



City of Santa Barbara Finance Fiscal Year 2018 Performance Measure Results Table

Division Manager Division	Program Owner	Program (Program #)	Total # of Objectives	# of Objectives Reporting	# of Objectives On Target	# of Objectives Achieved	% of Objectives On Target/Achieved
Bob Samario							
	Bob Samario	Administration - Finance (1411)	2	2	2	2	100%/100%
	Brandon Beaudette	Budget Management (1412)	4	4	4	4	100%/100%
Finance-Administration Division Totals			6	6	6	6	100%/100%
Jennifer Tomaszewski							
	Jennifer Tomaszewski	Accounting Services (1431)	12	12	10	10	83%/83%
	Dorine Villapando	Payroll (1432)	6	6	6	6	100%/100%
	Dorine Villapando	Accounts Payable (1433)	5	4	4	4	100%/100%
Finance-Accounting Division Totals			23	22	20	20	91%/91%
Bill Hornung							
	Greg Corral	Purchasing (1441)	8	8	7	7	88%/88%
	Greg Corral	Central Warehouse (1442)	7	7	5	5	71%/71%
	Bill Hornung	Mail Courier Services (1443)	6	6	4	4	67%/67%
Finance-General Services Division Totals			21	21	16	16	76%/76%
Mark Howard							
	Mark Howard	Risk Management - Administrative Operations	2	2	2	2	100%/100%
	Robert Collett	Risk Management - Workers Compensation	7	7	7	7	100%/100%
	Marisa Kahn	Risk Management - Liability (1462)	5	5	5	5	100%/100%
	Julie Ruggieri	Risk Management - Occupational Safety/Health	6	6	5	5	83%/83%
Finance-Risk Management Division Totals			20	20	19	19	95%/95%
Rene Eyerly							
	Rene Eyerly	Solid Waste (1471)	9	9	7	7	78%/78%
Finance-Environmental Services Division Totals			9	9	7	7	78%/78%
DEPARTMENT TOTALS			79	78	68	68	87%/87%



**City of Santa Barbara
Finance
Fiscal Year 2018 Performance Measure Results Table**

Division Manager Division	Program Owner	Program (Program #)	Total # of Objectives	# of Objectives Reporting	# of Objectives On Target	# of Objectives Achieved	% of Objectives On Target/Achieved
GRAND TOTALS			79	78	68	68	87%/87%



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	2/2, 100% Objectives Achieved
Division:	Finance-Administration	
Program Name and Number:	Administration - Finance (1411)	
Program Owner:	Bob Samario	
Program Mission:	Provide management and administrative support 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.	

Program Activities:

1. Manage the operations of the department.
2. Ensure management and the City Council are informed of all matters materially affecting the financial health of the City.
3. Assist with policy formulation and implementation of Council direction.
4. Provide staff support to the City Council Finance Committee.
5. Provide financial and budgetary support and guidance to all City departments.
6. Provide oversight of the City's investment portfolio.
7. Manage the City's long-term debt, including new-money and refunding debt.
8. Manage the City's Employee Mortgage Loan Assistance Program (EMLAP).

✓ Status	Project Objectives							
✓ Complete	<p>1. Develop an implementation plan based on the responses received from a customer service survey issued to City departments in fiscal year 2017.</p> <p>Comments: Mid-Yr: <input style="width: 300px;" type="text" value="Development is in progress."/> Yr-End: <input style="width: 300px;" type="text" value="Items that could be implemented right away have been completed. An example are the monthly Finance and IT (FIT) meetings. Items like staffing shortages that were brought up in the survey results will take time to implement."/></p>							
Status	Measurable Objectives	Metric						
Ahead of Target 107.5% of Target	1. Ensure that Finance Programs meet 80% of their program objectives.	Percent of Finance program objectives met						
FY2018								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		80%	83%	83%	83%	89%	86%	
Previous FY2017								
		80%			8%			90%
Comments: Mid-Yr: <input style="width: 300px;" type="text"/>			Yr-End: <input style="width: 300px;" type="text"/>					

Status	Other Program Measures	UM	FY2018						
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 76.5% of Target	1. Santa Barbara City Employee Mortgage Loan Assistance Program (EMLAP) loans administered		17			15			13
			<i>Previous FY2017</i>						
			22			21			18



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	4/4, 100% Objectives Achieved
Division:	Finance-Administration	
Program Name and Number:	Budget Management (1412)	
Program Owner:	Brandon Beaudette	
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.	

Program Activities:

1. Manage the City's annual budget process, including training and support to departments, analysis of department budget requests, and public presentation of the recommended budget.
2. Provide guidance to departments on departmental revenue estimates.
3. Provide expertise to City Council and departments on economic and financial conditions and policy issues affecting the budget.
4. Provide ongoing budgetary guidance and support to all City departments in administering the annual budget.
5. Prepare and publish the City's Two-Year Financial Plan and Annual Budget.

✓ Status	Project Objectives	
✓ Complete	1. Produce and distribute the Adopted Two-Year Financial Plan for Fiscal Years 2018 and 2019 within 90 days of budget adoption.	
Comments:	Mid-Yr: <input style="width: 300px; height: 20px;" type="text"/>	Yr-End: <input style="width: 300px; height: 20px;" type="text" value="The Adopted Two-Year Financial plan was distributed in the first quarter."/>
✓ Complete	2. Submit the Fiscal Year 2019 Recommended Mid-Cycle Budget Addendum to the City Council and City Clerk before May 1, 2018 in accordance with the Council-established budget filing deadline.	
Comments:	Mid-Yr: <input style="width: 300px; height: 20px;" type="text" value="To be completed in second half of fiscal year."/>	Yr-End: <input style="width: 300px; height: 20px;" type="text" value="The Mid-Cycle Budget was filed on April 17, 2018."/>
✓ Complete	3. Maintain minimum distribution of printed budget documents by only distributing to City Council and Executive Management to reduce paper use and waste.	
Comments:	Mid-Yr: <input style="width: 300px; height: 20px;" type="text" value="To be completed at printing of budget document in the second half of fiscal year."/>	Yr-End: <input style="width: 300px; height: 20px;" type="text" value="Printed copies were closely audited and distributed to those that need them."/>
Status	Measurable Objectives	Metric
Ahead of Target 101.1% of Target	1. Complete 90% of all budget journal entries to record budget amendments within 4 working days of approval.	Percent of budget journal entries completed within 4 working days
----- FY2018 -----		
✓	UM	Year-to-Date
✓	Target	Actual
	Qtr1 Actual	Qtr2 Actual
	Qtr3 Actual	Qtr4 Actual
	Mid-Year Actual	Year-to-Date
	90%	91%
	87%	89%
	91%	91%
	98%	91%
	91%	91%
----- Previous FY2017 -----		
	90%	93%
	91%	93%
Comments:	Mid-Yr: <input style="width: 300px; height: 20px;" type="text" value="The Budget Manager position was vacant for most of November and all of December. Due to staffing shortage staff was unable to meet the target."/>	Yr-End: <input style="width: 300px; height: 20px;" type="text" value="Once fully staffed, we were able to expedite budget amendment journal entries."/>

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds	1. Budget adjustments		200	42	53	95	63	91	249
Projections			<i>Previous FY2017</i>						
124.5% of Target			180			105			230
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected	2. Days to post the adopted core budget document to the City's website after fiscal year-end		31	30		30	0	0	30
96.8% of Target			<i>Previous FY2017</i>						
			31			28			28
Comments:	2. Yr-End: Done annually.								



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department: Finance
Division: Finance-Treasury
Program Name and Number: Revenue and Cash Management (1421)
Program Owner:
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.

**5/5, 100%
Objectives
Achieved**

Program Activities:

1. Manage investment portfolio of approximately \$156 million.
2. Submit monthly investment reports to Finance Committee and City Council.
3. Manage the City's banking relationships.
4. Ensure timely reconciliation of all cash transactions.
5. Assist departments in establishing appropriate controls and procedures for the receipt of cash and for petty cash disbursements.
6. Provide ongoing analysis of City revenues.
7. Forecast and manage cash to ensure adequate liquidity for expenditure requirements.
8. Conduct a monthly analysis of all City and Banking revenues.

✓ Status	Project Objectives	
✓ Complete	1.	Provide a comprehensive analysis of General Fund revenues to the Finance Committee on a quarterly basis.
Comments:	Mid-Yr:	Yr-End:
	Analysis of revenues provided at each Quarter Review.	Analysis of revenues provided at each Quarter Review.
✓ Complete	2.	Purchase investments for the City's Investment Portfolio that are consistent with investment objectives.
Comments:	Mid-Yr:	Yr-End:
	All investments purchased through December 31, 2017 comply with the City's investment policy.	All investments purchased in FY18 comply with the City's investment policy.
✓ Complete	3.	Submit an annual Statement of Investment Policy for Fiscal Year 2018 to Council by September 30, 2017.
Comments:	Mid-Yr:	Yr-End:
	Statement of Investment Policy presented to Finance Committee on September 12, 2017 and presented to and adopted by Council on September 19, 2017.	Completed in September 2017.
✓ Complete	4.	Issue a request for proposal for banking services, analyze responses, perform reviews and testing of potential service providers and implement new banking service provider by December 31, 2018.
Comments:	Mid-Yr:	Yr-End:
	Request for proposal for banking services issued and responses being analyzed as of December 31, 2017.	On July 24, 2018 Council authorized staff to negotiate a contract with Union Bank. On track to implement by December 31, 2018.

Status	Measurable Objectives	Metric
On Target 100.% of Target	1. Submit 100% of monthly investment reports to City Council within 30 days of month-end.	Number of months in which investment report is submitted within 30 days
----- FY2018 -----		
✓	UM	Target
	Qtr1	Qtr2
	Actual	Actual
	Mid-Year	Qtr3
	Actual	Actual
	Qtr4	Actual
		Year-to-Date

<input checked="" type="checkbox"/>	12	3	3	6	3	3	12		
<i>Previous FY2017</i>									
	12	3	3	6	3	3	12		
Comments: Mid-Yr:				Yr-End:					
FY2018									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 118.2% of Target	1. Average portfolio balance		\$156.0 M	\$164.6 M	\$174.6 M	\$169.6 M	\$197.6 M	\$200.5 M	\$184.3 M
<i>Previous FY2017</i>									
			\$155.0 M	\$145.0 M	\$160.0 M	\$153.0 M	\$175.0 M	\$185.0 M	\$166.0 M
FY2018									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 22.% of Target	2. Variance between the City portfolio and LAIF book rates of return	≤	1.00%	0.36%	0.31%	0.34%	0.19%	0.01%	0.22%
<i>Previous FY2017</i>									
			1.00%	0.48%	0.44%	0.46%	0.47%	0.42%	0.45%
FY2018									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 92.1% of Target	3. Average days to maturity of the portfolio		700	664	657	660	632	628	645
<i>Previous FY2017</i>									
			750	523	540	531	613	620	574
FY2018									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 100.% of Target	4. Maintain annual credit rating of AAA for portfolio holdings 100% of the time		100%	100%	100%	100%	100%	100%	100%
<i>Previous FY2017</i>									
			100%	100%	100%	100%	100%	100%	100%



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department: Finance **2/2, 100% Objectives Achieved**
Division: Finance-Treasury
Program Name and Number: Cashiering and Collections (1422)
Program Owner: Brenda Craig
Program Mission: Centrally process monies, ensuring funds are received when due, properly accounted for and safeguarded, and provide prompt, courteous customer service.

Program Activities:

1. Operate a City Hall cashiering function.
2. Process payments received from the public and City departments and process bank wires and transfers.
3. Prepare daily deposits and related accounting documents.
4. Verify data from the utility billing mail in payment lock-box operation.
5. Record and reconcile major sources of revenue.
6. Audit petty cash claims and assist departments in petty cash procedures.

