

**FINANCE COMMISSION MEETING**  
**Thursday, September 22, 2016 - 2:00 p.m.**  
**City Hall, Council Chambers, Vero Beach, Florida**

**AGENDA**

- 1. CALL TO ORDER**
- 2. APPROVAL OF MINUTES**
  - A) July 11, 2016**
- 3. PUBLIC COMMENT**
- 4. FINANCE DIRECTOR'S MATTERS**
  - A) FY 15/16 Third Quarter Financial Report and Variance Analysis**
  - B) FY 15/16 Third Quarter Electric Utility Rate Sufficiency**
  - C) Customer Service Technology Improvements**
- 5. NEW BUSINESS**
- 6. OLD BUSINESS**
- 7. CHAIRMAN'S MATTERS**
- 8. MEMBER'S MATTERS**
- 9. ADJOURNMENT**

This is a Public Meeting. Should any interested party seek to appeal any decision made by the Commission with respect to any matter considered at such meeting or hearing, he will need a record of the proceedings and that, for such purpose he may need to ensure that a record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. Anyone who needs a special accommodation for this meeting may contact the City's Americans with Disabilities Act (ADA) Coordinator at 978-4920 at least 48 hours in advance of the meeting.

**FINANCE COMMISSION MINUTES**  
**Monday, July 11, 2016 - 1:00 p.m.**  
**City Hall, Council Chambers, Vero Beach, Florida**

**PRESENT:** Chairman, Peter Gorry; Vice Chairman, Glen Brovont; Members: John Smith and Nathan Polackwich **Also Present:** Finance Director, Cindy Lawson and Deputy City Clerk, Sherri Philo

**Excused Absences:** Kathryn Barton and Victor DeMattia

**Unexcused Absence:** Daniel Stump

**1. CALL TO ORDER**

Today's meeting was called to order at 1:00 p.m.

**2. APPROVAL OF MINUTES**

**A) May 26, 2016**

**Mr. Brovont made a motion to approve the minutes of the May 26, 2016 Finance Commission meeting. Mr. Smith seconded the motion and it passed unanimously.**

**3. PUBLIC COMMENT**

None

**4. FINANCE DIRECTOR'S MATTERS**

**A) Budget Review**

Ms. Cynthia Lawson, Finance Director, briefly went over the memorandum highlighting the budget with the Commission members (attached to the original minutes). She pointed out that the first year's contribution of the annual recurring contributions to establish an OPEB Trust Fund were not included in this budget. She said the impact on the General Fund alone would be about \$330,000 dollars. Staff is proposing that they wait one (1) more year because they will have a debt service payment that would be going away in the amount of \$690,000 dollars. They are proposing that they replace it with the first year contribution to an OPEB Trust at \$330,000 going forward. She said they could possibly use the remainder of the funds to support the Marina's debt service for a few years in order for the Marina to do some capital improvements and get back on their feet. She noted that the Finance Commission made a recommendation to the City Council that they fund the OPEB Trust over 27 years.

Mr. Gorry suggested that the Commission go through the Proposed Budget Book and look at the various items, particularly in the General Fund. He said when they get to a point where they discuss priorities; he felt that their first priority was public safety (the protection of the City). The second priority is infrastructure, which they have to maintain, third is the level of services

that the community expects, and personnel costs as they are key as they cannot indefinitely assume that there is not going to be any salary increases. He said they also have to address the OPEB.

Mr. Brovont felt that one of the difficulties they are all having is trying to figure out where they are going over the next four (4) or five (5) years. He said while they have a Capital Budget program that goes forward five (5) years, they do not have that on the operating statement. He said that he organized all the revenue sources that he could see and used that in their current expense categories. He briefly went over his calculations with the Commission members. He said in using his figures, without any impact of the deferred capital and taking on OPEB, at the end of five (5) years, he still shows consistent loss in the operating statement without tax increases. Putting in the OPEB, he showed an \$8 to \$10 million dollar loss without changing the tax bracket. He said a 2.5% wage increase might be a little optimistic, but they are going to continue to face scarce qualified labor. He said that he prioritized all functions of the government and felt that the Police Department was untouchable as the community wants security. He said recreation is a non-government function. He said 10% of the City's budget is going to the Recreation Department and in the meantime, the streets are not getting repaired. He said the Recreation Department has 19 employees and if they take the bulk of the payroll and divide it by the bulk of employees of the Recreation Department and divide the salaries, the Recreation Department, on average, makes as much as the Police Department. If they look at the non-salary part in each of these departments they would see that the Recreation Department spends about \$26,000 dollars per employee for non-payroll functions. The Police Department spends about \$10,500 dollars. To him, something was wrong with the City's allocation system. He said in looking at the capital expenditures, he found that the City allocated about \$420,000 dollars to fix buildings of the Recreation Department. He then referred to Page 1 – *Recreation Department 2015/2015 Year End Report Based on the 9/30/15 Ledger* that was included in Mr. Gorry's memorandum (memorandum and complete backup attached to the original minutes). He said there were 10 functions listed, which their expenses added up to about \$800,000 dollars. Their revenue adds up to about \$420,000 dollars, which is a loss of about \$380,000 dollars. He did not think they could afford to keep buildings open and lose \$380,000 a year.

Mr. Polackwich asked how many of the employees were lifeguards.

Mr. Gorry answered 11.

Mr. Polackwich said lifeguards are critical as far as public safety.

Mr. Brovont said that he hasn't seen anywhere in writing where one of the highest priorities of the City was running recreation. He thought the highest priorities were to provide security and the roads.

Mr. Polackwich said lifeguards save lives.

Mr. Brovont said that he was not saying they shouldn't have lifeguards. All he was saying was the functions of the Recreation Department needed to be looked at. He said they all know that if

utilities rates continue to go down, which they hope that they will, so will the revenue of the City.

Mr. James O'Connor, City Manager, referred to the comment made that the City doesn't have the funding source to accommodate a loss of \$8 million dollars. He said they need to put that into perspective if they are comparing them with other cities. He said there are two functions with one being the property tax at 2.3 mills, which has flexibility. The other is that the City has money making enterprises and their prices are competitive statewide. He noted that they are not competitive with Florida Power and Light (FPL), but are relatively competitive with Duke Energy and more than competitive with Gainesville. He said a lot of times there is a high demand for communities even though the cost per capita increases. He said the cost in maintenance at Riverside Park is substantial. He said the City has a lot of open space, which is part of the City's quality of life and is part of recreation. He said at least half, if not the majority, of employees in the Recreation Department were lifeguards. He said that he was not sure if he knew of a city that had three (3) ocean beaches that provide lifeguards. Not only do they have lifeguards at the beaches, but they also have lifeguards at the swimming pool. He said recreation is one of those services that adapt to demand.

Mr. Brovont said his point was that there is very little flexibility in the budget. He thought it was strange that they can't fund the streets, but they can fund recreation functions. What he was suggesting was maybe looking at consolidation of some of the functions and getting rid of some of the buildings. He was not saying that they need to get rid of the lifeguards. He said they could increase taxes to pick up some revenue. But, they are restricting themselves and they are ending up with a lot of deferred capital. He said the OPEB situation is getting bigger.

Mr. Smith said it would be useful to study a number of areas and the Recreation Department is one of them. He said their biggest industry is tourism and they love the beaches, the Parks, the Theatre, etc., and the City would be hurting if they didn't have guarded beaches. He said they need to look at all aspects of the Recreation Department.

Mr. Brovont asked how do they justify the taxpayers paying \$172,000 dollars for the pool at Leisure Square when they end up with revenue of \$18,000 dollars.

Ms. Lawson said there was one budget season where in order to save costs, the Recreation Director proposed shutting down the pool during the winter for one (1) or (two) weeks and there was a big outcry over it.

Mr. Brovont asked if there is demand for it, then why can't they get paid for providing it.

Ms. Lawson said if there is a recreational enterprise that is a money maker, the private industry provides it. The recreational opportunities that are provided by governments are typically provided by governments because they are not money makers. She said big open space Parks is not something a private enterprise would take on because there is no money to be made there. Unfortunately, the City ends up providing recreation opportunities where there is no money to be made.

Mr. Gorry referred to the backup information attached to his memorandum. He said the expenses of the Parks, playgrounds and fountain was \$135,092 dollars and the beach lifeguarding was \$630,057 dollars in which neither produce any revenues. He felt that more focus should be on the expenses of the 10 facilities of the Recreation Department as to if they really need to have Bethel Creek House, the Riverhouse, etc. He questioned if they could do a public/private enterprise on any of them. He felt that it deserves scrutiny in terms of what the return on the assets was and what the community wants. He said there are two sources of revenue, which was the sale of the old Diesel Plant and at some point the sale of the Dodgertown property. He said the Finance Commission was asked to put forth to the City Council what they feel the priorities are. It is not his intention that they try to micromanage the budget line by line, unless that was something that the Commission wants to do. He did want to point out some of the issues with the framework of what they feel are the priorities and considerations without dictating that they want to cut something.

Mr. Brovont said every major company in this country tells their subcontractors to find a way to cut costs. He said the City is a business and their bosses are the taxpayers.

Ms. Lawson said if they were a business they would be able to pick and choose what they did and if they felt that their customers liked something they could charge them for it. She said both of those things were not things that they could really do effectively as a government. She said that she understood what Mr. Brovont was saying, but if they look at the costs and staffing for the past four (4) or five (5) years they would see that they have driven it down tremendously.

Mr. Brovont said it is impossible to reduce the cost of labor because it is not feasible. He said there is not much skin left in the budget the City is operating under. If the Elected Officials say they are not going to change anything then he felt they should all get ready for some tax increases. He said the City does not do a good job in selling their services.

Mr. Smith said at the last meeting he suggested having a subcommittee to address these things and was told that they could not. He said that he came to today's meeting with a proposal that they set up a series of workshop meetings to address these things. He said in addressing this today what they are doing is reacting to the budget proposed and he would like to see them get into a proactive mode where they could try to come up with what might be best for the Recreation Department, as well as the other Departments of the City.

Ms. Lawson pointed out that the City has other Commission/Boards, such as the Recreation Commission who was charged by the City Council to look at what the facilities of the Recreation Department were costing. The City has an Airport Commission who is charged with monitoring the Airport. She suggested that as the Finance Commission they look at areas the other Commission/Boards are charged with and that they involve those Commission/Boards.

Mr. Gorry noted that the Finance Commission did meet with the Recreation Commission and has had several joint meetings with the Utilities Commission.

Mr. Randy Old, Vice Mayor, said the Recreation Department is an expense area, but it does create a lot of revenue for the beaches. He said in March they had about 90,000 visitors and this

past month they had about 56,000 visitors. So, it is major revenue in terms of tourism. Also, there are over 300 events provided by the Recreation Department and there are a lot of Parks that they take care of. He felt that the Recreation Department was an amazing Department. The question is what do they want to be and how are they going to pay for it. If they want better roads, how would they pay for them. He said there are questions on if they have an inventory of buildings or land that they want to get rid of, can they get rid of them, can they consolidate, etc.

Mr. Brovont said they should look at consolidation. They have a lot of buildings they are maintaining that are off the tax rolls and some of them are in very valuable locations.

Mr. Old said the City is very lucky in that they have the utility business that brings in money, the Water and Sewer Department brings in money, the Airport brings people here, the Marina brings in money, etc. The City is very lucky to have these assets so that their tax rate is low and they create a tremendous opportunity for people to come and visit. What they are hearing is that no one wants it to change, that they want to maintain what they have. He said the question is how do they pay for it.

Mrs. Laura Moss, Chairwoman of the Utilities Commission, thanked Mr. Gorry for the information provided with his memorandum. She asked are all the buildings listed owned by the City.

Mr. O'Connor answered yes. He explained that they are under a Charter provision that they can't be sold for use for anything other than recreation.

Mrs. Moss asked if there were property appraisals for those properties.

Ms. Lawson said they are parcels with values established by the Property Appraiser, but they are not taxed. She said they have a parcel number and they have an appraised value. But, their appraised value is driven by the use.

Mrs. Moss asked what is the history of the bed tax and why does it go to the County.

Ms. Lawson explained that the revenue source was created by State Law and by State Law it is given to counties and not municipal governments. She noted that the bed tax could only be used for certain types of capital projects, such as beach re-nourishment, a sports stadium, etc.

Mr. Gorry said that he would be discussing at the end of today's meeting, what the City Council should look at in terms of what the appropriate level for the cash flow increment of the three tiers (referring to the Fund Balance Policy).

Ms. Lawson noted that the City Council adopted a Resolution that established the levels based on the recommendation of the Finance Commission. She said if they want to change the percentages the Resolution would have to be amended.

Mr. Brovont said they went through a lot to get to where they are and that he would not be happy about opening this up for discussion of changing the formula again.

Mr. Gorry said that he was not suggesting that they change anything. He was asking why they need \$5.5 million dollars, which is more than their entire ad valorem tax, as a cash flow for three (3) months.

Mr. Brovont said they went through this before and for good and viable reasons they stuck with it. There is nothing in principle that has changed how they should analyze the situation. These ongoing issues are going to be with them for years and years.

Mr. Gorry said what he was talking about was how much cash they have on hand that they need to run the business and have sufficient reserves to get through the three (3) months of the first quarter.

Mr. O'Connor said the Fund Balance reflects the strength of the business. He felt very good about where they are today.

Mr. Brovont felt that they had other issues that they should discuss before they open up the Fund Balance discussion again.

Mr. Gorry disagreed. He said their charge is to examine and evaluate everything. He said that he went through the last five (5) years and looked at the cash flow the best that he could. It seemed to him that they don't need five (5) months worth of cash flow.

Mr. O'Connor excused himself from today's meeting at 2:36 p.m.

Mr. Gorry handed out to the Commission members and showed on the doc cam the *General Fund Actuals* (attached to the original minutes). He explained that he took the last four (4) years and looked at what the first quarter ad valorem taxes were, how much revenue came in without taxes, and what the expenses were. What this information shows is that the revenues without taxes were in the \$3.6 million to \$4 million dollar range and the expenses were from \$4 million to \$6 million dollars. Then there was a shortfall on those two (2) numbers. The recommendation was to have the cash reserve of \$5.5 million dollars. He noted that this was only the first quarter because he left the taxes out. But, when the taxes come in November and December, essentially at the end of the quarter, there is a surplus of between \$1.5 million to \$2 million dollars of surplus in the actual revenues and expenses for the quarter. The point that he was making was with the numbers that he came up with; it seemed to him that having \$5.5 million dollars in cash flow for the quarter should be looked at.

Mr. Brovont thought what Mr. Gorry was saying was that worse case; they would be down about \$2.8 million dollars.

Mr. Gorry said that is the data that he had.

Mr. Brovont asked if he was correct that Mr. Gorry analyzed the first quarter of the past four (4) years.

Mr. Gorry said that was correct.

Mr. Brovont said then he is stating worse case that they would be down about \$3 million dollars.

Mr. Gorry said that is correct. He noted that there could be other transfer payments that he didn't see, but he did get the numbers from financial reports.

Mr. Brovont said what Mr. Gorry is going on to say is with the taxes they would go positive all the way up to \$3 million dollars. So there is roughly a \$6 million dollar shift.

Mr. Gorry said that is correct. He said what he was saying was do they really need \$5.5 million dollars in reserves or is there any room to use some of the funds for capital projects.

Ms. Lawson said the fact remains that the 25% is three (3) months of working capital for the first three (3) months of the year when things can go wrong where the City has to make payroll and have not received ad valorem taxes of note. But, more importantly it is about the fact that the other threshold is even if they create other funds to spend one (1) time on a big capital project, their Fund Balance would go down and not come back up. She said this is a policy decision. The Finance Commission made a recommendation and the City Council adopted it. If they want to make a different recommendation they could. It is not a matter of right or wrong. It is a matter of where they want the Fund Balance to be and she felt comfortable with where it was proposed.

Mr. Brovont said that Mr. Gorry did a good job on this, but he didn't want to reopen it. He said that he has not heard any suggestions on how they are to move forward. He felt strongly about getting rid of buildings that they don't need. He said sooner or later they are going to have to raise taxes.

Ms. Lawson asked the Commission members how they felt about staff's proposal regarding OPEB.

Mr. Polackwich asked would it set the City behind in any way if they don't do it.

Ms. Lawson said not really. She explained that it would mean that they would wait one (1) more year to start it, but it is a 27 year amortization as it is. The City's contribution to the annual premiums is fully budgeted as part of this balanced budget.

Mr. Gorry said they would have to cut \$300,000 dollars from the budget this year.

Ms. Lawson said if they don't want to put off OPEB for another year, then yes they would have to go into this budget and either raise \$330,000 dollars in revenue or cut \$330,000 dollars in expenses, which would result in a major impact to this budget verses putting it off one (1) more year at zero impact by replacing an expenditure they already have with the OPEB expenditure.

Mr. Gorry agreed with staff's recommendation.

Mr. Brovont disagreed. He said they keep putting things off and he guaranteed that there would be another issue next year that needs to be funded. He said the Enterprise Funds could fund their share of it.

Ms. Lawson said the Marina Enterprise Fund would be tight as they are already pretty much breakeven. The Electric Enterprise Fund, the Airport Enterprise Fund, and the Water and Sewer Enterprise Fund would not have a problem.

Mr. Smith agreed with both sides. He said there are issues to be considered, but he also was not in favor of deferring OPEB for another year.

Mr. Gorry asked where would they cut \$300,000 dollars from the budget.

Mr. Smith said that Ms. Lawson said they would not fund OPEB this year. What they would be doing was promising to fund it next year. He said that troubled him, but he agreed it was the best solution.

Ms. Lawson said it is not that they were just promising, but promising that they know they will have a decrease in next year's budget to offset the cost.

**Mr. Gorry made a motion that the Finance Commission supports staff's recommendation (to defer OPEB for one (1) more year) with the caveat that they can't promise this for next year and not deliver and that the Commission is concerned about putting it off, but with the realities of this budget will support staff's recommendation. Mr. Brovont seconded the motion and it passed unanimously.**

Mr. Smith said that he would hope by this time next year that the Finance Commission would have looked at City owned properties in that there might be other ways to surplus capital.

Ms. Lawson asked the Commission members for their recommendation regarding the number of capital projects that are off the table because of lack of funding.

Mr. Gorry said that he would like to look at all City owned properties.

**Mr. Brovont made a motion that the Finance Commission does not authorize the \$420,000 dollar use for recreation until they can review the need for it. He questioned if they were putting money into wasted assets, if there is a way to consolidate, etc.**

Ms. Lawson noted that a number of those properties are protected under the Charter in that they cannot be sold without a referendum.

Mr. Brovont said if they tell the taxpayers that they are going to raise taxes they will quickly see that the City needs to do some monetizing of assets.

Mr. Jay Kramer, Mayor, said the idea of monetizing assets has been around for a while. He said that he has been asking around about the possibility of doing a public/private partnership where a

non-profit agency that is involved in recreation could lease one of the facilities. He said just the expense alone could save the City money.

Mr. Brovont asked if the Recreation Department has to spend \$420,000 dollars this year or is it something that could be put off so the funds could be used somewhere more appropriate.

Ms. Lawson said some of the projects they cannot put off, but if it is the Finance Commission's recommendation, staff could look at their capital program again.

**The motion died for lack of a second.**

**Mr. Brovont made a motion that the Finance Commission recommends that they put off the \$420,000 dollars in capital expenditures for the Recreation Department subject to a review of the individual buildings. If they absolutely must use funds for safety reasons they should do it, but if they don't then they should put it off and then they need to analyze the use of those buildings.**

Ms. Lawson said essentially what he is saying is that until they have a chance to analyze the use of the buildings they should not put any more money into them.

Mr. Brovont said that is correct.

Mr. Polackwich said that he did not want the buildings to fall apart while they analyze them because they would lose value.

Mr. Brovont said that he would guarantee if the City was to sell the properties they would not be selling the buildings, but the property (land values).

Mr. Polackwich explained that Mayor Kramer was discussing leasing them, not selling them.

Ms. Lawson noted that the buildings are being used on a daily basis.

Mayor Kramer thought the point was that they have to get something done. He said some of the properties are rented out months in advance so they would need to let that run its course. He felt that it was a good idea to explore the idea of leasing them. He noted that they have more property coming down the road (referring to the Power Plant property).

Mr. Polackwich said they were talking about freezing \$420,000 dollars from going into the properties. He asked Mayor Kramer if he was in support of that.

Mayor Kramer said the problem is when you are trying to lease or sell a piece of property that is when you paint, fix holes, etc., in order to make it marketable. What he was saying is that he would like to see if they could get them marketable first and then get them off the books.

Ms. Lawson thought what Mr. Brovont was saying was of the funded projects that are competing with paving, etc., that they look at minimizing the amount they spend on facilities until they decide what they want to do with those facilities.

Mayor Kramer said that he would support the motion just to put the pressure on and get something moving.

Ms. Lawson asked Mr. Brovont if a fair characterization of his motion was that they look at the Capital Expenditures for the Recreation Department for 2016/2017 and reduce them to the minimum amount they can, for health and safety, until such time they decide what the ultimate use of the buildings is going to be.

Mr. Brovont answered yes.

Ms. Lawson further stated that they would use whatever funds they free up for projects, such as paving.

Mr. Brovont said they would use the funds they free up for streets and sidewalks.

Mr. Polackwich asked how long would the analysis take.

Ms. Sherri Philo, Deputy City Clerk, noted that using the funds they free up for streets and sidewalks were not included in the original motion. She suggested that Mr. Brovont restate his motion with the additional verbiage.

Ms. Lawson said that she and the City Manager would work with the Recreation Director to see if there was anything they could put off. She said that it would not take long to accomplish this. She noted that the Recreation Commission has looked at many of these facilities because they have not had any money put into them for a long time and many of them are run down. She said in trying to understand the motion, Mr. Brovont was recommending that they look hard at the Capital Expenditures for the Recreation Department for 2016/2017 in order to minimize the amount and to put the funds that they don't have to use into other types of infrastructure.

Mr. Gorry thought another part of the motion was that they look at the other facilities to see if there is an alternative use.

Ms. Lawson said they discussed leasing as well. She said there are Councilmembers present for today's meeting and she felt they understood what the Commission was trying to convey.

Mr. Brovont explained that he wants to recommend that they minimize the money they have to spend on recreation buildings and utilize the savings back to real needs, such as streets, sidewalks, and the infrastructure of the City. He said that he does want to look at every building in terms of their ability to consolidate their efforts and get out from underneath some of them. If that means selling them or leasing them then they need to do it. He said that he would be willing to sit on a Committee to work on that issue.

Mr. Gorry said that he would second the idea of Mr. Brovont sitting on a Committee.

Mr. Smith said because he doesn't know the buildings or the condition of the buildings that he would have to vote no. Mr. Polackwich said that he would vote no as well.

Mr. Tony Young said that he understood the intent, which is to look at prioritizing the savings to work for major streets, etc. He said the immediacy of stopping the expenditures for an area of the budget that the public has a great deal of investment in at this ninth hour prior to the Budget Hearings seems to be an imprudent measure. He said they could make a recommendation that they do a detailed analysis going forward, which would give the citizens the opportunity to give their input as well.

Ms. Lawson referred pages 45 and 46 of the *Five-Year Capital Program Fiscal Years Ending 2017-2021* (on file in the City Clerk's office). She said in the projects listed, there are some that could be put off for a while. An example of a project that could not be put off was for the pool covers and facility awnings that are torn and tattered. An example of a project that could be pushed out a little bit is for a property storage building for maintenance after the sale of the Dodgertown property.

Mr. Gorry said that is what Mr. Brovont is asking.

**Mr. Gorry seconded the motion.** He said they were not stopping anything until it is analyzed. Their recommendation is that they look at this to see if there are any projects that can be deferred.

Mr. Polackwich said that he would like to look at all the properties to see what properties could be consolidated, sold, etc. He recommended that they have a study on them rather than stripping the funding.

Mr. Smith agreed. He said that he would like to go forward with the analysis on the properties.

Mr. Brovont said then they are going to kick the ball down the road again on OPEB and they are going to kick the ball down the road on any analysis of discretionary expenditures on non-return assets against fixing the streets and sidewalks.

**The Deputy City Clerk performed the roll call on the motion and it failed 2-2 with Mr. Smith voting no, Mr. Polackwich no, Mr. Brovont yes, and Mr. Gorry yes.**

Mrs. Moss felt that basically the Commission members all agreed and she was surprised that the motion failed 2-2. She said these properties would be maintained in the meantime so it would not come to a dead halt. They all seemed to agree that they need to prioritize and review everything, which she did not think would be a lengthy process. She felt that they were all in agreement in spite of their vote.

Mr. Brovont asked Mr. Smith if he had a motion that would be acceptable to him.

Mr. Smith said it is a question of timing and he did not know what buildings or streets they were talking about. He felt that he did not have enough information.

Mr. Brovont said the information is provided in the budget books.

Mr. Smith said they were not talking about funds that go into the OPEB, but about funds that would go into other projects. He said that he would need to see the buildings and he would want to know information about the streets.

Mr. Gorry referred to *Attachment C – Unfunded Projects* that is attached to the memorandum highlighting the budget (attached to the original minutes) and page 103 of the *Proposed Budget Fiscal Year 2016-2017*. He said in the budget book, Recreation has over \$442,000 dollars that is to be spent on various projects and Attachment C shows the entire unfunded projects at \$10,000 dollars. He said under Public Works on Attachment C, there is \$328,000 dollars for streets and sidewalks that would not be spent this year. He said the streets and stormwater, vehicle fleet, and the Police Department expenditures would be eligible in the General Fund for any money that would be saved if there was an analysis of the \$420,000 dollars that is in the Recreation Department budget.

Mr. Smith questioned the street repaving.

Ms. Lawson explained that they were funding \$325,000 dollars, but the request was for \$625,000 dollars annually. She explained that the proposal from the Public Works Department was \$625,000 dollars a year, but in order to balance this budget what they did in the five (5) year plan was for \$325,000 dollars this year, zero the second year, \$325,000 dollars the third year, zero the fourth year, and \$325,000 dollars the fifth year.

Mr. Brovont explained that he was not asking to shut recreation down. He was asking that they analyze it and what they don't need to spend they should not spend and that funding be placed where it should be, which is in Public Works. He said they need to analyze this before the next budget season. He said they need to begin fixing their streets, sidewalks, lighting, etc. That is what he is asking.

Ms. Lawson suggested that if it is the Finance Commission's recommendation that they reexamine it, the person to make the recommendation as to what can be cut would be Mr. Rob Slezak, Recreation Director. Therefore, if the Commission's motion was to encourage the City Council to direct staff to defer as much of the expenditure of the Recreation Department that they safely can, it would not be a big analysis for Mr. Slezak to relook at it.

Mr. Smith still did not feel that he had enough information.

Mr. Gorry said essentially all the recommendation is at its core is for Mr. Slezak to look at what projects could put off, other than the projects needed for health and safety.

Mr. Polackwich asked Mr. Gorry to put that in the form of a motion.

Ms. Lawson thought what Mr. Gorry said was to direct Mr. Slezak to see what projects, other than for health and safety, that could be deferred.

**Mr. Smith made a motion to approve with the understanding that staff look at this and come back with a recommendation that they could defer from the Recreation Department.**

**Mr. Gorry added to the motion that they have the Recreation Director review all the projects that are not affected by health and safety so that they could go forward.**

Mr. Tony Young said it seemed like they were looking at two parts. He felt that they came to an understanding to get a more refined assessment of what is essential for the Recreation Department, which was one (1) part. The second part was something that could be managed in some other manner to get a defined valuation of all the properties. He said another aspect is that what they were attempting to address was the lack of funding for capital improvements that are essential, such as the streets. He said maybe isolating the research on the Recreation Department was not the most lucrative target within the City's budget. He said there might be other means to address the capital improvements without degrading the Recreation Department further than the quality of life that the residents anticipate for Vero Beach.

**Mr. Gorry said the motion is to have the Recreation Director look at all of the projects in the \$424,000 dollars for this year and those that are not necessary for health and safety to see if those projects could be put off. Mr. Polackwich seconded the motion and it passed unanimously.**

Mr. Gorry said they could hold a workshop in order to review the facilities of the City. He said it is not only in Recreation, but because of the downsizing of employees through the years there are vacant spaces throughout City buildings. He proposed that they have a specific workshop on all the surpluses of the City and direct staff to look at what else could be monetized so that they could be a performing asset as opposed to places that they are paying for maintenance.

Mr. Brovont said there is \$7 million dollars of unfunded capital expenditures over the next five (5) years listed on Attachment C. He questioned how could they do them without increasing taxes.

Mr. Smith felt that they needed to have a series of workshops to look at what infrastructure is needed, etc. He said they need to seriously look at the revenues.

Ms. Lawson said if they could sell the Dodgertown property, even if they could defray even half of the loan that would give them \$325,000 dollars a year, which would cover the rest of the street paving expenses. The other thing that has been discussed over the past year is a Stormwater Utility. She said about \$4 million dollars of the unfunded project is for stormwater.

Mr. Brovont said the only reason that he attacked the Recreation Department was because the figures were so glaring. He said that is the only discretionary one that they really have in the budget. He said they can't argue about the Police Department, the roads, etc., because they need all of them. But, unfortunately the Recreation Department is a discretionary expenditure.

Mr. Smith said that he needs to go to the facilities and have Mr. Slezak show him the cracks.

Mr. Polackwich did not feel a building by building review by the Finance Commission on every piece of property that the City owns was what they should be doing. He did not know anything about it and did not feel he would have a lot to offer.

Ms. Lawson said the Recreation Commission has already worked on this, particularly with Leisure Square. She said the feeling that they received from the City Council and from the public was that these expenditures were long overdue. She said these numbers might glare at them right now, but they haven't spent any funds on Leisure Square for years. Therefore, funding was deferred for so long that they literally did have holes in roofs, etc. If they are going to continue to allow the public to use the facility they cannot have a hole in the roof.

Mr. Brovont said they discussed the Marina a few months ago and Ms. Lawson reported that the City's lock-in on the loan was too erroneous to get out.

Ms. Lawson said that she spoke with the City's Financial Advisor this morning and there is no prepayment without penalty and the penalty is a make whole so they would actually lose money.

Ms. Lawson asked the Finance Commission for a recommendation on the \$133,000 dollar Excess Fund Balance.

**Mr. Brovont made a motion that the Finance Commission recommends that they put the \$133,000 dollar Excess Fund Balance into the Capital Fund to fund more paving.**

**Mr. Gorry seconded the motion with whatever the priority items are in infrastructure. Mr. Brovont agreed to the amendment. The motion was seconded and it passed unanimously.**

Ms. Lawson said that she knows exactly what was said today and knows the motions that were made so she would make sure the information is conveyed to the City Council during the Budget Hearings.

Mr. Gorry said that he would try to put something together on what was discussed today and send it to Ms. Lawson. He said the priorities were public safety, infrastructure, and services. He said that he would make it as broad as possible. He said personnel was another issue in that they know they are not going to be able to sit on salaries forever and they know about hospitalization and benefits. He said that he would list these as the four (4) priorities to focus on, which he felt were reflected in the motions made today.

The Commission members agreed.

## **5. NEW BUSINESS**

None

**6. OLD BUSINESS**

None

**7. CHAIRMAN'S MATTERS**

None

**8. MEMBER'S MATTERS**

None

**9. ADJOURNMENT**

Today's meeting adjourned at 4:00 p.m.

/sp

# City of Vero Beach

1053 – 20<sup>th</sup> PLACE – P.O. BOX 1389  
VERO BEACH, FLORIDA – 32961-1389  
Telephone: (772)978-4770 • Fax: (772)978-4707

OFFICE OF THE  
DIRECTOR OF FINANCE

TO: Finance Commission

DATE: September 2, 2016

SUBJECT: Quarterly Financial Report & Variance Analysis – Third Quarter FY 15-16

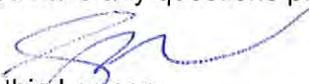
Attached for your review during our September 22, 2016 Finance Commission meeting is the June 2016 Quarterly Financial Report (which represents the third quarter financial results for Fiscal Year 2015-2016).

Also attached is an analysis of 'budget versus actual' variances to quarter ending June 30, 2016. The criteria used to identify the variances for analysis and discussion were:

- 1) A 'budget to actual' variance that is more than 10% over or under the pro-rata year to date percentage of 75%
- and**
- 2) A budgeted line item amount in excess of \$70,000

As previously discussed, all recurring variances that are caused by normal and expected variations in revenue collection or expenditure timing have been labeled as 'Variance within normal parameters'.

If you have any questions prior to our meeting, please give me a call at 772-978-4770.

