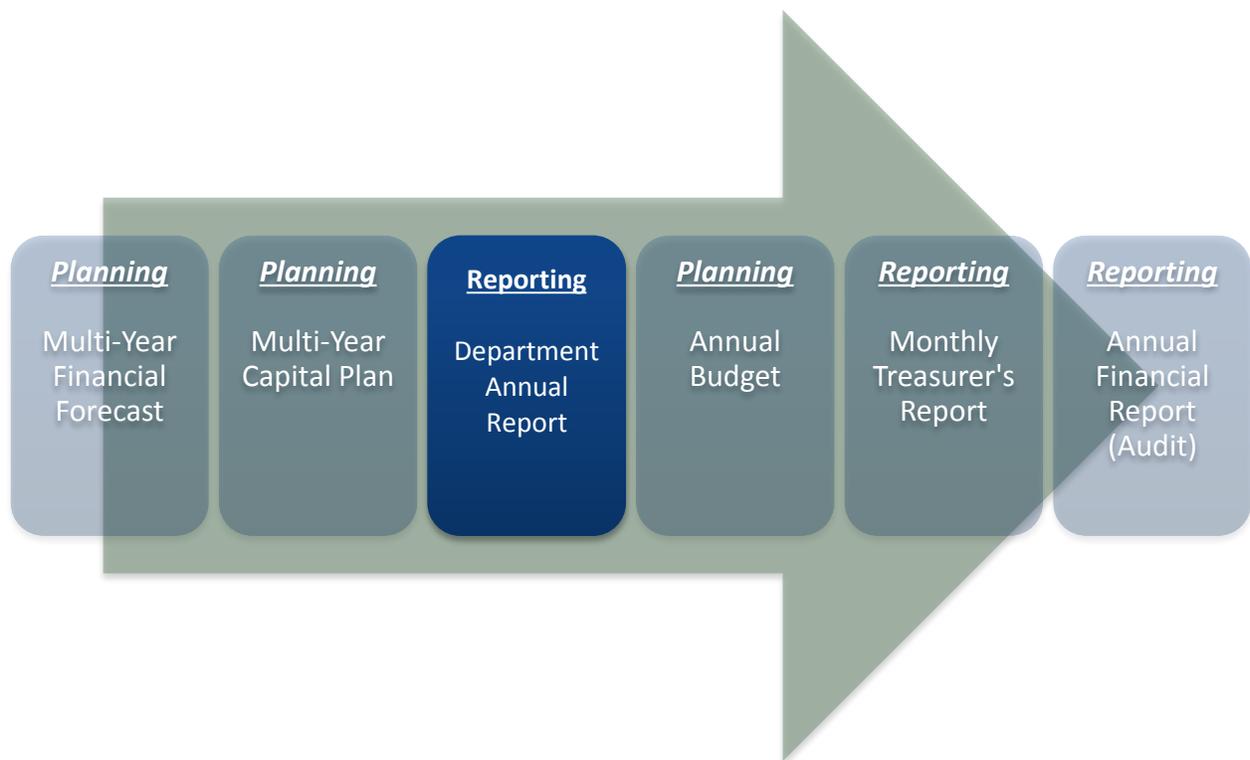




VILLAGE OF
ROUND LAKE BEACH

Illinois

Financial Planning & Reporting Process



Finance Department
&
Round Lake Beach Cultural & Civic Center

2014 Annual Report

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Mission Statement and Responsibilities

The mission of the Finance Department is to effectively and efficiently safeguard and account for the Village's resources, and to provide financial services in support of all Village departments and the community in general.

