

SUPPORT SERVICES

ACTIVITIES

- *Community Development Management Services
- *Engineering Services
- *Property Management Services
- *Information Technology Services
- *Garage Operations
- *Equipment Replacement
- *Insurance Funds

DESCRIPTION

This program provides the services that directly support other activities. It provides vehicles for rent or lease, office or shop space, as well as various insurance, engineering and information technology services.

The Support Services are primarily provided as a direct, billable service which is charged by the hour (engineering), by the square foot (property management), by the mile (garage), by the employee (insurance), or a percentage of expenditures (information technology).

	ACTUAL FY'09 \$	ACTUAL FY'10 \$	BUDGET FY'11 \$	MANAGER RECOMMEND FY'12 \$	COMMITTEE APPROVED FY'12 \$	COUNCIL ADOPTED FY'12 \$
Program Generated Resources	<u>13,344,874</u>	<u>10,817,286</u>	<u>11,676,762</u>	<u>12,618,292</u>	<u>12,618,292</u>	<u>12,618,292</u>
Total Resources	<u>13,344,874</u>	<u>10,817,286</u>	<u>11,676,762</u>	<u>12,618,292</u>	<u>12,618,292</u>	<u>12,618,292</u>
Requirements						
Community Development Mgmt.	600,129	509,490	861,823	1,045,990	1,045,990	1,045,990
Engineering Services	1,333,674	1,236,675	1,043,476	1,053,985	1,053,985	1,053,985
Property Management Services	671,052	634,828	675,053	701,039	701,039	701,039
Garage Services	846,500	1,021,361	934,142	1,022,130	1,022,130	1,022,130
Equipment Replacement Services	3,705,002	3,667,891	3,879,414	4,349,379	4,349,379	4,349,379
Information Technology	572,182	574,267	636,539	657,066	657,066	657,066
Insurance	<u>5,616,335</u>	<u>3,172,774</u>	<u>3,646,315</u>	<u>3,788,703</u>	<u>3,788,703</u>	<u>3,788,703</u>
Total Requirements	<u>13,344,874</u>	<u>10,817,286</u>	<u>11,676,762</u>	<u>12,618,292</u>	<u>12,618,292</u>	<u>12,618,292</u>

Program: Support Services – Community Development Management Services

Mission Statement:

“The mission of the Community Development Department Management Services Team is to provide a solid and respectful foundation of management, information processing, technical support and customer service to the community and our colleagues.”

Services Delivered:

This activity provides the overall management, coordination and fiscal accountability of the Building, Engineering, Geographic Information Systems (GIS) and Planning functions, from long range planning and infrastructure development through current plan review and construction. It assists with private development such as homes and businesses, as well as public development, such as new streets and water lines. It assists customers at the public information counter and on the telephone, with development processes and permit procedures. It provides information to the public via the Community Development portion of the City website. Additionally, it provides support services for activities of the Public Works Department.

FY’12 Anticipated Accomplishments:

Over the next year this activity will continue to provide the support necessary for the operating divisions to function. This includes management services provided by the Community Development Director and Business Operations Supervisor, policy development, customer service, permit issuance, technical assistance, inspection program scheduling, file and data base maintenance, GIS program upgrade and maintenance, research and statistical reporting, purchasing, website maintenance and information services, lien searches, accounting and internal audits, archiving and record-keeping, clerical support, and preparation and facilitation for public meetings and workshops.

Items identified in the 2011 Work Plan and assigned to Community Development include:

- Upgrading GIS software and data (replace the current unsupported version of ArcView 3.3 with ArcGIS 10.) In addition, work with Public Safety to produce a “collision” GIS layer for analysis.
- Provide support for the Development Code Review, new Urban Growth Boundary and efforts to enhance Grants Pass as a bike and pedestrian friendly community.

FY’12 Performance Measures:

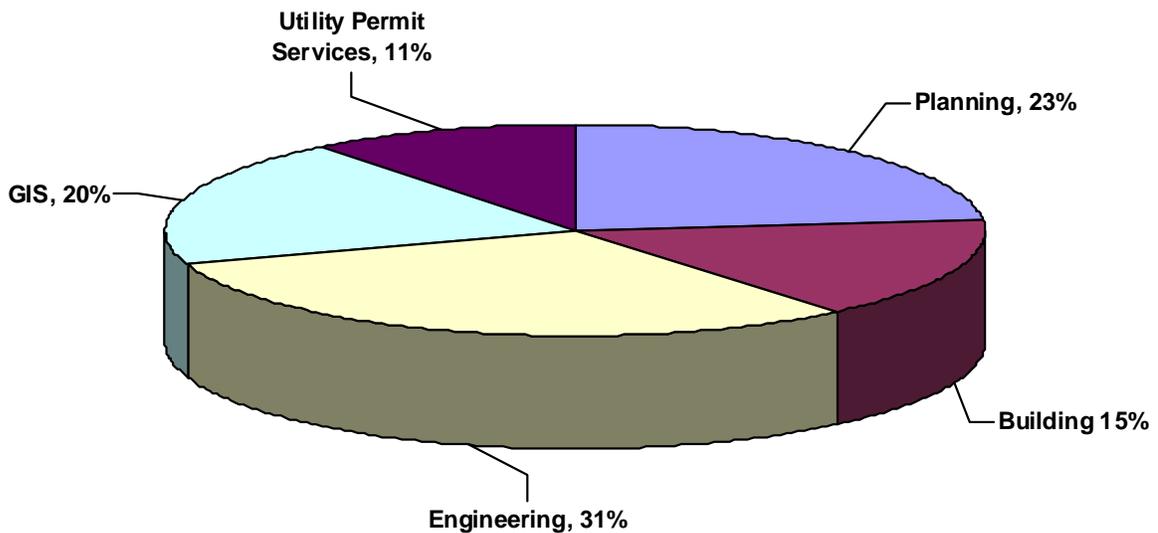
- Complete the upgrade of ArcGIS 3.3 software to ArcGIS 10. This will be accomplished with the assistance of an outside consultant, dedicated support staff and the City surveyor.
- To ensure continuity of service, cross train all support staff so that at least two support staff can perform all functions of each divisional position. Develop a comprehensive procedures manual to further ensure continuity of services provided within the division.
- Improve our permitting process by identifying areas in our software and forms that need new or updated items/choices and make changes as necessary. Also, update our website with new/updated forms and instructions.
- Provide excellent customer service to the public by providing friendly and helpful counter and phone service during all working days between 8:00 AM and 5:00 PM.

Program: Support Services – Community Development Management Services

Budget Highlights:

FY'12 changes to the budget consist of the addition of dedicated funding and staff for GIS development, services and software upgrades.

Allocation of Staff Time for FY'12



FY'11 Activity Review:

In Calendar Year 2010 this activity processed 1,680 building and utility permits, scheduled 4,104 inspections, and provided telephone and front counter reception service for 9 continuous hours every working day.