  
Cynthia Lawson  
Finance Director

cc: City Council  
J. O'Connor, City Manager  
T. Vock, City Clerk

# **CITY OF VERO BEACH**



## **FISCAL YEAR 15-16 QUARTERLY FINANCIAL REPORT**

**As of: June 30, 2016**

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# City of Vero Beach

## Revenues by Source All Funds

As of June 30, 2016 (75 % of fiscal year lapsed)



Revenue Source	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
Ad Valorem Taxes	5,400,090	5,400,090	128,892	5,466,316	101.2%
Administrative Charges	2,792,296	2,792,296	232,691	2,094,222	75.0%
Cash Carryover	7,870,238	7,870,238	0	0	0.0%
Fees and Charges	115,887,315	115,887,315	10,037,250	83,338,818	71.9%
Grants and Reimbursements	8,214,936	8,214,936	142,141	1,324,643	16.1%
Interest	258,152	258,152	276,236	475,919	184.4%
Loan Proceeds	2,051,671	2,051,671	90,866	1,960,608	95.6%
Other Misc Revenue	5,131,824	5,131,824	865,241	3,703,071	72.2%
Other Taxes	4,644,001	4,644,001	385,448	3,140,720	67.6%
Transfers In	13,457,641	13,457,641	1,263,598	12,515,214	93.0%
<b>TOTAL ALL FUNDS</b>	<b>165,708,164</b>	<b>165,708,164</b>	<b>13,422,362</b>	<b>114,019,531</b>	<b>68.8%</b>

# City of Vero Beach

## Revenues by Fund All Funds

As of June 30, 2016 (75 % of fiscal year lapsed)



Revenue Source	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
001 General Fund	22,040,739	22,040,739	1,609,194	17,602,954	79.9%
202 Excise Tax Bond Sinking Fund	0	0	0	1,103,879	0.0%
304 Street Paving & Drainage Fund	6,554,277	6,554,277	240,205	3,159,653	48.2%
311 Infrastructure & Real Est. Imp	2,567,087	2,567,087	158,073	1,279,774	49.9%
401 Electric Fund	91,406,736	91,406,736	8,639,246	66,222,304	72.4%
402 Electric Sinking Fund	0	0	112,396	1,045,312	0.0%
403 Electric R/R Fund	6,413,506	6,413,506	333,333	3,374,755	52.6%
405 Maintenance and Repairs	335,000	335,000	27,917	251,250	75.0%
421 Water & Sewer Fund	15,903,302	15,903,302	1,429,770	11,982,655	75.3%
422 Water/Sewer Sinking Fund	0	0	29,455	270,299	0.0%
423 Water/Sewer R/R Fund	9,060,500	9,060,500	204,687	1,910,267	21.1%
441 Airport Fund	2,368,243	2,368,243	222,198	1,935,668	81.7%
443 Airport Construction Fund	4,272,559	4,272,559	31,667	353,308	8.3%
451 Marina Fund	1,680,280	1,680,280	123,588	1,249,512	74.4%
461 Solid Waste Fund	2,913,587	2,913,587	232,973	2,106,058	72.3%
502 Self-Insurance Trust Fund	0	0	11,068	21,634	0.0%
602 Law Enforcement Education Fund	0	0	376	3,345	0.0%
603 Crestlawn Cemetery Trust Fund	192,348	192,348	16,217	146,904	76.4%
<b>Grand Total</b>	<b>165,708,164</b>	<b>165,708,164</b>	<b>13,422,362</b>	<b>114,019,531</b>	<b>68.8%</b>

# City of Vero Beach

## Expenditures by Type All Funds

As of June 30, 2016 (75 % of fiscal year lapsed)



Type of Expense	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
1. Salaries and Benefits	34,641,483	34,641,483	2,681,101	24,543,397	70.8%
2. Operating Expenses	79,668,297	79,581,100	6,515,649	52,013,361	65.4%
3. Capital Outlay	27,031,828	27,119,025	1,203,583	7,356,117	27.1%
4. Transfers and other	24,366,556	24,366,556	2,119,739	16,642,666	68.3%
<b>TOTAL ALL FUNDS</b>	<b>165,708,164</b>	<b>165,708,164</b>	<b>12,520,073</b>	<b>100,555,542</b>	<b>60.7%</b>

# City of Vero Beach

## Expenditures by Fund all Funds

As of June 30, 2016 (75 % of fiscal year lapsed)



Fund	Original Budget	Revised Budget	Month Actual	Actual	% Expended
001 General Fund	22,040,739	22,040,739	1,691,825	16,253,773	73.7%
202 Excise Tax Bond Sinking Fund	0	0	0	1,103,879	0.0%
304 Street Paving & Drainage Fund	6,554,277	6,554,277	378,978	1,737,299	26.5%
311 Infrastructure & Real Est. Imp	2,567,087	2,567,087	137,500	1,646,860	64.2%
401 Electric Fund	91,406,736	91,406,736	7,161,566	58,306,555	63.8%
402 Electric Sinking Fund	0	0	674,375	1,450,000	0.0%
403 Electric R/R Fund	6,413,506	6,413,506	318,310	3,468,802	54.1%
405 Maintenance and Repairs	335,000	335,000	1,758	33,932	10.1%
421 Water & Sewer Fund	15,903,302	15,903,302	1,110,808	9,715,994	61.1%
422 Water/Sewer Sinking Fund	0	0	54,180	248,394	0.0%
423 Water/Sewer R/R Fund	9,060,500	9,060,500	436,466	1,042,472	11.5%
441 Airport Fund	2,368,243	2,368,243	202,033	1,693,592	71.5%
443 Airport Construction Fund	4,272,559	4,272,559	34,769	664,448	15.6%
451 Marina Fund	1,680,280	1,680,280	96,368	990,966	59.0%
461 Solid Waste Fund	2,913,587	2,913,587	194,192	1,941,081	66.6%
502 Self-Insurance Trust Fund	0	0	3,127	123,466	0.0%
602 Law Enforcement Education Fund	0	0	970	970	0.0%
603 Crestlawn Cemetery Trust Fund	192,348	192,348	22,848	133,060	69.2%
<b>Grand Total</b>	<b>165,708,164</b>	<b>165,708,164</b>	<b>12,520,073</b>	<b>100,555,542</b>	<b>60.7%</b>

**POOLED CASH AND INVESTMENTS BALANCE BY FUND  
AT JUNE 30, 2016**

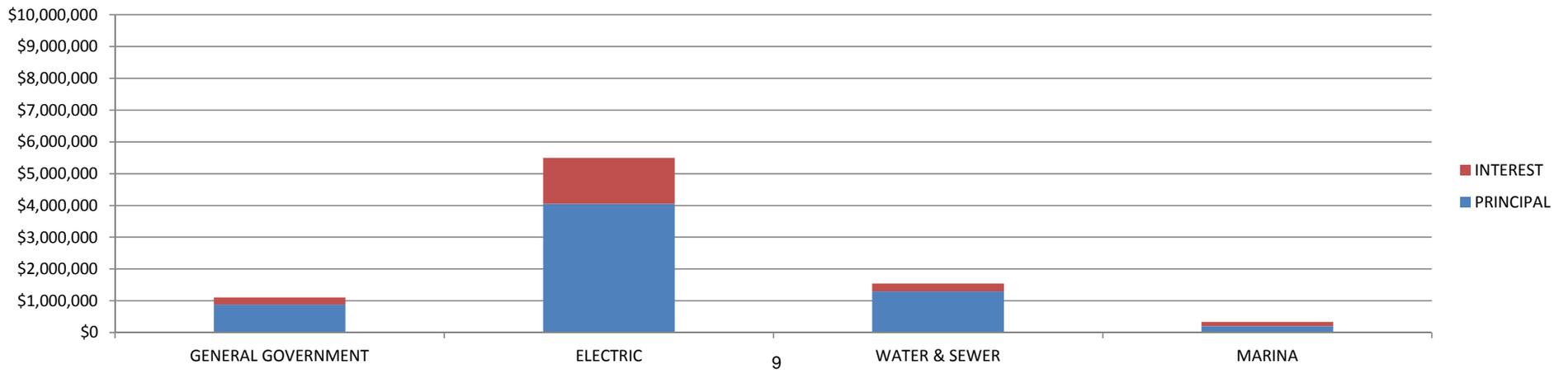
Fund	Cash & Investments Balance *
General Fund	\$ 11,044,790
Debt Service Sinking Fund	-
General Construction Fund	2,686,368
Infrastructure & Real Estate Improvement	1,155,139
Electric Utility Fund	31,189,174
Water Sewer Utility Fund	18,083,746
Airport Fund	4,483,417
Marina Fund	39,853
Solid Waste Fund	1,262,777
Risk Management (Self Insurance Trust)	1,983,146
Health Insurance Fund	1,903,923
Confiscated Property Trust Fund	38,487
Law Enforcement Education Fund	11,800
Crestlawn Cemetery Fund	(40,745)
Health and Life Insurance Fund	-
Retirement Premium Assistance (cash clearing)	(15,846)
Asset Management Trust Fund	1,358,922
Whitaker Trust Fund	725,628
Downey Little Flower Fund	148,865
<b>TOTAL ALL FUNDS</b>	<b>\$ 76,059,444</b>

\* Does not include pension investments held separately in pension trust funds

**CITY OF VERO BEACH  
FY 15-16 QUARTERLY DEBT SUMMARY**

		Interest Rate	Maturity Date	PRINCIPAL				INTEREST
				October 1, 2015 Principal Balance	FY 15-16 Principal Payments through Jun 30, 2016	Other FY 15-16 Principal Increases (Decreases)	Current Principal Balance at Jun 30, 2016	FY 15-16 Interest Payments through Jun 30, 2016
<b>GOVERNMENTAL FUNDS DEBT</b>								
Series 2012A	JP Morgan-Chase	1.18%	2017	\$ 970,000	\$ -	\$ -	\$ 970,000	\$ 5,754
Series 2012B	JP Morgan-Chase	1.06%	2016	1,775,000	(885,000)	-	890,000	14,125
Series 2007B-2	BofA	3.98%	2025	5,000,000	-	-	5,000,000	199,000
Series 2016	BB&T	2.47%	2031	-	-	1,400,000	1,400,000	-
<b>ENTERPRISE FUNDS DEBT</b>								
<i>Electric Utility</i>								
Series 2003A	US Bank	4.11%	2021	32,300,000	(4,050,000)	-	28,250,000	1,450,000
<i>Water/Sewer</i>								
Series 2013	BB&T	1.68%	2021	7,465,000	(1,015,000)	-	6,450,000	116,886
SRF WW310201 Original	FDEP	2.62%	2031	8,033,345	(220,325)	-	7,813,020	105,237
SRF WW310201 Am #2	FDEP	2.26%	2031	1,365,923	(38,503)	-	1,327,420	15,435
SRF DW310220	FDEP	2.82%	2031	256,499	(13,403)	-	243,096	7,140
SRF DW310221	FDEP	2.43%	2031	154,214	(8,303)	-	145,911	3,698
<i>Marina</i>								
Series 2007A	BofA	4.01%	2027	3,429,842	(206,153)	-	3,223,689	133,403

**FY 15-16 Debt Service Payments By Fund  
Through June 30, 2016**





# City of Vero Beach

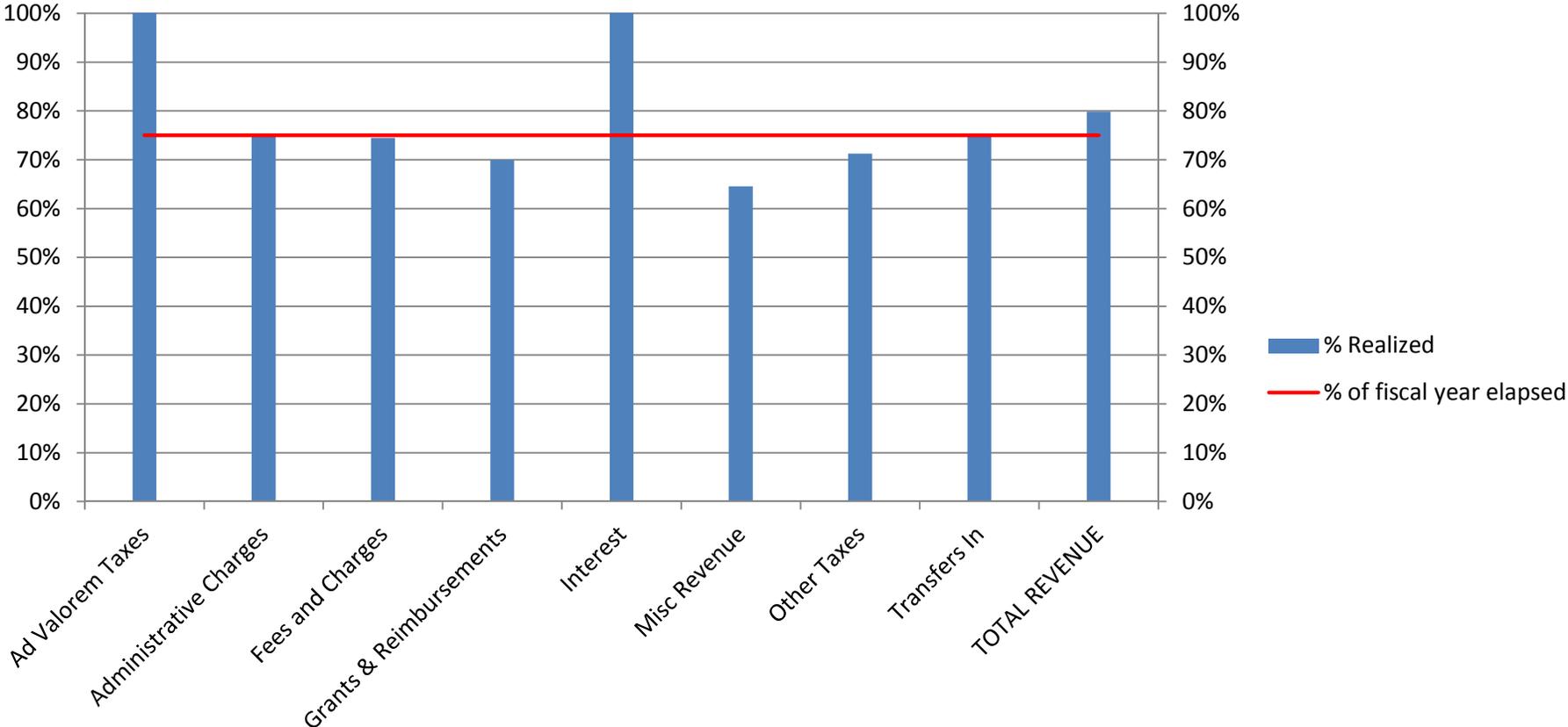
## Revenues by Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Revenue Source	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 001    General Fund</b>					
Ad Valorem Taxes	5,385,590	5,385,590	127,640	5,455,169	101.3%
Administrative Charges	2,792,296	2,792,296	232,691	2,094,222	75.0%
Cash Carryover	-9,892	-9,892	0	0	0.0%
Fees and Charges	450,000	450,000	64,107	335,214	74.5%
Grants and Reimbursements	1,767,687	1,767,687	142,141	1,237,276	70.0%
Interest	66,500	66,500	62,369	109,197	164.2%
Other Misc Revenue	2,040,684	2,040,684	173,158	1,317,734	64.6%
Other Taxes	2,626,577	2,626,577	230,035	1,871,515	71.3%
Transfers In	6,921,297	6,921,297	577,052	5,193,467	75.0%
<b>Total for    General Fund # 001</b>	<b>22,040,739</b>	<b>22,040,739</b>	<b>1,609,194</b>	<b>17,613,794</b>	<b>79.9%</b>

**FY 15-16**  
**General Fund Revenues (excluding cash carryover)**  
**As of: June 30, 2016**



# City of Vero Beach

## Revenues by Fund / Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Account Number	Account Name	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 001</b>	<b>General Fund</b>					
001.0000.311.010000	AD VALOREM TAXES	5,385,590	5,385,590	127,640	5,455,169	101.3%
001.0000.312.041000	LOCAL OPTION GAS TAX	501,577	501,577	38,051	289,958	57.8%
001.0000.313.300000	ROLL-OFF FRANCHISE FEE	13,000	13,000	1,402	15,117	116.3%
001.0000.314.000000	UTILITY TAXES	2,125,000	2,125,000	191,985	1,581,557	74.4%
001.0000.315.000100	LOCAL COMMUNICATIONS SERV TAX	1,116,240	1,116,240	89,288	665,679	59.6%
001.0000.316.000100	LOCAL BUSINESS TAX	160,000	160,000	340	41,594	26.0%
001.0000.322.000200	SIGN PERMIT FEES	7,500	7,500	275	6,770	90.3%
001.0000.322.000300	BURGLAR ALARM PERMITS	50,000	50,000	205	39,181	78.4%
001.0000.329.000200	TREE REPLACEMENT/MITIGATION FEES	0	0	0	59,962	0.0%
001.0000.331.202000	BULLETPROOF VEST PARTNERSHIP	0	0	0	5,365	0.0%
001.0000.331.205001	JAG/FDLE TECHNOLOGY & SECURITY ENHANCEME	0	0	0	10,840	0.0%
001.0000.334.090350	FMIT MATCHING SAFETY GRANT	0	0	0	610	0.0%
001.0000.335.012000	STATE REVENUE SHARING	565,764	565,764	46,804	421,895	74.6%
001.0000.335.014000	MOBILE HOME LICENSES	25,000	25,000	585	25,183	100.7%
001.0000.335.015000	ALCOHOLIC BEVERAGE LICENSES	55,000	55,000	0	53,894	98.0%
001.0000.335.018000	HALF CENT SALES TAX	1,121,923	1,121,923	93,693	692,325	61.7%
001.0000.342.010100	AIRPORT SECURITY	90,000	90,000	7,500	67,500	75.0%
001.0000.342.100200	POLICE INVESTIGATION EXPENSE REIMB	0	0	1,630	12,014	0.0%
001.0000.343.700100	DEDICATORY TREE PLANTING FEES	0	0	948	9,850	0.0%
001.0000.343.700200	TREE PLANTING APPLICATION FEES	0	0	100	1,302	0.0%
001.0000.347.000104	RECREATION DEPARTMENT INCOME	360,000	360,000	55,659	197,902	55.0%
001.0000.349.000500	ADMINISTRATIVE CHARGES	2,792,296	2,792,296	232,691	2,094,222	75.0%
001.0000.354.000100	FINES & FORFEITURES	75,000	75,000	4,405	48,896	65.2%
001.0000.354.000200	BURGLAR ALARM FINES	8,000	8,000	1,500	3,555	44.4%
001.0000.354.000300	CODE ENFORCEMENT FINES	25,000	25,000	11,783	26,431	105.7%
001.0000.360.000100	PLANNING DEPT REVENUE	75,000	75,000	9,405	80,974	108.0%
001.0000.361.010200	INTEREST ON INVESTMENTS	65,000	65,000	62,113	107,169	164.9%
001.0000.361.010300	INTEREST FROM BANK DEPOSITS	1,500	1,500	255	2,028	135.2%
001.0000.362.000100	DOWNTOWN PO RENT	120,744	120,744	10,062	90,558	75.0%
001.0000.362.000104	RECREATION CONCESSIONS & RENTALS	42,000	42,000	11,390	50,360	119.9%
001.0000.362.000114	RECREATION FACILITIES RENTAL	135,000	135,000	15,464	104,907	77.7%
001.0000.362.000600	RENTAL OF PW FACILITIES	74,200	74,200	6,183	55,650	75.0%
001.0000.365.090100	SALE OF SURPLUS MATERIALS AND SCRAP	20,000	20,000	806	1,506	7.5%
001.0000.366.000100	FOURTH OF JULY CONTRIBUTION	15,000	15,000	1,400	10,500	70.0%
001.0000.368.000100	POLICE MISC INCOME	3,000	3,000	754	6,423	214.1%
001.0000.368.000200	POLICE ADMIN FEES	5,000	5,000	265	2,030	40.6%
001.0000.369.000104	RECREATION JANITORIAL SERVICES	8,000	8,000	480	4,145	51.8%
001.0000.369.060000	INSURANCE PROCEEDS	0	0	1,600	9,346	0.0%
001.0000.369.090100	MISC REVENUE	70,000	70,000	2,502	30,934	44.2%

# City of Vero Beach

## Revenues by Fund / Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Account Number	Account Name	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
001.0000.369.090104	RECREATION MISCELLANEOUS REVENUES	2,000	2,000	38	-272	-13.6%
001.0000.382.000200	CONTRIBUTION FROM ELEC FUND	5,440,000	5,440,000	453,333	4,080,000	75.0%
001.0000.382.000300	CONTRIBUTION FROM W/S FUND	950,000	950,000	79,167	712,500	75.0%
001.0000.382.000400	CONTRIBUTION FROM SW FUND	162,000	162,000	13,500	121,500	75.0%
001.0000.382.000650	CONTRIBUTION FROM HEALTH INSURANCE FUND	269,297	269,297	22,719	204,467	75.9%
001.0000.382.001700	CONTRIBUTION FROM MARINA	100,000	100,000	8,333	75,000	75.0%
001.0000.389.000100	CASH OVER/SHORT	0	0	0	-49	0.0%
001.0000.389.000500	UNAPPROPRIATED SURPLUS	-9,892	-9,892	0	0	0.0%
001.0000.389.002104	RECREATION SPONSORSHIP	13,000	13,000	1,876	8,678	66.8%
001.0000.389.002114	RECREATION PERFORMING ARTS COSTUMES	3,000	3,000	7	1,505	50.2%
001.0000.389.800000	CONTRIBUTIONS FROM PRIVATE SOURCES	0	0	1,059	27,165	0.0%
<b>Total for General Fund # 001</b>		<b>22,040,739</b>	<b>22,040,739</b>	<b>1,609,194</b>	<b>17,613,794</b>	<b>79.9%</b>

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# City of Vero Beach



## Expenditures by Fund / Type of Expense

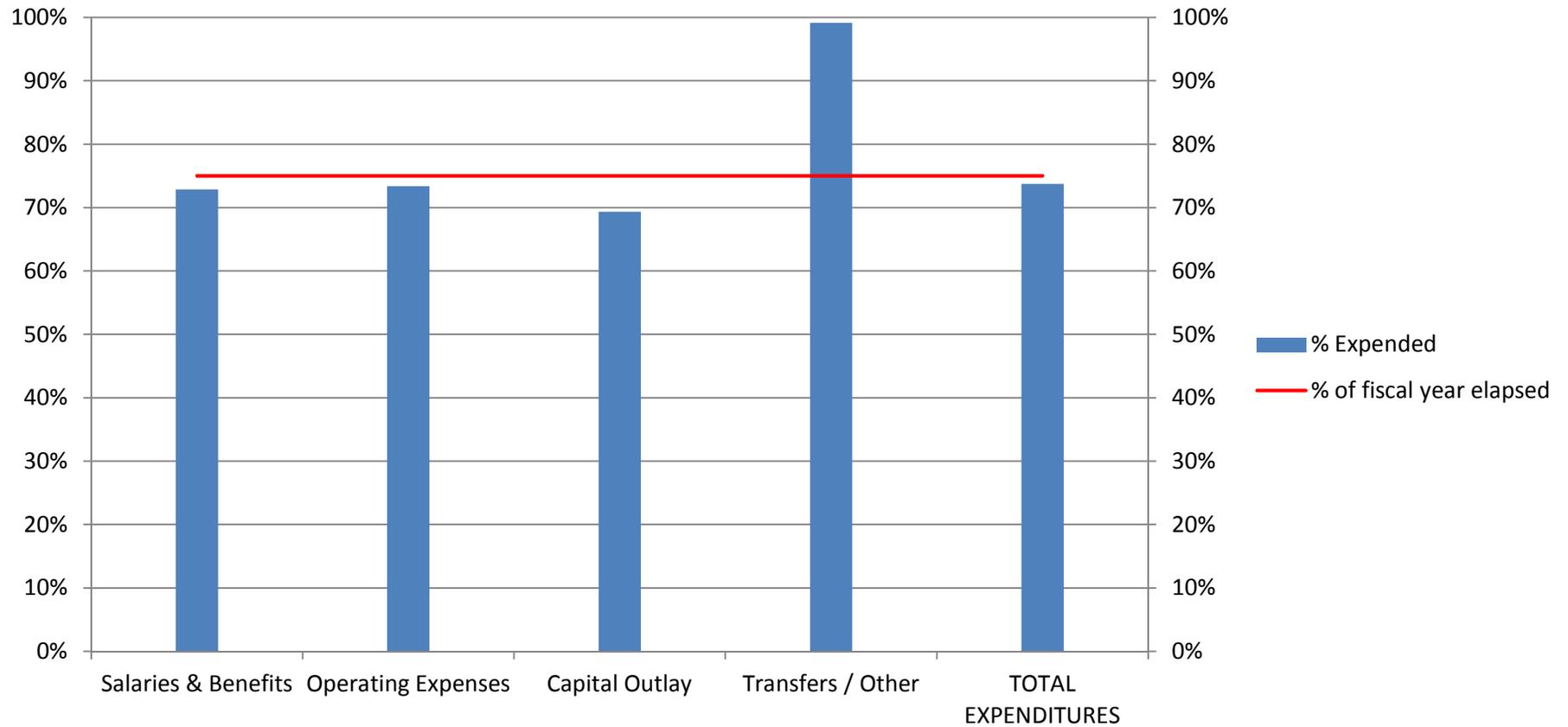
As of June 30, 2016 (75 % of fiscal year lapsed)

Type of Expense	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 001    General Fund</b>					
1. Salaries and Benefits	17,959,855	17,959,855	1,420,070	13,084,379	72.9%
2. Operating Expenses	3,127,214	3,109,414	239,056	2,281,690	73.4%
3. Capital Outlay	234,186	251,986	30,891	174,710	69.3%
4. Transfers and other	719,484	719,484	2,083	713,269	99.1%
<b>Total for    General Fund # 001</b>	<b>22,040,739</b>	<b>22,040,739</b>	<b>1,692,100</b>	<b>16,254,048</b>	<b>73.7%</b>

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**FY 15-16**  
**General Fund Expenditures**  
As of: June 30, 2016



# City of Vero Beach

## Expenditures by Fund / Department



As of June 30, 2016 (75 % of fiscal year lapsed)

Department	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 001      General Fund</b>					
City Council	93,224	93,224	8,918	68,104	73.1%
City Clerk	469,730	469,730	34,855	339,822	72.3%
City Manager	339,915	339,915	26,296	242,155	71.2%
City Hall	131,950	131,950	9,901	84,594	64.1%
City Attorney	462,947	462,947	36,914	326,912	70.6%
Human Resources	493,322	493,322	29,499	301,888	61.2%
Finance	846,959	846,959	94,344	568,158	67.1%
Info Systems	754,422	754,422	51,876	528,601	70.1%
Purchasing	432,334	432,334	33,567	307,034	71.0%
Warehouse	285,054	285,054	21,696	181,022	63.5%
Planning & Development	539,338	539,338	43,838	387,743	71.9%
Police	7,359,147	7,359,147	534,462	5,487,487	74.6%
Public Works - Engineering & Survey	515,586	515,586	34,901	381,780	74.0%
Public Works - Streets, Traffic, StormW	1,393,963	1,393,963	48,213	979,244	70.2%
Public Works - GIS	162,308	162,308	14,437	112,901	69.6%
Public Works - Grounds Maintenance	1,923,169	1,923,169	75,825	1,332,411	69.3%
Public Works - Admin	549,557	549,557	41,210	378,314	68.8%
Public Works - Fleet Mgmt	2,058	2,058	21,850	6,702	325.6%
Public Works - Facilities Mgmt	720,004	720,004	75,799	491,756	68.3%
Recreation	2,160,682	2,160,682	209,370	1,536,274	71.1%
Non-Departmental	2,405,070	2,405,070	244,329	2,211,146	91.9%
<b>Total for General Fund # 001</b>	<b>22,040,739</b>	<b>22,040,739</b>	<b>1,692,100</b>	<b>16,254,048</b>	<b>73.7%</b>

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 001 General Fund</b>					
112001 OPERATING SALARIES	10,407,813	10,407,813	859,152	7,316,161	70.3%
113002 PART TIME SALARIES	225,500	225,500	24,474	173,795	77.1%
114001 OVERTIME SALARIES	288,100	288,100	25,877	260,070	90.3%
114002 COURT OVERTIME	30,000	30,000	3,016	21,261	70.9%
115002 CAREER DEVELOPMENT	29,802	29,802	2,552	23,097	77.5%
115003 INCENTIVE PROGRAM	300	300	23	210	70.0%
115006 CITY INCENTIVE	32,914	32,914	2,917	26,761	81.3%
115006 EMT/LIFEGUARD	10,400	10,400	690	6,888	66.2%
115007 EDUCATION	30,720	30,720	2,803	24,887	81.0%
115008 INCENTIVE OVERTIME	16,000	16,000	910	9,625	60.2%
115009 MEAL ALLOWANCE	1,250	1,250	56	1,037	83.0%
121001 SOCIAL SECURITY	846,708	846,708	66,111	559,661	66.1%
122001 PENSION CONTRIBUTION	260,028	260,028	21,301	190,119	73.1%
122001 PENSION FUND	230,575	230,575	19,210	170,692	74.0%
122001 PENSION FUND CONTRIBUTION	1,937,536	1,937,536	158,646	1,418,860	73.2%
122002 CONTRIB TO POLICE PENSION	872,634	872,634	0	872,634	100.0%
122003 CONTRIBUTION TO FIRE PENSION FUND	27,747	27,747	0	0	0.0%
123001 GROUP LIFE INSURANCE	30,513	30,513	3,062	27,772	91.0%
123002 HOSPITALIZATION INSURANCE	2,150,559	2,150,559	168,097	1,540,598	71.6%
123004 RETIREMENT PREMIUM ASSIST	411,756	411,756	34,155	300,085	72.9%
123005 WORKERS COMPENSATION	119,000	119,000	27,019	140,168	117.8%
331001 PROFESSIONAL SERVICES	159,597	159,597	4,627	165,932	104.0%
331002 STATE ACCREDITATION	3,000	3,000	0	675	22.5%
331020 FOURTH OF JULY EXPENDITURES	15,000	15,000	0	0	0.0%
332001 AUDIT	17,134	17,134	0	17,134	100.0%
334002 CLEANING & LAUNDRY	32,225	32,225	1,807	13,347	41.4%
334002 UNIFORM SERVICE	3,500	3,500	248	1,832	52.3%
334003 JANITORIAL SERVICES	66,124	66,124	5,537	43,999	66.5%
334004 SUMMER CAMP EXP	13,250	13,250	8,422	8,707	65.7%
334005 JANITORIAL SERVICES/RENTALS	9,500	9,500	0	3,715	39.1%
334007 OTHER CONTRACTUAL SERVICES	115,099	115,099	5,787	64,391	55.9%
334014 INDIAN RIVER CRIME LAB	60,586	60,586	0	45,439	75.0%
334016 DISCOUNT ON CREDIT CARDS	1,600	1,600	144	1,391	86.9%
334020 BEACH CLEANING	49,500	49,500	0	26,620	53.8%
334021 FERTILIZER	10,000	10,000	0	2,603	26.0%
334022 IRRIGATION	1,000	1,000	0	0	0.0%
334023 CONTRACT PAINTING SERVICES	47,000	47,000	23,032	24,832	52.8%
340001 MILEAGE ALLOWANCE	7,400	7,400	625	3,836	51.8%
340002 AUTO ALLOWANCE	4,800	4,800	400	3,600	75.0%
341001 TELEPHONE	54,359	54,359	3,135	36,911	67.9%
341002 TELECOMMUNICATIONS SERVICES	31,000	31,000	5,323	22,798	73.5%
342001 POSTAGE	20,350	20,350	1,092	10,065	49.5%
343001 UTILITIES	644,260	644,260	48,103	434,758	67.5%

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
343002 STREET & HIGHWAY LIGHTING	390,000	390,000	32,067	291,987	74.9%
344001 MACH & EQUIP RENT	4,600	4,600	0	3,438	74.7%
344001 RENTAL OF MACHINERY & EQUIP	500	500	0	0	0.0%
344003 AIRPORT LAND RENT	71,400	71,400	5,960	53,638	75.1%
345001 GENERAL INSURANCE	366,030	366,030	93,513	368,906	100.8%
345003 G/L AND AUTO-LOSSES/DEDUCTIBLES	0	0	2,078	2,078	0.0%
346001 EQUIPMENT MAINTENANCE	64,806	64,806	2,085	30,128	46.5%
346002 VEHICLE MAINTENANCE	504,852	504,852	31,568	360,378	71.4%
346003 BUILDING MAINTENANCE	73,050	73,050	4,930	46,293	63.4%
346004 AIR CONDITIONING MAINT	16,500	16,500	1,024	3,436	20.8%
346006 EQUIPMENT LEASING	2,400	2,400	129	1,427	59.4%
346012 NETWORK MAINTENANCE	5,000	5,000	239	2,500	50.0%
346013 OTHER VEHICLE & BOAT MAINT	3,750	8,855	661	4,734	53.5%
346028 MAIN TRAFFIC SIGNALS	50,000	50,000	33,880	76,539	153.1%
346054 POLICE RANGE GROUND MAINT	960	960	0	0	0.0%
346058 RIVERSIDE PK GROUNDS MAINT	49,200	49,200	4,100	32,800	66.7%
346062 GAS BOY MAINTENANCE	1,500	1,500	1,016	1,251	83.4%
346063 ROAD MAINT MATERIALS	20,000	20,000	1,068	12,412	62.1%
346064 POLICE RANGE TARGET EQUIP MAINT	7,200	7,200	0	34	0.5%
346082 DONATED BENCHES & PLAQUES	0	0	0	2,451	0.0%
346200 SOFTWARE MAINTENANCE	130,100	130,100	4,391	120,376	92.5%
346300 FLOORING	500	500	0	0	0.0%
346330 PAINTING & EXTERIOR REPAIRS	500	500	184	217	43.3%
346375 CARPENTRY DRYWALL & ELECTRICAL	400	400	0	0	0.0%
347001 PRINTING & BINDING	33,300	32,800	999	18,685	57.0%
347002 MUNICIPAL CODE	7,000	7,000	200	4,033	57.6%
349001 ADVERTISING	16,800	16,800	2,349	10,018	59.6%
349002 ELECTION EXPENSE	22,000	22,000	0	22,000	100.0%
349003 SCHOOLS & MEETINGS	53,750	55,150	2,279	27,982	50.7%
349013 CODE ENFORCEMENT ABATEMENT	20,000	20,000	0	3,201	16.0%
349023 BAD DEBT	2,500	2,500	-21	-46	-1.9%
349028 LANDFILL FEES	31,320	31,320	936	26,067	83.2%
351001 OFFICE SUPPLIES	61,900	60,900	4,075	33,900	55.7%
351003 OFFICE FURNITURE & EQUIPMENT	12,450	8,450	108	1,916	22.7%
352001 GAS & OIL	224,217	204,912	14,317	109,402	53.4%
352001 MOTOR FUEL	54,718	54,718	4,092	27,044	49.4%
352003 VEHICLE PARTS & SUPPLIES	320,000	320,000	23,984	233,199	72.9%
352004 EQUIP PARTS & SUPPLIES	26,830	26,830	4,602	15,111	56.3%
352005 CONSUMABLE TOOLS	31,014	31,014	1,872	18,208	58.7%
352006 JANITORIAL SUPPLIES	39,755	39,755	4,201	31,571	79.4%
352007 SIGN MATERIAL	70,250	70,250	3,990	50,367	71.7%
352008 SAFETY SHOES & GLASSES	3,000	3,000	0	2,625	87.5%
352008 UNIFORMS & CLOTHING	35,400	35,400	1,639	31,364	88.6%
352009 BUILD SUPPLIES & MATLS	43,500	43,500	2,070	14,586	33.5%
352009 BUILDING SUPPLIES & MATERIALS	8,500	8,500	509	3,298	38.8%

