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2021

**City of Frisco | Business Services
Projects and Accomplishments**



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MESSAGE FROM THE CFO



March 1, 2022

On behalf of the Business Services Office—Financial Services Department and Budget & Planning Services Department, I am proud to present this summary *2021 Projects and Accomplishments Report* .

Our staff provide exceptional customer service, are engaged and proud to work for the citizens of the City of Frisco. During the year we started the year by presenting a balanced budget, and finished up the fiscal year with a “clean” audit opinion issued by our new audit firm BKD. We met all mandatory reporting deadlines during the year and implemented or upgraded several software systems. The City issued debt to continue our Capital Improvement Programs and our AAA/Aaa bond ratings were affirmed.

This report provides our current organizational structure, our mission and several key accomplishments during fiscal year 2021. In planning for the future and to provide comprehensive services, we reorganized our group and promoted two of our long term professionals to Director of Budget and Planning Services and Director of Financial Services in April 2021. For FY22, we have 63 FTE staff allocated between these two departments of the City.

The men and women who protect the city’s financial assets, pay the bills, pay our employees and manage millions of city funds are best of class. I could not be more proud to work with each of them as we continue to serve the City. We are excited and prepared for the new challenges in 2022!

- Anita Cothran, CFO, CGFO

Budget & Planning Services

Jennifer Hundt, CPA, CIA, CGFO

Director of Budget and Planning Services

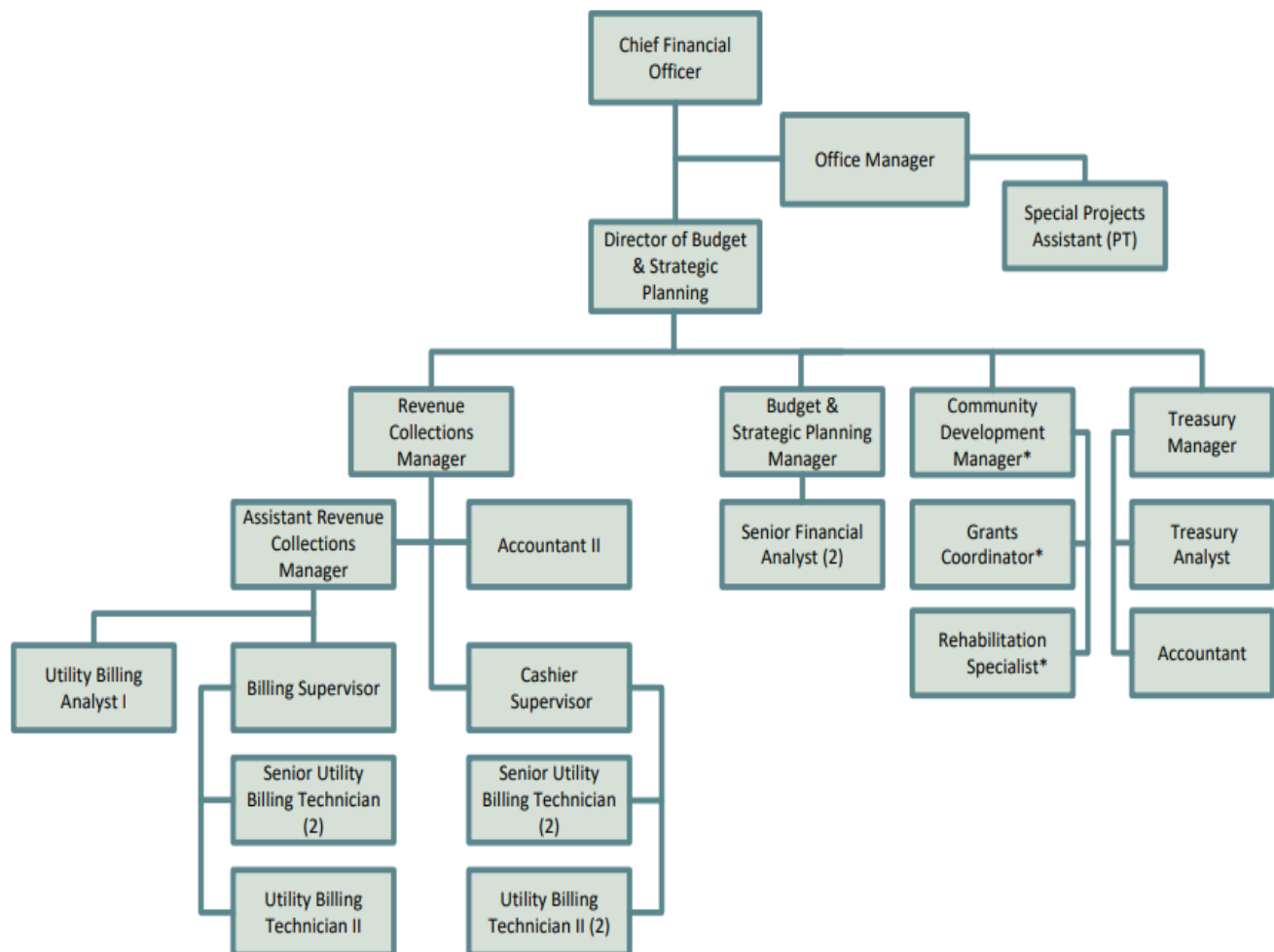
Divisions:

