

FINANCE DEPARTMENT

MID-YEAR REVIEW

All figures through June 30, 2015

Significant 2014 Events:

Completed the 2015 Budget preparation process with formal adoption by Council in November
Completed the 2013 audit in June earning an unqualified audit opinion
Filled both the Finance Director and Deputy Finance Director positions with internal promotions as well as an Account Clerk II position
Hired a new Accounting Supervisor and two new Account Clerk I positions in the first floor customer service area
Assisted the Parks and Recreation Department with the close-out of the contract with the Reid Golf Course manager and began the transition to a City-staffed golf course
Maintained the short-term loan program with the Appleton Area School District
Completed the Wisconsin Balance of State Continuum of Care (WIBOSCOC) monitoring review of our Continuum of Care grant
Worked with Public Works Department, Mayor and Council to revise the special assessment policy
Worked with Mayor, Attorney's Office, Council and the State of Wisconsin in budgeting for, and establishing, a wheel tax to fund road reconstruction projects
Worked with Valley Transit and federal auditors in reviewing the City's cost allocation and indirect cost plan
Issued an RFP, reviewed responses and selected a new credit card provider

Significant 2015 Events:

Completed the 2014 audit in June earning an unqualified opinion and no audit findings
Began the 2016 Budget preparation process
Assisted the Parks and Recreation Department in setting up systems for a fully City-operated Golf Course
Began the process to replace the Department's I-Series-based software including meeting several times with the RFP consultants, reviewing specifications for the various systems, providing information for the RFP and reviewing RFP drafts
Began process of changing credit card vendors and continued to work on credit card acceptance at parking ramps
Implemented new single audit requirements including the necessity for more detailed staff time reports and enhanced documentation of controls
Assisted the Human Resources Department in the transition to a new Health Savings Account provider
Closed out the Neighborhood Stabilization Program
Worked with the Community Development Department, Mayor's office and Council in responding to financial questions related to a potential exhibition center and new library
Continued to work with the Water Utility to ensure utility bills are accurate throughout the new water meter installation project
Began changes to utility bill tax roll process for residential rental properties in response to changes necessitated by State Act 274.
Hired a new Account Clerk I in the first floor customer service area

Budget Performance Summary

<u>Program</u>	<u>Actual</u>	<u>Budget</u>	<u>%</u>
Administration	66,864	157,727	42.4
Customer Service	26,662	89,211	31.1
Support Service	<u>318,162</u>	<u>625,048</u>	<u>50.9</u>
Total	<u>411,688</u>	<u>871,986</u>	<u>47.3</u>

Note: the Support Service program is temporarily over 50% expended pending allocation of 2014 audit fees to other funds

	2013	2014	2015		
<u>Program/Criteria</u>	<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	85%	66%	100%	84%	100%
<u>Strategic Outcomes</u>					
Improved program performance					
# of recommendations implemented	8	5	10	3	6
<u>Work Process Outputs</u>					
Training conducted					
Hours of training per employee	21	22	20	17	20
Procedure manuals updated					
% of manuals rated current	82%	67%	85%	62%	75%
<u>Billing & Collection Services</u>					
<u>Client Benefits/Impacts</u>					
Accurate, understandable statements					
Billing adjustments required	1,348	1,030	1,100	373	900
<u>Strategic Outcomes</u>					
Asset safeguarding					
Receivables/Receivables Aging, % current	55%	63%	60%	53%	60%
Service turnoffs	39	15	20	38	45
<u>Work Process Outputs</u>					
Financial transaction processing					
Receipts posted	211,572	204,650	200,000	103,081	200,000
Manual	173,674	165,422	160,000	83,149	160,000
Automated	37,898	39,218	40,000	19,932	40,000
Automated receipts, % of total	17.9%	19%	20.0%	19%	20.0%
Credit card payments received					
Property Tax	207	206	n/a	120	200
Parking Citations	5,377	5,580	n/a	2,725	5,500
Information response					
% staff trained in customer service	100%	89%	100%	98%	100%
<u>Support Services</u>					
<u>Client Benefits/Impacts</u>					
Accurate and timely financial statements					
% months closed within 10 working days	92%	92%	92%	50%	67%
# of items received after cutoff	11	25	10	34	50
<u>Strategic Outcomes</u>					
Financial integrity of programs maintained					
# of auditor's compliance issues	2	1	0	0	0
Asset/resource safeguarding					
Bond rating	Aaa	Aa1	Aa1	Aa1	Aa1
<u>Work Process Outputs</u>					
Financial transaction processing					
Avg. # journal entries made monthly	448	415	350	302	350
Avg. # of A/P checks issued monthly	682	682	675	644	675