



CITIZEN CENTRIC REPORT

FOR YEAR ENDED JUNE 30, 2017

COURT HOUSE AND CITY HALL

DEPARTMENT OF

FINANCE

Metropolitan Government of Nashville and Davidson County

Who Are We?





We Are Metro's Department of Finance

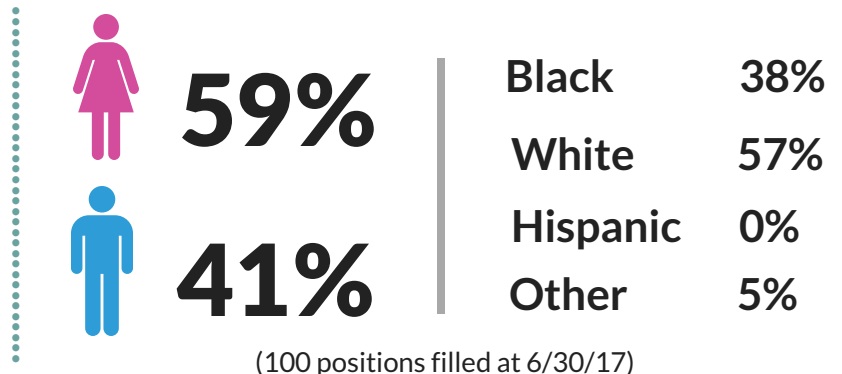
Our Vision: Excellence in the management of public resources.

Our Mission: The mission of the Department of Finance is to provide financial management, information, and business products to policy makers, departments, agencies, investors, and the Nashville community so they can have confidence in Metro Government, make informed decisions, and achieve their results.

Our Fundamental Principles:

-  **ACCOUNTABILITY**
-  **EXCELLENCE**
-  **INNOVATION**
-  **TRANSPARENCY**
-  **PROFESSIONAL DEVELOPMENT**

Workforce Demographics



Want to know more about us? Just head on over to Nashville.gov/finance

What is Citizen Centric Reporting?

AGA's Citizen-Centric Reporting (CCR) initiative is intended to simplify communication between governments and their citizens. We believe accurate government financial information should be provided to citizens, in a simple and understandable format, which is updated regularly, and available to all. Citizens have a right to accurate information about how government is spending their taxpayer dollars.



Find out more at www.agacfm.org

What Did We Do?

98.64%

of Pension Plan Funded

Demonstrates ability and commitment to meet financial obligations to employees and retirees.

1 Day

Reduction in Time to Process Vendor Payments

Paying vendors on time matters, especially for small and minority firms.

34

Years in a Row We Have Won the GFOA* Financial Statement Award

This award shows our desire to provide useful information for citizens and the quality of our financial reporting.

Aa2 (Moody's) / AA (S&P)

Bond Ratings for Fiscal Years FY15-17

Our double A ratings represent a financially strong and well-managed government. These ratings reduce the cost of financing capital needs.

26

Years in a Row We Have Won the GFOA* Budget Award

This award shows our desire to publish a quality document explaining our operations, policy, and financial plan.

Employee Self-Service (ESS)

Metro employees now have direct and secure access to update and retrieve certain payroll-related information. The expansion of ESS to over 10,000 employees creates an easy, efficient payroll process for Metro employees.

nashville.gov/finance/payroll

Leveraging Back Tax Properties for Affordable Housing

Nashville is growing, and with its growth comes the issue of providing adequate affordable housing options. We began to utilize Metro-owned Back Tax properties for construction of additional affordable housing units.

Balancing Act

The Balancing Act is an easy way for citizens to learn about public budgets and the choices their elected officials make in the budgeting process. It allows users to allocate funds based on their priorities, while also having to balance revenue and spending. Users may also provide feedback to elected officials and the administration.

nashville-tn.abalancingact.com

Open Data Portal

The Open Data Portal is the online destination for the public to access government data. We frequently and proactively publish financial data so it can be easily accessed by citizens.

data.nashville.gov

Foundation Videos

We recognize that citizens may not know what the different processes look like when it comes to the budget, taxes, procurement, collections, or reporting. In 2017, we released a series of videos where constituents can learn exactly how those processes take place! You can find these videos here.