Budget Office

Community Development

Treasury Office

Utility Billing



Financial Services

Kim Sinclair, CGFO

Director of Finance

Divisions:

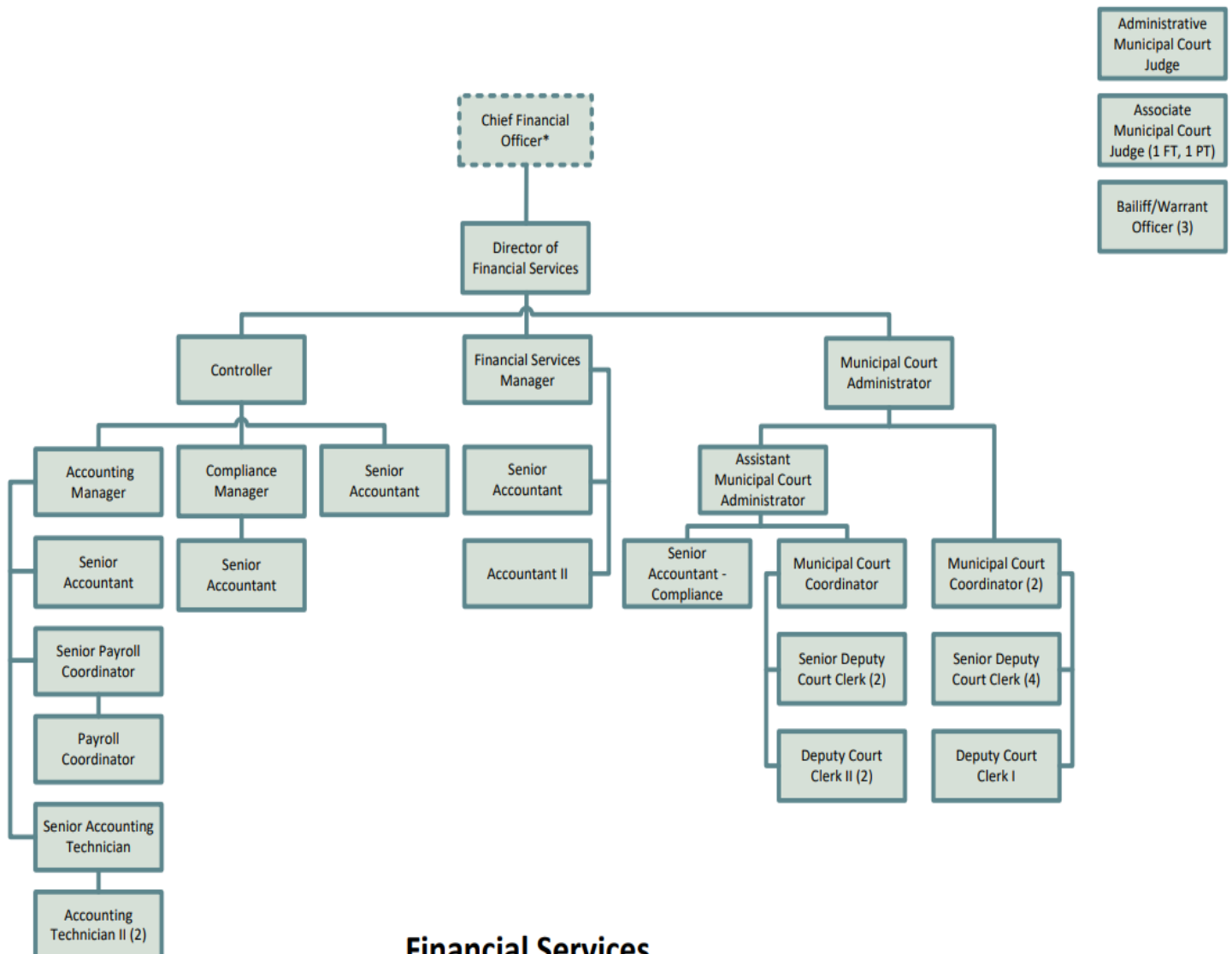
Accounting Systems

Financial Reporting

Grant Accounting

Payables/Payroll/CIP Accounting

Municipal Court





MISSION

Accurately and fairly manage and present the City's financial affairs; protect and advance the City's financial position by maintaining proper internal controls, recommend sound financial policies and provide quality customer service.

