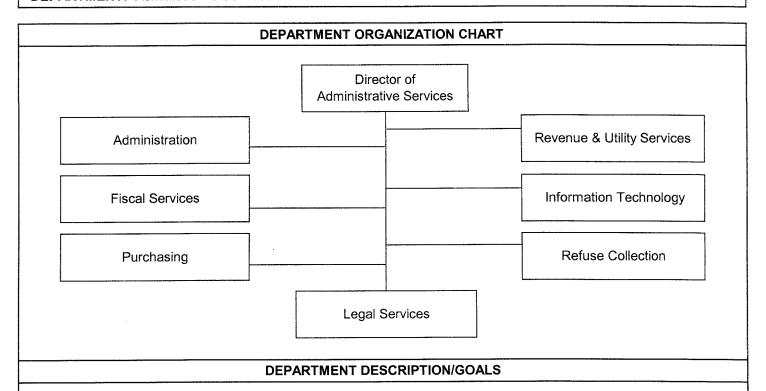
**DEPARTMENT:** Administrative Services



The Administrative Services Department provides an extensive number of financial and other services to both City departments and citizens of the community, including budget administration, accounting and financial reporting, Water Utility billing and collections, business registration, purchasing, printing, and investment of City and Redevelopment Agency funds. The department also has responsibility for administration of many City contracts, including those for computer services, refuse collection and processing, and legal services.

#### Goals

Provide a high level of customer service.

Administer and collect the full amount of revenues due the City, including Water Utility, business and general tax revenues, and a variety of departmental fees.

Invest the City and Redevelopment Agency portfolios consistent with the City Investment Policy, which stresses safety and liquidity.

Produce monthly financial reports for use by the City Council, City Manager, and the departments.

Provide timely and effective support services for City departments, such as payroll, accounts payable, purchasing, printing, Information Technology support, and legal services.

Prepare in a timely manner the annual operating budget and year-end financial report.

Incorporate proven technologies and changes in procedures into the department's operations to enhance customer service, increase efficiency, and reduce costs.

**DEPARTMENT:** Administrative Services

	DEPA	RTMENT SUMM	ARY	, , , , , , , , , , , , , , , , , , ,	77700
	2007-08 <u>Actual</u>	2008-09 <u>Budget</u>	2008-09 Estimated	2009-10 <u>Adopted</u>	2010-11 Adopted
Regular Employees Nonregular Hours	41.3 * 560	41.3 * 1,400	41.3 * 600	41.3 <i>*</i> 770	41.3 * 400
Salaries & Benefits Maintenance & Support Capital Outlay Subtotal Less Allocations Total Operating Budget	\$3,223,012 13,273,642 436,183 16,932,837 (2,579,924) \$14,352,913	\$3,699,860 13,998,974 759,400 18,458,234 (2,839,640) \$15,618,594	\$3,570,240 13,740,080 505,000 17,815,320 (2,827,320) \$14,988,000	\$3,660,180 14,034,980 197,470 17,892,630 (3,070,880) \$14,821,750	\$3,668,380 14,358,480 210,800 18,237,660 (3,159,130) \$15,078,530
A CONTRACTOR OF THE CONTRACTOR	DEPART	MENT FUND AN	ALYSIS	7	
Fund No. and Title		10-8-10-10-10-10-10-10-10-10-10-10-10-10-10-		2009-10 Adopted	2010-11 Adopted
<ul> <li>10 - General</li> <li>58 - Debt Service Reserve</li> <li>74 - Capital Projects</li> <li>44 - Water</li> <li>46 - Refuse Collection</li> <li>63 - Central Services</li> <li>66 - Group Insurance</li> <li>68 - Information Technology</li> </ul>				\$2,753,750 353,410 143,550 1,746,300 9,781,750 378,910 11,550 2,426,610	\$2,805,490 353,400 147,950 1,762,300 9,972,150 381,550 11,550 2,508,940
Subtotal				17,595,830	17,943,330
Less Allocations:					
10 - General 74 - Capital Projects 63 - Central Services 66 - Group Insurance 68 - Information Technology  Total City				(48,950) (143,550) (378,910) (11,550) (2,487,920)	(49,430) (147,950) (381,550) (11,550) (2,568,650)
89 - Redevelopment Administrati	on			296,800	294,330
Total	<b></b>			\$14,821,750	\$15,078,530
*Includes 1.0 limited-term position	on.				

