

## FINANCE DEPARTMENT

The Finance Department is responsible for overseeing the fiscal operations of the Village.

Primary responsibilities of the department include accounting and financial reporting, budgeting and long-term financial planning, capital financing, cash management and investment of Village funds, payment of bills, billing and collection of revenue, risk management and Village safety program administration, payroll and human resources/employee benefit administration, the senior services program and information technology services.

Many of the functions performed by the department represent an internal service to other departments. Additionally, the Department performs accounting services for the Glen Ellyn Public Library and the Glenbard Wastewater Authority (GWA). A service charge representing the cost of services provided to other Village funds and these two external agencies is collected and recognized as a revenue of the General Fund.

The proposed staffing complement for FY06/07 includes 6 full-time and 13 part-time employees, no change from the prior fiscal year. Departmental staff are divided into three areas including Administration and Operations, Cashiers Office and Senior Services.

Administration and Operations - This segment of the department is staffed by 5 full-time employees including a full-time Finance Director, Assistant Finance Director, Information Technology Manager, Personnel Analyst and Fiscal Clerk (accounts payable / payroll). Four part-time positions include Fiscal Clerks (2) (1 accounts payable, 1 human resources), Administrative Secretary (1), and Mail Clerk (1). Primary responsibilities of this area include general administration, accounting services, payroll processing, personnel/human resources and benefits administration and information technology services.

General administration of the department is the responsibility of the Finance Director. Primary duties include the coordination and management of staff resources, coordination of the Village's annual budget process, management of the Village's independent annual financial audit, cash management and investment of Village funds, planning for long-term capital financing projects, oversight of information technology functions and risk management. Personnel/human resources and employee benefits functions are budgeted within the Finance Department but are coordinated through the Village Manager's office.

The accounting function records cash receipts and cash disbursements in accordance with established policies and procedures. The accounts payable function processes all disbursements for the Village, the Glenbard Wastewater Authority and the Glen Ellyn Public Library. Monthly financial statements are prepared and distributed to department managers for review of current spending against budgeted amounts.

Each year, in conformance with State statutes, the Village undergoes an audit of its financial statements and records by an independent audit firm for the purpose of obtaining an opinion as to whether the Village's financial statements are prepared in conformity with Generally Accepted Accounting Principles (GAAP). The department is responsible for the coordination and preparation of the Village's annual financial statements (Comprehensive Annual Financial Report (CAFR)) through its audit firm as well as preparing all documentation and records necessary to support the amounts and disclosures in the financial statements.

For the past seventeen years, the Village has received recognition for its CAFR in the form of a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA). This program requires preparation of financial statements in accordance with detailed program criteria which help ensure a financial report that is well organized and easily readable as well as ensuring a spirit of complete disclosure and comparability with other local government financial statements.

Cashier's Office - The Cashier's Office, located in the Civic Center lobby area, is staffed by our full-time Accounts Manager and seven part-time Fiscal Clerks. This segment of the department represents the main point of contact for many Village residents. The Cashier's Office collects and records all payments received via the mail or in person at the Civic Center as well as receiving utility bill payments electronically from an outside bank which performs payment processing (lockbox) services for our monthly utility bills.

The Cashier's Office manages all facets of the Village's monthly combined utility billing program for water/sanitary sewer and residential solid waste collection services. The Village presently handles approximately 8,000 water/sewer and 7,000 solid waste accounts through monthly billings and handles all related customer service and account maintenance. Additionally, the cashier's office administers the Village vehicle license program (approximately 15,000 – 16,000 transactions per year), the business registration program (which includes an annual fire inspection) and the parking permit renewal process which covers more than 800 customers in the Central Business District. Other transactions include the collection of building permit fees, real estate transfer tax transactions, dog licenses, parking citations and other miscellaneous fees.

Senior Services Program - Staffed by two part-time positions at Grace Lutheran Church in downtown Glen Ellyn, the Senior Services Center offers support and referral services to Glen Ellyn senior citizens and coordinates various on-site programs in conjunction with the DuPage Senior Citizens Council "hot meals" home delivered meal program.