FY'11 Performance Indicators:

- Reception services will be provided during all working days between 8:00 AM and 5:00 PM. **Target met.**
- Within 2 working days of intake of building plans for a single-family home, duplex or residential remodel, the plans will be logged in and distributed for review 90% of the time. **Target met.**

Program: Support Services – Community Development Management Services

Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Beginning Balance	____(1)	____(1)	<u>50,000</u>	<u>65,000</u>	<u>65,000</u>	<u>65,000</u>
Current Resources						
Activity Generated						
Redwood Sewer District	22,179	18,370	36,219	24,906	24,906	24,906
Direct Charges from:						
Building & Safety/Planning	366,382	270,952	413,039	421,800	421,800	421,800
Transportation	13,862	12,108	26,199	34,150	34,150	34,150
Wastewater	24,951	22,128	39,559	37,231	37,231	37,231
Water	24,950	22,128	39,559	37,231	37,231	37,231
Property Management	0	0	12,000	12,000	12,000	12,000
Engineering	144,827	161,168	225,248	326,672	326,672	326,672
Administrative Services	0	0	20,000	20,000	20,000	20,000
GIS Fees	0	0	0	67,000	67,000	67,000
Other Revenue	<u>2,979</u>	<u>2,637</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>600,130</u>	<u>509,491</u>	<u>811,823</u>	<u>980,990</u>	<u>980,990</u>	<u>980,990</u>
Total Resources	<u>600,129</u>	<u>509,490</u>	<u>861,823</u>	<u>1,045,990</u>	<u>1,045,990</u>	<u>1,045,990</u>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Personal Services	490,090	368,298	579,663	769,770	769,770	769,770
Materials & Supplies	3,131	2,363	3,500	30,675	30,675	30,675
Contractual/Prof Services	17,403	16,292	137,238	117,041	117,041	117,041
Direct Charges	84,299	69,044	85,422	71,487	71,487	71,487
Capital Outlay	5,207	3,249	56,000	15,110	15,110	15,110
Contingencies	0	0	0	25,237	25,237	25,237
Ending Balance	<u>(1)</u>	<u>50,244</u>	<u>0</u>	<u>16,670</u>	<u>16,670</u>	<u>16,670</u>
Total Requirements	<u>600,129</u>	<u>509,490</u>	<u>861,823</u>	<u>1,045,990</u>	<u>1,045,990</u>	<u>1,045,990</u>

Program: Support Services – Community Development Management Services

Personnel

	BUDGET FY'09 #	BUDGET FY'10 #	BUDGET FY'11 #	MANAGER RECOMMEND FY'12 #	COMMITTEE APPROVED FY'12 #	COUNCIL ADOPTED FY'12 #
Community Development Director	1.00	1.00	1.00	1.00	1.00	1.00
Business Operations Supervisor	1.00	1.00	1.00	1.00	1.00	1.00
City Surveyor	0.00	0.00	0.00	1.00	1.00	1.00
Project Specialist	0.00	1.00	1.00	1.00	1.00	1.00
Office Assistant II	1.00	1.00	1.00	1.00	1.00	1.00
Office Assistant I	2.00	2.00*	2.00*	2.00*	2.00*	2.00*
Department Support Technician	1.00	1.00	1.00	2.00	2.00	2.00
Database Technician	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>
Total Positions	<u>7.00</u>	<u>8.00</u>	<u>8.00</u>	<u>10.00</u>	<u>10.00</u>	<u>10.00</u>
Total Un-Funded Positions*	0.00	(1.00)	(1.00)	(1.00)	(1.00)	(1.00)
Total Funded Positions	<u>7.00</u>	<u>7.00</u>	<u>7.00</u>	<u>9.00</u>	<u>9.00</u>	<u>9.00</u>
Temporary/Seasonal Hours	<u>680</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>

* Recap of Unfunded Positions by Fiscal Year:						
Office Assistant I	0.00	1.00	1.00	1.00	1.00	1.00
Seasonal Hours	680	680	680	600	600	600

Capital Outlay/By Item

Computers/Printers	6,000	15,110	15,110	15,110
Aerial Photos for GIS Data Base	<u>50,000</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Capital Outlay	<u>56,000</u>	<u>15,110</u>	<u>15,110</u>	<u>15,110</u>

Program: Support Services – Engineering Services

Services Delivered:

“Quality Engineering Today for a Reliable Tomorrow.” Activity in the Engineering Services Division ensures the development of our community occurs in an orderly manner and reaches the highest standards for quality. The Engineering Division uses adopted facility plans and development standards to ensure compliance and quality in all infrastructure. Working with other activities, the Division participates in site plan review, design, plan checking and inspection of new public facilities.

Services are provided to other City divisions and to customers of the Community Development Department, with information from over 6,800 plans and “as-built” drawings. Engineering has developed and provides essential information for the mapping portion of our Geographic Information System (GIS).

The Engineering Division creates and keeps current engineering standards to be used in the design and construction of public facilities. These standards include, but are not limited to, water, sewer, street and other items related to work within the City’s right-of-way.

The Engineering Division manages and oversees the construction of capital projects. The role of the division is to facilitate projects with preliminary estimates for capital projects, which are used in the budgeting process, producing engineered drawings in-house or administering design contracts, creating design and construction specifications and bidding documents, providing inspection services, processing pay requests and closing out projects.

FY’12 Anticipated Accomplishments:

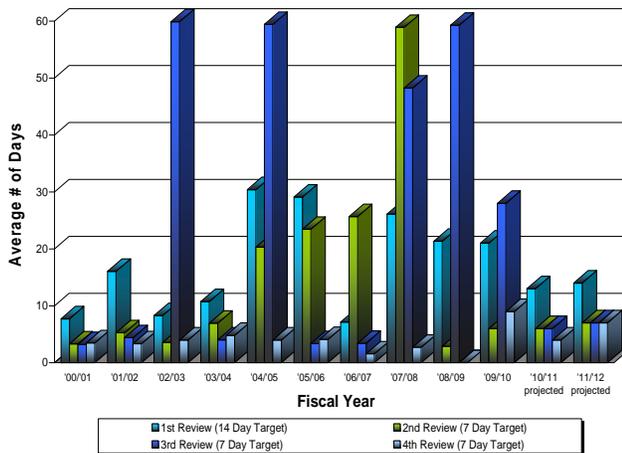
Engineering will be involved in a number of capital improvements in FY’12, including the design, construction and inspection of the “G” Street Sidewalk Infill, “Sidewalks in Parks”, Overlays/Maintenance FY’11, Major Redwood Storm Drain improvements, and water line and sewer line projects as determined by Public Works. Engineering is also involved with the preliminary budgeting and engineering of the Redwood Avenue Widening from Dowell Road to Hubbard Lane and Hubbard Lane from Redwood Avenue to Hwy 199. Engineering will also provide quality review for private development projects through the site plan review process.

FY’12 Performance Measurements:

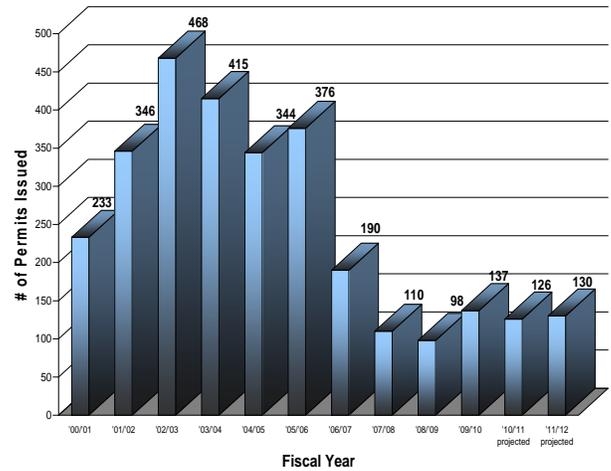
- Engineering will develop and implement a written policy that creates a more comprehensive review process for capital project plans and specifications. The objective of this policy to minimize errors and oversights which can lead to project change orders. The policy shall focus on the objective while ensuring efficient processes are in place.
- Within 14 calendar days of the division’s actual receipt of completed private development construction plans and pertinent information, the Engineering Division will have coordinated with other City divisions and outside agencies to thoroughly complete their first review. This target is anticipated to occur 80% of the time. Engineering will provide thorough subsequent reviews within a 7 calendar day period.
- Within two days of customers’ receipt of engineering review letters, the Engineering Division will make contact with applicants in order to facilitate a timely and orderly review process.
- Engineering will issue encroachment permits within 7 calendar days of the completed application. The target for this goal is to be met 90% of the time.