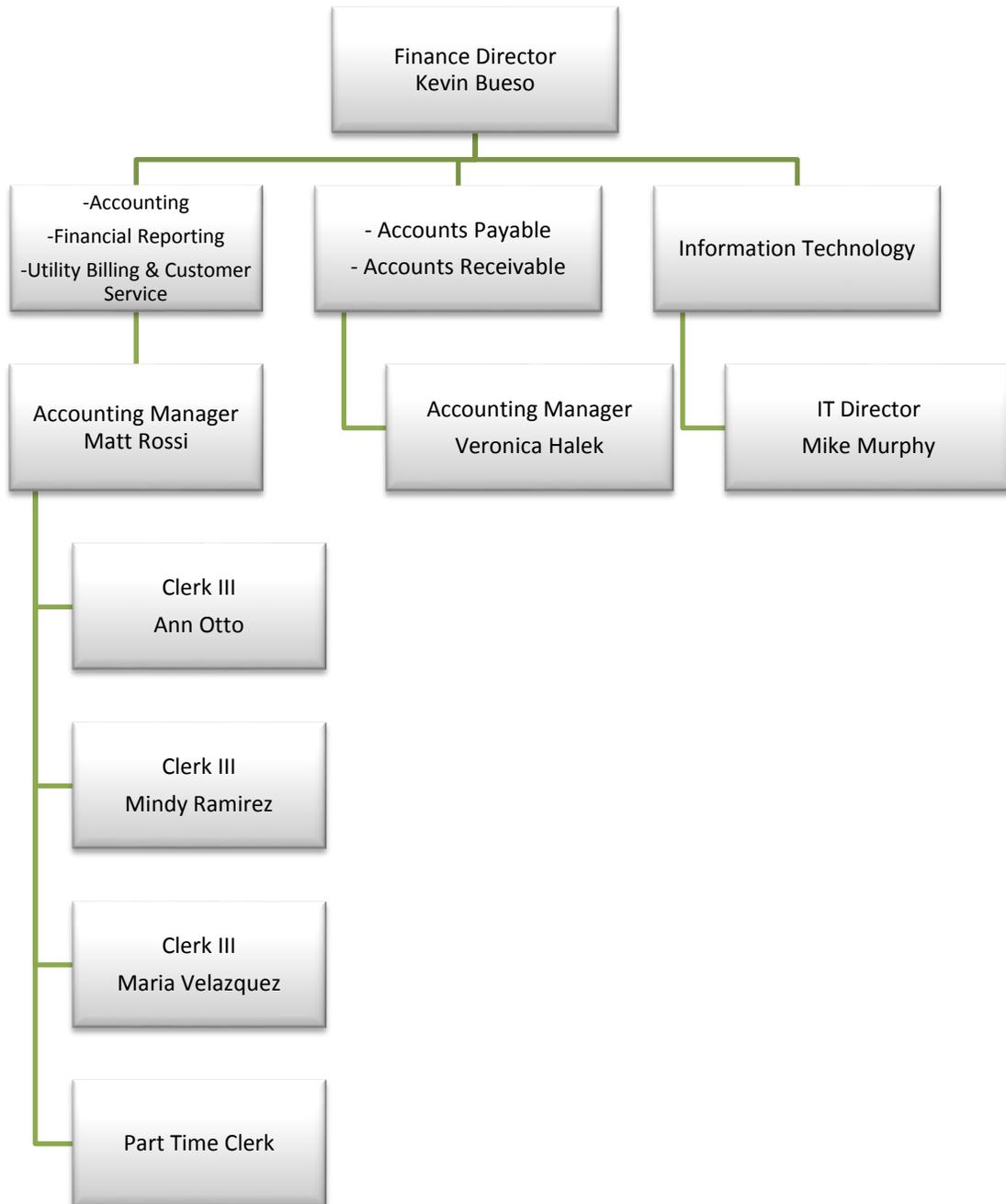
The Finance Department is responsible for all Village financial operations. This includes budgeting, multi-year planning, internal and external financial reporting, accounts payable, accounts receivable, purchasing, water billing, internal auditing, debt management, cash management, internal controls, collections, financial forecasting, information technology, and financial policies and procedures. Under the Finance Department umbrella, the Clerks answer the main switchboard for the Village handling general inquiries and directing callers.

