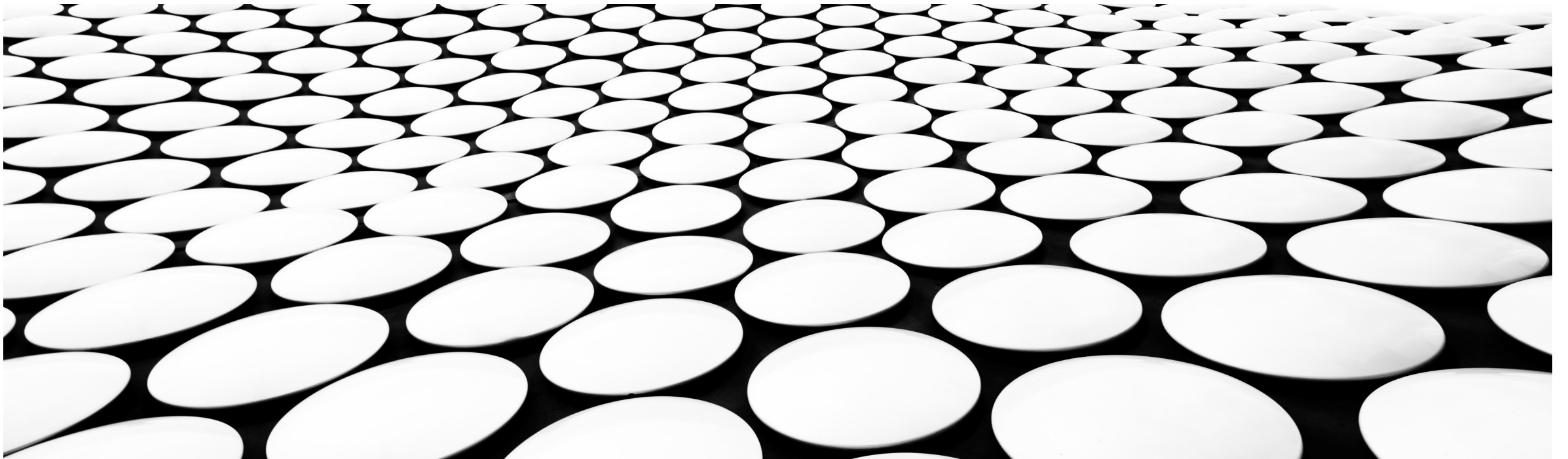


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# THE BACKBONE OF CITY OPERATIONS:

A QUICK GLANCE AT THE DYNAMIC WORK OF THE GENERAL ADMIN TEAM



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## QUICK REMINDER OF THE GENERAL ADMIN TEAM

- **Director of General Services**  
Betsy Eckhardt
- **Public Communications Manager**  
Matt Lindberg
- **Planning and Economic Development Coordinator**  
Jean Van Iperen
- **Finance Director** Chris Norquest
- **City Clerk** Shuraya Choat
- **HR Director** Tammy Orender
- **Computer Network Technician**  
Matt Soukup

## WHO WE ARE

- **General Services** serves as the backbone of city operations, supporting departments, coordinating key functions, and ensuring staff have the resources needed to serve the community effectively.
- The team also plays a critical role in communicating city initiatives, engaging with residents, and working closely with elected officials to keep the public informed and connected to the work of City Hall.
- By combining operational support, strategic communication and community engagement, General Services helps keep the city running efficiently while strengthening the connection between local government and the people it serves.



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## **PUBLIC COMMUNICATIONS – *IN THE LAST 60 DAYS***

- Published approximately 50 news flash updates that are distributed via text and email to residents for free and shared on social media
- Published more than 1,200 social media updates about city developments
- Presented Media Training course to Public Safety (Police, Fire, JCC) leadership team
- Launched a new ongoing story series “CPD: Stories of Service” profiling a different officer each month. 3 stories have published thus far and have garnered a lot of positive feedback.
- Worked with Engineering, Public Works, Community Development departments to make updates to their portions of the City website to make it more user friendly.
- Working with fire department to modernize its portion of the website with pictures of all apparatus and more
- Went through the process with local artists, staff and elected officials to select a new City seal to be unveiled soon.

## **PLANNING & ECON. DEVELP.- IN THE LAST 60 DAYS**

Grants this fiscal year:

*-Written: 8*

*-Awarded: 5*

*-Awaiting Decision: 1*

TIF application – 1

Housing Study – In 1<sup>st</sup> Month

Quiet Zone Study – Near Completion

Wayfinding Study – Completed: Presenting to BID Board for next steps



## **FINANCE – SINCE HE STARTED IN MARCH**

- **The Finance Director** has focused on onboarding and BS&A system training to gain a thorough understanding of system functionality, reporting, and internal processes. Significant time has also been spent reviewing existing procedures, identifying improvements, and ensuring a smooth transition into the role.
- Efforts have included reconciling prior months' financial records to bring the City's books up to date, restoring timely and accurate financial reporting, and enabling regular updates to City Council with reliable information for decision-making.
- Work has also centered on evaluating the impact of the One Big Beautiful Bill Act (OBBBA) on payroll processes. This involved reviewing legislation, analyzing payroll structures, updating account coding as needed, and coordinating with BS&A support to ensure compliance and accurate reporting. Updates are being validated to flow correctly through financial reports, maintaining transparency and minimizing disruption to payroll processing.

