

in the know **M**onroe

created by
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official newsletter of MONROE, Georgia

AUDIT

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Annually, government entities are required to have all financial activities and statements audited per Generally Accepted Government Auditing Standards (GAGAS). This article explains some of the basic steps of that process.



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This section outlines the upcoming event dates for Monroe during the spring months, and provides the schedule for the Farmers Market set to start up again in May of this year.



Ever wonder what's in a month, or where our months originate from...read this section to learn more about the months of March, April, and May.

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The City of Monroe has officially taken over the management of the parks system for all City owned parks. This article provides a brief update to the upcoming projects planned for 2020.

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CITY MEETING DATES

March

- 3 - City Council Meeting - 6pm
- 10 - City Council Meeting - 6pm
- 12 - Downtown Development Authority Meeting - 8am
- 12 - Convention & Visitors Bureau Meeting - 9am
- 17 - Planning & Zoning Commission Meeting - 5:30pm
- 24 - Historic Preservation Commission Meeting - 6pm

April

- 6pm - City Council Meeting - 7
- 8am - Downtown Development Authority Meeting - 9
- 9am - Convention & Visitors Bureau Meeting - 9
- 6pm - City Council Meeting - 14
- 5:30pm - Planning & Zoning Commission Meeting - 21
- 6pm - Historic Preservation Commission Meeting - 28

May

- 5 - City Council Meeting - 6pm
- 12 - City Council Meeting - 6pm
- 14 - Downtown Development Authority Meeting - 8am
- 14 - Convention & Visitors Bureau Meeting - 9am
- 19 - Planning & Zoning Commission Meeting - 5:30pm
- 26 - Historic Preservation Commission Meeting - 6pm

Cy Nunnally Memorial Airport

Every year, airports around the state are required to submit updated Capital Improvement Plans (CIP) to the Georgia Department of Transportation (GDOT). The City of Monroe will be updating the Disadvantaged Business Enterprise (DBE) plan for 2020 and working towards the design of a runway paving and striping project for 2021, both to be substantially funded by state and federal grant funds. The grant application for the actual construction phase of the runway paving and striping project has been applied for and should receive news of award sometime in the spring months of 2020. This will come in the way of a Tentative Allocation (TA) letter to the Mayor and City staff.

Currently, the City is in the process of working towards an agreement for a ground lease to then allow for a private company to build a 16-unit t-hangar at the airport, adjacent to existing hangars. This project will hopefully begin with grading and drainage in the late winter to early spring months, as final details are being agreed upon.

Total 100-LL AvGas fuel sales for 2019 are shown in the chart below...

MONTH	TRANSACTIONS	GALLONS SOLD	SALES REVENUE
January	48	1,415.3	\$6,213.17
February	36	853.7	\$3,747.79
March	84	2,257.7	\$9,911.08
April	117	3,108.0	\$13,636.68
May	109	2,649.1	\$11,364.77
June	91	2,445.7	\$10,492.01
July	102	2,210.7	\$9,263.00
August	100	2,660.2	\$11,146.15
September	127	3,157.1	\$13,228.30
October	93	2,203.0	\$9,230.74
November	112	2,400.21	\$10,056.92
December	85	1,880.8	\$7,880.41
TOTALS	1,104	27,241.5	\$116,171.02

GOVERNMENT AUDIT

Annually, the City of Monroe and all other local governments are required to participate in an audit of financial statements. These audits are performed based on the Generally Accepted Government Auditing Standards (GAGAS), also known as The Yellow Book. The Yellow Book is an outline of requirements for government entities and professional qualifications for auditors to follow when auditing federal, state, and local government programs (Comptroller General of the United States).

Some major financial statements are balance sheets, income statements, and cash flow statements. A balance sheet, or statement of financial position, provides detailed information about a company's assets, liabilities, and equity. An income statement is a financial statement that shows a company's profits and losses. Lastly, a cash flow statement shows the inflows and outflows in the cash accounts of a company.