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
352010 ELEC PARTS & SUPPLIES	13,000	13,000	933	10,199	78.5%
352011 PLUMB PARTS & SUPPLIES	5,000	5,000	649	2,519	50.4%
352012 SURVEY PARTS & SUPPLIES	1,500	1,500	326	326	21.7%
352014 OTHER COMMODITIES	26,049	26,049	1,704	22,214	85.3%
352015 TRAINING AIDS	5,390	5,390	637	892	16.5%
352017 SPECIAL EVENTS SUPPLIES	3,500	3,500	13	2,272	64.9%
352027 PERFORMING ARTS COSTUMES	1,500	1,500	0	981	65.4%
352033 ATHLETICS	10,000	10,000	31	10,445	104.5%
352035 ATHLETIC AREAS MAINT	5,000	5,000	2,722	6,313	126.3%
352036 PLAYGROUNDS MAINT	9,500	9,500	0	2,114	22.2%
352050 CRIME PREVENTION	1,700	1,700	113	1,542	90.7%
352059 SHOP SUPPLIES	24,000	24,000	2,378	11,316	47.1%
352061 INVESTIGATION EXPENSE	3,500	3,500	98	3,389	96.8%
352063 LANDSCAPE/RECREATION	179,079	179,079	42,543	124,541	69.5%
352064 RECREATION SPONSORSHIPS	2,500	2,500	1,541	5,024	201.0%
352065 SMALL EQUIPMENT	4,000	4,000	594	2,389	59.7%
352066 IRRIGATION MATERIALS	15,000	15,000	2,153	10,954	73.0%
352067 FENCING MATERIALS	2,500	2,500	0	93	3.7%
352068 CHEMICAL SUPPLIES	14,000	14,000	314	3,658	26.1%
352069 LANDSCAPE MATERIALS	22,000	22,000	496	18,378	83.5%
352070 ID SUPPLIES	3,306	3,306	612	2,781	84.1%
352071 AMMUNITION	15,000	15,000	0	8,351	55.7%
352072 UNIFORMS/EQUIP/ACCESSORY	17,996	17,996	0	12,934	71.9%
352073 SWALE SOD	4,000	4,000	75	2,889	72.2%
352074 DARE PROGRAM	5,000	5,000	0	4,302	86.0%
354001 SUBSCRIPTIONS/MEMBERSHIPS	23,590	23,590	2,696	12,654	53.6%
354002 FLA LEAGUE OF CITIES	1,600	1,600	0	1,671	104.4%
354005 LAW LIBRARY/SUBSCRIPTIONS	6,000	6,000	398	3,254	54.2%
354006 DOWNTOWN FRIDAY FEST	1,700	1,700	115	1,346	79.1%
354008 MAIN STREET VERO BEACH	26,000	26,000	2,150	19,350	74.4%
355001 PURCHASES FOR RESALE	3,500	3,500	864	2,077	59.4%
355002 MISCELLANEOUS	10,955	11,455	2,696	9,885	86.3%
355003 K 9 EXPENSES	7,805	7,805	162	3,180	40.7%
355006 INVENTORY VARIANCE	1,000	1,000	0	0	0.0%
355009 EMPLOYEE BENEFITS	300	300	0	0	0.0%
355010 CHRISTMAS DECORATIONS	25,000	25,000	0	24,995	100.0%
355011 RECORDING FEES	4,000	4,000	562	3,139	78.5%
355012 MEMORIAL IS FLAG	3,000	3,000	0	522	17.4%
355016 DEDICATORY TREE PLANTING	0	0	966	4,444	0.0%
359900 INTERFUND SERVICES	-222,500	-222,500	-69,327	-147,635	66.4%
359900 INTERFUND SVCS LABOR	-1,039,542	-1,039,542	-60,938	-715,189	68.8%
359900 PARK MAINT INCOME	-441,669	-441,669	-102,554	-299,957	67.9%
359901 INTERFUND SERVICES	0	0	-214	-1,519	0.0%
365004 BANK CHARGES	30,000	30,000	0	18,922	63.1%
365015 TURTLE LIGHTS	3,000	3,000	0	51	1.7%

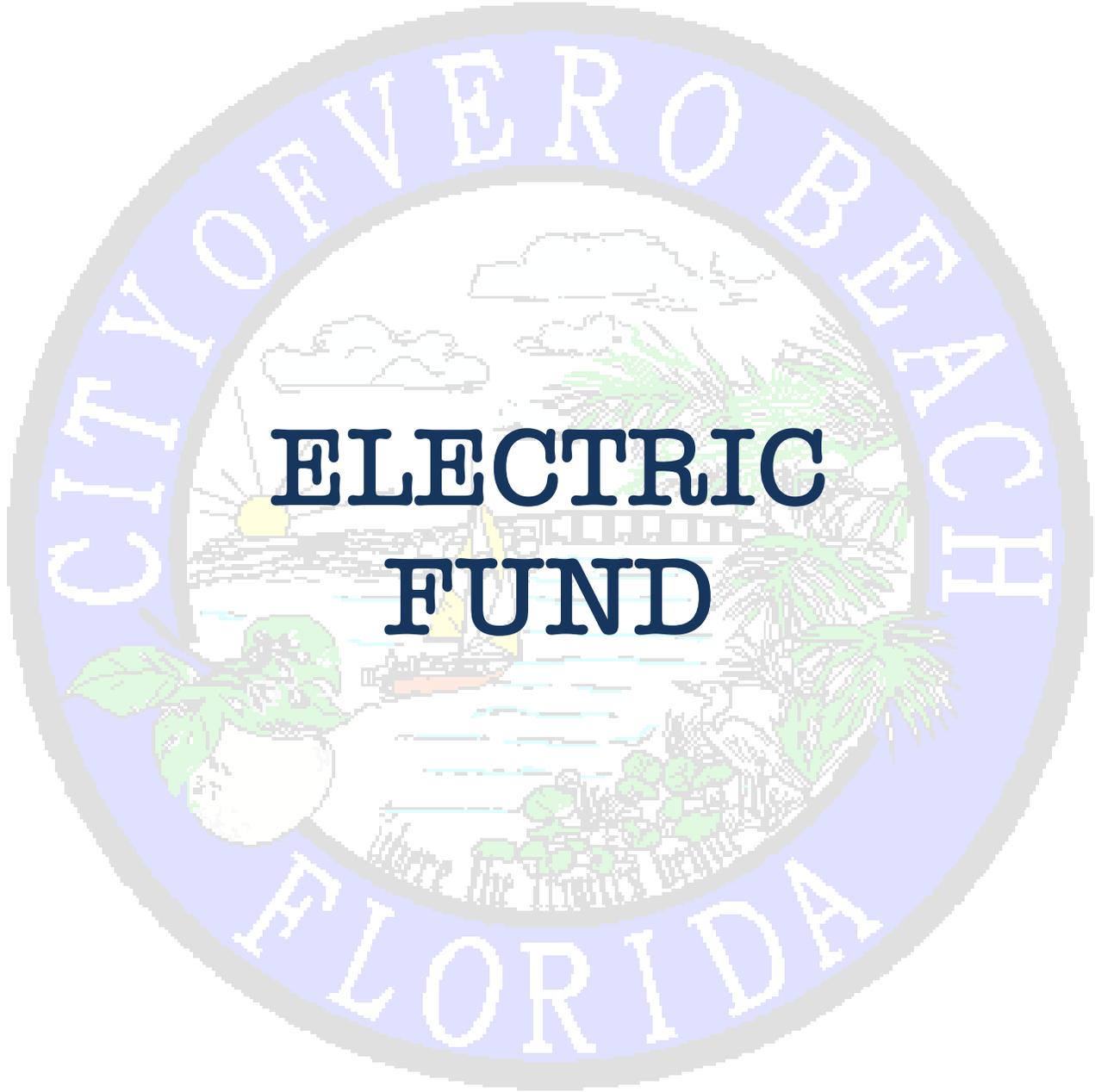
# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
365068 STATE DEM/FEMA REPAYMENT PLAN FRANCES	13,855	13,855	1,385	12,469	90.0%
365069 STATE DEM/FEMA REPAYMENT PLAN JEANNE	27,864	27,864	2,786	25,078	90.0%
600101 EXERCISE EQUIPMENT	5,000	5,000	0	6,590	131.8%
601001 COMPUTER	0	500	0	1,690	338.1%
601009 COMPUTERS	3,200	3,200	0	0	0.0%
605025 PADDLEBOARD	1,300	1,300	1,040	1,040	80.0%
607002 SICKLE MOWER ATTACHMENT	4,500	4,500	4,340	4,340	96.4%
609001 ATV	8,000	8,000	0	5,865	73.3%
609001 COMPUTER	2,600	2,600	0	2,113	81.3%
609001 COMPUTERS	9,900	9,900	2,466	9,207	93.0%
609002 COMPUTERS	1,300	1,300	0	1,060	81.6%
609002 RIDING MOWER	10,000	10,000	0	9,633	96.3%
610002 COMPUTER WORKSTATIONS	4,400	4,400	0	4,237	96.3%
615008 POLICE MOBILE DATA TRANSMITTERS (MDT'S)	22,100	22,100	0	8,610	39.0%
615009 PC WORKSTATIONS	13,200	13,200	0	12,290	93.1%
615010 RMS/CAD/MOBILE	27,286	27,286	0	27,283	100.0%
615026 800 MEGAHERTZ RADIOS	3,400	3,400	0	0	0.0%
615053 MISC POLICE EQUIPMENT	15,700	29,500	23,045	37,484	127.1%
616001 IT CAPITAL OUTLAY FY 15-16	52,000	52,000	0	25,569	49.2%
616002 PW ENGINEERING CAPITAL FY 15-16	4,200	4,200	0	1,887	44.9%
616003 PW STREETS CAPITAL FY 15-16	43,500	43,500	0	10,203	23.5%
616052 COPIER	0	3,500	0	3,496	99.9%
667002 COMPUTER WORKSTATIONS	2,600	2,600	0	2,113	81.3%
991023 TRANS TO CEMETERY	25,000	25,000	2,083	18,750	75.0%
991035 DEBT SVC TRF SERIES 2012B	694,484	694,484	0	694,519	100.0%
<b>Total for General Fund # 001</b>	<b>22,040,739</b>	<b>22,040,739</b>	<b>1,692,100</b>	<b>16,254,048</b>	<b>73.7%</b>



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# City of Vero Beach

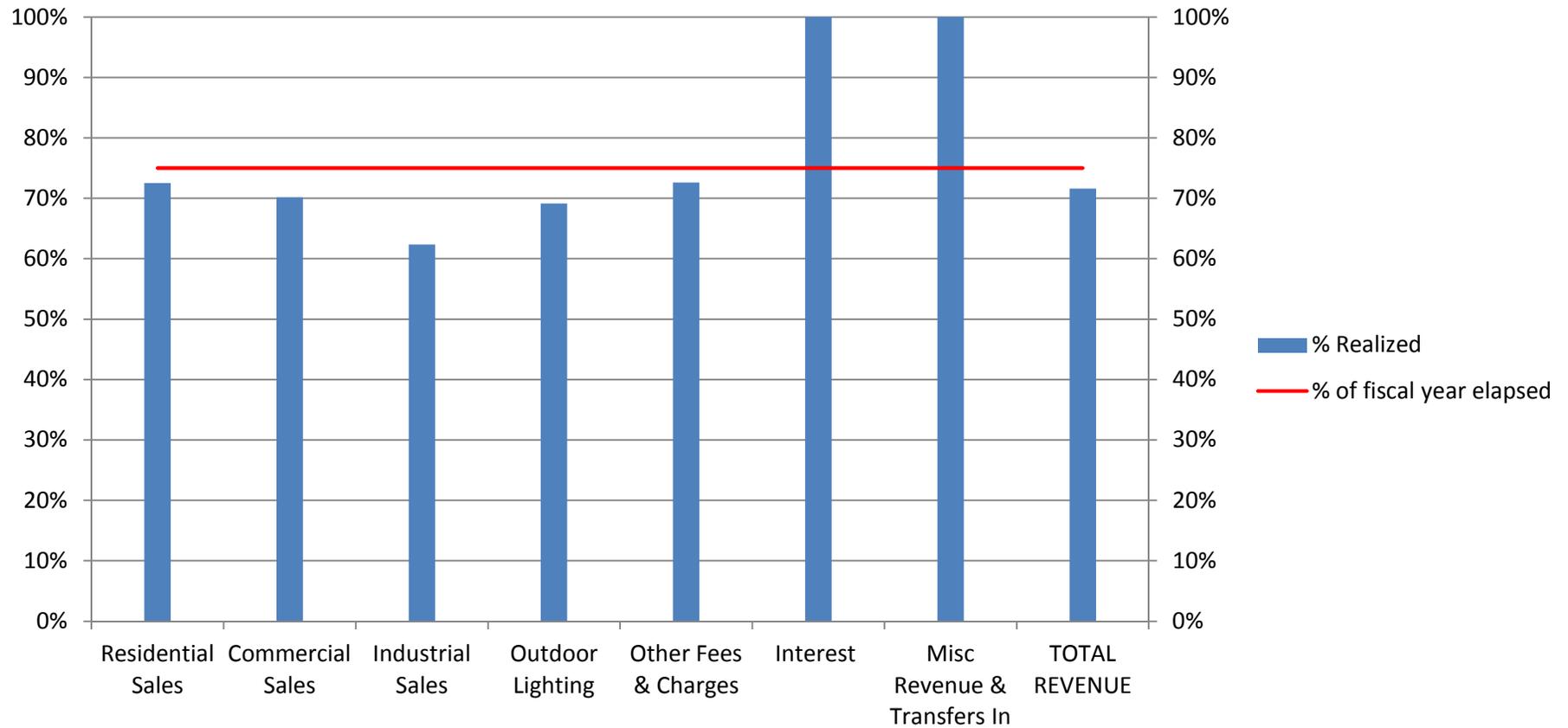
## Revenues by Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Revenue Source	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 401 Electric Fund</b>					
Cash Carryover	-1,044,745	-1,044,745	0	0	0.0%
Fees and Charges	92,117,165	92,117,165	8,043,781	65,626,265	71.2%
Interest	150,000	150,000	125,379	215,591	143.7%
Other Misc Revenue	50,000	50,000	458,893	279,712	559.4%
Transfers In	134,316	134,316	11,193	100,737	75.0%
<b>Total for Electric Fund # 401</b>	<b>91,406,736</b>	<b>91,406,736</b>	<b>8,639,246</b>	<b>66,222,304</b>	<b>72.4%</b>

**FY 15-16**  
**Electric Utility Revenues (excluding cash carryover)**  
**As of: June 30, 2016**



# City of Vero Beach

## Revenues by Fund / Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Account Number	Account Name	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 401 Electric Fund</b>						
401.0000.343.010100	RESIDENTIAL SALES	46,756,353	46,756,353	4,240,562	33,915,194	72.5%
401.0000.343.010200	COMMERCIAL SALES	41,118,273	41,118,273	3,440,339	28,853,174	70.2%
401.0000.343.010400	INDUSTRIAL SALES	1,793,634	1,793,634	151,832	1,118,012	62.3%
401.0000.343.010500	OUTDOOR LIGHTING	1,106,160	1,106,160	84,651	764,658	69.1%
401.0000.343.010800	TURN ON FEES	375,000	375,000	27,810	222,255	59.3%
401.0000.343.011000	FIBER OPTIC RENTAL	32,000	32,000	2,768	24,912	77.9%
401.0000.343.011100	POLE RENTALS	40,000	40,000	0	27,706	69.3%
401.0000.343.011200	CUSTOMER SVC WATER SEWER	442,127	442,127	36,844	331,595	75.0%
401.0000.343.011500	ELEC CONNECTION FEES	26,000	26,000	18,800	45,600	175.4%
401.0000.343.012100	PENALTY INCOME	290,000	290,000	24,930	209,165	72.1%
401.0000.343.012200	CUST SVC/SW	87,618	87,618	7,302	65,714	75.0%
401.0000.343.061300	UNDERGROUND CONNECTION CHARGE	10,000	10,000	4,085	14,595	146.0%
401.0000.343.090100	COMMUNICATION EQUIP RENTAL	40,000	40,000	3,858	33,685	84.2%
401.0000.361.010200	INTEREST ON INVESTMENTS	150,000	150,000	125,379	215,591	143.7%
401.0000.364.000200	GAIN OR LOSS ON DISPOSAL OF ASSETS	0	0	449,961	223,069	0.0%
401.0000.365.090100	SALE OF SURPLUS MATERIALS AND SCRAP	0	0	2,573	42,684	0.0%
401.0000.369.060000	INSURANCE PROCEEDS	0	0	5,885	7,406	0.0%
401.0000.369.090100	MISCELLANEOUS REVENUES	50,000	50,000	437	6,109	12.2%
401.0000.369.090200	STATE SALES TAX FEES	0	0	31	355	0.0%
401.0000.382.000650	CONTRIBUTION FROM HEALTH INSURANCE FUND	134,316	134,316	11,193	100,737	75.0%
401.0000.389.000100	CASH OVER SHORT	0	0	6	89	0.0%
401.0000.389.000200	CASH CARRYOVER	-1,044,745	-1,044,745	0	0	0.0%
<b>Total for Electric Fund # 401</b>		<b>91,406,736</b>	<b>91,406,736</b>	<b>8,639,246</b>	<b>66,222,304</b>	<b>72.4%</b>

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# City of Vero Beach

## Expenditures by Fund / Type of Expense

As of June 30, 2016 (75 % of fiscal year lapsed)

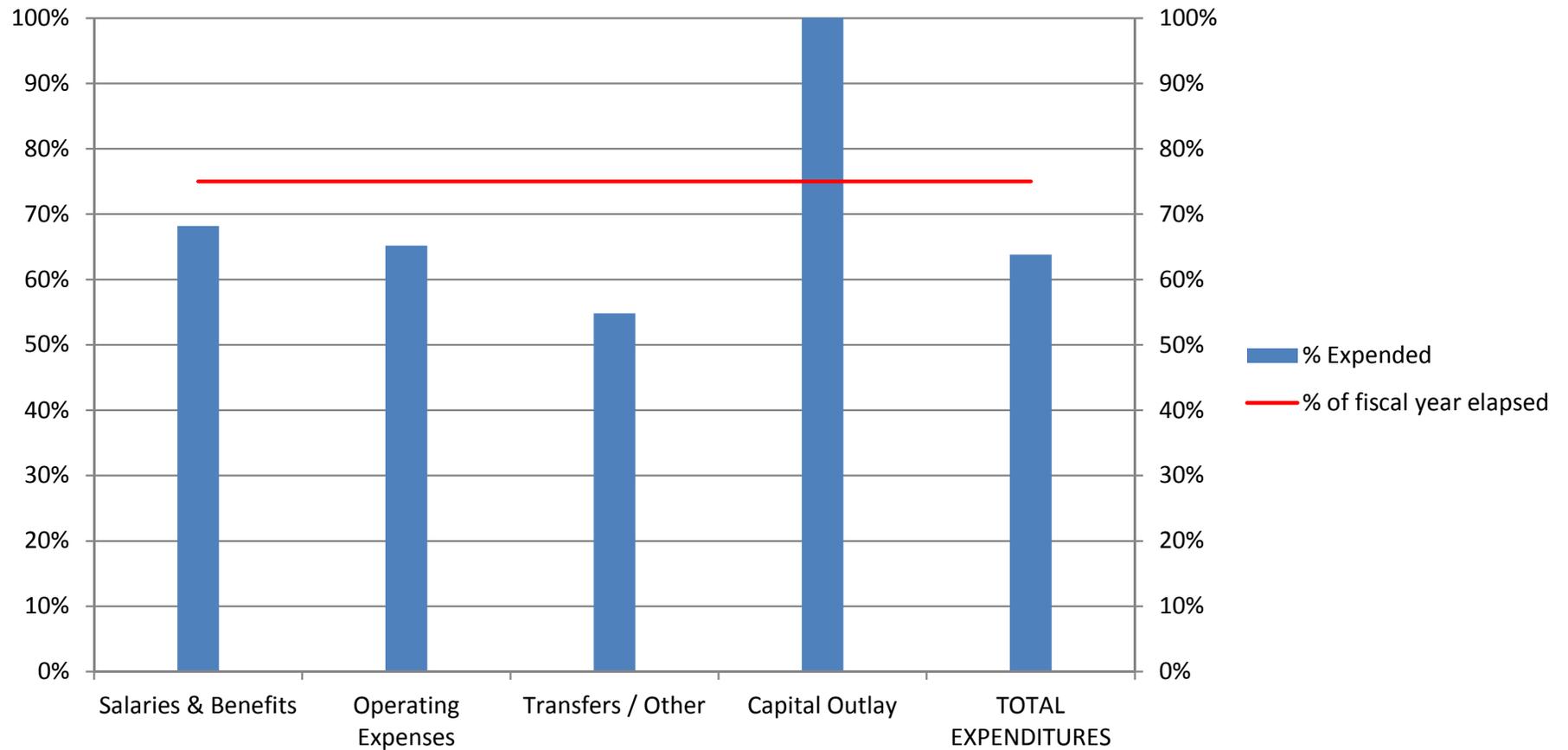


Type of Expense	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 401    Electric Fund</b>					
1. Salaries and Benefits	9,141,971	9,141,971	672,698	6,233,845	68.2%
2. Operating Expenses	66,989,765	66,920,368	5,561,889	43,623,657	65.2%
3. Capital Outlay	0	69,397	0	72,490	104.5%
4. Transfers and other	15,275,000	15,275,000	926,979	8,376,563	54.8%
<b>Total for    Electric Fund # 401</b>	<b>91,406,736</b>	<b>91,406,736</b>	<b>7,161,566</b>	<b>58,306,555</b>	<b>63.8%</b>

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# FY 15-16 Electric Utility Expenditures As of: June 30, 2016



# City of Vero Beach

## Expenditures by Fund / Department



As of June 30, 2016 (75 % of fiscal year lapsed)

Department	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 401      Electric Fund</b>					
Power Resources	3,766,930	3,766,930	138,282	2,208,339	58.6%
Power & Fuel	59,250,000	59,250,000	4,659,457	37,836,770	63.9%
Customer Service	1,988,729	1,988,729	140,342	1,359,733	68.4%
T&D	5,266,058	5,266,058	594,039	4,290,567	81.5%
Elec Eng & New Const	605,827	605,827	43,464	400,928	66.2%
Electric Metering	845,334	845,334	73,308	626,574	74.1%
Non-Departmental	19,683,858	19,683,858	1,512,674	11,583,645	58.8%
<b>Total for Electric Fund # 401</b>	<b>91,406,736</b>	<b>91,406,736</b>	<b>7,161,566</b>	<b>58,306,555</b>	<b>63.8%</b>

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 401 Electric Fund</b>					
112001 OPERATING SALARIES	3,140,109	3,140,109	215,323	2,187,292	69.7%
112001 OPERATING SALARIES/DISTR	740,759	740,759	61,917	517,346	69.8%
112002 MAINT SALARIES/DISTR	871,508	871,508	56,569	511,559	58.7%
112002 MAINTENANCE SALARIES	412,694	412,694	0	70,340	17.0%
114001 OVERTIME SALARIES	153,000	153,000	4,385	57,463	37.6%
114001 OVERTIME SALARIES/DISTR	265,000	265,000	60,264	412,866	155.8%
115009 MEAL ALLOWANCE	7,000	7,000	1,022	5,956	85.1%
121001 SOCIAL SECURITY	427,106	427,106	27,838	263,429	61.7%
122001 PENSION FUND CONTRIBUTION	1,845,955	1,845,955	147,639	1,328,344	72.0%
123001 GROUP LIFE INSURANCE	15,192	15,192	1,340	12,701	83.6%
123002 HOSPITALIZATION INSURANCE	970,808	970,808	66,545	631,217	65.0%
123004 RETIREMENT PREM ASSISTANCE	249,840	249,840	20,257	183,156	73.3%
123005 WORKERS COMPENSATION	43,000	43,000	9,600	48,103	111.9%
125001 STATE UNEMPLOYMENT COMP	0	0	0	4,075	0.0%
331001 PROFESSIONAL SERVICES	1,211,000	1,211,000	95,136	840,983	69.4%
331002 NERC COMPLIANCE	400,000	330,603	135,273	405,582	122.7%
331003 PROF SVCS PERMITTING	5,000	5,000	0	0	0.0%
331005 LINE LOCATION SVCS (INTERFUND)	90,000	90,000	22,500	67,500	75.0%
331012 PAYING AGENTS FEE	750	750	0	2,500	333.3%
332001 AUDIT	40,574	40,574	0	40,574	100.0%
334002 CLEANING & LAUNDRY	17,300	17,300	2,612	11,755	67.9%
334002 CLEANING/LAUNDRY	12,000	12,000	303	3,822	31.8%
334003 JANITORIAL SERVICES	21,649	21,649	1,788	19,941	92.1%
334009 POLE RENTAL	20,000	20,000	0	19,245	96.2%
334010 ENVIRONMENTAL HEALTH & SAFETY	25,000	25,000	1,649	16,783	67.1%
340001 MILEAGE ALLOWANCE	2,500	2,500	0	0	0.0%
341001 TELEPHONE	42,800	42,800	2,496	27,253	63.7%
341002 TELECOMMUNICATIONS SERVICES	12,550	12,550	1,667	9,938	79.2%
342001 POSTAGE	186,800	186,800	14,886	125,899	67.4%
343001 UTILITIES	111,800	111,800	5,614	54,295	48.6%
344001 EQUIPMENT RENTAL	6,000	6,000	2,729	55,359	922.6%
344001 MACH/EQUIP RENT	6,000	6,000	0	1,412	23.5%
344003 LAND RENT AIRPORT	138,400	138,400	11,406	102,656	74.2%
345001 GENERAL INSURANCE	988,809	988,809	287,363	968,540	98.0%
345001 GENERAL INSURANCE-BOILER	267,214	267,214	0	277,440	103.8%
345003 G/L AND AUTO-LOSSES/DEDUCTIBLES	0	0	0	6,805	0.0%
346002 VEHICLE MAINTENANCE	109,025	109,025	13,663	91,807	84.2%
346003 BUILDING MAINTENANCE	13,000	13,000	585	6,133	47.2%
346004 AIR CONDITIONING MAINT	1,500	1,500	658	852	56.8%
346004 METER MAINT/DISTR	4,000	4,000	0	100	2.5%
346004 METERS MAINTENANCE	500	500	0	0	0.0%
346006 BUILDING MAINT	5,000	5,000	210	2,858	57.2%
346006 BUILDING MAINTENANCE	3,000	3,000	0	0	0.0%

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
346010 INSTRUMENTATION MAINT	50,000	50,000	0	0	0.0%
346011 PLANT COMPUTER MAINTENANCE	10,000	10,000	0	0	0.0%
346012 OFFICE EQUIP MAINT	7,500	7,500	185	2,239	29.9%
346012 OFFICE EQUIPMENT MAINTENANCE	5,000	5,000	161	746	14.9%
346013 VEHICLE/EQUIP MAINT	500	500	0	0	0.0%
346017 OFFICE EQUIP MAINT	4,500	4,500	0	624	13.9%
346017 OFFICE EQUIPMENT MAINTANCE	350	350	0	0	0.0%
346018 RADIO MAINT	3,500	3,500	176	884	25.3%
346018 RADIO MAINTENANCE	300	300	0	730	243.5%
346019 TOOLS/SHOP EQUIPMENT MAINT	6,000	6,000	0	4,838	80.6%
346026 STATION EQUIP MAINT/DISTR	20,000	20,000	0	12,304	61.5%
346027 HYDRAULIC EQUIP MAINT	10,000	10,000	435	3,414	34.1%
346058 GROUNDS MAINT	30,000	30,000	8,064	23,653	78.8%
346058 GROUNDS MAINT/DISTR	71,411	71,411	17,107	53,923	75.5%
346081 DISPOSAL OF SCRAP MATERIAL	100	100	0	0	0.0%
346200 SOFTWARE MAINTENANCE	238,200	238,200	4,648	166,114	69.7%
347001 PRINTING & BINDING	75,900	75,900	6,109	48,677	64.1%
347001 PRINTING/BINDING	100	100	0	0	0.0%
349001 ADVERTISING	500	500	0	112	22.4%
349003 SCHOOLS & MEETINGS	64,000	64,000	48	57,064	89.2%
349003 SCHOOLS/MEETINGS	15,000	15,000	0	1,801	12.0%
349007 STATE SALES TAX	0	0	58	4,330	0.0%
349015 CREDIT BUREAU CHARGES	28,000	28,000	1,384	11,623	41.5%
349016 GF ADMIN CHARGES	1,796,112	1,796,112	149,676	1,347,084	75.0%
349019 METER DEPOSIT INTEREST	27,000	27,000	536	3,130	11.6%
349021 ENVIRONMENTAL AND POLLUTION	200,000	200,000	5,006	79,937	40.0%
349023 BAD DEBTS	240,000	240,000	-1,236	-9,595	-4.0%
349028 LANDFILL FEES	6,250	6,250	119	4,021	64.3%
349031 PSC REGULATORY FEE	14,800	14,800	0	7,755	52.4%
349034 GROSS RECEIPTS TAX	0	0	0	4,880	0.0%
351001 OFFICE SUPPLIES	16,500	16,500	1,552	7,854	47.6%
351002 LOGS/CHARTS/FORMS/MAPS	2,000	2,000	0	1,270	63.5%
351003 OFFICE FURNITURE & EQUIPMENT	18,500	18,500	1,443	10,441	56.4%
352001 GAS & OIL	94,598	94,598	6,551	45,059	47.6%
352006 JANITORIAL SUPPLIES	6,100	6,100	389	2,569	42.1%
352008 UNIFORMS & CLOTHING	26,300	26,300	893	9,955	37.9%
352014 OTHER COMMODITIES	1,000	1,000	20	1,116	111.6%
352018 OIL	100,000	100,000	0	105	0.1%
352019 CHEMICAL AND WATER TR SUP	5,000	5,000	0	0	0.0%
352020 LUBRICANTS	4,000	4,000	0	0	0.0%
352021 GENERATOR COOLING GASES	15,000	15,000	0	1,532	10.2%
352022 MATERIALS	15,000	15,000	120	871	5.8%
352024 FIRST AID SUPPLIES	500	500	0	0	0.0%
352025 MACHINE SHOP SUPPLIES	10,000	10,000	43	1,023	10.2%
352026 STATION EQUIP/DISTR	50,000	50,000	502	8,139	16.3%

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
352027 TOOLS & INSTRUMENTS	25,000	25,000	2,530	40,359	161.4%
352038 STATION EXPENSES/DISTR	15,000	15,000	2,154	11,866	79.1%
352041 OVERHEAD LINES MAINT	430,000	430,000	22,038	314,218	73.1%
352042 UNDERGROUND LINES MAINT	10,000	10,000	1,012	6,401	64.0%
352044 STATION MATERIAL/DISTR	10,000	10,000	0	4,133	41.3%
352048 STREET LIGHT MATERIAL	5,000	5,000	344	5,088	101.8%
352053 POWER PURCHASED ST LUCIE	8,000,000	8,000,000	675,467	5,397,916	67.5%
352062 STANTON I	7,500,000	7,500,000	549,736	5,888,512	78.5%
352063 STANTON II	10,000,000	10,000,000	691,938	5,226,678	52.3%
352064 OUC	31,050,000	31,050,000	2,510,117	19,466,903	62.7%
352065 FPL	2,600,000	2,600,000	232,199	1,856,655	71.4%
352144 STATION MATERIAL/TRANS	8,500	8,500	0	7,640	89.9%
354001 SUBSCRIPTIONS/MEMBERSHIPS	40,500	40,500	15	29,510	72.9%
355002 MISCELLANEOUS	18,500	18,500	46,535	59,998	324.3%
355006 INVENTORY VARIANCE	0	0	-1,040	-1,040	0.0%
355007 GRACE	2,500	2,500	9	9,803	392.1%
365068 STATE DEM/FEMA REPAYMENT PLAN FRANCES	108,925	108,925	10,893	98,033	90.0%
365069 STATE DEM/FEMA REPAYMENT PLAN JEANNE	134,148	134,148	13,415	120,733	90.0%
615056 NERC DISPATCH FACILITY EQUIPMENT	0	69,397	0	72,490	104.5%
991004 TRANSFER TO GENERAL FUND	5,440,000	5,440,000	453,333	4,080,000	75.0%
991005 TRANS TO ELECTRIC R&R	4,000,000	4,000,000	333,333	3,000,000	75.0%
991010 TRANSFER TO FUND 405	335,000	335,000	27,917	251,250	75.0%
991053 DEBT SERVICE TRF SERIES 2003A	5,500,000	5,500,000	112,396	1,045,312	19.0%
<b>Total for Electric Fund # 401</b>	<b>91,406,736</b>	<b>91,406,736</b>	<b>7,161,566</b>	<b>58,306,555</b>	<b>63.8%</b>

**ELECTRIC UTILITY FUND  
CONSOLIDATED BALANCE SHEET**

**QUARTER ENDING 6/30/2016**

**ASSETS**

Unrestricted Cash and Investments	\$	20,840,236
Receivables, Prepaids		11,248,092
Inventories		5,390,619
Restricted Cash and Investments		10,348,938
Capital Assets Net of Depreciation		115,311,026
<b>TOTAL ASSETS</b>	<b>\$</b>	<b>163,138,911</b>

**DEFERRED OUTFLOWS OF RESOURCES**

Deferred Outflows Related to Pensions	\$	1,958,753
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**TOTAL ASSETS AND DEFERRED OUTFLOWS OF RESOURCES**

**\$ 165,097,664**

**LIABILITIES**

Accounts Payable/Accrued Liabilities	635,780
Compensated Absences	1,065,613
Customer Deposits	5,367,271
Bonds/Notes Payable (and accrued interest)	28,823,422
Net Pension Liability	10,480,227

**TOTAL LIABILITIES**

**\$ 46,372,313**

**NET ASSETS**

Invested in Capital Assets, net of related debt & depreciation	87,005,452
Restricted for Emergencies and R&R (per bond covenants)	2,000,000
Unrestricted	29,719,899
<b>TOTAL NET ASSETS</b>	<b>\$ 118,725,351</b>

