P³ YEAR-END REPORT
Fiscal Year 2013

Date: July 17, 2013

Department: Finance Department
Program Name (#): Administration - 1411
Program Owner: Robert Samario
Phone Number: x5336
Program Mission: Provide Management and administrative oversight to Finance programs and provide the City Council and departments with responsive financial expertise and analysis to ensure that the City's financial interests are protected and enhanced.

MEASURABLE OBJECTIVES

1. Ensure that Finance programs meet 75% of their program objectives.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of Finance program objectives met	75%	N/A	8%	N/A	78%	86%

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

PROJECT OBJECTIVES

2. Develop and present City tonnage commitments to Council and work with the County and participating jurisdictions to negotiate terms with preferred conversion technology vendor.

Status:	Deferred	
Comments:	In mid-FY 13, the participating jurisdictions agreed to defer further negotiation of business terms until the conclusion of the environmental review process, tentatively scheduled for fall of 2014. Presentation of tonnage commitments to Council has also been postponed until the CEQA document is certified.	Objective Achieved ☐ N/A

3. Work with the Ordinance Committee to develop an ordinance to regulate the distribution of single use bags by retailers within the City.

Status:	Delayed	
Comments:	In May of 2013, BEACON decided to conclude its involvement in the environmental review process without certifying the EIR. Instead, BEACON transmitted the completed document back to the participating jurisdictions to certify. BEACON's decision added several months to the process as City staff must now bring the EIR to the Planning Commission for certification, then to Council to make additional statutory findings.	Objective Achieved ☐ N/A

4. Implement the core financial modules (General Ledger, Accounts Payable, and Purchasing) of the Financial Management System Replacement Project by March 31, 2013.		
Status:	Not Achieved	
Comments:	Due to delays in vendor selection and Tyler's suggested adjustments to the implementation schedule, the implementation date was extended to January 2014.	Objective Achieved ☐

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. EMLAP loans administered	36	34	33	N/A	29	29

P³ YEAR-END REPORT
Fiscal Year 2013

Date: July 17, 2013

Department: Finance
Program Name and Number: Revenue and Cash Management (1412)
Program Owner: Genie Wilson, Treasury Manager
Phone Number: 5528
Program Mission: Invest public funds in a manner that will provide maximum security, adequate liquidity and sufficient yield, while conforming to relevant statutes and regulations; and ensure all revenues are received timely and recorded properly.

MEASURABLE OBJECTIVES

2. Type objective

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Type related performance measure						

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

2. Type objective

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Type related performance measure						

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

PROJECT OBJECTIVES

5. Type objective

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

6. Type objective

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

7. Type objective

Status:	Objective Achieved.	
Comments:		Objective Achieved ☒

7. Type objective

Status:	Objective Achieved

Comments:		Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Type measure						
2. Type measure						
3. Type measure	?					

P³ YEAR-END REPORT
Fiscal Year 2013

Date: July 17, 2013

Department: Finance
Program Name and Number: Cashiering and Collections (1413)
Program Owner: Brenda Craig, Finance Supervisor
Phone Number: 5339
Program Mission: Centrally process monies, ensuring funds are received when due, properly accounted for, and safeguarded and provide prompt, courteous customer service.

MEASURABLE OBJECTIVES

2. Type objective

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Type related performance measure	?	99.8%	99.7%	99.9%	100%	99.9%

Status:	Objective Achieved.	
Comments:	1600 TRs processed in the 1st Quarter. 6 TRs held over as additional information was needed. 1728 TRs processed in the 2nd Quarter. 6 TRs held over as additional information was needed. 1812 TRs processed in the 3rd Quarter. 1 TRs held over as additional information was needed. 1888 TRs processed in the 4th Quarter. 0 TRs held over as additional information was needed.	Objective Achieved ☒

2. Type objective

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Type related performance measure	?	2	1	2	2	7

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Type measure	45,000	12,372	11,449	12,454	11,991	48,266
2. Type measure	122,400	36,510	37,470	34,206	35,778	143,964
4. TOT payments recorded and reconciled	1,800	605	610	665	645	2,525
4. UUT payments recorded and reconciled	1,950	528	525	542	554	2,149

P³ YEAR-END REPORT
Fiscal Year 2013

Date: July 17, 2013

Department: Finance
Program Name and Number: Licenses and Permits (1414)
Program Owner: Brenda Craig, Finance Supervisor
Phone Number: 5339
Program Mission: Administer the collection and audit of business taxes, permits, and assessments to ensure compliance with the Santa Barbara Municipal Code (SBMC).

MEASURABLE OBJECTIVES

1. Locate 100 unlicensed businesses using periodicals, Franchise Tax Board and State Board of Equalization sources.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Type related performance measure	100	240	165	182	131	718

Status:	Objective Achieved	
Comments:	Contract with MuniServices provided $122,497 in tax revenue: Q1= $24,133 (97 accounts) Q3= $37,178 (105 accounts) Q2= $30,032 (92 accounts) Q4= $31,154 (51 accounts) Regular Periodicals provided $56,795 in tax revenue. Q1= $18,336 (143 accounts) Q3= $10,330 (77 accounts) Q2= $15,287 (73 accounts) Q4= $12,842 (80 accounts)	Objective Achieved ☒

PROJECT OBJECTIVES

5. Type objective

Status:	Objective Achieved	
Comments:	Billings sent on time fiscal year to date. 713 3rd Quarter notices mailed 9/26/12 717 4th Quarter notices mailed 12/20/12 907 1st Quarter notices mailed 03/27/13 746 2nd Quarter notices mailed 06/26/13 YTD= 3,083 notices sent	Objective Achieved ☒

3. Send annual Downtown and Old Town Business Improvement District billings by February 28, 2013.

Status:	Objective Achieved	
Comments:	Pro-rated billing sent to 32 businesses in July 2012. Annual billing sent to 1,302 businesses in Feb 2013. Pro-rated billing sent to 35 businesses in May 2013. YTD= 1,369 notices sent	Objective Achieved ☒

7. Type objective

Status:	Objective Achieved

Comments:	PBIA district audit done September 2012; OT and DT were performed in February 2013.	Objective Achieved ☒

7. Type objective		
Status:	Objective Achieved	
Comments:	New businesses in assessment districts identified and billed.	Objective Achieved ☒

7. Type objective		
Status:	Objective Not Achieved	
Comments:	Renewals for all but one month mailed on scheduled billing date, except December 2012. December notices were sent 10 days before license expiration date. Billing delayed due to implementing State Mandated SB1186 Disability Access program; required business license renewal notices to be revised to include a $1 fee for this program.	Objective Achieved ☐

