

October 2024

Administrative Services Department Activity Report

Ana Kwong – Administrative Services Director [akwong@cityofsebastopol.gov](mailto:akwong@cityofsebastopol.gov)

### Monthly Statistics

236 Customers for EyeOnWater App  
26 Open new water service accounts  
24 Closed water service accounts  
0 Number of Water and Sewer Billing  
16 Water & Sewer Billing 48 Hr Notices Sent  
0 Water & Sewer Billing Shut Offs  
11 New Business License Issuance  
3 Closed Business License

### Noteworthy Information

1. Administrative Services (Finance) has been inundated with inquiries regarding winter average calculations. We have been assisting customers in understanding how their winter average was calculated and what it means for their specific accounts. Additionally, we have received requests to recalculate the winter average due to irrigation not being turned off during the affected months when the winter average was used for calculations. We are collaborating with Public Works/Engineering to create an outreach and educational communication material to help residents understand this specific subject and also highlight other benefits like EyeOnWater and online scheduled payments.
2. The classification and compensation study update includes several key milestones:
  - Contract signed: October 3, 2024
  - Kick off meeting: October 10, 2024
  - Introductory email to department heads & all staff: October 11, 2024
  - Department head interviews: October 17 & 23, 2024
  - Employee Orientation: Scheduled for October 30, 2024 via zoom
3. The new intern, Alyssa Hidalgo, started with Administrative Services (Finance) on October 15, 2024. Alyssa is a senior at Analy High School. Her work schedule is as follows:
  - Mondays: 12:45 PM - 5:00 PM
  - Tuesdays: 1:00 PM - 3:00 PM
  - Wednesdays: 12:30 PM - 5:00 PM
  - Thursdays: 1:00 PM - 3:30 PM
4. Due to the lack of responses from auditing firms, which is attributed to bandwidth and capacity issues—a common challenge for audit firms supporting smaller agencies—staff will work with the current auditor to explore how we can continue with them for future audits.
5. Due to the sales tax measure on the ballot, the staff has been asked to provide historical data for the general fund from FY18-19 to the present. This task is time-consuming and requires reworking and reconciling data due to the different roll-up methods used in various years. The process has been further complicated by the need to address questions to better understand the financial intricacies, leading to ongoing discussions and clarifications. Consequently, this effort has diverted staff time away from their day-to-day operations.