

Finance

FY22 Actual FY23 Actual FY24 Projection FY24 Target FY25 Target

Long-Term Issue - Financial Management and Information

Increasing customer needs for timely information, financial management services and higher levels of accountability and transparency if not addressed may result in increased costs, reduced city services, difficulty in maintaining compliance with laws and regulations, lost revenue, and reduced credibility with customers and stakeholders.

Strategies to address the Long-Term Issue

- Provide more proactive communication, such as newsletters and training.
- Work with customers in departments to identify their financial information and service needs and develop the resources and services identified.
- Clarify and improve financial policies and ensure they are easily accessible and effectively communicated to departments.
- Refine and maximize use of technology to streamline processes for staff and customers.
- Focus on staff development and morale through succession planning and internal training.
- Provide residents with easily accessible financial information.

Strategic Result(s) to measure annual progress on Long-Term Issue

Annually, 95% of customers will report they are satisfied with the Finance Department.

201	% of customers who are satisfied with the Finance Department	87%	90%	87%	95%	95%
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Long-Term Issue - Sustainable Financial Model


Increasing costs, limited revenue raising flexibility, growing future liabilities, and higher demands for City services if not addressed will result in increased use of debt, decrease in service levels, and a focus on immediate needs at the expense of long-term goals.

Strategies to address the Long-Term Issue

- Contributions for the Employee Retirement System will be budgeted at the Actuarial Determined Contribution (ADC) rate.
- Develop a funding plan for maintenance, operating, and capital replacement of MAPS and bond projects.
- Continue funding and cost management to address the long-term liability of retiree health insurance (OPEB).
- Prepare and manage the General Fund budget to maintain appropriate reserve levels and control personnel cost levels.
- Pursue legislative changes to expand the sales tax base, provide revenue diversification and use of property tax.

Strategic Result(s) to measure annual progress on Long-Term Issue

The City will maintain the AAA credit ratings on the General Obligation Bond Program.

202	 General Obligation Bond Program Credit Ratings	AAA / Aaa	AAA / Aaa	AAA / Aaa	AAA / Aaa	AAA / Aaa
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Long-Term Issue - Sustainable Financial Model

Strategic Result(s) to measure annual progress on Long-Term Issue

Annually, personnel related costs will remain at or below 70% of total operating costs.

203	% of total operating expenses for payroll expenses	65.32%	62.06%	N/A	70.00%	70.00%
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Strategic Result(s) to measure annual progress on Long-Term Issue

Annually, General Fund unbudgeted reserves will be maintained in the range of 16-22% of General Fund budget.

204	 % of general fund operating budget maintained in unbudgeted reserve	23.15%	24.23%	22.00%	22.00%	22.00%
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Strategic Result(s) to measure annual progress on Long-Term Issue

By 2026, property insurance reserves will be funded at two times the deductible.

205	# of deductibles funded by property insurance reserves	1.06	0.80	12.36	1.25	1.25
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Strategic Result(s) to measure annual progress on Long-Term Issue

By 2026, the percentage of General Fund revenue from sales and use tax will be below 70% due to greater diversification of revenue sources.

206	% of General Fund operating revenue from Sales and Use Tax	71%	69%	71%	65%	65%
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Long-Term Issue - Safety

A continued need to promote a workplace safety culture within the City, if not addressed, will result in a high risk of employee injuries and reduced resources available to provide City services.

Strategies to address the Long-Term Issue

- Continue to provide useful and accurate Workers' Compensation and On the Job Injury (OJI) reports to Departments and assist in analyzing their workplace injury experience.
- Provide safety consultation services to Departments.
- Train managers in the essential elements of an Occupational Safety Program.
- Coordinate safety training and new employee orientation for all City employees, employing both internal and external resources.
- Maintain a City-wide Safety Advisory Committee to make recommendations for improving the City's safety culture.
- Implement and maintain an Emergency Response Team (ERT) for the downtown City offices.
- Continue proactive claims management services.
- Continue the safety recognition program.
- Implement a city-wide return to work program.
- Ensure every department maintains and updates an injury/illness prevention plan.
- Work with departments to identify hazardous workplace conditions that qualify for the Risk Management Safety Grant.