Program: Support Services – Engineering Services

Plan Review Processing Time (Average # of Calendar Days to Complete Reviews)



Encroachment Permits Issued by Fiscal Year



Budget Highlights:

The projected revenues for FY' 12 are lower than previous years due to the recent downturn in both private and internal investments. Subsequent to the downturned economy, three Engineering Division positions will remain vacant and unfunded. As a result of the loss of revenues for the Engineering Division, the following will occur:

- The estimated unspent contingency (Engineering Division fund balance account) will be reduced from \$313,952 in FY' 11 to \$211,497 in FY' 12.

FY'11 Activity Review:

The Engineering Division assisted in a number of new developments in our community this year, including Tussing Park Improvements, 5th Street Sewer Replacement, Oak Street Sidewalk Infill, Beacon Drive Small Main Replacement, Hubbard Lane Waterline Extension, Sidewalks in Parks, Bike Lane Striping, & Overlays/Maintenance FY' 11.

At least 15 private developments were (or still are) in the plan checking, construction or final platting process during this same time period. A few examples are: Summerfield Estates Subdivision, Westlake Village MHP, The Cedars, Holcombe Heights Subdivision, The Home Depot, SOASTC, Heatherwood Subdivision and Carl's Jr.

FY'11 Performance Indicators:

- Capital projects will be completed within the authorized budget year for completion, unless the schedule is changed. **Target met.** *All scheduled capital projects were completed.*
- Within 14 calendar days of the division's actual receipt of completed private development construction plans and pertinent information, the Engineering Division will have coordinated with other City divisions and outside agencies and completed their first review. This target is anticipated to occur 80% of the time. Engineering will provide subsequent reviews within a 7 calendar day period. **Target met.** *First reviews were completed 89% of the time. Subsequent reviews were completed 90% of the time.*
- Engineering will issue encroachment permits within 7 calendar days of the completed application. The target for this goal is to be met 90% of the time. **Target met at 95%.**

Program: Support Services – Engineering Services

Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>238,677</u>	<u>221,686</u>	<u>199,099</u>	<u>313,952</u>	<u>313,952</u>	<u>313,952</u>
Current Resources						
Activity Generated						
Grants Pass Parkway Agency	905	0	0	0	0	0
Redwood Sewer Service Dist.	556	0	0	0	0	0
Engineering Fees	110,171	112,221	132,600	113,800	113,800	113,800
Sale of publications	460	476	300	300	300	300
Interest	7,139	2,981	500	500	500	500
Other Revenue	9,833	2,297	2,500	2,500	2,500	2,500
Direct Charges To:						
General Fund	0	30,000	40,000	42,525	42,525	42,525
Transportation	221,697	131,348	180,000	146,300	146,300	146,300
Wastewater Operations	57,567	53,355	70,000	70,000	70,000	70,000
Solid Waste Operations	1,205	1,796	2,500	2,500	2,500	2,500
Water Operations	67,281	58,590	95,000	87,000	87,000	87,000
Administrative Services	10,206	11,850	21,500	14,000	14,000	14,000
Transportation Projects	261,565	320,878	155,000	205,608	205,608	205,608
Lands & Buildings Projects	36,022	46,935	25,000	20,000	20,000	20,000
Wastewater Projects	63,743	100,458	30,000	5,000	5,000	5,000
Water Projects	113,066	37,043	30,000	30,000	30,000	30,000
GIS Fees	<u>133,581</u>	<u>104,761</u>	<u>59,477</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>1,094,997</u>	<u>1,014,989</u>	<u>844,377</u>	<u>740,033</u>	<u>740,033</u>	<u>740,033</u>
Total Resources	<u>1,333,674</u>	<u>1,236,675</u>	<u>1,043,476</u>	<u>1,053,985</u>	<u>1,053,985</u>	<u>1,053,985</u>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Personal Services	886,201	645,815	634,909	473,889	473,889	473,889
Materials & Supplies	15,142	9,710	9,400	11,775	11,775	11,775
Contractual/Prof Services	65,042	41,793	37,857	35,239	35,239	35,239
Direct Charges	144,827	161,168	225,248	326,672	326,672	326,672
Capital Outlay	776	0	1,200	0	0	0
Contingencies	0	0	134,862	206,410	206,410	206,410
Ending Balance	<u>221,686</u>	<u>378,189</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Requirements	<u>1,333,674</u>	<u>1,236,675</u>	<u>1,043,476</u>	<u>1,053,985</u>	<u>1,053,985</u>	<u>1,053,985</u>

Program: Support Services – Engineering Services

Personnel

	BUDGET FY'09 #	BUDGET FY'10 #	BUDGET FY'11 #	MANAGER RECOMMEND FY'12 #	COMMITTEE APPROVED FY'12 #	COUNCIL ADOPTED FY'12 #
City Engineer	1.00	1.00	1.00	1.00	1.00	1.00
Utility Engineer	1.00	1.00*	1.00*	1.00*	1.00*	1.00*
City Surveyor	1.00	1.00	1.00	0.00	0.00	0.00
Project Supervisor	0.00	1.00	1.00	1.00	1.00	1.00
Lead Engineering Tech	1.00	0.00	0.00	0.00	0.00	0.00
Department Support Technician	1.00	1.00	1.00	0.00	0.00	0.00
Project Specialist	0.00	4.50*	4.50*	4.50*	4.50*	4.50*
Engineering Tech II	4.00	0.00	0.00	0.00	0.00	0.00
Engineering Tech I	<u>1.50</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Subtotal	10.50	9.50	9.50	7.50	7.50	7.50
Total Positions	<u>10.50</u>	<u>9.50</u>	<u>9.50</u>	<u>7.50</u>	<u>7.50</u>	<u>7.50</u>
Total Un-Funded Positions*	0.00	(2.00)	(3.00)	(3.00)	(3.00)	(3.00)
Total Funded Positions	<u>10.50</u>	<u>7.50</u>	<u>6.50</u>	<u>4.50</u>	<u>4.50</u>	<u>4.50</u>

***Recap of Unfunded Positions by Fiscal Year:**

Utility Engineer	0.00	1.00	1.00	1.00	1.00	1.00
Project Specialist	0.00	1.00	2.00	2.00	2.00	2.00

As of Recommended FY'11 the full time equivalent (fte) for all regular/permanent employees is recorded under total positions. Previously part-time staff were listed under "Part Time/Seasonal Hours". This has been changed to Temporary/Seasonal Hours and will only reflect projected hours for temporary/seasonal staff.

Capital Outlay/By Item

Computers/Office Equipment	<u>1,200</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Capital Outlay	<u>1,200</u>	<u>0</u>	<u>0</u>	<u>0</u>

Program: Support Services – Property Management Services

Services Delivered:

This activity provides management and maintenance of buildings and properties. Services include building improvements and renovations, office improvements, meeting set-ups, storage, work space improvements, janitorial services, grounds maintenance and utilities. This fund also provides management of rentals and vacant lands for parks and the general fund, as well as management of downtown public areas.

FY'12 Anticipated Accomplishments:

- Property Management will increase energy efficiency and air quality by cleaning floor vents and ductwork at the Municipal Building.
- We will build an equipment shelter at the City Service Center for portable stages stored there.
- We will renovate the City Service Center wash pad area.