✓ Status	Project Objectives	
<input type="checkbox"/> Not Reportable	1. Work with Information Technology to initiate the upgrade of the Advanced Utility Billing software system to Version 4 in Fiscal Year 2018 to be completed in Fiscal Year 2019.	
Comments:	Mid-Yr: This project was pushed back to FY18 as the vendor was unable to provide upgrade in FY17.	Yr-End: Project postponed due to programming delays on part of the vendor.
<input type="checkbox"/> Not Reportable	2. Perform testing of the interface between Tyler Cashiering and the new accounts receivable system replacing Tyler Munis AR, once implemented in Fiscal Year 2018.	
Comments:	Mid-Yr: Testing to commence in 4th Qtr.	Yr-End: Airport purchasing software to meet their needs so replacing Munis AR system is being re-evaluated.

Status	Measurable Objectives	Metric
On Target 101.% of Target	1. Accurately process 99% of treasury receipts on the day received.	Percent of treasury receipts processed on the day received
FY2018		
✓ UM	Target	Qtr1 Actual Qtr2 Actual Mid-Year Actual Qtr3 Actual Qtr4 Actual Year-to-Date
✓	99.0%	100.0% 100.0% 100.0% 100.0% 100.0% 100.0%
Previous FY2017		
	99.0%	100.0% 100.0% 100.0% 99.9% 99.9% 99.9%
Comments:	Mid-Yr: Q1: 1,642 TR's processed. 0 TR's held over Q2: 1,743 TR's processed. 0 TR's held over	Yr-End: Q3: 1,754 TR's processed. 0 TR's held over Q4: 1,814 TR's processed. 0 TR's held over

Status	Measurable Objectives	Metric																					
On Target 100.% of Target	2. Accurately prepare deposit summary and daily bank deposit with less than 10 correcting entries needed.	Correcting entries needed																					
FY2018																							
✓	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">6</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">6</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	6	0	3	3	1	2	6							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
6	0	3	3	1	2	6																	
☑	≤	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="7" style="text-align: center;"><i>Previous FY2017</i></th> </tr> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">6</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">4</td> </tr> </tbody> </table>	<i>Previous FY2017</i>							Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	6	1	2	3	0	1	4
<i>Previous FY2017</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
6	1	2	3	0	1	4																	
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																							
FY2018																							
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date														
Exceeds Projections 110.5% of Target	1. Payments processed at public counter		35,000	10,109	9,335	19,444	9,914	9,333	38,691														
<i>Previous FY2017</i>			47,000	8,298	7,568	15,866	6,962	7,134	29,962														
FY2018			120,000	23,854	23,454	47,308	22,233	24,640	94,181														
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date														
Below Projections 78.5% of Target	2. Utility billing mail in payments processed (bank lockbox)		120,000	23,854	23,454	47,308	22,233	24,640	94,181														
<i>Previous FY2017</i>			126,000	30,273	27,699	57,972	27,359	26,432	111,763														
FY2018			960	321	333	654	358	268	1,280														
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date														
Exceeds Projections 133.3% of Target	3. Transient Occupancy Tax (TOT) payments recorded and reconciled		960	321	333	654	358	268	1,280														
<i>Previous FY2017</i>			1,800	863	813	1,676	507	293	2,476														
FY2018			2,500	646	663	1,309	643	642	2,594														
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date														
Exceeds Projections 103.8% of Target	4. Utility Users Tax (UUT) payments recorded and reconciled		2,500	646	663	1,309	643	642	2,594														
<i>Previous FY2017</i>			2,500	642	645	1,287	648	651	2,586														
Comments:																							
1. Yr-End: Higher than expected as more customers came in person to make Utility Bill payments.																							
2. Yr-End: Customers are using online payment options more, resulting in fewer payments being mailed in.																							
3. Yr-End: Higher than expected TOT returns received due to Zoning code enforcement efforts.																							



City of Santa Barbara Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	8/8, 100% Objectives Achieved
Division:	Finance-Treasury	
Program Name and Number:	Licenses and Permits (1423)	
Program Owner:	Brenda Craig	
Program Mission:	Administer the collection and audit of business taxes, permits, and assessments to ensure compliance with the Santa Barbara Municipal Code (SBMC).	

Program Activities:

1. Manage the Business Tax and Permit Program.
2. Administer the monthly collections of Transient Occupancy Tax.
3. Administer the billing and collections for the city's four assessment districts: Parking and Business Improvement Area (PBIA), Old Town Business Improvement District, Downtown Business Improvement District, & the new Tourism Business Improvement District.
4. Process delinquency notices and initiate collection efforts for past due accounts.
5. Process and issue over 13,000 City licenses and permits.
6. Review outside sources and publications to identify unlicensed businesses.

✓	Status	Project Objectives
✓	Complete	1. Send quarterly Parking Business Improvement Area (PBIA) billings to downtown businesses within the 75-minute free parking district. <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Comments: Mid-Yr: Billings sent on time fiscal year-to-date: 687 3rd Qtr notices sent 9/28/17. 744 4th Qtr notices sent 12/29/17. YTD = 1,413 notices sent. </div> <div style="width: 45%;"> Yr-End: Billings sent on time fiscal year-to-date: 958 1st Qtr Notices sent 3/29/18 734 2nd Qtr Notices sent 6/29/18 YTD = 3,123 </div> </div>
✓	Complete	2. Send annual Downtown and Old Town Business Improvement District billings by February 28, 2018. <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Comments: Mid-Yr: Pro-rated Billing sent to 38 business on 10/16/17 YTD = 38 notices sent. </div> <div style="width: 45%;"> Yr-End: Annual Billings sent to 1483 businesses on 2/22/18. YTD =1521 notices sent. </div> </div>
✓	Complete	3. Perform an annual audit of all businesses within the 3 downtown assessment districts by street address to ensure that all current businesses are billed as required. <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Comments: Mid-Yr: PBIA district audit done in September 2017. </div> <div style="width: 45%;"> Yr-End: Downtown and Old Town district audits performed in February 2018. </div> </div>
✓	Complete	4. Ensure that newly-licensed businesses are billed appropriately for the district assessments. <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Comments: Mid-Yr: New businesses in assessment districts identified and billed as registered and licensed. </div> <div style="width: 45%;"> Yr-End: New businesses in assessment districts identified and billed as registered and licensed. </div> </div>
✓	Complete	5. Send annual business license renewal notices no later than 30 days before current license expiration. <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Comments: Mid-Yr: Monthly renewals mailed on scheduled billing date. YTD = 8,915 mailed </div> <div style="width: 45%;"> Yr-End: Monthly renewals mailed on scheduled billing date. YTD = 15,768 mailed </div> </div>

<input checked="" type="checkbox"/> Complete	6. On a quarterly basis, send delinquency letters for unpaid PBIA assessments.							
Comments: Mid-Yr:	Q1: 230 2nd Qtr delinquent notices mailed on 8/3/17. Q2: 194 3rd Qtr delinquent notices mailed on 11/7/17 . YTD = 424 delinquent notices mailed							
Yr-End:	Q3: 213 1st Qtr delinquent notices mailed on 2/6/18. Q4: 320 2nd Qtr delinquent notices mailed on 3/5/18 . YTD = 957delinquent notices mailed							
<input checked="" type="checkbox"/> Complete	7. Collect Tourism Business Improvement District (TBID) fees from hotels in the city of Santa Barbara and remit to Visit Santa Barbara on a monthly basis.							
Comments: Mid-Yr:	TBID Collections are distributed to Visit Santa Barbara on a monthly basis with no delays this fiscal year-to-date. Q1: \$635,926.00 Q2: \$650,185.00 YTD = \$1,286,111.00							
Yr-End:	TBID Collections are distributed to Visit Santa Barbara on a monthly basis with no delays this fiscal year-to-date. Q3: \$572,650.00 Q4: \$478,055.00 YTD = \$2,336,816							
Status	Measurable Objectives	Metric						
Ahead of Target 100.7% of Target	1. Locate 450 unlicensed businesses using periodicals, MuniServices, Franchise Tax Board and State Board of Equalization sources.	New businesses located from reference sources						
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		450	156	104	260	76	117	453
Previous FY2017								
		550	114	89	203	153	135	491
Comments: Mid-Yr:	The goal is to meet this objective by the end of the 4th quarter. MuniServices is not identifying as many leads as they had in prior years. MuniServices tax revenue: Q1: \$ 2,120. (20 accounts) Q2: \$ 1,286. (10 accounts) Staff Review of Periodicals tax revenue: Q1: \$17,070 (136 accounts) Q2: \$15,721 (94 accounts) YTD=\$36,197				Yr-End:	MuniServices tax revenue: Q3: \$661 (5 accounts) Q4: \$2,947 (21 accounts) Staff Review of Periodicals tax revenue: Q3: \$9,232 (71 accounts) Q4: \$15,016 (96 accounts) YTD =\$64,053		

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 101.2% of Target	1. New business licenses issued		1,800	566	433	999	386	436	1,821
			Previous FY2017						
			1,600	519	400	919	593	623	2,135
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 98.3% of Target	2. Business license renewals remitted		13,300	2,707	3,278	5,985	3,794	3,290	13,069
			Previous FY2017						
			13,300	2,708	3,320	6,028	4,386	2,885	13,299
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 139.5% of Target	3. Business license delinquency notices		3,700	918	799	1,717	2,226	1,220	5,163
			Previous FY2017						
			3,700	886	725	1,611	1,144	816	3,571
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 93.1% of Target	4. Percent of business licenses paid by due date		72%	73%	74%	74%	61%	61%	67%
			Previous FY2017						
			72%	74%	77%	76%	74%	71%	74%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 101.% of Target	5. Assessment district billings		4,600	687	782	1,469	2,441	734	4,644
			Previous FY2017						
			4,600	653	704	1,357	2,433	727	4,517
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 111.% of Target	6. Assessment district delinquency notices		1,200	230	194	424	213	695	1,332
			Previous FY2017						
			1,200	215	207	422	217	553	1,192
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 96.1% of Target	7. Percent of PBIA assessments paid by due date		72.0%	67.0%	72.0%	69.5%	71.0%	67.0%	69.2%
			Previous FY2017						
			72.0%	68.0%	68.0%	68.0%	68.0%	74.0%	69.5%

Status	Other Program Measures	UM	FY2018						
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 150.% of Target	8. Percent of accounts sent to collections		2%	2%	3%	3%	0%	3%	3%
			<i>Previous FY2017</i>						
			2%	0%	3%	3%	0%	3%	3%
Comments:	<p>2. Yr-End: The Thomas Fire and Montecito Mudslide impacted local businesses which resulted in lower gross sales being reported, therefore less business license tax revenue being generated.</p> <p>3. Yr-End: Billing error in 3rd quarter FY18 resulted in more delinquent notices being sent.</p> <p>4. Yr-End: The affects of the Thomas Fire and Montectio Mudslide resulted in more business being unable to pay business license taxes on time.</p> <p>6. Yr-End: The affects of the Thomas Fire and Montecito mudslide resulted in more businesses being delinquent in paying the assessments on time.</p> <p>7. Yr-End: Natural disasters contributed to higher assesement delinquency rate.</p>								



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	5/6, 83% Objectives Achieved
Division:	Finance-Treasury	
Program Name and Number:	City Billing and Customer Service (1424)	
Program Owner:	Ursula Bosson	
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.	

Program Activities:

1. Prepare and mail or email approximately 340,000 consolidated utility bills annually for water, wastewater, and refuse collection services.
2. Prepare and mail approximately 15,000 additional bills for a variety of City fees, services, and reimbursements annually, working closely with other City departments.
3. Provide customer service by handling approximately 25,000 customer inquiries annually via telephone and walk-in counter support.
4. Manage and provides support to online customer billing records and customer payment options with the City's online payment vendor.
5. Process approximately 18,500 service orders to utility customer accounts, including customer updates, water meter reading verification, bill collection efforts, and water service changes.