**DEPARTMENT:** Administrative Services

DEPARTMENT PERSONNEL SUMMARY							
Position Classification	2007-08 <u>Actual</u>	2008-09 Budget	2008-09 Estimated	2009-10 Adopted	2010-11 Adopted		
r osition classification	<del></del>	<del></del>			Adopted		
	<u>_</u> F	Regular Employee	s - Full-Time Equi	valent Positions			
Director of Administrative Services	1.0	1.0	1.0	1.0	1.0		
Information Technology Manager	1.0	1.0	1.0	1.0	1.0		
City Treasurer/Revenue & Utility							
Services Manager	1.0	1.0	1.0	1.0	1.0		
Fiscal Services Manager	1.0	1.0	1.0	1.0	1.0		
Information Systems Project/							
Programmer Manager	1.0	1.0	1.0	1.0	1.0		
Purchasing Manager	1.0	1.0	1.0	1.0	1.0		
Accounting Supervisor	1.0	1.0	1.0	1.0	1.0		
Budget Analyst	1.0	1.0	1.0	1.0	1.0		
Utility Services Supervisor	1.0	1.0	1.0	1.0	1.0		
Network Specialist	1.0	1.0	1.0	1.0	1.0		
Geographic Information							
Systems Specialist	1.0	1.0	1.0	1.0	1.0		
Accountant II	3.0 *	3.0 */**	3.0 */**	3.0 */**	3.0 */**		
Webmaster	0.5	0.5	0.5	0.5	0.5		
Buyer	1.0	1.0	1.0	1.0	1.0		
Lead Customer Service							
Rep Utility Services	1.0	1.0	1.0	1.0	1.0		
Revenue Specialist	1.0	1.0	1.0	1.0	1.0		
Water Utility Services Lead Worker	1.0	1.0	1.0	1.0	1.0		
Payroll Technician	1.0	1.0	1.0	1.0	1.0		
Administrative Assistant I	1.0	1.0	1.0	1.0	1.0		
Information Systems Assistant	1.0 ***	1.0 ***	1.0 ***	1.0 ***	1.0 ***		
Utility Systems Specialist	1.0	1.0	1.0	1.0	1.0		
Reprographic Technician	1.5	1.5	1.5	1.5	1.5		
Account Clerk III	1.0	1.0	1.0	1.0	1.0		
Sr. Customer Service Rep.	2.0 ****	2.0 ****	2.0 ****	2.0 ****	2.0 ****		
Water Services Worker	4.0	4.0	4.0	4.0	4.0		
Account Clerk II	4.0	4.0	4.0	4.0	4.0		
Clerical Assistant III	1.0	1.0	1.0	1.0	1.0		
Customer Service Rep.	5.3	5.3	5.3	5.3	5.3		
Total Regular Employees	41.3	41.3	41.3	41.3	41.3		
	_	Nonreç	gular Employees -	Hours			
Total Nonregular Hours	560	1 400	600	770	400		
Total Nonregular Hours =	560	1,400	600	770	400		

<sup>\*</sup>One Accountant II position underfilled by an Accountant I.

<sup>\*\*</sup>Includes 1.0 limited-term position filling an authorized position.

<sup>\*\*\*</sup>Includes 1.0 limited-term position.

<sup>\*\*\*\*</sup>Underfilled by 2.0 Customer Service Representatives.

**DEPARTMENT:** Administrative Services **PROGRAM:** 2161 Administration

## PROGRAM DESCRIPTION/GOALS

The Administration Program is responsible for management of the department's divisions and coordination with other City departments. It establishes policies and procedures for the overall direction of the department and provides administrative and secretarial support for the various programs.

# <u>Goals</u>

Provide sound policy direction, leadership, and overall management of the department.

Provide timely information to the City Manager and City Council on financial issues and economic trends that may affect the City.

alleren : 1 Marie : 1 Mari	PROGRAM SUMMARY								
	2007-08 <u>Actual</u>	2008-09 <u>Budget</u>	2008-09 Estimated	2009-10 <u>Adopted</u>	2010-11 Adopted				
Regular Employees Nonregular Hours	2.0	2.0	2.0	2.0	2.0				
Salaries & Benefits	\$289,845	\$335,070	\$291,140	\$327,690	\$298,500				
Maintenance & Support	31,286	35,210	31,500	27,050	27,520				
Capital Outlay									
Subtotal	321,131	370,280	322,640	354,740	326,020				
Less Allocations	(30,581)	(31,730)	(31,270)	(37,420)	(34,810				
Total Operating Budget	\$290,550	\$338,550	\$291,370	\$317,320	\$291,210				
	PRO	GRAM REVENU	ES						
	2007-08	2008-09	2008-09	2009-10	2010-11				
Revenue Source	<u>Actual</u>	<u>Budget</u>	<u>Estimated</u>	Adopted	<u>Adopted</u>				
General Fund Contrib.	\$201,602	\$229,910	\$202,160	\$217,450	\$201,590				
Water Fund Contrib.	53,962	64,150	54,440	62,430	56,000				
IT Support Fees	18,850	19,660	19,660	25,530	22,920				
Costs Allocated to									
Various Departments	(18,850)	(19,660)	(19,660)	(25,530)	(22,920				
IT Fund Contrib.	2,684	6,000	1,920	·	•				
Redev. Fund Contrib.	32,302	38,490	32,850	37,440	33,620				
Total	\$290,550	\$338,550	\$291,370	\$317,320	\$291,210				

DEPARTMENT: Administrative Services PROGRAM: 2161 Administration

#### **PROGRAM OBJECTIVES**

Submit accurate periodic financial reports to the City Council.

Complete annual independent audits of the City and Redevelopment Agency by mid-November.

Invest City and Redevelopment Agency funds in accordance with state laws and City of Fullerton Investment Policy.

Continue to evaluate the application of technology to department operations to reduce costs, increase efficiency, and provide better service.

Ensure that at least 80 percent of objectives are attained.

