

**GENERAL FUND
DEPARTMENT RESOURCE SUMMARY**

FINANCE & MANAGEMENT SERVICES				
ACTIVITIES	ACTUAL FY 04-05	ACTUAL FY 05-06	PROJECTED FY 06-07	APPROVED FY 07-08
11-170 Management & Support	627,487	689,461	1,259,170	908,650
11-171 Accounting	938,720	1,007,570	1,264,155	1,038,955
11-172 Payroll	0	0	0	422,210
11-173 Purchasing	785,729	894,691	1,038,545	1,050,575
11-175 Treasury & Customer Service	711,773	788,003	1,080,635	1,157,585
11-179 Information Services	1,081,375	1,035,138	1,523,825	1,518,825
TOTAL	<u>4,145,083</u>	<u>4,414,863</u>	<u>6,166,330</u>	<u>6,096,800</u>
OPERATING EXPENSE	ACTUAL FY 04-05	ACTUAL FY 05-06	PROJECTED FY 06-07	APPROVED FY 07-08
6100 Personnel	4,756,128	5,092,809	6,345,600	6,448,235
6200 Contractual	763,817	672,361	1,254,375	1,276,545
6300 Commodities	349,401	323,054	404,010	372,480
6500 Fixed Charges	(1,746,880)	(1,713,110)	(1,837,655)	(2,000,460)
6600 Capital	5,922	23,055	0	0
6700 Debt Service	16,695	16,694	0	0
TOTAL	<u>4,145,083</u>	<u>4,414,863</u>	<u>6,166,330</u>	<u>6,096,800</u>
Class Code AUTHORIZED PERSONNEL	ADOPTED FY 06-07		APPROVED FY 07-08	
	Full Time	Part Time	Full Time	Part Time
1190 Executive Director, Finance & Management	0.15		0.15	
1180 Assistant Director of Finance & Mgmt Svcs	1.00		0.75	
0190 Administrative Services Manager	0.65		0.65	
1170 Treasury Manager	1.00		1.00	
0960 Information Services Manager	0.25		0.25	
0490 Budget & Research Manager	0.91		1.00	
2660 Applications Systems Manager	1.00		0.95	
1150 Accountant II	3.00		4.00	
1140 Accountant I	2.00		2.00	
7010 Accounting Assistant	2.00		2.00	
1240 Business Tax Collector/Inspector	2.00		2.00	
1340 Purchasing Supervisor	0.50		1.00	
1350 Buyer	4.00		3.50	
1330 Computer Operations Coordinator	1.00		1.00	
1440 Computer Operator	1.00		1.00	
1220 Customer Service Representative	12.00		12.00	
2670 Information Services Representative	0.50	8.00	0.50	8.00
7009 Accounts Payable Supervisor	1.00		1.00	
1720 Management Analyst	1.00		1.00	
0547 Purchasing Specialist	1.00		1.00	

**GENERAL FUND
DEPARTMENT RESOURCE SUMMARY**

FINANCE & MANAGEMENT SERVICES

Class Code	AUTHORIZED PERSONNEL	ADOPTED FY 06-07		APPROVED FY 07-08	
		Full Time	Part Time	Full Time	Part Time
1210	Meter Reader Collector	5.00		5.00	
0020	Micro Systems Technician	1.00		1.00	
7400	Payroll Systems Analyst	1.00		1.00	
7410	Payroll Assistant	0.00		0.00	
7410	Payroll Technician	3.00		3.00	
	Sr. Payroll Technician	0.00		1.00	
2630	Principal Programmer Analyst	7.00		7.00	
1870	Revenue & Contract Compliance Auditor	1.00		1.00	
7680	Revenue Processing Assistant	1.00		1.00	
1090	Revenue Supervisor	1.00		1.00	
7490	Senior Accountant	1.00		2.00	
7280	Senior Accounting Assistant	4.00		3.00	
7390	Executive Secretary	1.00		1.00	
0150	Senior Management Analyst	0.90		0.90	
0495	Senior Budget Analyst	1.00		1.00	
7330	Senior Office Assistant	1.00		1.00	
7020	Treasury Services Supervisor	1.00		1.00	
0270	Assistant Buyer (PTCS)		1.00		1.00
9060	Senior Clerical Aide (P/T)		3.00		2.00
	Account Clerk I (P/T)		0.00		2.00
9790	Budget Intern (PT)		2.00		2.00
8600	Student Intern (PT)		1.00		1.00
9120	Data Entry Clerk (PT)		2.00		3.00
9775	Municipal Utility Reader-Collector (PT)		1.00		1.00
	TOTAL GENERAL FUND	<u>65.86</u>	<u>18.00</u>	<u>67.65</u>	<u>20.00</u>
	SECTION 3: INTERNAL FUNDS				
71-176	Central Services	4.42	2.00	4.42	3.00
73-105	Building Maintenance	20.18	13.00	22.20	12.00
75-111	Fleet Maintenance	27.46	3.00	27.43	3.00
75-112	Stores & Property Control	3.03	2.00	3.03	3.00
85-107	Corporate Yard Operations		3.00		3.00
102-171	Communication Services	3.67		3.67	
109-179	IS Strategic Plan	11.13		14.35	
	SECTION 5: SPECIAL REVENUE				
31-141	Air Quality Management Trust Fund	0.25		0.25	
	TOTAL PERSONNEL	<u>70.14</u>	<u>23.00</u>	<u>75.35</u>	<u>24.00</u>
	TOTAL PERSONNEL	<u>136.00</u>	<u>41.00</u>	<u>143.00</u>	<u>44.00</u>