7. Type objective		
Status:	Objective Achieved	
Comments:	206 2nd Quarter delinquent notices mailed 08/07/12. 311 3rd Quarter delinquent notices mailed 11/05/12. 182 4th Quarter delinquent notices mailed 02/05/13. 230 1st Quarter delinquent notices mailed 05/07/13. YTD= 929 notices sent	Objective Achieved ☒

8. Collect Tourism Business Improvement District (TBID) fees from hotels in the cities of Santa Barbara and Carpinteria and remit to the Santa Barbara Conference and Visitors' Bureau and Film Commission on a monthly basis.		
Status:	Objective Achieved	
Comments:	Fees distributed to SBCVB on a monthly basis with no delays this fiscal year-to-date. Fiscal YTD gross TBID collections are: Q1 $335,651 Q3 $233,494 Q2 $285,895 Q4 $294,803 YTD $1,149,843	Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. New business licenses issued	1,600	624	472	551	583	2,230
2. Business license renewals	11,200	2,560	1,957	5,862	2,836	13,215
3. Business license delinquency notices	3,000	798	764	1128	741	3,431

4. % of business licenses paid by due date	75%	73%	73%	79%	75%	75%
5. Assessment district billings	3,350	745	746	2019	942	4,452
6. Assessment district delinquency notices	900	356	211	182	501	1,250
7. % of PBIA assessments paid by due date	75%	72%	72%	75%	75%	74%
8. % of accounts sent to collections	2%	2%	2%	2%	3%	2%

P³ YEAR-END REPORT
Fiscal Year 2013

Date: July 17, 2013

Department: Finance
Program Name (#): Budget Management (1415)
Program Owner: Michael Pease, Budget Manager
Phone Number: x5337
Program Mission: Manage the development and implementation of the City's two-year financial plan and annual budget to support effective decision-making and public communication

MEASURABLE OBJECTIVES

1. Complete 85% of all budget journal entries to record budget amendments within 4 working days of approval.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of budget journal entries completed within 4 working days	85%	96%	100%	87%	98%	94%

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

PROJECT OBJECTIVES

2. Produce and distribute the Fiscal Year 2013 Adopted Mid-Cycle Budget Addendum by July 31, 2012.

Status:	Objective Achieved	
Comments:	The adopted budget was completed and posted to the City's website by July 11, 2012.	Objective Achieved ☒

3. Submit the Two-Year Financial Plan for Fiscal Years 2014 and 2015 to Council and the City Clerk before May 1, 2013 in accordance with the Council-established budget filing deadline.

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

4. Project General Fund non-departmental revenues within a 2% margin in relation to mid-year projections.

Status:	Objective Achieved	
Comments:	This objective was most likely achieved. Final year-end results for June 30, 2013 will not be available until September 2013 when the sales tax results for the quarter-ended June 30, 2013 are released by the State.	Objective Achieved ☒

5. Maintain minimum distribution of printed budget documents only to City Council and Executive Managements to reduce paper use and waste. (GREEN)

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Budget adjustments	150	25	21	46	50	142
2. Days to produce adopted budget after fiscal year-end	31	11	N/A	N/A	N/A	11

P³ YEAR-END REPORT
Fiscal Year 2013

Date: July 24, 2013

Department: Finance Department
Program Name: Accounting Services (1431)
Program Owner: Julie Nemes, Accounting Manager
Phone Number: 564-5340
Program Mission: Maintain and ensure integrity of the City's financial records and audits and report financial information to Council, the public and to State and Federal regulatory agencies in an accurate and timely manner.

MEASURABLE OBJECTIVES

1. Compile and produce the annual Comprehensive Annual Financial Report (CAFR) for the City within 170 days of fiscal year-end.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Days after June 30 to issue City CAFR	170	N/A	170	N/A	N/A	170

Status:	Objective achieved	
Comments:		Objective Achieved ☒

2. Receive an unqualified audit opinion for the annual financial statement audit for the City.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Unqualified audit opinions	1	N/A	1	N/A	N/A	1

Status:	Objective achieved	
Comments:		Objective Achieved ☒

3. Receive Government Finance Officers Association (GFOA) award for achievement in financial reporting for the City's CAFR.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Award for achievement in financial reporting	1	N/A	N/A	N/A	1	1

Status:	Objective achieved (see note below)	
Comments:	Submitted for the award in the 3rd Quarter and expect to receive the award in August 2013 per the GFOA.	Objective Achieved ☒

4. Complete 100% of monthly bank reconciliations within 45 days of receiving bank statements.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% Of bank reconciliations completed within 45 days	100%	0%	0%	25%	100%	31.25%

Status:	Objective not achieved	
Comments:	Due to turnover in the Accounting Manager position, the year-end close, preparation of the Comprehensive Annual Financial Report, the performance of the annual audit and the FMS replacement project, this objective was not achieved for Fiscal Year 2013.	Objective Achieved ☐

5. Complete 100% of general ledger monthly closings within 7 working days of month end.						
Performance Measure	**Annual Target**	**QTR 1 Jul-Sep**	**QTR 2 Oct-Dec**	**QTR 3 Jan-Mar**	**QTR 4 Apr-Jun**	**Year to Date**
% Of general ledger closings completed within 7 working days of month end	100%	100%	100%	100%	100%	100%
Status:	Objective achieved					
Comments:					Objective Achieved ☒	

6. Complete and input 100% of regular monthly interim financial reports into Legistream within 45 days of month end.						
Performance Measure	**Annual Target**	**QTR 1 Jul-Sep**	**QTR 2 Oct-Dec**	**QTR 3 Jan-Mar**	**QTR 4 Apr-Jun**	**Year to Date**
% Of interims input into Legistream within 45 days	100%	100%	100%	100%	100%	100%
Status:	Objective achieved					
Comments:					Objective Achieved ☒	

7. Complete and file all State Controller's Reports before the deadlines (State Controller's Report – City Due October 1, 2013; Police & Fire Pension Fund Report Due December 31, 2013).						
Performance Measure	**Annual Target**	**QTR 1 Jul-Sep**	**QTR 2 Oct-Dec**	**QTR 3 Jan-Mar**	**QTR 4 Apr-Jun**	**Year to Date**
% of State Controller's Reports prepared and filed before the deadlines	100%	N/A	100%	N/A	N/A	100%
Status:	Objective achieved					
Comments:					Objective Achieved ☒	