FY'12 Performance Measurements:

Efficiency:

- Property Management will reduce landfill garbage from the Municipal Building by 10%.
- Property Management will reduce energy use at the Municipal Building by an additional 5%.

Effectiveness:

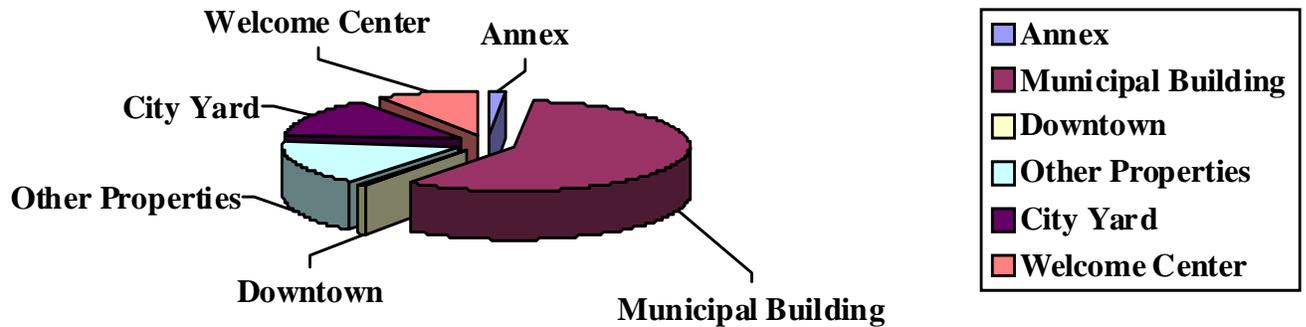
- Fire hazards will be reduced at vacant City properties with maintenance four times per year.

Budget Highlights:

- Funds are budgeted to refurbish cracked gutters at the Municipal Building (\$4,200), to implement Safety and Security features at various Sites (\$19,000), clean floor vents and ductwork at the Municipal Building (\$3,900), and analyze the air cooling system at the Municipal Building (\$6,500).

Program: Support Services – Property Management Services

Actual Expenditures FY'10



FY'11 Activity Review:

- A gate was installed to increase security at the City Service Center.
- The cooling system at the Municipal Building was not analyzed for increasing efficiency and maintaining sustainability practices.
- Worn carpet and vinyl was replaced at the Municipal Building and Park Maintenance Building.

FY'11 Performance Indicators:

- Property Management maintains over 330 acres on over 40 parcels of land. **Target met.**
- Fire hazards will be reduced at vacant City properties with maintenance four times per year. Effectiveness target: 100%. **Target met.**
- Property Management will lower energy use at the Municipal Building by 5%. **Target met.**

Program: Support Services – Property Management Services

Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>153,782</u>	<u>122,530</u>	<u>100,926</u>	<u>91,465</u>	<u>91,465</u>	<u>91,465</u>
Current Resources						
Activity Generated						
Direct Charges to:						
General Fund	105,875	114,402	125,098	148,921	148,921	148,921
Transportation	54,387	62,909	69,899	71,354	71,354	71,354
Wastewater Operations	39,425	42,675	46,753	47,261	47,261	47,261
Solid Waste Operations	627	471	858	864	864	864
Water Operations	31,349	37,440	42,610	42,599	42,599	42,599
Fleet Operations	31,565	31,404	36,175	37,822	37,822	37,822
Community Develop. Mgmt.	84,299	69,044	85,422	71,487	71,487	71,487
Administrative Services	159,011	138,342	150,727	169,520	169,520	169,520
Interest	4,272	1,699	431	1,000	1,000	1,000
Rent of Assets	7,070	6,054	16,154	18,746	18,746	18,746
Other Revenue	<u>(610)</u>	<u>7,858</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>517,270</u>	<u>512,298</u>	<u>574,127</u>	<u>609,574</u>	<u>609,574</u>	<u>609,574</u>
Total Resources	<u>671,052</u>	<u>634,828</u>	<u>675,053</u>	<u>701,039</u>	<u>701,039</u>	<u>701,039</u>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Personal Services	126,489	117,856	174,306	203,812	203,812	203,812
Materials & Supplies	22,119	20,162	23,800	26,150	26,150	26,150
Contractual/Prof Services	285,733	269,823	293,795	283,679	283,679	283,679
Direct Charges	0	0	12,000	12,000	12,000	12,000
Capital Outlay	47,662	33,258	60,500	53,500	53,500	53,500
Contingencies	0	0	54,212	63,997	63,997	63,997
Indirect Charges	45,648	44,110	56,440	57,901	57,901	57,901
Transfers Out	20,871	10,000	0	0	0	0
Ending Balance	<u>122,530</u>	<u>139,619</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Requirements	<u>671,052</u>	<u>634,828</u>	<u>675,053</u>	<u>701,039</u>	<u>701,039</u>	<u>701,039</u>

Program: Support Services – Property Management Services

Personnel

	BUDGET FY'09 #	BUDGET FY'10 #	BUDGET FY'11 #	MANAGER RECOMMEND FY'12 #	COMMITTEE APPROVED FY'12 #	COUNCIL ADOPTED FY'12 #
Parks and Community Service Director	1.00	1.00	1.00	1.000	1.000	1.000
Property Management Coordinator	1.00	1.00	1.00	1.000	1.000	1.000
Municipal Service Worker	0.00	0.00	1.00	1.000	1.000	1.000
Office Assistant II	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>
Subtotal	3.00	3.00	4.00	4.000	4.000	4.000
Parks and Community Service Director						
To: Downtown	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Park Maintenance	(0.35)	(0.35)	(0.35)	(0.40)	(0.40)	(0.40)
To: Garage Operations	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)
To: Tourism	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Information Technology	(0.20)	(0.20)	(0.20)	(0.15)	(0.15)	(0.15)
To: Equipment Replacement	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
Admin. Support Specialist						
From: Garage Operations	0.15	0.15	0.15	0.20	0.20	0.20
Property Management Coordinator						
To: Park Maintenance	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Aquatics	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Downtown	(0.15)	(0.15)	(0.15)	(0.10)	(0.10)	(0.10)
To: Lands and Build Cap Projects	0.00	0.00	(0.15)	0.00	0.00	0.00
To: Street Maintenance	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)
Municipal Service Worker						
To: Park Maintenance	0.00	0.00	0.00	(0.05)	(0.05)	(0.05)
To: Aquatics	0.00	0.00	0.00	(0.05)	(0.05)	(0.05)
To: Downtown	0.00	0.00	0.00	(0.15)	(0.15)	(0.15)
Office Assistant II						
To: Park Maintenance	(0.50)	(0.50)	(0.50)	(0.50)	(0.50)	(0.50)
To: Tourism	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Information Technology	<u>(0.15)</u>	<u>(0.15)</u>	<u>(0.15)</u>	<u>(0.20)</u>	<u>(0.20)</u>	<u>(0.20)</u>
Subtotal	(1.70)	(1.70)	(1.85)	(1.90)	(1.90)	(1.90)
Total Positions	<u>1.30</u>	<u>1.30</u>	<u>2.15</u>	<u>2.100</u>	<u>2.100</u>	<u>2.100</u>
Total Un-Funded Positions	0.00	0.00	0.00	(0.045)	(0.045)	(0.045)
Total Funded Positions	<u>1.30</u>	<u>1.30</u>	<u>2.15</u>	<u>2.055</u>	<u>2.055</u>	<u>2.055</u>
Temporary/Seasonal Hours	<u>400</u>	<u>0**</u>	<u>0**</u>	<u>0**</u>	<u>0**</u>	<u>0**</u>

*Recap of Unfunded Positions by Fiscal Year:

Admin Support Specialist	0.00	0.00	0.00	0.020	0.020	0.020
Office Assistant I	0.00	0.00	0.00	0.025	0.025	0.025

Capital Outlay/By Item

Remodeling/Renovation	59,000	53,500	53,500	53,500
Office Furniture/Equipment/Computers	<u>1,500</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Capital Outlay	<u>60,500</u>	<u>53,500</u>	<u>53,500</u>	<u>53,500</u>

Program: Support Services – Information Technology Services

Mission Statement:

The Information Technology (IT) Division provides technical support for the organization's computer and telephone users and facilitates appropriate access to the City's electronic data, and strives to support a standard of "information-at-your-fingertips."