✓ Status	Project Objectives	
<input checked="" type="checkbox"/> Complete	1. Ensure that program staff attends relevant training classes appropriate to assigned job duties in order to maintain and/or upgrade technical skills.	Yr-End: Staff attended training on the new Munis upgrade to prepare for the next version of Munis, customer service classes to help deal with difficult customers, and Microsoft classes to streamline job duties and improve performance.
<input type="checkbox"/> Not Completed	2. Implement and conduct cross training for all Billing staff to ensure they are fully cross-trained on Accounts Receivable, Utility Billing, and collections processing.	Yr-End: Due to being short staffed and a new Accounting Assistant, staff was unable to cross train on Utility Billing. Now that Billing is fully staffed, Utility Billing cross training will be completed in the next fiscal year.
<input type="checkbox"/> Not Reportable	3. Work with Information Technology, Airport staff, and Downtown Parking staff to create a request for proposal, review responses, select a vendor, and implement a new accounts receivable system.	Yr-End: Project postponed due to programming delays on part of the vendor.
<input type="checkbox"/> Not Reportable	4. Work with Information Technology to initiate the upgrade of the Advanced Utility Billing software system to Version 4 in Fiscal Year 2018 to be completed in Fiscal Year 2019.	Yr-End: This project has been placed on hold until the Munis upgrade is completed.

Status	Measurable Objectives	Metric
--------	-----------------------	--------

100.% of Target	^{1.} determination within 15 days of receipt of application.	applicants notified within 15 days of credit determination																												
FY2018																														
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> </tr> <tr> <td colspan="7" style="text-align: center;">Previous FY2017</td> </tr> <tr> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	99%	99%	99%	99%	99%	99%	99%	Previous FY2017							99%	99%	99%	99%	99%	99%	99%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																								
99%	99%	99%	99%	99%	99%	99%																								
Previous FY2017																														
99%	99%	99%	99%	99%	99%	99%																								
☑																														
Comments: Mid-Yr: <input type="text"/>																														
Yr-End: <input type="text"/>																														
Status	Measurable Objectives	Metric																												
On Target 100.% of Target	2. Enter 99% of Utility User Tax (UUT) exemption applications within 10 days of receipt.	Percent of UUT exemption applications entered within 10 days																												
FY2018																														
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> </tr> <tr> <td colspan="7" style="text-align: center;">Previous FY2017</td> </tr> <tr> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	99%	99%	99%	99%	99%	99%	99%	Previous FY2017							99%	99%	99%	99%	99%	99%	99%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																								
99%	99%	99%	99%	99%	99%	99%																								
Previous FY2017																														
99%	99%	99%	99%	99%	99%	99%																								
☑																														
Comments: Mid-Yr: <input type="text"/>																														
Yr-End: <input type="text"/>																														
Status	Measurable Objectives	Metric																												
On Target 100.% of Target	3. Enter 99% of electronic service requests submitted by the City's trash hauler within 10 days.	Percent of electronic service requests entered within 10 days																												
FY2018																														
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> </tr> <tr> <td colspan="7" style="text-align: center;">Previous FY2017</td> </tr> <tr> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	99%	99%	99%	99%	99%	99%	99%	Previous FY2017							99%	99%	99%	99%	99%	99%	99%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																								
99%	99%	99%	99%	99%	99%	99%																								
Previous FY2017																														
99%	99%	99%	99%	99%	99%	99%																								
☑																														
Comments: Mid-Yr: <input type="text"/>																														
Yr-End: <input type="text"/>																														
Status	Measurable Objectives	Metric																												
Ahead of Target 159.3% of Target	4. Increase the number of customers opting out of printed utility bills in favor of paperless billing by 400.	Additional customers opting out of printed utility bills																												
FY2018																														
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>400</td> <td>252</td> <td>110</td> <td>362</td> <td>183</td> <td>92</td> <td>637</td> </tr> <tr> <td colspan="7" style="text-align: center;">Previous FY2017</td> </tr> <tr> <td>400</td> <td>79</td> <td>116</td> <td>195</td> <td>158</td> <td>174</td> <td>527</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	400	252	110	362	183	92	637	Previous FY2017							400	79	116	195	158	174	527
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																								
400	252	110	362	183	92	637																								
Previous FY2017																														
400	79	116	195	158	174	527																								
☑																														
Comments: Mid-Yr: <input type="text"/>																														
Yr-End: <input type="text"/>																														

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 94.8% of Target	1. Utility Bills issued annually		375,000	88,682	88,872	177,554	88,776	89,173	355,503
			Previous FY2017						
			375,000	88,633	88,108	176,741	88,615	88,484	353,840
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 90.1% of Target	2. Service orders prepared annually		18,500	3,121	4,221	7,342	4,601	4,724	16,667
			Previous FY2017						
			18,500	5,152	4,720	9,872	4,757	5,065	19,694
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 102.8% of Target	3. Customers on automatic pay		9,000	8,801	8,931	8,931	9,100	9,251	9,251
			Previous FY2017						
			8,000	8,044	8,320	8,320	8,332	8,651	8,651
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 100.4% of Target	4. Customers opting for paperless billing		9,000	8,651	8,761	8,761	8,944	9,036	9,036
			Previous FY2017						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 254.% of Target	5. Customers registering for billing text notifications		750	1,223	1,466	1,466	230	209	1,905
			Previous FY2017						
Comments:	5. Yr-End: New text notification registration has leveled off to an expected level after the initial push when Invoice Cloud was implemented and this service was newly offered by the city.								



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	10/12, 83%
Division:	Finance-Accounting	Objectives
Program Name and Number:	Accounting Services (1431)	Achieved
Program Owner:	Jennifer Tomaszewski	
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.	

Program Activities:

1. Establish and maintain an accounting system of funds, accounts, and internal controls in accordance with Governmental Accounting Standards Board standards and Generally Accepted Accounting Principles.
2. Prepare year-end closing entries, balance and reconcile all funds and accounts, coordinate and communicate with the City's independent auditors, and prepare the Comprehensive Annual Financial Report for the City.
3. Prepare and submit fiscal reports, including compliance audits of grant funds and various State Controller's Reports to State and Federal agencies, in an accurate and timely manner.
4. Provide financial analysis and fiscal information to department users, management, and the City Council as needed.

✓ Status	Project Objectives
✓ Complete	1. Complete and file mandatory annual disclosure reports for all debt issues prior to February 15, 2018.
Comments: Mid-Yr:	Expect to achieve objective in third quarter FY 18.
Yr-End:	Objective achieved
✓ Complete	2. Publish the City Comprehensive Annual Financial Report (CAFR) on the City's website within 5 days of presentation to City Council.
Comments: Mid-Yr:	The CAFR was received by the City Council on December 12, 2017, and was published on the city's website on December 12, 2017, as well.
Yr-End:	The CAFR was published on the city's website on December 12, 2017.
☐ In-Process	3. Prepare comprehensive written procedures for the General Ledger, Fixed Assets and Project Accounting components of the City's Financial Management System.
Comments: Mid-Yr:	Staff have updated documentation for Fixed Asset procedures related to the revised Capital Asset Policy. The Electronic Time Entry project is in the vendor selection phase, and has been delayed while an alternative product is evaluated. The project will progress once the vendor is chosen. The Project Accounting module project has been delayed until FY19 due to limited staff (Accounting and IT) resources and the need to implement Munis v 2018.1 beforehand.
Yr-End:	Staff will continue to develop and document comprehensive procedures.

Status	Measurable Objectives	Metric
On Target 97.1% of Target	1. Produce the annual Comprehensive Annual Financial Report (CAFR) for the City within 170 days of fiscal year-end.	Days after June 30 to issue City CAFR
FY2018		
✓ UM	Target	Year-to-Date
	Qtr1 Actual	Qtr2 Actual
	Qtr3 Actual	Qtr4 Actual
	Mid-Year Actual	

<input checked="" type="checkbox"/>	Days	170		165	165			165
<i>Previous FY2017</i>								
		170		166	166			166
Comments:	Mid-Yr:	The 2017 CAFR was produced and sent to print on November 30, 2017, and was received by City Council on December 12, 2017, within the target date of 170 days.			Yr-End:	Objective achieved		
Status	Measurable Objectives				Metric			
On Target 100.% of Target	2. Receive an unmodified audit opinion for the annual financial statement audit for the City.				Unmodified audit opinion			
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		1		1	1			1
<i>Previous FY2017</i>								
		1		1	1			1
Comments:	Mid-Yr:	The objective of receiving an unmodified audit opinion was achieved.			Yr-End:	Objective achieved		
Status	Measurable Objectives				Metric			
On Target 100.% of Target	3. Receive the Government Finance Officers Association (GFOA) award for achievement in financial reporting for the City's CAFR.				Award for financial reporting			
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		1	0	0	0	1	0	1
<i>Previous FY2017</i>								
		1	0	0	0	1		1
Comments:	Mid-Yr:	Submitted for GFOA award on December 13, 2017, and expect to receive the award during the 4th Quarter.			Yr-End:	Objective achieved. Award received in February 2018.		
Status	Measurable Objectives				Metric			
On Target 100.% of Target	4. Complete 100% of monthly bank reconciliations within 45 days of receiving bank statements.				Percent of bank reconciliations completed within 45 days			
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		100%	100%	100%	100%	100%	100%	100%
<i>Previous FY2017</i>								
		100%	100%	100%	100%	100%	100%	100%
Comments:	Mid-Yr:	Monthly bank reconciliations were completed within the 45 day target timeframe.			Yr-End:	Monthly bank reconciliations were completed within the 45 day target timeframe.		

Status	Measurable Objectives	Metric														
Behind Target 92.% of Target	5. Complete 100% of general ledger closings within 7 working days of month-end (excluding June).	Percent of general ledger closings completed within 7 working days of month-end														
FY2018																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>100%</td> <td>67%</td> <td>83%</td> <td>100%</td> <td>100%</td> <td>92%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	100%	67%	83%	100%	100%	92%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
100%	100%	67%	83%	100%	100%	92%										
Previous FY2017																
<input type="checkbox"/>		<table border="1"> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	100%	100%	100%	100%	100%	100%	100%							
100%	100%	100%	100%	100%	100%	100%										
Comments: Mid-Yr:	General ledger closings within 7 working days of month-end were achieved for the first 5 months of the fiscal year. The December 2017 close was performed within 7 days, however a few journal entries were posted to December after the close due to staffing shortages caused by the Thomas Fire mudslides.	Yr-End: The December 2017 close was performed within 7 days, however a few journal entries were posted to December after the close due to staffing shortages caused by the Thomas Fire mudslides.														

Status	Measurable Objectives	Metric														
On Target 100.% of Target	6. Complete and input 100% of regular monthly interim financial reports into Legistream within 45 days of month-end.	Percent of interim financial reports input into Legistream within 45 days														
FY2018																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	100%	100%	100%	100%	100%	100%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
100%	100%	100%	100%	100%	100%	100%										
Previous FY2017																
<input checked="" type="checkbox"/>		<table border="1"> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	100%	100%	100%	100%	100%	100%	100%							
100%	100%	100%	100%	100%	100%	100%										
Comments: Mid-Yr:	All monthly interim reports have been entered into Legistream within 45 days of month-end.	Yr-End: Objective achieved														

Status	Measurable Objectives	Metric																					
On Target 100.% of Target	7. Complete and file all State Controller's Reports before the deadlines.	Percent of State Controller's Reports prepared and filed before the deadlines																					
FY2018																							
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td></td> <td>100%</td> <td>100%</td> <td>100%</td> <td>0%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%		100%	100%	100%	0%	100%							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
100%		100%	100%	100%	0%	100%																	
✓		<table border="1"> <thead> <tr> <th colspan="7"><i>Previous FY2017</i></th> </tr> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>0%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>0%</td> <td>100%</td> </tr> </tbody> </table>	<i>Previous FY2017</i>							Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	0%	100%	100%	100%	0%	100%
<i>Previous FY2017</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
100%	0%	100%	100%	100%	0%	100%																	
Comments: Mid-Yr:	The State Controller's Reports for Streets and the Police and Fire Pension Fund Report were prepared and submitted in the 2nd quarter, before their respective due dates. The City and Financing Authority reports (Financial Transactions Report and Government Compensation Report) are in process to be completed in the 3rd quarter, before the 1/31/18 deadline.	Yr-End: Objective achieved																					
Status	Measurable Objectives	Metric																					
On Target 100.% of Target	8. Prepare and input 100% of first quarter, third quarter, and mid-year interim financial reviews into Legistream within 45 days of month-end.	Percent interim financial reviews input into Legistream within 45 days																					
FY2018																							
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>100%</td> <td></td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	100%		100%	100%	100%	100%							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
100%	100%		100%	100%	100%	100%																	
✓		<table border="1"> <thead> <tr> <th colspan="7"><i>Previous FY2017</i></th> </tr> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> <td>100%</td> </tr> </tbody> </table>	<i>Previous FY2017</i>							Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	100%	100%	100%	100%		100%
<i>Previous FY2017</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
100%	100%	100%	100%	100%		100%																	
Comments: Mid-Yr:	On target to achieve 100% input into Legistream within 45 days.	Yr-End: Objective achieved																					
Status	Measurable Objectives	Metric																					
Ahead of Target 98.9% of Target	9. Submit the audited OMB-A133 Single Audit for the City to the Federal Government within 275 days of year-end.	Days after June 30 to submit Single Audit																					
FY2018																							
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>275</td> <td></td> <td>0</td> <td>0</td> <td>272</td> <td>0</td> <td>272</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	275		0	0	272	0	272							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
275		0	0	272	0	272																	
✓	Days	<table border="1"> <thead> <tr> <th colspan="7"><i>Previous FY2017</i></th> </tr> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>275</td> <td>0</td> <td>0</td> <td>0</td> <td>272</td> <td></td> <td>272</td> </tr> </tbody> </table>	<i>Previous FY2017</i>							Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	275	0	0	0	272		272
<i>Previous FY2017</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
275	0	0	0	272		272																	
Comments: Mid-Yr:	On target to submit Single Audit for the City to the Federal Government within 275 days of year-end.	Yr-End: Objective achieved. The Single Audit was submitted March 29, 2018, 272 days after June 30.																					

