

Department of Finance

FY 2017 Adopted Budget Plan: Performance Measures

Financial Control and Compliance

Goal

To continually maintain and improve the financial management systems used across the County in accordance with sound principles of internal control, minimizing inefficiencies or redundancies and assuring the integrity of data used by the public, the governing body and County managers.

Objective

To ensure that 100 percent of bank accounts are reconciled within 30 days.

Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|--|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 2013 Actual | FY 2014 Actual | FY 2015 Estimate/Actual | FY 2016 | FY 2017 |
| Output | | | | | |
| Average monthly bank transactions reconciled and resolved within established timeframe | 34,980 | 37,475 | 37,475 / 32,225 | 32,621 | 32,295 |
| Efficiency | | | | | |
| Staff hours per 100 bank transactions | 6.66 | 1.00 | 1.00 / 0.71 | 0.72 | 0.72 |
| Service Quality | | | | | |
| Percent change of items requiring reconciliation | 0.36% | 0.10% | 0.10% / 0.10% | 0.10% | 0.10% |
| Outcome | | | | | |
| Percent of bank accounts reconciled within 30 days | 100% | 100% | 100% / 100% | 100% | 100% |

Department of Finance

FY 2017 Adopted Budget Plan: Performance Measures

Investing and Cash Flow Management

Goal

To manage all bank relationships and cash for County agencies in order to ensure the prudent and safe investment of financial assets, maximize interest income and fund financial obligations.

Objective

To ensure that 98 percent of banking services fully meet customer expectations.

Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|---|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 2013 Actual | FY 2014 Actual | FY 2015 Estimate/Actual | FY 2016 | FY 2017 |
| Output | | | | | |
| Banking service transactions processed | 213 | 386 | 250 / 537 | 250 | 250 |
| Efficiency | | | | | |
| Staff hours per 100 banking service transactions | 180 | 180 | 180 / 180 | 180 | 180 |
| Service Quality | | | | | |
| Percent of customer satisfaction | 99% | 99% | 99% / 99% | 99% | 99% |
| Outcome | | | | | |
| Percent of timely bank services fully meeting customer expectations | 98% | 98% | 98% / 98% | 98% | 98% |

Department of Finance

FY 2017 Adopted Budget Plan: Performance Measures

Objective

To securely invest cash assets in order to meet daily cash flow requirements and to earn a rate of return that is at least 150 percent of industry-standard yield.

Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|--|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 2013 Actual | FY 2014 Actual | FY 2015 Estimate/Actual | FY 2016 | FY 2017 |
| Output | | | | | |
| Annual portfolio return achieved | 0.6% | 0.4% | 0.4% / 0.4% | 0.6% | 0.8% |
| Efficiency | | | | | |
| Work years per 100 investment transactions | 0.5 | 0.4 | 0.4 / 0.4 | 0.4 | 0.4 |
| Service Quality | | | | | |
| Percent of investment transactions in compliance with policy guidelines (i.e., without need of exception approval) | 100.0% | 100.0% | 99.5% / 100% | 99.5% | 99.5% |
| Outcome | | | | | |
| Percent of industry-standard yield achieved | 316% | 360% | 150% / 362% | 150% | 150% |

Objective

To manage funds so that the target cash balance is met 100 percent of the time.

Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|---|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 2013 Actual | FY 2014 Actual | FY 2015 Estimate/Actual | FY 2016 | FY 2017 |
| Output | | | | | |
| Total cash payment transactions conducted | 301 | 410 | 480 / 230 | 480 | 480 |
| Efficiency | | | | | |
| Staff hours per 1,000 cash flow transactions | 31.0 | 35.0 | 35.0 / 35.0 | 35.0 | 35.0 |
| Service Quality | | | | | |
| Percent of days the un-invested cash balance does not fall outside target range | 99% | 100% | 99% / 100% | 99% | 99% |
| Outcome | | | | | |
| Percent of days target cash balance was met | 100% | 100% | 100% / 100% | 100% | 100% |

Department of Finance

FY 2017 Adopted Budget Plan: Performance Measures

Accounting and Financial Reporting

Goal

To provide technical accounting oversight and guidance to County agencies to ensure that generally accepted accounting procedures, legal requirements and County policies and procedures are consistently applied; to maintain the integrity of the County's accounting records; and to fully satisfy all reporting requirements.

