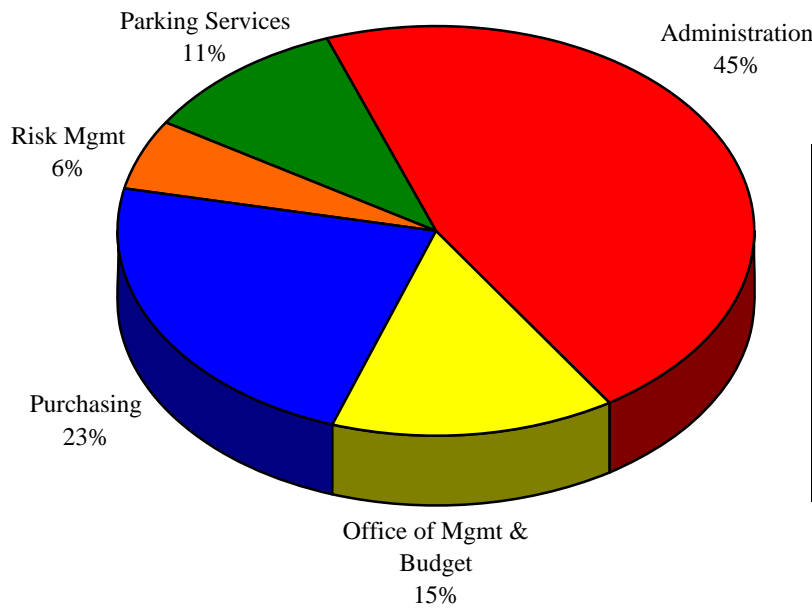


FINANCIAL SERVICES

Mervyn C. Timberlake, Jr., C.P.A., Financial Services Director
Linda C. Davidson, C.P.A., Deputy Financial Services Director

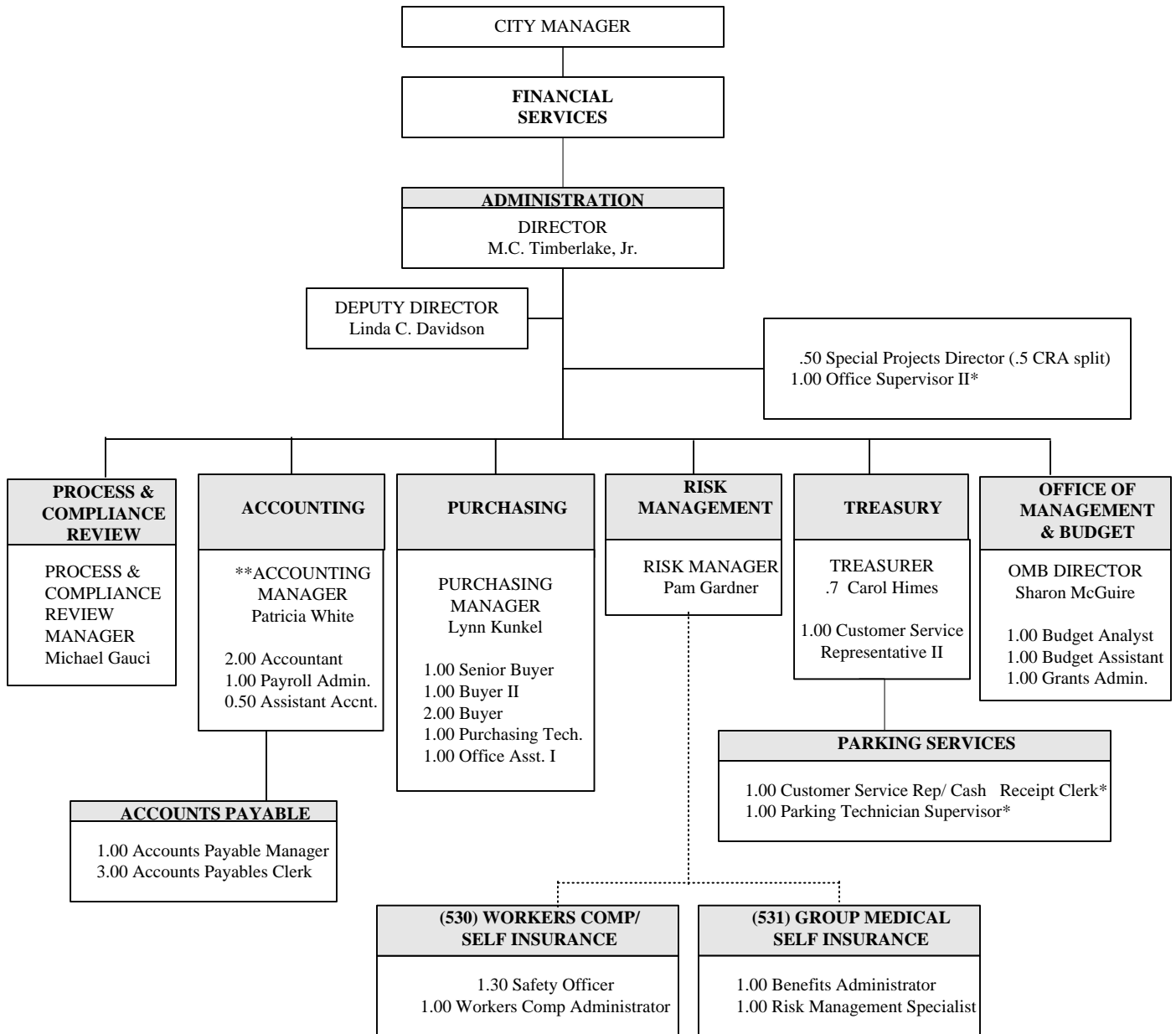
The mission of the Financial Services Department is to provide competent and comprehensive financial services for the City Administration to enable all departments to work in the best interests of our community and to instill the City’s value system among all employees to foster innovative solutions achieving an outstanding level of service. Financial Services manages the City’s financial resources in the most cost effective and efficient manner. The Department provides relevant, timely financial information to the public, decision makers and to City management. Financial Services is responsible for the safeguarding of the City’s assets through appropriate controls.