The Finance Department has constant contact with Village residents and business owners through the water billing and switchboard functions. As a result, high quality customer service is a priority. The Department strives to provide accurate information and assistance to our customers while ensuring adherence to Village policies, procedures, and regulations.

The Finance Department strives to provide transparent and easy access to information regarding the Village's financial condition. The Annual Budget, Multi-Year Financial Forecast, Multi-Year Capital Plan, Monthly Treasurer's Reports, and Annual Financial Reports are available on the Village's website for public review.

Structure and Staff

The Finance Department is comprised of the following functional areas of responsibility: Finance & Accounting, Financial Reporting, Utility Billing, Customer Service, and Information Technology. All functional areas are under the direction of the Village's Finance Director Kevin Bueso. During the year, two Finance Department staff members left the Village: Finance Director Brian Gosnell, and Office Manager Linda Dubs. Brian served as the Finance Director for 3 years and Linda as the Office Manager for 7 years.



Finance & Accounting

The primary responsibility of Accounting & Reporting is managed by Accounting Manager **Veronica Halek** (part-time), and Accounting Manager **Matt Rossi**. The Department is also supported by the use of an outside accounting firm to complete accounting work such as bank reconciliations, month end, and year end close processes where a CPA level Accountant is preferred. Eder Casella & Co. has provided such accounting services for over 4 years.

Utility Billing & Customer Service

Accounting Manager **Matt Rossi** leads the Utility Billing, Accounting, Financial Reporting, and Customer Service functions, supported by three full-time Clerks including **Ann Otto, Mindy Ramirez, Maria Velazquez**; the Village also employs 2 part-time clerical positions. In addition to handling all of the water billing functions, Finance staff also manages Metra passes, boat launch passes, notary services, voter registration, parking tickets, and ensure that the Village Hall is open and serving residents, businesses, and other customers 5 days per week. Accounting Manager **Veronica Halek** leads the Accounts Payable and Accounts Receivable functions.

Information Technology

During calendar year 2012, the Finance Department coordinated an independent review of the Village's IT infrastructure. The report noted many areas of deficiency and led to the replacement of the Village's IT firm by Prescient Solutions. In addition to having **Mike Murphy** working here onsite, Prescient provides a total team of IT resources. These individuals have the immediate expertise of our account relationship manager (Peter Tichansky) as well as the expertise of 85 IT Professionals serving other Prescient clients; 25 of which are Municipalities and Emergency Dispatch Centers throughout the Chicagoland area. Prescient is an industry leader and is often interviewed on local television and consulted by the Department of Homeland Security on IT issues.

Workload Statistics

The Finance Department tracks several statistics, which indicate the workload in certain functional areas. A year-to-year comparison of these statistics is provided below:

Workload Statistics - Finance Department	2010	2011	2012	2013	2014
# of AP Checks Issued	2,675	2,620	2,532	2,729	2,976
# of Invoices Processed	535	461	568	258	276
# of Journal Entries Prepared	9,420	8,273	9,002	10,574	10,388
# of Support Tickets Entered	N/A	N/A	N/A	1,234	1,300
# of Account Adjustemtns	1,635	2,410	1,312	1,275	2,040
# of Counter Transactions	35,112	33,335	30,198	31,092	31,862
# of Phone Calls	24,254	24,387	26,723	25,207	25,920
# of Second Notices	7,052	8,148	7,887	7,743	6,525
# of Tags Processed	869	800	2,638	967	1,791
# of Water Payments Processed	49,346	46,807	45,661	50,372	46,631
# of UB Work Orders Processed	1,542	1,299	1,720	807	1,262

Awards & Recognition

GFOA Distinguished Budget Award


 For the sixth year in a row the Finance Department received the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award. The

award reflects the commitment of the Mayor, Village Board, and Village staff to meeting the highest principles of governmental budgeting. In order to receive the budget award, the Village had to satisfy nationally recognized guidelines for effective budget presentation, ensuring that the budget document serves effectively as a policy document, financial plan, operations guide, and communications device. The budget document is a tool for Village staff and residents to understand what resources are used to carry out the Village's mission. This document is available under the Finance Department link on the Village's website.



