

**FINANCE DEPARTMENT
MID-YEAR REVIEW**
All figures through June 30, 2022

Significant 2021 Events:

- Completed the 2020 annual audit with an unqualified opinion and no audit findings.
- Continued work on Property Tax module implementation and integration of cashiering module with DPW parking software.
- Completed project to outsource utility bill and reminder printing to Primadata.
- Implemented Wastewater Rate increase, effective 1/1/21.
- Worked with the Park and Recreation Department to fill a vacant customer service position and restructure the oversight and responsibilities of the position between the two departments.
- Developed of a 10-year debt management/capital plan to help guide the City as it weighs its future capital expenditure needs.
- Completed work with the Community and Economic Development Department on amendments to the project plans for TIF 3 and TIF 12.
- Worked with the Community and Economic Development Department and the Attorney's Office in drafting development agreements for several potential downtown projects.
- Completed the issuance of \$14.5 million of G.O. notes, \$8.36 million of Water and \$9.04 million of Wastewater refunding bonds.
- Filled the vacant (due to retirement) Budget Analyst position internally as well as two subsequent vacancies as a result of interdepartmental transfers and promotions.
- Coordinated the relocation of non-essential staff from working at home back to the office setting, as COVID-19 cases decreased, and vaccination efforts increased.
- Continued tracking funding sources and costs related to COVID-19, including new ARPA funding.

Significant 2022 Events:

- Completed RFP process to select vendor to complete the annual financial audit.
- Completed the 2021 annual audit with an unqualified opinion and no audit findings.
- Continued work on Property Tax module implementation and integration of cashiering module with DPW parking software.
- Began implementation process for the Enterprise Asset Management module of the ERP system.
- Completed the issuance of \$15.5 million of G.O. notes and \$11.7 million of Wastewater revenue bonds three months prior to years past to ensure better interest rates.
- Filled five positions due to retirements and internal promotions, including Director, Deputy Director, Budget Manager, Purchasing Manager, and Payroll Coordinator.
- Completed staff, supervisor, and department questionnaires for compensation study plan.
- Worked with the Community and Economic Development Department to issue \$250,000 in ARPA grant funding to 9 community organizations.
- Completed required quarterly reports for COVID-19 & ARPA grants.
- Continued to monitor and assist with determining allowable uses of multiple funding sources related to COVID-19 and ARPA grants.
- Worked with Department of Public Works on private side lead service replacement project.
- Secured a principal forgiveness loan of \$505,000 for private side lead service replacement project.
- Worked with the Department of Administration to accept Low Income Water Assistance Program (LIWAP) payments directly to customer utility accounts.

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Major objectives for the remainder of 2022:

- Continue to train staff members in new positions within the department.
- Begin process to close TIF #6.
- Complete the 2023 budget.
- Complete the conversion of property tax collection from the legacy system to the ERP system, and integration of the parking enforcement software with the cashiering module.
- Implement GASB 87 for lease accounting.
- Begin enhancements to utility billing tax roll process to automate for non-City of Appleton utility customers.
- Continue to oversee and account for COVID-19 mitigation and other economic assistance grants received.

Budget Performance Summary

| <u>Program</u> | <u>Actual</u> | <u>Budget</u> | <u>%</u> |
|-----------------------|----------------------|----------------------|-----------------|
| Administration | 111,806 | 170,709 | 65.50 |
| Customer Service | 39,802 | 97,720 | 40.70 |
| Support Service | <u>318,553</u> | <u>619,737</u> | <u>48.10</u> |
| Total | <u>470,162</u> | <u>888,166</u> | <u>50.50</u> |

The Administration year to date expenses include the vacation payout of the former Finance Director. The Customer Service year to date expenses do not include the postage payment and temporary help costs related to December tax billings and collections.

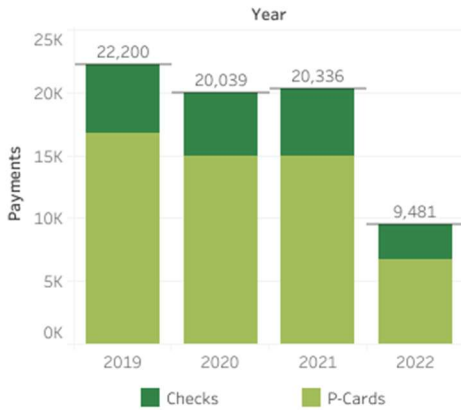
Finance

For the benefit of all City departments, the Common Council, and the Mayor, in order to assist them in meeting program delivery objectives, assure compliance with government policies, and safeguard the assets of the City, we will provide financial management, billing, and collection services.

In 2022, we aim to provide knowledgeable, courteous customer service to all individuals who contact the department with questions and/or concerns; continue to coordinate changes to the customer service area on the first floor ensuring adequate training and staff involvement; and proactively offer solutions to challenges that arise, keeping customer service the primary focus.

All 2022 numbers are reflective through June 30, 2022.

Annual Payments Made

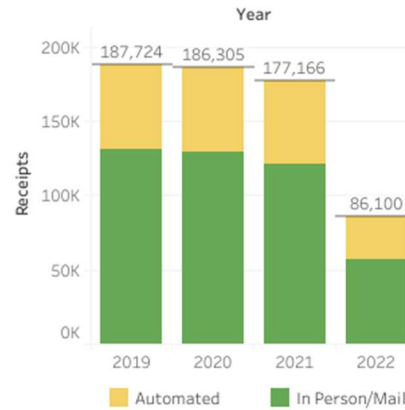


Auditor's Compliance Issues

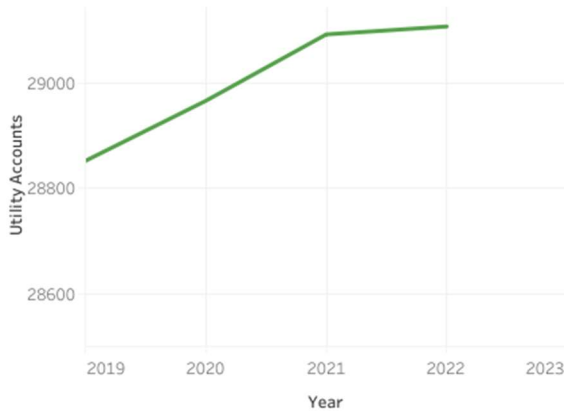
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Annual Receipts Processed

Year
2019 to 2022



Utility Accounts Serviced



Department Budget Summary