8. Complete the annual reserve allocation within 150 days of year-end.						
Performance Measure	**Annual Target**	**QTR 1 Jul-Sep**	**QTR 2 Oct-Dec**	**QTR 3 Jan-Mar**	**QTR 4 Apr-Jun**	**Year to Date**
Days from year-end to complete the annual reserve allocation	150	N/A	160	N/A	N/A	160
Status:	Objective not achieved					
Comments:	Due to turnover in the Accounting Manager position, the annual reserve allocation was completed within 160 days of year end.				Objective Achieved ☐	

PROJECT OBJECTIVES

9. Complete and file mandatory annual disclosure reports for all debt issues prior to February 15, 2013.		
Status:	Objective achieved	
Comments:		Objective Achieved ☒

10. Publish City CAFR on the City's website within 7 days of presentation to City Council.		
Status:	Objective achieved	
Comments:		Objective Achieved ☒

11. Implement Core Financials (General Ledger, Accounts Payable, and Purchasing) of City's Financial Management System Replacement project by March 2013.		
Status:	Objective not achieved	
Comments:	Due to delays in vendor selection and Tyler's suggested adjustments to the implementation schedule, the implementation date was extended to January 2014.	Objective Achieved ☐

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Audit adjustments required by independent auditor.	2	0	0	0	0	0
2. Journal entries posted.	1700	448	403	456	471	1778

P³ YEAR-END REPORT
Fiscal Year 2013
Period: July 2012-June 2013

Date: July 24, 2013

Department: Finance
Program Name and Number: Payroll (1432)
Program Owner: John Martony, Payroll Supervisor
Phone Number: 5358
Program Mission: Pay City employees and benefit providers accurately and timely and ensure compliance with federal and state laws and regulations.

MEASURABLE OBJECTIVES

1. Process and pay payroll accurately and timely 99.9% of the time.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Accuracy rate of timesheet data entry.	99.9%	99.95%	99.95%	99.97%	99.96%	99.96%

Status:	Objective Achieved	
Comments:	Total timecards = 48,928 Number of errors = 21	Objective Achieved ☒

2. Achieve a 96% accuracy rate of timesheets submitted by departments during the fiscal year.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Accuracy rate of timesheets submitted by departments.	96%	96.48%	96.83%	96.85%	96.43%	96.64%

Status:	Objective Achieved	
Comments:	Total timecards = 48,928 Number of errors = 1,643	Objective Achieved ☒

3. Reconcile 11 of 12 (91.6%) monthly insurance billings within 30 days of receipt from benefits administrator.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of insurance billings reconciled within 30 days.	91.6%	100%	100%	100%	100%	100%

Status:	Objective Achieved	
Comments:	Payroll staff members reconciled and balanced July 2012 through June 2013 insurance billings within 30 days of receipt. Discrepancies were forwarded to Benefits Division. Benefits will forward discrepancies to our insurance administrator, Aliquant, for correction.	Objective Achieved ☒

4. Increase the number of employees opting out of printed pay advices by 50 to a projected total of 700 employees. (GREEN)

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of additional employees opting out of printed pay advices.	50	12	14	21	5	52

Status:	Objective Achieved for Year

Comments:	The "Direct Deposit Opt-Out" was implemented during FY 07, and approximately 702 employees are currently taking advantage of this feature, a net increase of 52 employees participating during FY13. I will continue to work with the Accounting Manager as needed to electronically distribute bi-weekly pay information to all City employees with e-mail accounts, along with e-mail campaigns urging employees who are not currently "Opting-Out" to do so.	Objective Achieved ☒

PROJECT OBJECTIVES

5. Review 45 printed payroll reports to identify opportunities to improve the effectiveness and usefulness of the reports, and eliminate or consolidate them as appropriate. (GREEN)		
Status:	Objective Achieved	
Comments:	I have audited 45 payroll reports during the fiscal year. 25 of these reports were audited during the second half of FY13, including our biweekly CHECKSLIST report, along with our manual/void check system reports EARNSUM, DEDSUM, CHECK REGISTER, CHECKSLIST, DEDI, GLEARN1, GLEARNP, GLSUMM, GLSUMM_TOT, GLTRANS, OBJSUM, OBJSUM2, ORGDEDSUM, ORGEARNSUM, AND PERSDEPT.REP. My findings were that data was still being printed twice on some void check reports CHECK REGISTER AND DEDI. I am currently working with IS Department to add programming/report data in order to fix this issue. I also audited 20 payroll reports during the first half of FY13, which included bi-weekly exceptions reports CHANGES, CHKDED, CTO_HOL, DEXCEPT, NOCHRG, NODC, NOHC and NOPERS. I worked with IS Department to eliminate printing of these exceptions reports in July, saving approximately 1,700 to 2,000 pages of paper per year. I also audited the quarterly tax reports PITSUM, UISUM and SDISUM with IS Department to make sure report data was being captured correctly for new state wage file reporting requirements, which went into effect beginning with the 1st quarter of calendar year 2013.	Objective Achieved ☒

6. Identify and implement two new automated procedures as determined by Payroll staff (in collaboration with Information Systems staff) and report any paper reduction realized. (GREEN)	
Status:	Objective Achieved

Comments:	I am continuing to work with Payroll and IS staff in order to transition from paper processes to electronic processes. Two new automated procedures were identified and implemented during FY13: 1) Electronic transmission of SEIU union dues payments for bi-weekly payroll deduction remittances, sent electronically via ACH or wire, and 2) Electronic transmission of State child support payments for bi-weekly payroll deduction remittances, also sent electronically via ACH or wire. I met with Payroll staff during the first half of FY13 to go over the project objective and develop an outline and schedule for implementation, and I also met with Payroll, IS and Treasury staff during the second half of FY13 regarding implementation of these procedures. It was determined that implementing these procedures after April 22, 2013 would be the best course of action, since this "Go Live" date is when the City transitioned all banking procedures including ACH and wire transfers to Union Bank, who purchased our former bank, Santa Barbara Bank and Trust. Programming was completed and automated procedures were implemented during June 2013 in order to be ready for FY14 transmissions.	Objective Achieved ☒

7. Prepare 2012 W-2 forms for distribution by January 22, 2013.		
Status:	Objective Achieved	
Comments:	1,923 W-2 forms were prepared and printed for distribution by January 18, 2013.	Objective Achieved ☒

8. Audit and reconcile all payroll tax and liability accounts, and adjust the general ledger as necessary on an ongoing basis throughout the fiscal year.		
Status:	Objective Achieved	
Comments:	I completed the audit of 52 Payroll Imprest Fund accounts in order to reconcile all FY13 activity consistently each bi-week. The majority of accounts are clean, and are requiring either no adjustments, or minor adjustments through journal vouchers. I am continuing to work with the Senior Accountant as well as the Accounting Technician in Payroll to research and reconcile these accounts, and make all necessary general ledger adjustments on an ongoing basis.	Objective Achieved ☒