## Sales Tax/Gaming Tax/Keno revenues for March 2026

<b>CERTAIN CITY REVENUES</b>								
<b>DATE</b>	<b>SALES TAX</b>		<b>1/2 SALES TAX</b>		<b>GAMING</b>		<b>KENO</b>	
	REV	%Δ	REV	%Δ	REV	%Δ	REV	%Δ
09/30/25	644,942.25	N/A	279,019.11	N/A	55,315.58	N/A	-	N/A
10/31/25	592,202.28	-8.18%	274,460.66	-1.63%	55,418.51	0.19%	-	N/A
11/30/25	566,054.62	-4.42%	263,280.30	-4.07%	49,306.29	-11.03%	138,411.33	N/A
12/31/25	549,748.42	-2.88%	252,254.88	-4.19%	48,122.48	-2.40%	-	N/A
01/31/26	585,519.83	6.51%	286,671.60	13.64%	49,890.06	3.67%	-	N/A
02/28/26	671,255.55	14.64%	324,751.19	13.28%	53,563.47	7.36%	140,281.30	1.35%
03/31/26	538,556.53	-19.77%	253,629.13	-21.90%	55,142.03	2.95%	-	N/A
	<u>4,148,279.48</u>		<u>1,934,066.87</u>		<u>366,758.42</u>		<u>278,692.63</u>	



## **CLERK'S OFFICE– *IN THE LAST 60 DAYS***

Resolutions adopted – **34**

Ordinances adopted – **3**

Public Records Request – **22**

Cemetery spaces sold – **14**

Property Liens filed for nuisance abatements – **6**

Licenses Issued:

- Special Designated Licenses (approved administratively) – **2**

## HUMAN RESOURCES – *IN THE LAST 60 DAYS*

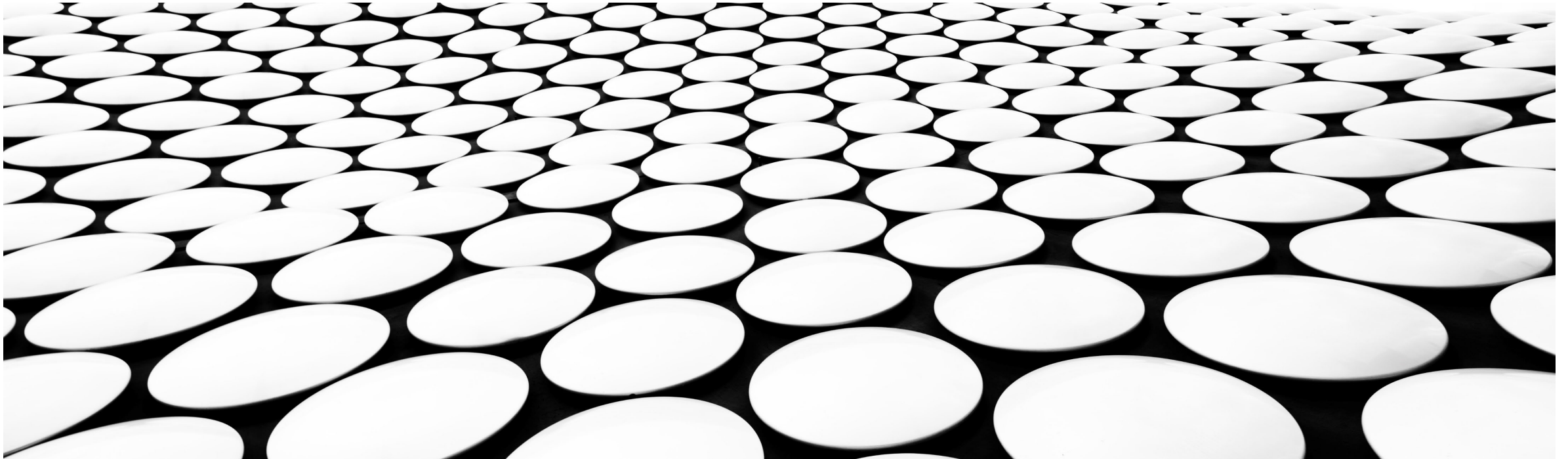
- Police Officer – Received **11** applications, **8** showed for testing, **7** passed the testing and was interviewed by Civil Service and they are moving **6** names forward to be certified.
- Employee Recognition Committee has met and they have all 4 weeks in June scheduled for the food/drinks.
- To date have received **36** new applications for the Plunge



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## **IT – IN THE LAST 60 DAYS**

- Replaced security cameras at the Aquatic Center and Transfer Station
- Installed new mobile routers in 25 patrol vehicles
- Assisted Polk County with patrol vehicle migration to FirstNet
- Started process to migrate to Microsoft 365



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## ONE LAST THING

By keeping operations running smoothly, connecting with the public and supporting every department, General Services helps ensure that Council decisions translate into **real results** for our community.