#### **PROGRAM PERFORMANCE MEASURES**

 Performance/
 2007-08
 2008-09
 2008-09
 2009-10
 2010-11

 Workload Measures
 Actual
 Budget
 Estimated
 Adopted
 Adopted

Workload measures appear in the other programs.

**DEPARTMENT**: Administrative Services **PROGRAM**: 2163 Fiscal Services

#### PROGRAM DESCRIPTION/GOALS

The Fiscal Services Program includes both the Budget and Accounting functions. Fiscal Services provides a wide range of accounting and financial services, including payroll, accounts payable/receivable, general accounting services, and coordinating the preparation of the City's two-year budget. Fiscal Services also provides financial information and reports to management, City staff, and other governmental entities. Fiscal Services is responsible for the preparation of the City's Comprehensive Annual Financial Report, the Budget which represents the City's detailed financial management plan, the Annual Report of the Redevelopment Agency, and a number of other reports to federal, state, and county governments.

### Goals

Provide a high level of timely and accurate financial services, accounting information, and reports to City Council/City Manager/departments and other governmental agencies within established guidelines, regulations, and federal, state, and local laws.

Provide comprehensive accounting and financial services to the City and the Fullerton Redevelopment Agency.

PROGRAM SUMMARY									
	2007-08 <u>Actual</u>	2008-09 <u>Budget</u>	2008-09 Estimated	2009-10 Adopted	2010-11 <u>Adopted</u>				
Regular Employees Nonregular Hours	12.0	12.0 1,000	12.0 200	12.0 370	12.0				
Salaries & Benefits Maintenance & Support Capital Outlay	\$920,436 1,349,357	\$1,129,670 1,560,600	\$1,052,720 1,105,810	\$1,070,690 1,026,730	\$1,084,100 1,080,550				
Subtotal Less Allocations Total Operating Budget	2,269,793 (45,370) \$2,224,423	2,690,270 (142,090) \$2,548,180	2,158,530 (136,130) \$2,022,400	2,097,420 (135,550) \$1,961,870	2,164,650 (140,380) \$2,024,270				

PROGRAM REVENUES									
	2007-08	2008-09	2008-09	2009-10	2010-11				
Revenue Source	<u>Actual</u>	<u>Budget</u>	Estimated	<u>Adopted</u>	<u>Adopted</u>				
Police Alarm Permits	\$72,371	\$74,270	\$73,170	\$74,660	\$75,320				
Interest Income (TRAN)	406,033	275,000							
Premium on Bond Sales (TRAN)	103,125	103,000	94,000	90,000	90,000				
General Fund Contrib.	1,031,424	1,417,320	1,185,800	1,118,570	1,177,580				
Debt Service Fund Contrib.	323,949	353,410	353,410	353,410	353,400				
Capital Projects Support Costs		93,320	89,740	88,850	93,200				
Costs Alloc. to Cap. Proj. Fund		(93,320)	(89,740)	(88,850)	(93,200)				
Water Fund Contrib.	55,656	69,570	66,690	72,770	74,160				
Redev. Fund Contrib.	231,865	255,610	249,330	252,460	253,810				
Total =	\$2,224,423	\$2,548,180	\$2,022,400	\$1,961,870	\$2,024,270				

**DEPARTMENT:** Administrative Services | **PROGRAM:** 2163 Fiscal Services

#### **PROGRAM OBJECTIVES**

Submit accurate and complete reports to state and federal agencies within established legal deadlines and legal requirements.

Prepare and implement the City's 2009-11 two-year budget.

Submit error-free reports to federal and state taxing agencies.

Prepare general and payroll checks/direct deposits on schedule 100 percent of the time, with an error rate of less than one-half of one percent.

Submit accurate financial reports to City Council each month, and the annual report no later than the second Council meeting in December.

Monitor monthly revenue and expenditure reports to identify significant budget deviations and update fiscal forecasts.

Process invoices for reimbursable Fire and Police services; damage to City property; fats, oils, and grease permit fees; Airport hangar and tie-down rentals; and capital projects reimbursements, with the objective of collecting all amounts due to the City.

Submit to City Council the City and Redevelopment Agency's annual reports that implement Governmental Accounting Standards Board (GASB) pronouncements.

Complete the testing and installation of the Human Resources and Payroll component of the new Enterprise Resource Planning (ERP) system with a "go live" date of July 1, 2009, as well as continue testing the General Ledger component of the system.

Provide employees online access to individual payroll information and ability to make changes to deductions and contributions.

PROGRAM PERFORMANCE MEASURES								
Performance/	2007-08	2008-09	2008-09 Estimated	2009-10 Adopted	2010-11			
Workload Measures	<u>Actual</u>	Budget	Estimated	Adopted	Adopted			
Payroll transactions	23,199	22,500	23,000	23,000	23,000			
Accuracy rate	100.0%	99.8%	99.8%	99.8%	99.8%			
Cost to process one								
payroll transaction (avg.)	\$5.39	\$5.94	\$5.94	\$5.37	\$5.43			
General and library checks/								
direct deposits	11,837	13,000	12,000	12,500	13,000			
Accuracy rate	99.8%	99.8%	99.8%	99.8%	99.8%			
Cost to produce one general								
check/direct deposit (avg.)	\$9.44	\$10.65*	\$9.81	\$9.96	\$10.02			
Invoices billed	8,035	6,500	7,000	7,000	7,000			
Amount billed	\$10,546,223	\$5,000,000	\$18,500,000	\$7,000,000	\$7,000,000			
Amount sent to collection								
agencies as a % of								
amount billed	0.4%	1.0%	1.0%	1.0%	1.0%			
New Police alarm permits		•						
issued	519	600	485	500	500			
Total Police alarm permits	4,695	4,600	4,600	4,600	4,600			
False alarms	4,406	4,500	4,300	4,400	4,500			
*Adopted budget reflected incor	rect amount of \$9.1	n						
Adopted budget reflected incom	cor amount or \$3.1	<u>v.</u>						