GENERAL FUND

FINANCE & MANAGEMENT SERVICES
Management & Support

PROGRAM
11-170

Statement of Purpose

To provide quality financial management services to the City organization and to insure prudent use and maintenance of the City's financial resources and physical assets.

This program provides direction and support to Finance & Management Services. The Division is responsible for the improvement of operational efficiency through internal audits and special research, and the review, preparation, and monitoring of the City's operating and capital budgets.

SERVICE PROGRAM

ACCOUNTING

To provide accurate, meaningful, and responsive accounting services, internal control systems and financial reports in accordance with generally accepted accounting principles.

PURCHASING/PAYROLL/CENTRAL SERVICES

To supply quality and economical material and services to City departments which are promptly priced, purchased, provided, and paid. To process an accurate payroll that complies with all state and federal tax and labor laws, and conforms to negotiated pay and benefits as identified in employee contracts. To provide reprographic and messenger services to all City departments.

TREASURY/CUSTOMER SERVICE

To provide for the receipt, custody, and investment of City funds in a prompt and courteous manner through sound and prudent policies.

INFORMATION SERVICES

To provide responsive and accurate automated management information resources to user departments through modern technology.

BUILDING MAINTENANCE

To maintain safe, secure, attractive, and efficient City buildings and equipment through regular custodial services and preventative maintenance.

FLEET SERVICES

To provide safe, attractive, and efficient vehicles to City departments through procurement assistance, preventative maintenance, and repair.

GENERAL FUND

FINANCE & MANAGEMENT SERVICES		FUND 11			
Management & Support Services		Activity 170			
Object Code	LINE ITEM RESOURCES	ACTUAL FY 04-05	ACTUAL FY 05-06	PROJECTED FY 06-07	APPROVED FY 07-08
6111	Salaries & Wages-Regular	420,875	413,686	554,335	414,395
6131	Salaries & Wages-Temporary	12,202	54,106	70,865	57,645
6141	Salaries & Wages-Overtime	12,032	11,523	28,330	15,000
6151	Retirement Plan	3,945	32,237	46,245	34,250
6161	Medicare Insurance	6,389	6,829	8,345	6,095
6171	Employees Insurance	43,989	51,472	60,405	49,225
6172	Retiree Health Insurance	1,583	3,526	4,605	3,905
6181	Compensation Insurance	7,059	6,892	9,225	7,675
6191	Other Personnel Services	1,124	4,970	180,595	100,000
	SUBTOTAL PERSONNEL	<u>509,198</u>	<u>585,241</u>	<u>962,950</u>	<u>688,190</u>
6211	Communications	10,934	11,622	11,130	11,130
6221	Training & Transportation	32,183	28,066	46,180	39,180
6251	Other Agency Services	3,168	2,571	4,150	2,650
6291	Other Contractual Services	11,573	12,109	187,505	119,775
	SUBTOTAL CONTRACTUAL	<u>57,858</u>	<u>54,368</u>	<u>248,965</u>	<u>172,735</u>
6391	Operating Materials & Supplies	30,644	22,900	19,390	18,390
	SUBTOTAL COMMODITIES	<u>30,644</u>	<u>22,900</u>	<u>19,390</u>	<u>18,390</u>
6521	Insurance (Risk Management)	6,575	6,970	7,390	7,835
6571	Building & Site Rental	19,275	19,275	20,475	21,500
	SUBTOTAL FIXED CHARGES	<u>25,850</u>	<u>26,245</u>	<u>27,865</u>	<u>29,335</u>
6641	Machinery & Equipment	3,937	0	0	0
6661	Computer Software	0	707	0	0
	SUBTOTAL CAPITAL	<u>3,937</u>	<u>707</u>	<u>0</u>	<u>0</u>
	TOTAL	<u><u>627,487</u></u>	<u><u>689,461</u></u>	<u><u>1,259,170</u></u>	<u><u>908,650</u></u>
Class Code	AUTHORIZED PERSONNEL	ADOPTED FY 06-07		APPROVED FY 07-08	
		Full Time	Part Time	Full Time	Part Time
1190	Executive Director, Finance & Management	0.15		0.15	
1180	Assistant Director of Finance & Mgmt Svcs	0.10		0.10	
0190	Administrative Services Manager	0.22		0.00	
6400	Budget & Research Manager	0.91		1.00	
0150	Senior Management Analyst	0.40		0.90	
0495	Senior Budget Analyst	1.00		1.00	
7390	Executive Secretary	1.00		1.00	
7410	Payroll Technician	3.00		0.00	
7400	Payroll Systems Analyst	1.00		0.00	
9790	Budget Intern (PT)		2.00		2.00
9070	Senior Clerical Aide (PT)		1.00		0.00
	TOTAL	<u>7.78</u>	<u>3.00</u>	<u>4.15</u>	<u>2.00</u>
<i>FY07-08 Allocation Changes:</i>					
<i>Admin Svs Mgr (.22) transferred to account 011-172</i>					
<i>Payroll Technician (3) transferred to account 011-172</i>					
<i>Payroll Systems Analyst (1) transferred to I.S. account 109-200</i>					