9. Ensure that 100% of program staff attends City computer training classes related to job duties in order to maintain and/or upgrade computer skills.	
Status:	Objective Achieved

Comments:	I met with payroll and accounts payable staff in August to discuss project objective and develop an outline and schedule for attending City computer training classes. I met with staff again during the first half of FY13, in order to schedule and approve what classes and training programs will be best to take for their job duties and job growth. Staff attended a minimum of two City computer training classes on a rotating basis during the second half of FY13, to ensure proper office coverage and to minimize disruption to daily office workload deadlines and processes.	Objective Achieved ☒

10. Prepare and electronically submit the Local Government Compensation Report for calendar year 2011 to the State Controller's Office by September 30, 2012.		
Status:	Objective Achieved	
Comments:	The Local Government Compensation Report for calendar year 2011 was prepared and electronically submitted to the State Controller's Office on September 27, 2012. For future years, financial reports filed in the electronic file format prescribed by the State Controller's Office may be submitted within 110 days after the close of the fiscal year, which will result in a new due date of October 18, 2013.	Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Dollar value of benefits and withholding accounts reconciled bi-weekly per payroll staff member.	$4,500,000	$1,250,545	$1,191,621	$1,222,708	$1,216,272	$4,881,146
2. City employees per payroll staff member.	640	649	635	636	662	646
3. Program cost per paycheck issued.	$5.25	$6.09	$5.16	$6.61	$4.65	$5.57
4. Program cost per timesheet processed.	$5.50	$6.51	$5.20	$6.61	$4.71	$5.70
5. W-2's issued annually.	1,920	N/A	N/A	1,923	N/A	1,923
6. Percent of staff hours worked per quarter.	88%	83.04%	89.52%	93.30%	92.75%	89.75%

COMMENTS ON OTHER PERFORMANCE MEASURES:

1. Dollar value = $ 63,389,535.67 through 26 pay periods.
2. 38,606 employees divided by 26 pay periods divided by 2.3 FTE.
3. Program cost = $ 278,649 divided by checks = 50,003
4. Program cost = $ 278,649 divided by timecards = 48,928
6. Staff hours worked = 5,203.87 divided by maximum hours available = 5,798.00

P^3 YEAR-END REPORT
Fiscal Year 2013
Period: July 2012-June 2013

Date: July 24, 2013

Department: Finance
Program Name and Number: Accounts Payable (1433)
Program Owner: John Martony, Payroll Supervisor
Phone Number: 5358
Program Mission: Process and issue payments to City vendors to ensure timely and accurate payment for materials, supplies and services received.

MEASURABLE OBJECTIVES

1. Issue 99% of vendor payments within 2 working days of receipt of claim for payment.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of payments issued within 2 working days after receipt of claim.	99%	100%	100%	100%	100%	100%

Status:	Objective Achieved	
Comments:	All claims are paid by Accounts Payable staff within 24 hours of receipt from Departments.	Objective Achieved ☒

2. Issue 99% of payments to vendors, error free.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of payments issued error free to vendors.	99%	99.51%	99.54%	99.50%	99.03%	99.39%

Status:	Objective Achieved	
Comments:	20,684 checks total; 127 were voids = 99.39%	Objective Achieved ☒

PROJECT OBJECTIVES

3. Review 5 accounts payable financial reports to identify opportunities to improve the effectiveness and usefulness of the reports, and eliminate, consolidate them as appropriate. (GREEN)

Status:	Objective Achieved	
Comments:	Two reports were audited during the first half of FY13: INDCNTR independent contractor report and WARREG final warrant register. Programming enhancements were made to the INDCNTR report to test and confirm that earnings are distributed into the proper 1099-MISC categories for 1099-MISC reporting purposes. Three additional reports were audited during the second half of FY13: NOMONEYreport listing of claims with no budget dollars, BANKNC_WAR_SUM accounts payable warrants that have not cleared the bank and WARRECON accounts payable warrant data for warrants that have cleared the bank from accounts payable reconciliation file. Programming enhancements were made to the NOMONEY report to allow and include negative amounts and/or credit items.	Objective Achieved ☒

4. Implement and conduct accounts payable cross-training for all payroll staff to ensure they are fully cross-trained on weekly DE 542 Independent Contractor reporting processes, daily State Board of Equalization sales tax spreadsheet data collection and posting, and quarterly sales tax reporting and depositing processes.		
Status:	Objective Achieved	
Comments:	I met with accounts payable and payroll staff during the first half of FY13 to discuss project objective, and also developed an outline and schedule for cross-training staff on these accounts payable duties and processes. Accounts Payable person worked with payroll staff during the second half of FY13 to show payroll staff how to run the weekly DE 542 Independent Contractor reporting processes, daily State Board of Equalization sales tax spreadsheet data collection and posting, and quarterly sales tax reporting and depositing processes.	Objective Achieved ☒

5. Prepare 2012 1099-MISC forms for distribution by January 22, 2013.		
Status:	Objective Achieved	
Comments:	305 1099-MISC forms were prepared and printed for distribution by January 16, 2013.	Objective Achieved ☒

6. Ensure that 100% of program staff attends City computer training classes related to job duties in order to maintain and/or upgrade computer skills.		
Status:	Objective Achieved	
Comments:	I met with accounts payable and payroll staff in August to discuss project objective and develop an outline and schedule for attending City computer training classes. I met with staff again during the first half of FY13, in order to schedule and approve what classes and training programs will be best to take for their job duties and job growth. Staff attended a minimum of two City computer training classes on a rotating basis during the second half of FY13, to ensure proper office coverage and to minimize disruption to daily office workload deadlines and processes.	Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Invoices processed.	53,000	13,371	14,102	13,855	14,875	56,203
2. Program cost per payment issued.	$10.75	$11.16	$9.91	$11.37	$9.04	$10.34
3. Percentage of available discounts taken by departments.	65%	71.50%	61.78%	65.67%	68.01%	66.96%

4. Percentage of available discounts taken by A/P staff.	20%	16.35%	17.58%	18.00%	20.83%	18.08%

5. Total value of discounts available.	$10,350	$3,003	$2,490	$2,552	$2,434	$10,479

6. Total value of discounts utilized.	$8,800	$2,638	$1,976	$2,135	$2,163	$8,912

COMMENTS ON OTHER PERFORMANCE MEASURES:

2. Program cost = $ 213,785 checks = 20,684

3. Discounts taken by Departments = $ 7,017.06 / Total discounts available = $ 10,479.01

4. Discounts taken by A/P staff = $ 1,895.10 / Total discounts available = $ 10,479.01

6. Discounts taken by Departments = $ 7,017.06 + Discounts taken by A/P staff = $ 1,895.10

P³ YEAR-END REPORT
Fiscal Year 2013

Date: July 30, 2013

Department: Finance
Program Name and Number: City billing and Customer Service (1434)
Program Owner: Julie Nemes, Accounting Manager
Phone Number: 564-5340
Program Mission: To accurately bill customers on behalf of City departments, ensure the timely collection of related revenues, and to respond to customer inquiries in a courteous and professional manner.