DEPARTMENT: Administrative Services PROGRAM: 2164 Purchasing

#### PROGRAM DESCRIPTION/GOALS

The Purchasing Program provides a wide range of services that support the operating needs of City departments, including contracting for supplies, equipment, and services at competitive costs. Reprographic and mail services are also the responsibility of this program.

### Goals

Provide efficient and effective procurement of quality supplies, equipment, and services for the City's operating departments at competitive prices.

Provide high-quality, in-house reprographic and mail services to the City's operating departments.

Join with other public agencies in cooperative procurement programs to reduce costs wherever possible.

PROGRAM SUMMARY								
	2007-08 Actual	2008-09 Budget	2008-09 Estimated	2009-10 Adopted	2010-11 Adopted			
	Actual	Duuget	Latimated	Adopted	Adopted			
Regular Employees	4.5	4.5	4.5	4.5	4.5			
Nonregular Hours								
Salaries & Benefits	\$356,152	\$376,030	\$366,670	\$378,670	\$381,120			
Maintenance & Support	274,666	341,840	322,700	309,010	310,870			
Capital Outlay								
Subtotal	630,818	717,870	689,370	687,680	691,990			
Less Allocations	(321,044)	(371,300)	(365,400)	(380,820)	(383,460)			
Total Operating Budget	\$309,774	\$346,570	\$323,970	\$306,860	\$308,530			
	PRO	GRAM REVENU	ES					
	2007-08	2008-09	2008-09	2009-10	2010-11			
Revenue Source	<u>Actual</u>	<u>Budget</u>	<b>Estimated</b>	Adopted	<u>Adopted</u>			
General Fund Contrib.	\$309,774	\$346,570	\$323,970	\$306,860	\$308,530			
Central Svcs. Fund Costs	319,177	369,320	363,510	378,910	381,550			
Costs Allocated to	•							
Various Departments	(319,177)	(369,320)	(363,510)	(378,910)	(381,550)			
Total	\$309,774	\$346,570	\$323,970	\$306,860	\$308,530			

DEPARTMENT: Administrative Services PROGRAM: 2164 Purchasing

### **PROGRAM OBJECTIVES**

Provide courteous and professional customer service to operating departments.

Maintain current goal of five-day turnaround time or less on requisitions and purchase orders 90 percent of the time.

Negotiate early payment discounts and assist Accounts Payable in obtaining discounts. Goal: \$35,000.

Maintain the current goal of providing 24-hour turnaround 90 percent of the time for photocopy services for jobs up to 1,000 copies of one document.

Ensure that internal charges for printing services remain competitive for comparable service with the private sector.

Explore additional contracts to provide online ordering from approved catalogs and vendors.

PROGRAM PERFORMANCE MEASURES								
Performance/ Workload Measures	2007-08 <u>Actual</u>	2008-09 <u>Budget</u>	2008-09 Estimated	2009-10 <u>Adopted</u>	2010-11 <u>Adopted</u>			
Purchase requisitions	2,413	2,100	2,100	2,100	2,000			
Written purchase orders	1,270	1,100	1,050	1,100	1,100			
Verbal purchase orders	507	450	450	450	450			
Xerox 6100 impressions	1,664,383	2,000,000	1,600,000	1,600,000	1,600,000			
Pieces of mail metered	157,511	160,000	160,000	160,000	160,000			
Early payment discounts	\$37,345	\$25,000	\$35,000	\$35,000	\$35,000			
Photocopy cost per page	\$0.08	\$0.08	\$0.08	\$0.08	\$0.08			

### PROGRAM DESCRIPTION/GOALS

The primary Revenue responsibilities are investment of the City and Redevelopment Agency monies; establishment and maintenance of banking/broker relationships and accounts; administration of the business registration program; and the collection of the transient occupancy taxes, oil extraction taxes, and airport fixed-based (FBO) leases, including other revenue-producing contracts. The state-mandated (SB 90) cost reimbursement program is also part of the division.

The primary Utility Services responsibilities are administration of the citywide water accounts including customer service, meter reading, billing and collection; management of the franchise agreements for refuse, gas, and electricity; centralized cashiering; providing telephone answering services for City Hall and functioning as the main reception desk. The division also handles the paramedic subscription and donation programs.