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections . % of Target	1. Audit adjustments required by independent auditor		2	0	0	0	0	0	0
			<i>Previous FY2017</i>						
			2	0	1	1	0	0	1
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 91. % of Target	2. Journal entries posted		1,800	568	329	897	346	395	1,638
			<i>Previous FY2017</i>						
			2,000	382	362	744	378	314	1,436
Comments:	<p>1. Mid-Yr: There were no audit adjustments required by the independent auditor.</p> <p>2. Yr-End: At June 30th, 2018 not all the journal entries have been entered for FY 18. Journal entries will continue to post until the books close mid-September.</p>								



City of Santa Barbara Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	6/6, 100% Objectives Achieved
Division:	Finance-Accounting	
Program Name and Number:	Payroll (1432)	
Program Owner:	Dorine Villapando	
Program Mission:	Pay City employees and benefit providers accurately and timely and ensure compliance with Federal and State laws and regulations.	

Program Activities:

1. Perform audit and data entry of timesheets.
2. Make tax payments and file quarterly tax reports.
3. Reconcile payroll deductions and benefits payable to the general ledger.
4. Reconcile billing statements with receivables and payroll withholdings by person for current and former employees and retirees.
5. Pay benefit providers.
6. Process payments to the Public Employees Retirement System (PERS) and reconcile to reports and payroll withholdings.
7. Maintain the payroll system to reflect annual changes in tax tables, employee contracts, dues, or other items for paycheck accuracy.
8. Perform electronic fund transfers for direct deposits, PERS, deferred compensation, and taxes.
9. Provide customer service to all City employees, departments and benefit providers.
10. Implement technological enhancements to improve payroll processing efficiency.

✓ Status	Project Objectives
<input checked="" type="checkbox"/> Complete Comments: Mid-Yr:	1. Prepare 2017 W-2 forms for distribution by January 26, 2018. <div style="border: 1px solid black; padding: 2px;">This will be achieved in third quarter of FY 18.</div> Yr-End: 2,071 W-2 forms were prepared for distribution by January 26, 2018.
<input checked="" type="checkbox"/> Complete Comments: Mid-Yr:	2. Ensure that 100% of program staff attends City offered training classes related to job duties in order to maintain and/or upgrade job skills. <div style="border: 1px solid black; padding: 2px;">All staff have attended harrassment training classes. 2 of the 3 current staff have attended technical trainings related to job duties in order to maintain and/or upgrade skills, in addition to other technical trainings. With one vacancy, current staff are sharing responsibility for vacant position duties. However, staff are on target for achieving measure, by year end.</div> Yr-End: All staff have attended city offered classed related to job duties by year end. The division also had a new staff member in Payroll. Much of the new staff training involved one on one training with the payroll supervisor.
<input checked="" type="checkbox"/> Complete Comments: Mid-Yr:	3. Prepare and electronically submit the Local Government Compensation Report for calendar year 2017 to the State Controller's Office by April 30, 2018. <div style="border: 1px solid black; padding: 2px;">Expect to achieve objective in the fourth quarter of FY 18.</div> Yr-End: Report was submitted April 24th, 2018.
<input checked="" type="checkbox"/> Complete Comments: Mid-Yr:	4. Update comprehensive written procedures for the Payroll component of the City's Financial Management System. <div style="border: 1px solid black; padding: 2px;">Procedures for year end processing, as well as quarterly reporting have been updated.</div> Yr-End: The division has documented all payroll processes, however comprehensive written procedures are continuously updated throughout the year, as processes often change, or new steps are added.

Status	Measurable Objectives	Metric														
On Target 100.% of Target	1. Reconcile 100% of monthly insurance billings within 30 days of receipt from benefits administrator.	Percent of insurance billings reconciled within 30 days														
----- FY2018 -----																
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%										
----- Previous FY2017 -----																
✓		<table border="1"> <tbody> <tr> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> </tr> </tbody> </table>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%										
Comments:	Mid-Yr: Payroll staff reconciled and balance July through December 2017 insurance billings within 30 days of receipt. Discrepancies were forwarded to Benefits Division, to correct with the insurance administrator.	Yr-End: Objective achieved														
Status	Measurable Objectives	Metric														
On Target 100.% of Target	2. Process all biweekly payrolls on time.	Number of paydays in which direct deposit bank files are submitted electronically and checks are printed and distributed on time.														
----- FY2018 -----																
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>26</td> <td>7</td> <td>6</td> <td>13</td> <td>7</td> <td>6</td> <td>26</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	26	7	6	13	7	6	26
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
26	7	6	13	7	6	26										
----- Previous FY2017 -----																
✓		<table border="1"> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>														
Comments:	Mid-Yr: 13 payroll cycles were completed timely from July to December. No delays in payroll processes.	Yr-End: 26 payroll cycles were completed timely from July 2017 to June 2018. No delays in payroll processes.														

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 86.9% of Target	1. Value of benefits and withholding accounts reconciled bi-weekly per payroll staff member		\$5.20 M	\$1.17 M	\$1.15 M	\$2.32 M	\$1.09 M	\$1.11 M	\$4.52 M
			Previous FY2017						
			\$5.20 M	\$1.29 M	\$1.36 M	\$2.65 M	\$1.30 M	\$1.34 M	\$5.30 M
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 101.5% of Target	2. City employees per payroll staff member		670	840	602	721	625	655	680
			Previous FY2017						
			670	855	621	129	705	842	756
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 133.1% of Target	3. Program cost per paycheck issued		\$6.50	\$8.46	\$7.93	\$8.20	\$8.93	\$9.28	\$8.65
			Previous FY2017						
			\$6.50	\$7.28	\$8.10	\$7.65	\$8.44	\$8.06	\$7.95
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 131.7% of Target	4. Program cost per timesheet processed		\$6.75	\$8.66	\$8.40	\$8.53	\$9.08	\$9.41	\$8.89
			Previous FY2017						
			\$6.75	\$7.49	\$8.24	\$7.83	\$8.58	\$8.14	\$8.10
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 98.6% of Target	5. W-2s issued annually		2,100	0	0	0	2,071	0	2,071
			Previous FY2017						
			2,100	0	0	0	2,179	0	2,179
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 90.7% of Target	6. Manual checks issued annually		225	57	48	105	51	48	204
			Previous FY2017						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Anomaly 600.% of Target	7. Manual checks issued due to payroll errors in processing.		10	20	37	57	3	0	60
			Previous FY2017						
Comments:	<p>1. Mid-Yr: Dollar value = \$30,168,384 divided by 13 pay periods Yr-End: Dollar value = \$58,664,197 divided by 26 pay periods</p> <p>2. Mid-Yr: 21,285 employees divided by 13 pay periods divided by 2.3 FTE. Yr-End: 42,035 employees divided by 26 pay periods divided by 2.3 FTE for first and second quarter. This was changed to 2.5 FTEs for third and fourth quarter. In the past, 2.3 was used. This was changed to more</p>								

accurately reflect current resources.

3. Mid-Yr: Program cost = \$181,767 divided by checks = 22,131

Yr-End: Program cost = \$373,448 divided by checks = 42,853

4. Mid-Yr: Program cost = \$181,767 divided by timecards = 21,285

Yr-End: Program cost = \$373,448 divided by checks = 42,035

5. Mid-Yr: This will be achieved in third quarter of FY 18.

Yr-End: 2,179 W-2s were issued in the 3rd quarter.

6. Mid-Yr: Manual checks are issued for retirements, terminations and corrections

Yr-End: Manual checks are issued for retirements, terminations and corrections

7. Mid-Yr: In Q2, 34 of the 37 manual checks were a result of one correction required from new specialty pay codes which were set up incorrectly, after a change in the police MOU, and should have included standby pay. In Q1, 17 of the 20 related to another adjustment that were required after another finding. In total, 8 actual errors have occurred.

Yr-End: Only 3 errors were made in Q3 requiring manual paychecks to be issued, and no manual checks were issued as a result of payroll errors in Q4.



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	4/4, 100% Objectives Achieved
Division:	Finance-Accounting	
Program Name and Number:	Accounts Payable (1433)	
Program Owner:	Dorine Villapando	
Program Mission:	Process and issue payments to City vendors to ensure timely and accurate payment for materials, supplies, and services received.	

Program Activities:

1. Perform audit and data entry of claims submitted for payment.
2. Make State sales tax payments and file quarterly reports.
3. Initiate monthly independent contractor reporting.
4. Review claims for accounts payable and purchasing policy compliance.
5. Maintain files for all City payments to vendors.
6. Review and adjust claims for vendor discounts when available.
7. Provide customer service to departments and vendors.
8. Reconcile and send 'Positive Pay' check disbursement reports to the bank daily.

✓ Status	Project Objectives
✓ Complete	1. Prepare 2017 1099-MISC forms for distribution by January 26, 2018.
Comments: Mid-Yr:	This will be achieved in the third quarter of FY 18.
Yr-End:	Objective achieved.
✓ Complete	2. Ensure that 100% of program staff attends City offered training classes related to job duties in order to maintain and/or upgrade job skills.
Comments: Mid-Yr:	All staff have attended harrassment training classes. 2 of the 3 current staff have attended technical trainings related to job duties in order to maintain and/or upgrade skills, in addition to other technical trainings. With one vacancy, current staff are sharing responsibility for vacant position duties. However, staff are on target for achieving measure, by year end.
Yr-End:	All staff have attended city offered classed related to job duties by year end. The division also had a new staff attend Accounts Payable and Requisition trainings, as well as credit card trainings.
✓ Complete	3. Update comprehensive written procedures for the Accounts Payable component of the City's Financial Management System.
Comments: Mid-Yr:	Procedures for year end processing 1099, as well as quarterly sales tax reporting are in the process of been updated.
Yr-End:	Objective achieved.

