

Finance Department

MISSION STATEMENT

It is the mission of the Finance Department to account for all municipal resources and to apply such resources in a manner that is most beneficial to the citizens of Rockford.

PRIMARY FUNCTIONS

There are four primary operating functions within the Finance Department:

- **Administration** - The Administration division is responsible for the management of the financial affairs of the city and the supervision of personnel operations within the Finance Department.
- **Central Services** - The Central Services division is responsible for financial planning, risk management, centralized purchasing, and mail/printing services for the City.
- **Accounting** - The purpose of the Accounting division is to provide financial reporting, payroll processing, accounts payable and receivable, fixed asset reporting, special tax collections, billing, and auditing functions.
- **Revenue** - The purpose of the Revenue Division is to manage the police and fire pension funds, ensure payment to retirees is processed, and invest idle City funds.
- **Customer Service Center** - The purpose of the Customer Service Division is to collect various revenues, perform meter reading services, and handle customer calls for City Departments.

OBJECTIVES FOR FISCAL YEAR 2013

- Achieving the Distinguished Budget Presentation Award for the 29th consecutive year and the Certificate of Achievement for Excellence in Financial Reporting for the 33rd consecutive year from the Government Finance Officer's Association.
- Implement applicable GASB statements in order to stay in compliance with Generally Accepted Accounting Practices.
- Implement a single log in to access multiple billing accounts with the same owner and make one payment for all accounts.
- Complete 2012 Pension Fund Audit and transmit the audited information to the Actuary by April 30th.
- Begin the process of bringing Police, Fire, and Human Services Departments, and the Library on to the NOVATime timekeeping system.

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FINANCE DEPARTMENT BUDGET SUMMARY

APPROPRIATION	2011 <u>ACTUAL</u>	2012 <u>BUDGET</u>	2012 <u>ESTIMATE</u>	2013 <u>BUDGET</u>	INCREASE (DECREASE)
PERSONNEL	\$2,461,514	\$2,961,010	\$2,835,945	\$2,975,548	\$14,538
CONTRACTUAL	963,435	1,161,119	1,249,527	1,167,750	6,631
SUPPLIES	16,945	27,369	13,468	30,244	2,875
OTHER	<u>4,377,423</u>	<u>3,200,980</u>	<u>3,122,505</u>	<u>2,812,267</u>	<u>(388,713)</u>
TOTAL	<u>\$7,819,317</u>	<u>\$7,350,478</u>	<u>\$7,221,445</u>	<u>\$6,985,809</u>	<u>(\$364,669)</u>

FUNDING SOURCE	2010 <u>ACTUAL</u>	2011 <u>ACTUAL</u>	2012 <u>BUDGET</u>	2013 <u>BUDGET</u>	INCREASE (DECREASE)
PROPERTY TAXES					
FRINGE BENEFIT REIMBURSEMENTS	\$236,608	\$240,843	\$240,660	\$266,316	\$25,656
PURCHASE OF SERVICES	2,153,600	2,149,800	2,492,200	2,846,572	354,372
FROM OTHER GOVERNMENTS	250,000	250,000	250,000	0	(250,000)
GENERAL REVENUES	<u>4,299,922</u>	<u>5,329,079</u>	<u>4,021,428</u>	<u>3,872,921</u>	<u>(148,507)</u>
TOTAL	<u>\$6,940,130</u>	<u>\$7,969,722</u>	<u>\$7,004,288</u>	<u>\$6,985,809</u>	<u>(\$18,479)</u>

FINANCE DEPARTMENT AUTHORIZED POSITIONS

POSITION TITLE	POSTION <u>RANGE</u>	2012 <u>EMPLOYEES</u>	2013 <u>EMPLOYEES</u>	INCREASE/ (DECREASE)
FINANCE DIRECTOR	E-14	1.00	1.00	0.00
MANAGER	E-11	3.00	3.00	0.00
FINANCIAL ANALYST	E-8	2.00	3.00	1.00
SENIOR ACCOUNTANT	E-8	3.00	2.00	(1.00)
CUSTOMER SERVICE COORD	E-8	0.00	1.00	1.00
ACCOUNTANT	E-7	4.00	3.00	(1.00)
SENIOR ADMIN. ASSISTANT	E-6	1.00	1.00	0.00
ACCOUNTING TECHNICIAN	E-5	1.00	1.00	0.00
PURCHASING TECHNICIAN	A-23	2.00	2.00	0.00
SENIOR ACCOUNT CLERK	A-21	6.00	4.00	(2.00)
CSC TEAM LEAD	A-21	0.00	4.00	4.00
CUSTOMER SERVICE REP	A-20	0.00	8.00	8.00
METER READER	A-19	0.00	2.00	2.00
ACCOUNT CLERK	A-19	<u>9.00</u>	<u>1.00</u>	<u>(8.00)</u>
TOTAL PERSONNEL		<u>32.00</u>	<u>36.00</u>	<u>4.00</u>

BUDGET HIGHLIGHTS

- Salaries increase \$396,000 due to general step and longevity increases, staff movements due to consolidation of four positions from Water, and a 3% wage increase for non-union employees.
- A 2% wage increase is budgeted for all department staff for a total cost of \$38,200.
- Internal purchase of service charges increase with staff shift from water.
- Credit card fees increased \$15,000 due to increased utilization of credit cards by customers.
- Sales Tax rebate decreased \$100,000 as a result of reduction in Pella rebate agreement.
- Debt Services decreased \$207,700 as a result of credit for accrued interest.

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- Other expenses decreased \$88,400 due to the elimination of RMAP payment that was transferred to CIP.
- Of the 36 staff assigned to Finance Department, 24.9 are direct reimbursements.

FINANCE DEPARTMENT PERFORMANCE MEASUREMENTS

	2011 ACTUAL	2012 BUDGET	2012 ACTUAL	2013 BUDGET
TOTAL BILLS	648,648	640,000	627,639	625,000
PAPER	574,715	570,000	537,650	535,000
EBILL	73,933	75,000	89,989	90,000
CITY HALL PAYMENTS	102,203	100,000	95,707	93,000
WALK IN	73,081	70,000	69,839	68,000
MAIL	29,122	30,000	25,868	25,000
CUSTOMER SERVICE CENTER CALLS	47,794	50,000	79,712	80,000
ABANDONED CALLS	4.4%	4%	10.0%	4.0%
AVG TIME TO ANSWER CALLS (SECO	10.8	12	45.7	30
AVG CALL LENGTH (SECONDS)	109	110	140	140
NUMBER OF PURCHASE ORDERS ISS	8,608	7,000	5,140	5,000
NUMBER OF BIDS/RFPS ISSUED	134	150	172	150