**OPERATING EXPENDITURES (MINUS DEPRECIATION)**

**75,606,991**

**Total Cash Balance**

**\$ 31,189,174**

**Days Unrestricted Cash on Hand**

**101**



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# City of Vero Beach

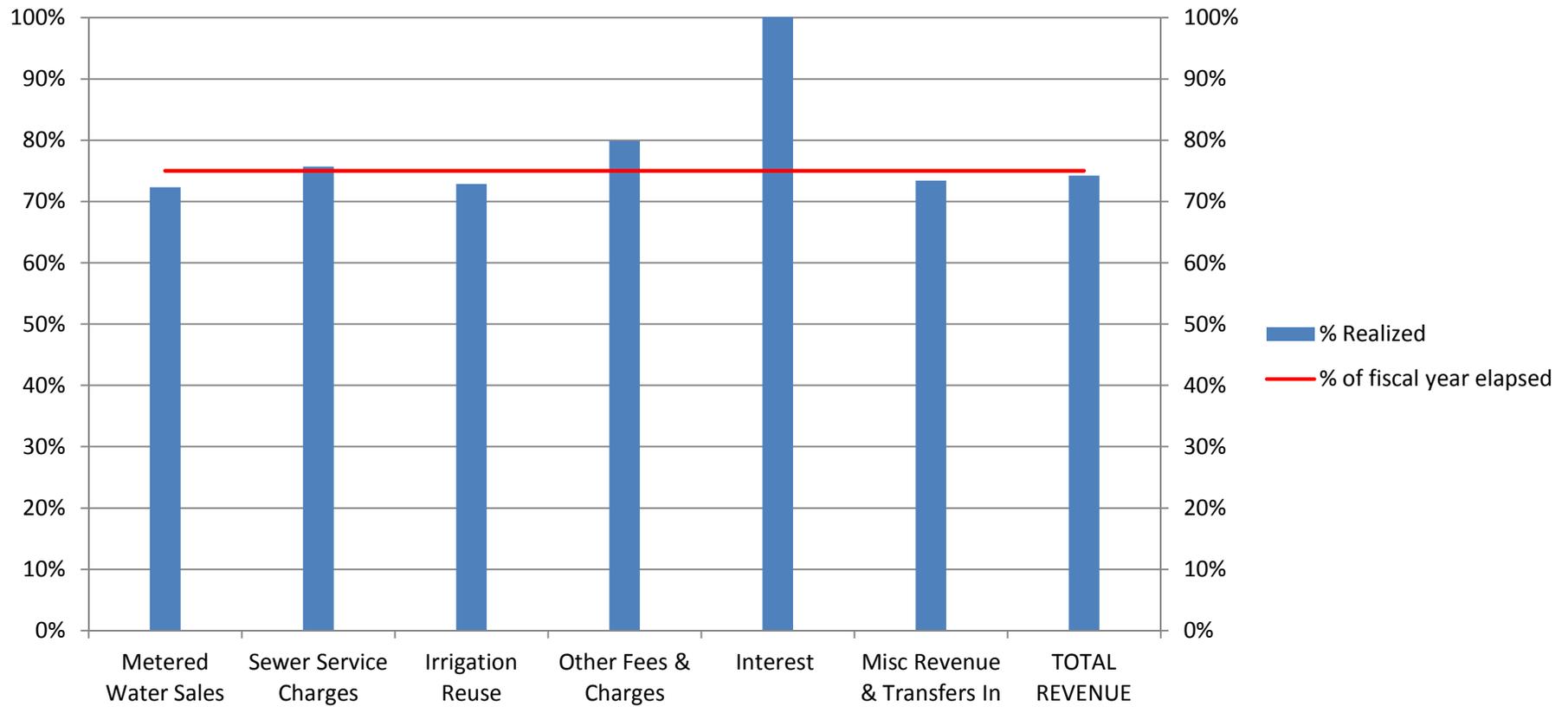
## Revenues by Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Revenue Source	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 421 Water &amp; Sewer Fund</b>					
Cash Carryover	-242,860	-242,860	0	0	0.0%
Fees and Charges	15,576,350	15,576,350	1,332,587	11,499,520	73.8%
Interest	20,000	20,000	49,542	79,472	397.4%
Other Misc Revenue	478,000	478,000	41,657	349,804	73.2%
Transfers In	71,812	71,812	5,984	53,859	75.0%
<b>Total for Water &amp; Sewer Fund # 421</b>	<b>15,903,302</b>	<b>15,903,302</b>	<b>1,429,770</b>	<b>11,982,655</b>	<b>75.3%</b>

**FY 15-16**  
**Water & Sewer Utility Revenues (excluding cash carryover)**  
**As of: June 30, 2016**



# City of Vero Beach

## Revenues by Fund / Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Account Number	Account Name	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 421 Water &amp; Sewer Fund</b>						
421.0000.343.060100	METERED WATER SALES	8,400,000	8,400,000	738,705	6,075,327	72.3%
421.0000.343.060200	NEW WATER CONNECTIONS	7,000	7,000	655	7,805	111.5%
421.0000.343.060400	SEWER SERVICE CHARGES	6,450,000	6,450,000	538,707	4,884,721	75.7%
421.0000.343.060500	NEW SEWER CONNECTIONS	0	0	2,290	4,580	0.0%
421.0000.343.060600	FIRE HYDRANT RENTAL	139,350	139,350	0	104,513	75.0%
421.0000.343.061500	IRRIGATION REUSE OTHERS	580,000	580,000	52,231	422,574	72.9%
421.0000.343.500000	W/S EQUALIZATION CHARGE	330,000	330,000	29,582	248,236	75.2%
421.0000.349.000100	BILLING SERVICE CHARGES	130,000	130,000	11,095	99,362	76.4%
421.0000.361.010200	INTEREST ON INVESTMENTS	20,000	20,000	49,542	79,472	397.4%
421.0000.365.090100	SALE OF SURPLUS MATERIALS AND SCRAP	3,000	3,000	0	0	0.0%
421.0000.369.090100	MISCELLANEOUS REVENUES	15,000	15,000	980	2,206	14.7%
421.0000.382.000650	CONTRIBUTION FROM HEALTH INSURANCE FUND	71,812	71,812	5,984	53,859	75.0%
421.0000.389.000200	CASH CARRYOVER	-242,860	-242,860	0	0	0.0%
<b>Total for Water &amp; Sewer Fund # 421</b>		<b>15,903,302</b>	<b>15,903,302</b>	<b>1,429,770</b>	<b>11,982,655</b>	<b>75.3%</b>

# City of Vero Beach

## Expenditures by Fund / Type of Expense

As of June 30, 2016 (75 % of fiscal year lapsed)

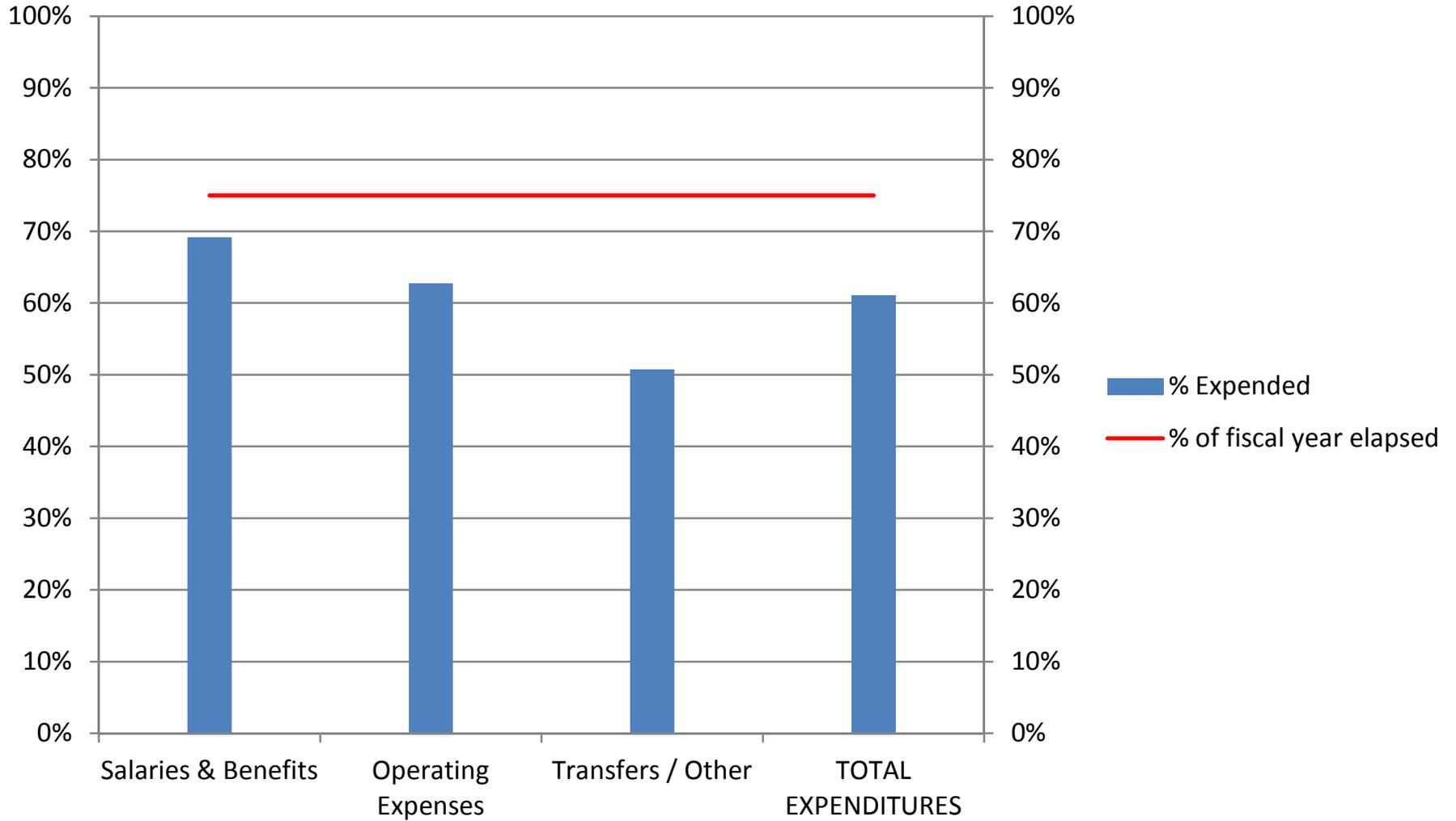


Type of Expense	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 421 Water &amp; Sewer Fund</b>					
1. Salaries and Benefits	4,919,711	4,919,711	383,584	3,402,830	69.2%
2. Operating Expenses	6,160,163	6,160,163	456,102	3,864,891	62.7%
3. Capital Outlay	0	0	0	2,975	0.0%
4. Transfers and other	4,823,428	4,823,428	271,122	2,445,299	50.7%
<b>Total for Water &amp; Sewer Fund # 421</b>	<b>15,903,302</b>	<b>15,903,302</b>	<b>1,110,808</b>	<b>9,715,994</b>	<b>61.1%</b>

# FY 15-16

## Water & Sewer Utility Expenditures

As of: June 30, 2016



# City of Vero Beach

## Expenditures by Fund / Department



As of June 30, 2016 (75 % of fiscal year lapsed)

Department	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 421 Water &amp; Sewer Fund</b>					
Wastewater Treatment	1,705,264	1,705,264	99,939	1,125,437	66.0%
Water Treatment	2,996,000	2,996,000	231,592	1,708,324	57.0%
Wastewater Reuse	343,500	343,500	18,078	181,801	52.9%
Water Sewer Admin	850,510	850,510	55,529	546,891	64.3%
Facility Maint. & Asset Management	747,457	747,457	58,281	473,700	63.4%
Wastewater Collection	1,159,153	1,159,153	95,539	817,824	70.6%
Water Distribution	1,277,919	1,277,919	75,072	802,325	62.8%
Non-Departmental	6,823,499	6,823,499	476,779	4,059,692	59.5%
<b>Total for Water &amp; Sewer Fund # 421</b>	<b>15,903,302</b>	<b>15,903,302</b>	<b>1,110,808</b>	<b>9,715,994</b>	<b>61.1%</b>

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 421 Water &amp; Sewer Fund</b>					
112001 OPERATING SALARIES	2,811,810	2,811,810	212,676	1,895,220	67.4%
114001 OVERTIME SALARIES	183,000	183,000	13,501	106,894	58.4%
115009 MEAL ALLOWANCE	4,700	4,700	448	3,645	77.6%
121001 SOCIAL SECURITY	229,103	229,103	15,850	139,747	61.0%
122001 PENSION FUND CONTRIBUTION	983,788	983,788	80,777	719,686	73.2%
123001 GROUP LIFE INSURANCE	8,961	8,961	841	7,592	84.7%
123002 HOSPITALIZATION INSURANCE	551,634	551,634	41,970	382,782	69.4%
123004 RETIREMENT PREM ASSIST	110,715	110,715	9,484	83,713	75.6%
123005 WORKERS COMPENSATION	36,000	36,000	8,038	63,550	176.5%
331001 PROFESSIONAL SERVICES	177,144	177,144	-7,958	52,731	29.8%
331012 PAYING AGENTS FEE	1,500	1,500	0	0	0.0%
331015 GIS SERVICES	40,000	40,000	1,242	29,033	72.6%
331020 LICENSES & TESTING	177,000	177,000	6,754	77,416	43.7%
332001 AUDIT	17,515	17,515	0	17,515	100.0%
334003 JANITORIAL SERVICES	12,899	12,899	1,156	9,245	71.7%
334007 OTHER CONTRACTUAL SERVICES	286,000	286,000	0	148,772	52.0%
340001 MILEAGE ALLOWANCE	4,000	4,000	829	4,355	108.9%
341001 TELEPHONE	19,500	19,500	1,318	11,531	59.1%
341002 TELECOMMUNICATIONS SERVICES	5,700	5,700	758	4,163	73.0%
342001 POSTAGE	2,650	2,650	78	384	14.5%
343001 UTILITIES	1,599,000	1,599,000	113,857	1,013,854	63.4%
344001 MACH & EQUIP RENT	35,250	35,250	9,544	37,508	106.4%
344003 AIRPORT LAND RENT	275,600	275,600	23,010	207,092	75.1%
344003 LAND RENT AIRPORT	47,500	47,500	3,926	35,333	74.4%
344004 ENVIRONMENTAL CLEANUP RECOVERY	-200,000	-200,000	-16,667	-150,000	75.0%
345001 GENERAL INSURANCE	215,872	215,872	52,348	181,654	84.1%
346001 EQUIPMENT MAINTENANCE	369,500	369,500	25,631	221,772	60.0%
346002 VEHICLE MAINTENANCE	98,183	98,183	5,825	68,592	69.9%
346029 STRUCTURE & IMPROV MAINT	76,500	76,500	1,557	34,873	45.6%
346030 WELL MAINTENANCE	80,000	80,000	0	5,556	6.9%
346031 SUPPLY MAINS MAINT	1,000	1,000	0	0	0.0%
346035 ELEC CONTROL SYS MAINT	18,000	18,000	1,909	9,956	55.3%
346042 GRAVITY MAINS & LATRLS MAINT	20,000	20,000	836	7,876	39.4%
346042 T & D MAINS MAINT	80,000	80,000	7,687	63,908	79.9%
346043 SERVICES MAINT	10,000	10,000	1,368	2,389	23.9%
346044 METERS MAINT	9,000	9,000	0	3,416	38.0%
346046 HYDRANTS MAINT	12,000	12,000	295	1,315	11.0%
346047 CUST PREMISES MAINT	6,500	6,500	298	4,500	69.2%
346048 GROUND RESV MAINT	15,000	15,000	0	0	0.0%
346049 FORCE MAINS & APPURT MAINT	5,000	5,000	1,426	1,426	28.5%
346049 MAINS & APPURT MAINT	5,000	5,000	0	0	0.0%
346058 GROUNDS MAINT	28,176	28,176	6,387	18,889	67.0%
346059 ODOR CONTROL SYSTEM MAINTENANCE	150,000	150,000	0	0	0.0%

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
346200 SOFTWARE & MAINTENANCE	74,000	74,000	10,324	41,672	56.3%
349003 SCHOOLS & MEETINGS	17,500	17,500	1,626	5,716	32.7%
349005 FIRST AID	750	750	157	157	20.9%
349011 CUSTOMER SERVICE	442,127	442,127	36,844	331,595	75.0%
349016 GF ADMIN CHARGE	634,475	634,475	52,873	475,856	75.0%
349023 BAD DEBT	20,000	20,000	-346	-647	-3.2%
349028 LANDFILL FEES	61,000	61,000	43	38,702	63.4%
351001 OFFICE SUPPLIES	10,250	10,250	483	4,352	42.5%
351002 LOGS/CHARTS/FORMS/MAPS	1,000	1,000	0	491	49.1%
351003 OFFICE FURNITURE & EQUIPMENT	15,800	15,800	1,293	2,515	15.9%
352001 GAS & OIL	111,000	111,000	4,878	33,713	30.4%
352005 CONSUMABLE TOOLS	14,000	14,000	1,918	6,545	46.7%
352006 JANITORIAL SUPPLIES	8,250	8,250	658	4,251	51.5%
352008 UNIFORMS & CLOTHING	35,245	35,245	2,400	19,318	54.8%
352013 CHEMICAL & LAB SUPPLIES	20,500	20,500	3,781	16,494	80.5%
352013 CHEMICAL AND LAB SUPPLIES	7,000	7,000	1,543	2,870	41.0%
352014 OTHER COMMODITIES	18,000	18,000	488	5,937	33.0%
352019 CHEMICAL & WATER TR SUP	590,000	590,000	76,130	410,102	69.5%
352019 CHEMICAL & WATER TR SUPPLIES	250	250	0	0	0.0%
352023 HORTICULTURE SUPPLIES	1,500	1,500	120	851	56.7%
353003 REPLACEMENT PAVEMENT	30,000	30,000	0	14,657	48.9%
354001 SUBSCRIPTIONS/MEMBERSHIPS	12,050	12,050	315	6,751	56.0%
355002 MISCELLANEOUS	2,000	2,000	0	0	0.0%
355006 INVENTORY VARIANCE	0	0	0	65	0.0%
355007 GRACE	65,000	65,000	4,640	70,179	108.0%
355011 RECORDING FEES	5,000	5,000	0	0	0.0%
359900 INTERFUND SERVICES	-87,746	-87,746	-22,500	-67,500	76.9%
365068 STATE DEM/FEMA REPAYMENT PLAN FRANCES	240,631	240,631	24,063	216,568	90.0%
365069 STATE DEM/FEMA REPAYMENT PLAN JEANNE	109,592	109,592	10,959	98,632	90.0%
640100 MISC TOOLS & EQUIPMENT	0	0	0	2,975	0.0%
991004 TRANSFER TO GENERAL FUND	950,000	950,000	79,167	712,500	75.0%
991007 TRANS TO W/S R&R FUND	1,950,000	1,950,000	162,500	1,462,500	75.0%
991058 DEBT SERVICE TRF WW 310201 ORIG	651,124	651,124	17,058	155,450	23.9%
991059 DEBT SERVICE TRF DW 310220	20,542	20,542	571	5,237	25.5%
991060 DEBT SERVICE TRF WW 310201 AM #2	107,876	107,876	2,500	22,790	21.1%
991061 DEBT SERVICE TRF DW 310221	12,000	12,000	295	2,710	22.6%
991062 DEBT SVC TRF SERIES 2013	1,131,886	1,131,886	9,030	84,112	7.4%
<b>Total for Water &amp; Sewer Fund # 421</b>	<b>15,903,302</b>	<b>15,903,302</b>	<b>1,110,808</b>	<b>9,715,994</b>	<b>61.1%</b>



# City of Vero Beach

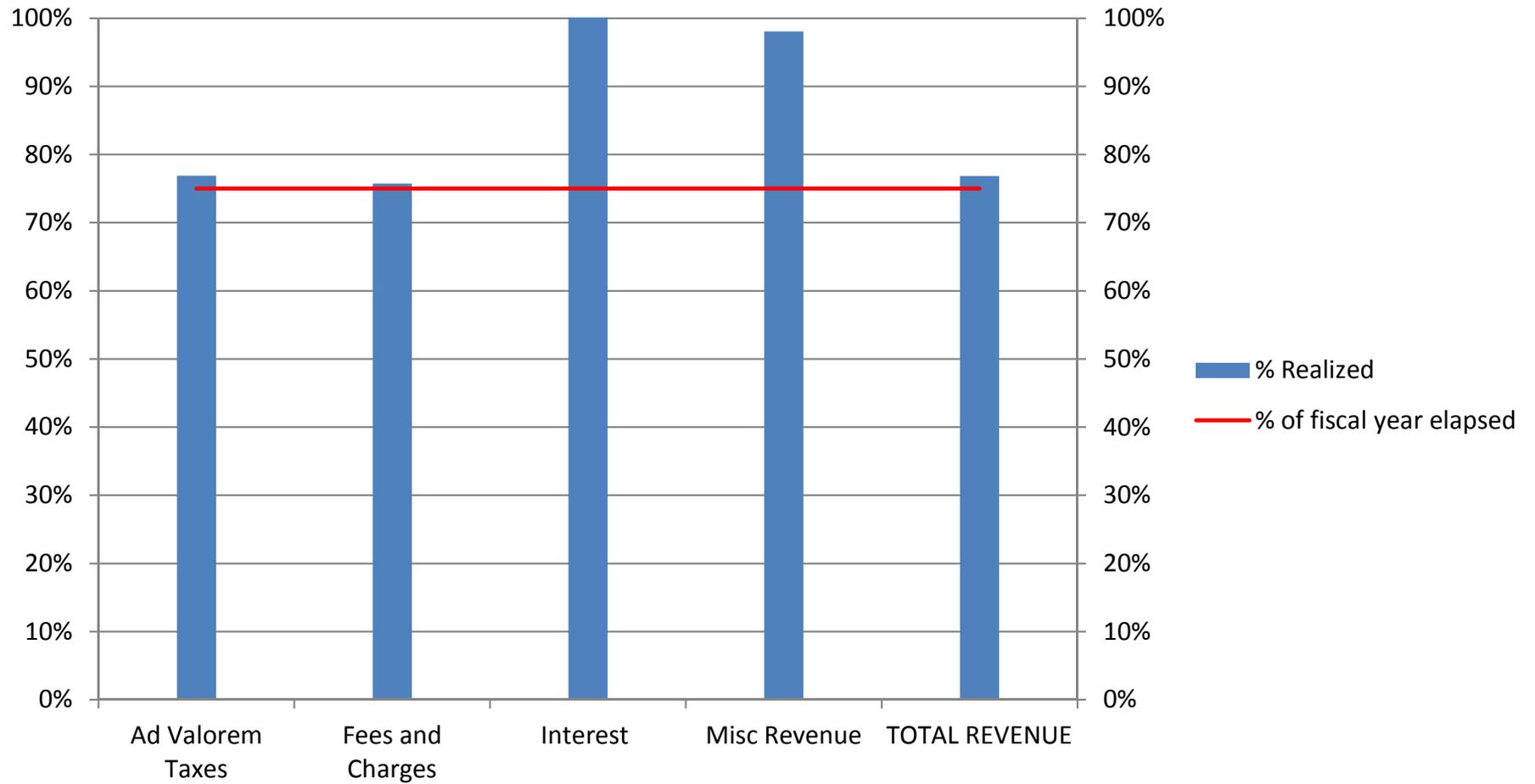
## Revenues by Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Revenue Source	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 441 Airport Fund</b>					
Ad Valorem Taxes	14,500	14,500	1,252	11,147	76.9%
Cash Carryover	-150,096	-150,096	0	0	0.0%
Fees and Charges	2,472,400	2,472,400	199,684	1,872,930	75.8%
Interest	7,000	7,000	19,607	27,630	394.7%
Other Misc Revenue	13,800	13,800	769	15,982	115.8%
Transfers In	10,639	10,639	887	7,979	75.0%
<b>Total for Airport Fund # 441</b>	<b>2,368,243</b>	<b>2,368,243</b>	<b>222,198</b>	<b>1,935,668</b>	<b>81.7%</b>

**FY 15-16**  
**Airport Revenues (excluding cash carryover)**  
**As of: June 30, 2016**



# City of Vero Beach

## Revenues by Fund / Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Account Number	Account Name	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 441 Airport Fund</b>						
441.0000.311.010000	AD VALOREM TAXES	14,500	14,500	1,252	11,147	76.9%
441.0000.344.010100	AIRPORT RENTALS	1,495,000	1,495,000	118,982	1,060,192	70.9%
441.0000.344.010200	CITRUS PARK VILLAGE RENTALS	155,000	155,000	12,584	113,166	73.0%
441.0000.344.010300	FUEL FLOWAGE FEES	110,000	110,000	14,239	112,162	102.0%
441.0000.344.010500	RESOLUTION RENTALS	532,400	532,400	46,071	414,636	77.9%
441.0000.344.010700	GROSS RECEIPTS	180,000	180,000	7,808	172,775	96.0%
441.0000.361.010200	INTEREST ON INVESTMENTS	7,000	7,000	19,607	27,630	394.7%
441.0000.369.040100	LANDFILL	3,800	3,800	439	3,667	96.5%
441.0000.369.090100	MISCELLANEOUS REVENUES	10,000	10,000	330	12,316	123.2%
441.0000.382.000650	CONTRIBUTION FROM HEALTH INSURANCE FUND	10,639	10,639	887	7,979	75.0%
441.0000.389.000200	CASH CARRY OVER	-150,096	-150,096	0	0	0.0%
<b>Total for Airport Fund # 441</b>		<b>2,368,243</b>	<b>2,368,243</b>	<b>222,198</b>	<b>1,935,668</b>	<b>81.7%</b>

# City of Vero Beach

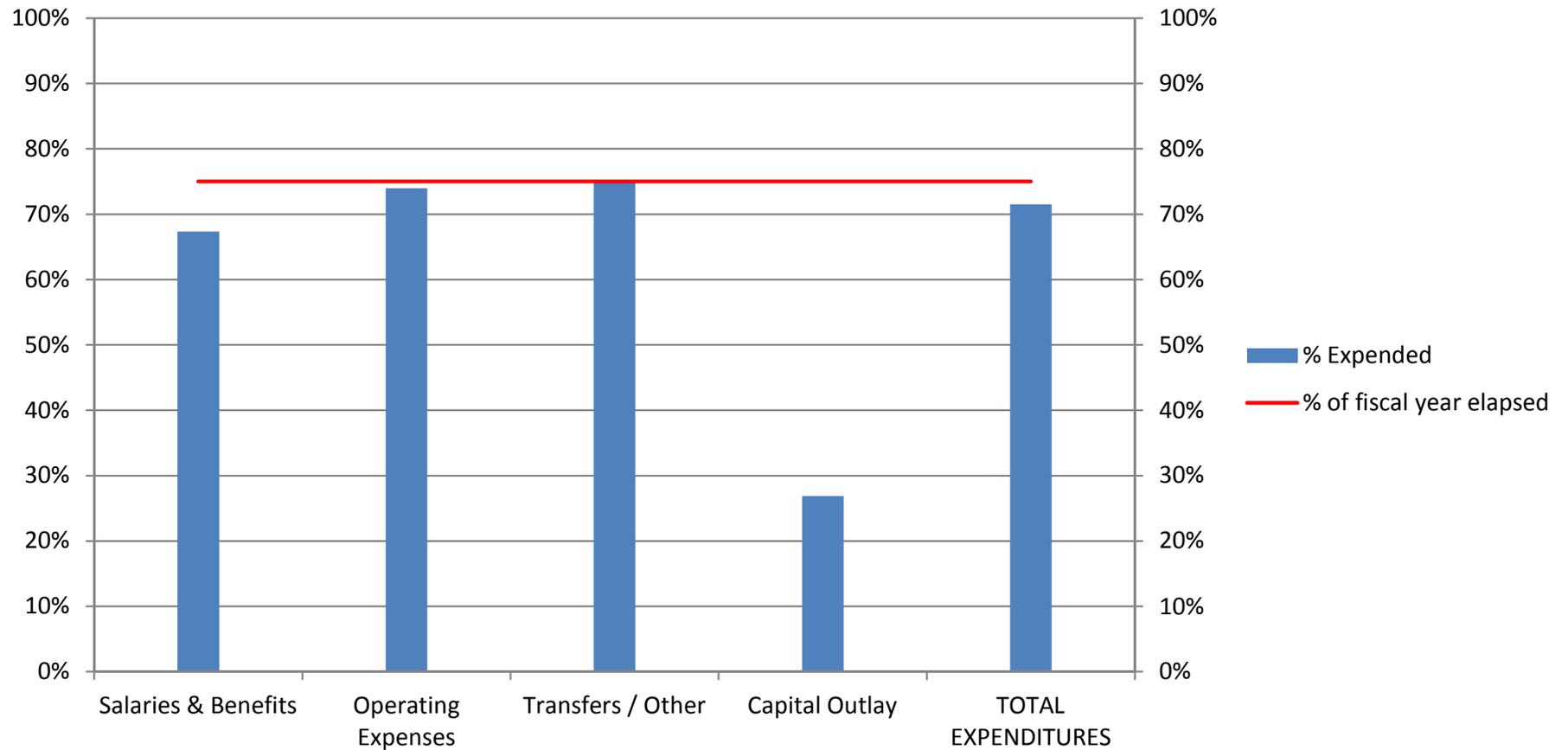
## Expenditures by Fund / Type of Expense

As of June 30, 2016 (75 % of fiscal year lapsed)



Type of Expense	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 441    Airport Fund</b>					
1. Salaries and Benefits	828,317	828,317	59,343	557,823	67.3%
2. Operating Expenses	1,144,426	1,144,426	106,854	846,600	74.0%
3. Capital Outlay	15,500	15,500	4,169	4,169	26.9%
4. Transfers and other	380,000	380,000	31,667	285,000	75.0%
<b>Total for    Airport Fund # 441</b>	<b>2,368,243</b>	<b>2,368,243</b>	<b>202,033</b>	<b>1,693,592</b>	<b>71.5%</b>

# FY 15-16 Airport Expenditures As of: June 30, 2016



# City of Vero Beach

## Expenditures by Fund / Department



As of June 30, 2016 (75 % of fiscal year lapsed)

Department	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
Fund 441     Airport Fund					
Airport	2,368,243	2,368,243	202,033	1,693,592	71.5%
<b>Total for Airport Fund # 441</b>	2,368,243	2,368,243	202,033	1,693,592	71.5%

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 441 Airport Fund</b>					
112001 OPERATING SALARIES	488,620	488,620	34,335	335,268	68.6%
113002 PART TIME SALARIES	25,000	25,000	0	0	0.0%
114001 OVERTIME SALARIES	15,000	15,000	1,775	16,887	112.6%
121001 SOCIAL SECURITY TAXES	38,909	38,909	2,553	25,158	64.7%
122001 PENSION FUND CONTRIBUTION	151,287	151,287	12,314	110,029	72.7%
123001 GROUP LIFE INSURANCE	1,323	1,323	137	1,276	96.5%
123002 HOSPITALIZATION INSURANCE	94,840	94,840	6,799	60,096	63.4%
123004 RETIREMENT PREM ASSIST	10,338	10,338	739	6,472	62.6%
123005 WORKERS COMPENSATION	3,000	3,000	691	2,636	87.9%
331001 PROFESSIONAL SERVICES	25,015	25,015	70	16,063	64.2%
331002 OUTSIDE LEGAL SERVICES	5,000	5,000	0	0	0.0%
332001 AUDIT	3,882	3,882	0	3,882	100.0%
334002 CLEANING & LAUNDRY	1,300	1,300	135	578	44.5%
334003 JANITORIAL SERVICES	8,000	8,000	882	6,236	78.0%
334005 FIRE PROTECTION	138,320	138,320	11,526	103,738	75.0%
334007 OTHER CONTRACTUAL SERVICES	3,000	3,000	891	5,651	188.4%
334010 AIRPORT SECURITY	90,000	90,000	7,500	67,500	75.0%
334017 ENVIRONMENTAL	5,000	5,000	0	0	0.0%
340001 MILEAGE ALLOWANCE	1,500	1,500	0	366	24.4%
341001 TELEPHONE	5,000	5,000	492	4,018	80.4%
342001 POSTAGE	1,700	1,700	81	842	49.5%
343001 UTILITIES	120,000	120,000	7,792	75,951	63.3%
344001 MACH & EQUIP RENT	1,000	1,000	0	0	0.0%
344004 ENVIRONMENTAL CLEANUP	200,000	200,000	16,667	150,000	75.0%
345001 GENERAL INSURANCE	78,328	78,328	21,129	81,838	104.5%
346001 EQUIPMENT MAINTENANCE	2,500	2,500	270	2,491	99.6%
346002 VEHICLE MAINTENANCE	32,860	32,860	1,950	23,557	71.7%
346003 BUILDING MAINTENANCE	25,000	25,000	629	11,711	46.8%
346004 AIR CONDITIONING MAINT	2,000	2,000	390	843	42.1%
346052 AIRFIELD MAINT	35,000	35,000	3,367	43,357	123.9%
346058 GROUNDS MAINT	47,300	47,300	11,320	33,072	69.9%
346061 AIRSIDE DRAINAGE MAINT	15,000	15,000	0	0	0.0%
346200 SOFTWARE MAINTENANCE	1,000	1,000	311	311	31.1%
349001 ADVERTISING	15,000	15,000	970	14,158	94.4%
349003 SCHOOLS & MEETINGS	5,000	5,000	1,095	3,717	74.3%
349008 COUNTY AD VALOREM TAXES	25,000	25,000	0	19,597	78.4%
349016 GF ADMIN CHARGE	147,623	147,623	12,302	110,717	75.0%
349028 LANDFILL FEES	10,000	10,000	0	10,725	107.3%
349033 PROMOTION	50,000	50,000	2,275	33,245	66.5%
351001 OFFICE SUPPLIES	2,500	2,500	344	1,531	61.2%
351003 OFFICE FURNITURE & EQUIPMENT	1,000	1,000	0	0	0.0%
352001 GAS & OIL	17,098	17,098	1,464	7,190	42.1%
352002 TIRES & TUBES	500	500	0	0	0.0%

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
352005 CONSUMABLE TOOLS	1,000	1,000	127	982	98.2%
352006 JANITORIAL SUPPLIES	1,500	1,500	47	847	56.5%
352007 SIGN MATERIAL	1,500	1,500	366	452	30.1%
352008 UNIFORMS & CLOTHING	1,000	1,000	0	774	77.4%
352010 ELEC PARTS & SUPPLIES	1,000	1,000	321	321	32.1%
352011 PLUMB PARTS & SUPPLIES	1,000	1,000	0	0	0.0%
352013 CHEMICAL AND LAB SUPPLIES	7,000	7,000	0	6,424	91.8%
352014 OTHER COMMODITIES	1,000	1,000	0	353	35.3%
354001 SUBSCRIPTIONS/MEMBERSHIPS	5,000	5,000	990	2,356	47.1%
355002 MISCELLANEOUS	1,000	1,000	142	195	19.5%
365002 STORM DAMAGE	2,000	2,000	1,009	1,009	50.5%
616018 72 INCH SCAGG MOWER	11,000	11,000	0	0	0.0%
616019 100 GALLON SPRAYER AND HOSE	4,500	4,500	4,169	4,169	92.6%
991017 NON OP TRANS TO CONST FUND	380,000	380,000	31,667	285,000	75.0%
<b>Total for Airport Fund # 441</b>	<b>2,368,243</b>	<b>2,368,243</b>	<b>202,033</b>	<b>1,693,592</b>	<b>71.5%</b>