Only 1,300 municipalities in the US and Canada receive the GFOA's Distinguished Budget Award

Efficiencies & Achievements

ERP System Upgrade

In October, the Village began the process of implementing BS&A, new ERP System. The Village had utilized MSI since 1990 and it has been in a consortium with 7 other Villages seeking to replace their ERP system since 2013. The Village was seeking improvements in Activity Reporting\Tracking, Utility Billing, Permitting Software, cross-departmental integration along with many other. BS&A has the ability to meet all of this criterion and others including an updated Work Order Application, a Field Inspection Application for permits. BS&A is used by all Departments in the Village, and staff has been tasked to work on finding other uses for it.

The table below shows some statistics since BS&A was implemented:

Data	Statistic
Number of BS&A Users (All Modules)	41
Number of General Ledger Accounts	1,324
Number of Grants Set Up	7
BS&A Modules Fully Implemented	8/10
Number of Work Orders Entered	855

Updated Phone System

In November, the Village upgraded its phone system to an IP Phone system. The Village contracted with CallOne for the upgrade and purchased 70 ShoreTel telephones. The previous phone system did not have the capability to easily manage extension assignment and it did not provide reporting capabilities. The new ShoreTel phone system has decreased the monthly phone cost by an estimated \$1,200 per month along with having the capability to provide phone logs, call accounting, and consolidating call answering points.

Electric Aggregation Program

For the second straight year the Village has used NIMEC to procure lower-cost electricity supply for residents and small commercial retail accounts. For the first half of the year, the Village contracted with Verde Energy USA. When the contract was due for renewal in August, ComEd came in with a lower rate, so the Village used ComEd for the rest of 2014.

IT Upgrades

The Village's information technology infrastructure saw many improvements in 2014. During this period, the following IT-related projects were completed: 1) Mail server migrated from Exchange 2003 to 2010; 2) domain upgrade/consolidation; 3) server consolidation; 4) server virtualization project; 5) SAN (Storage Area Network); 6) DMZ Setup (De-Militarized Zone or Perimeter Network); 7) Tape Library Backup; 8) Civic Center Network Upgrade; 9) Set up of Wi-Fi Access Points ; and 10) Public Works Network Upgraded. These projects have improved the way the Village collects, shares and stores digital information.

Round Lake Beach Cultural & Civic Center

Mission Statement

The Village of Round Lake Beach Cultural and Civic Center is a Regional Facility where diverse audiences can actively participate in cultural, educational, economic, social and entertainment opportunities.

The Center will provide quality event spaces and services to insure that each event is professional and unique while exceeding the expectations of our clients, patrons, and the residents of Round Lake Beach.