CITY CORE VALUES

Integrity

Honesty, trustworthiness, ethical behavior, and always doing the right thing the right way.

Outstanding Customer Service

Delivering the highest quality services to our residents and visitors by understanding their needs and consistently treating everyone fairly and responsively.

Fiscal Responsibility

Demonstrate good financial stewardship of those resources entrusted to us by the Public.

Operational Excellence

Efficient, effective, and innovative use of our resources, demonstrated through meaningful and measurable results.

Our Employees

Supporting, developing, and rewarding the contributions, diversity, and talents of all employees.

CORE VALUE AWARDS—Employees of the Year



Outstanding Customer Service—

Cliff Elliott, Daniel Holmen and Chuck Modley are presented with Core Value awards for their above and beyond service during COVID in 2020, managing the lobby at the George A. Purefoy Municipal Center and directing visitors. Congratulations to these three court officers!



CORE VALUE AWARDS—Employees of the Year



Sherry Arceri
Payroll Coordinator
and
Amanda Klemm
Senior Payroll Coordinator
Employees of the Year for
Our Employees

OUR EMPLOYEES—

Sherry Arceri, Payroll Coordinator and Amanda Klemm, Senior Payroll Coordinator were awarded Employees of the Year for Our Employees during the timekeeping system emergency outage. For two months, starting in December 2021, the Payroll Office had to work weekends and go above and beyond to insure our employees were all paid on pay day. IT staff created a workaround form to capture time worked while the timekeeping software system was offline. Congratulations to them both!

FISCAL RESPONSIBILITY—

As the city has continued to grow, the demand for staff has increased. The demand of labor that hand-delivering welcome packets to new residents was reviewed. In conjunction with Environmental Services, IT and Utility Billing, the team decided to deliver electronically through an email with the link to the City website instead of hand-delivering packets. Currently the program takes 0.05 FTE compiling the packets, and 0.8 FTE delivering packets, the travel costs and the materials for the packets were costly. Between labor, travel, and material, the hand delivering packets method estimated cost were material to the City. Additionally, the old method emitted 84.2 tons of CO₂E into the atmosphere, and used the resources of an equivalent to 5.4 trees of paper. The new method allows Utility Billing to auto-generate emails once new service applications are processed to direct newcomers to the website for important information on services. This collaborative effort will provide residents the same information and the opportunity to redirect staff efforts to meeting other service demands. Congratulations to April!



April Spann
Revenue Collections
Manager
Employee of the Year for
Fiscal Responsibility

OUR GOALS

With our mission in mind, Business Services generally has these elements in the forefront of all decisions we make for the City in our roles. Our goals also align with the City Core Values.

Strategist <ul style="list-style-type: none"> ♦ Financial Strategies ♦ Financial Policies ♦ Budget Planning/Tax Rate ♦ Bond Program/CIP 	Auditor <ul style="list-style-type: none"> ♦ Continuous Auditing ♦ Internal Controls ♦ Data Analysis ♦ System Administrator ♦ External Audit Management
Guardian <ul style="list-style-type: none"> ♦ City Assets ♦ Treasury ♦ Internal Controls ♦ Policies & Procedures 	Leader <ul style="list-style-type: none"> ♦ Provide Resources to Staff ♦ Motivate and Recognize ♦ Offer Training
Customer Service <ul style="list-style-type: none"> ♦ Municipal Court ♦ Revenue Collections ♦ Payroll ♦ Accounts Payable 	Supporter <ul style="list-style-type: none"> ♦ Employees ♦ City Council and City Manager ♦ Social Service Programs ♦ Other City Departments

2021 MAJOR ACCOMPLISHMENTS

FEDERAL FUNDING— In May, 2021, the City was notified of an allocation of \$16,638,254 in American Rescue Plan Act funding from the U.S. Treasury Department. In June, 2021, the City received the first of this funding which will be appropriated for infrastructure projects. Five projects were identified, three stormwater projects and two water conservation projects. In accordance with the Department of Treasury's definitions and allowability, this funding will be used to supplant bond issue money for these projects. Several departments within the City worked together to determine projects to be considered. Financial Services, Budget & Planning Services, Administrative Services/Purchasing, Engineering/CIP, along with a third party consulting firm Tetra Tech are all involved and meet periodically for status updates. The funding is subject to the Federal Single Audit requirements and is included on the Schedule of Expenditures of Federal Awards.

