

# FINANCE DEPARTMENT MID-YEAR REVIEW

All figures through June 30, 2013

**Significant 2013 Events:**

- Completed the 2012 financial audit and received an unqualified opinion with no audit findings
- Began 2013 City budget development process
- Started the process of billing Water Utility customers in gallons, rather than cubic feet; in anticipation of the installation of new meters that will be installed in all properties over the next 4+ years
- Started to identify all multi-family utility accounts and assign or reassign account numbers based on the type of living unit in order to bill those customers in compliance with new PSC revenue reporting requirements by 1/1/2014
- Worked with Development Team and Council to pass special resolution to allow TIF 2 to stay open one additional year for use in improving housing stock in Appleton
- Grant Administration for pass through grants for non-profits in community and assistance provided to apply for SAMSA grant for mental health initiatives in our community in cooperation with United Way
- Updated the Grant Administration Policy
- Will issue \$6.265 million Stormwater bonds, \$7.025 million Water bonds, and \$5.25 million G.O debt
- Implemented on-line real estate inquiry forms, automating many of the functions to greatly streamline the internal process and allowing title companies to request information through a secured web address and receive completed forms electronically
- Redesigned parking ticket notice and delinquent tax notice
- Assisted in implementation of new Reid Golf Course point of sale software
- Implemented pilot project of accepting credit cards at Midtown ramp with plan to expand in 2014 due to success
- Revised and improved City employee work permit process.
- Improved accountability of swim/recreation program coupons
- Worked with IT to correct interest calculation on special assessments
- Earned a record rebate of \$45,438 for the contract year ended 2/28/13 (up 80% over 2012) on the City's procurement card program

**Significant 2012 Events:**

- Issued General Obligation Taxable Refunding bonds, resulting in \$442,055 savings in interest expense over the life of the issue
- In a collaborative effort by Development Team, completed Amendment 3 of Riverheath Development Agreement
- Completed the 2013 Budget process
- Worked with IT and the Outagamie County Treasurer's Office to add more information (payer name, payment type) to overnight tax file, making more complete information available to taxpayers via the County's web site
- Converted real estate and personal property tax delinquency notices from matrix printer to laser printer, improving workflow and reducing cost
- Continued work with Compensation Committee to develop a new Citywide compensation plan
- Upgraded software with DOT for vehicle extract program to collect owner information on parking tickets
- Developed improved cash handling and close out procedures for pools and recreation programs
- Assisted in implementation upgrade of Parks & Recreation Rectrac software

**Budget Performance Summary**

<u>Program</u>	<u>Actual</u>	<u>Budget</u>	<u>%</u>
Administration	73,801	154,693	47.7
Customer Service	34,069	97,964	34.8
Support Service	<u>357,760</u>	<u>642,975</u>	<u>55.6</u>
Total	<u>465,630</u>	<u>895,632</u>	<u>52.0</u>

The support service program is over 50% expended because audit fees have yet to be re-allocated to the various funds which bear a portion of the audit expense.

<u>Program/Criteria</u>	2011	2012	2013			<u>Projected Actual</u>
	<u>Actual</u>	<u>Actual</u>	<u>2013 Target</u>	<u>2013 1st Half</u>	<u>2013 2nd Half</u>	
<b><u>Administration</u></b>						
<b><u>Client Benefits/Impacts</u></b>						
Trained staff						
% of staff adequately trained	87%	90%	100%	88%		95%
<b><u>Strategic Outcomes</u></b>						
Improved program performance						
# of recommendations implemented	9	6	10	6		10
<b><u>Work Process Outputs</u></b>						
Training conducted						
Hours of training per employee	28	25	20	16		20
Procedure manuals updated						
% of manuals rated current	77%	75%	85%	84%		85%
<b><u>Billing &amp; Collection Services</u></b>						
<b><u>Client Benefits/Impacts</u></b>						
Accurate, understandable statements						
Billing adjustments required	1,164	1,258	1,100	608		1,100
<b><u>Strategic Outcomes</u></b>						
Asset safeguarding						
Receivables/Receivables Aging,						
% current	56%	57%	60%	50%		60%
Service turnoffs	17	46	20	25		30
<b><u>Work Process Outputs</u></b>						
Financial transaction processing						
Receipts posted	213,098	208,382	200,000	106,139		200,000
Manual	166,914	171,918	170,000	87,129		160,000
Automated	43,184	36,464	30,000	19,010		40,000
Automated receipts, % of total	20.3%	17.5%	15.0%	17.9%		20%
Credit card payments received						
Property Tax	164	174	n/a	151		175
Parking Citations	5,139	5,487	n/a	2,786		5,500
Information response						
% staff trained in customer service	100%	100%	100%	100%		100%
<b><u>Support Services</u></b>						
<b><u>Client Benefits/Impacts</u></b>						
Accurate and timely financial statements						
% months closed within 10 working						
days	92%	92%	92%	100%		92%
# of items received after cutoff	19	20	10	8		20
<b><u>Strategic Outcomes</u></b>						
Financial integrity of programs maintained						
# of auditor's compliance issues	0	0	0	0		0
Asset/resource safeguarding						
Bond rating	Aaa	Aaa	Aaa	Aaa		Aaa
<b><u>Work Process Outputs</u></b>						
Financial transaction processing						
Avg. # journal entries made monthly	305	431	350	341		350
Avg. # of A/P checks issued monthly	666	671	800	676		675