#### Goals

Invest City and Redevelopment Agency funds, maximizing safety, liquidity, and yield. Evaluate cash flow on a daily basis to ensure sufficient liquidity to meet current and future operating needs. Direct and review procedures to ensure the City's cash is handled properly and deposited timely. Maximize interest earnings by utilizing a prudent investment strategy that complies with state law and the adopted Investment Policy. Receipt the City and Redevelopment Agency's revenues in a timely and accurate manner. Continue outreach strategies to ensure business registration compliance. Provide timely and accurate meter reading and water billing of the City's water customers. Administer the City's franchise agreements to maximize revenue and ensure compliance with the City's ordinances. Oversee the City's statemandated (SB 90) cost reimbursement program to secure full compensation. Promote positive customer service relations.

PROGRAM SUMMARY								
	2007-08 <u>Actual</u>	2008-09 <u>Budget</u>	2008-09 Estimated	2009-10 <u>Adopted</u>	2010-11 <u>Adopted</u>			
Regular Employees Nonregular Hours	17.3	17.3	17.3	17.3	17.3			
Salaries & Benefits	\$1,064,977	\$1,214,840	\$1,215,460	\$1,228,390	\$1,243,360			
Maintenance & Support	622,970	676,340	722,300	723,970	735,770			
Capital Outlay	11,464	5,000	5,000	5,000	5,000			
Subtotal	1,699,411	1,896,180	1,942,760	1,957,360	1,984,130			
Less Allocations								
Total Operating Budget	\$1,699,411	\$1,896,180	\$1,942,760	\$1,957,360	\$1,984,130			
	PRO	GRAM REVENU	ES					
	2007-08	2008-09	2008-09	2009-10	2010-11			
Revenue Source	<u>Actual</u>	<u>Budget</u>	Estimated	<u>Adopted</u>	<u>Adopted</u>			
Business License Review	\$7,558	\$6,800	\$6,500	\$6,550	\$6,550			
General Fund Contrib.	322,327	354,240	343,000	339,710	345,440			
Water Fund Contrib.	1,369,526	1,535,140	1,593,260	1,611,100	1,632,140			
Total	\$1,699,411	\$1,896,180	\$1,942,760	\$1,957,360	\$1,984,130			

DEPARTMENT: Administrative Services PROGRAM: 2165 Revenue & Utility Services

#### **PROGRAM OBJECTIVES**

#### **REVENUE**

Administer the City's investments in a sound and efficient manner that is consistent with the City's Investment Policy.

Invest up to 99 percent of idle cash available to increase interest earnings while maintaining an adequate cash flow to meet daily operating expenses.

Collect and process all tax filings (business, transient occupancy, oil extraction) and manage the revenue contracts (fixed-based operators, rents) as scheduled, and use appropriate follow-up methods on any late filings.

Coordinate SB 90 activities with all departments to ensure timely filing of state-mandated cost reimbursement claims.

Monitor sales tax to identify significant trends that may affect revenues.

### **UTILITY SERVICES**

Bill water customers in accordance with the bimonthly schedule with an accuracy rate of 99.9 percent.

Read water meters with an accuracy rate of at least 99.9 percent.

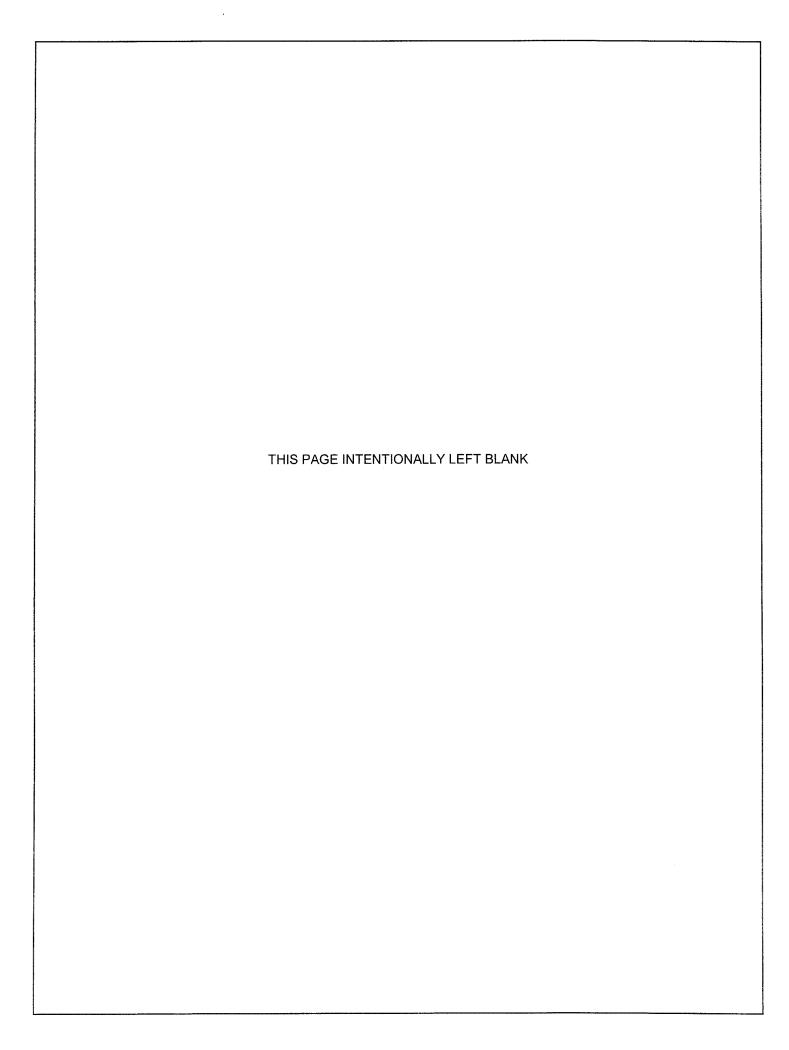
Respond to all water customer service phone inquiries within one minute.