Services Delivered:

IT maintains the physical data network infrastructure, data backups, data and system security, network connectivity and servers. IT staff also provides desktop support, administers the City's phone systems, provides computer training and oversees the City's website.

FY'12 Performance Measurements:

- **Efficiency:**
 - IT staff will maintain an average open-service-request count of less than 50 to assist organizational productivity.
 - IT staff will provide three training sessions to increase staff productivity.

- **Effectiveness:**
 - Normal service requests will be acknowledged within eight business hours of ticket submission and high priority requests within two.
 - IT will conduct a service satisfaction survey for City end-users.
 - IT staff will maintain a level 98% uptime for network resources.

Program: Support Services – Information Technology Services

Budget Highlights:

- Improve connectivity between remote sites and City Hall.
- Establish a maintenance contract with Vision Internet for the City's Website.
- Update site to site security.

FY'11 Activity Review:

- Annual IT goals and objectives were established.
- A network "DMZ" was established to increase the level of computer-network and data protection.
- Computer and communication resources, configuration and support were provided to the OHSI Mortgage Assistance Program.
- The IBM iSeries 800 server, running the SunGard/HTE accounting software, was upgraded to a new IBM Power7 computer.
- The City's email system was migrated to Exchange.
- A corporate email archive system was established for improved email eDiscovery.

Program: Support Services – Information Technology Services

Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>68,060</u>	<u>66,648</u>	<u>55,380</u>	<u>71,009</u>	<u>71,009</u>	<u>71,009</u>
Current Resources						
Activity Generated						
Interest	3,100	1,418	250	1,000	1,000	1,000
Other Revenue	0	37	4,000	0	0	0
Redwood Sewer District	7,610	9,494	11,000	11,677	11,677	11,677
Solid Waste Agency	0	0	3,500	2,399	2,399	2,399
Information Tech Charges	<u>493,412</u>	<u>496,670</u>	<u>562,409</u>	<u>570,981</u>	<u>570,981</u>	<u>570,981</u>
Total Current Resources	<u>504,122</u>	<u>507,619</u>	<u>581,159</u>	<u>586,057</u>	<u>586,057</u>	<u>586,057</u>
Total Resources	<u>572,182</u>	<u>574,267</u>	<u>636,539</u>	<u>657,066</u>	<u>657,066</u>	<u>657,066</u>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Personal Services	344,163	344,744	424,306	444,742	444,742	444,742
Materials & Supplies	3,553	4,296	4,500	4,500	4,500	4,500
Contractual/Prof Services	125,426	110,762	139,484	150,665	150,665	150,665
Direct Charges	14,427	19,310	20,455	25,783	25,783	25,783
Capital Outlay	17,965	11,128	0	0	0	0
Contingencies	0	0	47,794	31,376	31,376	31,376
Ending Balance	<u>66,648</u>	<u>84,027</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Requirements	<u>572,182</u>	<u>574,267</u>	<u>636,539</u>	<u>657,066</u>	<u>657,066</u>	<u>657,066</u>

Program: Support Services – Information Technology Services

Personnel

	BUDGET FY'09 #	BUDGET FY'10 #	BUDGET FY'11 #	MANAGER RECOMMEND FY'12 #	COMMITTEE APPROVED FY'12 #	COUNCIL ADOPTED FY'12 #
Information System Supervisor	1.00	1.00	1.00	1.000	1.000	1.000
Computer Services Technician	3.00	3.00*	3.00	3.000	3.000	3.000
Webmaster	<u>0.50</u>	<u>0.50</u>	<u>0.50</u>	<u>0.500</u>	<u>0.500</u>	<u>0.500</u>
Subtotal	4.50	4.50	4.50	4.500	4.500	4.500
Parks and Comm. Service Director						
From: Property Management	0.20	0.20	0.20	0.150	0.150	0.150
Office Assistant II						
From: Property Management	0.15	0.15	0.15	0.200*	0.200*	0.200*
Admin Support Specialist						
From: Garage	<u>0.10</u>	<u>0.10</u>	<u>0.10</u>	<u>0.050*</u>	<u>0.050*</u>	<u>0.050*</u>
Subtotal	0.45	0.45	0.45	0.400	0.400	0.400
Total Positions	<u>4.95</u>	<u>4.95</u>	<u>4.95</u>	<u>4.900</u>	<u>4.900</u>	<u>4.900</u>
Total Un-Funded Positions	0.00	(1.00)	0.00	(0.025)	(0.025)	(0.025)
Total Funded Positions	<u>4.95</u>	<u>3.95</u>	<u>4.95</u>	<u>4.875</u>	<u>4.875</u>	<u>4.875</u>

***Recap of Unfunded Positions by Fiscal Year:**

Computer Services Technician	0.00	1.00	0.00	0.000	0.000	0.000
Admin Support Specialist	0.00	0.00	0.00	0.005	0.005	0.005
Office Assistant I	0.00	0.00	0.00	0.020	0.020	0.020

The full time equivalent (fte) for all regular/permanent employees was restated under total positions during the FY'11 budget process. Previously part-time staff were listed under "Part Time/Seasonal Hours". This has been changed to Temporary/Seasonal Hours and will only reflect projected hours for temporary/seasonal staff.

Program: Support Services – Garage Operations

Services Delivered:

This activity maintains vehicles and equipment for all departments. The budget includes costs for fuel, insurance, replacement parts, tires, preventative maintenance and repairs. Garage Operations has implemented new software to better track and report trends and expenses. City mechanics work out of the City garage, performing repair and maintenance on all City-owned vehicles and equipment.

FY'12 Performance Measurements:

Efficiencies:

- Implementation of the new Collective Fleet Management software results in a continuing 10% reduction in two support staff positions.

Effectiveness:

- A customer satisfaction survey will be conducted with a target of 80% satisfaction.

Budget Highlights:

Departments are charged for actual expenses incurred in the prior calendar year. Unpredictable fuel and related petroleum costs and increased vehicle usage due to serving expanding areas may continue to impact vehicle operational costs.

Program: Support Services – Garage Operations

FY'11 Activity Review:

During FY'11 all vehicle rates were reviewed. The billing method was restructured from a mileage rate to an actual cost basis. Training for both mechanics to obtain EVT certificates was completed. A new fleet record system was implemented.

Efficiencies:

- New fleet management software was instituted to simplify record keeping and reduce clerical hours.

Effectiveness:

- Emergency Vehicle Technicians Level III Master Certification was obtained by our lead mechanic.
- Emergency Vehicle Technicians Level II Certification was obtained by our second mechanic.

