

# City of Stamford Cashiering and Permitting

FY 2019-20  
Fiscal Committee

Frank Fedeli  
Budget Presentation





# ***Introduction***

**Mission: Cashiering and Permitting provides many direct daily services to the public including the distribution of all parking and recreational permits**

<b>Programs</b>	<b>Services Provided</b>
Critical & Mandated	All of our services, permits, payment of parking tickets and distribution of all permits are mandated by city ordinances and state statutes.
Other	Other duties include the balancing and deposit of all revenues from parking tickets and all permits. These funds, \$7.5 million a year are sent to the Assistant's Controller's Office for final reconciliation.
	Cashiering and Permitting operates the financial and administrative functions of the Stamford Harbor Management Commission and also services as the enforcement and collection agency for the city's civil citation program.



# Department Management

## *Key Program/Department Challenges:*

### *Budget Scenarios*

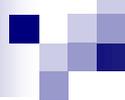
- Salaries are mandated by contract but are covered by revenue from the parking fund. Minimal administrative costs, supplies, utilities and postage are covered by municipal tax revenues.
- We are seeking an additional account clerk to deal with heavier work loads anticipated by citation work and the development of digital permit services
- Cashiering and Permitting's staff has been reduced by 40 percent over the years. Any staff cut would not permit Cashiering and Permitting to function as a viable city department.



# ***This is what is coming***

## ***Major changes planned for the department***

- New state of the art software will allow residents to obtain all of our permits and administrative services online
- A more efficient and transparent reconciliation process conducted in real time
- Kiosk in the lobby will provide access to easy payments or information
- Department costs are extremely low because our biggest cost driver, salaries are paid from the parking revenue fund at little or no cost to the taxpayer
- We have requested an additional Account Clerk to handle large increases in fine payments and to assist in a large and new array of on-line services



# Accomplishments

- Reduction in ticket dismissals and voids, saving money and staff and supervisory time
- New operational policies and procedures for all aspects of Cashiering and Permitting: Ticket Appeals and Payments, Policies for Handicapped Access to Parks, Beaches and outside dining
- Integrating Cashiering and Permitting as the administrative arm of the food truck committee and the collector of shipping fees for the Harbor Commission.