Deposit all City funds within 24 hours of receipt.

Survey water customers biennially to determine overall level of satisfaction.

DEPARTMENT: Administrative Services PROGRAM: 2165 Revenue & Utility Services

Addition	PROGRAM	PERFORMANCE	PROGRAM PERFORMANCE MEASURES								
Performance/ Workload Measures	2007-08 <u>Actual</u>	2008-09 <u>Budget</u>	2008-09 Estimated	2009-10 <u>Adopted</u>	2010-11 Adopted						
REVENUE											
Funds received	\$191,835,469	\$183,000,000	\$190,000,000	\$185,000,000	\$180,000,000						
Average funds invested	\$98,617,340	\$98,000,000	\$100,000,000	\$100,000,000	\$100,000,000						
Interest received	\$4,599,085	\$3,234,000	\$2,900,000	\$2,500,000	\$2,350,000						
Average interest rate of											
funds invested	4.29%	3.30%	2.60%	2.35%	2.00%						
Average rate of idle											
funds invested	97.51%	99.0%	99.0%	99.0%	99.0%						
Business registration		40 7700	0.000	0.750	0.750						
certificates issued	9,974	10,700	9,800	9,750	9,750						
Cost per certificate issued	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00						
Business applications	45.240	45.000	45 200	15 200	15 200						
and renewals processed	15,349	15,900 57,650	15,300 44,000	15,200 43,500	15,200 43,500						
Cash register validations	44,278 \$1,207,710	•	\$1,214,100	\$1,100,000	· · · · · · · · · · · · · · · · · · ·						
Business Reg. revenues	\$1,207,710	\$1,214,100	\$1,214,100	\$1,100,000	\$1,100,000						
UTILITY SERVICES											
Water accounts	31,490	31,560	31,560	31,600	31,600						
Average daily phone calls											
(water lines)	123	125	135	135	135						
Average waiting time											
(seconds) for water											
customer phone inquiries	49	40	50	45	45						
Water meter reads	195,391	194,200	195,000	195,300	195,300						
Meter read accuracy rate	99.88%	99.9%	99.9%	99.9%	99.9%						
Cost per meter read	\$1.00	\$1.10	\$1.00	\$1.05	\$1.05						
Water bills processed -	040.055	044 500	045 000	045 500	045 500						
regular and delinquent	213,855	211,500	215,000	215,500	215,500						
Water bill accuracy rate	99.96%	99.9%	99.9%	99.9%	99.9%						
Water payments processed -	107 040	211,000	188,000	188,200	188,200						
regular and delinquent	187,813	211,000	100,000	100,200	100,200						
Cost per water payment	\$0.68	\$1.00	\$0.75	\$0.75	\$0.75						
processed	3,793	4,500	3,800	3,850	3,850						
Field requests (annual)	3,793 3,056	2,750	3,100	3,150	3,150						
Water shutoffs (annual)  Delinquent charges waived	3,030	2,700	5,100	0,100	0,100						
Number waived	N/A	N/A	N/A	1,050	1,050						
AutoPay sign-ups	N/A	N/A	N/A	400	400						



**DEPARTMENT:** Administrative Services **PROGRAM:** 2166 Information Technology

#### PROGRAM DESCRIPTION/GOALS

The Information Technology Program is responsible for the administration and operation of the City's management information systems and resources. This program oversees the day-to-day operations of the City's computer center, maintenance and support of software applications, training and support of personal computers, central computer and network server maintenance, and planning for future system/software resource requirements in the City.

The program provides support for all major software on the City's HP 3000 computers and support of certain specialized personal computer (PC) applications and the Library system. Major applications on the City's computers include police records and dispatching; financial and payroll systems; City paramedic, water, and refuse billing; purchasing; Engineering and Planning permits; business registration; document imaging; computer aided design (CAD); and the Geographic Information System (GIS). The computer center and Help Desk are currently staffed from 7:00 a.m. to 5:30 p.m. The City contracts for all significant functions in the program, including on-site personnel, hardware maintenance, and software development/maintenance.

PROGRAM SUMMARY								
	2007-08	2008-09	2008-09	2009-10	2010-11			
	<u>Actual</u>	<u>Budget</u>	<u>Estimated</u>	<u>Adopted</u>	<u>Adopted</u>			
Regular Employees	5.5 *	5.5 *	5.5 *	5.5 *	5.5 *			
Nonregular Hours	560	400	400	400	400			
Salaries & Benefits	\$591,602	\$644,250	\$644,250	\$654,740	\$661,300			
Maintenance & Support	1,143,862	1,437,284	1,271,580	1,608,570	1,673,670			
Capital Outlay	424,719	754,400	500,000	192,470	205,800			
Subtotal	2,160,183	2,835,934	2,415,830	2,455,780	2,540,770			
Less Allocations	(2,182,929)	(2,294,520)	(2,294,520)	(2,517,090)	(2,600,480)			
Total Operating Budget	(\$22,746)	\$541,414	\$121,310	(\$61,310)	(\$59,710)			

\*Includes 1.0 limited-term position.