The annual audits require many items to be provided to the fieldworkers such as; trial balances for all funds in the year under inspection, construction in progress listings, listings of all local option sales tax (LOST) received, minutes of all City Council meetings, and countless more items. Some of the items audited that may seem more familiar could be bank reconciliation statements, listings of business licenses received for the prior year, and a detailed listing of amounts receivable for property taxes.

An audit is also performed on all grants awarded to the City of Monroe; this audit requests the amount of funds received and expended, and the reconciliation to the City's general ledger. It also verifies that funds were used in accordance with specific project-related grants and rules during the prior years.

Throughout the year, City of Monroe employees participate in self-auditing. Self-auditing ensures that each job duty within different departments and divisions are

functioning properly and effectively. Some examples of how the City pursues self-audits would be the accountant division reconciling a general ledger to a bank statement as well as a manual ledger, cashiers balancing their drawers to the system daily, and the finance director running reports monthly for all major funds. Segregation of duties plays a large role in a company's self-auditing, because it is a way of catching errors and preventing fraud. When self-auditing, mistakes are more likely to be caught without getting mixed in with another mistake in the future, therefore making it simple to keep numbers neat and annual audits smooth.

The annual audits that local governments engage in provide *TRANSPARENCY* by examining financial statements and attempt to prevent fraud or error over government programs.

Government Auditing Standards. U.S. Government Accountability Office, Comptroller General of the United States, December 2011, <https://www.gao.gov/assets/590/587281.pdf>

contributed by Hayden Stowe





The Great American Cleanup was created by Keep America Beautiful. This nonprofit organization formed in 1953 when companies like Anheuser-Busch, Coca-Cola, and PepsiCo partnered with government officials to address the problem of litter in the United States, especially along the country's highways. In its early years, the organization focused on releasing public service announcements to discourage individuals from littering. Today, the organization focuses on beautification by encouraging communities to eliminate litter and reduce waste through recycling programs.

The Great American Cleanup began in 1999 to beautify American communities through litter removal. Since then, the Cleanup has expanded to include community greening which involves the planting of trees, flowers, and gardens. In addition, the Cleanup strives to educate local communities about the importance of protecting the environment and recycling. Great American Cleanup Week for cities



occurs between March 1st and May 31st every year on various weeks, and over 30,000 communities and more than 3,000,000 volunteers participate annually. The Cleanup Week is dedicated to carrying out projects that will beautify communities. Most participant communities have a cleanup day in which individuals come together to clean up litter from their neighborhoods, parks, and streets. Many communities also use the event as an opportunity to clean up illegal dumpsites, plant trees, preserve hiking trails, and teach individuals about the importance of recycling and proper waste disposal.

The City of Monroe will participate in this annual event during the week of **April 20th - 24th** and offer helpful cleanup tips prior to that week. Citizens are invited to clean up their homes, neighborhoods, and streets this spring! If you need assistance with large items, please contact the city at (770) 266-5148. Place yard debris curbside and tires beside dumpsters.

Source: kab.org

**KEEP
AMERICA
BEAUTIFUL[®]
INC.**



EVENTS

& happenings...

March 14 - Annual Memories in Monroe Car Show

April 17 - Food Truck Friday

April 17 - Relay for Life

April 18 & 19 - Dock Dogs

April 25 - Farm to Table Dinner

May 1 - First Friday Concert

May 9 - Children's Book Festival



FARMERS MARKET

every Saturday 8:30 - 12:30 thru October 10th

May 9th








May 16th

May 23rd

May 30th

Downtown
MONROE
PARKING MAP



-  PUBLIC PARKING
-  AFTER 5 PM PARKING
-  WALTER CO. COURTHOUSE
-  PUBLIC LIBRARY
-  DAVIS-EDWARDS HOUSE
-  MONROE-WALTON CENTER FOR THE ARTS
-  CHILDERS PARK
-  ON STREET PARKING
-  CITY HALL
-  REST HAVEN CEMETERY
-  MCDANIEL-TICHENOR HOUSE
-  VISITORS CENTER & MONROE MUSEUM



Customer SERVICE

Customer Service...it's all about ATTITUDE!!!