GENERAL FUND

FINANCE & MANAGEMENT SERVICES		PROGRAM		
Accounting		11-171		
Statement of Purpose				
<p><i>To provide responsive accounting services within generally accepted accounting principles.</i></p> <p>The responsibilities of this division include billing/collection of accounts receivables, pre-audit and payment of claims, grant/contract compliance, ledger reconciliation, maintenance of fixed assets and long-term debt records, include offering financial support to operating departments that includes providing financial analyses upon request, accurate and timely preparation of the City's Comprehensive Annual Financial Report (CAFR) and the Single Audit Report of Federal and California grants.</p>				
Accomplishments in FY 06-07				
<ul style="list-style-type: none"> * Received awards from the Government Finance Officers Association (GFOA) for outstanding financial reporting. * Finished conversion of required accounting reports from hard copies to a more sophisticated paperless computerized record retention system. 				
Action Plan for FY 2007-08				
<ul style="list-style-type: none"> * Receive awards from the Government Finance Officers Association (GFOA) for outstanding financial reporting. * Select the New Financial System Software and begin the Project implementation plan. 				
PERFORMANCE MEASURES	Actual	Actual	Estimated	Objective
	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Service Level				
# of purchase orders and payment vouchers preaudited	19,150	18,613	18,700	18,700
# of false alarms, hazardous material, and other miscellaneous receivables billed	16,631	13,609	14,000	14,000
\$ value of miscellaneous accounts receivable billed	\$31,302,695	\$36,044,724	\$40,000,000	\$40,100,000
Efficiency				
Accounting Division cost as a percentage (%) of total City expenditures	0.252%	0.328%	0.350%	0.350%
Effectiveness				
% of miscellaneous accounts receivable collected without use of private collection agencies	79.26%	79.00%	79.00%	79.00%

GENERAL FUND

FINANCE & MANAGEMENT SERVICES		FUND 11			
Accounting Division		Activity 171			
Object Code	LINE ITEM RESOURCES	ACTUAL FY 04-05	ACTUAL FY 05-06	PROJECTED FY 06-07	APPROVED FY 07-08
6111	Salaries & Wages-Regular	658,226	658,337	785,480	643,380
6131	Salaries & Wages-Temporary	8,727	22,796	27,380	35,880
6141	Salaries & Wages-Overtime	15,580	30,245	37,360	37,360
6151	Retirement Plan	6,029	51,966	59,850	52,245
6161	Medicare Insurance	5,152	6,017	6,670	6,480
6171	Employees Insurance	86,968	88,832	93,715	90,285
6172	Retiree Health Insurance	4,896	4,093	5,910	6,195
6181	Compensation Insurance	7,725	8,571	9,000	7,945
6191	Other Personnel Services	44,050	54,200	135,500	62,500
	SUBTOTAL PERSONNEL	837,353	925,057	1,160,865	942,270
6211	Communications	10,167	11,338	12,260	12,260
6221	Training & Transportation	2,639	8,699	20,000	20,000
6251	Other Agency Services	802	1,876	1,865	1,865
6291	Other Contractual Services	3,841	3,198	85,990	85,990
	SUBTOTAL CONTRACTUAL	17,449	25,111	120,115	120,115
6391	Operating Materials & Supplies	44,841	19,099	48,930	48,930
	SUBTOTAL COMMODITIES	44,841	19,099	48,930	48,930
6511	Equipment Rental, City	0	30	0	0
6521	Insurance (Risk Management)	6,580	6,970	7,390	7,835
6535	Customer Services Charge	0	0	(106,245)	(114,950)
6571	Building & Site Rental	31,160	31,160	33,100	34,755
	SUBTOTAL FIXED CHARGES	37,740	38,160	(65,755)	(72,360)
6641	Machinery & Equipment	964	143	0	0
6661	Computer Software	373	0	0	0
	SUBTOTAL CAPITAL	1,337	143	0	0
	TOTAL	938,720	1,007,570	1,264,155	1,038,955