MEASURABLE OBJECTIVES

1. Notify 99% of Extraordinary Water Use applicants of credit determination with 15 days of receipt of application

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of applicants notified of credit determination within 15 days of receipt	99%	98%	51%	80%	25%	63.5%

Status:	Objective not achieved	
Comments:	Due to significant staff shortages, the objective was not achieved.	Objective Achieved ☐

PROJECT OBJECTIVES

2. Ensure automatic payment data is entered within 10 days of receipt.

Status:	Objective not achieved	
Comments:	Due to significant staff shortages, the objective was not achieved.	Objective Achieved ☐

3. Ensure Utility User Tax (UUT) exemption applications are entered within 10 days of receipt.

Status:	Objective not achieved	
Comments:	Due to significant staff shortages, the objective was not achieved.	Objective Achieved ☐

4. Prepare comprehensive written procedures for major components of the utility billing system and other important functions of the division

Status:	Objective achieved	
Comments:	A comprehensive manual for cycle billing, including manual and final billings, has been prepared.	Objective Achieved ☒

5. Ensure that program staff attends relevant training classes appropriate to assigned job duties in order to maintain and/or upgrade technical skills.

Status:	Objective Achieved	
Comments:	Utility Billing staff participated in various job enhancement training sessions, such as LEAP: Business Etiquette training and the Customer Service WOW Experience.	Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Bills issued annually	379,000	95,308	97,327	96,507	95,727	384,869
2. Type measure annually	17,000	4,488	4,747	4,022	4,256	17,513
3. Phone calls received from customers annually	25,000	7,896	4,400 *	*	*	*
4. Average time customer service representative spent on each call	2.5 minutes	1.91 minutes	2.23 minutes	**	**	**
5. Type measure	6,500	6,312	6,734	7,323	7,325	7,325

** Information is not available due to a change in the phone routing process in early December.*

*** Information is not available due to errors with the call accounting system in January 2014.*

P³ YEAR END REPORT
Fiscal Year 2013

Date: July 24, 2013

Department: Finance
Program Name and Number: Purchasing 1441
Program Owner: Greg Corral, Purchasing Supervisor
Phone Number: X5355
Program Mission: Maintain public trust and fiscal responsibility by competitively obtaining quality goods and general services that meet or exceed department specifications, by encouraging open and fair competition among suppliers, and providing value added services to support the City's mission.

MEASURABLE OBJECTIVES

1. Re-bid 95% of Blanket Purchase Orders over $40,000 upon expiration of the current terms or receipt of new request to ensure that the City is receiving competitively priced goods and services.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Blanket Purchase Orders over $40,000 re-bid	95%	98%	98%	98%	100%	99%

Status:	Objective Achieved.	
Comments:		Objective Achieved ☒

2. Issue Purchase Orders under $25,000 within fifteen calendar days from receipt of complete requisitions.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of days to process informal requisitions under $25,000 (informal) into purchase orders	15 days	5.4 days	4.1 days	3.8 days	3 days	4.1 days

Status:	Objective Achieved.	
Comments:		Objective Achieved ☒

3. Issue Purchase Orders over $25,000 within forty-five calendar days from receipt of complete requisitions.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of days to process requisitions over $25,000 (formal) into purchase orders	45 days	34 days	39 days	38 days	49 days	40 days

Status:	Objective Achieved.	
Comments:		Objective Achieved ☒

4. Increase City departments on-line ordering of office supply to 85% or higher versus phoning or faxing orders.						
Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percentage of participation in on-line ordering.	85%	87.2%	91.5%	94.1%	98.8%	92.9 %
Status:	Objective Achieved.					
Comments:	Sending Staples rep the emails for the remaining staff to be signed up.				Objective Achieved ☒	

5. Track and publish cost savings on formal bids for ordinary services and goods.						
Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Cost Savings on formal bids for ordinary services and bids.	n/a	$127,683	$209,045	$139,079	$123,211	$599,018
Status:	Objective Achieved.					
Comments:	Measure shown for informational purposes only.				Objective Achieved ☒	

PROJECT OBJECTIVES

6. Conduct at least one class to train City staff on City's purchasing policies and procedures.		
Status:	Objective Achieved	
Comments:	Conducted classes for Airport Admin. and Motor Pool; Professional Service process training (Sept.).	Objective Achieved ☒

7. Complete an internal customer satisfaction survey and achieve an overall customer satisfaction rating of 90% or higher		
Status:	Objective achieved.	
Comments:	Survey was conducted on June 17, 2013. Measured under Other Performance Measure #11	Objective Achieved ☒

8. Complete an external customer (vendors/contractors) survey by June 30, 2013		
Status:	Objective achieved.	
Comments:	Survey was conducted on May 8, 2013.	Objective Achieved ☒

9. Conduct a class on writing specifications to encourage green purchasing solutions.		
Status:	Objective not achieved.	
Comments:	Due to Tyler Munis implementation, Purchasing will look to conduct this class after January 1, 2014.	Objective Achieved ☐

10. Conduct a compliance audit of three or more Blanket Purchase Orders (BPOs)		
Status:	Not Achieved.	
Comments:	Delayed to FY14 due to staff reductions (2 buyer vacancies and 1 filled), training a new buyer, and additional workloads associated with implementing Munis. Measured under Other Performance Measure #12.	Objective Achieved ☐