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# City of Vero Beach

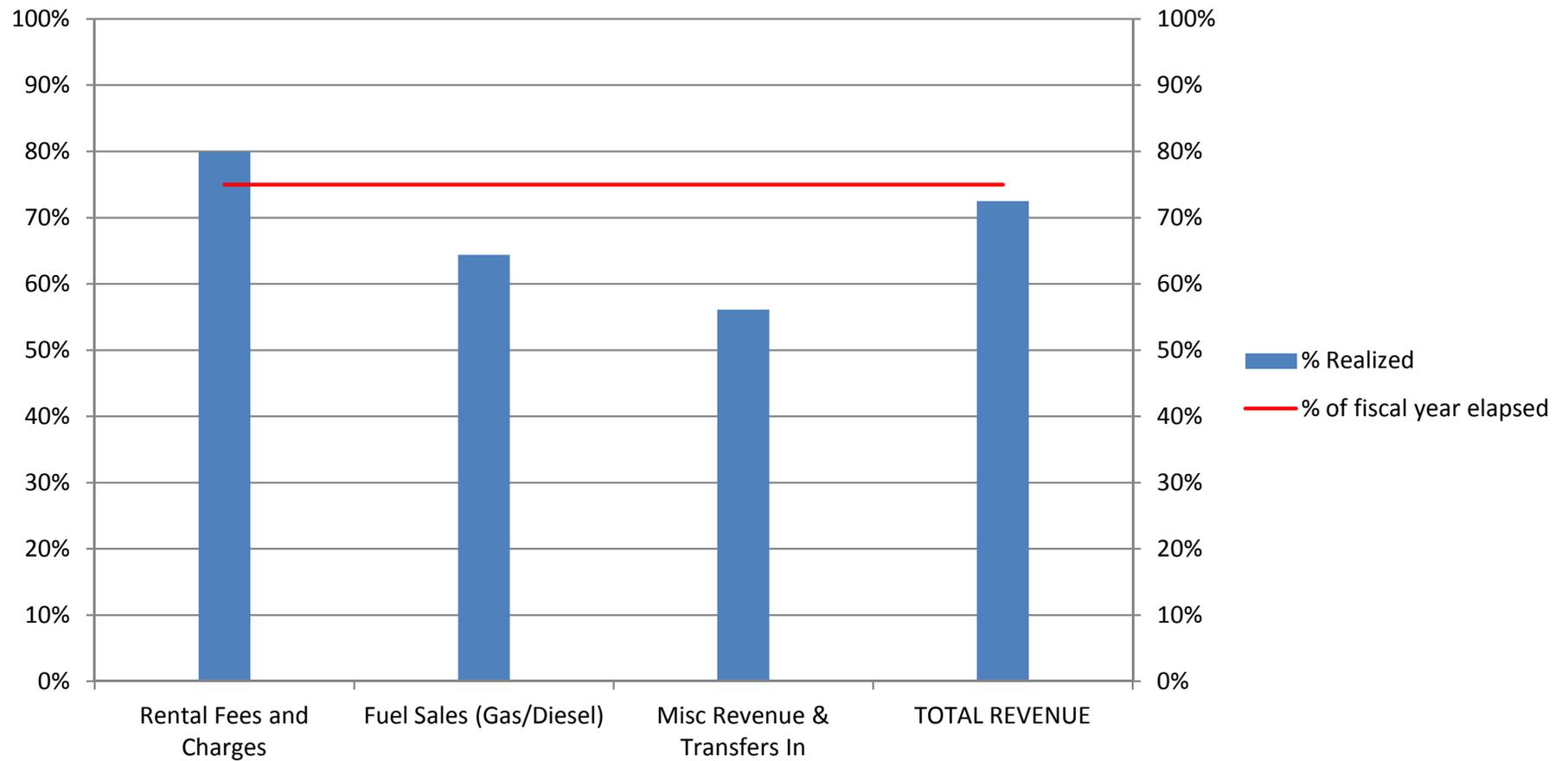
## Revenues by Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Revenue Source	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 451 Marina Fund</b>					
Cash Carryover	-42,880	-42,880	0	0	0.0%
Fees and Charges	1,668,400	1,668,400	122,653	1,218,775	73.1%
Grants and Reimbursements	12,000	12,000	0	0	0.0%
Interest	100	100	10	53	52.5%
Other Misc Revenue	40,000	40,000	703	28,689	71.7%
Transfers In	2,660	2,660	222	1,995	75.0%
<b>Total for Marina Fund # 451</b>	<b>1,680,280</b>	<b>1,680,280</b>	<b>123,588</b>	<b>1,249,512</b>	<b>74.4%</b>

**FY 15-16**  
**Marina Revenues (excluding cash carryover)**  
**As of: June 30, 2016**



# City of Vero Beach

## Revenues by Fund / Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Account Number	Account Name	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 451 Marina Fund</b>						
451.0000.334.072000	F I N D GRANT	12,000	12,000	0	0	0.0%
451.0000.344.020100	TRANSIENT UTILITIES	33,500	33,500	7,378	24,216	72.3%
451.0000.344.020200	PERMANENT SLIP UTILITIES	11,000	11,000	882	9,196	83.6%
451.0000.344.020300	DOCK RENTAL	178,000	178,000	12,704	108,355	60.9%
451.0000.344.020400	DOCK RENTAL TRANSIENT	205,000	205,000	18,111	170,515	83.2%
451.0000.344.020500	HOUSE RENTAL DOCKMASTER	15,600	15,600	1,300	11,700	75.0%
451.0000.344.020600	DIESEL FUEL SALES	290,000	290,000	12,896	176,670	60.9%
451.0000.344.020700	OIL SALES	6,500	6,500	201	4,075	62.7%
451.0000.344.020800	GAS SALES	448,500	448,500	37,032	298,812	66.6%
451.0000.344.020900	LIVE ABOARD FEE	15,000	15,000	828	8,859	59.1%
451.0000.344.021100	ANCHORAGE RENTAL	200,000	200,000	8,054	202,094	101.0%
451.0000.344.021200	LOCKER RENTALS	1,300	1,300	95	14	1.0%
451.0000.344.021300	DRY STORAGE SOUTH COMPLEX	173,000	173,000	15,166	132,394	76.5%
451.0000.344.021400	DOCK RENTAL SOUTH COMPLEX	35,000	35,000	3,047	27,423	78.4%
451.0000.344.021600	BUILDING RENTAL SOUTH COMPLEX	53,000	53,000	4,504	40,536	76.5%
451.0000.344.021700	ALCOHOL SALES	3,000	3,000	456	3,917	130.6%
451.0000.361.010200	INTEREST ON INVESTMENTS	100	100	10	53	52.5%
451.0000.365.090150	SALE OF SURPLUS VEHICLES	0	0	0	750	0.0%
451.0000.369.090100	MISCELLANEOUS REVENUES	40,000	40,000	703	27,875	69.7%
451.0000.382.000650	CONTRIBUTION FROM HEALTH INSURANCE FUND	2,660	2,660	222	1,995	75.0%
451.0000.389.000100	CASH/OVER AND SHORT	0	0	0	64	0.0%
451.0000.389.000200	CASH CARRY OVER	-42,880	-42,880	0	0	0.0%
<b>Total for Marina Fund # 451</b>		<b>1,680,280</b>	<b>1,680,280</b>	<b>123,588</b>	<b>1,249,512</b>	<b>74.4%</b>

# City of Vero Beach

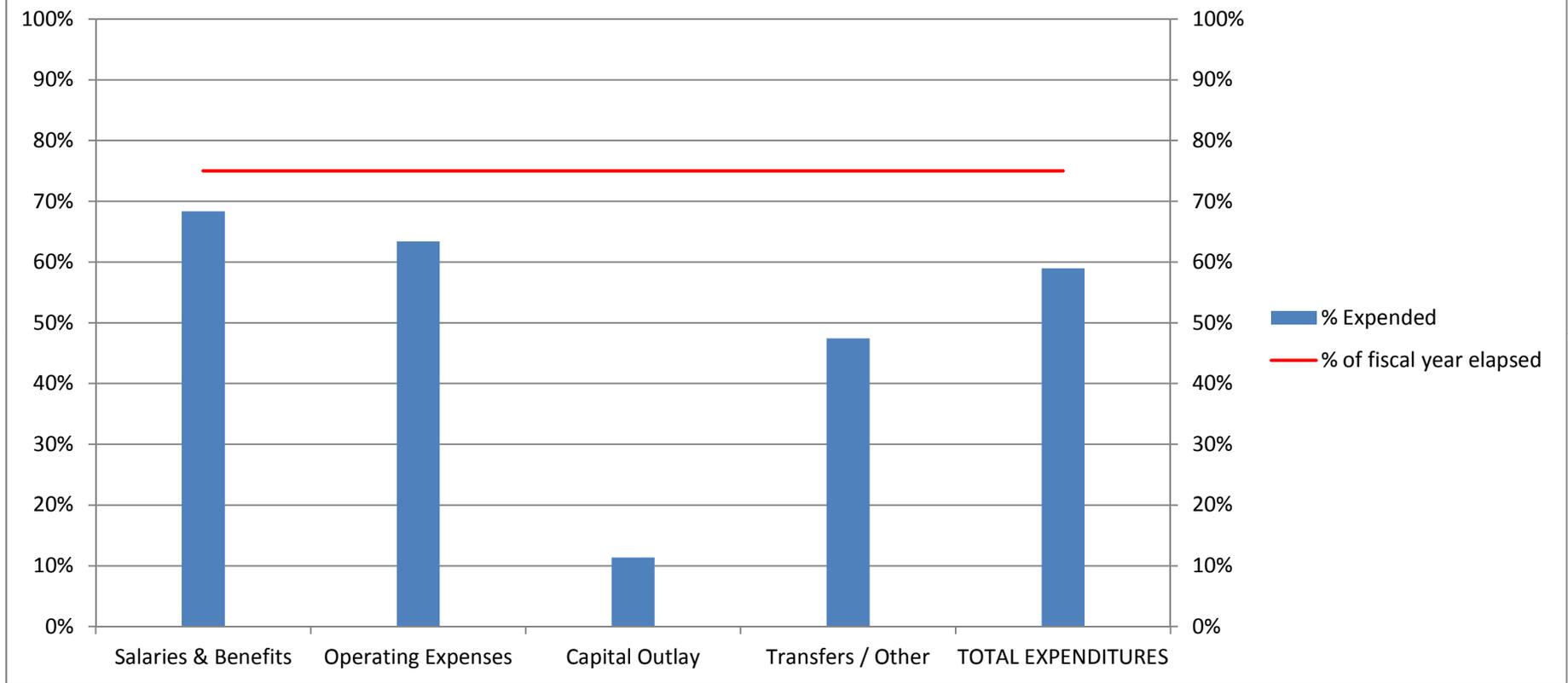
## Expenditures by Fund / Type of Expense

As of June 30, 2016 (75 % of fiscal year lapsed)



Type of Expense	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 451 Marina Fund</b>					
1. Salaries and Benefits	236,074	236,074	17,934	161,390	68.4%
2. Operating Expenses	974,649	974,649	70,100	617,758	63.4%
3. Capital Outlay	30,000	30,000	0	3,414	11.4%
4. Transfers and other	439,557	439,557	8,333	208,403	47.4%
<b>Total for Marina Fund # 451</b>	<b>1,680,280</b>	<b>1,680,280</b>	<b>96,368</b>	<b>990,966</b>	<b>59.0%</b>

**FY 15-16**  
**Marina Expenditures**  
**As of: June 30, 2016**



# City of Vero Beach

## Expenditures by Fund / Department



As of June 30, 2016 (75 % of fiscal year lapsed)

Department	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 451 Marina Fund</b>					
Marina Div	1,524,923	1,524,923	63,185	875,255	57.4%
Mooring Div	155,357	155,357	33,183	115,710	74.5%
<b>Total for Marina Fund # 451</b>	<b>1,680,280</b>	<b>1,680,280</b>	<b>96,368</b>	<b>990,966</b>	<b>59.0%</b>

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 451 Marina Fund</b>					
112001 OPERATING SALARIES	116,934	116,934	9,067	82,269	70.4%
113002 PART TIME SALARIES	33,200	33,200	2,414	21,704	65.4%
114001 OVERTIME SALARIES	11,700	11,700	55	3,709	31.7%
121001 SOCIAL SECURITY TAXES	12,379	12,379	884	8,032	64.9%
122001 PENSION FUND CONTRIBUTION	40,281	40,281	3,366	30,174	74.9%
123001 GROUP LIFE INSURANCE	356	356	37	309	86.9%
123002 HOSPITALIZATION INSURANCE	13,953	13,953	1,192	9,565	68.5%
123004 RETIREMENT PREM ASSIST	4,271	4,271	248	3,045	71.3%
123005 WORKER COMPENSATION	3,000	3,000	673	2,583	86.1%
331001 PROFESSIONAL SERVICES	1,408	1,408	0	49	3.5%
332001 AUDIT	851	851	0	851	100.0%
334002 CLEANING & LAUNDRY	3,000	3,000	0	46	1.5%
334003 JANITORIAL SERVICES	3,536	3,536	258	2,416	68.3%
334007 OTHER CONTRACTUAL SERVICES	24,500	24,500	3,226	18,202	74.3%
334016 DISCOUNT ON CREDIT CARDS	34,000	34,000	2,060	19,320	56.8%
340001 MILEAGE ALLOWANCE	1,200	1,200	0	0	0.0%
341001 TELEPHONE	2,800	2,800	187	2,217	79.2%
342001 POSTAGE	800	800	43	423	52.9%
343001 UTILITIES	86,750	86,750	7,370	65,212	75.2%
345001 GENERAL INSURANCE	42,539	42,539	2,944	42,803	100.6%
346001 EQUIPMENT MAINTENANCE	6,650	6,650	862	5,613	84.4%
346002 VEHICLE MAINTENANCE	13,000	13,000	1,950	14,434	111.0%
346003 BUILDING MAINTENANCE	8,500	8,500	0	5,547	65.3%
346056 DOCKS MAINT	5,000	5,000	0	3,065	61.3%
346060 MARINA MOORINGS MAINT	14,000	14,000	0	3,831	27.4%
346200 SOFTWARE MAINTENANCE	650	650	0	0	0.0%
349001 ADVERTISING	9,900	9,900	75	9,252	93.5%
349003 SCHOOLS & MEETINGS	500	500	0	0	0.0%
349016 GF ADMIN CHARGE	47,163	47,163	3,930	35,372	75.0%
349028 LANDFILL FEES	1,500	1,500	0	1,623	108.2%
351001 OFFICE SUPPLIES	3,000	3,000	598	2,154	71.8%
352000 DIESEL	232,000	232,000	10,184	118,795	51.2%
352001 GAS & OIL	358,500	358,500	26,490	211,481	59.0%
352004 EQUIP PARTS & SUPPLIES	1,500	1,500	0	27	1.8%
352005 CONSUMABLE TOOLS	850	850	349	1,858	218.6%
352006 JANITORIAL SUPPLIES	5,133	5,133	159	1,952	38.0%
352008 UNIFORMS & CLOTHING	500	500	480	991	198.2%
352009 BUILD SUPPLIES & MATLS	850	850	0	105	12.4%
352010 ELEC PARTS & SUPPLIES	1,000	1,000	81	2,412	241.2%
352011 PLUMB PARTS & SUPPLIES	1,250	1,250	0	97	7.8%
352014 OTHER COMMODITIES	6,000	6,000	0	6,959	116.0%
352063 LANDSCAPE/MARINA	29,574	29,574	7,035	22,564	76.3%
354001 SUBSCRIPTIONS/MEMBERSHIPS	1,000	1,000	15	1,139	113.9%

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# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
355001 PURCHASES FOR RESALE	8,000	8,000	711	4,800	60.0%
355002 MISCELLANEOUS	11,000	11,000	318	5,215	47.4%
355003 ALCOHOL PURCHASES FOR RESALE	2,050	2,050	357	3,157	154.0%
365068 STATE DEM/FEMA REPAYMENT PLAN FRANCES	4,195	4,195	419	3,775	90.0%
603001 DOCK REPAIRS	25,000	25,000	0	0	0.0%
615001 REPAIR DRYSTACK OFFICE/SHOP SPACE ROOF	5,000	5,000	0	0	0.0%
615002 UPDATE NORTHERN RESTROOMS	0	0	0	3,414	0.0%
772000 DEBT SERVICE SERIES 2007-A	339,557	339,557	0	133,403	39.3%
991004 TRANSFER TO GENERAL FUND	100,000	100,000	8,333	75,000	75.0%
<b>Total for Marina Fund # 451</b>	<b>1,680,280</b>	<b>1,680,280</b>	<b>96,368</b>	<b>990,966</b>	<b>59.0%</b>



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# City of Vero Beach

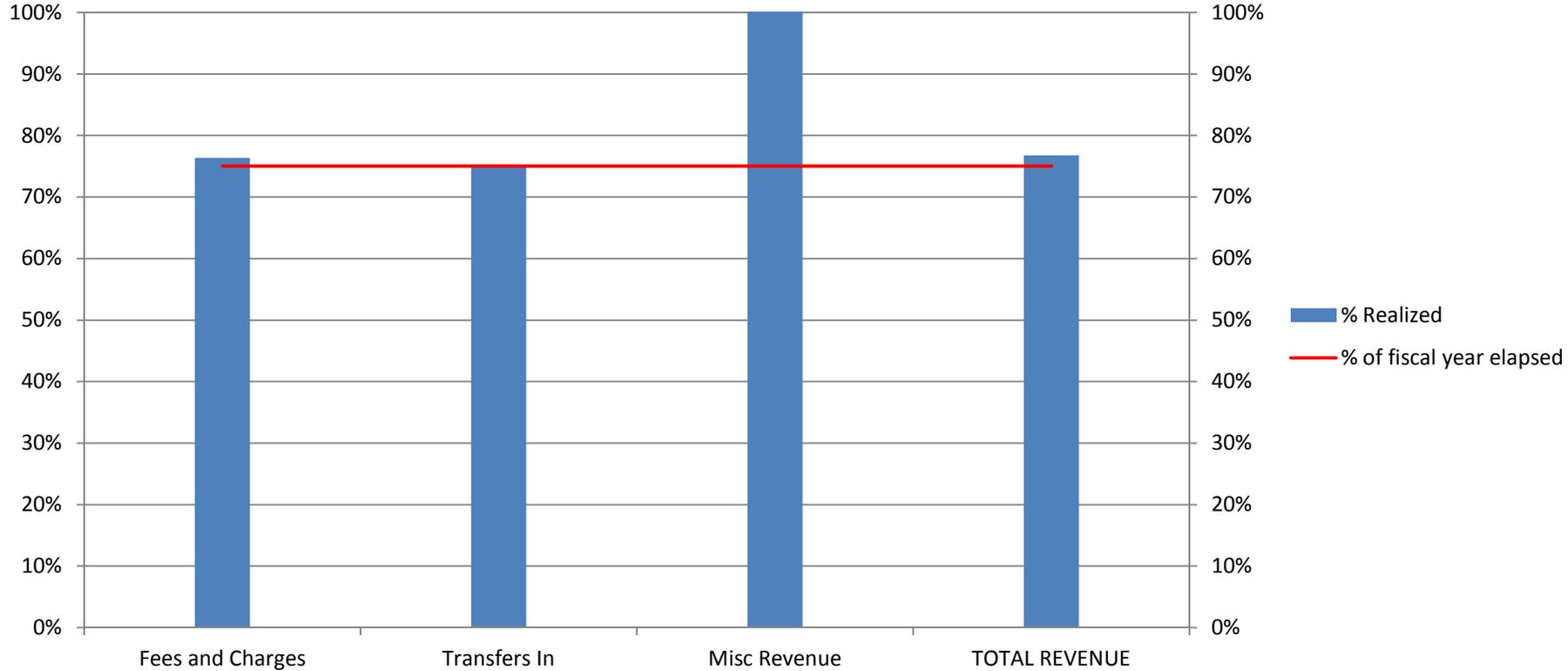
## Revenues by Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Revenue Source	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 461 Solid Waste Fund</b>					
Cash Carryover	171,000	171,000	0	0	0.0%
Fees and Charges	2,700,000	2,700,000	230,069	2,061,433	76.3%
Interest	0	0	3	17	0.0%
Other Misc Revenue	12,000	12,000	352	21,667	180.6%
Transfers In	30,587	30,587	2,549	22,940	75.0%
<b>Total for Solid Waste Fund # 461</b>	<b>2,913,587</b>	<b>2,913,587</b>	<b>232,973</b>	<b>2,106,058</b>	<b>72.3%</b>

**FY 15-16**  
**Solid Waste Revenues (excluding cash carryover)**  
**As of: June 30, 2016**



# City of Vero Beach

## Revenues by Fund / Source

As of June 30, 2016 (75 % of fiscal year lapsed)



Account Number	Account Name	Original Budget	Revised Budget	Month Actual	YTD Actual	% Realized
<b>Fund 461 Solid Waste Fund</b>						
461.0000.343.040100	GARBAGE COLLECTION FEES	2,700,000	2,700,000	230,069	2,061,433	76.3%
461.0000.361.010200	INTEREST ON INVESTMENTS	0	0	3	17	0.0%
461.0000.365.090100	SALE OF SURPLUS MATERIALS AND SCRAP	4,000	4,000	66	723	18.1%
461.0000.365.090150	SALE OF SURPLUS VEHICLES	0	0	0	15,100	0.0%
461.0000.369.090100	MISCELLANEOUS REVENUES	8,000	8,000	286	5,845	73.1%
461.0000.382.000650	CONTRIBUTION FROM HEALTH INSURANCE FUND	30,587	30,587	2,549	22,940	75.0%
461.0000.389.000500	UNAPPROPRIATED SURPLUS	171,000	171,000	0	0	0.0%
<b>Total for Solid Waste Fund # 461</b>		<b>2,913,587</b>	<b>2,913,587</b>	<b>232,973</b>	<b>2,106,058</b>	<b>72.3%</b>

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# City of Vero Beach

## Expenditures by Fund / Type of Expense

As of June 30, 2016 (75 % of fiscal year lapsed)

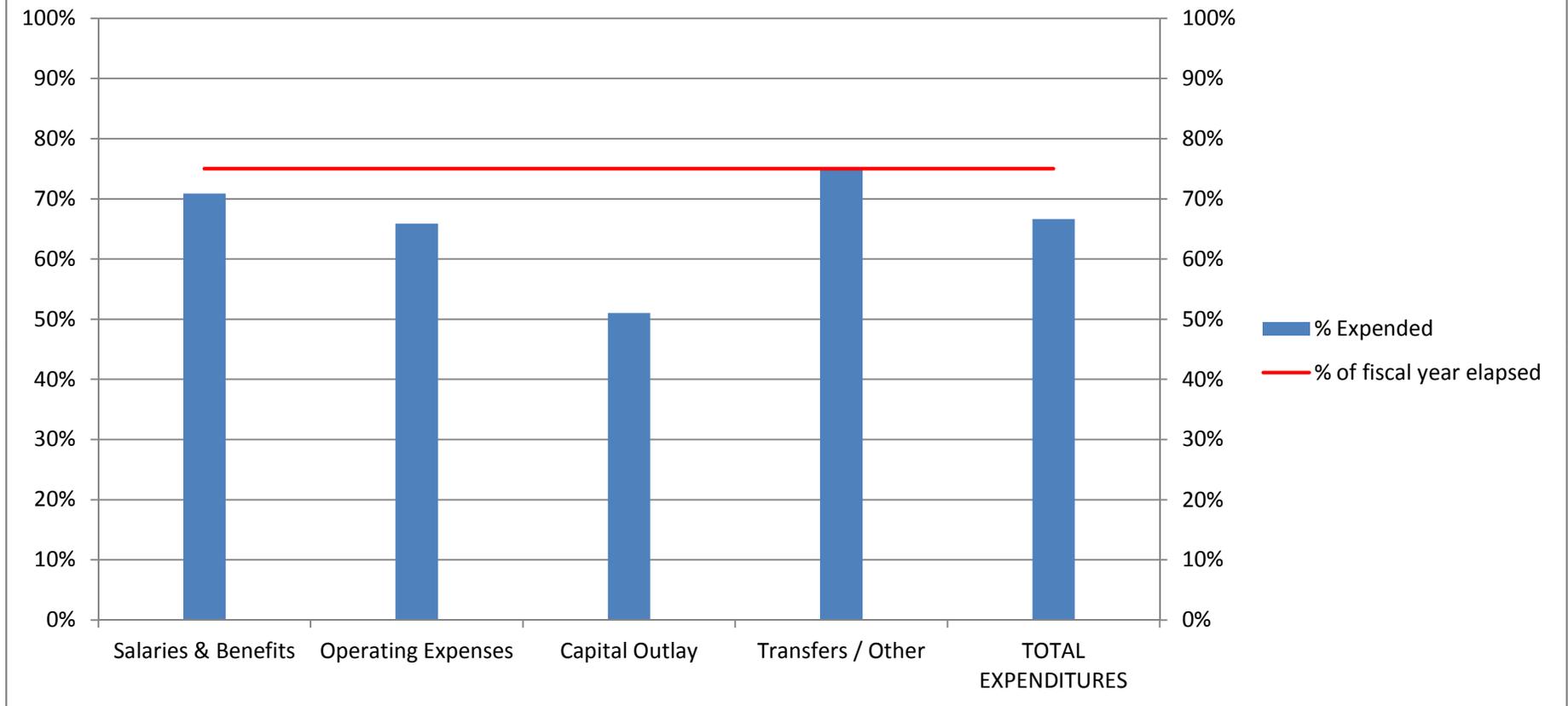


Type of Expense	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 461      Solid Waste Fund</b>					
1. Salaries and Benefits	1,474,870	1,474,870	120,823	1,045,433	70.9%
2. Operating Expenses	825,417	825,417	59,869	543,894	65.9%
3. Capital Outlay	451,300	451,300	0	230,254	51.0%
4. Transfers and other	162,000	162,000	13,500	121,500	75.0%
<b>Total for    Solid Waste Fund # 461</b>	<b>2,913,587</b>	<b>2,913,587</b>	<b>194,192</b>	<b>1,941,081</b>	<b>66.6%</b>

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# FY 15-16 Solid Waste Expenditures As of: June 30, 2016



# City of Vero Beach

## Expenditures by Fund / Department



As of June 30, 2016 (75 % of fiscal year lapsed)

Department	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
Fund 461      Solid Waste Fund					
Solid Waste	2,913,587	2,913,587	194,192	1,941,081	66.6%
<b>Total for Solid Waste Fund # 461</b>	<b>2,913,587</b>	<b>2,913,587</b>	<b>194,192</b>	<b>1,941,081</b>	<b>66.6%</b>

# City of Vero Beach

## Expenditures by Fund / Object

As of June 30, 2016 (75 % of fiscal year lapsed)



Object	Original Budget	Revised Budget	Month Actual	YTD Actual	% Expended
<b>Fund 461 Solid Waste Fund</b>					
112001 OPERATING SALARIES	835,716	835,716	64,143	572,412	68.5%
114001 OVERTIME SALARIES	14,000	14,000	1,407	7,727	55.2%
121001 SOCIAL SECURITY TAXES	65,003	65,003	4,488	39,893	61.4%
122001 PENSION FUND CONTRIBUTION	279,994	279,994	23,232	205,716	73.5%
123001 GROUP LIFE INSURANCE	2,563	2,563	257	2,279	88.9%
123002 HOSPITALIZATION INSURANCE	213,386	213,386	18,486	164,659	77.2%
123004 RETIREMENT PREM ASSIST	38,208	38,208	2,858	27,333	71.5%
123005 WORKER COMPENSATION	26,000	26,000	5,952	25,414	97.7%
331001 PROFESSIONAL SERVICES	8,589	8,589	0	619	7.2%
332001 AUDIT	1,094	1,094	0	1,094	100.0%
334002 CLEANING & LAUNDRY	6,600	6,600	599	4,392	66.5%
334007 OTHER CONTRACTUAL SERVICES	2,000	2,000	312	1,073	53.6%
342001 POSTAGE	150	150	2	20	13.6%
343001 UTILITIES	5,382	5,382	394	3,809	70.8%
344000 RENT	74,200	74,200	6,183	55,650	75.0%
344003 LAND RENT/AIRPORT	21,600	21,600	1,769	15,917	73.7%
345001 GENERAL INSURANCE	20,520	20,520	5,295	20,361	99.2%
346002 VEHICLE MAINTENANCE	280,080	280,080	16,619	194,809	69.6%
346390 CONTAINERS	15,000	15,000	520	12,068	80.5%
349001 ADVERTISING	900	900	0	0	0.0%
349003 SCHOOLS & MEETINGS	250	250	0	0	0.0%
349011 CUSTOMER SERVICE	87,618	87,618	7,302	65,714	75.0%
349016 GF ADMIN CHARGE	132,569	132,569	11,047	99,427	75.0%
349023 BAD DEBT	10,000	10,000	-91	-236	-2.4%
349028 LANDFILL FEES	4,000	4,000	183	2,431	60.8%
351001 OFFICE SUPPLIES	1,500	1,500	156	761	50.7%
351003 OFFICE FURNITURE & EQUIPMENT	300	300	0	163	54.5%
352001 GAS & OIL	137,415	137,415	7,841	58,705	42.7%
352004 EQUIP PARTS & SUPPLIES	500	500	0	0	0.0%
352005 CONSUMABLE TOOLS	2,000	2,000	0	0	0.0%
352008 UNIFORMS & CLOTHING	3,800	3,800	0	3,150	82.9%
352013 CHEMICAL AND LAB SUPPLIES	3,300	3,300	0	1,303	39.5%
352014 OTHER COMMODITIES	5,000	5,000	1,722	2,378	47.6%
354001 SUBSCRIPTIONS/MEMBERSHIPS	250	250	15	15	6.0%
355007 GRACE	800	800	0	273	34.1%
600101 GARBAGE TRUCK	450,000	450,000	0	0	0.0%
600103 COMPUTERS	1,300	1,300	0	990	76.2%
613001 FRONT LOADER MACK GARAGE TRUCK	0	0	0	229,264	0.0%
991004 TRANSFER TO GENERAL FUND	162,000	162,000	13,500	121,500	75.0%
<b>Total for Solid Waste Fund # 461</b>	<b>2,913,587</b>	<b>2,913,587</b>	<b>194,192</b>	<b>1,941,081</b>	<b>66.6%</b>

**FISCAL YEAR 2015-2016  
BUDGET vs ACTUAL VARIANCE ANALYSIS  
QUARTER ENDING June 30, 2016**

Account Number	Account Name	Jun 2016 Financial Report Page #	Original Budget	Revised Budget	Actual to Jun 30, 2016	% of Budget	Variance Explanation	Recommended Action
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**GENERAL FUND REVENUES**

001.0000.311.010000	Ad Valorem Taxes	13	5,385,590	5,385,590	5,455,169	101.3%	Ad valorem tax revenues typically received in November to April due to timing of tax bills and discounts for early payment.	Variance within normal parameters
001.0000.312.041000	Local Option Gas Tax	13	501,577	501,577	289,958	57.8%	State distributed tax revenues received during October and November 2015 are accrued back as revenues for the previous fiscal year. Only seven months of revenue have been recognized YTD.	Variance within normal parameters
001.0000.315.000100	Local Communication Serv Tax	13	1,116,240	1,116,240	665,679	59.6%	State distributed tax revenues received during October and November 2015 are accrued back as revenues for the previous fiscal year. Only seven months of revenue have been recognized YTD.	Variance within normal parameters
001.0000.316.000100	Local Business Tax	13	160,000	160,000	41,594	26.0%	Consistent with prior year collection trends. Most revenue is collected during August and September, last year's collections to June were \$45,771.	Variance within normal parameters
001.0000.335.018000	Half Cent Sales Tax	13	1,121,923	1,121,923	692,325	61.7%	State distributed tax revenues received during October and November 2015 are accrued back as revenues for the previous fiscal year. Only seven months of revenue have been recognized YTD.	Variance within normal parameters
001.0000.347.000104	Recreation Department Income	13	360,000	360,000	197,902	55.0%	Recreation Department income is seasonal and increases during summer months. In FY 14-15, 32% of revenues were collected in 4th quarter.	Variance within normal parameters
001.0000.360.010000	Planning Dept Revenue	13	75,000	75,000	80,974	108.0%	Planning Dept. has seen a substantial increase in business activity during the first three quarters of FY 15-16	None required at this time. Continue to monitor.

**GENERAL FUND EXPENDITURES**

114001	Overtime Salaries	18	288,100	288,100	260,070	90.3%	Police overtime in excess of budgeted amount due to additional airport security details for new airline service. In addition, this year's caseload has resulted in increased overtime.	Continue to monitor and include in year end budget amendment if needed. Airport overtime will be part of year end true up of airport security charges.
122002	Contrib to Police Pension	18	872,634	872,634	872,634	100.0%	Per actuarial valuation, entire 2015-2016 police pension contribution was made in October 2015, in order to reduce required contribution due to timing.	None required.

**FISCAL YEAR 2015-2016  
BUDGET vs ACTUAL VARIANCE ANALYSIS  
QUARTER ENDING June 30, 2016**

Account Number	Account Name	Jun 2016 Financial Report Page #	Original Budget	Revised Budget	Actual to Jun 30, 2016	% of Budget	Variance Explanation	Recommended Action
123005	Workers Compensation	18	119,000	119,000	140,168	117.8%	Insurance payments are made on a quarterly basis and are due at the beginning of each quarter. As of Jun 30, 2016 the City has made all quarterly insurance payments. In addition, claims experience has been higher than anticipated.	Continue to monitor and include in year end budget amendment.
331001	Professional Services	18	159,597	159,597	165,932	104.0%	Expenditures YTD include IR Lagoon Coalition participation (\$17K) and outside legal services for vacation rental cases (\$84K) not originally budgeted.	Continue to monitor and include in year end budget amendment.
334007	Other Contractual Services	18	115,099	115,099	64,391	55.9%	Primarily due to other contractual services for engineering & survey under budget; contract for engineering services for lane elimination permit signed in August.	Continue to monitor and include in year end budget amendment if needed.
345001	General Insurance	19	366,030	366,030	368,906	100.8%	Insurance payments are made on a quarterly basis and are due at the beginning of each quarter. As of June 30, 2016 the City has made all quarterly insurance payments.	None required.
346200	Software Maintenance	19	130,100	130,100	120,376	92.5%	Annual expenditures which vary according to renewal terms of existing software maintenance agreements.	None required.
352001	Gas & Oil	19	224,217	224,217	109,402	48.8%	Per gallon cost of gasoline was below budgeted levels during the first three quarters of FY 2016.	None required.
991035	Debt Svc Trf Series 2012B	21	694,484	694,484	694,519	100.0%	Principal due annually on October 1st, interest on Oct 1 and Apr 1	Variance within normal parameters

**ELECTRIC FUND REVENUES**

401.0000.343.010400	Industrial Sales	25	1,793,634	1,793,634	1,118,012	62.3%	Billed revenue for sales to the City's sole industrial customer are down only 6% from prior year. Sales were higher during summer months in 2015 so there may be some reduction in variance by year end.	Continue to monitor and include in year end budget amendment if needed.
401.0000.343.010800	Turn On Fees	25	375,000	375,000	222,255	59.3%	Revenues are under budgeted amount but are in line with prior year actuals of \$236K through first 9 months of FY 14-15	Continue to monitor and include in year end budget amendment if needed.
401.0000.361.010200	Interest on Investments	25	150,000	150,000	215,591	143.7%	Interest rates on short term investments have continued to improve over prior year.	None required.

