City of Redmond

15670 NE 85th Street
Redmond, WA

Memorandum

Date: 7/14/2026 **File No.** CM 26-431
Meeting of: Committee of the Whole - Finance, Administration, and Communications **Type:** Committee Memo

TO: Committee of the Whole - Finance, Administration, and Communications
FROM: Mayor Angela Birney
DEPARTMENT DIRECTOR CONTACT(S):

Finance	Kelley Cochran	425-556-2748
Technology and Information Services	Michael Marchand	425-556-2173

DEPARTMENT STAFF:

Finance	Jay Freeland	Senior Business Systems Analyst
Technology and Information Services	Wanda Norman	Technology Project Manager
Technology and Information Services	Carmen Hall	Technology and Information Services PMO Manager

TITLE:
Finance BTIP Projects Update

OVERVIEW STATEMENT:
Council will be provided with an update on two Finance BTIP projects: the Annual Comprehensive Financial Report (ACFR) and the KeyBank Automated Payables Project. The update will provide overviews of both projects, status updates, and highlights of each. The ACFR project update will cover ROI, and the KeyBank Automated Payables Project update will feature the upcoming project communication plan with vendors, along with a prototype of the new City Council Check Register Report.

☒ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☒ **Receive Information** ☐ **Provide Direction** ☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
  N/A
- **Required:**
  N/A
- **Council Request:**
  N/A
- **Other Key Facts:**

Finance and TIS provide periodic updates to Council regarding BTIP projects.

OUTCOMES:

Annual Comprehensive Financial Report (ACFR)

The ACFR is a detailed set of financial statements for the State of Washington that complies with the accounting standards set by the Governmental Accounting Standards Board (GASB). The City adopted Gravity/Clear Gov Software's ACFR builder to reduce manual work in preparing this report. It delivers financial savings, operational improvements, and most importantly risk reduction for the annual SAO audit process. Gravity/ClearGov implementation is complete, and the City has already begun realizing measurable financial and operational efficiencies.

- The City avoided the previously budgeted external consultant expense of $45,000 for the 2025 audit cycle.
- More than 280 staff hours have been saved through automation of processes that were previously completed manually.

Looking ahead, ongoing staff time savings are projected to reach or exceed 520 hours annually as adoption stabilizes, the City will no longer need consultant audit preparation costs in future years, and savings will offset a significant portion of the system's yearly subscription cost, improving long term budget predictability.

KeyBank Automated Payables Project

The KeyBank Automated payables project outsources the AP check run payments to KeyBank and modernizes the City's payment process for vendors. This process change ensures the City is timely with vendor payment, and it offers a more modern, convenient, and secure payment method allowing vendors to receive payments faster, and in a format that has been requested by vendors. With the new process, the City will send KeyBank a single file containing a combination of check and ACH payments, saving significant staff time and reducing expenses. As part of this project, a redesigned City Council check register report is also being developed.

Communications with vendors regarding AP automation are anticipated to begin in August 2026. Vendors will receive letters and emails as part of the ACH campaign by KeyBank and FIS, which will be encouraging vendors to switch from check to ACH payments. Details regarding upcoming communications are provided in the Community/Stakeholder Outreach and Involvement section of this memo.

Council is receiving a briefing about the upcoming communications plan in case any vendor questions are directed to Council. Council can pass along any vendor communications to Finance staff via finance@redmond.gov <mailto:finance@redmond.gov>.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
  KeyBank Automated Payables go-live is currently anticipated to be Q3 2026, with communications anticipated for mid/end of August. Once a go-live date is finalized, communications will be initiated one month prior to go-live, with additional communications two weeks prior to go-live.

- **Outreach Methods and Results:**
  1 Month Prior to Go-Live
  The City of Redmond will send letters and emails to all vendors. Vendors will be notified that the City is partnering with KeyBank and FIS Integrated Payables to offer ACH direct deposit payments and conduct outreach regarding this new service. The letter and email will alert vendors that they will be contacted by FIS

Integrated Payables in the coming weeks with enrollment instructions to register for ACH payments from the City. Vendors will also be informed that they can continue receiving paper checks if preferred. A notice and FAQ about the ACH change will also be posted on the city website.

2 Weeks Prior to Go-Live
FIS Integrated Payables will be contacting vendors via letters and emails offering vendors the opportunity to switch from check payments to ACH, along with providing enrollment instructions.

- **Feedback Summary:**
  N/A

BUDGET IMPACT:

Total Cost:
N/A. Project update only. Costs have been approved as part of BTIP in the 2025-2026 biennial budget.

Approved in current biennial budget: ☒ **Yes** ☐ **No** ☐ **N/A**

Budget Offer Number:
0000362 BTIP Projects - Strategic & Responsive

Budget Priority:
Strategic and Responsive

Other budget impacts or additional costs: ☐ **Yes** ☐ **No** ☒ **N/A**
If yes, explain:
N/A

Funding source(s):
BTIP

Budget/Funding Constraints:
N/A

☐ **Additional budget details attached**

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
4/8/2025	Committee of the Whole - Finance, Administration, and Communications *KeyBank Automated Payables Project*	Provide Direction
4/15/2025	Business Meeting *KeyBank Automated Payables Project*	Approve
5/13/2025	Committee of the Whole - Finance, Administration, and Communications *ACFR*	Provide Direction

5/20/2025	Business Meeting *ACFR*	Approve

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Time Constraints:
N/A

ANTICIPATED RESULT IF NOT APPROVED:
N/A

ATTACHMENTS:
Attachment A: Prototype of Redesigned City Council Check Register Report
Attachment B: KeyBank Automated Payables Project Communication Plan