The activities of Financial Services include Administration, Accounting, Treasury, Accounts Payable, Purchasing, Risk Management, Office of Management and Budget, Parking Services and Customer Service.



DIVISION	APPROVED 2009-10 BUDGET
Administration	\$ 1,321,600
Office of Mgmt & Budget	417,300
Purchasing	654,400
Risk Management	158,200
Parking Services	304,800
TOTAL	\$ 2,856,300

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	2,254,053	2,388,400	2,388,400	2,429,000
Other Operating	493,383	519,400	529,200	274,600
Supplies	32,815	35,900	35,900	152,700
Capital Outlay	35,682	-	27,500	-
TOTAL	2,815,933	2,943,700	2,981,000	2,856,300
Full-time Employees	25.70	25.70	25.70	27.70



** Position funded by Utility Services (not in General Fund count)

* Administrative Assistant reclassified to Office Supervisor II

* 1.00 Customer Service Re/Cash Receipt Clerk (New Division)

* 1.00 Parking Technician Supervisor (New Division)

2.00

Approved Positions FY 08/09	25.70
Revised Positions FY 08/09	
Personnel Changes FY 09/10	+2.00
Approved Positions FY 09/10	27.70

ADMINISTRATION

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	1,213,766	1,269,300	1,268,300	1,152,600
Other Operating	362,494	382,400	386,100	151,800
Supplies	16,623	18,100	22,100	17,200
Capital Outlay	35,682	-	23,600	-
TOTAL	1,628,565	1,669,800	1,700,100	1,321,600

Description of Division and Activity

Administration provides direction to the Financial Services divisions and manages the City's financial resources in the most cost effective and efficient manner and provides relevant, timely financial data to the public and City management.

Goal

To provide a high standard of comprehensive financial services to City Departments, the public, bond rating agencies and other governmental agencies while safeguarding the City's financial assets and physical assets through appropriate controls.

Objectives 2009-10

- Provide timely financial reporting and financial data through the use of the City's website to improve transparency.
- Implement new GASB Statement No. 54 *Fund Balance Reporting and Governmental Fund Type Definitions* and Develop a new financial policy relating to assist in the implementation of GASB Statement No. 51 *Reporting for Intangible Assets*.
- Assist in the financing of capital projects, including the downtown library and waterways enhancement projects.
- Implement improved alarm billing practices.
- Develop a streamlined fixed asset process to improve reporting and ensure control.
- Assist in the completion of paid parking and red light camera program.
- Perform analysis of duties and functions of the department and develop a long-term recommendation for consolidation of services where viable.
- Execute a comprehensive review of the investment policy and allowable investments and investment advisors. Review investment reporting.