Status	Measurable Objectives	Metric
Not Reportable of Target	1. Review and approve vendor invoices and process payment within 5 days on average.	Average number of days to approve and issue payment within 5 days after receipt of invoice
----- FY2018 -----		
✓	UM Target	Qtr1 Actual Qtr2 Actual Mid-Year Actual Qtr3 Actual Qtr4 Actual Year-to-Date

<input type="checkbox"/>	5								
<i>Previous FY2017</i>									
Comments: Mid-Yr: Need to consult with IT staff for generating report with necessary information.									
Yr-End: Need to consult with IT staff for generating report with necessary information.									
Status	Measurable Objectives							Metric	
Ahead of Target 110.% of Target	2. Issue 90% of vendor payments within 30 days							Percent of payments issued within 30 days after entry into Munis	
FY2018									
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
<input checked="" type="checkbox"/>		90%	97%	100%	98%	100%	100%	99%	
<i>Previous FY2017</i>									
Comments: Mid-Yr:									
Yr-End:									
FY2018									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 93.1% of Target	1. Invoices processed		42,000	9,329	9,411	18,740	10,348	9,999	39,087
<i>Previous FY2017</i>									
			44,000	9,800	9,312	19,112	10,601	9,900	39,613
FY2018									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 106.9% of Target	2. Program cost per payment issued		\$12.00	\$13.56	\$12.35	\$12.96	\$13.64	\$11.78	\$12.83
<i>Previous FY2017</i>									
			\$11.75	\$14.95	\$15.85	\$15.37	\$16.03	\$14.29	\$15.26
Comments:									
1. Mid-Yr: 18,740 invoices processed Yr-End: 39,087 invoices processed. At time of this report, the fiscal year was not complete and additional invoices will be processed.									
2. Mid-Yr: Program costs = \$110,137 divided by checks = 8,488. Checks are processed twice a week. In prior years, checks were processed daily, this has reduced the number of checks for vendors with multiple invoices. Yr-End: Program costs = \$223,357 divided by checks = 17,413. Checks are processed twice a week. In prior years, checks were processed daily, this has reduced the number of checks for vendors with multiple invoices.									



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	7/8, 88% Objectives Achieved
Division:	Finance-General Services	
Program Name and Number:	Purchasing (1441)	
Program Owner:	Greg Corral	
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.	

Program Activities:

1. Prepare Quick Quote, Bid and Proposal packages and track cost savings.
2. Advertise and solicit for competitive bids for goods, materials, and general services that meet the City's needs.
3. Leverage the City's purchasing power and resources by utilizing cooperative purchasing contracts when the goods and materials meet department specifications and needs.
4. Educate City staff and potential bidders on the City's procurement processes.
5. Assist departments and divisions with developing procurement strategies for achieving their goals

✓ Status	Project Objectives		
✓ Complete	1. Conduct at least two classes to train City staff on City's purchasing policies and procedures, on the professional service agreement process, or on managing Living Wage agreements.	Comments: Mid-Yr: Purchasing has recently met with the Attorneys office to train in the procurement policy and also is scheduled to have a Professional Services training on January 10, 2018.	Yr-End: Purchasing held a Professional Services Training class on March 14, 2018 at the Fire Department. An MPUG meeting was held on April 5, 2018 in the Council Chambers. Purchasing is holding a training for General Purchasing on 5/23/18.
✓ Complete	2. Complete an external customer (vendors/contractors) survey by June 30, 2018.	Comments: Mid-Yr: Questions have been updated and are ready to be sent.	Yr-End: Vendor survey was sent out on 5/10/18 and completed.
✓ Complete	3. Conduct semi-annual compliance audits of at least five (5) percent of Blanket Purchase Orders (BPOs).	Comments: Mid-Yr: QTR 1 - 3% QTR 2 - 8% Purchasing will audit all payments of BPO's when a change order is entered.	Yr-End: QTR 3 - 8% QTR 4 - 26% Purchasing audited over 11% of Blankets.
✓ Complete	4. Track and publish cost savings on formal bids & quick quotes for ordinary services and goods.	Comments: Mid-Yr: QTR1 Quotes & Bids - \$616,639.74 QTR2 Quotes & Bids - \$368,384.20	Yr-End: QTR 3 Quotes & Bids - \$190,758.32 QTR 4 Quotes & Bids - \$689,608.18 Total for FY18 - \$1,865,390.44
Status	Measurable Objectives	Metric	
Ahead of Target	1. Issue Market Price Purchase Orders within five (5) calendar days from	Average number of days to process	

30.0% of Target	receipt of complete requisitions.		informal requisitions into purchase orders					
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		5.0	2.0	2.0	2.0	1.0	1.0	1.5
Previous FY2017								
		8.0	2.4	2.8	2.6	1.6	1.1	2.0
Comments: Mid-Yr:					Yr-End:			
Status	Measurable Objectives		Metric					
On Target 100.4% of Target	2. Issue Formal Purchase Orders within forty-five (45) calendar days from receipt of complete requisition.		Average number of days to process formal requisitions into purchase orders					
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		45.0	56.0	39.0	47.5	46.0	40.0	45.2
Previous FY2017								
		45.0	28.0	35.0	31.5	42.0	42.0	36.8
Comments: Mid-Yr:					Yr-End:			
Status	Measurable Objectives		Metric					
Behind Target 190.5% of Target	3. Issue Informal Purchase Orders within twenty one (21) calendar days from receipt of complete requisition.		Number of calendar days					
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>	alendar Day	21	35	44	40	41	39	40
Previous FY2017								
Comments: Mid-Yr:					Yr-End:			
Status	Measurable Objectives		Metric					
Ahead of Target 108.9% of Target	4. Complete an annual internal customer satisfaction survey and achieve an overall customer satisfaction rating of 90% or higher.		Overall customer satisfaction rating					
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		90%	0%	0%	0%	0%	98%	98%
Previous FY2017								
		90%	96%	96%	96%	96%	96%	96%
Comments: Mid-Yr:		Purchasing will continue to do our survey in QTR 4.			Yr-End:			Purchasing distributed a survey that was open for two weeks and received on June 19, 2018.

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 108.7% of Target	1. Purchase Orders (all categories) issued including change orders for services and goods		2,250	1,025	410	1,435	366	645	2,446
			Previous FY2017						
			2,500	1,005	384	1,389	443	526	2,358
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 56.8% of Target	2. Purchase Orders (PO) issued for ordinary services and supplies over market price		1,000	263	98	361	96	111	568
			Previous FY2017						
			1,400	340	105	445	87	194	726
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 138.3% of Target	3. Blanket Purchase Orders (BPO) issued for ordinary services and supplies		475	565	42	607	19	31	657
			Previous FY2017						
			475	465	41	506	17	33	556
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 86.% of Target	4. Contracts Processed		300	79	81	160	49	49	258
			Previous FY2017						
			230	59	61	120	42	76	238
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 59.4% of Target	5. Change Orders (CO) issued to purchase orders and contracts		700	39	50	89	43	284	416
			Previous FY2017						
			1,000	361	38	399	75	50	524
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 160.% of Target	6. Request for Proposals/Qualifications (RFPs/RFQs)		25	8	13	21	7	12	40
			Previous FY2017						
			25	7	10	17	6	11	34
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 160.% of Target	7. Formal Bids for ordinary services and supplies		40	31	16	47	4	13	64
			Previous FY2017						
			40	8	16	24	12	22	58

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 460.% of Target	8. Percent of sole source (SS) purchase orders for ordinary services and supplies		1.0%	4.0%	4.0%	4.0%	4.0%	6.5%	4.6%
			<i>Previous FY2017</i>						
			7.0%	5.0%	5.0%	5.0%	4.5%	3.8%	4.6%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 200.% of Target	9. Percent of after-the-fact purchase orders (internal)	≥	1%	1%	2%	2%	2%	2%	2%
			<i>Previous FY2017</i>						
			1%	1%	2%	2%	3%	6%	3%

Comments:

- Mid-Yr: QTR1 - 989 PO's / 36 CO's
QTR 2 - 364 PO's / 46 CO's
Yr-End: QTR3 - PO's 328 / 38 CO's
QTR4 - PO's 369 / 276 CO's
- Mid-Yr: QTR 1 - 36 PO CO's /3 Contract CO's
QTR 2 - 46 PO CO's /4 Contract CO's
Yr-End: QTR 3 - 38 PO CO's /5 Contract CO's
QTR 4 - 276 PO Co's/ 8 Contract CO's
- Mid-Yr: Purchasing has been involved with a lot more RFP's than ever before. We continue to take the lead on or assist with more and more proposal documents.
- Mid-Yr: The amount of formal bids by the departments is has been very high this year.
- Mid-Yr: QTR 1 - 33 Sole Source PO's
QTR 2 - 14 Sole Source PO's
Yr-End: QTR 3 - 16 Sole Source PO's
QTR 4 - 24 Sole Source PO's
- Mid-Yr: QTR 1 - 5 ATF PO's
QTR 2 - 8 ATF PO's
Yr-End: QTR 3 - 7 ATF PO's
QTR 4 - 7 ATF PO's



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department: Finance
Division: Finance-General Services
Program Name and Number: Central Warehouse (1442)
Program Owner: Greg Corral
Program Mission:

5/7, 71%
Objectives
Achieved

Competitively purchase inventory and issue goods that meet or exceed our customers' specifications, partner with our customers to identify new or better products, provide services that exceed our customers' expectations, and dispose of City surplus in accordance with the Municipal Code.

Program Activities:

1. Issue inventory.
2. Maintain inventory accuracy through monthly cycle counts.
3. Reorder stock as necessary.
4. Package similar stock items together for bidding purposes and track annual cost savings.
5. Dispose of surplus City property and track auction proceeds.

✓ Status	Project Objectives
✓ Complete	1. Perform a customer satisfaction survey by June 30, 2018.
Comments: Mid-Yr:	The survey questions have been updated and Purchasing will distribute the survey by mid February.
Yr-End:	A survey was sent out and received on June 19, 2018.
✓ Complete	2. Track auction proceeds from surplus items (excluding vehicles).
Comments: Mid-Yr:	QTR 1 - \$1,005.82 QTR 2 - \$0.00
Yr-End:	QTR 3 - \$1,301.01 QTR 4 - \$251.16
✓ Complete	3. Track cost saving from bids and quotes on inventory items.
Comments: Mid-Yr:	QTR 1 - \$100.36 QTR 2 - \$755.65
Yr-End:	QTR 3 - 0.00 QTR 4 - \$249.94
	Most Items have been bid out or are on cooperative.

Status	Measurable Objectives	Metric
Behind Target 99.7% of Target	1. Maintain an accuracy rate of 99.9% for the monthly inventory count.	Accuracy rate for the monthly inventory count
FY2018		
✓	UM	
	Target	Year-to-Date
□	99.9%	99.6%
	Qtr1 Actual	Qtr2 Actual
	100.0%	100.0%
	Mid-Year Actual	Qtr3 Actual
	100.0%	99.3%
	Qtr4 Actual	Year-to-Date
	99.3%	99.6%
Previous FY2017		
	99.9%	99.8%
	99.9%	99.5%
	99.7%	100.0%
	99.7%	99.7%
Comments: Mid-Yr:		Yr-End:

Status	Measurable Objectives	Metric														
On Target 100.% of Target	2. Process and fill 99% of issue requisitions within one day.	Percent of issue requisitions processed within one working day														
FY2018																
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	99%	99%	99%	99%	99%	99%	99%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
99%	99%	99%	99%	99%	99%	99%										
Previous FY2017																
<table border="1"> <tbody> <tr> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> <td>99%</td> </tr> </tbody> </table>			99%	99%	99%	99%	99%	99%	99%							
99%	99%	99%	99%	99%	99%	99%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
On Target 100.% of Target	3. Complete 100% of monthly inventory counts within one day.	Percent of monthly inventory counts completed within 1 working day														
FY2018																
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100%	100%	100%	100%	100%	100%	100%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
100%	100%	100%	100%	100%	100%	100%										
Previous FY2017																
<table border="1"> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>			100%	100%	100%	100%	100%	100%	100%							
100%	100%	100%	100%	100%	100%	100%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
Behind Target 96.3% of Target	4. Competitively award at least 80% of the inventory purchases of stock items.	Percent of competitively awarded inventory purchases of stock items														
FY2018																
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>80%</td> <td>70%</td> <td>85%</td> <td>77%</td> <td>75%</td> <td>80%</td> <td>77%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%	70%	85%	77%	75%	80%	77%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
80%	70%	85%	77%	75%	80%	77%										
Previous FY2017																
<table border="1"> <tbody> <tr> <td>80%</td> <td>90%</td> <td>90%</td> <td>90%</td> <td>90%</td> <td>90%</td> <td>90%</td> </tr> </tbody> </table>			80%	90%	90%	90%	90%	90%	90%							
80%	90%	90%	90%	90%	90%	90%										
Comments: Mid-Yr: <input type="text"/> The Warehouse had a few more smaller dollar items come up for reorder that are typically are under our competitive award threshold. Yr-End: <input type="text"/>																

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 94.4% of Target	1. Issue requisitions processed		2,600	484	749	1,233	605	616	2,454
			Previous FY2017						
			2,600	689	687	1,376	620	762	2,758
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 92.7% of Target	2. Replenishment orders		300	63	74	137	78	63	278
			Previous FY2017						
			375	81	72	153	56	70	279
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 100.4% of Target	3. Stock items on hand		1,293	1,296	1,297	1,296	1,298	1,301	1,298
			Previous FY2017						
			1,293	1,296	1,296	1,296	1,296	1,296	1,296



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department: Finance

Division: Finance-General Services

Program Name and Number: Mail Courier Services (1443)

Program Owner: Bill Hornung

Program Mission: Process outgoing certified mail, and collect and distribute U.S. Postal Service and interdepartmental mail to all City departments accurately and efficiently.

