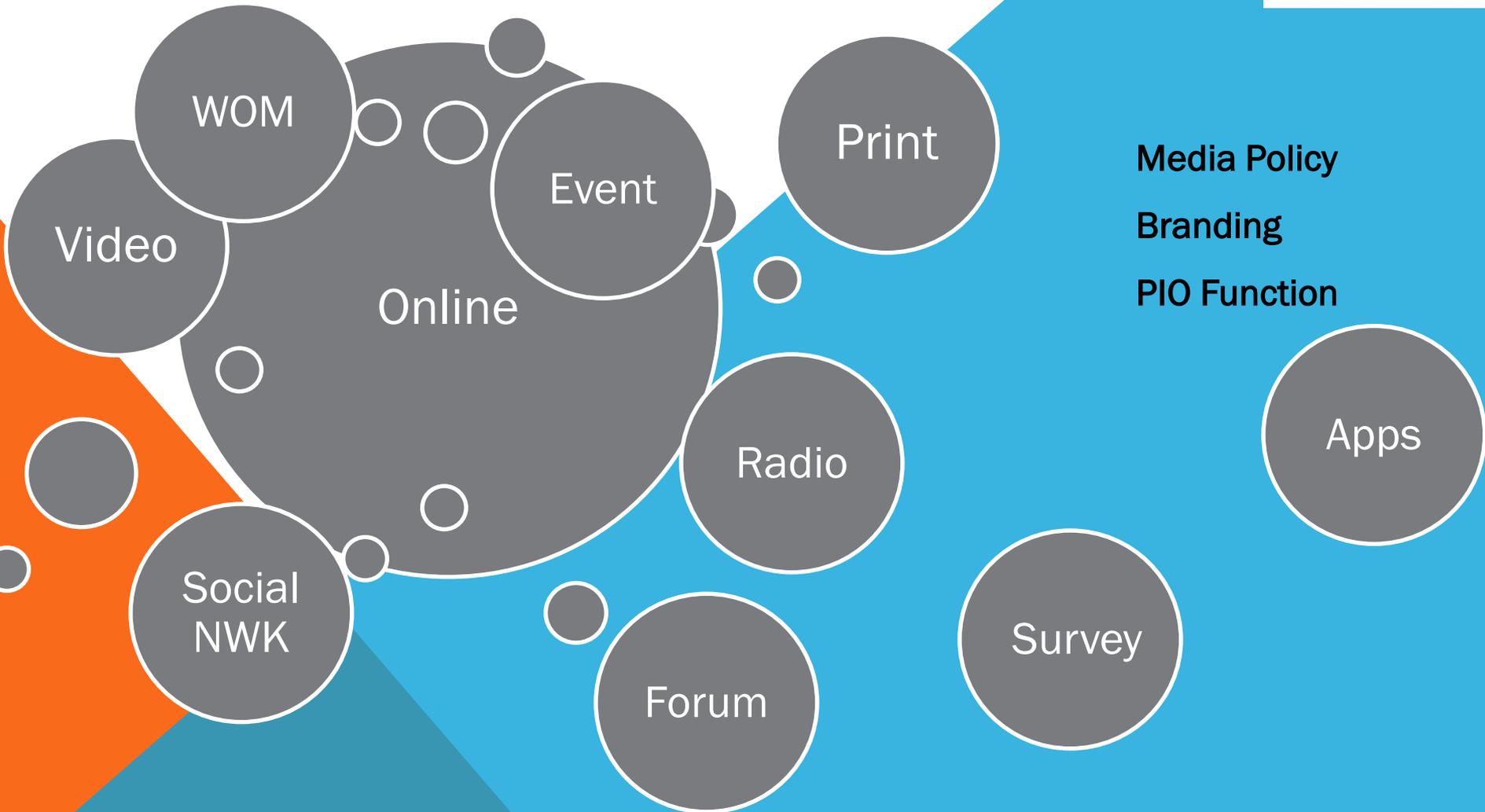




# Clear Analysis & Impact Evaluation

Hourly Rate	V.	Total Annual Cost
Sticker Price	V.	True Cost of Acquisition
Initial Cost	V.	Sustainability Cost
Fee Collections	V.	True Cost of Services