Strategic Result(s) to measure annual progress on Long-Term Issue

By 2026, a culture of safety will be reflected by:

- The City injury rate will be at or below 10 injuries per 100 employees.
- 100% of employees will receive quarterly safety training.







207	# of injuries per 100 employees	13.09	12.73	12.73	8.00	8.00
208	% of employees that receive quarterly safety training	N/A	12%	6%	100%	100%

Administrative - Executive Leadership

209	 % of key measures and strategic results achieved	N/A	50%	38%	75%	75%
210	% of customers reporting they are satisfied with financial information and reports	86%	88%	86%	92%	92%
211	% of customers reporting they are satisfied with the financial services received to manage their operations	85%	87%	85%	90%	90%








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Accounting and Financial Reporting - Accounting Systems						
212	 % of accounting system support requests resolved within 3 working days	97%	96%	95%	98%	98%
213	% of total capital assets that are in balance	99.07%	99.07%	98.99%	100.00%	100.00%
214	# of accounting system support requests resolved	2,022	2,077	2,236	2,200	2,200
215	# of accounting system support requests received	2,021	2,099	2,274	1,765	1,765
Accounting and Financial Reporting - Financial Reporting						
216	 % of financial reports issued on time	101.49%	93.07%	85.50%	100.00%	100.00%
217	% of bank reconciliations completed on time	99.34%	98.60%	97.62%	93.10%	93.10%
218	% of customers who report they are satisfied with the financial information available to make decisions	86%	80%	83%	92%	92%
219	# of bank reconciliations completed	1,962	1,831	1,738	1,862	1,862
220	# of financial reports issued	204	188	165	192	192
Accounting and Financial Reporting - Payroll						
221	 % of employee payments processed accurately and on time	100%	100%	100%	102%	102%
222	% of compliance reports processed accurately and on time	N/A	100%	101%	N/A	N/A
223	% of payroll-related supplier payments processed accurately and on time	100%	100%	100%	100%	100%
224	# of employee payments processed	137,737	145,461	144,374	145,000	145,000
225	# of payroll corrections processed	141	111	76	120	120
Administrative - Debt Management						
226	  General Obligation Bond Program Credit Ratings	AAA / Aaa	AAA / Aaa	AAA / Aaa	AAA / Aaa	AAA / Aaa
227	# of General Obligation bond issues outstanding	26	27	27	47	47
228	\$ of General Obligation debt outstanding	1,033,920,000	1,075,305,000	1,112,645,000	1,112,645,000	1,112,645,000
Community Enhancement - Community Development						
229	 \$ value of private investment per \$ value of TIF investment	3.59	35.68	N/A	5.00	5.00










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Community Enhancement - Community Development						
230	 % increase in net assessed value for all Tax Increment Financing (TIF) districts	N/A	N/A	N/A	N/A	N/A
231	# of active contracts managed	N/A	N/A	N/A	N/A	N/A
232	# of affordable housing units incentivized by General Obligation Limited Tax (GOLT) bond or Tax Increment Financing (TIF)	N/A	N/A	N/A	N/A	N/A
233	# of TIF projects	120	150	N/A	42	42
Community Enhancement - Economic Development						
234	 % above the Oklahoma City MSA average wage for new jobs created through incentives	127%	0%	0%	5%	5%
235	% of new jobs paying above the Oklahoma City MSA average wage	41%	120%	N/A	35%	35%
236	# of companies receiving incentives	4	5	N/A	25	25
237	 # of jobs created	5,348	3,527	N/A	2,500	2,500
238	# of jobs created through incentives	324	1,650	N/A	1,500	1,500
239	\$ of private investment by incentivized projects	822,504,035	7,726,527,729	N/A	300,000,000	300,000,000
Financial Planning and Management - Energy Management						
240	% change in energy consumption from previous fiscal year	-4%	17%	-2%	0%	0%
241	 Total energy usage for City operations (MMBTU)	1,771,474	2,080,973	2,046,479	1,464,472	1,464,472
242	# of utility accounts managed	2,584	2,707	2,769	2,506	2,506
Financial Planning and Management - Management and Budget						
243	 % of customers who report they are satisfied with the budget services and information provided to manage operations	88%	83%	87%	90%	90%
244	% of General Fund operating revenue from Sales and Use Tax	71%	69%	71%	65%	65%
245	% of total operating expenses for payroll expenses	65.32%	62.06%	N/A	70.00%	70.00%