Class Code	AUTHORIZED PERSONNEL	ADOPTED FY 06-07		APPROVED FY 07-08	
		Full Time	Part Time	Full Time	Part Time
1180	Assistant Director of Finance & Mgmt Svcs	0.60		0.35	
7490	Senior Accountant*	1.00		2.00	
1150	Accountant II **	3.00		4.00	
1140	Accountant I	2.00		2.00	
7280	Senior Accounting Assistant	2.00		2.00	
7010	Accounting Assistant	1.00		1.00	
9041	Account Clerk I		2.00		2.00
	TOTAL	9.60	2.00	11.35	2.00

1 Supervising Accountant charged to I.S. Strategic Plan Fund.
1 Senior Accountant charged to I.S. Strategic Plan Fund
1 Accountant II charged to Community Development Agency (CDA)

FY07-08 Allocation Changes:
**1 Senior Accountant transferred from CDA. Funding will remain in CDA.*
***1 Accountant II transferred CDA. Funding will remain in CDA.*

GENERAL FUND

FINANCE & MANAGEMENT SERVICES		PROGRAM		
Payroll Services		11-172		
Statement of Purpose				
<p><i>To process an accurate payroll that complies with all relevant tax and labor laws, and conforms to negotiated pay and benefits as identified in employee contracts.</i></p> <p>The payroll group provides accurate preparation, distribution and reporting of payroll, ensuring that employees are paid correctly, that all applicable vendors are paid correctly, and that all reporting requirements are met. Applicable vendors include PERS, deferred compensation program provider, unions, recipients of garnishment payments, charities and government taxing entities.</p>				
Accomplishments in FY 05-06 & FY 06-07				
<ul style="list-style-type: none"> * Implemented 9/80 work schedule for non-safety employees * Initiated Trimesterly Timekeeper Meetings * Upgraded to newest version of the HR/PR software * Implemented Deferred Compensation Loan Program 				
Action Plan for FY 2007-08				
<ul style="list-style-type: none"> * Implement Direct Deposit * Seek technical solutions and/or business practice changes to streamline processes * Develop Payroll Administrative Procedures Manual 				
PERFORMANCE MEASURES		Actual	Estimated	Objective
		FY 05-06	FY 06-07	FY 07-08
Service Level				
* Average # of payroll checks and direct deposits processed per pay period		2,144	2,175	2,175
* Average # of vendor checks processed per pay period		67	66	66
* Total # of months in year w/out an IRS Penalty		12	12	12
* Number of W-2s processed		2,439	2,394	2,394
* Number of corrected W-2s		1	0	0
<p>Note: A separate activity for payroll was created for FY 07-08.</p>				

GENERAL FUND

FINANCE & MANAGEMENT SERVICES					FUND	11
Payroll					Activity	172
Object Code	LINE ITEM RESOURCES	ACTUAL FY 04-05	ACTUAL FY 05-06	PROJECTED FY 06-07	APPROVED FY 07-08	
6111	Salaries & Wages-Regular	0	0	0	294,385	
6131	Salaries & Wages-Temporary	0	0	0	16,215	
6141	Salaries & Wages-Overtime	0	0	0	20,000	
6151	Retirement Plan	0	0	0	24,790	
6161	Medicare Insurance	0	0	0	4,505	
6171	Employees Insurance	0	0	0	41,030	
6172	Retiree Health Insurance	0	0	0	2,945	
6181	Compensation Insurance	0	0	0	3,840	
6191	Other Personnel Services	0	0	0	0	
	SUBTOTAL PERSONNEL	<u>0</u>	<u>0</u>	<u>0</u>	<u>407,710</u>	
6211	Communications	0	0	0	5,000	
6221	Training & Transportation	0	0	0	7,000	
6251	Other Agency Services	0	0	0	1,500	
6291	Other Contractual Services	0	0	0	0	
	SUBTOTAL CONTRACTUAL	<u>0</u>	<u>0</u>	<u>0</u>	<u>13,500</u>	
6391	Operating Materials & Supplies	0	0	0	1,000	
	SUBTOTAL COMMODITIES	<u>0</u>	<u>0</u>	<u>0</u>	<u>1,000</u>	
6571	Building & Site Rental	0	0	0	0	
	SUBTOTAL FIXED CHARGES	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	
6641	Machinery & Equipment	0	0	0	0	
	SUBTOTAL CAPITAL	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	
	TOTAL	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>422,210</u></u>	
Class Code	AUTHORIZED PERSONNEL	ADOPTED FY 06-07		APPROVED FY 07-08		
		Full Time	Part Time	Full Time	Part Time	
0190	Administrative Services Manager	0.00		0.22		
7410	Payroll Technician	0.00		3.00		
	Senior Payroll Technician*	0.00		1.00		
9070	Senior Clerical Aide		0.00	0.00	1.00	
	TOTAL	<u>0.00</u>	<u>0.00</u>	<u>4.22</u>	<u>1.00</u>	
<p><i>One (1) Payroll Systems Analyst funded thru the I.S. Strategic Plan Fund</i></p> <p><i>* One (1) Payroll Technician reallocated to a Senior Payroll Technician</i></p> <p><i>FY07-08 Allocation Changes:</i> <i>Admin Svs Mgr (.22) transferred from account 011-170</i> <i>Payroll Technician (3) transferred from account 011-170</i> <i>Payroll Technician (1) transferred from I.S. account 109-200</i></p>						