**ELECTRIC FUND EXPENDITURES**

**FISCAL YEAR 2015-2016  
BUDGET vs ACTUAL VARIANCE ANALYSIS  
QUARTER ENDING June 30, 2016**

Account Number	Account Name	Jun 2016 Financial Report Page #	Original Budget	Revised Budget	Actual to Jun 30, 2016	% of Budget	Variance Explanation	Recommended Action
112002	Maintenance Salaries/Distr	29	871,508	871,508	511,559	58.7%	Under budget due to turnover/retirement of employees.	Continue to monitor and include in year end budget amendment if needed.
112002	Maintenance Salaries	29	412,694	412,694	70,430	17.1%	Under budget in Power Resources department due to turnover/retirement of employees and plant closure.	Continue to monitor and include in year end budget amendment if needed.
114001	Overtime Salaries	29	153,000	153,000	57,463	37.6%	Under budget for Power Resources overtime due to plant closure	Continue to monitor and include in year end budget amendment.
114001	Overtime Salaries/Distribution	29	265,000	265,000	412,866	155.8%	Over budget for T&D overtime due to outages and increase in capital/R&R projects.	Continue to monitor and include in year end budget amendment.
331002	NERC Compliance	29	400,000	330,603	405,582	122.7%	Expenditures in excess of budget due to unexpected expenditures to meet new Critical Infrastructure Protection (CIP) compliance standards.	Continue to monitor and include in year end budget amendment.
343001	Utilities	29	111,800	111,800	54,295	48.6%	Utility expenses are 42% under budget in Power Resources department due to plant closure and staffing reductions.	None required.
345001	General Insurance	29	988,809	988,809	968,540	98.0%	Insurance payments are made on a quarterly basis and are due at the beginning of each quarter. As of June 30, 2016 the City has made all quarterly insurance payments.	None required.
345001	General Insurance - Boiler	29	267,214	267,214	277,440	103.8%	Entire boiler insurance premium paid in first quarter, renewal cost was higher than expected.	Continue to monitor and include in year end budget amendment if needed.
349021	Environmental and Pollution	30	200,000	200,000	79,937	40.0%	Expenses are variable based on on project and utility analysis requirements. Not expended on a straight pro-rata basis.	Variance within normal parameters
349023	Bad Debts	30	240,000	240,000	(9,595)	-4.0%	Most of the expenditures for bad debt are posted as a September write-off based on analysis of outstanding accounts during audit/FY close process	Variance within normal parameters
352001	Gas & Oil	30	94,598	94,598	45,049	47.6%	Per gallon cost of gasoline was below budgeted levels during the first three quarters of FY 2016.	None required.
352018	Oil	30	100,000	100,000	105	0.1%	Fuel oil for Power Plant is used only when the plant is in service	Variance within normal parameters

**FISCAL YEAR 2015-2016  
BUDGET vs ACTUAL VARIANCE ANALYSIS  
QUARTER ENDING June 30, 2016**

Account Number	Account Name	Jun 2016 Financial Report Page #	Original Budget	Revised Budget	Actual to Jun 30, 2016	% of Budget	Variance Explanation	Recommended Action
352063	Stanton II	31	10,000,000	10,000,000	5,226,678	52.3%	Expenditure to date is for 8 months only. The October payment is for September billing and is accrued to prior fiscal year. This is the case for all purchased power line items (OUC, St Lucie, Stanton I/II and FPL).	None required at this time. Continue to monitor.
352604	OUC	31	31,050,000	31,050,000	19,466,903	62.7%	Expenditure to date is for 8 months only. The October payment is for September billing and is accrued to prior fiscal year. This is the case for all purchased power line items (OUC, St Lucie, Stanton I/II and FPL). In addition, OUC contract was revised in November 2015 to lower rates	None required at this time. Continue to monitor.
365068	State/DEM FEMA Repayment Plan Frances	31	108,925	108,925	98,033	90.0%	Repayment plan ends in July 2016	None required.
365069	State/DEM FEMA Repayment Plan Frances	31	134,148	134,148	120,733	90.0%	Repayment plan ends in July 2016	None required.
991053	Debt Service Transfer Series 2003A	31	5,500,000	5,500,000	1,045,312	19.0%	For cash flow purposes, the budgeted expense includes both principal and interest payments on debt. Per government accounting standards for enterprise funds, however, only interest payments are actually booked as an expense. Principal payments are treated as a reduction in the corresponding liability account.	Variance within normal parameters

**WATER & SEWER FUND REVENUES**

No variances meeting criteria for analysis							
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**WATER & SEWER FUND EXPENDITURES**

114001	Overtime	40	183,000	183,000	106,894	58.4%	O/T in water and wastewater plants under budget due to completion of cross training, which allows for better utilization of relief operator time	None required at this time. Continue to monitor.
121001	Social Security	40	229,103	229,103	139,747	61.0%	Payroll taxes under budget as a function of salaries and overtime running under budget.	None required at this time. Continue to monitor.
331001	Professional Services	40	177,144	177,144	52,731	29.8%	Expenses are variable based on on project and utility analysis requirements. Not expended on a straight pro-rata basis.	Variance within normal parameters

**FISCAL YEAR 2015-2016  
BUDGET vs ACTUAL VARIANCE ANALYSIS  
QUARTER ENDING June 30, 2016**

Account Number	Account Name	Jun 2016 Financial Report Page #	Original Budget	Revised Budget	Actual to Jun 30, 2016	% of Budget	Variance Explanation	Recommended Action
331020	Licenses & Testing	40	177,000	177,000	77,416	43.7%	This operating expenditure is tied to the license renewal schedule and frequency of testing which normally increases during summer months.	Variance within normal parameters, continue monitoring.
334007	Other Contractual Services	40	286,000	286,000	148,772	52.0%	Expenses are variable based on on project and utility analysis requirements. Not expended on a straight pro-rata basis.	Variance within normal parameters
343001	Utilities	40	1,599,000	1,599,000	1,013,854	63.4%	Budgeted amount for utilities is primarily for water plant; budget is planned to cover summer drought conditions for water production which occurs in 4th quarter.	None required at this time. Continue to monitor.
345001	General insurance	40	215,872	215,872	181,654	84.1%	Insurance payments are made on a quarterly basis and are due at the beginning of each quarter. As of June 30, 2016 the City has made all quarterly insurance payments.	None required.
346001	Equipment Maintenance	40	369,500	369,500	221,772	60.0%	Expenditures variable based on timing of required projects. Not expended on a straight pro-rata basis.	None required at this time. Continue to monitor.
346029	Structure & Improvement Maintenance	40	76,500	76,500	34,873	45.6%	Expenditures variable based on timing of required projects. Not expended on a straight pro-rata basis.	None required at this time. Continue to monitor.
346030	Well Maintenance	40	80,000	80,000	5,556	6.9%	Expenditures variable based on timing of required projects. Not expended on a straight pro-rata basis. Expect additional expenses prior to year end.	None required at this time. Continue to monitor.
346059	Odor Control System Maintenance	40	150,000	150,000	-	0.0%	Annual expense. Scheduled for later in FY 15-16	Variance within normal parameters
346200	Software & Maintenance	41	74,000	74,000	41,672	56.3%	Expenditures variable based on timing of renewals. Expect additional expenses prior to year end.	Variance within normal parameters
352001	Gas & Oil	41	111,000	111,000	33,713	30.4%	Per gallon cost of gasoline was below budgeted levels during the first three quarters of FY 2016.	None required.
365068	State/DEM FEMA Repayment Plan Frances	41	240,631	240,631	216,568	90.0%	Repayment plan ends in July 2016	None required.
365069	State/DEM FEMA Repayment Plan Jeanne	41	109,592	109,592	98,632	90.0%	Repayment plan ends in July 2016	None required.

**FISCAL YEAR 2015-2016  
BUDGET vs ACTUAL VARIANCE ANALYSIS  
QUARTER ENDING June 30, 2016**

Account Number	Account Name	Jun 2016 Financial Report Page #	Original Budget	Revised Budget	Actual to Jun 30, 2016	% of Budget	Variance Explanation	Recommended Action
991058	Debt Svc Transfer WW310201 Orig	41	651,124	651,124	155,450	23.9%	For cash flow purposes, the budgeted expense includes both principal and interest payments on debt. Per government accounting standards for enterprise funds, however, only interest payments are actually booked as an expense. Principal payments are treated as a reduction in the corresponding liability account.	Variance within normal parameters
991060	Debt Svc Transfer WW310201 Am#2	41	107,876	107,876	22,790	21.1%	See explanation for Account Number 991058 (directly above)	Variance within normal parameters
991062	Debt Svc Transfer Series 2013	41	1,131,886	1,131,886	84,112	7.4%	See explanation for Account Number 991058 (directly above)	Variance within normal parameters

**AIRPORT FUND REVENUES**

441.0000.344.010300	Fuel Flowage Fees	45	110,000	110,000	112,162	102.0%	Increased activity at the Airport has led to an increase in the revenue received based on percentage of fuel sales.	None required.
441.0000.344.010700	Gross Receipts	45	180,000	180,000	172,775	96.0%	Increased activity at the Airport has led to an increase in the revenue received based on percentage of tenant/FBO gross receipts	None required.

**AIRPORT FUND EXPENDITURES**

343001	Utilities	49	120,000	120,000	75,951	63.3%	Utility expenditures vary seasonally.	None required at this time. Continue to monitor.
345001	General Insurance	49	78,328	78,328	81,838	104.5%	Insurance payments are made on a quarterly basis and are due at the beginning of each quarter. As of June 30, 2016 the City has made all quarterly insurance payments.	None required.

**MARINA FUND REVENUES**

451.0000.344.020300	Dock Rental	54	448,500	448,500	171,523	38.2%	Downturn in rental of long term small (20-25 ft) boat slips due to changing demographics; offset by increased transient dock rental revenue.	Continue to monitor.
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**FISCAL YEAR 2015-2016  
BUDGET vs ACTUAL VARIANCE ANALYSIS  
QUARTER ENDING June 30, 2016**

Account Number	Account Name	Jun 2016 Financial Report Page #	Original Budget	Revised Budget	Actual to Jun 30, 2016	% of Budget	Variance Explanation	Recommended Action
451.0000.344.020600	Diesel Fuel Sales	54	290,000	290,000	176,670	60.9%	Price per gallon for diesel fuel sales less than the amount originally projected. Loss of revenue offset by lower expenses for diesel for resale (see item 'Diesel' item below)	Continue to monitor.
451.0000.344.021100	Anchorage Rental	54	200,000	200,000	202,094	101.0%	COVB Marina is becoming a desirable destination Marina, due in part to increased Marina marketing through online cruising guide.	Continue to monitor.

**MARINA FUND EXPENDITURES**

352000	Diesel	58	232,000	232,000	118,795	51.2%	Per gallon cost of diesel for resale was below budgeted levels during the first three quarters of FY 2016. Savings offset by decreased revenue.	Continue to monitor.
352001	Gas & Oil	58	358,500	358,500	211,481	59.0%	Per gallon cost of gasoline for resale was below budgeted levels during the first three quarters of FY 2016. Savings offset by decreased revenues.	Continue to monitor.
772000	Debt Service Series 2007A	59	339,557	339,557	133,403	39.3%	For cash flow purposes, the budgeted expense includes both principal and interest payments on debt. Per government accounting standards for enterprise funds, however, only interest payments are actually booked as an expense. Principal payments are treated as a reduction in the corresponding liability account.	Continue to monitor.

**SOLID WASTE FUND REVENUES**

No variances meeting criteria for analysis								
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**SOLID WASTE FUND EXPENDITURES**

352001	Gas & Oil	67	137,415	137,415	58,705	42.7%	Per gallon cost of gasoline was below budgeted levels during the first three quarters of FY 2016.	None required.
600101	Garbage Truck	67	450,000	450,000	-	0.0%	This budget line item is a one time capital purchase. Vehicle ordered for delivery/payment later this year.	None required.

**MEMORANDUM**

TO: Finance Commission

FROM: James R. O'Connor, City Manager 

Cynthia D. Lawson, Finance Director 

DATE: September 16, 2016

SUBJECT: **THIRD QUARTER FISCAL YEAR 15-16 ELECTRIC UTILITY RATE SUFFICIENCY**

Attached for your review and consideration during your upcoming Commission meeting is the third quarter analysis of Electric Utility rate sufficiency for FY 15-16, including actuals through June 2016.

Based on this analysis, staff is recommending that the Purchased Power Cost (i.e. Bulk Power Cost Adjustment) be decreased from \$63.15 per 1,000 kWh to \$61.65 per 1,000 kWh effective with billing read dates beginning October 15, 2016. This represents a decrease of 1.3% on a typical 1,000 kWh residential bill, from the current monthly amount of \$117.58 to a new amount of \$116.08. This analysis has been reviewed with the City's rate consultant, PRMG, and they concur with this recommended reduction, pending the completion of the rate study scheduled for fall 2016.

Attachment A is an updated FY 15-16 summary which incorporates:

- Actual billed revenues and purchased power expenses through June 2016
- Operating expenses and other expenses/revenues per the adopted FY 15-16 budget. For the Power Resources department, this has been updated to reflect the latest estimated costs for staffing and capital projects based on closure of the power plant and optimization of the utility.

This summary shows a year-end surplus currently estimated at \$2.014 million.

Attachment B is a detailed comparison of actuals versus forecasts for kWh sales, billed revenue and purchased power costs.

Attachment C compares actual versus forecast sales, revenue and purchased power costs in graph format. Per a request from the Utility Commission, bar graphs have been added which compare actuals versus the forecast on a year to date basis.

Staff will continue to monitor and compare the actual revenues and expenses to the forecast and provide the Commissions with an updated sufficiency analysis on a quarterly basis.

## SUMMARY OF EXPENSES, REVENUE AND REVENUE SURPLUS (DEFICIENCY)

	PROJECTED FY 15-16	SOURCE
<b>Operating Expenses</b>		
Power Resources	2,484,980	FY 15-16 Revised Budget
Purchased Power	57,682,214	Revised Forecast (Actuals to Jun 16)
Customer Service	1,988,729	FY15-16 Adopted Budget
Transmission & Distribution	5,266,058	FY 15-16 Adopted Budget
Electric System Design	605,827	FY 15-16 Adopted Budget
Electric Metering	845,334	FY 15-16 Adopted Budget
Non-Departmental	4,743,858	FY 15-16 Adopted Budget
Total Operating Expenses	73,617,000	
<b>Other Revenue Requirements</b>		
Debt Service	5,500,000	FY 15-16 Adopted Budget
Transfer to the R&R Fund (Fund 403)	5,000,000	FY 15-16 Revised Budget
Transfer to the General Fund	5,440,000	FY 15-16 Adopted Budget
<b>TOTAL REVENUE REQUIREMENTS</b>	<b>89,557,000</b>	
<b>Projected Rate Revenue</b>		
		<b>At Current Rates</b>
Residential	47,000,771	Projected (Actuals to Jun 16)
Commercial	40,324,966	Projected (Actuals to Jun 16)
Industrial	1,558,182	Projected (Actuals to Jun 16)
Outdoor Lighting	1,009,540	Projected (Actuals to Jun 16)
Total Projected Rate Revenue	89,893,460	
<b>Other Revenue</b>		
Interest revenue	150,000	FY 15-16 Adopted Budget
Customer fees and penalties	701,000	FY 15-16 Adopted Budget
Customer Service charges - Water/Sewer & Solid Waste	529,745	FY 15-16 Adopted Budget
Miscellaneous revenue	296,316	FY 15-16 Adopted Budget
<b>TOTAL REVENUE</b>	<b>91,570,521</b>	
<b>REVENUE SURPLUS (DEFICIENCY) ORIGINAL FORECAST</b>	<b>1,044,745</b>	<b>Adopted Budget</b>
<b>REVENUE SURPLUS (DEFICIENCY) CURRENT PROJECTED</b>	<b>2,013,521</b>	<b>2.24% of revenue forecast</b>

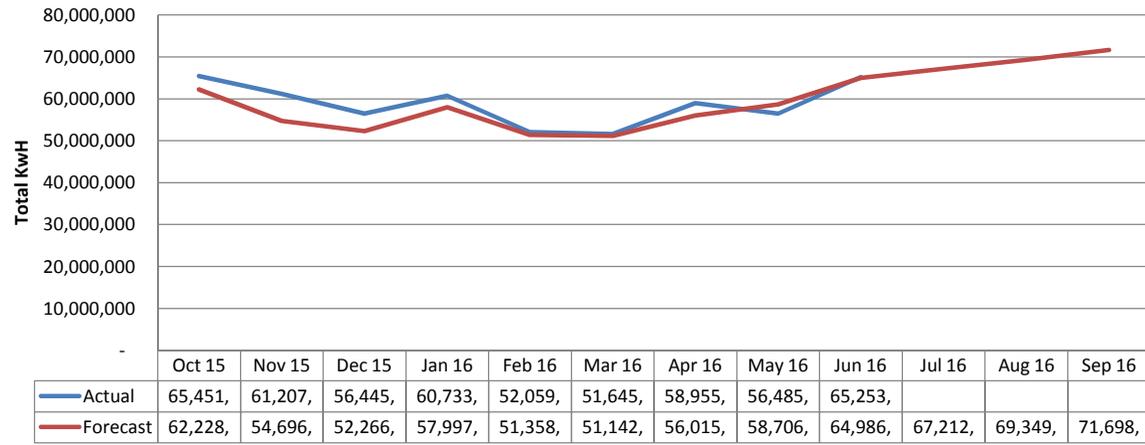
ATTACHMENT B

COMPARISON OF ORIGINAL FY 15-16 FORECAST TO ACTUALS

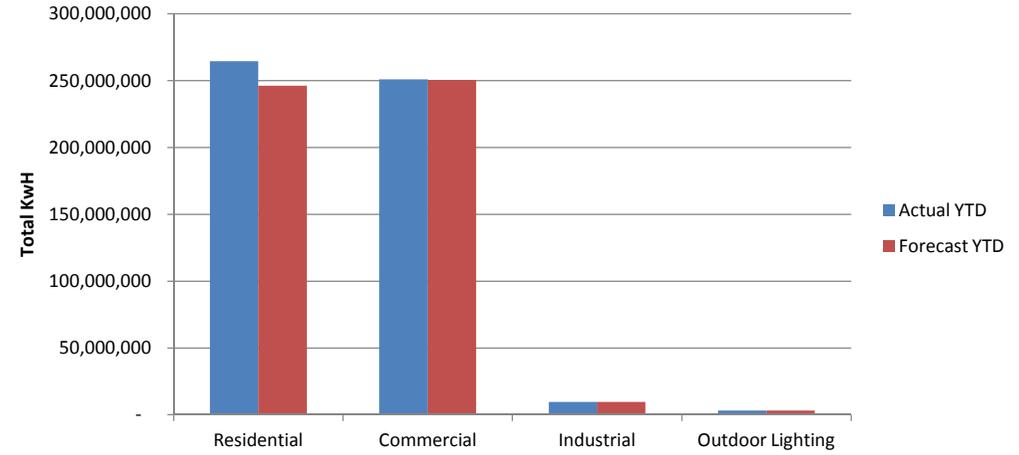
ACTUAL YEAR TO DATE	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16
<b>Kwh Sales</b>												
Residential	32,448,407	30,024,494	27,481,956	30,587,558	27,569,810	26,076,994	29,086,947	27,960,525	33,291,814	-	-	-
Commercial	31,336,073	29,716,076	27,597,467	28,836,762	23,357,708	24,324,433	28,375,720	27,106,516	30,206,122	-	-	-
Industrial	1,317,600	1,118,400	1,017,600	960,000	782,400	895,200	1,144,800	1,070,400	1,406,400	-	-	-
Outdoor Lighting	349,480	348,831	348,524	349,481	349,335	348,805	348,178	348,178	349,170	-	-	-
TOTAL	65,451,560	61,207,801	56,445,547	60,733,801	52,059,253	51,645,432	58,955,645	56,485,619	65,253,506	-	-	-
<b>Billed Revenue</b>												
Residential	4,230,246	3,911,631	3,525,384	3,914,301	3,522,837	3,327,608	3,713,285	3,573,055	4,241,337	-	-	-
Commercial	3,658,558	3,488,960	3,206,333	3,309,786	2,736,686	2,835,562	3,282,453	3,133,281	3,440,411	-	-	-
Industrial	151,220	131,914	117,807	110,175	92,699	104,726	134,523	123,116	151,832	-	-	-
Subtotal	8,040,024	7,532,505	6,849,524	7,334,262	6,352,222	6,267,896	7,130,260	6,829,452	7,833,580	-	-	-
Outdoor Lighting	85,125	84,996	84,987	84,957	85,162	76,768	85,054	84,640	84,651	-	-	-
TOTAL	8,125,149	7,617,501	6,934,511	7,419,219	6,437,384	6,344,664	7,215,314	6,914,093	7,918,231	-	-	-
<b>Purchased Power Costs</b>												
St Lucie	669,635	675,467	675,467	675,467	675,467	675,480	675,467	675,467	675,467	-	-	-
Stanton	955,649	857,696	661,811	649,772	828,880	826,253	558,714	549,736	549,736	-	-	-
Stanton II	425,600	659,538	655,745	620,041	780,788	695,597	697,432	691,938	749,686	-	-	-
OUC	2,581,851	2,920,159	3,013,917	2,965,419	594,538	2,317,738	2,563,162	2,510,117	2,629,578	-	-	-
FPL	240,882	236,539	216,763	234,264	248,863	218,758	228,388	232,199	268,391	-	-	-
Fuel (COVB)	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	4,873,617	5,349,399	5,223,703	5,144,964	3,128,537	4,733,826	4,723,162	4,659,457	4,872,857	-	-	-

ORIGINAL FORECAST - FY 15-16	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	FY TOTALS
<b>Kwh Sales</b>													
Residential	29,914,824	25,431,784	24,352,956	30,137,120	25,205,496	24,586,382	26,763,879	27,998,957	31,872,781	33,607,557	34,979,636	36,063,009	350,914,381
Commercial	30,638,338	28,111,849	26,636,975	26,759,067	24,902,485	25,211,920	27,769,904	29,082,794	31,378,952	31,870,015	32,465,637	33,757,994	348,585,930
Industrial	1,332,469	810,474	932,038	756,189	906,046	999,859	1,136,315	1,278,455	1,388,919	1,388,919	1,557,864	1,533,903	14,021,451
Outdoor Lighting	342,501	342,546	344,974	345,120	344,458	343,893	345,784	346,122	345,932	345,932	345,864	343,552	4,136,678
TOTAL	62,228,131	54,696,653	52,266,943	57,997,496	51,358,485	51,142,054	56,015,882	58,706,329	64,986,584	67,212,423	69,349,001	71,698,458	717,658,440
<b>Billed Revenue</b>													
	<b>Original Rate (Eff 9/1/15)</b>	<b>Rate Change (Effective 12/1/15)</b>						<b>Rate Change (Effective 6/15/16)</b>					
Residential	3,808,652	3,181,251	2,969,386	3,764,420	3,086,568	3,001,471	3,300,768	3,470,529	3,939,241	4,174,216	4,360,064	4,506,807	43,563,372
Commercial	3,623,308	3,392,309	3,240,943	3,300,335	2,985,495	3,059,313	3,286,799	3,394,562	3,614,572	3,667,449	3,714,853	3,850,635	41,130,572
Industrial	146,191	95,266	104,351	82,951	94,153	103,542	117,669	128,964	136,361	136,250	153,314	150,605	1,449,618
Subtotal	7,578,151	6,668,826	6,314,680	7,147,706	6,166,216	6,164,326	6,705,236	6,994,055	7,690,173	7,977,916	8,228,231	8,508,048	86,143,562
Outdoor Lighting (use last 3 mo avg)	84,400	84,400	84,400	84,400	84,400	84,400	84,400	84,400	84,400	84,400	84,400	84,400	1,012,800
TOTAL	7,662,551	6,753,226	6,399,080	7,232,106	6,250,616	6,248,726	6,789,636	7,078,455	7,774,573	8,062,316	8,312,631	8,592,448	87,156,362
<b>Purchased Power Costs</b>													
St Lucie	752,471	752,471	752,471	752,471	752,471	752,471	376,236	752,471	752,471	752,471	752,471	376,240	8,277,185
Stanton	715,408	715,408	715,408	715,408	715,408	715,408	715,408	715,408	715,408	715,408	715,408	715,408	8,584,894
Stanton II	335,905	716,477	716,477	716,477	716,477	716,477	335,905	716,477	716,477	716,477	716,477	716,477	7,836,584
OUC	2,907,249	2,340,560	2,167,861	2,050,212	2,201,613	2,219,170	2,725,445	2,503,118	2,612,968	2,630,467	2,563,689	2,849,450	29,771,802
FPL	249,083	173,996	181,744	183,042	170,423	206,035	260,385	261,171	260,385	272,254	230,911	249,083	2,698,511
Fuel (COVB)	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	4,960,116	4,698,913	4,533,962	4,417,610	4,556,392	4,609,561	4,413,378	4,948,645	5,057,709	5,087,077	4,978,956	4,906,659	57,168,976

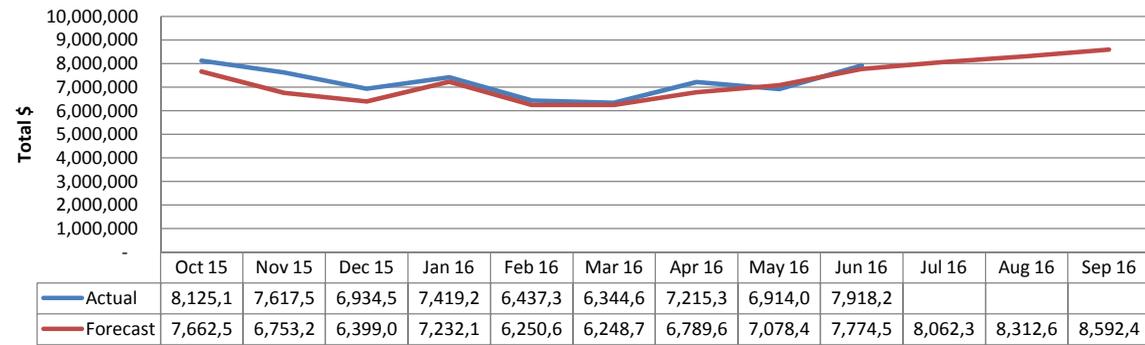
**KwH Sales - Actual vs Forecast by Month**



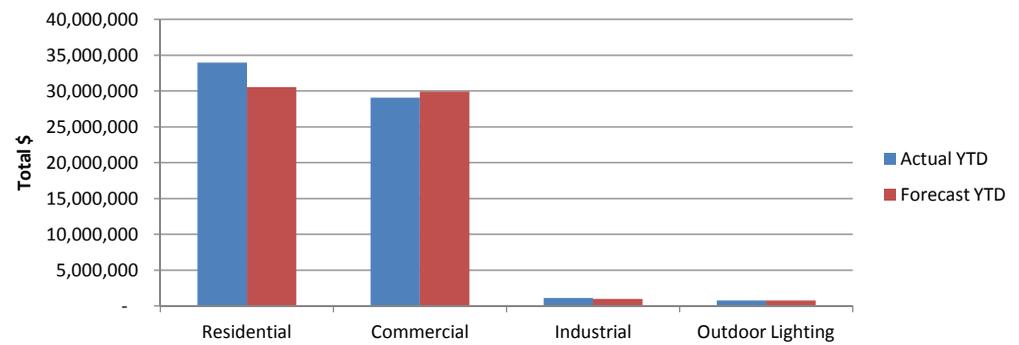
**KwH Sales - Actual vs Forecast Year to Date**



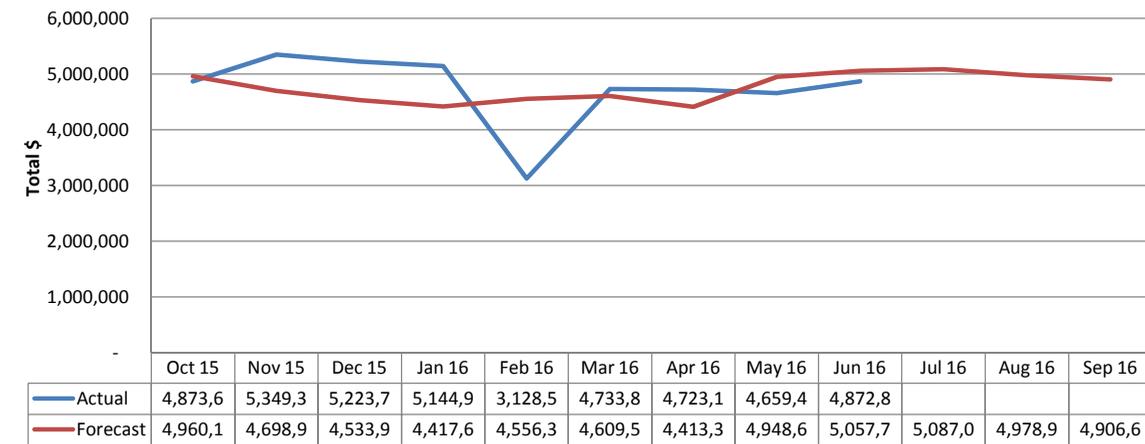
**Billed Revenue - Actual vs Forecast by Month**



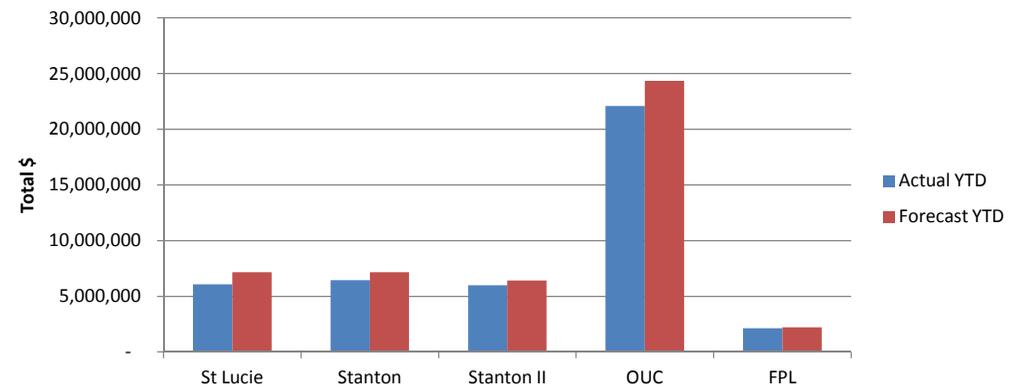
**Billed Revenue - Actual vs Forecast Year to Date**



**Purchased Power Costs - Actual vs Forecast by Month**



**Purchased Power Costs by Vendor Actual vs Forecast Year to Date**



**TO:** Finance Commission  
**FROM:** Cynthia D. Lawson, Finance Director   
**DATE:** September 16, 2016  
**SUBJECT:** Utility Customer Service Technology Upgrades / Process Improvements

## **BACKGROUND**

In November 2015, staff provided an update on the progress and future timeline for phased improvements to the City's Utility Customer Service customer service technology. The third and final phase of these improvements was utility customer website upgrades, in order to enable customers to perform many of the activities associated with their accounts on-line without support from customer service representatives. For example, an improved website could allow customers to pay bills and set up recurring auto-payments, start and stop service, view bills and usage data, set up budget billing, and get paperless bill delivery. The implementation of this phase was originally scheduled to take place after successful completion of the e-box/lockbox upgrades to the billing system.

Since that time, staff has found an electronic bill presentment and payment service that is cost effective and fully integrated with the existing Cayenta billing software. Since this technology upgrade will provide the most positive impact from the customer viewpoint and is relatively easy to implement (without disruption to the existing software), the staff would like to move this phase up and implement these improvements next. The following provides an overview of the proposed products, the cost and the timeline; additional detail will be provided during our discussion on September 22, 2016.

### **Invoice Cloud and Cayenta Customer Self Service (CSS) Software Overview**

Attached is an overview of Invoice Cloud, the e-billing and payment system software being recommended by staff. Invoice Cloud has partnered with Cayenta, our existing billing software vendor, to produce an integrated electronic payment solution that should dramatically increase our customer service quality and efficiency. In addition, the implementation of Invoice Cloud will enable future improvements in the City's revenue collection, such as the installation of payment kiosks for after hours service and the ability to accept online customer payments for other types of City fees/revenue (such as parking fines, rental payments, etc.). The Cayenta Customer Self Service portal will also allow customers to view account information such as historical consumption, account transaction detail and view/print bills.

### **Project Timeline**

The implementation of the Cayenta Customer Self Service portal will be the first step in the implementation, and is estimated to take approximately 3 months. Once this is complete, the Invoice Cloud interface will take an additional 3 months to finalize. However, this project cannot be started until the Outage Management System (OMS) implementation is complete, since the OMS software requires the design and testing of Cayenta billing software changes. Based on the current OMS schedule, the CSS/Invoice Cloud project would begin in late January 2017.

## Project Cost

The project cost for implementation of the Cayenta CSS portion of this project is \$58,110, and there is a \$15,000 license fee.

The Invoice Cloud proposal waives all integration, deployment, training, and monthly account access fees (permanently) if the contract with Invoice Cloud is executed by October 31, 2016. The remaining Invoice Cloud costs are on a 'per transaction' basis, with some costs paid by the customer and some by the City. Several of these 'per transaction' costs are a net savings from our current charges. For example:

- The per transaction charge for e-billing is a net savings of \$ 0.31 per bill from our current bill print and mailing charges.
- The flat fee for credit card transactions which would be paid by the customer is \$1 to \$4 cheaper than the current charges from our credit card billing provider.
- The per transaction charge for recurring auto payments is higher than the current bank charges, but could be offset by e-billing adoption rates.

The actual annual fees would be based on associated changes in customer bill payment demographics. A worst case scenario, based on no changes from our current bill pay demographics (despite the additional payment options) and a 0% e-billing adoption rate would be around \$30,000 per year in costs.

**InvoiceCloud™**



# The Next Generation of Online Experience

City of Vero Beach Utilities

**City of Vero Beach**

"Where the Tropics Begin"



## Executive Summary

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**Invoice Cloud is pleased to provide Vero Beach Utilities with a comprehensive proposal for electronic bill presentment and payment services.** Invoice Cloud, Inc. ([www.invoicecloud.com](http://www.invoicecloud.com)) provides a simple and secure e-billing and payment system that allows people to view and pay bills online using the Web, Mobile Devices, SMS Text, over the phone (IVR), or through a Kiosk. Invoice Cloud's end user experience is state of the art, and the administrative tools for reporting and reconciliation available for your staff are second to none. Friendly email reminders and text messages, a self-service paper suppression program, and real-time posting to your Cayenta CIS drive the highest adoption in the industry. **As a Diamond Partner of Harris and the preferred partner of Cayenta**, Invoice Cloud is uniquely well positioned to provide **City of Vero Beach Utilities** a full integrated, comprehensive EBPP solution that is built directly into Cayenta CSS, using Single Sign On.

