



**MICHAEL MCMILLAN
LICENSE COLLECTOR
CITY OF ST. LOUIS**



100 DAYS IN OFFICE REPORT

On my hundredth day in office, I wanted to document the improvements and progress we have made by providing better customer service, improving technology and further professionalizing our office. I am proud to report the following accomplishments and want to assure the public that we will continue to improve our office for the businesses and citizens of our city:

- **Credit Cards/Debit Cards Accepted**
 - Businesses are forgoing cash in favor of credit and debit card payments, because of their convenience. We are now able to accept credit and debit cards at our counters in addition to checks and cash.
- **Web Site Improved**
 - Our web site has been updated and improved to now include downloadable forms to save time for business license applicants.
- **ATM**
 - For small businesses that would like to pay in cash, we will have an ATM in our lobby within thirty days.
- **Increased Fraud Monitoring**
 - We have increased site inspections through our field service division to protect citizens against fraudulent, unlicensed businesses.
- **Electronic Storage System**
 - We have initiated a project that scans our paper records into an electronic database that will make office operations more efficient and effective.
- **Introduced Electronic Bookkeeping**
 - We have introduced a proven electronic bookkeeping and a cash management system to reduce manual processes and save time for the consumer.
- **Personnel Classification Study**
 - We have conducted a classification analysis of office staff to ensure the efficient application of personnel.
- **Fraud Hotline**
 - We have instituted a fraud hotline, 641-8400, to provide a resource for citizens to report businesses operating illegally.
- **Internship Program**
 - We have partnered with local universities to provide opportunities to local youth who are interested in pursuing careers in government and public service.
- **Improved Customer Service**
 - We have established a personnel committee to revise acceptable customer service, office appearance and decorum standards. In addition, we have instituted an employee recognition program to compliment the performance of high achieving staff members.