



Finance, Information Technology, & Communications Annual Report 2017



Washougal will be a safe, healthy and economically vibrant community that balances growth and expanding opportunity while preserving the best qualities of small-town living

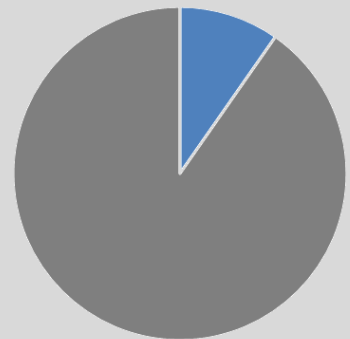
Finance

The Finance Department includes the City's accounting, communications, IT, and payroll functions. The department's goal is to provide excellent service, support, and innovation in the delivery of information.

Accomplishments for 2017

- Hired a Communication Specialist
- Received 2016 Distinguished Budget Presentation Award from the Government Finance Officers Association
- Clean 2016 Accountability Audit
- Clean 2016 Financial Audit
- Implemented Online Park Reservation System
- Cyber Security Awareness Training for Staff
- Implemented Novus Agenda for City Council– Meeting Management Automation & Agenda Software

9.8% of General Fund
is Dedicated to Finance,
IT & Communications



**9 Full-time
Equivalent
Employees**

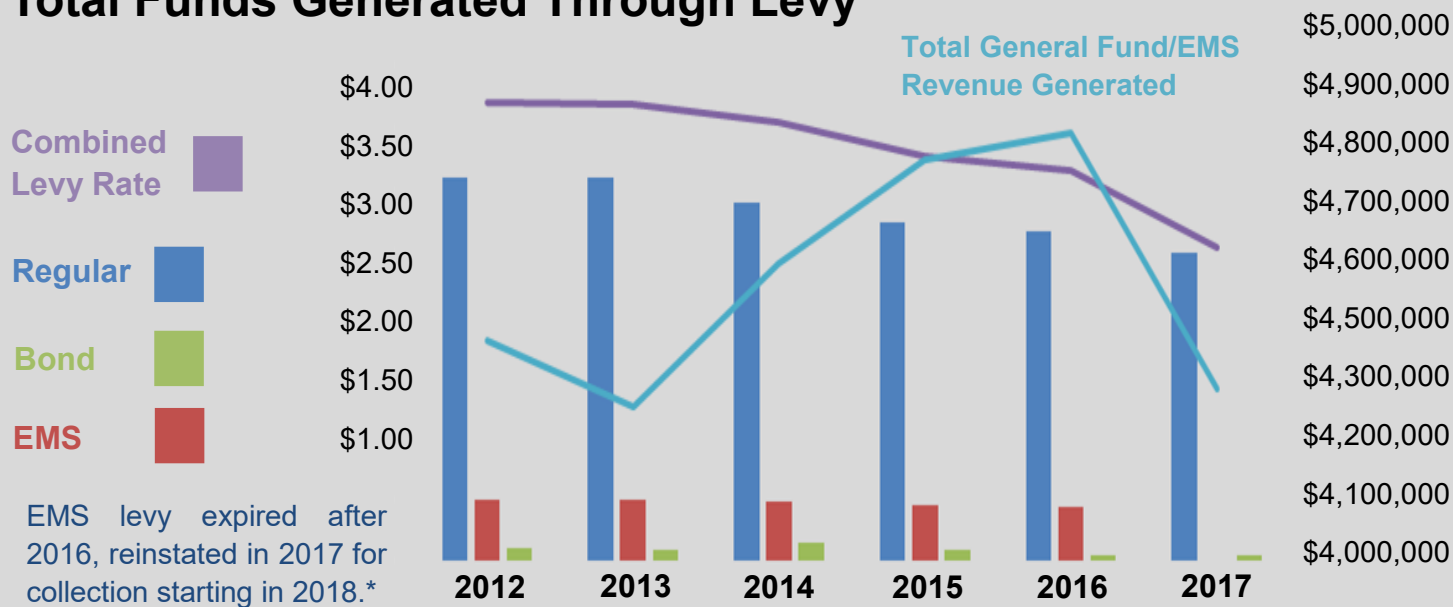


New Communication Specialist Position

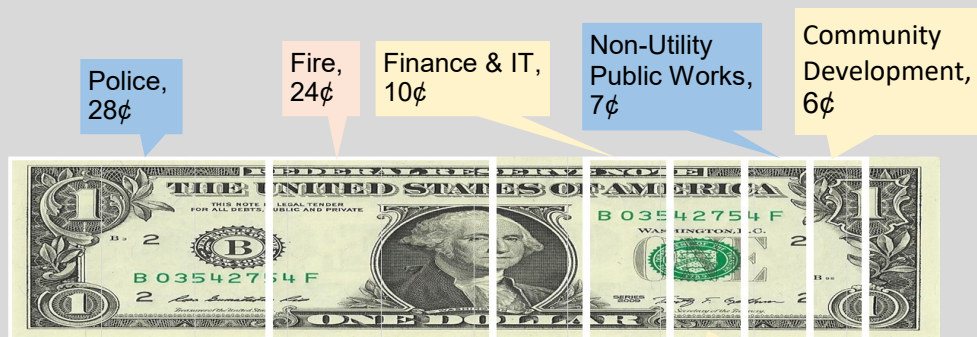
Early in 2017, the City made a strategic investment by adding a new staff member to advance the City's guiding pillars of communications and community engagement. The new Communications Specialist, in conjunction with the City of Washougal's 2017-2019 Communications Plan, has focused on increasing the City's credibility, accountability, and transparency. Increased public awareness and purposeful communications are targeted to encourage public participation and overall city engagement, helping to foster quality city services and reinforce small town feel.

Click [HERE](#) to sign up for email communication.

Levy Rates per \$1,000 of Assessed Value & Total Funds Generated Through Levy



The City collects property taxes from residents within the City limits and may use the revenues for any city function.



2017 Levy Allocation

Utility Payments

31,687 Payments Made

82% Of Utility Bills Paid On Time

	2015	2016	2017
Meter Re-Reads	766	655	753
Emergency Assistance Payments Processed	62	74	51

Emergency Utility Assistance is a City of Washougal Utility program created to assist its low income customers who have a demonstrated need in paying their water and/or sewer utility bills.

Funding for this program is provided in part by annual late fee revenue and through generous donations from Washougal citizens. Every penny donated to this program goes directly to assist qualifying customers. None of the funds are used for administrative expenses. Donations made by citizens are tax deductible.