GENERAL FUND

FINANCE & MANAGEMENT SERVICES		PROGRAM		
Purchasing		11-173		
Statement of Purpose				
<p><i>To effectively provide quality economical products and services to City departments which are promptly priced, purchased, provided, and paid.</i></p> <p>This program provides centralized purchasing and accounts payable services for the City. Purchasing works with all City agencies to develop technical specifications, advertising and bidding procedures, and payment processing to ensure quality products and services are purchased while adhering to the City Charter and City Code requirements.</p>				
Accomplishments in FY 05-06 & FY 06-07				
<ul style="list-style-type: none"> * Greater use of City's webpage in the purchasing process * Updated and improved vendor database * Modernized Purchasing Code to implement e-Procurement * Updated vendor brochure "How to do Business with the City of Santa Ana" 				
Action Plan for FY 2007-08				
<ul style="list-style-type: none"> * Initiate process for accepting bids on-line * Take an active role in implementing new ERP software * Provide training to purchasing users in City agencies, based on revisions to the Purchasing Code 				
PERFORMANCE MEASURES	Actual	Actual	Estimated	Objective
	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Service Level				
Purchase material and services by preparing and reviewing specifications, evaluating and selecting vendors, and processing bids:				
Purchase Orders processed/paid	4,721	5,636	4,523	4,523
Direct Payment Vouchers processed/paid	14,429	13,088	14,262	14,262
Invoices paid	46,279	48,414	47,363	47,363
Request for Council Action				
# Prepared	174	182	175	140
Dollar Volume	\$18,636,796	\$ 17,730,504	\$ 18,589,226	\$ 16,730,303

GENERAL FUND

FINANCE & MANAGEMENT SERVICES					FUND	11
Purchasing					Activity	173
Object Code	LINE ITEM RESOURCES	ACTUAL FY 04-05	ACTUAL FY 05-06	PROJECTED FY 06-07	APPROVED FY 07-08	
6111	Salaries & Wages-Regular	555,926	561,543	696,105	665,845	
6131	Salaries & Wages-Temporary	64,583	59,320	77,395	115,740	
6141	Salaries & Wages-Overtime	14,860	13,762	14,435	14,435	
6151	Retirement Plan	5,856	44,885	59,450	50,805	
6161	Medicare Insurance	7,157	8,072	9,970	10,085	
6171	Employees Insurance	54,444	52,188	71,145	79,170	
6172	Retiree Health Insurance	3,905	3,650	5,710	6,660	
6181	Compensation Insurance	6,624	8,669	8,785	9,465	
6191	Other Personnel Services	0	14,785	0	4,900	
	SUBTOTAL PERSONNEL	<u>713,355</u>	<u>766,872</u>	<u>942,995</u>	<u>957,105</u>	
6211	Communications	10,163	10,476	11,585	11,585	
6221	Training & Transportation	555	1,596	4,105	7,105	
6251	Other Agency Services	2,002	714	5,030	3,030	
6291	Other Contractual Services	298	52,715	4,900	0	
	SUBTOTAL CONTRACTUAL	<u>13,018</u>	<u>65,501</u>	<u>25,620</u>	<u>21,720</u>	
6391	Operating Materials & Supplies	12,238	8,850	15,000	14,000	
	SUBTOTAL COMMODITIES	<u>12,238</u>	<u>8,850</u>	<u>15,000</u>	<u>14,000</u>	
6521	Insurance (Risk Management)	6,575	6,970	7,390	7,835	
6571	Building & Site Rental	40,355	44,750	47,540	49,915	
	SUBTOTAL FIXED CHARGES	<u>46,930</u>	<u>51,720</u>	<u>54,930</u>	<u>57,750</u>	
6641	Machinery & Equipment	0	1,748	0	0	
6661	Computer Software	188	0	0	0	
	SUBTOTAL CAPITAL	<u>188</u>	<u>1,748</u>	<u>0</u>	<u>0</u>	
	TOTAL	<u><u>785,729</u></u>	<u><u>894,691</u></u>	<u><u>1,038,545</u></u>	<u><u>1,050,575</u></u>	