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Purchase Orders (all categories) issued including change orders.	3,100	975	422	559	1059	3015
2. Purchase Orders (PO) issued for routine services and supplies over $2,500	1,100	176	128	48	188	540
3. Blanket Purchase Orders (BPO) issued for ordinary services and supplies.	950	698	7	4	383	1092
4. Purchase Orders (PS) and Contracts (T) issued for Professional Services.	150	120	33	31	47	231
5. Change Orders (CO) issued to purchase orders and contracts.	950	179	142	262	333	916
6. Average Purchase Orders processed per Buyer (3 & 2* buyers)	1,000	325	211*	186	242	964
7. Request for Proposals/Qualifications (RFPs/RFQs).	10	0	0	4	5	9
8. Request for Formal Bids for ordinary services and supplies	125	14	21	16	17	68
9. Percent of sole source (SS) purchase orders for ordinary services and supplies	5%	9.8%	16%	15.2%	12.2%	13.3%
10. Percent of after-the-fact purchase orders (internal)	n/a	>1%	>1%	>1%	>1%	>1%
11. Percent of overall customer satisfaction	90%	n/a	n/a	n/a	100%	100%

12. Number of compliance audits of Blanket Purchase Orders (BPOs)	3	0	0	0	0	0

P³ YEAR-END REPORT
Fiscal Year 2013

Date: 7/30/2013

Department: Finance
Program Name and Number: Mail Courier Services 1452
Program Owner: Bill Hornung, General Services Manager
Phone Number: X5350
Program Mission: Provide courteous, effective, and efficient mail services by promptly processing and distributing U.S. Postal Service and interdepartmental mail to all City departments.

MEASURABLE OBJECTIVES

1. Process incoming and outgoing U.S.P.S. mail within 1 working day 99% or more of the time

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of outgoing U.S.P.S. mail sent within 1 working day	99%	100%	98.28%	100%	100%	99.57

Status:	Objective Achieved	
Comments:	Postage machine down on December 6	Objective Achieved ☒

2. Provide mail services according to the published schedules (99% or more of the time).

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of mail stops serviced in accordance with the mail schedule	99%	100%	100%	100%	100%	100%

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

3. Complete an internal customer satisfaction survey by June 30 and achieve an overall customer satisfaction rating of 90% or higher

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Overall Customer Satisfaction rating	90%	N/A	N/A	N/A	100%	100%

Status:	Objective Achieved	
Comments:	A 100% of the respondents rated overall services as satisfactorily with 80% rating the services as very good to excellent.	Objective Achieved ☒

4. Hold monthly cross training with Central Stores

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Job swap with stores once per month	12	3	3	3	3	12

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

5. Receive zero service related complaints

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of customer complaints received	0	0	0	0	0	0

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

PROJECT OBJECTIVES

6. Maintain the monthly reporting of mail charges and volume on SharePoint page.

Status:	Not Achieved.	
Comments:	The report was lost after SharePoint was being upgraded and were re-organizing the page to conform to the new IT standards. Since a recent customer survey indicated that the report was not being used, we reassessed the objective and decided that it was not worth continuing since it was not valued by our customers.	Objective Achieved ☐

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Pieces of outgoing U.S.P.S. mail processed	120,000	34,455	28,781	33,232	31,047	127,515
2. Percentage of damaged/spoiled mail	.02%<	0%	0%	0%	0%	0%
3. Percent of returned mail for incorrect postage	0%	0%	0%	0%	0%	0%
4. Labor cost per piece of outgoing U.S.P.S. mail	$0.33	$0.286	$0.342	$0.296	$0.317	$0.31

P³ YEAR END REPORT
Fiscal Year 2013

Date:7/15/2013

Department: Finance
Program Name (#): Risk Management - Workers' Compensation (1461)
Program Owner: Nathan Barnette, Risk Analyst
Phone Number: 897-2619
Program Mission: Provide workers' compensation benefits to eligible employees, ensure compliance with Federal and State regulations, and minimize associated costs.

MEASURABLE OBJECTIVES

1. Type objective Conduct annual claim review of all open claims with the four departments with the highest claims frequency; and semi-annually post open claim data.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Conduct review of the open claims with the department director and appropriate management staff	4		0		5	5

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

2. Type objective Obtain 50% of the industrial injury preventability determination reports from operating departments.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of preventability reports received.	50%		94% 61/65		68% 50/74	80% 111/139

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

3. Type objective Complete investigation of 50% of the industrial injuries with lost time within 45 days of knowledge.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of industrial injuries investigated	50%		100% 14/14		100% 27/27	100% 27/27

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

PROJECT OBJECTIVES

5. Type objective3.

Status:	Objective Not Achieved	
Comments:	Audit was postponed due to scheduling conflicts. Rescheduled for September 24, 2013.	Objective Achieved ☐

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Type measure Total claim costs (paid and reserved) current FY	$1,076,590		$200,429		$341,917	$542,346
2. Type measure Annual gross amount of medical costs billed (all open claims)	$1,734,741		$1,641,929		$1,510,123	$3,152,052
3. Type measure Annual gross amount of medical costs paid (all open claims)	$618,767		$339,952		$468,203	$808,155
4. Type measure Annual cost of professional medical bill review services (all open claims)	$73,689		$36,845		$36,845	$73,689
5. Type measure Claims filed (current FY only)	147		65		74	139
6. Number of open claims all years at FYE	174		180		181	181
7. Litigation Ratio, Number of active litigated claims divided by the number of open claims (all years)	20%		17% 30/180		24% 44/181	24% 44/181
8. Percent of claims filed without lost time (current FY)	66%		78% 51/65		76% 56/74	77% 107/139
9. Percent of eligible employees placed in a modified work assignment	96%		100% 28/28		100% 27/27	100% 55/55
10. Number of Modified Duty days worked	1,830		817		1,712	2,529
11. Modified Duty cost savings	$362,524		$121,472		$469,649	$591,121

COMMENTS ON OTHER PERFORMANCE MEASURES:

1. Reported claim costs decreased 55% compared to the FY 12 ($1,210,096). Projection = 3 year average minus 10%
2. The value of all medical bills received increased by 8% compared to FY 12 ($2,893,165). Projection = 3 year average
3. Paid medical costs increased by 3% as compared to FY 12 ($786,137). Projection = 3 year average
4. Costs for bill review services remained unchanged compared to FY 12. Projection = flat fee rate
5. The number of claims reported increased by 7% when compared to the number reported in FY 12 (129).
6. The number of open claim files decreased by 8% compared to FY 12 (197). Projection = 5% reduction from FY 12.
7. Litigation rate is increased by 2% compared to results in FY 12 (22%). Projection = less than ½ of statewide average reported by CWCI.
8. The percent of claims filed without lost time decreased by 5% compared to the results in FY 12 (81%) Projection = Statewide average for local government in FY 05 reported by CWCI.
9. The percent of eligible employees who participate in a modified duty assignment increased by 4% compared to the results in FY 12 (96%). Projection = 3 year average.
10. The number of modified duty days worked increased by 22% compared to the results from FY12 (1,972) Projection = 3 year average minus 10%.
11. The Modified duty cost savings increased 39% as compared to FY12; (3,261 days x (8 hours x $22.65/hour)) = ($358,588). Projection = 3 year average.