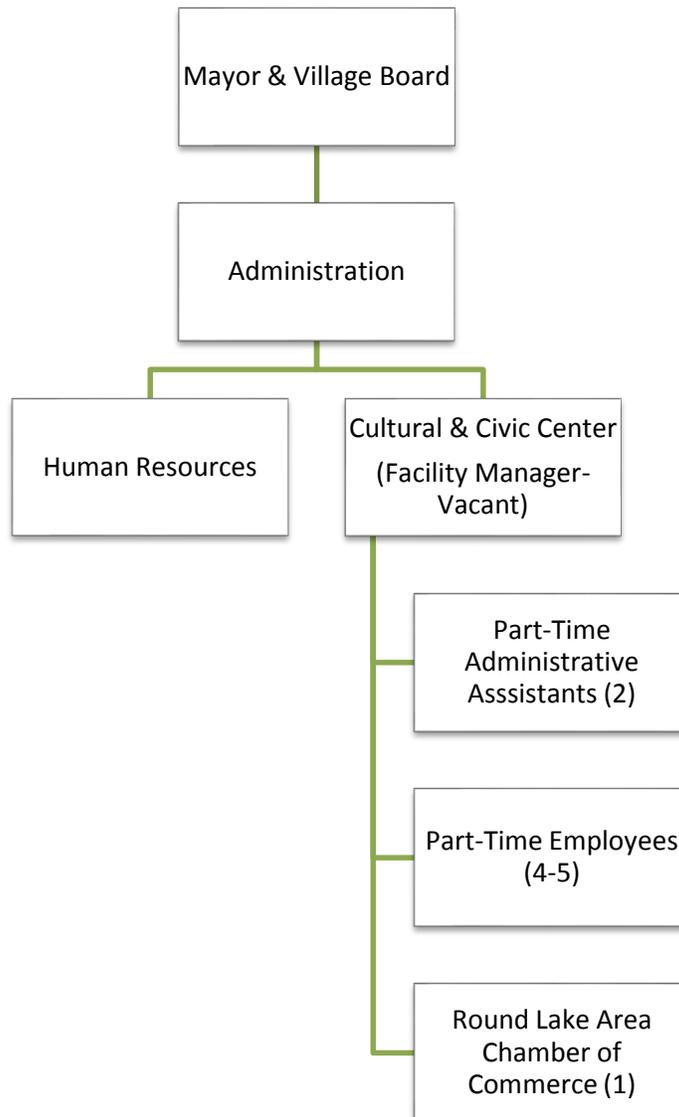
Goals

- Create new audiences and sustain established audiences through a variety of programs ranging from the purely entertaining to the artistically challenging with sensitivity to cultural diversity.
- Work closely with community and business organizations to provide educational and networking programs and opportunities for businesses and organizations from Round Lake Beach and the region.
- Work closely with the Round Lake Area Chamber of Commerce and Community Partners to insure positive communication, unique event spaces and superb services to our clients.
- Work closely with the Center Foundation to motivate community involvement with the Cultural and Civic Center.
- Insure quality control through a variety of communication methods, surveys and prompt responses to our clients and patrons needs.
- Create and carry out marketing plans for the many facets of the Center and the Round Lake Beach area, which insure visibility to all market segments.

Civic Center Structure & Staff

During 2014, the Civic Center experienced several staff changes, including the departure of Facility Manager **Monica Marr** in April 2014; in July of 2014, **Bryan Adams** was hired as the Facility Manager who worked at the Center as of the end of the reporting year but has since departed the post, which is currently vacant.

The Civic Center is currently supported by 2 part time Administrative Assistants **Amanda Nemec and Bernice Perez**; and 5 part time employees for large events. Additionally, the Civic Center is supported by the **Civic Center Foundation, Round Lake Area Chamber of Commerce, and MobileEye.**



