Coffman Cove Activity Report

Community Overview

Lead RUBA Staff: Katharine Heumann, Juneau Office

2003 Population: 163

Region: Southeast

Local Governments: 2nd Class City

The City of Coffman Cove operates and manages a piped water and sewer system. The city council is the policy making body for the utility. Due to archaeological site discoveries, residents have relocated to three new subdivisions (Bowhead, Dog Creek, and Forest Service) on land previously owned by the University and Department of Natural Resources. Coffman Cove uses a surface water source; a new water treatment system and storage tank supply the piped water system. A piped sewage system was recently completed. Sixty-nine homes now have complete plumbing. The City burns refuse, hauls the ash to Thorne Bay, and bales non-combustibles.

RUBA Activity This Reporting Period

RUBA staff continued to provide support to the city clerk. The City has requested additional assistance with records retention. They are working on setting priorities and getting historical files in order.

Capacity Indicators

Finances

Essential Indicators

Yes	No	
☒	☐	**All revenue and expenses for the utility are listed in the utility budget.**
☒	☐	**The utility has adopted a balanced realistic budget.**
☒	☐	**Monthly financial reports are prepared and submitted to the policy making body.**
☒	☐	**The utility is current in paying all water/wastewater electric bills.**
☒	☐	**The utility has on hand a year's adequate fuel supply or it has financial plan to purchase an adequate.**
☐	☒	**The utility is receiving revenues (user fees or other sources) sufficient to cover operating expenses.**

Sustainable Indicators

☒	☐	The utility is receiving revenues (user fees or other sources) sufficient to cover operating expenses and Repair & Replacement (R&R) costs.
☒	☐	YTD revenues are at a level equal to or above those budgeted.
☒	☐	YTD expenditures are at a level equal to or below those budgeted.
☒	☐	A monthly manager's report is prepared.
☒	☐	Budget amendments are completed and adopted as necessary.

Finances Comments:

City and Water/Sewer Budgets appear to be realistic and comprehensive. Monthly financial reports are provided to the city council. The utility currently does not have enough revenues to cover operating expenses. The City is putting money aside in a reserve account for major breaks and repairs. YTD revenues are equal to or above those budgeted. YTD expenditures are equal to or below those budgeted. Budget amendments are completed as necessary.

Accounting Systems

Essential Indicators

Yes	No	
☒	☐	**The utility has adopted a collection policy and actively follows it.**
☒	☐	**The utility bills customers on a regular basis.**
☒	☐	**An accounts receivable system is in place which track customers and reports past due accounts and amounts.**
☒	☐	**An accounts payable system is in place.**
☒	☐	**The payroll system correctly calculates payroll and keeps records**
☒	☐	**A cash receipt system is in place that records incoming money and what it was for.**
☒	☐	**The Utility has a cash disbursement system that records how money was spent.**

Sustainable Indicators

☒	☐	A chart of accounts is used that identifies categories in a reasonable, usable manner.
☒	☐	Monthly bank reconciliation's have been completed for all utility accounts.
☒	☐	The utility has a purchasing system that requires approval prior to purchase, and the approval process compares proposed purchases to budgeted amounts.

Accounting System Comments:

The City has a collection policy and actively follows it, which is evident by their high collection rate. There are, however, a few delinquent accounts the City is actively pursuing. Customers are routinely billed on a monthly basis. The City is using QuickBooks Pro for its accounts receivable and accounts payable. The office manager calculates payroll, completes payroll tax reports, and makes tax deposits. The City also has a cash receipts and cash disbursement system to record money received and spent. The City utilizes QuickBooks Pro to create and maintain a chart of accounts. The office manager routinely completes bank reconciliations. The City also has a purchasing system.

Tax Problems

Essential Indicators

Yes	No	
☒	☐	**The utility has a system to accurately calculate, track, and report payroll tax liabilities.**
☒	☐	**The utility is current on filing tax reports.**
☒	☐	**The utility is current on making tax deposits.**
☒	☐	**If there are any past tax liabilities, a repayment agreement has been signed and repayments are current.**

Tax Problems Comments:

The City uses QuickBooks Pro to calculate, track, and report payroll tax liabilities. The City is current on filing their tax reports and making tax deposits.