RECENT PROGRAM ACHIEVEMENTS:

Use of the Modified Duty program reduces claim costs paid by $591,121

Percent of eligible employees placed in a modified work assignment reaches 100% for this Fiscal Year

P³ YEAR-END REPORT
Fiscal Year 2013

Date: 07/10/2013

Department: Finance
Program Name (#): Risk Management-Liability (1462)
Program Owner: John A. Forner
Phone Number: 897-2585
Program Mission: Prudently investigate City incidents and adjust damage claims, correct potential hazards and provide loss prevention training.

MEASURABLE OBJECTIVES

1. Complete 90% of claim investigations within 45 days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of claims acted upon within 45 days of receipt.	90%		100% 51/51		98% 45/46	99% 96/97

Status:	Objective Achieved	
Comments:	50 claims were filed in the 3rd and 4th quarters of FY 13. 4 claims not acted upon had been open for less than 45 days.	Objective Achieved ☒

2. Route 90% of public hazard concerns routed to appropriate department within 2 working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of public hazard complaints (Fix-Its) routed to appropriate department within 2 working days of receipt.	90%		93% 41/44		96% 23/24	94% 64/68

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

3. Obtain 90% of collision preventability determination reports from the operating departments.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of preventability reports received.	90%		90% 38/42		76% 29/38	84% 67/80

Status:	Objective Not Achieved	
Comments:	In Quarter 4, of the 9 Collision Preventability Reports not submitted, 5 were collisions that involved SBPD; 2 involved SBFD; 1 involved Public Works; 1 involved the Airport Department.	Objective Achieved ☐

PROJECT OBJECTIVES

4. Update the Liability Section of the Risk Management Manual to include new Medicare reporting procedures by March 31, 2013.

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

5. Update the Risk Management General Liability Frequency and Severity Report by September 30, 2012.		
Status:	Objective Achieved	
Comments:		Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Liability claims filed during the year.	131		54 41%		50 38%	104 79%
2. Total current open claims (all years).	79		93 118%		76 96%	76 96%
3. Total annual claim costs paid.	$571,615		$254,073 44%		$320,446 56%	$574,519 101%
4. Percent of claims filed in FY 10, FY 11 and FY 12 resulting in litigation.	8%		10% 40/421		10% 43/423	10% 83/844
5. Percent of open claims litigated (all years).	21%		19% 18/93		22% 17/76	21% 35/169
6. Percentage of claims closed within 11 months of filing.	82%		91% 134/148		77% 114/142	86% 248/290
7. Reported Vehicle Incidents.	92		35 38%		42 46%	77 84%
8. Percent of vehicle incidents resulting in claims.	23%		29% 10/35		17% 7/42	22% 17/77
9. Amount Paid for preventable collisions.	$65,811		$29,135 44%		$7,643 12%	$36,778 56%
10. Number of site visits conducted.	120		38 32%		30 25%	68 57%
11. Number of Incident Reports completed.	160		90 56%		95 59%	185 116%

COMMENTS ON OTHER PERFORMANCE MEASURES:

1. Includes all claims filed during the reporting period regardless of the date of occurrence.

3. As of the end of the 4th quarter, 101% of the projected amount for claims costs has been paid.

4. Data for the current fiscal year is not used because of the period of time between the filing of claims and the possible subsequent filing of a civil complaint.

6. This result includes claims filed between 07/01/2011 and 06/30/2012.

7. Departments are notified on a monthly basis identifying, in part, of those collisions in which the Collision Preventability Determination report has not been provided to Risk Management as required by the IIPP.

9. This result reflects the settlement of 15 claims for auto property damage. Expenditures, to date, are 56% of the projected amount for claims relating to preventable collisions.

RECENT PROGRAM ACHIEVEMENT:

There has been a downward trend in the number of claims filed and the number of traffic incidents for the past two years.

P³ YEAR END REPORT
Fiscal Year 2013

Date: July 24, 2013

Department: Finance
Program Name (#): Risk Management – Occupational Safety & Health (1463)
Program Owner: Mark Howard, Risk Manager; Lindsey Baker, Administrative Specialist
Phone Number: 564-5347
Program Mission: Ensure a safe work environment for City's work force and preserve the City's financial resources through training, medical screening, and safety analysis.

MEASURABLE OBJECTIVES

1. Maintain the number of occupational injuries at a level not to exceed the 5 year average.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Occupational injury claims filed	147		65		74	139

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

2. Type objective.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent compliance with State and Federal OSHA mandates	100%		100%		100%	100%

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

2. Type objective.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
OSHA postings	7		3		2	5

Status:	Objective Not Achieved	
Comments:	After re-evaluation of OSHA posting requirements, we determined that posting every 45 days was not an OSHA requirement, so the frequency was reduced to 60 days. This reduction frees up staff time for other priorities (creating more effective use of staff time), but unfortunately prevents us from meeting our target.	Objective Achieved ☐

PROJECT OBJECTIVES

5. Type objective.		
Status:	Objective Achieved	
Comments:		Objective Achieved ☒

6. Type objective13.		
Status:	Objective Achieved	
Comments:		Objective Achieved ☒

6. Post Cal/OSHA Log 300A electronically by February 1, 2013 (GREEN).		
Status:	Objective Achieved	
Comments:		Objective Achieved ☒

7. Use in-house staff trainers to complete 50% of the annual IIPP training topics.		
Status:	Objective Achieved	
Comments:	In-house trainers covered 8 topics	Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Type measure	1,525		909		1000	1909
2. Type measure	87		48		42	90
3. Type measure	1,158		293		400	693
4. Type measure	84		81		74	74

P³ YEAR END REPORT
Fiscal Year 2013

Date: 7/17/2013

Department: Finance
Program Name (#): Risk Management – Administrative Operations (1464)
Program Owner: Mark Howard, Risk Manager
Phone Number: 564-5347
Program Mission: Manage division programs and assist operating departments assess exposure to loss

MEASURABLE OBJECTIVES

1. Type objective.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of division objectives achieved	80%		19% 4/21		86% 18/21	86%

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

2. Type objective reports.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Loss data reports posted	2		1		1	2

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

PROJECT OBJECTIVES

3. Update Risk Management SharePoint site by March 31, 2013.

Status:	Objective Achieved.	
Comments:		Objective Achieved ☒

4. Update the Risk Management Manual creating a new chapter for CMS reporting by March 31, 2013.

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

7. Type objective.

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Type measure	$100,000		$29,425		$35,683	$65,108
2. Type measure	3.0%		1.9%		1.8%	1.8%

COMMENTS ON OTHER PERFORMANCE MEASURES:

1. *a. Quarter 2 data includes Quarter 1. Data from Risk Management only; it does not include data from Billing & Collections.*

   b. Quarter 4 data includes Quarter 3. Data from Risk Management only; it does not include data from Billing & Collections.