791

Internship Hours

Professional development is not just about our own employees—it's about using our expertise to provide opportunities for others, and the value of cultivating the next generation of government finance professionals.

294.5

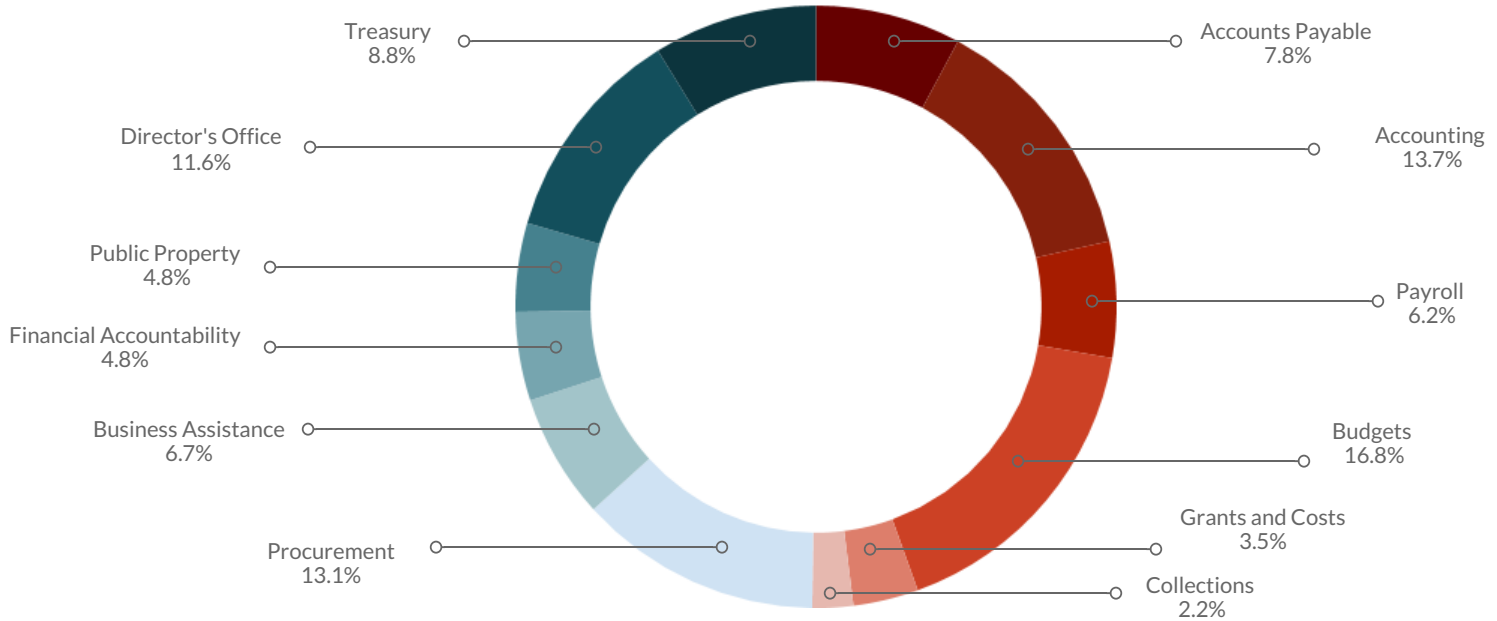
Training Hours Finance Offered to Internal/External Partners in FY17

Finance has a diverse portfolio of initiatives. That's why we annually conduct nearly 300 training hours—both inside and outside of Metro—to make sure these often intimidating processes are easily understood by Metro employees and the community.