Class Code	AUTHORIZED PERSONNEL	ADOPTED FY 06-07		APPROVED FY 07-08	
		Full Time	Part Time	Full Time	Part Time
0190	Administrative Services Manager	0.43		0.43	
1180	Assistant Director of Finance & Mgmt Svcs	0.10		0.10	
0150	Senior Management Analyst	0.50		0.00	
1340	Purchasing Supervisor	0.50		1.00	
1350	Buyer *	4.00		3.50	
7280	Senior Accounting Assistant	1.00		1.00	
7009	Accounts Payable Supervisor	1.00		1.00	
7010	Accounting Assistant	1.00		1.00	
0547	Purchasing Specialist	1.00		1.00	
7330	Senior Office Assistant	1.00		1.00	
9070	Senior Clerical Aide		1.00		1.00
9120	Data Entry Clerk		0.00		1.00
0270	Assistant Buyer (PTCS)		1.00		1.00
	TOTAL	<u>10.53</u>	<u>2.00</u>	<u>10.03</u>	<u>3.00</u>

* .50 of a Buyer is charged to the I.S. Strategic Plan fund.
 * .50 Sr. Management Analyst transferred to Management and Support Services 011-170.

GENERAL FUND

FINANCE & MANAGEMENT SERVICES		PROGRAM		
Treasury & Municipal Utility Services		11-175		
Statement of Purpose				
<p><i>To provide for the receipt, custody and investment of City funds in a prompt and courteous manner through sound and prudent policies.</i></p> <p>This program is responsible for the receipt, custody and recordation of all revenues, and for managing the City's investment portfolio and the debt service on City bond issues. Treasury staff bills and collects several of the City's major revenues such as business licenses, dog licenses, utility users tax, hotel visitor tax, paramedic subscriptions, and municipal utility user charges. Municipal Utility Services (MUS) staff handles water meter reading and water turn-ons and turn-offs.</p>				
Accomplishments in FY 2006-07				
<ul style="list-style-type: none"> * Analysis completed with recommendations approved for implementation of on-line electronic payment of municipal utility services. * Analysis completed with recommendations approved for revenue auditing program(s) to secure all revenues belonging to the City. 				
Action Plan for FY 2007-08				
<ul style="list-style-type: none"> * Implement on-line electronic payment of municipal utility services. * Implement recommendation for auditing program(s) to secure all revenues. * Complete analysis and make recommendations for implementation of on-line or electronic payment of licensing and taxing programs. 				
PERFORMANCE MEASURES	Actual	Actual	Estimated	Objective
	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Service Level				
# of business tax accounts	24,810	25,108	25,400	25,400
# of hotel visitor's tax reports processed	480	483	483	483
# of dog licenses	12,026	11,634	12,000	12,000
# of MUS bills processed	271,416	272,431	273,000	273,000
# of water meters read	266,490	267,036	267,500	267,500
# of customers served at cashier counters	93,598	100,625	101,000	101,000
# of delinquent MUS accounts turned off	1,534	2,071	2,000	2,000
# of utility user tax remittances	2,508	2,460	2,500	2,500
# of utility user max tax remittances	37	35	37	37
# of paramedic payments processed	4,618	4,004	4,000	4,000
# of parking citations payments processed	11,948	14,800	14,000	14,000
# of MAR payments processed	12,322	10,039	10,000	10,000
Efficiency				
Average Meter Reader reads per day	550	550	550	550
Effectiveness				
% of payments received and processed same day	100%	100%	100%	100%
% of available funds invested	100%	100%	100%	100%