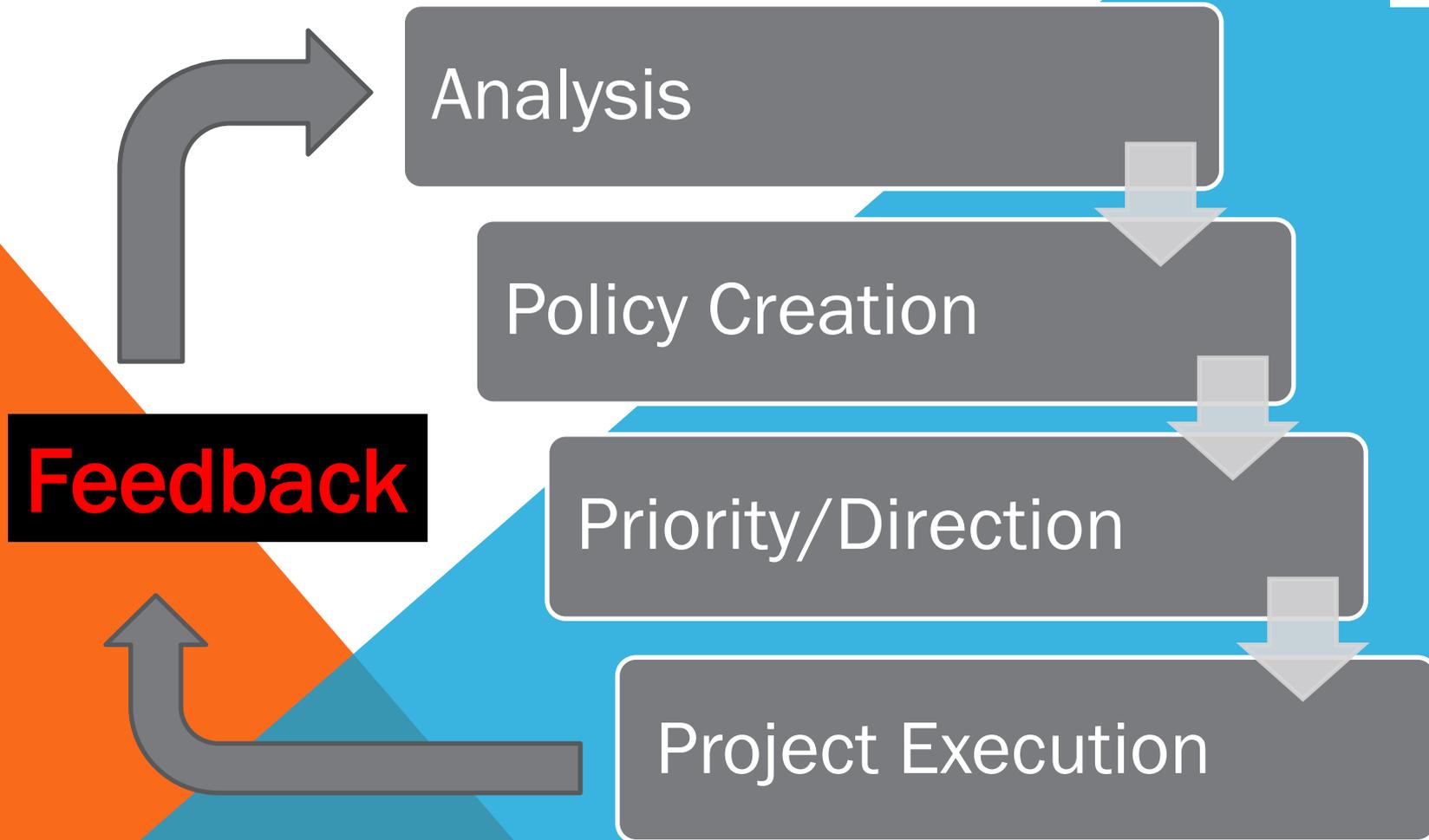
# Civic Engagement



**Media Policy**  
**Branding**  
**PIO Function**



# Strategic Financial Planning



# Next Steps – Triage & Execution



<b>City Hall &amp; Pub Bldgs</b>	Basement Flooding Building HVAC Building Preservation	<b>Projects</b>	Reception/Customer Service/Admin. Support Creation of Volunteer Corps.  County Procurement agreement & deployment "Shop Local" program/analysis  Bank Services/Procurement Financial Policies & Recovery Plan Fee Analysis Service Fees/Cost Recovery -- Emergency Services Cashflow and Payables Models Financial Reporting, including comparables  Compensation & Classification Plan FD/PD Staffing Strategies Succession Planning & Organizational Growth Plan Wellness Initiatives & Benefits Enhancements Certification & Education Reimbursements	Infrastructure Mapping Hydrant and Valve Maintenance Fire Pre-Planning Radio System/Repeaters/mobile units Update Emergency Response Plan Conduct Emerg. Response Practice  IT RFP Outlook Training for Leadership Mapping Software Payroll Software Online Bill Pay -- Activate Feature Agenda Management/Mtgs. Software Inspections/Codes Software & Maps
<b>Personnel</b>	Hire HR Director Hire 1/2 FTE Transit Position Hire Fire Chief (assessment center) Hire Addl. Fire Dept. Personnel (3) Hire Deputy Chief PD Hire Addl. PD Personnel (3)			

1. Council Work Session
2. Draft Tactical Plan