Program: Support Services – Garage Operations

Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>(30,364)</u>	<u>127,129</u>	<u>184,869</u>	<u>343,804</u>	<u>343,804</u>	<u>343,804</u>
Current Resources						
Activity Generated						
Internal Billings	852,493	871,128	746,273	664,826	664,826	664,826
Interest	941	2,981	500	1,000	1,000	1,000
Other Revenue	<u>23,430</u>	<u>20,123</u>	<u>2,500</u>	<u>12,500</u>	<u>12,500</u>	<u>12,500</u>
Total Current Resources	<u>876,864</u>	<u>894,232</u>	<u>749,273</u>	<u>678,326</u>	<u>678,326</u>	<u>678,326</u>
Total Resources	<u>846,500</u>	<u>1,021,361</u>	<u>934,142</u>	<u>1,022,130</u>	<u>1,022,130</u>	<u>1,022,130</u>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Personal Services	245,621	248,745	254,188	289,725	289,725	289,725
Materials & Supplies	291,113	266,191	382,750	401,756	401,756	401,756
Contractual/Prof Services	98,458	93,969	79,341	66,057	66,057	66,057
Direct Charges	15,000	15,000	13,500	13,500	13,500	13,500
Capital Outlay	4,608	74	6,500	15,000	15,000	15,000
Contingencies	0	0	124,235	157,492	157,492	157,492
Indirect Charges	64,571	62,398	73,628	78,600	78,600	78,600
Ending Balance	<u>127,129</u>	<u>334,984</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Requirements	<u>846,500</u>	<u>1,021,361</u>	<u>934,142</u>	<u>1,022,130</u>	<u>1,022,130</u>	<u>1,022,130</u>

Program: Support Services – Garage Operations

Personnel

	BUDGET FY'09 #	BUDGET FY'10 #	BUDGET FY'11 #	MANAGER RECOMMEND FY'12 #	COMMITTEE APPROVED FY'12 #	COUNCIL ADOPTED FY'12 #
Admin. Support Specialist	1.00	1.00	1.00	1.000	1.000	1.000
Lead Fleet Mechanic	1.00	1.00	1.00	1.000	1.000	1.000
Mechanic	1.00	1.00	1.00	1.000	1.000	1.000
Department Support Technician	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>
Subtotal	4.00	4.00	4.00	4.000	4.000	4.000
Parks and Comm. Service Director						
From: Property Mgmt	0.10	0.10	0.10	0.100	0.100	0.100
Admin. Support Specialist						
To: Park Maintenance	(0.15)	(0.15)	(0.15)	(0.150)	(0.150)	(0.150)
To: Property Mgmt	(0.15)	(0.15)	(0.15)	(0.150)	(0.150)	(0.150)
To: Information Technology	(0.10)	(0.10)	(0.10)	(0.100)	(0.100)	(0.100)
To: Equipment Replacement	(0.20)	(0.20)	(0.20)	(0.200)*	(0.200)*	(0.200)*
Dept. Support Technician						
To: Equipment Replacement	(0.15)	(0.15)	(0.15)	(0.150)*	(0.150)*	(0.150)*
Lead Fleet Mechanic						
To: Equipment Replacement	(0.15)	(0.15)	(0.20)	(0.100)	(0.100)	(0.100)
Mechanic						
To: Equipment Replacement	<u>(0.15)</u>	<u>(0.15)</u>	<u>(0.20)</u>	<u>(0.100)</u>	<u>(0.100)</u>	<u>(0.100)</u>
Subtotal	(0.95)	(0.95)	(1.05)	(0.850)	(0.850)	(0.850)
Total Positions	<u>3.05</u>	<u>3.05</u>	<u>2.95</u>	<u>3.150</u>	<u>3.150</u>	<u>3.150</u>
Total Un-Funded Positions	0.00	0.00	0.00	(0.125)	(0.125)	(0.125)
Total Funded Positions	<u>3.05</u>	<u>3.05</u>	<u>2.95</u>	<u>3.025</u>	<u>3.025</u>	<u>3.025</u>

*Recap of Unfunded Positions by Fiscal Year:						
Admin Support Specialist	0.00	0.00	0.00	0.040	0.040	0.040
Department Support Technician	0.00	0.00	0.00	0.085	0.085	0.085

Capital Outlay/By Item

Computers			1,500	0	0	0
Tools/Equipment			<u>5,000</u>	<u>15,000</u>	<u>15,000</u>	<u>15,000</u>
Total Capital Outlay			<u>6,500</u>	<u>15,000</u>	<u>15,000</u>	<u>15,000</u>

Program: Support Services – Equipment Replacement

Services Delivered:

This activity provides replacement of City vehicles and fleet equipment. Each department is charged a monthly depreciation fee which is amortized over the projected life of the vehicle. Payment and account balances are kept on each vehicle, with the accumulated funds paying for replacement of the equipment at the end of its useful life. Actual replacement decisions are made after reviewing age, maintenance costs and reliability of each piece of equipment.

FY'12 Performance Measurements:

Efficiencies:

- Evaluate savings between contracting and in-house patrol vehicle set-up.
- Evaluate maintenance cost and reliability of equipment prior to replacement.

Effectiveness:

- Use State Bid contracts when available to reduce contract management costs.

Program: Support Services – Equipment Replacement

Budget Highlights:

The FY'12 Budget includes funds for replacing two K-9 patrol cars and one detective vehicle for Public Safety. With accrued funds we will evaluate replacing a front-end loader, two compressors, a small A.T.V. and a ten-yard dump truck. Public Safety Fire will take possession of a new platform truck. One lawn tractor is scheduled for replacement for the Parks Department. When possible, new equipment will be purchased through the Oregon State Purchasing System. Late model used vehicles will be purchased when deemed good values. Leases for two new patrol vehicles will be negotiated.

Monthly amortization payments for most vehicles are calculated on a straight line cost reimbursement basis.

Congestion Mitigation and Air Quality grant money was recognized; we will continue to purchase hybrids and electrical carts for City use as need arises. Seven midsize pickups, three SUVs, two sedans, one ATV and one all electric cart are scheduled for replacement with CMAQ funds.

FY'11 Activity Review:

During FY'11 a total of nine vehicles and ten pieces of equipment were evaluated for replacement. Two leased patrol cars were replaced for Public Safety; one Dodge Charger was purchased for a replacement patrol vehicle. Three hybrid SUVs were purchased with CMAQ funds. Two pieces of equipment were replaced for Utilities. The replacement Fire Platform Ladder Truck was ordered.

Program: Support Services – Equipment Replacement

Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>2,753,516</u>	<u>3,081,299</u>	<u>3,115,716</u>	<u>3,017,541</u>	<u>3,017,541</u>	<u>3,017,541</u>
Current Resources						
Activity Generated						
Revenue from Other Agencies	291,528	0	206,506	410,000	410,000	410,000
Internal Billings	461,886	511,782	537,192	656,838	656,838	656,838
Interest	60,072	31,798	20,000	20,000	20,000	20,000
Transfer from General Fund	98,000	0	0	190,000	190,000	190,000
Transfer from Street Utility Fund	5,000	0	0	0	0	0
Transfer from Wastewater Fund	30,000	30,000	0	45,000	45,000	45,000
Transfer from Property Services	5,000	0	0	0	0	0
Transfer from Projects	0	0	0	10,000	10,000	10,000
Other Revenue	<u>0</u>	<u>13,012</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>951,486</u>	<u>586,592</u>	<u>763,698</u>	<u>1,331,838</u>	<u>1,331,838</u>	<u>1,331,838</u>
Total Resources	<u>3,705,002</u>	<u>3,667,891</u>	<u>3,879,414</u>	<u>4,349,379</u>	<u>4,349,379</u>	<u>4,349,379</u>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Personal Services	56,250	58,980	69,282	56,785	56,785	56,785
Materials & Supplies	1,203	614	1,000	0	0	0
Contractual/Prof Services	46,585	44,968	50,509	51,316	51,316	51,316
Direct Charges	16,565	16,404	22,675	24,322	24,322	24,322
Capital Outlay	470,744	149,756	950,006	1,492,100	1,492,100	1,492,100
Contingencies	0	0	300,000	300,000	300,000	300,000
Indirect Charges	30,697	18,087	40,346	5,312	5,312	5,312
Transfers Out	1,659	0	0	0	0	0
Ending Balance	<u>3,081,299</u>	<u>3,379,082</u>	<u>2,445,596</u>	<u>2,419,544</u>	<u>2,419,544</u>	<u>2,419,544</u>
Total Requirements	<u>3,705,002</u>	<u>3,667,891</u>	<u>3,879,414</u>	<u>4,349,379</u>	<u>4,349,379</u>	<u>4,349,379</u>