Invoice Cloud, Inc. is a privately owned company, headquartered in Braintree, MA with offices in Brownsville, TX and Memphis, TN. Invoice Cloud has more than 700 clients nationwide (located in 39 states) who collectively present and process many millions of bills per year. **In fact, we believe that we have more pure local government/municipal utility EBPP installations than any other firm in the country. Others have more clients, but not more EBPP clients in the municipal utility/government market.**

The guiding philosophy in the formation of Invoice Cloud was to create a service that helps accelerate collections, improve security, reduce costs, and enhances the customer experience. Clients are using Invoice Cloud to provide electronic bill presentment and payment processing to customers, lower their billing costs and promote green services. Although the sizes of the Invoice Cloud clients vary, Invoice Cloud provides EBPP services for many large clients across the country including SEMCO Energy which bills 300,000 customer's per month; Detroit Water; Atlanta Water; Anaheim Utilities; Portland Utilities; City Manchester, NH Utilities; City of Boston, MA; City of Indianapolis, IN; New Orleans Water, and many more.



**The secret sauce is our deep integration with our software partners: Cayenta selected Invoice Cloud because we have the best platform on the market, and we've spent years perfecting the Single Sign On integration together.**

# Company Mission

To provide the highest adopting integrated electronic payment solutions to forwarding thinking clients.

## Highlights

- 700 + Clients in 39 states
- Focus on utility and municipal market (95%+ of clients)
- Only Cloud-based (Software as a Service) solution in this market
- Inc. 500 Fastest Growing Private Companies of 2015 - #428
- Management with deep experience in:
  - Secure payment processing, gateways
  - Billing software and integrations to CIS systems

## Company Vision

Provide the same online experience customers have come to expect when making payments to Fortune 100 companies such as AT&T, Verizon or American Express and take that to the next level;

- Provide this service to utilities and municipal government organizations
- Achieve the industry's best online payment and e-billing adoption
- Improved functionality and 'ease of use' for the Payers
- Decrease effort and manual processes for the Biller's staff through improved management capabilities and automated customer communications system
- Combined administrative portal for access to reporting of both e-Billing and Payment Processing
- ***Secret Sauce: Tight integration—through Single Sign On—with Cayenta, customized for each client's needs. Because no other EBPP company has a deep data integration with Cayenta, Invoice Cloud is the only company who can provide much of the functionality outlined in this proposal.***

# City of Vero Beach Utilities Top Goals & Objectives

Goals & Objectives	Invoice Cloud
1. Provide <b>many</b> more self-service payment channels for COVB payers, working to drive down call volume, walk-ins, and manual work for COVB staff: <b>self-service auto-pay enrollment via ACH or Credit/Debit Card, schedule payments, pay via an e-mail reminder, pay by text, pay via IVR.</b>	
2. Utilize a system that already has a real-time integration built with Cayenta for moving of all important data elements between platforms (bill data, balances, e-bill enrollments, auto-pay enrollments, paperless bounces, etc).	
3. Provide customers the option—directly from CSS through Single Sign on—to enroll in auto-pay, schedule payments, store credit card or bank account info for future use, enroll in e-billing, enroll in pay by text, etc—without having to sign in again.	
4. Allow customers to store credit/debit card or ACH info for future use, instead of having to re-type it each time.	
5. Put a system in place that will drive the highest e-adoption in the industry (% of payers paying online, % of payers enrolling in ‘paperless’). This maximizes efficiency and print/mail savings.	
6. Provide the customer the option to receive <b>e-bills via text or e-mail, and</b> allow customer to make a payment directly from the e-bill reminder or text message, <i>as well as</i> access the mobile site directly from the text reminder.	
7. Eliminate all lost and duplicate payments.	
8. Provide a ‘one-time payment’ (40% of people prefer this way to pay) that allows customer to still see 24 months of bill history, download a bill, enroll in ‘paperless,’ sign up for text or e-mail reminders, and pay via Credit Card or ACH ( <b>this is a huge factor in increasing e-adoption</b> ).	
9. Provide COVB staff a much enhance administrative portal.	

# Keys to Success

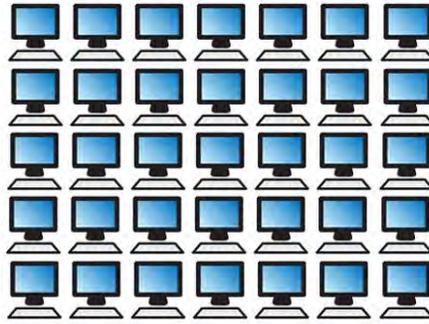
SaaS Technology: Secure Cloud Based

True Cloud Platform

Software as a Service (SaaS)



No need to upload patches and upgrades to each individual client site



Ease of Use: Single Sign-On

Account #	Invoice #	Due Date	Balance Due	Options
999-88-7777	WH20-0444	5/14/2019	\$270.13	

**When would you like to pay?**

- FlexPay: Would you like to split out your payments to suit your needs? You may split this invoice with FlexPay and choose a flexible schedule that will make your life easier.
- Today: You may make a One Time Payment that will protect Today. Payments are real-time and will be applied to your invoice instantly.
- Schedule a Payment: You may schedule a One Time Payment for a date in the future, beginning as soon as tomorrow. Please select a date below to get started.

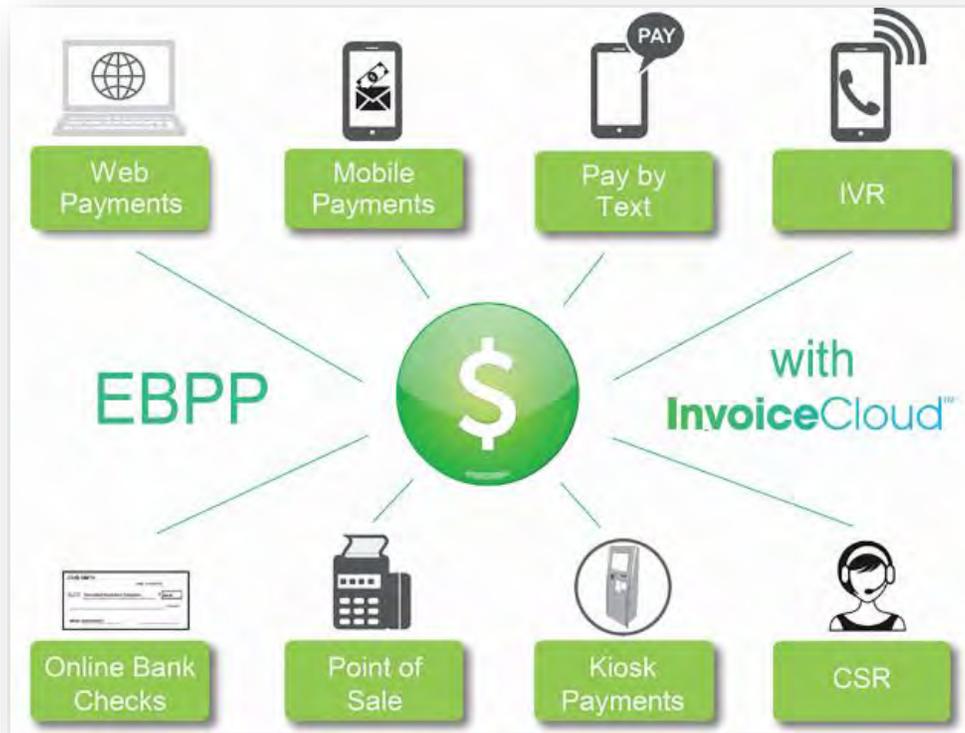
Scheduled Payment Date: 4/24/2019

**How would you like to pay?**

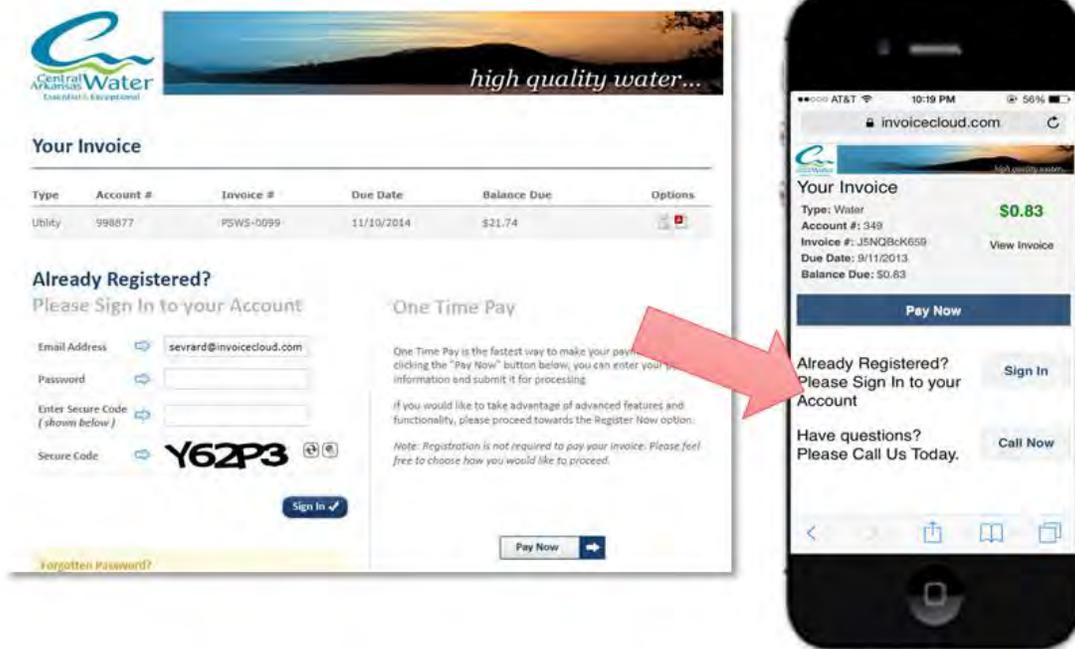
- Bill from Account
- New Credit Card Account
- Visa ending in 1111
- BotA Checking Account Ending in A321

**Single Sign-on automatically logs customer into CSS and Invoice Cloud**

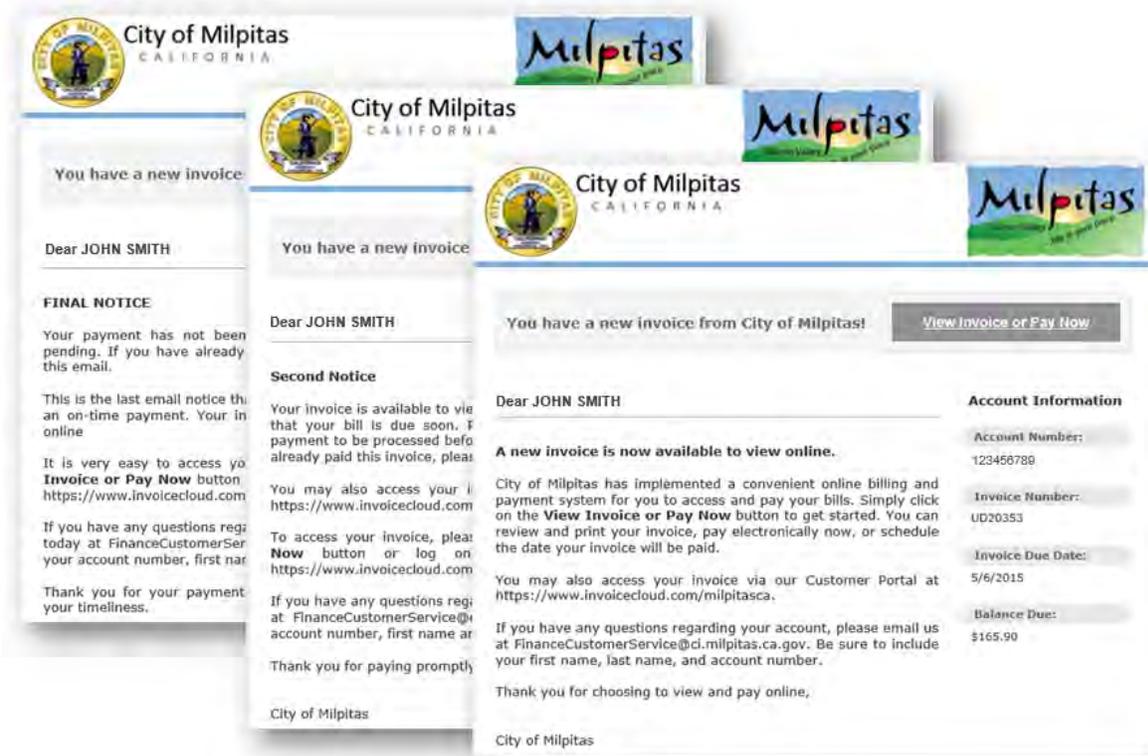
## Expanded Payment Channels



## Mobile: Responsive Design



## e-Billing: Enhanced with 27+ event driven emails



## Integration: Invoice Cloud Data Pump



Ensures that all payments are received by *Cayenta* in Real-Time and nothing is ever missed

The screenshot shows the InvoiceCloud Data Management interface. A table displays payment records with columns for Receipt #, Customer, Account #, Pmt Date, Amount, Date Delivered, and Bounce. A blue arrow points to the 'Bounce' column.

Receipt #	Customer	Account #	Pmt Date	Amount	Date Delivered	Bounce	Options
48628693	ANACHAU NGO	2027896	10/31/2014 5:07:08 AM	\$204.80	10/31/2014 5:09:08 AM		✗
48612027	LEEBO POMELE	2042333	10/31/2014 2:37:00 AM	\$123.27	10/31/2014 2:37:05 AM		✗
48594021	MANWAI CHU	2035226	10/31/2014 12:31:25 AM	\$227.53	10/31/2014 12:33:13 AM	OK	✗
48593580	WILLIAM LIN	2023279	10/31/2014 12:28:12 AM	\$199.63	10/31/2014 12:29:06 AM	OK	✗
48593483	SYED RIZVI	2035920	10/31/2014 12:27:09 AM	\$247.27	10/31/2014 12:27:48 AM	OK	✗
48593410	REYNALDO QUEVEDO	2021847	10/31/2014 12:27:04 AM	\$317.36	10/31/2014 12:27:45 AM	OK	✗
48593379	VINOD KUMAR GARG	2041739	10/31/2014 12:26:58 AM	\$204.23	10/31/2014 12:27:42 AM	OK	✗

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## Advanced Features: Available within CSS

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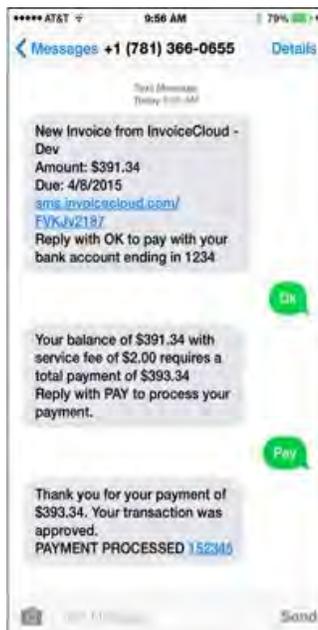
- Pay with stored credit card/ACH
- Schedule future payments
- Add additional credit cards/ACH
- Signup for Autopay
- Signup for Paperless
- View 24 months of history
- Download history to Excel
- Link accounts to one portal
- Change email
- Set courtesy email account



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## Pay By Text & Text Reminders

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- Payers can receive text reminders about new bills due
- Payer can respond 'pay' to process their payment

# Security

Level One PCI Compliant

Double Data Encryption



Customized Marketing

**Go Green - Pay Online**  
View & Pay your Bills Online!  
Use our secure and trusted utility bills online payment solutions. It's easy, safe and secure!

**City of Shelby Announces...  
Enhanced pay by phone service!**  
Try our automated phone service. It's easy, safe and secure!

- Sign in to review your account information and pay by phone
- Register online to receive bills, newsletters, and messages via email
- Personal and financial information is secure.
- Choose to pay by check or credit card.

Call: (754) 434-6666 option 1 to make a payment!  
Go to: [www.cityofshelby.com](http://www.cityofshelby.com) to register to receive emails

**Utility Billing Online**  
Less Paperwork & Easier Online Payments!

- No Check Writing
- No Trip to the Mailing
- No Paper Statement to File

• Pay with electronic check or debit/credit card  
• Schedule your payments to auto bill  
• Receive your account statements online  
• View your account online (accountability)  
• Conveniently located in your lobby  
• Personal accounts are secure and safe  
• Choose how you receive your bills  
• No-Paperwork

There is no additional fee to view, print or pay your bill online.  
[www.detroitmi.gov/dvud](http://www.detroitmi.gov/dvud)

**Online Billing and Payment - Easy as 1 - 2 - 3**

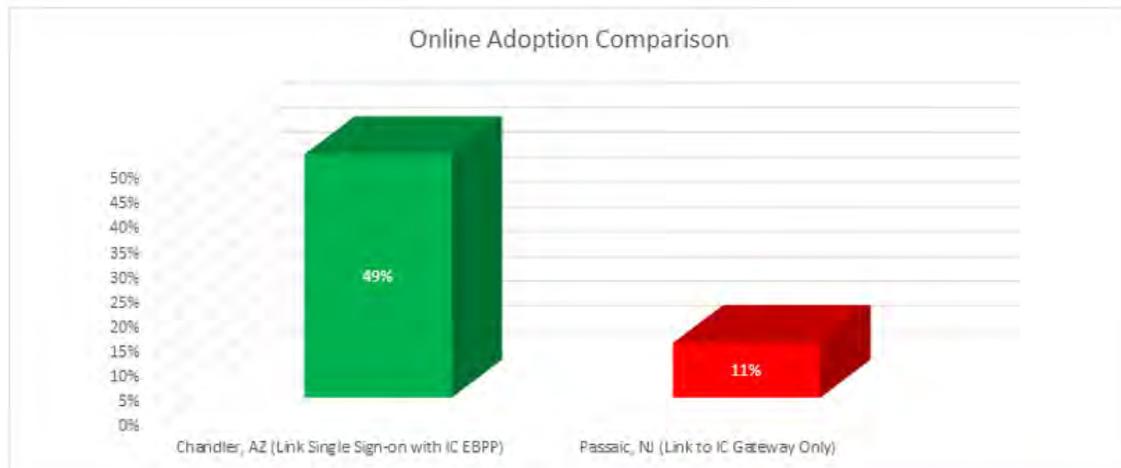
1. Sign in to your account
2. Review your account information
3. Pay your bill

**Save a Stamp!**  
Pay this Bill Online  
[www.ocalaff.org](http://www.ocalaff.org)

## Industry's Highest Adoption

Invoice Cloud strives for 35% + payment adoption with our monthly billers within 2 years and 15-20% paperless registration in that same time frame. The average Invoice Cloud monthly biller achieves or exceeds these numbers. Below are several examples of Billers who saw the dramatic increase in online payments after switching to Invoice Cloud. These numbers are not atypical.

 **City of Chandler, AZ: 80,000 customers billed monthly with Single Sign On to Invoice Cloud EBPP Comparison to Passaic Water Commission, NJ with IC Gateway Only.**

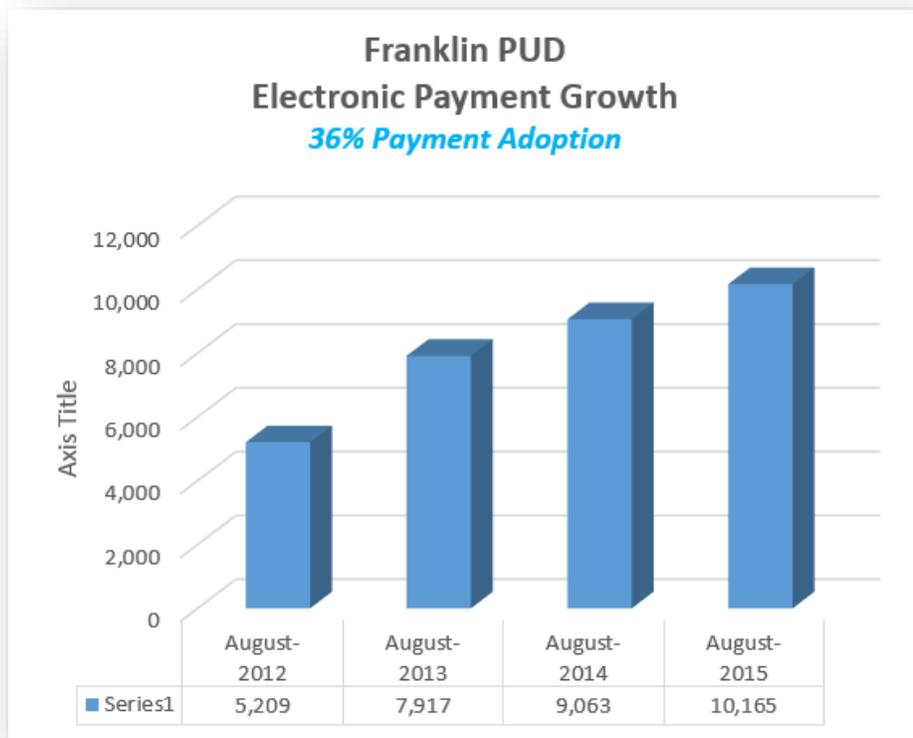


**Chandler, AZ**  
**Link SSO with IC EBPP**  
**49% Adoption**

**Passaic Water Commission, NJ**  
**Link to IC Gateway Only**  
**11% Adoption**

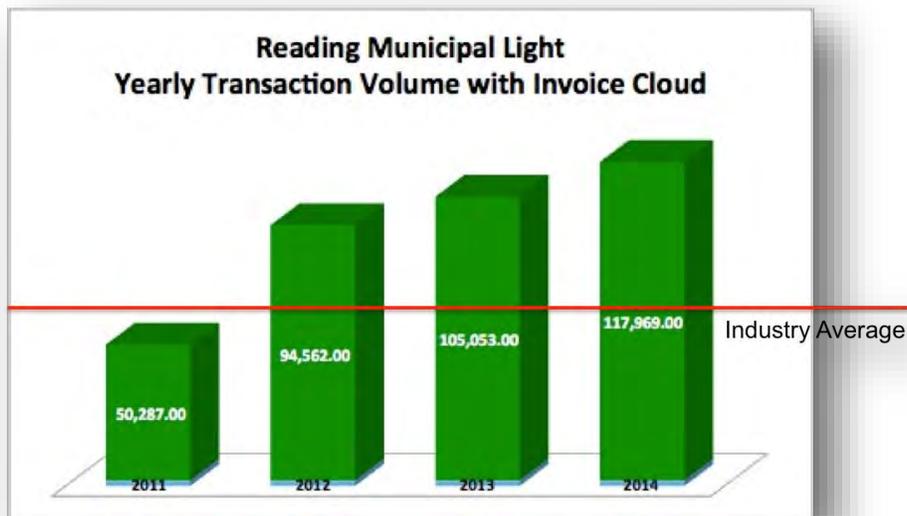
 **Public Utility District No. 1 of Franklin County (FPUD): Average of 28,000 customers billed each month**

- August 2012 was Franklin's first full calendar month on the IC EBPP platform. After 3 years with our service, Franklin has achieved:
  - **36% Electronic Payment Adoption** with 10,165 payments processed in August 2015 up from 5,209 in August 2012.
    - 22% Adoption in IC AutoPay - 6,120 customers are currently enrolled



**☁ Reading Municipal Light Department:**

- After 4 years, 43% of RMLD customers are paying online through Invoice Cloud, up from <10% through their previous provider.
- Since implementing Invoice Cloud, 6,500 RMLD customers out of roughly 24,000 (27%) have enrolled in 'paperless' billing, saving RMLD significant money.
- RMLD averages 100 new paperless customers each month.

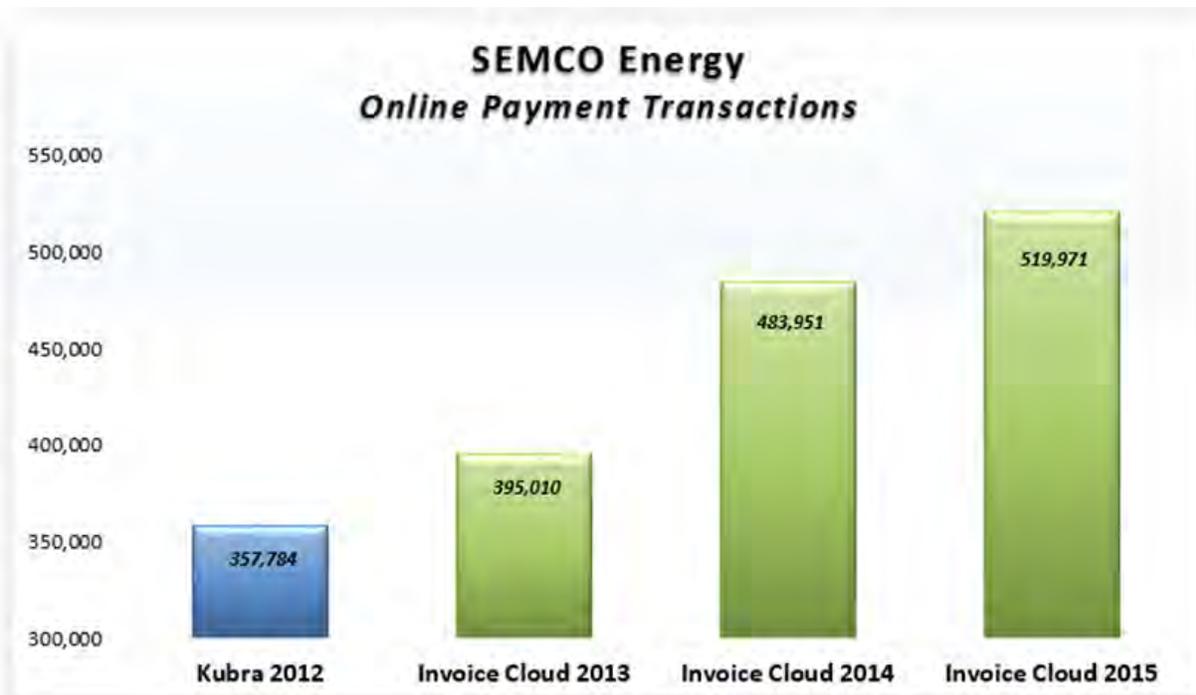


**☁ Town of New Canaan:**

- This graph shows the final year of payment volume on a customer's old system (Official Payments) and the first 4 years on Invoice Cloud. Invoice Cloud was able to achieve over 10X online payment growth for this Biller.



☁ SEMCO Energy, MI: 350,000 customers billed monthly



## The Invoice Cloud Platform

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*Cayenta has partnered with Invoice Cloud to provide an easy to use, secure web based electronic invoice presentment and payment solution that reduces costs, significantly increases online payments, and drives the top 'paperless' registration numbers in the market. The deep integration between the two systems allows for advanced functionality that cannot be achieved otherwise.*

*City of Vero Beach Utilities and its customers would receive the following benefits from implementing Invoice Cloud Electronic Bill Presentment & Payment platform:*

- **PCI** - Invoice Cloud provides a secure, private and Payment Card Industry (PCI) Level 1 Compliant solution that is certified by Trustwave's Trust Commerce Program. Level 1 PCI compliance is the highest in the industry. Invoice Cloud maintains full compliance with Cardholder Information Security Program (CISP) regulations and National Automated Clearinghouse Association (NACHA) rules and guidelines. Data is secure during collection and transmission via TLS with 128 bit encryption or better. **Invoice Cloud will be responsible for the security of all cardholder data that Invoice Cloud possesses, relieving the County of any and all PCI requirements.**
- **Single Sign-on (SSO) and real time data exchange:** between Cayenta and Invoice Cloud through Customer Self Service. No other EBPP (electronic bill presentment and payment) provider can provide this functionality to Cayenta customers.
- **Real-Time (patent pending) Data Pump:** ensures no payments are ever lost. Seamlessly moves data between Invoice Cloud and your CIS in real time; including payment, paperless, and auto-pay data. Other data can be moved via the data-pump in real time if needed.
- **Software as a Service (SaaS) Architecture – Invoice Cloud is the only true SaaS provider** (single instance, multi-tenant) in this space, so we don't need to upload patches and upgrades to each individual client site. All other competitors host client software and make it available over the web but it is not true SaaS. Competitors who claim SaaS/Hosted are NOT single instance multi-tenanted platforms. Each of their implementations is a "snowflake" (stack) that needs individual patching and updating, which consumes engineering time and causes serious support challenges. When Invoice Cloud provides an enhancement to the system, everyone gets it automatically and can elect to use it or not. Consider the simplicity of supporting a single instance of software that is multi-tenanted versus the challenge of having to keep track of what version each client is on, and what that means, for hundreds of clients.

- **Extensive Web and Mobile payment options—all self-serve between Invoice Cloud and your payers:**
  - ‘One-time pay’—no registration required: ***this is CRITICAL for driving online payment adoption***
    - *Shopping cart functionality allows for one-time payers to pay multiple bills*
  - Scheduled Payments – schedule a single payment for a \*future\* date
  - Recurring Scheduled Payments – schedule recurring single payments for a \*future\* date (for example, pay \$X the 1<sup>st</sup> and 15<sup>th</sup> of each month)
  - Auto-Pay – recurring monthly payments paid on a date determined by the City
  - Flex-Pay – payers create their own ‘budget’ payment schedule within a billing cycle
  - **Account Linking:** pay multiple bills at once for multiple properties, plus manage all accounts through one registration
- **Improve communications with payers and achieve unprecedented e-adoption rates by offering a comprehensive, automated e-mail communication platform:**
  - Invoice Cloud provides 27 e-mail templates branded as you, each sent to your payers automatically based on certain events. Here are a few examples:
    - 3 e-mail reminders per bill (crucial for driving e-adoption—online payments and paperless); once a payment is made once, payer will get an e-mail reminder next bill run even if not signed up for paperless.
    - Payment confirmation receipt
    - Auto-Pay/Scheduled payment reminder
    - Credit Card expiration notification (if the credit card on file is expiring)
- **Accept payments in any manner - Online, Over the Counter, Mobile, SMS Text, IVR, Kiosk, Online Bank Checks - through a single provider:**
  - Using Invoice Cloud will give you a single source of reconciliation on the back end for all invoice and payment types
  - Go to one location to see a log of all payments made so far for the day
  - All reporting is permissions based, accessible 24/7, and available to download to excel
- **Significantly improve your e-adoption rates:**

- We strive for 40% + payment adoption with our monthly billers within 2 years and 15-20% paperless registration in that same time frame.
- *The average Invoice Cloud monthly biller achieves or exceeds these numbers.*
- **Mobile Responsive Site Design:**
  - Responsive design provides 'app-like' experience on any mobile device without the hassle of downloading an app.
  - **50%+ of Invoice Cloud's payments are through mobile devices (smartphones and tablets)**
- **Pay By Text & Text Reminders**
  - Provides SMS Text Reminders and allows registered Payers with a default payment method to pay with one reply! Non-registered users can continue to the mobile responsive site for payment through the link in the SMS Text.
- **Online Bank Direct™:**
  - OBD eliminates paper checks issued by online banking sites.
  - Intelligent matching criteria learns your payers and offers configurable matching criteria.
- **Cloud Store™:**
  - The IC Cloud Store platform allows our Billers to take payments online for non-invoiced or low volume payments, such as Utility Deposits, Permits and Licensing.
- **IC Cloud Pay™**
  - IC Cloud Pay allows billers to accept payments at checkout for various services that customers select from off-the-shelf billing software products.
- **Pay-by-Phone IVR**
  - Invoice Cloud also offers IVR for inbound account balance and payments, fully integrated with our gateway platform, posting in real time.
  - Cloud-based payment IVR with a unique toll-free number, real-time account balance look-up, and credit/debit and e-check payment options in multiple languages.
  - Outbound notifications for shut-offs or miscellaneous messages
- **Bill Payment Kiosks**
  - Invoice Cloud has an integrated bill payment Kiosk solution that will accept cash, check, and debit/credit cards.

- Kiosk is already fully integrated to Invoice Cloud, and provides a data feed to your CIS with our real-time data pump.
- **Extensive Biller Portal for administration and reconciliation:**
  - **The Biller Portal combines the Administrative and CSR tools of our e-billing platform with ACH and Credit Card processing data.** With role-based permissions, Admin Users have the ability to:
    - See all payments through IC payment channels in real time – including cash payments made at kiosks
    - View daily statistics for Auto-Pay, Paperless and Registration adoption
    - Multiple “canned” reports for various activities – with export to Excel files
    - Log-in as the customer to help with customer service issues (take payments, password re-set, re-send email receipts or e-bill notifications, etc.)
    - Void payments, issue credits, process new payments with previously used payment method
    - Extensive reconciliation reporting with ACH Reject & Credit Card Chargeback reporting, Deposit Reconciliation reporting all built into advanced platform
    - View and e-mail an exact copy of the bill anytime
    - Self-service to edit content, add hyper-links, add variable fields, and send test emails for all email notifications

## Customer Portal:

***The following pages are a walkthrough of the Invoice Cloud service using screenshots from live clients and examples of what the City of Vero Beach Utilities portal might look like...***

### Sample Email Notification:

For the payer, the process starts by accessing Invoice Cloud through an e-mail reminder, or logging onto the biller's website and navigating to the online payments page.

### Automated Email Notifications:

- When a new invoice is uploaded to Invoice Cloud and the payer has an email address on file, a '1<sup>st</sup> reminder' email will be sent to the payer. The payer can access the invoice or make a payment directly from the email by clicking on the 'View Invoice or Pay Now' button.

 Messages are easy to customize and can be changed by the biller any time through our word-style e-mail editing tool.

### The Biller's website:

- Payer can also navigate to the biller's website and look-up their bill using criteria setup by the biller such as Account Number and Service Address.

Below is an example of a First Invoice Email Notification:



**City of Vero Beach**  
"Where the Tropics Begin"

You have a new invoice from Invoice Cloud - Matt Braley!

[View Invoice or Pay Now](#)

Dear Steven L. Smith, TRUSTEE

**A new invoice is now available to view online.**

**City of Vero Beach Utilities** has a new online payment service that is easy, convenient and provides additional online payment capabilities. Simply click on the **View Invoice or Pay Now** button to get started. You can review and print your invoice, pay electronically now, or schedule the date your invoice will be paid.