4/6, 67%
Objectives
Achieved

Program Activities:

1. Collect the City's United States Postal Service (U.S.P.S.) mail twice daily.
2. Provide interoffice mail courier service to 33 stops at City offices and selected outside agencies.
3. Process 99% of the outgoing U.S.P.S. mail the same day
4. Post mail information on the Courier's SharePoint page.
5. Maintain departmental billing records.
6. Process certified mail in-house and track the cost savings

✓ Status	Project Objectives	
✓ Complete	1. Notify customers of changes in postal rates and post rates on SharePoint.	Yr-End: <input type="text"/>
Comments: Mid-Yr:	An email was sent notifying staff of postage rate increases	
✓ Complete	2. Provide Finance with timely, accurate postal charges by department each month.	Yr-End: <input type="text"/>
Comments: Mid-Yr:	Mail reports are be providing to Finance on a timely basis.	
Status	Measurable Objectives	Metric
On Target 100.5% of Target	1. Process incoming and outgoing U.S.P.S. mail within 1 working day or more of the time.	99% Percent of outgoing U.S.P.S. mail sent within same day
FY2018		
✓	UM	Target
✓		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
	99.00%	99.00%
	99.00%	99.00%
	99.00%	99.00%
	99.00%	100.00%
	99.00%	100.00%
	99.00%	99.50%
Previous FY2017		
	99.00%	100.00%
	99.00%	100.00%
	99.00%	100.00%
	99.00%	100.00%
	99.00%	100.00%
	99.00%	100.00%
Comments: Mid-Yr:	There was only one day where mail could not go out due to personnel being out. We are training office staff to use the postage system so that mail dropped off can be processed.	Yr-End: All mail during the last six months of the fiscal went out on the same day that it was received.

Status	Measurable Objectives	Metric														
Behind Target 99.% of Target	2. Provide mail services according to the published schedules 99% or more of the time.	Percent of mail stops serviced in accordance with the mail schedule														
----- FY2018 -----																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>99.00%</td> <td>100.00%</td> <td>98.00%</td> <td>99.00%</td> <td>98.00%</td> <td>98.00%</td> <td>98.00%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	99.00%	100.00%	98.00%	99.00%	98.00%	98.00%	98.00%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
99.00%	100.00%	98.00%	99.00%	98.00%	98.00%	98.00%										
----- Previous FY2017 -----																
<input type="checkbox"/>		<table border="1"> <tbody> <tr> <td>99.00%</td> <td></td> <td>98.20%</td> <td>98.20%</td> <td></td> <td>99.23%</td> <td>99.00%</td> </tr> </tbody> </table>	99.00%		98.20%	98.20%		99.23%	99.00%							
99.00%		98.20%	98.20%		99.23%	99.00%										
Comments:	Mid-Yr: There was only 1 day during the first six months of the fiscal where mail was not picked up as scheduled. This was due to personnel shortage.	Yr-End: Slightly below target. There were 2 days in the last six months of the fiscal year where mail was not picked up as schedules due to personnel shortage and equipment breakdown.														
Status	Measurable Objectives	Metric														
Behind Target 97.8% of Target	3. Complete a Customer Survey by June 30 and achieve an overall customer satisfaction rating of 90% or higher.	Overall Customer Satisfaction rating														
----- FY2018 -----																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>90%</td> <td></td> <td></td> <td></td> <td>88%</td> <td></td> <td>88%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%				88%		88%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
90%				88%		88%										
----- Previous FY2017 -----																
<input type="checkbox"/>		<table border="1"> <tbody> <tr> <td>90%</td> <td></td> <td>100%</td> <td>100%</td> <td></td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	90%		100%	100%		100%	100%							
90%		100%	100%		100%	100%										
Comments:	Mid-Yr: The survey is conducted in the last fiscal year quarter.	Yr-End: Survey was completed in June 2018. The result was slightly below the 90% target with 87.50% rating mail services as good to excellent, and 12.5% rating services as fair. There were no negative ratings; poor or very poor.														
Status	Measurable Objectives	Metric														
On Target 100.% of Target	4. Bi-monthly (24) cross-training with Central Stores	Cross-training sessions held														
----- FY2018 -----																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>24</td> <td></td> <td></td> <td>24</td> <td></td> <td></td> <td>24</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	24			24			24
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
24			24			24										
----- Previous FY2017 -----																
<input type="checkbox"/>		<table border="1"> <tbody> <tr> <td>24</td> <td></td> <td>12</td> <td>12</td> <td></td> <td>12</td> <td>24</td> </tr> </tbody> </table>	24		12	12		12	24							
24		12	12		12	24										
Comments:	Mid-Yr: Training is progressing as planned	Yr-End:														

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 114.9% of Target	1. Pieces of outgoing USPS mail processed		120,000		62,445	62,445		75,416	137,861
			Previous FY2017						
			121,000		65,144	65,144		61,257	126,401
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 91.4% of Target	2. Labor cost per piece of outgoing U.S.P.S. mail		\$0.35	\$0.35	\$0.35	\$0.35	\$0.29	\$0.29	\$0.32
			Previous FY2017						
			\$0.35	\$0.00	\$0.34	\$0.34		\$0.32	\$0.33
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 95.9% of Target	3. Pieces of outgoing certified mail processed		1,000		447	447		512	959
			Previous FY2017						
			1,400	0	444	444		610	1,054
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 99.6% of Target	4. Cost Savings from processing certified mail in-house		\$1,300		\$603	\$603		\$691	\$1,295
			Previous FY2017						
			\$1,428	\$0	\$599	\$599		\$824	\$1,423
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
#Num!	5. Zero Customer Complaints		0		0	0		0	0
			Previous FY2017						
Comments:	<p>1. Mid-Yr: On target for annual projection Yr-End: Exceeded target by almost 15%,</p> <p>2. Yr-End: Labor cost per piece of outgoing mail was below target due to the mail volume being higher than estimated.</p> <p>3. Mid-Yr: On target to meet annual projection Yr-End: Below original target and slightly above the projection</p> <p>4. Mid-Yr: On target to meet annual projection</p> <p>5. Mid-Yr: No service complaints have been received Yr-End: No service complaints were received during the fiscal year</p>								



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department: Finance **2/2, 100%**
Division: Finance-Risk Management **Objectives**
Program Name and Number: Risk Management - Administrative Operations (1464) **Achieved**
Program Owner: Mark Howard
Program Mission: Manage division programs and assist operating departments to assess exposure to loss.

Program Activities:

1. Create and maintain a risk management information system.
2. Review and execute contracts, agreements, leases, and grants.
3. Identify, evaluate, and rate all risks of accidental loss.
4. Respond to employee, supervisor and management requests for assistance.
5. Market and negotiate placement of commercial insurance policies.
6. Initiate investigation and recovery of costs for loss or damage to City property caused by insurable perils or a negligent third party.
7. Notarize City and employee documents.

Status	Measurable Objectives	Metric														
Ahead of Target 117.5% of Target	1. Ensure 80% completion of Division program objectives.	Percent of objectives achieved														
----- FY2018 -----																
✓	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Target</th> <th style="width: 15%;">Qtr1 Actual</th> <th style="width: 15%;">Qtr2 Actual</th> <th style="width: 15%;">Mid-Year Actual</th> <th style="width: 15%;">Qtr3 Actual</th> <th style="width: 15%;">Qtr4 Actual</th> <th style="width: 15%;">Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">80%</td> <td></td> <td style="text-align: center;">15%</td> <td style="text-align: center;">15%</td> <td></td> <td style="text-align: center;">94%</td> <td style="text-align: center;">94%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%		15%	15%		94%	94%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
80%		15%	15%		94%	94%										
----- Previous FY2017 -----																
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">80%</td> <td></td> <td style="text-align: center;">12%</td> <td style="text-align: center;">12%</td> <td></td> <td style="text-align: center;">100%</td> <td style="text-align: center;">100%</td> </tr> </tbody> </table>	80%		12%	12%		100%	100%							
80%		12%	12%		100%	100%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																
Status	Measurable Objectives	Metric														
On Target 100.% of Target	2. Compile and post semi-annual loss data.	Post loss data semi annually														
----- FY2018 -----																
✓	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Target</th> <th style="width: 15%;">Qtr1 Actual</th> <th style="width: 15%;">Qtr2 Actual</th> <th style="width: 15%;">Mid-Year Actual</th> <th style="width: 15%;">Qtr3 Actual</th> <th style="width: 15%;">Qtr4 Actual</th> <th style="width: 15%;">Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2</td> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td></td> <td style="text-align: center;">2</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	2		1	1	1		2
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
2		1	1	1		2										
----- Previous FY2017 -----																
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">2</td> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> </tr> </tbody> </table>	2		1	1		1	2							
2		1	1		1	2										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 87.6% of Target	1. Dollar value of property damage and worker's compensation expenses recovered from negligent third parties		\$444,783		\$265,152	\$265,152		\$124,476	\$389,628
			<i>Previous FY2017</i>						
			\$300,000		\$234,315	\$234,315		\$465,463	\$465,463
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 87.% of Target	2. Total cost of risk as percentage of city operating and capital expenditures		2.00%		2.63%	2.63%		1.74%	1.74%
			<i>Previous FY2017</i>						
			2.00%		1.09%	1.09%		1.40%	1.40%



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	7/7, 100% Objectives Achieved
Division:	Finance-Risk Management	
Program Name and Number:	Risk Management - Workers Compensation (1461)	
Program Owner:	Robert Collett	
Program Mission:	Provide workers' compensation benefits to eligible employees, ensure compliance with Federal and State regulations, and minimize associated costs.	

Program Activities:

1. Collect, maintain, and analyze loss data.
2. Ensure compliance with Federal and California laws; monitor legislation, legal opinions, and case law for changes.
3. Investigate, evaluate, and authorize all new lost time claims.
4. Approve the use of salary continuation.
5. Approve expenditures, evaluate and recommend settlement proposals, and obtain approval for settlement payments.
6. Ensure that the third party administrator completes all required elements of contracts.
7. Assist outside legal counsel to defend claims, and coordinate subrogation recovery.
8. Notify management of any permanent work restriction for injured employees and evaluate industrial disability retirement applications.
9. Assist managers and supervisors to return an injured employee to regular or modified duty and develop a modified duty contract.
10. Respond to employee, supervisor, and management inquiries; provide training on workers' compensation.

✓ Status	Project Objectives
✓ Complete	1. Update the Risk Management Frequency and Severity Report by September 30, 2017.
Comments: Mid-Yr:	Completed September 25, 2017. Yr-End:
✓ Complete	2. Issue an RFP for Workers' Compensation Third Party Administrator (TPA) by November 1, 2017.
Comments: Mid-Yr:	Yr-End: Completed November 30, 2017.
✓ Complete	3. Conduct semi-annual claim reviews of the Third Party Administrator by September 30, 2017 and March 31, 2018.
Comments: Mid-Yr:	Conducted semi-annual claim review of the Third Party Administrator on September 12, 2017. Next review scheduled for March 15, 2018. Yr-End: Conducted semi-annual claim review of the Third Party Administrator on March 13, 2018.
✓ Complete	4. Develop an 'after hours coverage' guideline by March 31, 2018.
Comments: Mid-Yr:	Yr-End: Completed after hours coverage guideline March 27, 2018.