Personnel System

Essential Indicators

Yes	No	
☒	☐	**The utility has a posted workers compensation insurance policy in effect.**

Sustainable Indicators

☒	☐	The utility has adopted and uses a Personnel Policy, which has been reviewed by an attorney, AML, or DCED for topics and language.
☐	☒	The utility has adequate written job descriptions for all positions.
☐	☒	The utility has adopted and follows a written personnel evaluation process that ties the job description to the evaluation.
☒	☐	The utility has an adequate written hiring process.
☒	☐	The utility has personnel folders on every employee that contain at least: I-9, Job Application and Letter of Acceptance.
☒	☐	The utility has a probationary period for new hires that includes orientation, job-training/oversight, and evaluations.
☒	☐	The utility provides training opportunities to staff as needed and available.

Personnel System Comments:

The City has a posted workers compensation insurance policy. The City has an adopted personnel policy reviewed by the city attorney. All position descriptions have been recently reviewed and updated excluding the city clerk. The City does not strictly follow the adopted personnel evaluation process that links job description to performance evaluations. The City has a written hiring process; however, they usually add the duties of a new or vacant position to an existing position to provide more hours for the existing position (majority of positions are part-time). The City has personnel folders with required information including I-9, job application, and letter of acceptance. The City has a probation period of three months. A performance evaluation is provided at the end of the three month period. The City provides training opportunities for staff as needed.

Organizational Management

Essential Indicators

Yes	No	
☒	☐	**The entity that owns the utility is known and the entity that will operate the utility is set.**
☒	☐	**The policy making body is active in policy making of the utility.**
☒	☐	**The policy making body enforces utility policy.**
☒	☐	**The utility has an adequately trained manager.**
☒	☐	**The utility has an adequately trained bookkeeper.**
☒	☐	**The utility has an adequately trained operator(s).**
☒	☐	**The utility has adopted the necessary ordinances (or rules and regulations) necessary to give it the authority to operate.**

Sustainable Indicators

☒	☐	The utility has adopted an organizational chart that reflects the current structure.
☒	☐	The policy making body meets as required.
☒	☐	The utility complies with the open meeting act for all meetings.

Organizational Management Comments:

The City of Coffman Cove owns and operates the water and sewer system. The city council is the policy making body for the utility. The office manager/treasurer reports the city council is interested in the operation of the water and sewer utility and requests separate financial information for the utility. The office manager/treasurer is also the utility manager. She attended the Financial Utility Management class in Ketchikan May 2003 and owns and operates her own small business. The office manager/treasurer is trained in the operation of QuickBooks Pro. The City has adequately trained utility operators. The main operator is Level I certified and testing for Level II. The back-up operator is Level I certified. The City has adopted the necessary ordinances to give it the authority to operate. The Mayor has drafted an organizational chart for the City. The city council meets as required and complies with the Open Meetings Act.

Operation of Utility

Essential Indicators

Yes	No	
☒	☐	**The utility operator(s) are actively working towards necessary certification.**
☒	☐	**The utility has a preventative maintenance plan developed for the existing sanitation facilities.**

Sustainable Indicators

☐	☒	The manager receives a monthly O&M report from the utility operator and routinely "spot checks" the facilities to see that the maintenance items are being completed.
☐	☒	The utility has a safety manual and holds safety meetings.
☒	☐	Utility facilities have not suffered any major problems/outages due to management issues that are still unresolved.
☒	☐	The utility is operating at the level of service that was proposed.
☒	☐	The operator provides status reports to the manager on a routine basis.
☒	☐	The utility has completed and distributed its Community Confidence Report (CCR).
☒	☐	The utility is not on the Significant Non-Compliance (SNC) list.
☒	☐	The utility maintains an inventory control list.
☒	☐	The utility maintains a critical spare parts list.

Operation of Utility Comments:

Utility operators have achieved or are working towards the necessary certification. The utility has a preventative maintenance plan. The utility manager does not receive a formal O&M report from the utility operator and does not routinely "spot check" facilities. While utility staff are safety conscious, they do not necessarily conduct safety meetings because there are not enough of them to conduct meaningful meetings. The utility has not suffered any major problems due to management issues. The utility is operating above the level of service proposed. The operator routinely provides status reports to the utility manager. The utility has completed and distributed their CCR. The utility is not on the SNC list. The utility maintains an inventory control and critical spare parts list and is in the process of updating that list.

RUBA Activities For The Coming Quarter

RUBA staff is planning a Prince of Wales Island training for Clerks and Administrators. Support via telephone and fax are provided on a continuing basis. An additional visit was requested to provide records retention support, however, the City was advised that support for this effort may best be provided via phone and fax due to staffing and prioritization issues.