When you think about customer service, do you ask yourself, **what's the big deal?** In truth, when it comes to dealing with customers, some jobs are obviously harder than others. A hairstylist who has a client at their salon is going to have the possibility of a more pleasant experience than a utility worker whose company is at fault for a busted water pipe or electricity outage in a customer area. A bank teller who cashes a pay check will have a better customer experience than an attorney who just lost a client's court case.

Whether you have an easy experience or a challenging one, the question is...how **will you provide service to your customer?** Customer service means going above and beyond to keep the customer happy, while keeping within organizational policies, whether that means answering their questions and/or resolving their issues while keeping a positive attitude. Employees with positive attitudes bring life into an organization, as well as creating a positive environment for their co-workers and customers. A positive attitude is contagious...as it brings people together, even in the most difficult of situations.

Imagine that you, as a customer, enter the office of an organization that you regularly pay bills to. The current bill is much higher than the normal bill, and it seems as though you are being charged for services that you did not use. Frustrated, you walk into the office doors and are warmly greeted by the receptionist, accompanied with a SMILE! You explain to the receptionist the issue with your bill, at which point the receptionist sincerely apologizes and refers you to the customer service department. The customer service representative then welcomes you, shakes your hand, tells you their name, and asks for yours. After the introduction, you're then asked what can be done to help you! Naturally, still frustrated, you explain to them your problem. The representative very patiently listens to you. The representative examines the invoice, then thoroughly explains

to you that additional services were used, which has caused an increase in your bill. After some thought and explanation, you realize that your house and driveway were pressure washed during the month in question. Empathetically, the representative tells you about a similar situation they experienced in the past. After hearing of the similar experience and resolution, the representative causes your frustration to fade into a smile. You find that instead of being upset, you are enjoying your experience. You can see the level of care and pride taken by the representative, and it is obvious that making you happy and discussing your issue is the priority.

So, again, ***what's the big deal?*** The attitude of any customer service representative is the key to a successful customer service experience. It not only creates a smooth experience for the customer, but it changes the customer's attitude as well. A positive attitude helps any situation, no matter if right or wrong exists with the organization or the customer, thus leading to a successful experience for everyone!

Attitude is a form of expression, and our attitude is paramount in the expression of ourselves. We choose to be happy, positive, and optimistic; or we choose to be sad, negative, and pessimistic. This visible choice effects every interaction throughout an entire day! It changes our entire outlook and determines our impact on other people and situations.

Our goal at the City of Monroe is to serve the community with the highest level of customer service and professionalism possible! Our staff members strive to deliver the finest level of service while maintaining a positive attitude, no matter the situation. ***WE BELIEVE THAT OUR ATTITUDES WILL MAKE A NOTICEABLE DIFFERENCE IN OUR COMMUNITY!***

Attitude is a little thing that makes a big difference!

-Winston Churchill

contributed by Ashley Reyes

WHAT'S IN A MONTH...

March is the third month of the year coming from Martius, named after Mars, the Roman god of war. In many cultures, March served as the first month of the calendar year until adopting the Gregorian calendar, though many cultures still celebrate the beginning of the New Year during the month. The birthstones of March are aquamarine and bloodstone, with a birth flower being a daffodil. March is nationally recognized as the Multiple Sclerosis Awareness, Kidney, Nutrition, and Reading Awareness Month. Famous birthdays include Mikhail Gorbachev, Jon Bon Jovi, Alexander Graham Bell, Jackie Joiner-Kersee, Knute Rockne, Michelangelo, Shaquille O'Neal, Bobby Fischer, Chuck Norris, Albert Einstein, Andrew Jackson, James Madison, Bobby Jones, Grover Cleveland, Nat 'King' Cole, Wyatt Earp, Earl Warren, Werner von Braun, John Tyler, Cy Young, Vincent van Gogh, and Al Gore.