Achievements 2008-09

- Implement new banking services contract to improve operations in bank reconciliation and electronic payment options.
The new banking contract with a new banking relationship Bank of America was implemented
- Implement new GASB Statement No. 45 on Other Post Employment Benefits (OPEB) with information provided in actuarial study.
The City issued a request for proposals for OPEB actuarial services and contracted with a vendor to provide these services. The City recorded the financial transactions and required disclosure as part of the year end financial reporting for the fiscal year ended September 30, 2008.

Achievements 2008-09

- Implement electronic processing of procurement card transactions.
Accounts Payable, in conjunction with Purchasing, established the procedures related to the electronic processing of procurement card transactions citywide in January 2009.
- Explore automation of the travel voucher process.
Accounts Payable with assistance from IT developed a new supplemental policy and procedures for the utilization of electronic travel vouchers.
- Participate in implementation of sanitation fee.
A sanitation enterprise fund was established and the monthly sanitation fee was included on the bi-monthly utility customer service bills.
- Review interlocal agreements with Greater Boca Raton Beach and Park District and provide cost allocation process for other administrative services.
The cost allocation methodology was reviewed and evaluated to determine an appropriate allocation to the Greater Boca Raton Beach and Park District. Supporting document was provided as part of the analysis of services to the District.
- Continue updating departmental policies and procedures to ensure accurate performance and provide a vehicle for cross training staff.
Policies for Risk Management Liability Claims, Identity Theft, and Donations have been established during the fiscal year.
- Provide for management transition when the Financial Services Director retires.
The Deputy Director
- Create an Internal Control Risk Assessment tool to assist in determining the types of process and compliance reviews to be initiated.
Effective communication with department heads and division heads has been the primary source for determining risk assessment. During the fiscal year, internal controls for inventory supplies, solid waste fees, and business tax receipts have been reviewed.
- Implement burglar alarm permitting procedures.
Burglar alarm permitting was successfully implemented.
- Explore other options to increase interest revenues.
The economic and interest rate environment made this inadvisable during this past fiscal year.
- Revise investment policy to allow 207 money markets, longer term investments for bond reserves to increase interest revenues.
This goal has been expanded for the upcoming fiscal year due to the economic environment.

Other Achievements:

- Reaffirmed City's AAA for general obligation bonds.
- Developed a standard audit process for procurement card purchases.
- Issued Water and Sewer Revenue Refunding Bonds with savings of \$768,000.
- Implemented GASB 48 Pledged Revenues and GASB 50 Pension Disclosure.
- Developed a new financial policy on donations.
- Issued Special Assessment Refunding Bonds with savings of \$540,000.
- Provided continuing disclosure for bond issues.

PERFORMANCE MEASURES Strategic Initiatives:	FY 2007-08		FY 2008-09		FY 2009-10
	Goal	Actual	Goal	Estimated	Target
<i>Financially Sound City Government</i>					
Treasury: Available funds in interest-bearing investments	100%	100%	100%	100%	100%
Treasury: Meet or exceed benchmark	67%	85%	85%	77%	85%
Number of Petty Cash Audits Performed	3	3	5	13	5
Accounting: Reduce number of post-closing journal entries required during the annual audit by 50% per year to a target of 0 entries.	4	15	10	39	10
Percentage of time GFOA Certificate for Excellence in Financial Reporting received.	100%	100%	100%	100%	100%
Complete CAFR within 5 months of year end.	5 months	5 months	5months	6 months	5 months
Percentage of bank reconciliations completed within 20 days of month end.	75%	75%	75%	50%	50%
Number of internal compliance reviews performed and recommendations made.	5	5	6	6	5
Desired general obligation bond rating received from the three rating agencies	AAA	AAA	AAA	AAA	AAA
Percentage of monthly financial statements issued within 15 days of month end.	75%	70%	75%	58%	75%
Number of process reviews performed for internal Financial Services functions	2	4	7	10	5
Perform procurement card audits to ensure compliance to the policy.	30	35	35	100	125
Number of capital asset inventories to be performed on an annual basis.	3	3	5	3	5
<i>Word Class Municipal Services</i>					
Accounting: Number of training sessions performed that increase Financial Services staff's knowledge of each division's responsibilities.	3	4	6	7	4
Accounts Payable - Issue vendor checks within 30 days of invoice date	95%	95%	95%	95%	95%
Number of Vendors Paid via ACH in lieu of check.	10	1	50	10	50
Reduce the number of delinquent false alarm accounts	90%	75%	90%	60%	75%