P^3 YEAR END REPORT
Fiscal Year 2013

Date: 7/30/2013

Department: Finance
Program Name and Number: Solid Waste – 1471
Program Owner: Matt Fore, Environmental Services Manager
Phone Number: 564-5678
Program Mission: Provide reliable, cost-effective collection of residential and commercial recyclables, greenwaste, foodscraps and reuse through the City's franchised waste hauler, with a primary focus on maximizing diversion of solid waste from landfill disposal.

MEASURABLE OBJECTIVES

1. Meet with 200 new and existing business clients about the environmental and financial benefits of recycling.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Business contacts made regarding the benefits of recycling (per 1.0 FTE)	100 per 1.0 FTE (200)	31	71	63	48	213

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

2. Generate 5,200 cubic yards of additional diversion at food-serving businesses on an annualized basis.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Cubic yards of additional diversion	5,200	1,351	1,369	1,395	1,493	5,608

Status:	Objective Achieved	
Comments:	Food serving businesses continue to be added with both recycling and foodscraps diversion programs offered.	Objective Achieved ☒

3. Respond to 98% of code enforcement calls within one business day.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percentage of code enforcement calls responded to within one business day	98%	97%	97%	100%	100%	99%

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

4. Respond to hauler service complaints within two business days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of hauler complaints responded to within two business days **(NOT IN BUDGET Document**)	98%	100%	100%	100%	100%	100%

Status:	Objective Achieved	
Comments:		Objective Achieved ☒

PROJECT OBJECTIVES

5. Implement foodscraps recovery and composting at all junior and senior high schools in the Santa Barbara School District by May 31, 2013.

Status:	Objective Achieved	
Comments:	All junior high and high school cafeterias in SBUSD now collect foodscraps in the commercial kitchens.	Objective Achieved ☒

6. Conduct the Spirit of Service Awards by May 31, 2013.

Status:	Objective Achieved	
Comments:	Six community members/groups were honored and over 100 guests attended the event.	Objective Achieved ☒

7. Hold two electronic waste collection events in FY 13.

Status:	Objective Achieved	
Comments:	The first event was held in Oct. 2012. The second event was held in April 2013.	Objective Achieved ☒

8. Evaluate and expand comprehensive recycling programs at ten City facilities.

Status:	Objective Achieved	
Comments:	Recycling assessments and educational presentations were conducted at ten City facilities.	Objective Achieved ☒

9. Develop and present City tonnage commitments to Council, and work with the County and participating jurisdictions to negotiate terms with preferred conversion technology vendor.

Status:	Deferred.	
Comments:	In mid-FY 13, the participating jurisdictions agreed to defer further negotiation of business terms until the conclusion of the environmental review process, tentatively scheduled for fall of 2014. Presentation of tonnage commitments to Council has also been postponed until the CEQA document is certified.	Not Counted ☐

10. Implement an ordinance to regulate the distribution of single use bags by retailers within the City as directed by Council

Status:	Delayed.

Comments:	In May of 2013, BEACON decided to conclude its involvement in the environmental review process without certifying the EIR. Instead, BEACON transmitted the completed document back to the participating jurisdictions to certify. BEACON's decision added several months to the process as City staff must now bring the EIR to the Planning Commission for certification, then to Council to make additional statutory findings.	Not Counted ☐

11. Perform a review of the solid waste collection and disposal contract to ensure compliance by the City's contractor of all performance standards contained therein.		
Status:	Objective Achieved.	
Comments:	MarBorg completed all Transition Tasks set forth in Exhibit 3 of the Franchise Agreement within the deadlines prescribed.	Objective Achieved ☒

12. Develop strategies and standards to help the City comply with recently adopted diversion legislation, including AB 341 (Jobs and Recycling Act) and AB 818 (Renters Right to Recycle Act).		
Status:	Objective Achieved.	
Comments:	The new franchise agreement with MarBorg contains substantial diversion thresholds that will help the City to comply with these statutes.	Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	**Annual Projection**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
1. Tons of solid waste disposed of at Tajiguas Landfill	79,772	19,036	19,205	19,209	18,358	**75,808**
2. Tons of mixed recyclables diverted from the Tajiguas Landfill (franchise only)	18,915	4,928	5,027	4,818	4,748	**19,521**
3. Mixed recyclables diverted from Tajiguas Landfill as a percentage of trash disposed (franchise only)	31.4%	30.6%	29.4%	30.1%	28.5%	**29.7%**
4. Tons of greenwaste diverted from the Tajiguas Landfill (franchise only)	13,633	3,655	3,464	3,308	4,105	**14,532**

5. Greenwaste diverted from Tajiguas Landfill as a percentage of trash disposed (franchise only)	26.5%	24.4%	26.9%	26.7%	28.8%	**26.7%**
6. Tons of foodscraps diverted from Tajiguas Landfill	2,773	781	737	672	814	**3,004**
7. Hauler service complaints received	12	1	1	1	1	**4**
8. Number of calls handled by Code Enforcement staff	200	47	32	33	46	**158**
9. Percent of business accounts with 2/3 or more of monthly trash service dedicated to recycling, greenwaste and/or foodscraps	22%	22%	22%	22%	23%	**22%**
10. Percent of single-family residential accounts with 2/3 or more of monthly trash service dedicated to recycling and greenwaste	71%	72%	73%	73%	74%	**73%**
11. Percent of multi-unit residential accounts with 2/3 or more of monthly trash service dedicated to recycling and greenwaste	17.5%	19%	19%	19%	20%	**19%**
12. Percentage of buildings and facilities owned, operated or controlled by the City with 2/3 or more of monthly trash service dedicated to recycling, greenwaste or foodscraps	19%	16%	16%	16%	16%	**16%**

13. Pounds of household hazardous waste collected at the City ABOP and UCSB facility (less electronic waste)	311,534	86,121	84,760	69,456	70,279	310,616

14. Pounds of electronic waste collected at City-sponsored events and from the City ABOP	425,838	20,581	138,312	31,368	179,066	369,327