You may also access your invoice via our Customer Portal at

**Account Information**

Account Number: 1233227

Invoice Number: OWS-74312

Invoice Due Date: 7/29/2016

Balance Due:

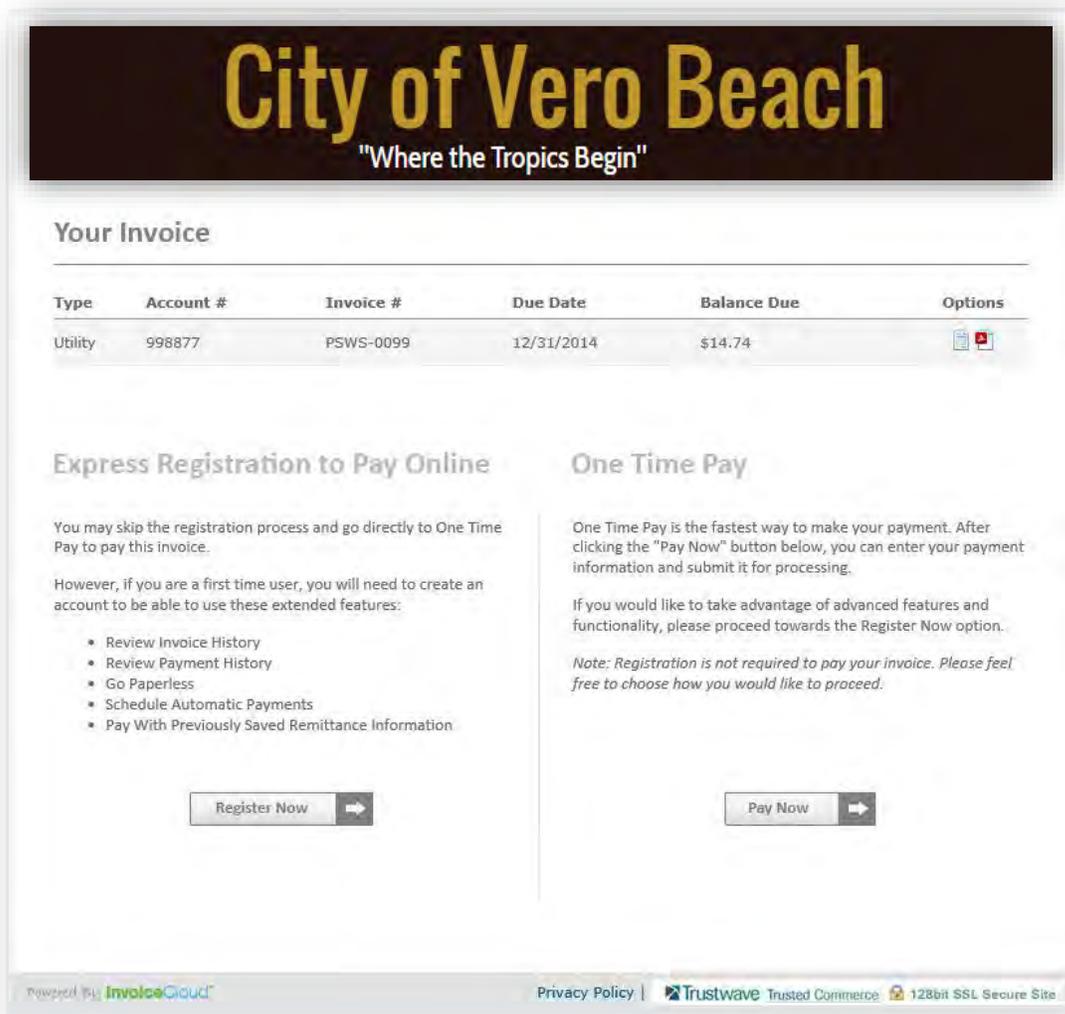
## Landing Page from E-Mail Link:

By clicking the 'View Invoice or Pay Now' button from the e-mail branded as the biller (upper right hand corner, previous screen shot), the payer is directed to the secure Invoice Cloud landing page that gives them the option to Register/Sign-In or just do a 'One Time Payment,' no registration required.

- Once a payer makes a payment through Invoice Cloud, we capture the e-mail address. This allows for us to communicate with them on your behalf:
  - Send a confirmation receipt
  - Send e-mail reminders for the next billing cycle; sending 2<sup>nd</sup> and 3<sup>rd</sup> e-mail reminders to those who have not yet paid, and **only** to those who have not yet paid.

 This methodology is part of what allows Invoice Cloud to achieve industry high numbers for online payment and 'paperless' billing adoption.

Below is an example of a landing page:



# City of Vero Beach

"Where the Tropics Begin"

## Your Invoice

Type	Account #	Invoice #	Due Date	Balance Due	Options
Utility	998877	PSWS-0099	12/31/2014	\$14.74	 

### Express Registration to Pay Online

You may skip the registration process and go directly to One Time Pay to pay this invoice.

However, if you are a first time user, you will need to create an account to be able to use these extended features:

- Review Invoice History
- Review Payment History
- Go Paperless
- Schedule Automatic Payments
- Pay With Previously Saved Remittance Information

[Register Now](#) 

### One Time Pay

One Time Pay is the fastest way to make your payment. After clicking the "Pay Now" button below, you can enter your payment information and submit it for processing.

If you would like to take advantage of advanced features and functionality, please proceed towards the Register Now option.

*Note: Registration is not required to pay your invoice. Please feel free to choose how you would like to proceed.*

[Pay Now](#) 

Powered by  InvoiceCloud

Privacy Policy |  Trustwave Trusted Commerce  128bit SSL Secure Site

### Example Biller Website Links:

Payers can log into their Account to pay, schedule payments, enroll in auto-pay, make changes to their profiles, or make a One-Time payment by clicking Pay My Bill or Online Bill Pay.

☁ IC's Marketing Department will provide the Biller with a custom link design as part of our adoption program.

Below are sample Biller website home pages:

RMLD Reading Municipal Light Department  
RELIABLE POWER FOR GENERATIONS

Home Residential Customers Commercial Customers Save Energy & Money Contact Us

About Us  
Commercial Customers  
Community Relations  
Customer Service  
Events Calendar  
Financial Statements  
Human Resources  
Kids' Corner

2014 Annual Report Available Read more

**PAY MY BILL**

230 Ash Street,  
Reading, MA 01867-0250  
View Map

HOME ADMINISTRATION AREA INFO EMPLOYMENT FORMS PARKS & RECREATION CONTACT

The City of Quincy

Where Agriculture Meets Technology!

ALWAYS GROWING Business

**Online Bill Pay**

VISA check DISCOVER MasterCard

CLICK HERE!

**Welcome to City of Quincy, Washington!**

**Opportunities Unlimited!** Quincy is located near the center of Washington State just 10 miles North of I-90. Quincy is the gateway to the Wenatchee Valley, Leavenworth and the Okanogan Valley if you are traveling from the South or East. Tourism is a major part of our economy. The **Gorge Amphitheater**, which draws an estimated 3,000 to 20,000 people per concert, is located 10 miles southwest of Quincy. Sunland Estates summer homes and the **Crescent Bar Recreation** area all add to our tourism along with the already available hunting, fishing, and boating. We can call Quincy a tourist and recreational paradise.

Our economic base is provided by agriculture related industries (processing, shipping, storage & supplying) with over 200,000 acres of irrigated land under production, all types of seed and vegetable, crops are grown along with large acreage's of soft fruits. We receive our electricity from **Grant County Public Utility District (PUD)**. **Cascade Natural Gas** provides the citizens with the option for natural gas. We are on the main line of the Burlington Northern Santa Fe Railroad with approximately 24 trains daily. Presently the City has several large processing plants, that process fresh vegetables, potatoes, apples, and soft fruit.

The City of Quincy has a population of 7,000 with a rural community total population of approximately 12,000. City facilities include...

## Sample Virtual Site:

After selecting the "Pay My Bill" link, the payer will be re-directed to the Biller's virtual site. Each site is branded for the Biller and can link any Cloud Stores that have been set-up for the Biller for one-time payments such as Utility Deposits and Misc. Engineering Fees.

Below is a sample of the virtual site landing page:

The image displays two sample virtual site landing pages. The top page is for Chandler, Arizona, featuring the city logo, the text "Chandler Arizona PAYMENT PORTAL", and a "Click Below to Select" button with options for Utility Services, Chandler Municipal Airport, and Chandler Fire Department. The bottom page is for Lexington, North Carolina, featuring a banner with the city name, a "Pay and/or View Bills Online" section, a "Fast and Easy" section, a "Safe and Secure" section, an "Eco-Friendly" section, a "HAVE QUESTIONS?" section, an "Already Registered? Please Sign In to your Account" section with a sign-in form, a "One Time Pay" section, and a "Register" section. Both pages are powered by InvoiceCloud and include a footer with a Privacy Policy link, Trustwave Trusted Commerce logo, and a 128bit SSL Secure Site icon.

**Chandler Arizona PAYMENT PORTAL**

**Chandler** All-America City

**Pay and/or View Bills Online**

The City of Chandler is excited to offer residents an easy and convenient method to view and pay their bills online.

**Fast and Easy.** No registration required for "One Time Pay", the fastest way to pay online and confirm payment.

**Safe and Secure.** is 100% secure, backed by the highest standards in security today.

**Eco-Friendly.** Paying online reduces paper use and is an easy way to help the environment. You'll save natural resources like trees, and gas, and reduce your carbon footprint.

**HAVE QUESTIONS?** For Utility Billing, please contact Chandler Utility Service. Please click your bill type to view department contact information.

**Click Below to Select**

- ➔ Utility Services
- ➔ Chandler Municipal Airport
- ➔ Chandler Fire Department

**City of Lexington NORTH CAROLINA**

**Pay and/or View Bills Online**

The City of Lexington is excited to offer residents an easy and convenient method to view and pay their utility bills online.

**Congratulations to Belinda Martin for winning a purple Apple iPod nano.**

**Fast and Easy.** "One Time Pay", View bill and pay online with One Time Pay, no registration required (payment information is not retained).

**Safe and Secure.** Rest assured that your information is kept confidential and is 100% secure, backed by the highest standards in security today.

**Eco-Friendly.** Paying online reduces paper use and is an easy way to help the environment. You'll save natural resources like trees, and gas, and reduce your carbon footprint.

**HAVE A QUESTION?** You may reach us at (336) 243-2489. You may email your questions to [Customerservicemanagers@lexingtonnc.gov](mailto:Customerservicemanagers@lexingtonnc.gov).

**Already Registered? Please Sign In to your Account**

Email Address

InvoiceCloud Password

Enter Secure Code (shown below)

Secure Code

**Forgotten Password?** | **Sign In** ✓

**One Time Pay**

Pay online with One Time Pay, no registration required.

**Pay Now** ➔

**Register**

If you are a first time user, you will need to create an account to be able to use these extended features:

- Review Invoice History
- Review Payment History
- Go Paperless
- Schedule Automatic Payments
- Pay With Previously Saved Remittance Information

**Register Now** ➔

Powered by InvoiceCloud

Privacy Policy | Trustwave Trusted Commerce | 128bit SSL Secure Site

## One-Time Payment Option – No Registration:

After selecting 'one-time pay' or 'register,' the payer will be asked to search for their bill based on their account information. The biller will choose the authentication fields required to locate a bill. The payer can now see 24 months of bill history through the 'one-time payment' features as well as the outstanding balance without having to register.

- The example above shows a 'View/Pay' button for the outstanding invoices and a 'View Only' button for paid invoices.
- Note: there are 2 columns with a dollar amount:
  - Bill Total: this is the original amount of the bill
  - Balance Due: Reflects interest/penalties if the payment is late (accumulated daily) or a partial payment. This is the current balance.

### Also Important to Note:

- Payer can sign-up for **paperless** through the 'one-time payment' channel without registering.
- **One-Time pay** option combined with registration capability drives significantly higher adoption rates.
  - ☁ **Over 50% of first time payers use the 'one-time payment' option, a critical component of driving online payment and e-bill adoption.**

Below is an example of the landing page:

**City of Lexington**  
NORTH CAROLINA

**Already Registered?**  
Please Sign In to your Account [Sign In](#)

To use this feature, you must have already registered for Utility. If you have more than one account, each account requires initial registration.

**Not Registered? Please locate your Account**

**TO VIEW AND PAY YOUR UTILITY BILL:**  
Please enter your information into **BOTH** of the fields below, click Submit and scroll down to view the results. Your Account Number must be entered **EXACTLY** as it appears on your bill.

**Search Tip:** For best results, enter account number as it appears on your bill and when using the Name search enter first few letters of the name.

Account Number  
(Must be an exact match.)  **REQUIRED**

Name  
(This field supports partial matches)  **REQUIRED**

[Submit](#)

Powered by **InvoiceCloud** | [Privacy Policy](#) | [Trustwave Trusted Commerce](#) | [128bit SSL Secure Site](#)

## One-Time Payment - Viewing or Payment Screen:

Once the invoice is selected, the payer has the option to:

- **View or Print Invoice** (broken out by line-item if applicable).
- **Select More Invoices** – Using the Shopping Cart functionality, one-time payers can pay multiple invoices in a single transaction.
- **Register to Pay Online** – Payer will get access to the customer portal for online payment, invoice and payment history, scheduled payments, and auto-payment. Payer can store payment information for future use as well as take advantage of many other features.
- **Pay Now** – Payer has the option to make a one-time payment. Payment information such as EFT banking information (account number and routing number) and credit card information (account number) is not saved for future use.

Below is an example of the viewing or payment screen:

The screenshot displays the Franklin PUD customer portal interface. At the top left is the Franklin PUD logo with the tagline "THE POWER IS YOURS". At the top right, the address "Franklin PUD, 1411 W Clark Street, Pasco, WA 99301" and phone number "509-547-5591" are listed. Below the header, a summary states "Your Invoice 1 Invoice selected. Your Total Balance Due is \$128.96." A table lists the invoice details:

Type	Account #	Invoice #	Due Date	Balance Due	Options
1 Electric	30095-12	02062015-00030095-12	2/26/2015	\$128.96	  

Below the table are three main action buttons: "Select More Invoices", "Register Now", and "Pay Now", each with a right-pointing arrow. These buttons are separated by "OR" labels. Below each button is a text box providing instructions:

- Select More Invoices:** You may continue to look for more invoices to add and pay. Please click the "Select More Invoices" button above to be returned to your previous page. Additional invoices must be of the same type. If you wish to add a different type of invoice, your current selections will be cleared at that time.
- Register Now:** You must register to take advantage of the extended benefits below:
  - Review Invoice History
  - Review Payment History
  - Go Paperless
  - Schedule Automatic Payments
  - Pay With Previously Saved Remittance Information
- Pay Now:** No registration is required to "Pay Now" with One Time Pay. One Time Pay is the fastest way to make a payment, but your payment information will not be saved for future payments.

## One-Time Payment – Enter Your Information:

Invoice Cloud will pre-populates 'Cardholder Name' and address fields. These fields may be overwritten by the payer. An email address is required for payment receipt and the payer will AUTOMATICALLY be enrolled in our New Invoice Email Reminder Notifications (3 per billing cycle). **This is another example of why Invoice Cloud achieves industry high adoption rates.**

1. Making the payment experience as simple as possible for the payer by limiting key-strokes increases use of the service.
2. E-mail reminders for registered and non-registered payers.
3. Payers can choose their preferred payment method, credit card or e-check.

Below is an example of the payment route:

**1 Enter your information** | 2 Payment options | 3 Invoice payment | 4 Receipt confirmation

### Your Invoice

Type	Account #	Invoice #	Due Date	Balance Due	Options
Utility	1233227	OWS-74312	12/31/2014	\$46.35	 

### How would you like to pay?

Credit Card  Please select either EFT (Check) or Credit Card

#### Billing Information

**Cardholder Name**

**Billing Address**

**City**  **State**

**Country**  **Zip**

**Email Address** (For payment confirmation receipt)

#### Payment information

We proudly accept:    

**Card Number**

**Expiration Date**  
 /

Please click continue to proceed to the next step ->  

## One-Time Payment – Payment Options:

After the payer selects and enters his/her payment information, the next step is to choose the amount to pay. Customers can choose to pay in full or make a partial payment.

Below is an example of **no Service Fee**, where the fees are paid by the Biller:

### How much would you like to pay?

Please select a Payment Option from the choices below. When you select a payment option, you will see the detail that makes up your total payment amount.

If you have a question on the bill, please contact us at (925) 280-4597 (925) 280-4597.  
Service fees are non-refundable. If you think there is an error on the Credit Card, ACH or Service Fee charge, please contact Customer Service at 877-256-8330, Option 3

Pay Full Invoice **\$46.35**

Pay Other Amount

#OWS-74312 Amounts   
Enter Payment Amount

Below is an example of **with a Service Fee**, where the fees are paid by the Payer:

### How much would you like to pay?

Please select a Payment Option from the choices below. When you select a payment option, you will see the detail that makes up your total payment amount.

If you have a question on the bill, please contact us at (360) 225-8281.  
Service fees are non-refundable. If you think there is an error on the Credit Card, ACH or Service Fee charge, please contact Customer Service at 877-256-8330, Option 3

Pay Full Invoice **\$229.25**

Pay Other Amount

#1873 Amounts  + **\$4.95** Service Fee = **\$154.95**  
Enter Payment Amount

Total Amount Details **\$150.00** Total Amount + **\$4.95** Total Service Fee = **\$154.95** Total Payment

## Payment Confirmation & Paperless Enrollment:

The final step asks the payer to verify their payment information and prompts for 'paperless' sign up. Paperless enrollment is described below, the process is 100% self service between Invoice Cloud and the payer.

☁ *Prompting the payer to sign up for 'paperless' each time a payment is made works to increase participation, and ultimately save our billers money.*

Below is an example of the payment confirmation screen:

**1** Payer Information    **2** Payment Details    **3** Review Payment    **4** Payment Confirmation

### Please Review your Information

Please confirm the following information in order to process this payment.

Billing Information		Payment Information	
<a href="#">Edit</a>	<b>Name</b> Steven L. Smith, TRUSTEE	<a href="#">Edit</a>	<b>Cardnumber</b> 4111111111111111
	<b>Address</b> 124 HILL ROAD		<b>Exp. Date</b> 2 / 2016
	<b>City</b> EAST LONGMEADOW	<a href="#">Edit</a>	<b>Total Amount</b> \$25.00
	<b>State</b> MA		
	<b>Zip Code</b> 01028		
	<b>Email Address</b> caltheide@invoicecloud.com		

**SIGN ME UP TO GO PAPERLESS**  Utility

Yes, I want to reduce clutter and save paper. I understand that at any time, I can print out my bill and/or decide to receive paper bills by editing my online profile. Please select the Invoice Types on the right you wish to go Paperless for.

*In order to complete your enrollment, you must verify receipt of the Paperless Registration Information email which will be sent to your email address on record for each Invoice Type selected.*

**Terms and Conditions**

Please read the InvoiceCloud Payer Terms and Conditions.

**PAYER TERMS AND CONDITIONS**  
BY AGREEING OR SIGNIFYING YOUR ACCEPTANCE TO THESE TERMS AND CONDITIONS OR USING SERVICE, YOU AGREE TO THESE TERMS AND CONDITIONS ON YOUR OWN BEHALF AND ON BEHALF OF THE PAYER. YOU REPRESENT AND WARRANT THAT YOU HAVE FULL AUTHORITY TO BIND THE PAYER TO THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS AND DO NOT HAVE THE AUTHORITY AS PROVIDED HEREIN, DO NOT SIGNIFY YOUR ACCEPTANCE OR AGREE TO THE TERMS AND CONDITION, OR USE THE SERVICE.

Please click on the "Process Payment" button once. Clicking multiple times may result in multiple transactions. Please do not close the browser or refresh this page until you receive a confirmation page. If you think there was a transaction error, please contact Customer Service.

**Process Payment** ✓

## The Paperless Enrollment Process:

A payer may elect to go paperless in lieu of a paper bill. This round trip process starts with the payer electing to go paperless through the registration process or in the profile at any point, followed by an email to the payer requiring the payer to read the paperless terms and conditions and verify by clicking the 'Complete Registration' button (see below). The confirmation is then sent to the Invoice Cloud platform to complete the registration. The payer will be enrolled in the paperless process for the next bill run and has the option to re-enroll to receive paper bills at any time by changing his/her profile.

 Invoice Cloud has developed an automated process to flag accounts as paperless within your CIS or make the paperless list available to your printer.

Below is an example of a paperless enrollment email:

**Dear Smith, Steven**

---

Thank you for selecting paperless billing on 1/20/2015 3:01:35 PM, we're glad you'll be benefiting by reducing clutter while you are helping the environment. You will no longer receive paper statements (unless legally required to do so for your bill type). You may reinstate paper invoicing at any time via your account profile.

If you have any questions about your account, please contact us at [caltheide@invoicecloud.com](mailto:caltheide@invoicecloud.com).

If you prefer not to go paperless, simply do not complete registration below or go to Paperless Options in your account profile and click cancel registration.

*Please Note: To ensure delivery of account related email notifications, please add [no-reply@invoicecloud.net](mailto:no-reply@invoicecloud.net) to your safe senders list.*

To finalize your enrollment in paperless billing, you must click on the link below to verify that you have received and read this notification.

Sincerely,  
Carlyn's Biller Portal

**Account Number:**  
999-88-7777

[Online Billing Privacy Policy](#)



**I have read and Agree to Terms and Conditions below.** **[Complete Registration](#)**

## Single Sign On with Cayenta CSS:

To provide a seamless experience to our mutual customers, Cayenta and Invoice Cloud have invested extensively together in our integration and single sign on technology. All of the features in the following section—and outlined below—are available through CSS directly without your customers needing a separate authentication:

1. Payers will be able to view and pay all open bills with a single transaction.
2. Manage accounts and download reports of account history
3. Enroll/un-enroll in e-bill or text reminders
4. Enroll/un-enroll in pay by text
5. Enroll/un-enroll in auto-pay
6. Schedule Payments
7. Store credit/debit card or bank account info (ACH/e-check) for future use
8. Change e-mail address on file, add a courtesy e-mail address, update phone #, etc

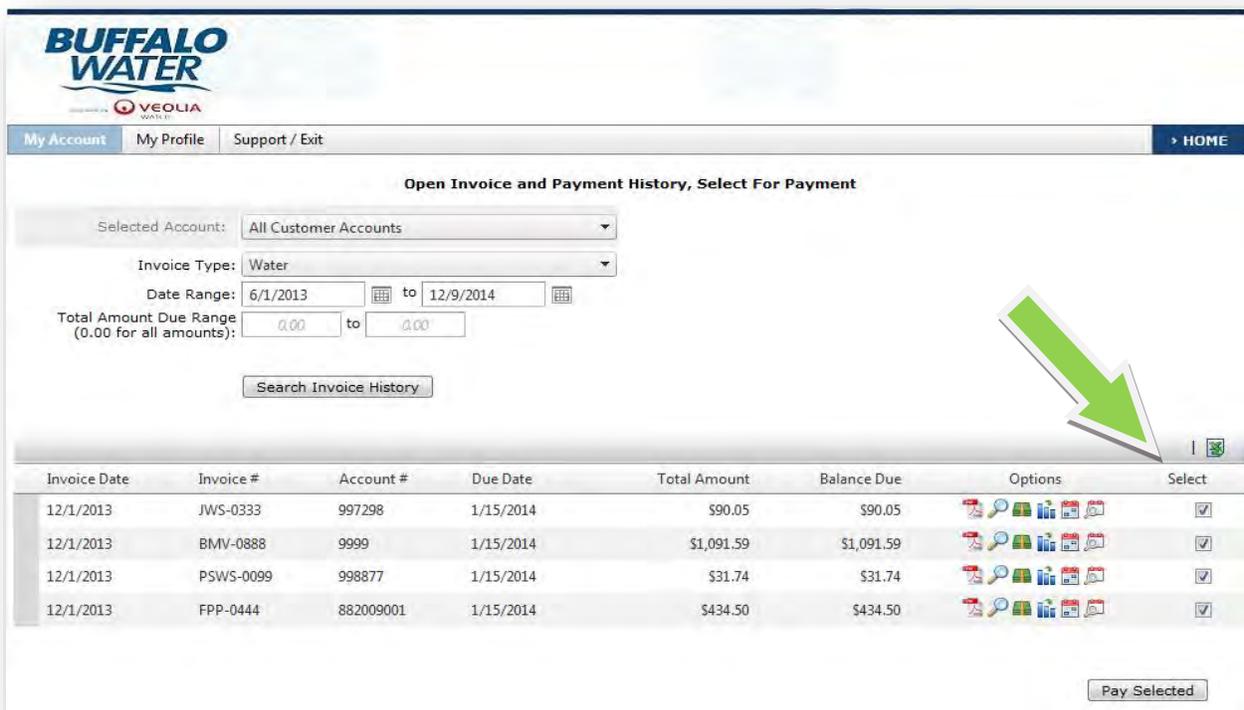
**Single Sign-on automatically logs customer into CSS and Invoice Cloud**

## View Open Invoices:

The examples on this page show open invoices. The payer can view the open invoice itself and select to pay it. Also, the payer can view closed invoices and payment history under the 'View Paid or Closed Invoices' tab, regardless of payment method. If a payer has multiple accounts, they can view and pay all bills together in a single transaction.

- Payers can access 24-Months of payment history, downloadable to excel.
- Because of the tight integration to your Cayenta CIS, all off-line payment history is displayed for the payer.

Below is an example of viewing open invoices:



**BUFFALO WATER**  
A VEOLIA WATER COMPANY

My Account | My Profile | Support / Exit | [HOME](#)

**Open Invoice and Payment History, Select For Payment**

Selected Account: All Customer Accounts

Invoice Type: Water

Date Range: 6/1/2013 to 12/9/2014

Total Amount Due Range (0.00 for all amounts): 0.00 to 0.00

Invoice Date	Invoice #	Account #	Due Date	Total Amount	Balance Due	Options	Select
12/1/2013	JWS-0333	997298	1/15/2014	\$90.05	\$90.05		<input checked="" type="checkbox"/>
12/1/2013	BMV-0888	9999	1/15/2014	\$1,091.59	\$1,091.59		<input checked="" type="checkbox"/>
12/1/2013	PSWS-0099	998877	1/15/2014	\$31.74	\$31.74		<input checked="" type="checkbox"/>
12/1/2013	FPP-0444	882009001	1/15/2014	\$434.50	\$434.50		<input checked="" type="checkbox"/>

## Scheduled Payment:

Invoice Cloud offers the ability to schedule a one-time future payment with a date selected by the payer. Payers may schedule more than one payment at a time. The payer selects a payment date and can either select saved payment data, or add a new bank account or credit card account for payment.

Below is an example of a scheduled payment date selection:

**City of Vero Beach**  
"Where the Tropics Begin"

My Account | My Profile | Support / Exit | HOME

1 Enter your information | 2 Payment Options | 3 Review Payment | 4 Payment Confirmation

### Your Invoices

Type	Account #	Invoice #	Due Date	Balance Due	Options
Water	897288	JWS-0333	1/15/2014	\$80.05	 
Water	8999	BHV-0888	1/15/2014	\$1,091.39	 
Water	898877	PSWS-0099	1/15/2014	\$31.74	 
Water	882009001	PPP-0444	1/15/2014	\$434.50	 

### When would you like to pay?

You have the following options available to make a payment. Please select an option below.

- FlexPay**  
Would you like to split-out your payments to suit your needs? You may pay this Invoice with FlexPay and schedule that will make you happy.
- Today**  
You may make a One Time Payment that Payments are real-time and will be applied instantly.
- Schedule a Payment**  
You may schedule a One Time Payment to future, beginning as soon as tomorrow. Please select a date below to get started.

### How would you like to pay?

- NEW BANK ACCOUNT
- NEW CREDIT CARD ACCOUNT

Visa ending in 1111  
5 Main St. 02435

Bank Checking Account Ending in 6239  
114000993

December 2013

S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Scheduled Payment Date: 12/10/2013

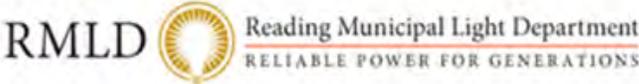
powered by **INVOICECLOUD** | [Privacy Policy](#) | **TRUSTWAVE** Trusted Commerce | 128bit SSL Secure Site

## Scheduled Payment & AutoPay Reminders:

Payers feel much more comfortable scheduling payments and enrolling in AutoPay when they receive email reminders prior to the payment date. Email reminders will cut down the number of ACH Rejects from overdrafts and significantly increase use of the feature.

- Invoice Cloud provides 24 e-mail templates branded as the biller, each sent to their payers based on certain events.
- 27% of Reading Municipal Light's customers are enrolled in AutoPay through Invoice Cloud.

Below is an example of an AutoPay email reminder:



**RMLD**  **Reading Municipal Light Department**  
RELIABLE POWER FOR GENERATIONS

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**Dear DANFORTH DENATL, PC**

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**Your Auto Payment Date is almost here**

This is a reminder of an upcoming AutoPay transaction; no action is required on your part.

Your invoice is scheduled to be paid via AutoPay on 7/1/2012.

Please go to <https://www.invoicecloud.com/sevrard> and log on to the Customer Portal to review this invoice or to change your AutoPay options. Changes must be made prior to the payment date above. If you change your payment method (echeck/credit card), the convenience fee amount may change. Please confirm the fee amount via email below if you are unsure.

If you have any questions regarding your account, please email us at [sevrard@invoicecloud.com](mailto:sevrard@invoicecloud.com) and include your account number, first name and last name on the account.

Thank you for choosing AutoPay,

**RMLD Staff**

P.S. Please be sure to update your checkbook if you are paying by echeck.

**AutoPay Details**

**Account Number:**  
882009001

**Invoice Number:**  
FPP-0444

**Payment Date:**  
7/1/2012

**Balance Due:**  
\$434.50

**Convenience Fee**  
\$0.00

**Total Amount**  
\$0.00

**Payment Method**  
Visa ending in 1234

## The AutoPay Enrollment Process:

Invoice Cloud gives your customers the ability to enroll in AutoPay electronically. This round trip process starts with the payer choosing their preferred payment method for the AutoPay (credit card or e-check), followed by a system generated email to the payer requiring the payer to read the paperless terms and conditions and verify by clicking the 'Complete Registration' button. Confirmation is then sent to the Invoice Cloud platform to complete the registration. The payer will be enrolled in the AutoPay process for the next billing cycle and has the option to un-enroll at any time by changing his/her profile.

- *Invoice Cloud supports migration of your existing AutoPay customers to our platform.*

Below is an example of the AutoPay enrollment page and email confirmation:

The image shows a screenshot of the City of Vero Beach website's AutoPay enrollment page. The header features the city name "City of Vero Beach" and the slogan "Where the Tropics Begin". The page title is "Invoice AutoPay". It includes a navigation menu with "My Account", "My Profile", and "Support / Exit". The main content area contains instructions on how to enroll, a dropdown menu for selecting a "Default Payment Account" (currently set to "Checking Account: XX6239"), and a section for selecting a customer account. Below this, there are two radio button options: "YES, PUT ME ON AUTOPAY" (selected) and "NO, I DO NOT WANT AUTOPAY". A green arrow points to the "YES" option. At the bottom of the page, there is a "Save Changes" button and a "Complete Registration" button, which is highlighted with a green arrow. Below the screenshot is an email confirmation for Steven Smith, dated 1/20/2015. The email text includes a thank you message, details about the enrollment, and links to "Online Billing Terms and Conditions" and "Online Billing Privacy Policy". A green arrow points to the "Complete Registration" button in the email.

**City of Vero Beach**  
"Where the Tropics Begin"

My Account | My Profile | Support / Exit | HOME

**Invoice AutoPay**

Save trees, checks, stamps, and time. Sign up for AutoPay and pay invoices automatically on their AutoPay collection date. AutoPay will automatically pay invoices on their due date using your default payment method. AutoPay will send you an email confirmation of your transaction as each invoice is paid, automatically.

Note: standard service fees may be applied if applicable. Please view our [Fees Disclosure](#) for more information.

Please select your Default Payment Account

Default Payment Option: Checking Account: XX6239 [Update]

AutoPay settings are different for every Customer Account. Please select your Customer Account to view the available AutoPay settings.

Select Customer Account: #998877 - SMITH, PAUL

Wait

YES, PUT ME ON AUTOPAY  
Please start deducting my Payment Method of choice automatically.

NO, I DO NOT WANT AUTOPAY  
I do not wish to have my Payment Method automatically deducted. I will continue to pay any open invoices myself.

Save Changes

**I have read and Agree to the AutoPay Terms and Conditions below.** **Complete Registration**

Dear Smith, Steven

Thank you for enrolling in Carlyn's Biller Portal's automatic payment program on 1/20/2015 3:01:35 PM. You will receive an email notification of your upcoming invoice and automatic payment date three days prior to the processing date. If you have any outstanding scheduled payments, they will be replaced by the AutoPay program and you will not be charged twice. Please note that convenience fees (if applicable) are the same as those for real-time or scheduled payments.

By enrolling in Auto-Pay, you have automatically been invited to go paperless. When you go paperless, you will no longer receive paper statements (unless legally required to do so for your bill type). You may reinstate paper invoicing at any time via your account profile. You will receive a Paperless Confirmation email, if you wish to go paperless, please confirm by clicking on the "Complete Registration" button. If you prefer not to go paperless, simply do not respond and the invitation will be cancelled.

[Online Billing Terms and Conditions](#)  
[Online Billing Privacy Policy](#)

## Analysis

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The City of Vero Beach Utilities would benefit greatly from moving to the Invoice Cloud platform. As outlined in the goals and objectives, the Invoice Cloud platform will not only provide COVB payers with many more payment options, but also provide COVB staff a greatly improved back end administrative portal for reconciliation, reporting, e-mail notification management, etc.

For the customers, adding many more self-service payment features will cut down on calls and walk-in payments for COVB Staff. Here is a partial list

- Self-service auto-pay via ACH or Credit/Debit Card
- Store ACH or Credit/Debit Card on file for future use
- Scheduled payments
- Pay by text or through an e-mail reminder
- Pay via IVR
- Pay over the counter or through an Invoice Cloud bill payment kiosk

Invoice Cloud's platform has proven to generate 20% paperless enrollment after 2 year on our system. At a cost of \$0.60 to print/mail bills, 20% paperless would save COVB \$2,100 per month (\$25,200 annually) in print/mail costs after netting out Invoice Cloud's paperless fees.

For COVB staff, there are many tools that will make life easier. Here is a partial list:

- E-mail out a copy of a bill with a single click when customers ask for it.
- Decrease calls to the office through Invoice Cloud's automated customer communications engine.
- CSR can log-in as the customer to walk them through paying online, or enroll them in auto-pay themselves (depending on permissions).
- See 24 months of bill payment and history (customers or staff)
- Simple reconciliation
- Schedule reports to be sent to staff via e-mail once, or on a re-occurring basis
- Void payments or issue credits as needed

Because Invoice Cloud is the preferred partner of Cayenta, we handle the bulk of the integration and set-up work together. You just have to test it before going live! Invoice Cloud would be excited to partner with the City of Vero Beach. **If everything looks good on the technology side, we will make the pricing work.**