

# Performance Report

## FINANCE AND BUDGET DEPARTMENT

The Finance and Budget Department uses performance as a tool for improving service delivery for our citizens. Below is a selected set of indicators that, when looked at together, provide an indication of the department’s overall performance. The measures selected are aligned with the City Council’s 24-Month Policy Goals and contain a mix of indicators of citizen and customer satisfaction ratings and various department outcome measures.

<i>Council Goal</i>	<i>Expected Outcome</i>	<i>Performance Measure</i>	<b>FY2013 Actual</b>	<b>FY2014 Actual</b>	<b>FY2015 Estimate</b>	<b>FY2016 Target</b>
<b>Leadership and Image</b>	Prudent fiscal stewardship. Employ strong fiscal management practices that encourage sustainable fiscal decision-making.	Bond ratings for general obligation bonds: - Standard & Poor's - Moody's Investor Services - Fitch Ratings	AA+ Aa1 AA+	AA+ Aa1 AA+	AA+ Aa1 AA+	<b>AA+ Aa1 AA+</b>
		Bond ratings for revenue bonds: - Standard & Poor's - Moody's Investor Services - Fitch Ratings	AA Aa3 AA	AA Aa3 AA	AA Aa3 AA	<b>AA Aa3 AA</b>
		Compliance with the Principles of Sound Financial Management	Yes	Yes	Yes	<b>Yes</b>
	Perform accurate and useful research on financial, operational, and policy issues for the leadership of the organization	Review success in operational goals as discussed in employee performance plan for Management and Budget Director	Satisf.	Satisf.	Satisf.	<b>Satisf.</b>
<b>Total Planning</b>	Effectively manage the City’s planned resources to ensure organizational priorities are met	Maintain a (+-)3% variance in <b>budget</b> forecasts from the original forecast (September) to the final forecast (March Study Session)	-0.85%	+0.07%	+0.68%	<b>&lt;3%</b>
		Maintain a (+-)3% variance in <b>revenue</b> forecasts from the original forecast (September) to the final forecast (March Study Session)	+0.44%	-0.37%	+0.30%	<b>&lt;3%</b>

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<b>Enhance Current Services</b>	Provide accurate and timely financial information and accounting services to management, policy makers, and external parties for making sound and informed decisions.	Receive "clean" audit opinion from independent CPA firm	Yes	Yes	Yes	<b>Yes</b>
		Receipt of the GFOA Certificate of Achievement for Excellence in Financial Reporting	Yes	Yes	Yes	<b>Yes</b>
		Number of (A/P) payments made annually	11,100	11,260	11,300	<b>12,000</b>
	Provide accurate and timely payment to our vendors.	Percent of vendor invoices paid within 30 days of invoice date	90%	77%	83%	<b>82%</b>
		Percent of A/P payments made electronically	45%	46%	47%	<b>50%</b>
		Peoria investment return compared to Treasury Note benchmark	0.37% / 0.17%	0.34% / 0.13%	0.38% / 0.12%	<b>0.35% / 0.15%</b>
	Perform all procurement acquisition functions effectively, accurately and timely.	Number of vendor protests filed and number upheld	0/0	1/0	1/0	<b>0/0</b>
	Maintain an efficient sales tax audit program.	Number of audits completed annually	58	262	115	<b>60</b>
		Audit program recoveries as a ratio to the operating costs of the Sales Tax Section	.55	.77	.33	<b>.33</b>
		% of sales tax returns remitted electronically	20%	23%	25%	<b>25%</b>
		% of inspected businesses operating without a current license	8%	8%	8%	<b>15%</b>
		% of new business license applications processed within 14 days	90%	90%	90%	<b>90%</b>
	Improve the functionality and performance of revenue billing systems.	% of total utility customers receiving their utility bills electronically	15%	15%	17%	<b>&gt;20%</b>
	Customer Service - Provide professional, efficient, and responsive service to all customers.	Annual number of incoming customer service calls answered by a CSR	83,000	82,000	82,000	<b>82,000</b>
		Average time for CSR to answer incoming calls (minutes)	2:05	1:42	3:00	<b>&lt; 3 min</b>
	Read meters accurately and efficiently to facilitate correct utility billing.	Number of service orders processed by Meter Services staff	34,000	32,000	31,000	<b>31,000</b>