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Financial Planning and Management - Performance Management						
246	 % of customers who report they are satisfied with the LFR-related services and information provided to manage operations	N/A	83%	83%	85%	85%
247	% of data entered on time	76%	74%	77%	95%	95%
248	 # of performance data certifications performed	88	61	61	80	80
249	# of measures managed	2,804	2,810	2,948	3,000	3,000
Purchasing and Payment Processing - Accounts Payable						
250	 % of supplier payments made in 30 calendar days or less from invoice date	88%	86%	85%	91%	91%
251	# of supplier payments processed	85,800	81,418	87,710	85,000	85,000
Purchasing and Payment Processing - Purchasing						
252	 % of purchase orders approved within four (4) hours	98%	97%	98%	98%	98%
253	 % of purchasing contracts approved on time	88%	93%	95%	95%	95%
254	% of purchase orders encumbered after invoice date	10%	12%	13%	10%	10%
255	% of purchases under \$5,000 made with the purchasing card	91%	91%	92%	90%	90%
256	% of surplus requests posted within 30 days of receipt	N/A	N/A	N/A	N/A	N/A
257	# of purchasing contracts approved	519	592	490	654	654
258	\$ of surplus sales	N/A	N/A	N/A	N/A	N/A
259	# of surplus requests	N/A	N/A	N/A	N/A	N/A
Revenue Management - Revenue Enforcement						
260	\$ delinquent and noncompliant revenue per dollar of program budget	N/A	N/A	196%	114%	N/A
261	 \$ of delinquent and noncompliant revenues collected	1,059,898	1,044,497	1,496,711	900,000	900,000
Revenue Management - Treasury						
262	 % of portfolio yield compared to the 0-3 year U.S. Treasury Index benchmark	91%	97%	100%	100%	100%



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Revenue Management - Treasury						
263	% of City and Trust revenue recorded through Treasury within 2 business days	90.84%	90.97%	78.42%	92.00%	92.00%
264	% of customers who are satisfied with banking services provided by the Treasury division	85%	95%	83%	94%	94%
265	# of assessment districts invoiced	2,409	2,630	N/A	2,900	2,900
266	\$ of City and Trust revenue recorded by Treasury	1,485,411,259	1,654,483,961	1,499,178,316	1,178,000,000	1,178,000,000
Risk Management - Insurance						
267	 % of property losses per premium paid	4.85%	0.00%	0.00%	0.00%	0.00%
268	# of deductibles funded by property insurance reserves	1.06	0.80	12.36	1.25	1.25
269	\$ amount of property losses	68,143	96,460	742,579	400,000	400,000
270	Total value of City property insured (total insured value-TIV)	4,300,000,000	4,100,000,000	4,300,000,000	4,300,000,000	4,300,000,000
271	# of property claims	N/A	8	8	N/A	N/A
Risk Management - Workers' Compensation						
272	 % of initial contacts to injured employees completed within three (3) business days *	N/A	N/A	N/A	N/A	N/A
273	 % of temporary total/partial disability benefits started within three (3) business days *	N/A	N/A	N/A	N/A	N/A
274	% of delayed treatment due to comorbidities *	N/A	N/A	N/A	N/A	N/A
275	# of work days lost due to OJI	16,546.67	19,663.61	N/A	9,500.00	9,500.00
276	\$ Total for workers' compensation	45,800,666.73	30,798,543.76	34,061,731.21	13,150,000.00	13,150,000.00
277	Amount of \$ saved from work compensation claims program *	N/A	N/A	N/A	N/A	N/A
Risk Management - Workplace Safety						
278	# of injuries per 100 employees	13.09	12.73	12.73	8.00	8.00
279	# of employees attending trainings	N/A	N/A	1,050	N/A	N/A
280	# of sites inspected for Public Employees Occupational Safety and Health (PEOSH) reporting	N/A	N/A	20	N/A	N/A



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Risk Management - Workplace Safety

281	# of training courses offered	101	114	99	100	100
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