

## Angoon Activity Report

### General Information:

On October 12, 1999, newly elected Mayor Floyd Kookesh walked into the Juneau Regional Office. He wanted to know what was going on with the RUBA Program. Gina Atkinson, RUBA staff, gave him a copy of the letter she sent to the former Mayor, Maxine Thompson, about contracting billing and collections to a 3<sup>rd</sup> party. She also gave him a copy of the workplan and assessment report that she presented to the Council in February 1999. Gina showed him the regional office work plans for Angoon that dealt with increasing the collection rate. He wanted to start first with a soft letter requesting people to pay and then move on from there. Gina will draft a letter and send it to him.

On October 20, 1999, Gina Atkinson called and spoke with Mayor Floyd Kookesh. Gina told him that she had a draft copy of soft collection letter. He said to fax it and Gina did. Gina asked about the possibility of contracting with a 3<sup>rd</sup> party to do water and sewer billings and collections. He said the Council won't be able to get together until November.

On October 25-29, 1999, City Clerk, Francine Willis, and Accounting Clerk, Clarice Frank, attended the Utility Organizational Management Workshop in Juneau. Ms. Frank had the most improved score from the pretest to the post test.

On November 16, 1999, Gina Atkinson sent a letter to Mayor Floyd Kookesh advising him of what the RUBA Program had done towards accomplishing the goals of the workplan, and what the City needed to do to accomplish the goals of the workplan. The four items that the City needed to do include the following: 1) decide if the Council wants to contract with a 3<sup>rd</sup> party to do water and sewer billing and collections, 2) if the Council decides not to contract, a soft collection letter must be sent out and a copy of the letter sent to our office, 3) additionally, if the Council decided not to contract out billing and collections, the Council needs to pass a resolution that they will "get tough" on collections and send a copy to our office, and 4) employee job descriptions need to be updated with collection duties. This letter was sent to the Mayor certified return receipt requested. The return receipt was received back in the office stating that the City received the letter on November 19, 1999.

### Observations and Recommendations:

Finances — The financial situation hasn't changed. The City is still operating in the "red." The Mayor is planning on sending out a "soft" collection letter in the third quarter to encourage customer to pay their municipal bills.

Accounting Systems — The City has switched to Great Plains Accountin. It appears that the conversion is complete. However, the Accounting Clerk isn't very happy with the new system. She thinks it's cumbersome and time-consuming.

Tax Problems — There appears to be no tax problem.

Personnel System — Employment is still steady with regard to most City staff.

Organizational Management — There is a new Mayor and the City employees seem to get along with him better than the former mayor.

Leadership/Governance — The new Mayor has yet to act upon RUBA staff’s letter of November 16, 1999. There appear to be no movement towards resolving collection problems such as either contracting with a third party as offered through the RUBA Program or getting tough on collections on their own

Operation of Utility — There appears to be no problem with the operation of the utility. The water utility operator is Operator In Training (OIT) and Level I certified. He’s been working at the job for 22 years. The back-up water utility operator has been working there for 16 years. The sewer utility operator has been on the job for about 5 years. He is not certified.

**Ranking**     1 = Inadequate  
                      4 = Adequate to meet minimum requirements  
                      7 = Exceeds requirements

Category	1	4	7
Finances	X		
Accounting Systems	X		
Tax Problems		X	
Personnel System		X	
Organizational Management		X	
Leadership/Governance	X		
Operation of Utility			X