PROGRAM REVENUES								
Revenue Source	2007-08 <u>Actual</u>	2008-09 <u>Budget</u>	2008-09 Estimated	2009-10 <u>Adopted</u>	2010-11 <u>Adopted</u>			
IT Support Fees	\$2,132,090	\$2,239,550	\$2,239,550	\$2,462,390	\$2,545,730			
Costs Allocated to								
Various Departments	(2,132,090)	(2,239,550)	(2,239,550)	(2,462,390)	(2,545,730)			
Misc. Revenue	28,000							
Contrib. (to) from IT Fund	(137,870)	450,014	29,910	(61,310)	(59,710)			
Air Quality Fund Contrib.	87,124	91,400	91,400					
Capital Projects Support Costs	50,839	54,970	54,320	54,700	54,750			
Costs Allocated to Capital					AND			
Projects Fund	(50,839)	(54,970)	(54,320)	(54,700)	(54,750)			
Total	(\$22,746)	\$541,414	\$121,310	(\$61,310)	(\$59,710)			

**DEPARTMENT:** Administrative Services | **PROGRAM:** 2166 Information Technology

#### **PROGRAM OBJECTIVES**

Provide personal computer training for employees by offering classes on City-supported software.

Provide technical support to departments utilizing specified software for applications supporting their operations.

Provide the following response levels:

- 4-hour response on critical system or network failures.
- 8-hour initial response on peripheral equipment failure or minor system failure.
- 8-hour initial response on personal computer equipment failures.

Minimize unscheduled downtime of critical computer systems and the network.

Assist departments in creating web-based e-government applications to better serve the community.

Assist departments in implementing new computer technology to enhance operational efficiency.

Assist departments in implementing a new Enterprise Resource Planning (ERP) system. This system encompasses new applications for General Ledger, Payroll/Human Resources, Utility Billing, and other financial applications.

Manage the Computer Replacement Program to ensure the timely and cost-effective replacement of PCs and servers.

Continue to provide up-to-date information on the City's Internet website.

Conduct survey of internal customers.

PROGRAM PERFORMANCE MEASURES						
Performance/ Workload Measures	2007-08 <u>Actual</u>	2008-09 Budget	2008-09 Estimated	2009-10 Adopted	2010-11 <u>Adopted</u>	
User requests for services: PC & server-based applications	88	70	90	80	90	
Network users	890	950	903	925	940	
Personal computers and servers	660	650	710	720	730	
Help Desk requests for services	1,480	1,500	1,560	1,600	1,650	
Training classes completed	58	60	50	50	50	
Average cost per hour of contract systems support	\$100.00	\$100.00	\$100.00	\$120.00	\$130.00	
Average PC/network support cost	\$1,700	\$1,700	\$1,700	\$2,240	\$2,290	
Units replaced	100	160	160	190	200	

DEPARTMENT: Administrative Services PROGRAM: 2167 Legal Services

### PROGRAM DESCRIPTION/GOALS

The City contracts for City Attorney services, and this program provides for the administration of the contract and serves as the cost center for City Attorney services. In addition to the City Attorney, the departments (principally the Redevelopment Agency, Human Resources, and Community Development) also contract for legal and litigation services. For 2009-10, it is estimated that the City will spend \$792,000 on these additional legal services.

PROGRAM SUMMARY								
	2007-08	2008-09	2008-09	2009-10	2010-11			
	<u>Actual</u>	Budget	<u>Estimated</u>	<u>Adopted</u>	<u>Adopted</u>			
Regular Employees								
Nonregular Hours								
Salaries & Benefits								
Maintenance & Support	\$490,570	\$382,700	\$575,800	\$557,900	\$557,950			
Capital Outlay								
Subtotal	490,570	382,700	575,800	557,900	557,950			
Less Allocations		4-						
Total Operating Budget	\$490,570	\$382,700	\$575,800	\$557,900	\$557,950			
PROGRAM REVENUES								
	2007-08	2008-09	2008-09	2009-10	2010-11			
Revenue Source	<u>Actual</u>	<u>Budget</u>	<u>Estimated</u>	<u>Adopted</u>	<u>Adopted</u>			
General Fund Contrib.	\$483,870	\$375,800	\$568,900	\$551,000	\$551,050			
Redev. Fund Contrib.	6,700	6,900	6,900	6,900	6,900			
Total	\$490,570	\$382,700	\$575,800	\$557,900	\$557,950			

DEPARTMENT: Administrative Services PROGRAM: 2167 Legal Services

#### **PROGRAM OBJECTIVES**

Provide City Attorney services, by contract, to the City Council, City Manager, City operating departments, and the Redevelopment Agency in a timely manner.

Conduct annual training seminar for new council members, commissioners, and board members on parliamentary procedure, the requirements of the Brown Act, and conflict of interest statements.

Administer the City Attorney contract to ensure cost-effective legal services.

Performance/

Workload Measures

Revise and amend the Municipal Code as required for changes in department operation and the needs of the community, as reflected by the actions of the City Council.