BALANCED BUDGET & STABLE TAX RATE— in September 2021, staff presented a balanced budget and stable tax rate for City Council approval. Staff also published a *Citizens Budget Brief* to compliment the *Annual Budget* document.

SEPTEMBER 30, 2021 AUDIT REPORTS PUBLISHED IN LATE FEBRUARY 2022—

- No findings
- No management letter comments
- Positive year-end financial position

MUNICIPAL COURT, REPURPOSING &

GRAND OPENING—The City completed an adaptive re-use project by repurposing the former Senior Center at Frisco Square to a new Municipal Court facility. The building opened in the summer of 2021. This facility is projected to be the Court's forever home with room to expand as required by need.



BUSINESS SERVICES CONTRACTS RENEWED DURING FY 21—

- Bank Depository Contracts
- External Audit Selection (5 year rotation)
- Credit Card Merchant Services Contracts

BOND PROGRAM —

- Bonds were sold in December 2021
- AAA Aaa ratings reaffirmed.
- Component Unit debt was refunded in February 2022 with annual savings of over \$500,000 per year for FEDC and FCDC.

2021 AWARDS

GFOA Certificate of Achievement for Excellence in Financial Reporting

September 30, 2020
(20th consecutive award)



Government Finance Officers Association

Certificate of
Achievement
for Excellence
in Financial
Reporting

Presented to

City of Frisco
Texas

For its Annual Comprehensive
Financial Report
For the Fiscal Year Ended
September 30, 2020

Christopher P. Morrell
Executive Director/CEO

GFOA Distinguished Budget Award — FY20-21 (13th consecutive award)



GOVERNMENT FINANCE OFFICERS ASSOCIATION

*Distinguished
Budget Presentation
Award*

PRESENTED TO

City of Frisco
Texas

For the Fiscal Year Beginning
October 01, 2020

Christopher P. Morrell
Executive Director

GTOT Investment Policy Certification—



Certificate in Performance Management



As part of ICMA's efforts to advance the practice of professional local government management, ICMA awards certificates each year to recognize programs that instill a culture of performance management, pursue comparative analysis and data-informed decision-making, and promote transparency. Certificates of Excellence (highest level), Distinction, and Achievement honor jurisdictions that have incorporated the principles of performance management at varying levels into their organizations.

Our City was recognized with an ICMA Certificate of Achievement in Performance Management.

The certificates are awarded on the basis of criteria that include data collection and verification, training and support, public reporting, accountability and process improvement, networking, and leadership. Each year's recipients are recognized at the ICMA Annual Conference.

Texas Comptroller Transparency Program (11 years)

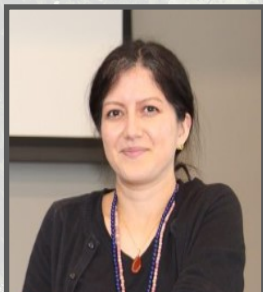


Transparency Stars
Recognizing Local Transparency Achievements

2021 SERVICE AWARDS

EMPLOYEES IN MOTION

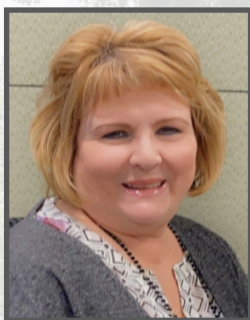
25 YEARS



Sherry Elaine Camacho

Sherry Elaine is the City's Central Cashier. Starting with the City while still in high school, Sherry Elaine worked part time as custodial staff. After graduation she began her full time career working in the Utility Billing Department working as cashier, transitioning to our Accountant—central cashier. Sherry Elaine has a Masters Degree in Public Administration.

15 YEARS



Karen Blade

Municipal Court



Ana Urizar

Municipal Court



Daniel Holmen

Municipal Court



Araceli Reyes

Municipal Court



Tanya Anderson

Budget Office



Cindy Lima

Accounts Payable



Keely Duckworth

Municipal Court

5 YEARS



Charles Wright

Utility Billing



Amanda Klemm

Payroll



Lisa Dishongh

Finance

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