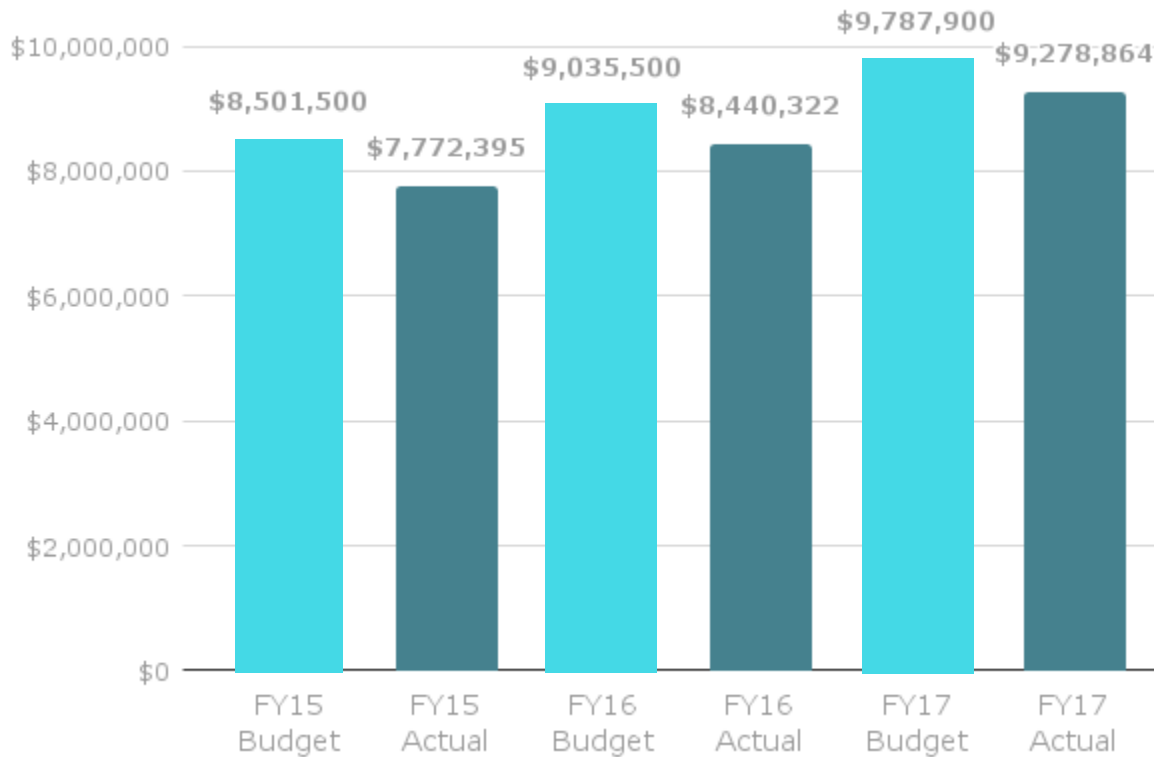
Expenses: Budget & Actuals

FY17 Spending by Finance Divisions

Total Spent: \$9,278,864



Budgeted vs. Actual Expenses



Looking Ahead

FUTURE CHALLENGES & PRIORITIES

Accountability

The Department will continue to enhance and refine internal processes so that stakeholders and users of financial data have confidence in the information provided to make informed decisions. The Department is also targeting to be more strategic and proactive on designing and implementing monitoring tools for activities and processes.

Excellence

As Metro Nashville continues to grow and the needs of the city evolve, the Department wants to maintain alignment with Mayoral and community priorities through an annual review of departmental goals and strategic initiatives so that we may continue to serve Nashvillians well.

Innovation

The Department will identify and implement technology to provide financial information in a format/design that is focused on the end user of that data, so that it is easily accessible and understandable for the constituents of Metro Nashville.

Transparency

The Department will continue to identify financial and performance data to post to the open data website to provide ease of access to Metro Nashville's financial records. Additionally, developing and enhancing navigation tools to assist users of financial data with locating and understanding this data is a short and long term priority.

Professional Development

The Department will continue its investment in employees by providing professional development opportunities. Additionally, the department will provide relevant and timely training opportunities for other Metro departments and agencies and the community at large regarding services provided by our department with a focus on customer engagement.

Did You Like This Report?

We want to hear from you! If you have any questions, feedback, or think this report should include any other information, please contact us at: FinanceDirectorsOffice@Nashville.gov

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