Status	Measurable Objectives	Metric
Ahead of Target 105.1% of Target	1. Obtain 75% of industrial injury preventability determination reports from the operating departments.	Percent of preventability reports received
----- FY2018 -----		
✓ UM	Target	Qtr1 Actual Qtr2 Actual Mid-Year Actual Qtr3 Actual Qtr4 Actual Year-to-Date

<input checked="" type="checkbox"/>	78%		82%	82%			82%	
<i>Previous FY2017</i>								
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>								
Status	Measurable Objectives						Metric	
Ahead of Target 104.% of Target	2. Investigate 50% of the industrial injuries with lost time within 45 days.						Percent of investigations completed	
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		50%		54%	54%		52%	52%
<i>Previous FY2017</i>								
		50%		64%	64%		50%	50%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>								
Status	Measurable Objectives						Metric	
On Target 133.3% of Target	3. Conduct annual claim review with three departments with the highest claims frequency.						Claim reviews conducted	
FY2018								
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		3		0	0		4	4
<i>Previous FY2017</i>								
		3		0	0		4	4
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>								
						Conducted departmental claim reviews on the following dates: Waterfront (4/10/18), Public Works (4/11/18), and Police (4/18/18). A fourth review session was held with the City Administrator (4/16/18) to go over citywide results.		

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 106.4% of Target	1. Claim costs (paid and reserved) for the current fiscal year		\$2.0 M		888,491.0	888,491.0		\$1.2 M	\$2.1 M
			Previous FY2017						
			\$2.3 M		280,969.0	280,969.0			\$951,109.0
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 77.1% of Target	2. Annual gross amount of medical costs billed (all open claims)		\$3.5 M		\$1.2 M	\$1.2 M		\$1.5 M	\$2.7 M
			Previous FY2017						
			\$2.0 M		\$2.0 M	\$2.0 M		\$3.5 M	\$3.5 M
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 84.5% of Target	3. Annual gross amount of medical costs paid (all open claims)		\$1 M		\$385,441	\$385,441		\$459,281	\$844,722
			Previous FY2017						
			\$770,000		\$531,000	\$531,000		\$982,168	\$982,168
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 100.% of Target	4. Annual cost of professional medical bill review services (all open claims)		\$66,348		\$33,147	\$33,147		\$33,201	\$66,348
			Previous FY2017						
			\$68,400		\$33,687	\$33,687		\$66,861	\$66,861
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 113.5% of Target	6. Open claims all years at Fiscal Year End		200		238	238		227	227
			Previous FY2017						
			205		224	224		236	236
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 78.9% of Target	7. Litigation ratio (Number of active litigated claims divided by the number of open claims (all years))		19%		9%	8%		15%	15%
			Previous FY2017						
			19%		17%	17%		14%	14%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 89.6% of Target	8. Percent of claims filed without lost time		67%		68%	68%		60%	60%
			Previous FY2017						
			66%		71%	71%		71%	71%

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 56.3% of Target	9. Modified duty days worked		2,055		906	906		251	1,157
			Previous FY2017						
			2,055		820	820		1,424	1,424
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 67.5% of Target	10. Modified duty cost savings		\$250,000		\$131,297	\$131,297		\$37,498	\$168,795
			Previous FY2017						
			\$331,266		\$116,768	\$116,768		\$233,203	\$233,203
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 206.3% of Target	11. Average number of days claims are open (non-litigated)		365		852	852		753	753
			Previous FY2017						
			1095		589	589		894	894
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 308.7% of Target	12. Average number of days claims are open (litigated)		1095		30074	30074		3380	3380
			Previous FY2017						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 106.% of Target	13. Closing Ratio	≥	1.0	0.81	1.18	1		1.06	1.06
			Previous FY2017						
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 150.% of Target	14. Average # of Days from Date of Knowledge (DOK) of Injury to Date Injury Reported to Risk Management	Days	2		2	2		3	3
			Previous FY2017						



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	5/5, 100% Objectives Achieved
Division:	Finance-Risk Management	
Program Name and Number:	Risk Management - Liability (1462)	
Program Owner:	Marisa Kahn	
Program Mission:	Prudently investigate City incidents and adjust damage claims, correct potential hazards, and provide loss prevention training.	

Program Activities:

1. Administer incident and claims procedures.
2. Investigate departmental activities relative to claimed damages.
3. Pay or deny claims and communicate findings to claimants.
4. Represent the City in small claims court.
5. Request and track hazard mitigation throughout City activities.
6. Assess and provide tailored loss prevention techniques to City personnel.
7. Obtain preventability reports of vehicle and equipment damage from appropriate departments.
8. Report fleet loss data monthly and annually.
9. Respond to citizen and public requests for assistance.

✓ Status	Project Objectives	
✓ Complete	1. Update the Risk Management Frequency and Severity Report by September 30, 2017.	
Comments: Mid-Yr: <input style="width: 300px;" type="text"/>		Yr-End: <input style="width: 100px;" type="text"/>
✓ Complete	2. Update the Injury & Illness Prevention Program Chapter 12 by March 31, 2018.	
Comments: Mid-Yr: <input style="width: 300px;" type="text"/>		Yr-End: <input style="width: 100px;" type="text"/>
Status	Measurable Objectives	Metric
Ahead of Target 106.7% of Target	1. Complete 90% of claims investigations within 45 days.	Percent of claims acted upon within 45 days of receipt
----- FY2018 -----		
✓	UM	Target
	Qtr1 Actual	Qtr2 Actual
	Mid-Year Actual	Qtr3 Actual
	Qtr4 Actual	Year-to-Date
✓	90%	95%
	95%	97%
	96%	
----- Previous FY2017 -----		
	90%	99%
	99%	100%
	99%	
Comments: Mid-Yr: <input style="width: 300px;" type="text"/>		Yr-End: <input style="width: 100px;" type="text"/>

Status	Measurable Objectives	Metric														
Ahead of Target 101.1% of Target	2. Route 90% of public hazard concerns to the appropriate department within 7 working days.	Percent of public hazard complaints (Fix-Its) routed to appropriate department within 7 working days of receipt														
FY2018																
✓	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">90%</td> <td></td> <td style="text-align: center;">86%</td> <td style="text-align: center;">86%</td> <td></td> <td style="text-align: center;">96%</td> <td style="text-align: center;">91%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	90%		86%	86%		96%	91%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
90%		86%	86%		96%	91%										
Previous FY2017																
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">90%</td> <td></td> <td style="text-align: center;">95%</td> <td style="text-align: center;">95%</td> <td></td> <td style="text-align: center;">93%</td> <td style="text-align: center;">94%</td> </tr> </tbody> </table>	90%		95%	95%		93%	94%							
90%		95%	95%		93%	94%										
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

Status	Measurable Objectives	Metric														
Ahead of Target 115.% of Target	3. Obtain 80% of collision preventability determination reports from the operating departments	Percent of preventability reports received														
FY2018																
✓	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">80%</td> <td></td> <td style="text-align: center;">90%</td> <td style="text-align: center;">90%</td> <td></td> <td style="text-align: center;">92%</td> <td style="text-align: center;">92%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%		90%	90%		92%	92%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
80%		90%	90%		92%	92%										
Previous FY2017																
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>														
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>																

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 100.% of Target	1. Liability claims filed (current fiscal year)		120		59	59		61	120
			Previous FY2017						
			124		73	73		79	152
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 132.% of Target	2. Current open claims inventory at Fiscal Year End		75		112	112		99	99
			Previous FY2017						
			84		91	91		96	96
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 44.% of Target	3. Annual claim costs (paid only)		\$604,861		\$150,777	\$150,777		\$115,283	\$266,060
			Previous FY2017						
			\$640,000		\$199,368	\$199,368		\$386,036	\$386,036
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 130.8% of Target	4. Litigation ratio		13%		14%	14%		20%	17%
			Previous FY2017						
			10%		18%	18%		18%	18%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 148.% of Target	5. Open litigation ratio		25%		32%	32%		41%	37%
			Previous FY2017						
			21%		37%	37%		28%	33%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 92.8% of Target	6. Claims closed ratio (within 11 months of filing)		83%		83%	83%		72%	77%
			Previous FY2017						
			84%		83%	83%		80%	82%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 110.4% of Target	7. Reported fleet collisions		96		49	49		57	106
			Previous FY2017						
			86		63	63		51	114

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 107.1% of Target	8. Fleet claims/fleet collision ratio		14%		15%	15%		14%	15%
			Previous FY2017						
			21%		16%	16%		24%	20%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 154.% of Target	9. Preventable collision costs		\$30,262		\$16,219	\$16,219		\$30,388	\$46,607
			Previous FY2017						
			\$32,097		\$13,221	\$13,221		\$29,543	\$42,764
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 71.6% of Target	10. Site visits conducted		95		44	44		24	68
			Previous FY2017						
			93		42	42		53	95
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 61.2% of Target	11. Incident reports completed		116		46	46		25	71
			Previous FY2017						
			145		53	53		43	96
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 98.5% of Target	12. Restitution claims initiated (current fiscal year)		67		44	44		22	66
			Previous FY2017						



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department: Finance **5/6, 83%**
Division: Finance-Risk Management **Objectives**
Program Name and Number: Risk Management - Occupational Safety/Health (1463) **Achieved**
Program Owner: Julie Ruggieri
Program Mission: Ensure a safe work environment for the City's work force and preserve the City's financial resources through training, medical screening, and safety analysis.

Program Activities:

1. Review and update the Injury Illness Prevention Program (IIPP) to conform to Occupational Safety and Health Act (OSHA) regulatory changes.
2. Maintain and schedule master IIPP compliance activities and other safety training regulations according to state law.
3. Provide training guidance and resources to supervisors.
4. Respond to hazards and safety concerns identified by employees.
5. Provide semi-annual loss data reports.
6. Maintain network of internal occupational safety and health trainers.
7. Consult with departments to assess workplace security needs.

✓ Status	Project Objectives
<input checked="" type="checkbox"/> Complete Comments: Mid-Yr:	1. Coordinate monthly Illness and Injury Prevention Program training calendar. <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> Risk Management has coordinated ergonomics, confined space, hearing conservation, disaster preparedness, and fall protection training, facility inspections, and safety program evaluation and recognition thus far this fiscal year. </div> <div style="width: 45%;"> IIPP training topics covered between January and June included hearing conservation, emergency medical care, fleet safety, respirator fitness, infection control, heat illness, asbestos awareness, and hazard communication. </div> </div>
<input checked="" type="checkbox"/> Complete Comments: Mid-Yr:	2. Complete Annual Facility Safety Audit by March 31, 2018. <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> City parking garages, pools, and parks were the subject of this fiscal year's safety audit. Tetra Tech completed the onsite evaluation phase of this project December 4 and 5, 2017. We anticipate receiving Tetra Tech's report by mid-January. A review of the industrial hygienist's report will be conducted with the Public Works and Parks & Recreation management teams before March 31, 2018. </div> <div style="width: 45%; border: 1px solid black; min-height: 100px;"> Yr-End: </div> </div>
<input checked="" type="checkbox"/> Complete Comments: Mid-Yr:	3. Post Cal/OSHA Log 300A electronically by February 1, 2018. <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%; border: 1px solid black; min-height: 20px;"> Yr-End: </div> <div style="width: 45%; border: 1px solid black; min-height: 20px;"> </div> </div>

Status	Measurable Objectives	Metric
Behind Target 105.8% of Target	1. Ensure the number of occupational injuries at the level do not exceed the 5 year average.	Occupational injury claims filed
FY2018		
✓ UM	Target	Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date

<input type="checkbox"/>	138		78	78		68	146		
<i>Previous FY2017</i>									
	134		58	58		64	122		
Comments: Mid-Yr:				Yr-End:					
Status	Measurable Objectives						Metric		
On Target 100.% of Target	2. Utilize in-house staff to coordinate 60% of the annual training topics identified on the IIPP training calendar.						Percent of in-house staff who teach IIPP classes		
FY2018									
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
<input checked="" type="checkbox"/>		67%		67%	67%		67%	67%	
<i>Previous FY2017</i>									
		60%		67%	67%		67%	67%	
Comments: Mid-Yr:				Yr-End:					
Status	Measurable Objectives						Metric		
On Target 100.% of Target	3. Ensure compliance with State and Federal OSHA mandates.						Percent compliance with State and Federal OSHA mandates		
FY2018									
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
<input checked="" type="checkbox"/>		100%		100%	100%		100%	100%	
<i>Previous FY2017</i>									
		100%		100%	100%		100%	100%	
Comments: Mid-Yr:				Yr-End:					
FY2018									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 179.4% of Target	1. Lost work days due to occupational injuries		1,861		1,471	1,471		1,867	3,338
<i>Previous FY2017</i>									
			1,021		1,368	1,368		1,231	2,599
FY2018									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 179.3% of Target	2. IIPP training sessions conducted		227		181	181		226	407
<i>Previous FY2017</i>									
			126		240	240		156	396
FY2018									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 158.2% of Target	3. Employees attending Injury Illness Prevention Program training sessions		3,933		3,046	3,046		3,175	6,221
<i>Previous FY2017</i>									
			2,283		3,588	3,588		3,698	7,286



City of Santa Barbara

Fiscal Year 2018 Performance Measure Results

Reporting Period: From 7/1/2017 to 6/30/2018

Department:	Finance	7/9, 78% Objectives Achieved
Division:	Finance-Environmental Services	
Program Name and Number:	Solid Waste (1471)	
Program Owner:	Rene Eyerly, Brendan Mohun	
Program Mission:	Provide reliable, cost-effective collection of residential and commercial recyclables, greenwaste, foodscraps and refuse through the City's franchised hauler, with a primary focus on maximizing diversion of solid waste from landfill disposal.	

