

FINANCE DEPARTMENT

Mission

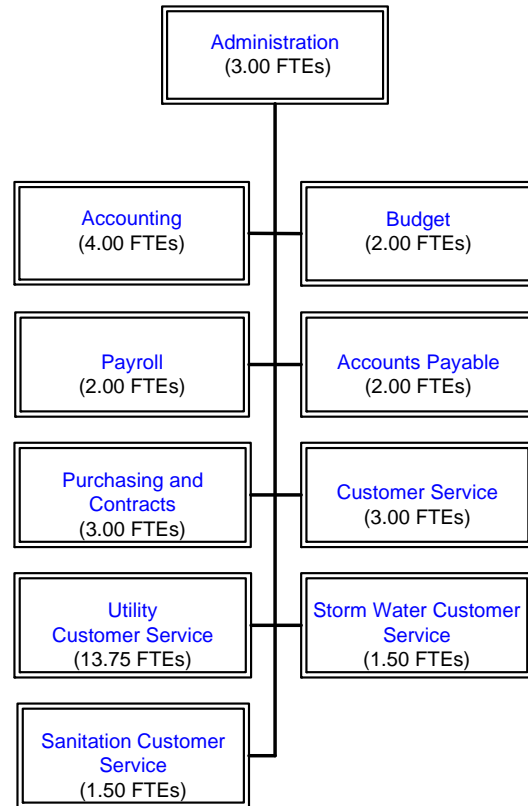
To provide fiscal and financial support and service to City Council, City departments, customers and citizens. The Department is committed to providing timely, accurate, and complete information.

Core Services

- Provides oversight and attention to the City's overall finances
- Monitors the receipt, disbursement, and investment of City funds
- Maintains an accurate and reliable accounting and reporting system
- Provides purchasing and contract services citywide
- Provides a variety of walk-up, telephone, and internet customer services
- Invoices and collects revenue, and disburses payments to customers and citizens

Goals

- Improve and streamline audit preparation process
- Continue to automate payroll processes
- Improved transparency and processing in purchasing and contracts
- Increase quality and volume of service levels provided to the public
- Increase collections and decrease lost revenue on utility accounts



FY 11 Achievements

- As part of the City's goal of continuing to automate its payroll process, the City experienced a tremendous response to the implementation of the electronic W-2 system. Eighty-five (85%) of employees opted to participate. Utilization of this automated process provides a means of convenience, ease and accessibly to W-2 forms. It also promotes the City's efforts to reduce its carbon footprint and *go green*.
- Implemented invoicing of additional utility deposits on a quarterly basis on accounts that pose high credit risk to the Utility. Enter into agreement with an independent collection agency to collect on bad debts, with collection agency fees payable by the customer instead of the City.
- Utility Customer Service expanded to take on billing and customer service for private sanitation company. Storm Water billing and customer service was also added for the City. These additional services resulted in billing going from monthly to monthly, quarterly and annually. Customer base doubled.
- The purchasing division entered into a cooperative agreement with other jurisdictions throughout the County to buy identical or very similar products. Benefits include lower costs, lower administrative cost and standardization.

FY 12 Objectives

- To increase vendor usage of paperless payment options as the preferred method of recompense.

- Finalize the Emergency Reference Guide for all departments to better assist end-user departments with emergency purchasing requirements in the event of a declared disaster event.
- Populate the contract database that has been created on the City's Intranet site for public access to current procurement contracts.

Expenditures/Funding/Position Summaries

Department:	Actual	Amended	Estimated	Budget	\$	%
Finance	FY 2010	Budget FY 2011	Year-End FY 2011	FY 2012	Change	Change
Divisions:						
Administration	322,914	339,823	312,251	329,958	(9,865)	-2.9%
Accounting	317,065	312,786	281,677	267,246	(45,540)	-14.6%
Budget	-	178,965	-	151,858	(27,107)	-15.1%
Purchasing and Contracts	550,380	709,595	687,578	679,122	(30,473)	-4.3%
Utility Customer Service	1,097,091	1,247,632	1,269,195	1,263,539	15,907	1.3%
Payroll	125,602	127,407	127,988	128,457	1,050	0.8%
Accounts Payable	177,413	179,234	184,599	135,343	(43,891)	-24.5%
Customer Service	131,301	179,149	176,244	179,357	208	0.1%
Stormwater Customer Service	-	154,336	125,331	146,664	(7,672)	-5.0%
Sanitation Customer Service	-	80,176	87,503	89,735	9,559	11.9%
Waste Management Billing	-	7,300,619	7,270,520	4,592,088	(2,708,531)	-37.1%
Total Expenditures	2,721,766	10,809,722	10,522,886	7,963,367	(2,846,355)	-26.3%
Category						
Personnel	1,898,856	2,240,757	2,082,074	2,087,123	(153,634)	-6.9%
Operating	809,460	5,893,545	5,765,392	5,876,244	(17,301)	-0.3%
Capital	13,450	2,675,420	2,675,420	-	(2,675,420)	-100.0%
Total Expenditures	2,721,766	10,809,722	10,522,886	7,963,367	(2,846,355)	-26.3%
Funding Source						
General Fund	1,624,675	2,261,471	1,983,171	2,107,740	(153,731)	-6.8%
Utilities Operating Fund	1,097,091	1,247,632	1,269,195	1,263,539	15,907	1.3%
Sanitation Fund	-	7,300,619	7,270,520	4,592,088	(2,708,531)	-37.1%
Total Funding	2,721,766	10,809,722	10,522,886	7,963,367	(2,846,355)	-26.3%
Positions	31.75	37.75	37.75	35.75	(2.00)	-5.3%

Performance Measurements

Department: Finance							
Vision 2026/Mission Linkage	Measures	FY 09 Actual	FY 10 Budget	FY 10 Actual	FY 11 Budget	FY 11 Estimate	FY 12 Budget
Service Quality							
Strong Local Economy	AC Receive unqualified audit opinion from external auditors	Yes	Yes	Yes	Yes	Yes	Yes
Strong Local Economy	CS % of loan amount delinquent > 30 days*	3.00%	2.00%	4.50%	2.50%	3.00%	3.50%
Efficiency							
Strong Local Economy	PC Cost savings between department's Budget Estimate and Actual RFP/Contract Award	\$451,739	\$400,000	\$735,234	\$200,000	\$250,000	\$200,000
Output							
Strong Local Economy	AC Credit card usage in dollars	\$7,012,509	\$7,200,000	\$4,814,606	\$4,500,000	\$14,000,000	\$15,500,000
Strong Local Economy	PC Number of RFPs/Bids processed	61	80	85	60	75	75
Strong Local Economy	CS Avg number of calls answered per month	3,569	4,200	5,400	4,100	7,500*	6,000