

FINANCE DEPARTMENT

MID-YEAR REVIEW

All figures through June 30, 2016

Significant 2015 Events:

- Completed the 2016 budget
- Assisted the Parks and Recreation Department with the close-out of Reid Golf course
- Continued providing short-term loans to the Appleton Area School District to meet their short-term cash flow needs
- Implemented GASB #68 regarding the new pension standards
- Worked with Outagamie County Treasurer's Office in the transfer of unclaimed funds to their office for disposition, on their new property tax billing & collection system, and in increasing the amount of tax collection information we provide them electronically to improve their customer service capabilities
- Worked with Valley Transit and federal auditors to close out their review of the City's cost allocation and indirect cost plan
- Continued working with the IT department on the ERP project, including compilation of specifications for various modules, participation in vendor demonstrations, arranging site visits, and preliminary selection of a vendor
- Worked with Community and Economic Development department, Mayor's Office, and DPW Director in responding to financial questions related to the exhibition center project
- Worked with Community and Economic Development department, City Attorney, and DPW Director in formulating the 5th amendment to the Riverheath development agreement

Significant 2016 Events:

- Completed the 2015 audit with no audit findings
- Began the 2017 budget process
- Continued working with the IT Department on the contract for the new ERP system
- Completed the transition of credit card vendors for online payments of taxes and parking
- Began work with the credit card vendor to accept credit card payments online for utility payments
- Hired new Account Clerk I
- Hired new Property Tax coordinator
- Hired new Accounting/Customer Service Supervisor
- Hired seasonal customer service staff
- Completed State Report form B for the 2015 audit
- Hosted an onsite monitoring review of the ETH program from WI DOA
- Worked with the Human Resources Director in selecting a deferred compensation plan advisor, developing a FICA alternative option for part-time staff, and establishment of an employee health clinic
- Worked with the Mayor's Development Team in choosing an architect/engineer and a construction manager for the exhibition center project

Budget Performance Summary

<u>Program</u>	<u>Actual</u>	<u>Budget</u>	<u>%</u>
Administration	80,314	145,148	55.3
Customer Service	38,452	102,197	37.6
Support Service	<u>322,675</u>	<u>610,887</u>	<u>52.8</u>
Total	<u>441,441</u>	<u>858,232</u>	<u>51.4</u>

The department is temporarily over 50% expended pending allocation of 2015 audit fees from the Support Service program to other funds. Administration is over 50% expended as the result of time spent training and supervising new staff.

<u>Program/Criteria</u>	2014	2015	2016		
	<u>Actual</u>	<u>Actual</u>	<u>Target</u>	<u>1st Half</u>	<u>Projected Actual</u>
<u>Administration</u>					
<u>Client Benefits/Impacts</u>					
Trained staff					
% of staff adequately trained	66%	89%	100%	94%	100%
<u>Strategic Outcomes</u>					
Improved program performance					
# of recommendations implemented	5	4	10	2	5
<u>Work Process Outputs</u>					
Training conducted					
Hours of training per employee	22	14	20	15	20
Procedure manuals updated					
% of manuals rated current	67%	74%	85%	81%	85%
<u>Billing & Collection Services</u>					
<u>Client Benefits/Impacts</u>					
Accurate, understandable statements					
Billing adjustments required	1,030	760	1,100	394	800
<u>Strategic Outcomes</u>					
Asset safeguarding					
Receivables/Receivables Aging, % current	63%	62%	60%	62%	62%
Service turnoffs	15	58	20	43	60
<u>Work Process Outputs</u>					
Financial transaction processing					
Receipts posted	204,650	207,133	210,000	96,946	210,000
Manual	165,422	167,499	168,000	76,865	168,000
Automated	39,218	39,634	42,000	20,081	42,000
Automated receipts, % of total	19%	19%	20%	21%	20%
Credit card payments received					
Property Tax	206	176	n/a	129	200
Parking Citations	5,580	5,114	n/a	2,558	5,000
Information response					
% staff trained in customer service	89%	99%	100%	100%	100%
<u>Support Services</u>					
<u>Client Benefits/Impacts</u>					
Accurate and timely financial statements					
% months closed within 10 working days	92%	50%	92%	50%	67%
# of items received after cutoff	25	63	10	16	30
<u>Strategic Outcomes</u>					
Financial integrity of programs maintained					
# of auditor's compliance issues	1	0	0	0	0
Asset/resource safeguarding					
Bond rating	Aa1	Aa1	Aa1	Aa1	Aa1
<u>Work Process Outputs</u>					
Financial transaction processing					
Avg. # journal entries made monthly	306	289	400	232	300
Avg. # of A/P checks issued monthly	682	623	675	570	600