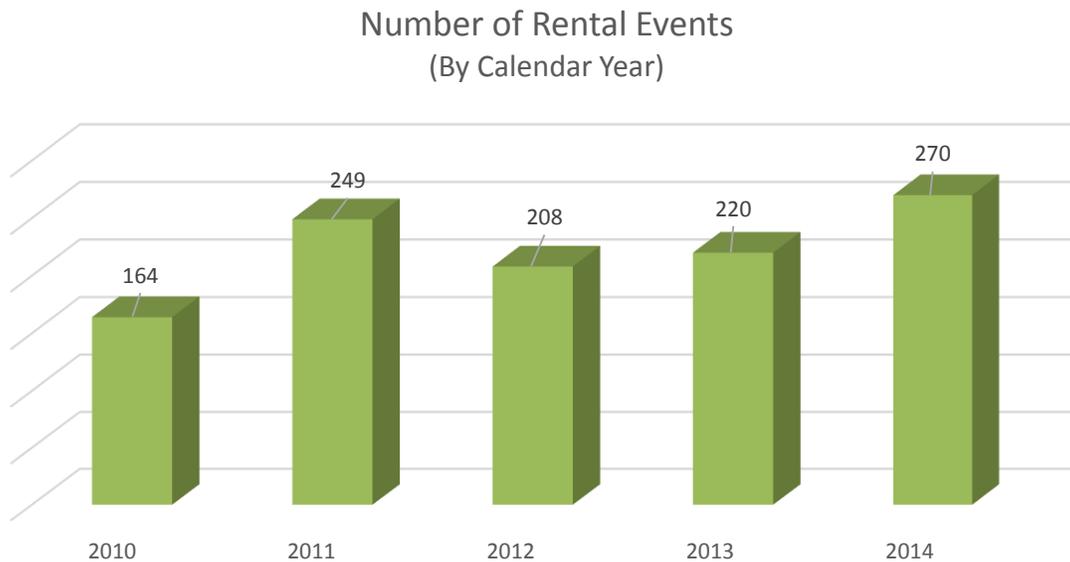
Activity Tracking

Over the last year, the Village has implemented new tracking methods to continue the efficient operation at the Civic Center. During the first year of implementation, the main activity areas being tracked are rental events and caterers.

The following charts and tables provide an overview of these activities:

Rental Events

During calendar year 2014, the Civic Center saw a 23% increase in the number of events as compared to 2013; the graph below provides a brief overview of the number of events hosted over the 5 calendar years:



Rental Revenue

The increase in rental revenue from 2013 to 2014 was 14% or \$11,937; even though the number of events increased by a higher percentage, revenue increases was not as much due to smaller, shorter events being hosted:



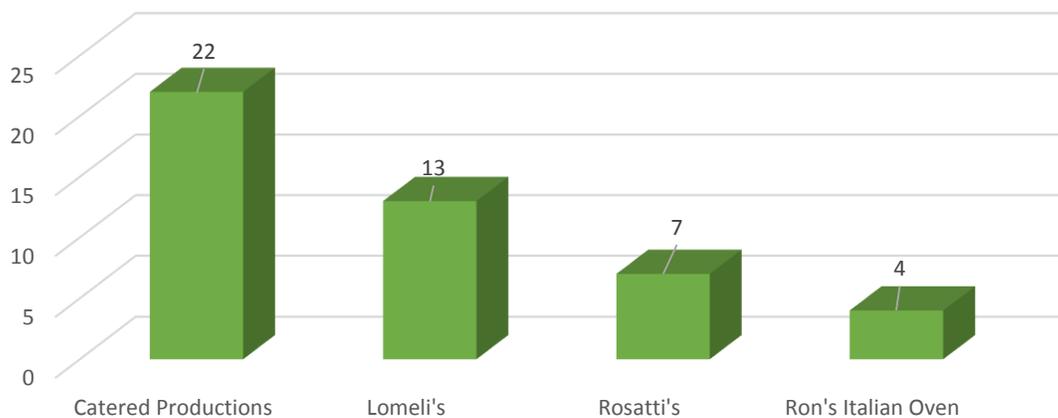
Preferred Caterers

During 2014, the Civic Center contracted with 4 preferred caterers; 2 of large caterers with the ability to serve 100 and more guests and 2 small caterers for events under 100 guests. Large caterers are responsible to pay the Civic Center \$500.00 annual fee and smaller caterers pay a \$250.00 annual fee. The two large caterers are Catered Productions and Lomeli's; the two small caterers are Rosatti's Pizza and Ron's Italian Oven. Their activity is reported below:

Events Catered – Preferred Caterers

During 2014, the preferred caterers served a total of 46 events; below is a breakdown of the events hosted by each preferred caterer.