Program: Support Services – Equipment Replacement

Personnel

	BUDGET FY'09 #	BUDGET FY'10 #	BUDGET FY'11 #	MANAGER RECOMMEND FY'12 #	COMMITTEE APPROVED FY'12 #	COUNCIL ADOPTED FY'12 #
Parks/Community Svcs. Director						
From: Property Mgmt	0.05	0.05	0.05	0.050	0.050	0.050
Dept. Support Technician						
From: Garage	0.15	0.15	0.15	0.150	0.150	0.150
Admin. Support Specialist						
From: Garage	0.20	0.20	0.20	0.200	0.200	0.200
Lead Fleet Mechanic						
From: Garage	0.15	0.15	0.20	0.100	0.100	0.100
Mechanic						
From: Garage	<u>0.15</u>	<u>0.15</u>	<u>0.20</u>	<u>0.100</u>	<u>0.100</u>	<u>0.100</u>
Total Positions	<u>0.70</u>	<u>0.70</u>	<u>0.80</u>	<u>0.600</u>	<u>0.600</u>	<u>0.600</u>
Total Un-Funded Positions	0.00	0.00	0.00	(0.035)	(0.035)	(0.035)
Total Funded Positions	<u>0.70</u>	<u>0.70</u>	<u>0.80</u>	<u>0.565</u>	<u>0.565</u>	<u>0.565</u>

*Recap of Unfunded Positions by Fiscal Year:						
Admin Support Specialist	0.00	0.00	0.00	0.020	0.020	0.020
Department Support Technician	0.00	0.00	0.00	0.015	0.015	0.015

Capital Outlay/By Item

TV Truck	74,000	0	0	0
Hybrid Setup	0	0	0	0
Garage Setup	0	0	0	0
Automobiles	7,500	35,000	35,000	35,000
Scanner/Computers	0	0	0	0
Cat Loader/Dump Truck	95,000	167,000	167,000	167,000
Police Vehicles	56,000	90,000	90,000	90,000
Pick-Up Trucks	34,000	38,000	38,000	38,000
Fire Apparatus	353,000	637,000	637,000	637,000
Heavy Equipment	70,000	39,000	39,000	39,000
Air Compressors	24,000	26,000	26,000	26,000
Crackpot/Vibratory Roller – Streets	30,000	27,000	27,000	27,000
Other/ CMAQ Grant	<u>206,506</u>	<u>433,100</u>	<u>433,100</u>	<u>433,100</u>
Total Capital Outlay	<u>950,006</u>	<u>1,492,100</u>	<u>1,492,100</u>	<u>1,492,100</u>

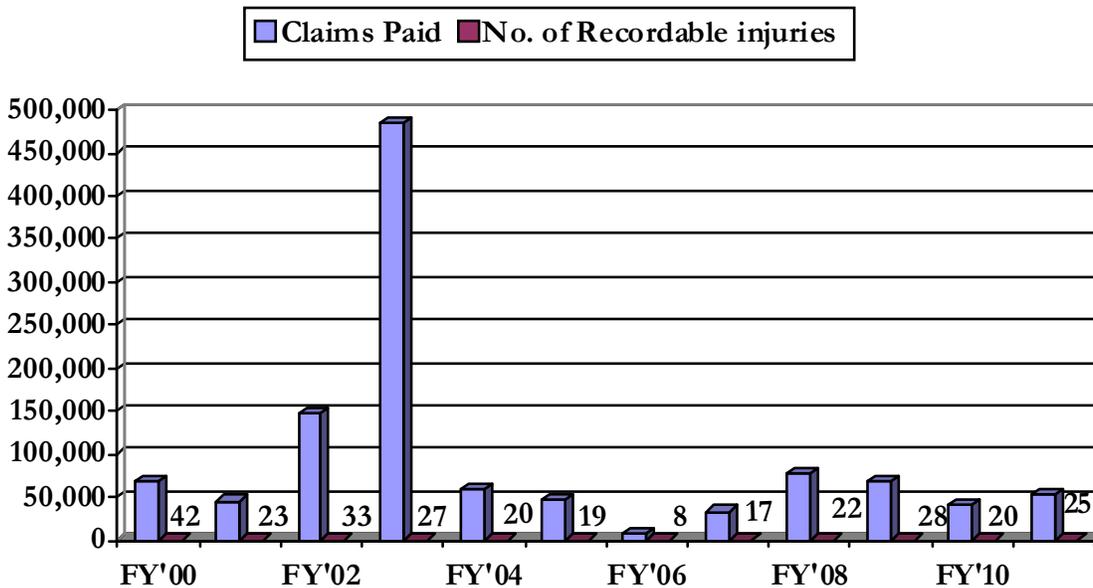
Program: Support Services – Workers’ Compensation Insurance

Services Delivered:

This activity administers the City’s self-insurance program for workers’ compensation. The operating divisions are charged based on 100% of State rates. Losses are paid directly to the claimants from this reserve. Insurance for excess coverage (individual claims in excess of \$500,000 and aggregate claims of \$1,000,000), accounts payable and administration are also paid by this activity.

FY’12 Anticipated Accomplishments:

- Review the City’s safety training structure to address accountability and evaluate training priorities.
- Reduce loss time injures by 10% through education and training.
- Ensure mandatory safety training is completed and documented. This training includes annual hearing testing/training, blood borne pathogen and bi-annual CPR/AED.



Program: Support Services – Workers’ Compensation Insurance

Budget Highlights:

Risk Management, with the assistance of the City’s Safety Committee, has been able to contain losses during this budget cycle and recent budget years. The self insured Workers Compensation Fund has not had a year of significant claims expenses since 2003. In October 2010, an actuarial study was completed by Select Actuarial Services. Their report affirms the Workers’ Compensation Fund is actuarially sound and has an adequately funded loss reserve account. This will enable this fund to consider a distribution credit at the end of each fiscal year; resulting in lower effective rates for departments as long as loss history remains low.

