

# FINANCE DEPARTMENT

## MID-YEAR REVIEW

All figures through June 30, 2014

### Significant 2013 Events:

Completed the 2014 Budget process  
Began 2013 audit prep  
Completed upgrade to JPMorgan Chase on-line banking site  
Successfully completed a sales tax audit from the WI Dept of Revenue  
Hired new Utility Clerk (internal promotion)  
Implemented City's new NEOGov performance management system  
Implemented changes in order to comply with WI Act 25 which limits the release of utility bill information  
Hired new Account Clerk I  
Submitted Continuing Disclosure information relating to City bond issues to Electronic Municipal Market Access

### Significant 2014 Events:

Completed 2013 audit  
Began 2015 budget development  
Hired new Accounts Payable Clerk (internal promotion)  
Hired new Finance Director (internal promotion)  
Hired new Deputy Finance Director (internal promotion)  
Hired new Account Clerk I  
Assisted Valley Transit in implementing an on-line option to purchase summer bus passes  
Transferred the billings for meter repair and non-compliance refuse from general accounts receivable to the Utility Billing System as part of the quarterly City Service Invoice. This change will eliminate a separate billing being sent to the customer for the service  
Completed training of Sensus Logic Meter System with staff from the Municipal Service Building and successfully automated transfer of utility billing system data to Sensus Logic Meter System. The new meter system will allow Utility Billing Clerk to obtain readings on a daily basis as well as the opportunity to review consumption issues more frequently than on a quarterly basis. The new meter system will also provide staff more information on potential meter tampering. Completed many tests of billing system to insure accurate bills are prepared with readings from new meter system. This project to install new meters will take approximately five years for the meter staff to complete  
Established procedures to obtain authorization from utility customers to release utility account information as requested to comply Wisconsin Act 47 – Utility Customer Privacy Rules  
Submitted Continuing Disclosure information relating to City bond issues to Electronic Municipal Market Access  
Assisted in new implementation of Rec Trac software at Mead Pool  
Completed State Report Form

### Budget Performance Summary

<u>Program</u>	<u>Actual</u>	<u>Budget</u>	<u>%</u>
Administration	108,389	155,228	69.8
Customer Service	40,790	100,710	40.5
Support Service	<u>269,467</u>	<u>648,234</u>	<u>41.6</u>
Total	<u>418,646</u>	<u>904,172</u>	<u>46.3</u>

The Administration program is over 50% expended because of payments of severance and accrued vacation made to the former Finance Director.

	2012	2013	2014		
<b>Program/Criteria</b>	<b>Actual</b>	<b>Actual</b>	<b>Target</b>	<b>1st Half</b>	<b>Projected Actual</b>
<b><u>Administration</u></b>					
<b><u>Client Benefits/Impacts</u></b>					
Trained staff					
% of staff adequately trained	90%	85%	100%	77%	90%
<b><u>Strategic Outcomes</u></b>					
Improved program performance					
# of recommendations implemented	6	8	10	4	10
<b><u>Work Process Outputs</u></b>					
Training conducted					
Hours of training per employee	25	21	20	7	20
Procedure manuals updated					
% of manuals rated current	75%	82%	85%	70%	85%
<b><u>Billing &amp; Collection Services</u></b>					
<b><u>Client Benefits/Impacts</u></b>					
Accurate, understandable statements					
Billing adjustments required	1,258	1,348	1,100	524	1,100
<b><u>Strategic Outcomes</u></b>					
Asset safeguarding					
Receivables/Receivables Aging, % current	57%	55%	60%	50%	60%
Service turnoffs	46	39	20	4	15
<b><u>Work Process Outputs</u></b>					
Financial transaction processing					
Receipts posted	208,382	211,572	200,000	99,936	210,000
Manual	171,918	173,674	160,000	80,279	170,000
Automated	36,464	37,898	40,000	19,657	40,000
Automated receipts, % of total	17.5%	17.9%	20.0%	20%	19%
Credit card payments received					
Property Tax	174	207	n/a	149	190
Parking Citations	5,487	5,377	n/a	3,003	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	20	11	10	15	20
<b><u>Strategic Outcomes</u></b>					
Financial integrity of programs maintained					
# of auditor's compliance issues	0	2	0	0	0
Asset/resource safeguarding					
Bond rating	Aaa	Aa1	Aaa	Aa1	Aa1
<b><u>Work Process Outputs</u></b>					
Financial transaction processing					
Avg. # journal entries made monthly	431	448	350	323	350
Avg. # of A/P checks issued monthly	671	682	675	670	675