

FINANCE DEPARTMENT

MID-YEAR REVIEW

All figures through June 30, 2017

Significant 2016 Events:

- Completed the 2017 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
- Completed contract negotiations for the new ERP system and began work on implementation
- Completed an RFP for audit services - awarded contract to new audit firm resulting in cost savings to City
- Transitioned the billing of mobile home fees to the City Service Invoice (utility bill)
- Completed process to allow utility customers to make credit card payments on-line

Significant 2017 Events:

- Completed the 2016 audit with no audit findings
- Completed State Report form B for the 2016 audit
- Completed the new annual TIF reports required by Wisconsin Act 257
- Completed the new room tax reports required by Wisconsin Act 255
- Began the 2018 budget process
- Hired new Account Clerk I and seasonal customer service staff
- Worked with Calumet County on allowing them access to City tax payment information for their new software, including creating a lottery credit file
- Implemented new collection procedures and contracted with the State collection agency to collect delinquent City accounts
- Assisted with the transfer of the City's deferred compensation provider to Voya
- Assisted the Parks and Recreation Department in setting up internal controls for pool concession stands
- Assisted with an RFP process for parking meter credit cards, worked with our current credit card processor to accept American Express at parking ramps, and set up acceptance of credit cards at Reid golf course for the beverage cart
- Implemented GASB 72 regarding the fair value of assets
- Opened a PSC docket to modify tariff for billing in gallons and to include City policy on water leaks
- Achieved a record rebate on purchasing card usage of \$69,844, a 50% increase over 2016
- Assisted the Community and Economic Development Department in completing the project plans for TIFs 11 & 12

Major objectives for 2017:

- Complete 2018 budget
- Complete the issuance of G.O. note and Stormwater bond issues
- Convert the City's general ledger, accounts receivable and accounts payable packages from JD Edwards to Tyler Munis
- Assist the Community and Economic Development department in gaining approval of TIFs 11 and 12

Budget Performance Summary

<u>Program</u>	<u>Actual</u>	<u>Budget</u>	<u>%</u>
Administration	76,880	154,166	49.9
Customer Service	48,626	104,800	46.4
Support Service	<u>352,120</u>	<u>619,039</u>	<u>56.9</u>
Total	<u>477,626</u>	<u>878,005</u>	<u>54.4</u>

The department is temporarily over 50% expended pending allocation of 2016 audit fees from the Support Service program to other funds.

<u>Program/Criteria</u>	2015	2016	2017		
	<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	89%	88%	100%	92%	100%
<u>Strategic Outcomes</u>					
Improved program performance					
# of recommendations implemented	4	4	10	2	5
<u>Work Process Outputs</u>					
Training conducted					
Hours of training per employee	14	28	20	18	25
Procedure manuals updated					
% of manuals rated current	74%	85%	85%	89%	90%
<u>Billing & Collection Services</u>					
<u>Client Benefits/Impacts</u>					
Accurate, understandable statements					
Billing adjustments required	760	923	900	368	900
<u>Strategic Outcomes</u>					
Asset safeguarding					
Receivables/Receivables Aging, % current	62%	65%	60%	64%	64%
Service turnoffs	58	124	40	33	50
<u>Work Process Outputs</u>					
Financial transaction processing					
Receipts posted	207,133	197,346	210,000	104,234	210,000
Manual	167,499	157,505	168,000	82,591	168,000
Automated	39,634	39,481	42,000	21,643	42,000
Automated receipts, % of total	19%	20%	20%	21%	20%
Credit card payments received					
Property Tax	176	359	n/a	380	500
Parking Citations	5,114	4,678	n/a	2723	5,000
Information response					
% staff trained in customer service	99%	100%	100%	95%	100%
<u>Support Services</u>					
<u>Client Benefits/Impacts</u>					
Accurate and timely financial statements					
% months closed within 10 working days	50%	75%	92%	83%	83%
# of items received after cutoff	63	27	10	17	25
<u>Strategic Outcomes</u>					
Financial integrity of programs maintained					
# of auditor's compliance issues	0	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	289	278	300	205	275
Avg. # of A/P checks issued monthly	623	566	600	574	600