



Douglas County Treasurer

John W. Ewing, Jr.

Douglas County Treasurer

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DATE: June 22, 2016
TO: John W. Ewing, Jr.
FROM: Tim Cavanaugh
Chief Deputy Douglas County Treasurer
RE: STRATEGIC PLAN

2016-2021

Facilities

The Treasurer's Office plans to relocate the Maple Customer Service Center to the Thomas Fitzgerald Home following a successful passage of the Douglas County Public Safety-Facilities Bond Issuance by the voters in November, 2016. The office should become operational at the end of 2017 or the beginning of 2018. It is hopeful that the build out can be started immediately following a successful vote.

- The new CSC will have a drive-through service window
- The potential for a re-location to a free-standing DMV testing station may present itself. This would result in a new revenue source for the county.

Benefits of the re-location would be:

- No rent for the facility because the property is owned by the county.
- Plenty of parking exists for staff and customers.
- The premises would present a much more desirable appeal than the run down and trash-cluttered current location at 108th and Maple.

Consideration should be given to closing the Midtown CSC, thereby freeing space for other county offices. It would then be desirable for the Sheriff's Inspection Services be moved to 153rd and Maple, on the grounds of the Fitzgerald property.

The Treasurer's Dealer Center would either remain at the Midtown location or also re-locate to the Fitzgerald property.

By design, nearly all of the Treasurer's Office's leases expire in 2021 so that the county is not obligated beyond that time, in case conditions change to the point where offices need to be reduced or re-located as opportunities present themselves for efficiency or cost-savings.

Systems

Currently, the bids resulting from an RFP for electronic payments are being tabulated. This initiative will bring all payments to the Treasurer's Office (minus online registration renewals on the state website) under one umbrella utilizing only one vendor. Operationally, this greatly enhances efficiency and should offer taxpayers the least expensive options for alternative payments.

Each year, one-fourth of the Treasurer's computers and monitors will be replaced so that the office has a consistent replacement program. This will make budgeting more precise and predictable.

The Treasurer's Office is poised to take advantage of any applicable advances in state-of-the-art technology.

Security cameras shall continue to be checked regularly for reliability and replaced with state-of-the-art systems as they become due for replacement. The increased resolution helps to identify potential mistakes in counting by staff and fraudulent documents that may be presented by customers.

Investments

The Treasurer's Investment Council was implemented in 2016. It consists of representatives from the Treasurer's Office, the Clerk's Office, the County's Fiscal Administrator, and a representative from the private investment sector.

The Council is projecting over a \$1 million increase in annual investments in the years moving forward because of a change in focus and expanded investment opportunities.

Motor Vehicles

2017 is a new license plate year. Because of such, each and every renewal for 2017 will require a new license plate. This places strain on our customer service mail staff that fulfills online and telephone renewals. Our postage budget will increase significantly; however, will be off-set through increases in customer handling fees. Storage and deliveries will face challenges for 2017, also.

In 2019, a new Nebraska Vehicle, Titling, and Registration System will be implemented by the DMV. This will also impact the Treasurer's staff and will require some re-programming and trial and error implementation. The current system is 30 years old and no longer serves the changing needs of county treasurer's in the state.

The Treasurer's Office will continue to aggressively work with the public to help identify vehicle owners who license their vehicles in other states to avoid their lawful duty to pay Nebraska and local taxes.

Property Tax Division

The Treasurer's Tax Certificate Sale is projected to continue to grow. Recently, the sale has been conducted online, as the former in-person sale had outgrown the space it had occupied. It is now available to world-wide bidders and is much more efficient for office staff. Since the tax sale is conducted online, staff overtime needed to conduct the sale has been greatly reduced.

Training

The Treasurer's Office elevated the Manager of Training to senior level status to reflect the priority the Treasurer places on training. The Training Manager will continue to stay abreast of the current issues surrounding all relative topics and will continue to offer a professional approach to preparing staff for 2016 and beyond.

Audit

The Treasurer's Senior Director of Auditing and Accounting will continue to review cash handing and accountability in the office and will be conducting regular, unannounced audits of processes.

Accounting

A staff member was recently added to lead the conversion from Quick Books accounting software to Oracle software so that all county offices are using the same accountability program.