

AFTER ACTION REPORT

TO: Patrick Lawton
FROM: Kristen Geiger
DATE: June 22, 2012
RE: After Action Report – Resolution on Revenues

- Purpose
 - What did we set out to do? The intent was to update the Resolution on Revenues identifying fees, fines, and charges throughout the City to all the various funds and business centers.
 - What was supposed to happen? Any updates on the fines, fees, rates and charges would be submitted to Research & Budget in a timely manner enabling review time by Finance and Administration.
 - Is there a process or procedure in place for this activity? No. There is a practice of emailing notification to the various cost centers, departments, activities and obtaining the information back via email or interoffice.
- Executive Summary
 - What actually happened?
 - On Thursday, May 3, R&B emailed customers requesting review and asking for changes/additions/deletions/etc. to the Resolution on Revenues to be submitted by Monday, May 21.
 - By May 21, less than half of the customers submitted.
 - June 5, another email was sent to the customers yet to reply with a final request for submission by June 7
 - Three customers submitted after the June 7 date
 - The agenda item was late. The changes were not properly reviewed and examined. Several new items were removed because there was not enough review and analysis prior to submission to the BMA.
 - What worked well that needs to be sustained? Open communication between R&B and departments/divisions.
 - What did not work well and needs to be changed? Timely submissions.
- Lessons Learned
 - What can we do better next time? Gathering as a group, it was suggested and unanimously agreed that revenues will be developed in conjunction with expenses beginning in January or the start of the Budget process.

- Action Items
 - Develop a list of the actions to fix specific needs:
 - Revenues developed with expenses
 - Departments/Business Units will seek any assistance from R&B/Finance during the year, if needed.
 - Review of fines, fees, rates and charges will be conducted with more weight.
 - Timelines and responsibilities:
 - R&B to develop an SOP for the process
 - R&B to incorporate revenues with the budget process along with a timeframe thus helping to ensure enough time is allowed for review by Administration and, if necessary, BMA.