To learn more about Emergency Utility Assistance click [HERE](#).

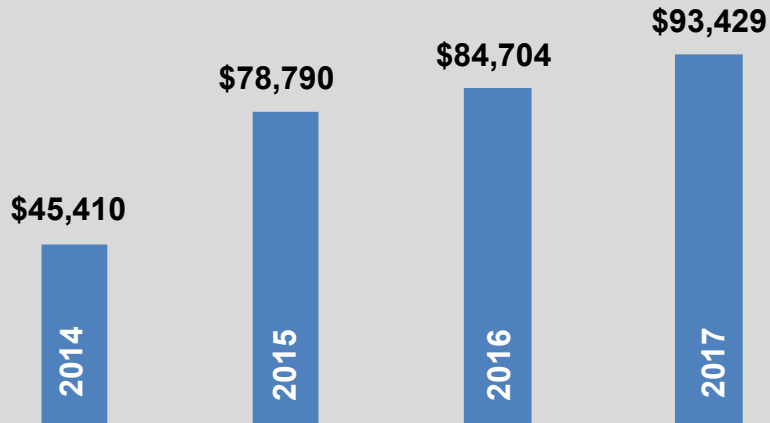
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AA

General Obligation Bond Rating

Audit Type	2014	2015	2016
Accountability	Clean	Clean	Clean
Financial	Clean	Clean	Clean

Total Lodging Tax Awarded



Lodging Tax Funds are available for agencies and events that will promote tourism and encourage participants to sample the hospitality of the citizens and businesses of our area.

Application packets are available [ONLINE](#) and at City Hall. Please contact the Finance Department at 360-835-8501 with questions.

IT & Communications

works to keep the City of Washougal's residents informed and able to access online information and payment systems, and secures the City against cyber threats. The communications from the City aim to consistently provide current, accurate and concise information to the community regarding City of Washougal initiatives, services, and local issues and events. We strive to foster an engaging environment with our community by soliciting and proactively implementing feedback we receive from constituents.

Facebook Page Likes

2017 1,881

2016 1,239

2015 578

Council's Meetings
& Agenda
2,802 Views

63,192

Total Website
Users

37,395

Unique Washougal
Home Page Views

Top 5 Most Visited Web Pages 2017

1 Pay Your Bill - Utility Billing

2 Jobs

3 Columbia River Gorge Fire Update

4 Police

5 Building

Community Strategic Pillars

Communication

Provide open and accountable city government through effective communication to foster active citizen participation.

Community engagement

Support and promote opportunities for community engagement to build a sense of community and preserve our small-town feel.

Core services

Provide effective leadership to ensure that Washougal residents receive quality, cost-effective municipal services.

Economic development

Build a solid economic foundation to ensure a strong, diverse and sustainable local



Goals for 2018

- Earn Distinguished Budget Presentation Award from the Government Finance Officers Association
- Clean 2017 Accountability Audit
- Clean 2017 Financial Audit
- Implement Office 365
- Implement new Enterprise Resource Planning System
- Implement new Community Development & Infrastructure Software



Molly Coston,
Mayor

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