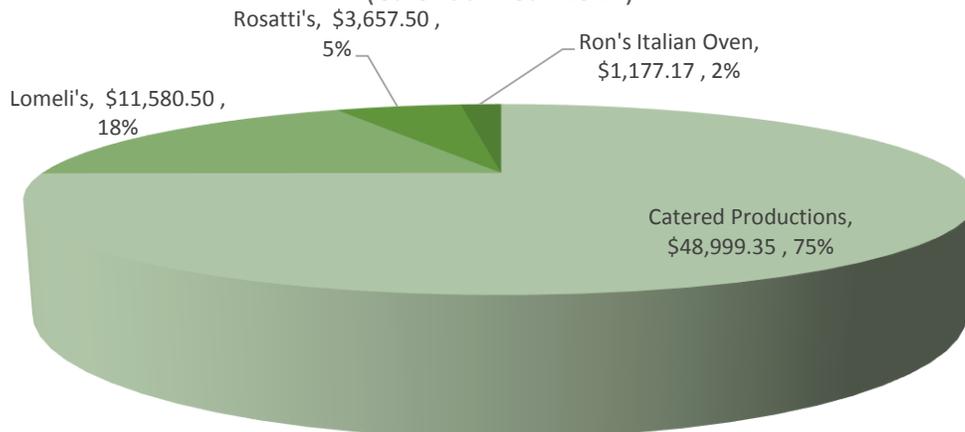
Preferred Caterers Activity - Number of Catered Events
(Calendar Year 2014)



Food Sales (Net) – Preferred Caterers

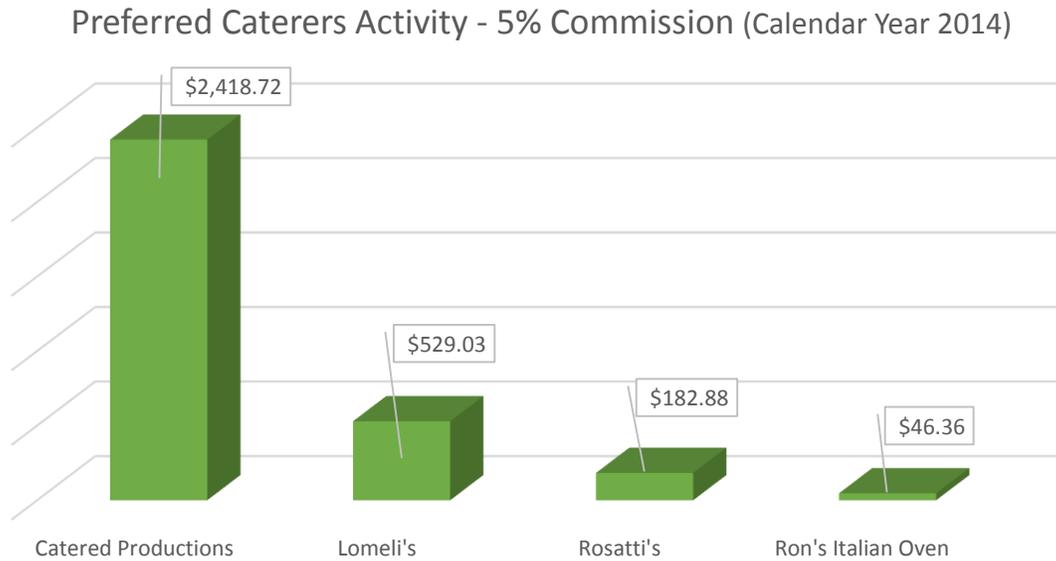
During the year, preferred caterers reported a total of \$65,415 in net food sales; below is a breakdown of food sales per preferred caterer.

Preferred Caterers Activity - Food Sales
(Calendar Year 2014)



Village Commission – Preferred Caterers

As part of the agreement to be in the preferred caterers list, each preferred caterer is responsible for paying a 5% commission on their net sales above the annual fee they pay (\$250 for small caterers and \$500 for large caterers). Below is a chart showing the Civic Center’s portion of net food sales by preferred caterers during calendar year 2014:



Taxing District Events

During the year, Round Lake area taxing districts have access to the Civic Center to host some of their events. The table below shows the number of events hosted by these taxing districts during the 2014 and 2013:

TIF District	2014	2013
RLA Schools	4	6
RLA Park District	7	7
RLA Library	0	1
Total	11	14