### **Accomplishments for FY05/06**

In addition to the array of services provided to other departments and the public on an ongoing basis, the department was involved in a number of significant projects during the fiscal year including:

1. Excellence in Financial Reporting - For the seventeenth consecutive year, the Village's Comprehensive Annual Financial Report (CAFR) was awarded a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association (GFOA). Glen Ellyn is included among the less than 10% of local governments in Illinois who receive an unqualified audit opinion and prepare a CAFR which meet GFOA's recognition criteria.
2. Weekly Refuse Program Enhancements – During the summer of 2005, the Cashier's office provided assistance in the implementation of the new solid waste contract effective August 1<sup>st</sup>, which included the distribution of 7,000 wheeled refuse carts of three different sizes to all residential weekly refuse customers and converting all billing records to the new program and fee structure based on size.
3. Auto-Pay Utility Bill Payment Program – In May of 2002, the department unveiled a new program which allows water/sewer/refuse customers to have their monthly bill electronically deducted from their designated bank account. Participation in this program continues to grow. As of February, 2006, a total of 2,705 customers are enrolled in this program, representing 1/3<sup>rd</sup> of all Village utility accounts.
4. 3-Year Village Vehicle Sticker – In March, 2005 the Village announced a new 3-year Village sticker as a new option designed to provide added convenience to residents. This new 3-year option has also reduced the Village's processing costs through reduced mailing charges and document processing and handling. Approximately 20% of Glen Ellyn residents have opted to purchase the 3-year vehicle sticker.
5. Internet Bill Payment – During the summer of 2005, the Village, in addition to its Auto-Bill Payment Program, introduced another option for Glen Ellyn residents to pay their monthly water bill over the internet through the State Treasurer's "e-pay" program (a no-added-cost option to the Village).
6. Cost Reduction – State Unemployment Tax - In January, 2006, due to recent State of Illinois increases in the State Unemployment Tax, the Village elected to directly pay the actual claims of its employees, rather than paying a tax to the State-wide "pot" of unemployment claim dollars. This change is anticipated to produce long-term savings for the Village.
7. Information Technology Initiatives – We continue to be very busy in areas concerning technology and our computer network to provide Village staff access to higher functioning work tools and enhance the overall reliability and protection of network data. Highlights for the FY05/06 fiscal year include:
  - ✓ Implemented web hosting services in connection with the design and roll-

- out of the new Village web-site ([www.glenellyn.org](http://www.glenellyn.org)).
- ✓ Updated document imaging system for improved performance and capacity.
  - ✓ Worked with the Planning and Development department to migrate paper documents to the document imaging system. Developed an Access database application to reduce the indexing costs charged by the scanning vendor.
  - ✓ Worked with the Equipment Service Division to complete installation of 13 digital in-car video cameras in Police Department vehicles which video-record (with audio) all traffic and related “incidents” when the vehicle’s light-bars are activated.
  - ✓ Worked with the Equipment Service Division to complete installation of GPS location systems in 13 Police squad vehicles.
  - ✓ Built a new vehicle sticker database which tracks multiple years of history on customer accounts and also tracks customers electing the new 3-year sticker option.
  - ✓ Volunteered as a beta test site for EVDO data modems with the DuComm police/fire dispatch agency. Converted all Police squad vehicles to EVDO, eliminating problems with existing VRMs.
  - ✓ Migrated the outdated voicemail system to a new product.

### **Initiatives for FY06/07**

Activities of the department will continue a focus of improving and enhancing operational efficiency and effectiveness both within the department and throughout the larger organization. Some of these undertakings include:

1. Reduce paper documents by expanding Village department access to monthly financial information across the Village’s internal intra-net.
2. Explore the possibility of reducing fees paid by the Village to accept credit cards at the Village Cashier window, through greater use of the State’s web-based “E-Pay” payment system, which charges no use-fee to the Village.
3. Investigate the possibility of offering a paperless “e-bill” for monthly water, sanitary sewer and refuse service to be distributed by e-mail.
4. Work with the Police Department to implement a new parking citation software system.
5. Work with the Planning and Development Department to implement a computerized building permit process.
6. Look at improving and making more customer friendly, the process of obtaining and renewing quarterly and annual leased parking permits.