April is the fourth month of the year coming from Aprilis, with an unknown derivation, though possibly from Aphrodite or Venus. The etymology of the word meaning 'to open' would suggest the season when trees and flowers begin to 'open' and bloom for Spring. In Anglo-Saxon terms, April was referred to as ēastre-monað, thus deriving from goddess Ēastre for a month of feasts. The Lyrids meteor shower appear in the middle of month yearly.



The April birthstone is a diamond, and birth flower is either the daisy or sweet pea. Some nationally recognitions are Autism Awareness, Jazz Appreciation, Poetry, and Child Abuse Prevention Month. Famous birthdays include Otto van Bismarck, Hans Christian Anderson, Marvin Gaye, Colin Powell, Merle Haggard, Betty Ford, Seve Ballesteros, John Madden, Thomas Jefferson, Leonardo da Vinci, Wilbur Wright, Adolf Hitler, Friedrich Froebel, William Shakespeare, James Buchanan, Meadowlark Lemon, Samuel Morse, Ulysses S. Grant, James Monroe, Jay Leno, Dale Earnhardt, and Duke Ellington.

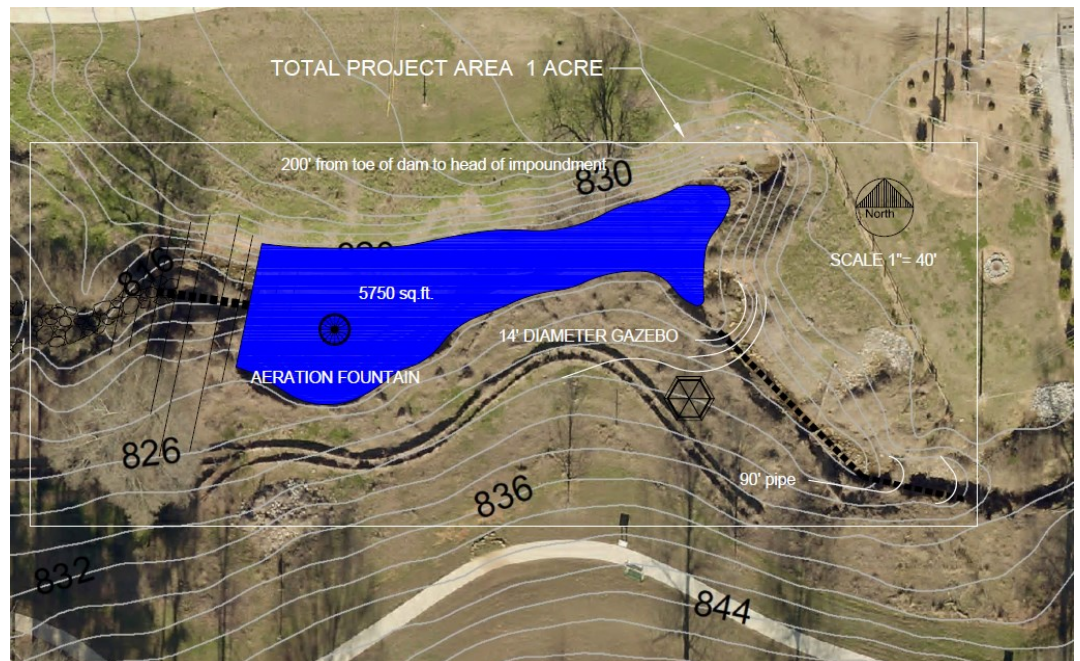
May is the fifth month of the year coming from the Greek goddess Maia, or the Roman goddess of fertility, Bona Dea. May is known in Latin translation as the month of 'elders' and contains the Eta Aquariids meteor shower that appears first during April. The emerald is the birthstone of May, with the lily of the valley or hawthorn being the birth flowers of the month. National observances include Golf, Brain Tumor Awareness, Mental Health Awareness, and Water Safety Month. Famous birthdays include Baron Von Richtofen, Sugar Ray Robinson, Karl Marx, Orson Welles, Willie Mays, Tony Blair, Johnny Unitas, Henry Dunant, Harry S. Truman, John Brown, John Wilkes Booth, Bono Vox, Louis Farrakhan, Yogi Berra, Liberace, Sugar Ray Leonard, Malcolm X, Bill 'Bojangles' Robinson, Igor Sikorsky, John Wayne, Wild Bill Hickock, Jim Thorpe, John F. Kennedy, Peter the Great, Walt Whitman, Joe Namath, and Clint Eastwood.