Objective

To provide technical oversight of accounting records by reviewing and analyzing financial records of all County agencies so that the County earns an unqualified audit opinion.

Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|---|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 2013 Actual | FY 2014 Actual | FY 2015 Estimate/Actual | FY 2016 | FY 2017 |
| Output | | | | | |
| Fund/agency accounts reviewed and analyzed | 161 | 167 | 168 / 169 | 170 | 170 |
| Efficiency | | | | | |
| Staff hours per account reviewed and analyzed | 41 | 42 | 42 / 43 | 43 | 43 |
| Service Quality | | | | | |
| Unaddressed deficiencies identified in external audit | 0 | 0 | 0 / 0 | 0 | 0 |
| Outcome | | | | | |
| Unqualified audit opinions | Yes | Yes | Yes / Yes | Yes | Yes |

Department of Finance

FY 2017 Adopted Budget Plan: Performance Measures

Objective

To satisfy 100 percent of mandated requirements for all audited financial reports compiled, completed and issued by the Department of Finance.

Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|---|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 2013 Actual | FY 2014 Actual | FY 2015 Estimate/Actual | FY 2016 | FY 2017 |
| Output | | | | | |
| Mandated reports issued | 6 | 6 | 6 / 6 | 6 | 6 |
| Efficiency | | | | | |
| Staff hours per report issued | 1,136 | 1,003 | 1,034 / 1,076 | 1,184 | 1,050 |
| Service Quality | | | | | |
| Awarded the Government of Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting | Yes | Yes | Yes / Yes | Yes | Yes |
| Outcome | | | | | |
| Percent of mandated requirements satisfied for all audited financial reports issued by the Department of Finance | 100% | 100% | 100% / 100% | 100% | 100% |

Department of Finance

FY 2017 Adopted Budget Plan: Performance Measures

Payment of Countywide Obligations

Goal

To provide guidance and oversight in fiscal management practices in order to maintain the highest level of accountability and to provide accurate and timely financial performance information to County agencies and external customers.

Objective

To produce checks and electronic transfers in payment of County obligations on the authorized payment date while maintaining a fully satisfactory payee rating of 97 percent or greater.

Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|--|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 2013 Actual | FY 2014 Actual | FY 2015 Estimate/Actual | FY 2016 | FY 2017 |
| Output | | | | | |
| Checks and electronic payments initiated | 252,901 | 238,121 | 238,121 / 238,351 | 230,000 | 225,000 |
| Efficiency | | | | | |
| Cost per payment (check or transfer) | \$0.341 | \$0.340 | \$0.340 / \$0.340 | \$0.340 | \$0.340 |
| Service Quality | | | | | |
| Percent of payments issued by due date ¹ | 95.0% | 95.5% | 95.0% / 95.5% | 95.0% | 95.0% |
| Outcome | | | | | |
| Percent of payees rating payment system fully satisfactory | 97% | 97% | 97% / 97% | 97% | 97% |

Department of Finance

FY 2017 Adopted Budget Plan: Performance Measures

Objective

To increase processing efficiency by at least 5 percent by developing and implementing electronic commerce initiatives associated with accounts payable and payment production programs.

Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|--|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 2013 Actual | FY 2014 Actual | FY 2015 Estimate/Actual | FY 2016 | FY 2017 |
| Output | | | | | |
| Payments processed utilizing e-commerce initiatives | 70,820 | 72,141 | 50,000 / 74,058 | 75,000 | 80,000 |
| Efficiency | | | | | |
| Staff hours used to research, develop and implement e-commerce payments | 0.08 | 0.09 | 0.08 / 0.09 | 0.09 | 0.09 |
| Service Quality | | | | | |
| Percent of agencies fully satisfied with e-commerce initiatives | 97% | 97% | 97% / 97% | 97% | 97% |
| Outcome | | | | | |
| Percent change in processing efficiency resulting from use of e-commerce | 5.0% | 5.7% | 5.0% / 4.3% | 5.0% | 5.0% |