GENERAL FUND

FINANCE & MANAGEMENT SERVICES		FUND 11			
Treasury & Customer Service		Activity 175			
Object Code	LINE ITEM RESOURCES	ACTUAL FY 04-05	ACTUAL FY 05-06	PROJECTED FY 06-07	APPROVED FY 07-08
6111	Salaries & Wages-Regular	1,308,580	1,302,555	1,399,270	1,574,430
6131	Salaries & Wages-Temporary	153,799	167,295	231,605	192,865
6141	Salaries & Wages-Overtime	7,626	12,321	22,280	22,280
6151	Retirement Plan	12,440	102,288	122,805	136,065
6161	Medicare Insurance	17,353	18,075	20,025	21,900
6171	Employees Insurance	172,165	166,287	177,520	218,415
6172	Retiree Health Insurance	9,081	9,578	12,415	15,785
6181	Compensation Insurance	23,255	24,941	27,335	30,735
6191	Other Personnel Services	10,452	4,046	2,430	2,430
	SUBTOTAL PERSONNEL	<u>1,714,751</u>	<u>1,807,386</u>	<u>2,015,685</u>	<u>2,214,905</u>
6211	Communications	25,256	27,999	21,050	30,000
6221	Training & Transportation	2,812	3,255	5,295	5,295
6241	Janitorial & Housekeeping	0	0	200	0
6251	Other Agency Services	616	576	1,450	1,450
6281	M&R Machinery & Equipment	3,725	4,087	4,560	4,560
6291	Other Contractual Services	171,081	141,016	242,055	275,020
6294	Lease Payments	55,795	55,643	55,825	55,905
	SUBTOTAL CONTRACTUAL	<u>259,286</u>	<u>232,576</u>	<u>330,435</u>	<u>372,230</u>
6391	Operating Materials & Supplies	232,421	240,394	259,660	259,660
	SUBTOTAL COMMODITIES	<u>232,421</u>	<u>240,394</u>	<u>259,660</u>	<u>259,660</u>
6511	Equipment Rental, City	37,115	37,115	39,130	41,085
6521	Insurance (Risk Management)	6,575	6,970	7,390	7,835
6535	Customer Services	(1,618,625)	(1,618,625)	(1,639,180)	(1,809,020)
6571	Building & Site Rental	63,555	63,555	67,515	70,890
	SUBTOTAL FIXED CHARGES	<u>(1,511,380)</u>	<u>(1,510,985)</u>	<u>(1,525,145)</u>	<u>(1,689,210)</u>
6641	Machinery & Equipment	0	1,938	0	0
6661	Computer Software	0	0	0	0
	SUBTOTAL CAPITAL	<u>0</u>	<u>1,938</u>	<u>0</u>	<u>0</u>
6771	Capitalized Lease Obligation	16,695	16,694	0	0
	SUBTOTAL DEBT SERVICE	<u>16,695</u>	<u>16,694</u>	<u>0</u>	<u>0</u>
	TOTAL	<u><u>711,773</u></u>	<u><u>788,003</u></u>	<u><u>1,080,635</u></u>	<u><u>1,157,585</u></u>

Class Code	AUTHORIZED PERSONNEL	ADOPTED FY 06-07		APPROVED FY 07-08	
		Full Time	Part Time	Full Time	Part Time
1170	Treasury Manager	1.00		1.00	
1180	Assistant Director of Finance & Mgmt Svcs	0.10		0.10	
1720	Management Analyst	1.00		1.00	
1870	Revenue & Contract Compliance Auditor	1.00		1.00	
7020	Treasury Services Supervisor	1.00		1.00	
1090	Revenue Supervisor	1.00		1.00	
1240	Business Tax Collector/Inspector	2.00		2.00	
7280	Senior Accounting Assistant	1.00		1.00	
1220	Customer Service Representative	12.00	8.00	12.00	5.00
1210	Meter Reader Collector	5.00		5.00	
7680	Revenue Processing Assistant	1.00		1.00	
9775	Municipal Utility Reader-Collector		1.00		1.00
9120	Data Entry Clerk		2.00		2.00
8600	Student Intern		1.00		1.00
	TOTAL	<u>26.10</u>	<u>12.00</u>	<u>26.10</u>	<u>9.00</u>

GENERAL FUND

FINANCE & MANAGEMENT SERVICES		PROGRAM		
Information Services		11-179		
Statement of Purpose				
<p><i>To provide timely and accurate management information; storage, retrieval, analysis of data employing microcomputers, servers and mainframe computers connected via local and wide area networks; and telephone facsimile services -- services all designed to improve the productivity and effectiveness of the City's operating departments.</i></p> <p>The Information Services division acts as an information center providing technology assistance to City departments in the design, development and implementation of the City's information management systems. Information Services staff support over 2000 plus end-users, 600 mainframe-based application programs, three client/server-based and three web-based Enterprise business systems; the City's wide area network with connection to the Internet; seven department local area networks; 120 servers in two data centers with 24 tera bytes of data capacity, 150+ managed network switches and routers, first/second line support to over 700/2100 microcomputer systems/devices, and 100 high speed data circuits.</p>				
Accomplishments in FY 05-06 & FY 06-07				
<ul style="list-style-type: none"> * 100% on-time system performance for payroll/housing assistance/vendor checks, utility bills, and business licenses. * Provided management and administrative support of the Police Department's Data Center and the City's Data Center. * Configured/supported 67 Blackberry handheld devices and administered the City's Blackberry Enterprise Server. * Configured and supported new Microsoft Mobile Data Devices for City Councilmembers. * Configured/installed 149 microcomputers, printers & scanners (five of which were for new ACM & Councilmembers). * Upgraded all networked devices to handle change in Daylight Savings Time avoiding any impact to City operations. * Created a new patron tracking application for the Library computer labs. * Provided infrastructure & support for both SAFD sponsored EOC and the SAPD Departmental Operations Center. * Increased wireless data usage to all marked Police cars and Fire apparatus. 				
Action Plan for FY 2007-08				
<ul style="list-style-type: none"> * Continue to provide superior technology support to the City Councilmembers and City Executives. * Continue programming and computer operations support for key City business systems, including the payroll, financial, business license, and property information systems. * Support technology-based Homeland Security initiatives. * Continue efforts to proactively manage enterprise wide area network and local area networks to preclude downtime. * Manage network bandwidth to accommodate increasing computer-based activities as part of City operations. * Upgrade the Risk Management System. * Major upgrade to the Library's TLC system, includes enhanced functionality to allow users to create their own reports. * Partner with the Library to successfully enhance the youth services' tutor labs. * Complete joint effort with SAPD to implement integrated Jail Management System. * Increase reliability and speed of wireless data network & upgrade data backup capabilities for more protection. * Remodel the Data Center to provide reliable environmental infrastructure and to better utilize space. 				
PERFORMANCE MEASURES	Actual	Actual	Estimated	Objective
	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Service Level				
Total # of software systems maintained	51	51	51	52
# of mainframe-based software source and object code programs maintained	1,380	1,380	1,380	1,380
# of mobile data access devices supported: Blackberry/mobile PC's			150 / 202	150 / 250
Volume of data stored and managed	24 TB	26 TB	43 TB	40 TB
# of networked devices supported: first + second level	2,079	2,133	2,133	2,200
# of domains/network subnets supported	4/157	3/165	4/158	2/165
# of micro computer service requests	1,500	1,750	1,309	1,500
Efficiency: Network uptime percentage	99.95%	99.95%	99.95%	99.95%