<u>Budget</u>

Provide periodic training to the City Council and commissioners as required by AB 1234.

Actual

PROGRAM PERFORMANCE MEASURES						
2007-08	2008-09	2008-09	2009-10	2010-11		

Estimated

Adopted

Adopted

DEPARTMENT: Administrative Services PROGRAM: 2168 Refuse Collection

#### PROGRAM DESCRIPTION/GOALS

The City has an exclusive franchise with MG Disposal for the automated collection of residential and commercial trash. Since July of 1994, all trash has been delivered to Taormina Industries for processing at their Material Recovery Facility to comply with the 50 percent diversion goals mandated by the state of California in AB 939. Residential pickup is weekly, with special pickups available for bulky items.

Effective March 1, 2009, the City entered into a new ten-year contract with MG Disposal and terminated its contract with Taormina Industries. MG Disposal will continue to provide refuse collection and disposal services to the City until June 30, 2019. As part of the terms of the new contract, City residents receive free containers for green waste, recyclables, and trash, and at no cost to the City, for the life of the contract. In addition, the City receives a franchise fee from the hauler.

#### Goals

Provide quality, scheduled refuse services to Fullerton residences and businesses.

Contribute to a clean and healthy environment through regular collection of refuse from properties in the City. Maintain the AB 939 mandate of diverting 50 percent of refuse from the county landfill.

PROGRAM SUMMARY						
2007-08 <u>Actual</u>	2008-09 <u>Budget</u>	2008-09 Estimated	2009-10 Adopted	2010-11 <u>Adopted</u>		
\$9,360,931	\$9,565,000	\$9,710,390	\$9,781,750	\$9,972,150		
9,360,931	9,565,000	9,710,390	9,781,750	9,972,150		
\$9,360,931	\$9,565,000	\$9,710,390	\$9,781,750	\$9,972,150		
PRO	GRAM REVENU	ES				
2007-08	2008-09	2008-09	2009-10	2010-11		
<u>Actual</u>	<u>Budget</u>	<b>Estimated</b>	<u>Adopted</u>	<u>Adopted</u>		
\$9,324,190	\$9,560,000	\$9,626,600 80,000	\$9,765,600	\$9,960,900		
			17,000	12,000		
36,741	5,000	3,790	(850)	(750)		
\$9,360,931	\$9,565,000	\$9,710,390	\$9,781,750	\$9,972,150		
	2007-08	2007-08 2008-09 Actual Budget  \$9,360,931 \$9,565,000  9,360,931 \$9,565,000  \$9,360,931 \$9,565,000  PROGRAM REVENU  2007-08 2008-09 Actual Budget  \$9,324,190 \$9,560,000  36,741 5,000	2007-08 Actual       2008-09 Budget       2008-09 Estimated         \$9,360,931       \$9,565,000       \$9,710,390         \$9,360,931       \$9,565,000       \$9,710,390         \$9,360,931       \$9,565,000       \$9,710,390         PROGRAM REVENUES         2007-08 Actual       2008-09 Budget       2008-09 Estimated         \$9,324,190       \$9,560,000       \$9,626,600 80,000         36,741       5,000       3,790	2007-08 Actual         2008-09 Budget         2008-09 Estimated         2009-10 Adopted           \$9,360,931         \$9,565,000         \$9,710,390         \$9,781,750           \$9,360,931         \$9,565,000         \$9,710,390         \$9,781,750           \$9,360,931         \$9,565,000         \$9,710,390         \$9,781,750           PROGRAM REVENUES           2007-08 Actual         2008-09 Budget         2008-09 Estimated         2009-10 Adopted           \$9,324,190         \$9,560,000         \$9,626,600 80,000         \$9,765,600 17,000 (850)           36,741         5,000         3,790         (850)		

**DEPARTMENT:** Administrative Services

PROGRAM: 2168 Refuse Collection

# **PROGRAM OBJECTIVES**

Administer the contracts for rubbish services with MG Disposal and Republic Services.

Respond within four hours to service complaints.

Perform a biennial audit of refuse collection activities.

Work with MG Disposal and Republic Services to exceed the AB 939 goal of 50 percent diversion.

PROGRAM PERFORMANCE MEASURES						
Performance/	2007-08	2008-09	2008-09	2009-10	2010-11	
Workload Measures	<u>Actual</u>	<u>Budget</u>	<u>Estimated</u>	<u>Adopted</u>	<u>Adopted</u>	
Complaints received						
and resolved	19	20	20	22	22	
AB 939 diversion rate	60%	50+%	50+%	50+%	50+%	
Total refuse tonnage						
collected and processed	158,510	194,500	178,710	179,500	179,500	
Residential refuse						
tonnage collected and						
processed	81,068	93,100	84,410	86,000	86,000	
Average cost per ton						
for residential refuse						
disposal	\$107.10	\$105.00	\$107.00	\$110.00	\$110.00	
Annual residential refuse						
tonnage per capita*	0.59	0.76	0.68	0.76	0.76	
Bulky item pickup requests	N/A	N/A	N/A	7,500	7,500	
Walk-out service requests	N/A	N/A	N/A	25	50	

<sup>\*</sup>Annual tonnage equivalent in pounds - 1,180 pounds per capita.