PURCHASING

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	533,982	586,700	586,700	603,700
Other Operating	86,713	95,400	95,400	43,300
Supplies	8,097	8,000	8,000	7,400
TOTAL	628,792	690,100	690,100	654,400

Description of Division and Activity

The Purchasing Division is responsible for the procurement of materials, supplies, equipment and services for all Departments in accordance to State Statute, City ordinances and the procurement code. The Division also supervises the disposition of surplus property and provides mail services for the City Departments.

Goal

To procure materials, supplies, equipment, and services at the lowest possible cost consistent with the quality needed to provide the very best service to the public.

Objectives 2009-10

- Continue to use technology to obtain efficiency in procurement operations and electronic availability of procurement related documents
- Review the vendor performance reporting document and tracking system and implement changes where appropriate.
- Continue evaluation of the Procurement Card program to find opportunities to further increase the annual usage from the issuing bank.
- Develop and issue a survey to City Departments regarding the operations in the Purchasing Division, including but not limited to the procurement card program, disposition of surplus, electronic forms, monitoring of vendor performance and procurements related to term contracts.
- Continue development of City Wide project manager training program and implementation.

Achievements 2008-09

- Development of training programs for City employees on policies and procedures.
Two single topic training programs were developed and presented for the Recreation Services Department and a City Wide project manager training program is under development.
- Implement new Procurement Card Web based transaction and reporting software and train City staff.
The new Web based training software was implemented and a training tutorial manual was developed and provided to all Procurement Card holders.
- Implement new Contract Management Module software and train City staff.
Upon release of the contract Management Module from the awarded software vendor, the software will be implemented and training provided to City staff.
- Review and analyze the operational procedures for surplus property disposition. Implement any identified changes to increase efficiency in processing items for surplus.
Review of procedures completed and included the development of an RFQ to obtain services for recycling and demanufacturing services for surplus equipment.

Other Achievements:

- Recipient of the Universal Public Purchasing Certification Council Excellence in Achievement award recognizing the City of Boca Raton Purchasing Division as a fully certified procurement staff.

Achievements 2008-09
<ul style="list-style-type: none"> • Hosted a purchasing open house event for City staff. • Participation in the South East Florida Chapter NIGP reverse trade show. • Two purchasing division staff members were recipients of the People’s Choice Award. • All sealed bid documents, including construction bids, are being made available for review and downloading via the electronic bidding system. • The procurement card annual rebate amount doubled as a result of increased usage of the program and the rebate calculation associated with the new contract award.

PERFORMANCE MEASURES Strategic Initiatives:	FY 2007-08		FY 2008-09		FY 2009-10
	Goal	Actual	Goal	Estimated	Target
<i>Financially Sound City Government</i>					
Provide twelve procurement card training sessions per fiscal year.	83%	83%	83%	83%	83%
Increase percentage of annual procurement card rebate by promoting procurement card usage.	7%	7%	5%	7%	5%
All new year blanket purchase orders processed by November 1 st , of the current fiscal year.	85%	85%	85%	85%	85%
<i>Strong Partnership with Our Stakeholders</i>					
Percentage of sealed bids prepared and solicited for term contracts within 30 days from receipt of department’s requisition and final specifications.	98%	85%	85%	85%	85%
Percentage of sealed bids prepared and solicited for construction contracts within 20 days from receipt of department’s requisition and final specifications.	98%	85%	85%	80%	85%
Percentage of sealed bids prepared and solicited for equipment and services within 30 days of receipt of requisition and final specifications.	95%	85%	80%	80%	80%
Percentage of sealed RFP’s prepared and solicited within 30 days from receipt of department’s memorandum request and receipt of requisition.	90%	85%	85%	75%	80%
Percentage of expiring term contracts re-bid 60 days prior to contract expiration.	85%	70%	80%	70%	80%

RISK MANAGEMENT

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	142,482	149,100	149,100	146,200
Other Operating	17,746	19,200	19,200	8,900
Supplies	3,387	3,300	3,300	3,100
TOTAL	163,615	171,600	171,600	158,200

Description of Division and Activity

The Risk Management Division maintains open and effective communication with employees to assist them with their health benefits, deferred compensation plans, and flexible spending accounts. This Division is also responsible for employee safety, liability issues, workers' compensation claims and service.