GENERAL FUND

FINANCE & MANAGEMENT SERVICES		FUND 11			
Information Services		Activity 179			
Object Code	LINE ITEM RESOURCES	ACTUAL FY 04-05	ACTUAL FY 05-06	PROJECTED FY 06-07	APPROVED FY 07-08
6111	Salaries & Wages-Regular	859,858	829,705	970,165	975,645
6141	Salaries & Wages-Overtime	316	1,220	41,000	36,000
6151	Retirement	8,349	64,811	79,490	80,140
6161	Medicare Insurance	11,461	10,960	13,125	13,240
6171	Employees Insurance	84,757	84,431	96,580	109,965
6172	Retiree Health Insurance	6,254	6,405	8,095	9,755
6181	Compensation Insurance	10,476	10,722	12,805	13,750
6191	Other Personnel Services	0	0	41,845	0
	SUBTOTAL PERSONNEL	<u>981,471</u>	<u>1,008,253</u>	<u>1,263,105</u>	<u>1,238,495</u>
6211	Communications	37,487	41,965	24,000	61,230
6221	Training & Transportation	3,547	9,170	31,450	41,225
6251	Other Agency Services	1,087	1,807	7,720	7,720
6291	Other Contractual Services	374,085	241,863	466,070	465,630
	SUBTOTAL CONTRACTUAL	<u>416,206</u>	<u>294,805</u>	<u>529,240</u>	<u>575,805</u>
6391	Operating Materials & Supplies	29,257	31,811	61,030	30,500
	SUBTOTAL COMMODITIES	<u>29,257</u>	<u>31,811</u>	<u>61,030</u>	<u>30,500</u>
6511	Equipment Rental, City	1,225	18,600	1,475	0
6521	Insurance (Risk Management)	6,575	6,970	7,390	7,835
6534	Charges to Other Departments	(430,560)	(430,560)	(430,560)	(430,560)
6571	Building & Site Rental	76,740	86,740	92,145	96,750
	SUBTOTAL FIXED CHARGES	<u>(346,020)</u>	<u>(318,250)</u>	<u>(329,550)</u>	<u>(325,975)</u>
6641	Machinery & Equipment	460	13,854	0	0
6661	Computer Software	0	4,665	0	0
	SUBTOTAL CAPITAL	<u>460</u>	<u>18,519</u>	<u>0</u>	<u>0</u>
	TOTAL	<u>1,081,375</u>	<u>1,035,138</u>	<u>1,523,825</u>	<u>1,518,825</u>

Class Code	AUTHORIZED PERSONNEL	ADOPTED FY 06-07		APPROVED FY 07-08	
		Full Time	Part Time	Full Time	Part Time
0960	Information Services Manager	0.25		0.25	
1180	Assistant Director of Finance & Mgmt Svcs	0.10		0.10	
1330	Computer Operations Coordinator	1.00		1.00	
2660	Applications Systems Manager	1.00		0.95	
2630	Principal Programmer Analyst	7.00		7.00	
0020	Micro Systems Technician	1.00		1.00	
1440	Computer Operator	1.00		1.00	
2670	Information Services Representative	0.50		0.50	
	TOTAL	<u>11.85</u>		<u>11.80</u>	