Program Activities:

1. Design solid waste programs that protect public health and the environment; maintain the City's compliance with State solid waste mandates.
2. Develop a cost-effective solid waste management system to allow the City to maintain control of its waste stream
3. Pursue long-term alternatives to disposal and continuously reduce the volume of material disposed in landfills through aggressive recycling, composting and related diversion strategies.
4. Ensure contract compliance with the franchised hauler.
5. Manage all components of the City's waste management system.
6. Provide information to the public and respond to concerns about hauling services.
7. Participate in regional solid waste forums such as the Multi-Jurisdictional Solid Waste Task Group (MJSWTG).

✓ Status	Project Objectives		
✓ Complete	1. Conduct the Spirit of Service Awards.	Comments: Mid-Yr: Date has been selected. Event will be held on May 9, 2018. Nominations will be accepted beginning in February.	Yr-End: The event was held on May 9th and seven awards were given.
✓ Complete	2. Hold two electronic waste collection events.	Comments: Mid-Yr: First event was held on October 20 & 21, 2017. Currently have a meeting scheduled with E-Waste vendor to choose date for the spring.	Yr-End: First event was held on October 20 & 21, 2017. The second event was held May 4 & 5, 2018.
✓ Complete	3. Evaluate and expand comprehensive mixed recycling programs at three City facilities.	Comments: Mid-Yr: City facilities are actively being audited for compliance with mixed recycling and other diversion programs. Performing research to improve the effectiveness of diversion programs for recycle, foodscrap, and greenwaste. Strategizing large roll-out of improved programs for later in FY18, or for early FY19.	Yr-End: Pilot new break room containers in Granada Garage w/ the goal of expanding the pilot to 3 other break rooms by the end of 2018. Louise Lowry Davis Center - Increased diversion from 30% to 50%. Waterfront Administration -Increased diversion from 33% to 37%

<input checked="" type="checkbox"/> Complete	5. Monitor compliance of retailers that are subject to the Single Use Bag ordinance and take appropriate enforcement action.
Comments: Mid-Yr:	Notification letters went out to Tier 2 stores reminding them of the February 14 Annual Report due date. Staff also reviewed the City's business listing to identify any stores missing from the list of regulated stores. Those stores have been notified of the regulation requirements and annual report due dates.
Yr-End:	Notification letters have been sent to Tier 1 stores for August 14th deadline. Notification system has been sent through Constant Contact to better track responses this year.
<input checked="" type="checkbox"/> Complete	6. Actively promote the revised Waste Enclosure Guidelines to architects, developers, and building industry stakeholders to facilitate its consistent and widespread use throughout the development process.
Comments: Mid-Yr:	Waste Enclosure Guidelines are distributed to stakeholders regularly through the City's Land Development Team and Development Review process.
Yr-End:	Waste Enclosure Guidelines are distributed to stakeholders regularly through the City's Land Development Team and Development Review process. Currently in the process of updating the guide to eliminate any conflicts with Title 30.
<input checked="" type="checkbox"/> Complete	7. Explore options for reducing per-customer household hazardous waste disposal costs.
Comments: Mid-Yr:	
Yr-End:	Sites were considered downtown, along w/ the MarBorg site. Space constraints, permitting and construction don't make a second permanent site viable as of now. Will continue to work w/ and monitor the County HHW facility regarding cost, marketing, and use.

Status	Measurable Objectives	Metric
--------	-----------------------	--------

Ahead of Target 114.% of Target	1. Meet with 200 new and existing business clients to establish or to maintain onsite diversion programs.	Business contacts made to establish or to maintain onsite diversion programs.
------------------------------------	--	---

✓	UM	FY2018						Year-to-Date
		Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	
<input checked="" type="checkbox"/>		200	50	76	126	37	65	228
<i>Previous FY2017</i>								
		200	96	85	181	55	49	285

Comments: Mid-Yr:		Yr-End:	Quarter 4 shows an increase in outreach, closer to our normal performance without any natural disasters in the area. The increase is largely due to connecting with businesses that are still out of compliance with AB-1826.
--------------------------	--	----------------	---

Status	Measurable Objectives	Metric														
Behind Target 90.8% of Target	2. Respond to 98% of code enforcement calls within one business day.	Percent of code enforcement calls responded to within one business day														
FY2018																
<input checked="" type="checkbox"/>	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">98%</td> <td style="text-align: center;">93%</td> <td style="text-align: center;">96%</td> <td style="text-align: center;">94%</td> <td style="text-align: center;">95%</td> <td style="text-align: center;">73%</td> <td style="text-align: center;">89%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	98%	93%	96%	94%	95%	73%	89%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
98%	93%	96%	94%	95%	73%	89%										
Previous FY2017																
<input type="checkbox"/>		<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">98%</td> <td style="text-align: center;">86%</td> <td style="text-align: center;">63%</td> <td style="text-align: center;">75%</td> <td style="text-align: center;">86%</td> <td style="text-align: center;">95%</td> <td style="text-align: center;">82%</td> </tr> </tbody> </table>	98%	86%	63%	75%	86%	95%	82%							
98%	86%	63%	75%	86%	95%	82%										
Comments: Mid-Yr: <input type="text"/>		Yr-End: Qtr 4 performance suffered due to special project assignment (Illegal Dumping signage)														
Status	Measurable Objectives	Metric														
Behind Target 99.4% of Target	3. Divert from landfill disposal, a minimum of 3,200 tons of source-separated food scraps on an annual basis.	Tons of Source-Separated Food Scraps														
FY2018																
<input checked="" type="checkbox"/>	UM	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">3,200</td> <td style="text-align: center;">816</td> <td style="text-align: center;">837</td> <td style="text-align: center;">1,653</td> <td style="text-align: center;">722</td> <td style="text-align: center;">805</td> <td style="text-align: center;">3,180</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	3,200	816	837	1,653	722	805	3,180
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
3,200	816	837	1,653	722	805	3,180										
Previous FY2017																
<input type="checkbox"/>		<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">3,200</td> <td style="text-align: center;">865</td> <td style="text-align: center;">785</td> <td style="text-align: center;">1,650</td> <td style="text-align: center;">744</td> <td style="text-align: center;">804</td> <td style="text-align: center;">3,198</td> </tr> </tbody> </table>	3,200	865	785	1,650	744	804	3,198							
3,200	865	785	1,650	744	804	3,198										
Comments: Mid-Yr: <input type="text"/>		Yr-End: Quarter 3 shows reduced tons of source-separated food scraps due to local weather events that occurred in December 2017 and January 2018.														

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 117.8% of Target	1. Tons of solid waste disposed of at Tajiguas Landfill		90,000	24,959	28,307	53,266	24,630	28,142	106,038
			Previous FY2017						
			90,000	23,130	23,872	47,002	23,332	22,619	92,953
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 104.3% of Target	2. Tons of mixed recyclables diverted from the Tajiguas Landfill (franchise only)		19,000	5,164	4,835	9,999	4,863	4,956	19,818
			Previous FY2017						
			19,000	5,121	4,880	10,001	5,315	5,150	20,466
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 104.8% of Target	3. Mixed recyclables diverted from Tajiguas Landfill as a percentage of trash (franchise only)		31.0%	32.0%	33.0%	32.5%	33.0%	32.0%	32.5%
			Previous FY2017						
			31.0%	32.0%	34.0%	33.0%	33.0%	33.0%	33.0%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 94.2% of Target	4. Tons of greenwaste diverted from the Tajiguas Landfill (franchise only)		15,200	3,831	3,657	7,488	3,130	3,700	14,318
			Previous FY2017						
			15,200	3,348	3,116	6,464	3,111	4,134	13,709
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 98.2% of Target	5. Greenwaste diverted from Tajiguas Landfill as a percentage of trash disposed (franchise only)		28.0%	28.0%	28.0%	28.0%	26.0%	28.0%	27.5%
			Previous FY2017						
			28.0%	24.0%	24.0%	24.0%	24.0%	30.0%	25.5%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 96.4% of Target	6. Tons of foodscraps diverted from Tajiguas Landfill		3,300	816	837	1,653	722	805	3,180
			Previous FY2017						
			3,300	839	816	1,655	741	797	3,193
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 132.2% of Target	7. Hauler service complaints reported to MarBorg		1100	304	355	659	380	415	1454
			Previous FY2017						
			1100	340	324	664	310	361	1335

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 169.7% of Target	8. Number of calls handled by Code Enforcement staff		132	81	48	129	40	55	224
			Previous FY2017						
			132	66	27	93	58	44	195
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 99.1% of Target	9. Percent of business accounts with 2/3 or more of monthly trash service dedicated to recycling and greenwaste, and/or foodscraps		23.0%	23.0%	22.0%	22.5%	23.0%	23.0%	22.8%
			Previous FY2017						
			23.0%	23.0%	23.0%	23.0%	23.0%	23.0%	23.0%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 103.4% of Target	10. Percent of single-family residential accounts with 2/3 or more of monthly trash service dedicated to recycling and greenwaste		79.0%	81.0%	82.0%	81.5%	82.0%	82.0%	81.7%
			Previous FY2017						
			79.0%	81.0%	81.0%	81.0%	81.0%	81.0%	81.0%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 112.2% of Target	11. Percent of multi-unit residential account with 2/3 or more of monthly trash service dedicated to recycling and greenwaste		23.0%	25.0%	26.0%	25.5%	26.0%	26.0%	25.8%
			Previous FY2017						
			23.0%	25.0%	25.0%	25.0%	25.0%	25.0%	25.0%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 112.% of Target	12. Percent 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		15.0%	16.0%	17.0%	16.5%	17.0%	17.0%	16.8%
			Previous FY2017						
			15.0%	13.0%	13.0%	13.0%	19.0%	16.0%	15.2%
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 106.8% of Target	13. Pounds of household hazardous waste collected at the City ABOP and UCSB facility (less electronic waste)		322,870	93,177	78,183	171,360	84,276	89,064	344,700
			Previous FY2017						
			322,870	97,987	75,347	173,334	99,852	98,012	371,198

			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 127.9% of Target	14. Pounds of electronics waste collected at City-sponsored events and In-City collection		270,644	25,007	140,969	165,976	26,767	153,473	346,216
			Previous FY2017						
			270,644	23,931	128,716	152,647	30,608	168,120	351,375
			FY2018						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 394.% of Target	15. Development projects reviewed		100	103	119	222	88	84	394
			Previous FY2017						
			100	59	34	93	73	85	251