Goal

Goals are primarily employee oriented. Continue to educate employees regarding their benefits, safety, and maintain a safe working environment. Provide good medical care for all employees. Liability issues will be managed in a cost effective and efficient manner.

Objectives 2009-10

- Work with the Benefit Consultant to negotiate a small to no increase renewal for the City with the health insurance carrier but still provide quality benefits for the employees.
- Continue to educate the employees on how to use the health insurance programs so that they can gain the greatest amount of benefit for their money.
- Provide more training for Safety Committee Members in order to make these committee members more valuable to their Departments and their safety efforts.
- Assist all Departments in lowering the number of accidents and injuries.
- Work with the health carrier on providing more wellness programs.
- Through the RFP process, secure the services of a Property Broker who will work with the City to negotiate the lowest possible rates for property insurance.
- Continue with our aggressive return to work program so that we can continue to lower costs in the workers' compensation program.
- Work with ICMA to continue to offer at least 4 retirement seminars a year.
- Encourage more employees to open up a 457 deferred compensation plan in order to save for their retirement.
- Continue with our aggressive subrogation program so that we can continue to return money to the City for accidents that have been caused by other parties.

Achievements 2008-09

- Provide quality, cost-effective health insurance for all employees.
The City was able to negotiate a less than 5% renewal for 2009 with few changes.
- Continue to work with the Property Insurance Broker in order to lower the cost of insurance for all City properties.
The City was able to purchase and insure more of its exposed property at a reasonable rate.
- Provide safety training to all employees in order to help keep the number of accidents and injuries down.
The safety officers trained over 1,600 employees and the costs in the workers' comp program were reduced due to fewer injuries.

Achievements 2008-09
<ul style="list-style-type: none"> • Enhance medical providers for the workers' compensation program who will assist the City in lowering costs for the program. <ul style="list-style-type: none"> We were able to recruit providers who did not charge us as much, nor abuse the number of visits which lowered our costs. • Add new segments to the Wellness Program which will save the City money on their health insurance premiums. <ul style="list-style-type: none"> We were able to provide some nutrition seminars which heightened awareness of weight management and wellness. • Educate the employees on the flexible spending plan, which should help the employees save money and result in a tax savings for the City. <ul style="list-style-type: none"> We enrolled more employees for larger amounts which resulted in significant savings for the City.
<p>Other Achievements:</p> <ul style="list-style-type: none"> • Four retirement seminars were successfully held. • A successful health and safety fair was held in May. • The aggressive return to work program continues to help lower the workers' comp costs. • Four liability claims were successfully settled under the reserved amount. • One very sensitive liability claim was settled for much lower than the reserved amount. • Subrogation on claims brought over \$115,000 back to the City.

PERFORMANCE MEASURES	FY 2007-08		FY 2008-09		FY 2009-10
Strategic Initiatives:	Goal	Actual	Goal	Estimated	Target
<i>Financially Sound City Government</i>					
Percentage of Subrogation Claims filed and recovered in the fiscal year.	80%	88%	90%	95%	95%
Percentage of accidents/injuries investigated within 48 hours of notification	80%	85%	90%	98%	95%
Percentage of liability claims settled within the reserved amount	85%	80%	80%	90%	90%
Percentage of health insurance problems resolved within two weeks of notification.	87%	90%	90%	90%	90%
Increase participation in the flexible spending account	2%	3%	4%	2%	2%
Under state managed care program, percentage reduction of workers' compensation injuries.	11%	15%	10%	15%	NA

OFFICE OF MANAGEMENT & BUDGET

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	363,823	383,300	383,300	390,700
Other Operating	26,430	22,400	25,500	20,600
Supplies	4,708	6,500	6,500	6,000
Capital Outlay	-	-	3,900	-
TOTAL	394,961	412,200	419,200	417,300

Description of Division and Activity

The Office of Management and Budget is responsible for integrating City Policy objectives through the administration and preparation of the annual operating and capital improvements budgets. The Office of Management and Budget is also responsible for the coordination of city-wide grant activity.