City of Monroe PARKS

The City of Monroe on January 14th voted to officially take back control of all City-owned parks from County management and oversight. The initial plan for the City of Monroe is to assess the condition of those parks and to then provide for an overall maintenance and rehabilitation plan. The primary focus at the outset is safety, followed by the usability of functions and facilities, and to finally rehabilitate those parks throughout the year, and years to come. The first project of 2020 will be the construction of an approximate 5,750 ft² pond with aeration fountain, bridge crossing, and landscaping at Childers Park.

This project will cost approximately \$90,000 and should begin in March of 2020. The next park of task will be Pilot Park, which is on Church Street and High School Avenue. This project will



entail the complete replacement of all play equipment and added age specific features, benches, trash receptacles, picnic areas, youth soccer goals, watering fountains, and the addition of approximately 900' of additional walkways throughout. The equipment

provided will be requested as a Request for Proposal (RFP) for the creative design of equipment to fill the designated areas, while the other elements will be bid locally. The goal of this project is to have the park ready for a grand reopening in the summer months of 2020. The other parks to be included in the process of rebuild and rehabilitation will be Mathews Park, Hammond Park, EC Kidd, and Coker Park.



IMPORTANT CALENDAR DATES

March 2 - Read Across America Day

March 6 - Employee Appreciation Day

March 17 - St. Patrick's Day

March 29 - National Vietnam War Veterans Day



April 1 - April Fool's Day

April 10 - Good Friday

April 12 - Easter

April 21 - National Library Workers' Day

April 22 - Earth Day

April 24 - Arbor Day



May 5 - Cinco de Mayo

May 7 - National Day of Prayer

May 8 - Military Spouse Appreciation Day

May 10 - Mother's Day

May 15 - Peace Officers Memorial Day

May 16 - Armed Forces Day

May 22 - National Maritime Day

May 25 - Memorial Day



City of Monroe Officials

MAYOR - John Howard

CITY ADMINISTRATOR - Logan Propes

COUNCIL DISTRICT 1 - Lee Malcom

COUNCIL DISTRICT 2 - Myoshia Crawford

COUNCIL DISTRICT 3 - Ross Bradley

COUNCIL DISTRICT 4 - Larry Bradley

COUNCIL DISTRICT 5 - Norman Garrett

COUNCIL DISTRICT 6 - Wayne Adcock

COUNCIL DISTRICT 7 - Nathan Little

COUNCIL DISTRICT 8 - David Dickinson

CITY CLERK - Debbie Kirk

FIRE CHIEF - William Owens

POLICE CHIEF - Robert Watts

CODE DIRECTOR - Patrick Kelley

FINANCE DIRECTOR - Beth Thompson

SOLID WASTE DIRECTOR - Danny Smith

HUMAN RESOURCES DIRECTOR - Les Russell

ASSISTANT CITY ADMINISTRATOR - Chris Bailey

HIGHWAYS & STREETS DIRECTOR - Jeremiah Still

ELECTRIC & TELECOM DIRECTOR - Brian Thompson

PLANNING & DEVELOPMENT DIRECTOR - Darrell Stone

ECONOMIC DEVELOPMENT DIRECTOR - Sadie Krawczyk

WATER, SEWER, & GAS DIRECTOR - Rodney Middlebrooks