Goal

Provide for the effective and efficient management of the City's resources through constant monitoring of appropriations and management analysis.

Objectives 2009-10

- Prepare and manage a balanced budget for fiscal year 09/10.
- Implement new Budget preparation system and revise training citywide.
- Explore, Apply and Manage American Recovery and Reinvestment Act (ARRA) grant opportunities.
- Publish Budget books by December 17th, 2009.

Achievements 2008-09

- Prepare and manage a balanced budget.
The 08/09 was prepared and balanced successfully.
- Implement new Budget preparation system and revise training citywide.
The RFP for the system is still in process. This item will be moved to next fiscal year as an objective.
- Acquire extensive knowledge on the City's defined benefit pension plans and assist in union negotiations with pension issues.
The Budget Director attends meetings regularly, reviews legislative material and participates in discussions.
- Publish budget books by December 15, 2008.
Books were published by the GFOA deadline of December 23, 2008.

Other Achievements:

- Received the Distinguished Budget Award from GFOA 27th consecutive year.
- Produce 5th Annual "Your Property Taxes Explained" brochure with updated and timely information for residents.

PERFORMANCE MEASURES Strategic Initiatives:	FY 2007-08		FY 2008-09		FY 2009-10
	Goal	Actual	Goal	Estimated	Target
<i>Financially Sound City Government</i>					
Receive the GFOA Distinguished Budget Presentation Award	Yes	Yes	Yes	YES	YES
% of grant applications submitted that receive funding.	N/A	N/A	100%	75%	100%
<i>World Class Municipal Services</i>					
Weeks to complete Proposed Budget	10	10	10	10	10
Budget Training Classes	6	6	6	3	3
% of Budgets submitted by the deadline.	100%	95%	100%	95%	100%
% of Budget Transfers processed within 15 days.	100%	100%	100%	100%	100%
<i>Strong Partnership with Our Stakeholders</i>					
Production of Approved Budget documents (hard copy and City website accessible)	Yes	Yes	Yes	Yes	Yes

CUSTOMER SERVICE AND METER READING

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	-	-	-	135,800
Other Operating	-	-	-	50,000
Supplies	-	-	-	119,000
TOTAL	-	-	-	304,800

Description of Division and Activity
Customer Service/Meter Reading reads the water meters, and prepares and collects utility billings for all accounts served by the City. Customer Service also serves as the centralized cash receipts for all revenues of the City and is responsible for miscellaneous receivables owed to the City including special assessments.

Goal
To provide an outstanding level of customer service while generating, collecting, and accounting for all revenues due to the City.

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|---|
| Objectives 2009-10 |
| <ul style="list-style-type: none"> • Continue cross training program until each function is completely backed up by sufficient personnel to provide seamlessness. • Develop process review of utility billing and customer service area. Implement areas identified for modification during process review. • Improve process for verification of disconnected accounts to require less physical inspection. |

- | |
|--|
| Achievements 2008-09 |
| <ul style="list-style-type: none"> • Implement cross-training program to ensure seamlessness in staff turn-over or absence.
Cross training program was developed and partially implemented during 2008-2009 • Implement routine verification of disconnection of accounts terminated for non-payment.
Routine verification of disconnected accounts is occurring as time permits. The level of delinquent accounts has impacted this process. • Implementation of billing and collections for alternate revenues.
Sanitation fee billing was implemented in January 2009. |

PERFORMANCE MEASURES	FY 2007-08		FY 2008-09		FY 2009-10
Strategic Initiatives:	Goal	Actual	Goal	Estimated	Target
<i>Financially sound City government</i>					
Maintain a less than 1% delinquency rate on utility billings of greater than 60 days	90%	90%	95%		
Error free daily cash balance	99%	99%	100%	95%	100%
Percentage of utility bills mailed within 1 day of target date	95%	95%	95%	95%	95%