FY’11 Performance Indicators:

- Complete the review and distribute the newly revised Safety and Loss Control Manual. The Safety Committee is recommending these new programs be established to provide greater employee awareness of safety procedures. **Target met.**
- Invite a Department Director to attend a Safety Committee meeting quarterly. **Target met.**
- Ensure mandatory safety training is completed and documented. This training includes annual hearing testing/training, blood borne pathogen and bi-annual CPR/AED. **Target met.**

Program: Support Services – Workers’ Compensation Insurance

Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>775,676</u>	<u>848,040</u>	<u>845,485</u>	<u>942,212</u>	<u>942,212</u>	<u>942,212</u>
Current Resources						
Activity Generated						
Internal Billings	286,205	258,342	300,000	294,793	294,793	294,793
Interest	17,697	9,395	5,500	7,800	7,800	7,800
Other Revenue	<u>3,265</u>	<u>7,054</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>307,167</u>	<u>274,791</u>	<u>305,500</u>	<u>302,593</u>	<u>302,593</u>	<u>302,593</u>
Total Resources	<u>1,082,843</u>	<u>1,122,831</u>	<u>1,150,985</u>	<u>1,244,805</u>	<u>1,244,805</u>	<u>1,244,805</u>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Personal Services	21,461	12,742	28,313	23,080	23,080	23,080
Materials & Supplies	2,805	3,171	6,050	6,050	6,050	6,050
Contractual/Prof Services	209,232	118,575	389,001	372,293	372,293	372,293
Direct Charges	1,305	744	3,752	2,088	2,088	2,088
Contingencies	0	0	500,000	500,000	500,000	500,000
Ending Balance	<u>848,040</u>	<u>987,599</u>	<u>223,869</u>	<u>341,294</u>	<u>341,294</u>	<u>341,294</u>
Total Requirements	<u>1,082,843</u>	<u>1,122,831</u>	<u>1,150,985</u>	<u>1,244,805</u>	<u>1,244,805</u>	<u>1,244,805</u>

Program: Support Services – Workers’ Compensation Insurance

Personnel

	BUDGET FY'09 #	BUDGET FY'10 #	BUDGET FY'11 #	MANAGER RECOMMEND FY'12 #	COMMITTEE APPROVED FY'12 #	COUNCIL ADOPTED FY'12 #
City Attorney						
From: Legal Services	0.10	0.10	0.05	0.050*	0.050*	0.050*
Assistant City Attorney						
From: Legal Services	0.02	0.02	0.025	0.025*	0.025*	0.025*
Assistant City Manager						
From: Management	0.00	0.00	0.00	0.020	0.020	0.020
HR Analyst						
From: Human Resources	0.00	0.00	0.00	0.125	0.125	0.125
Office Assistant II						
From: Legal Services	0.40	0.125	0.255	0.000	0.000	0.000
Department Support Technician						
From: Legal Services	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.106</u>	<u>0.106</u>	<u>0.106</u>
Total Positions	<u>0.52</u>	<u>0.245</u>	<u>0.33</u>	<u>0.326</u>	<u>0.326</u>	<u>0.326</u>
Total Un-Funded Positions*	0.00	0.000	0.00	0.000	0.000	0.000
Total Funded Positions	<u>0.52</u>	<u>0.245</u>	<u>0.33</u>	<u>0.326</u>	<u>0.326</u>	<u>0.326</u>

*** Note the following are funded under Contractual Services instead of Personal Services:**

City Attorney	0.00	0.00	0.00	0.050	0.050	0.050
Assistant City Attorney	0.00	0.00	0.00	0.025	0.025	0.025

The full time equivalent (fte) for all regular/permanent employees was restated under total positions during the FY'11 budget process. Previously part-time staff were listed under "Part Time/Seasonal Hours". This has been changed to Temporary/Seasonal Hours and will only reflect projected hours for temporary/seasonal staff.

Program: Support Services – General Insurance

Services Delivered:

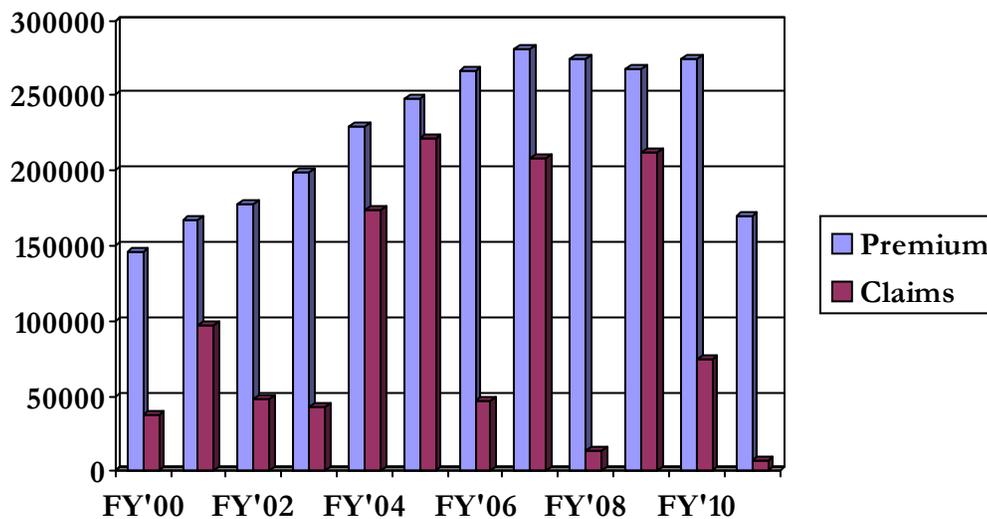
This activity accounts for general insurance, excluding workers' compensation. Charges to departments have been specifically adjusted to represent costs on a pro-rate basis using premium costs from City County Insurance Services as the primary emphasis. Costs to manage this activity have been paid from the fund balance.

FY'12 Anticipated Accomplishments:

- Work with Wilson-Heirgood Risk Management Consulting services to improve risk management by reviewing and monitoring City activities and exposures to be covered.
- Continue the downward premium trend on Auto Physical Damage and Auto Liability claims. We will continue to provide bi-annual training to employees, which are conducted by CIS at no cost.
- Provide one Risk Management training to all levels of management.

Budget Highlights:

The City continues to use City County Insurance Services to ensure long-term insurance viability. At its December 2010 meeting, the CIS Board of Trustees closed out older program years and declared the \$4.496 million distribution. As an eligible member, the City of Grants Pass received a \$95,083 portion of the distribution in the form of credits towards the cost of CIS coverage in FY11-12. CIS will not be able to provide final premium costs prior to budget preparation. However, preliminary figures from CIS are estimated to result in the rates to remain stable for general liability.



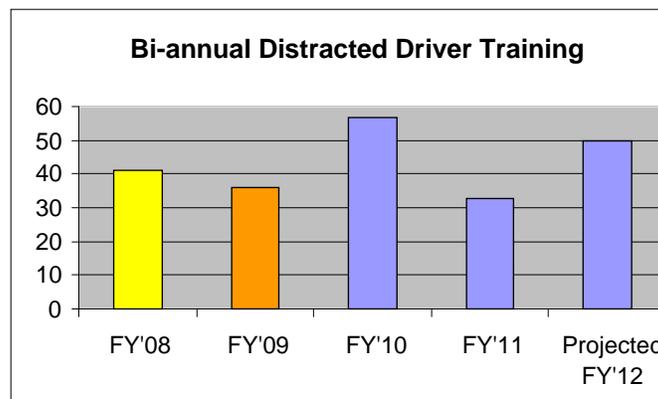
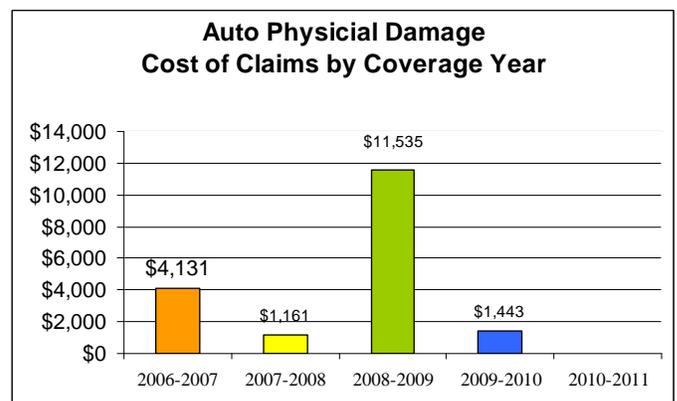
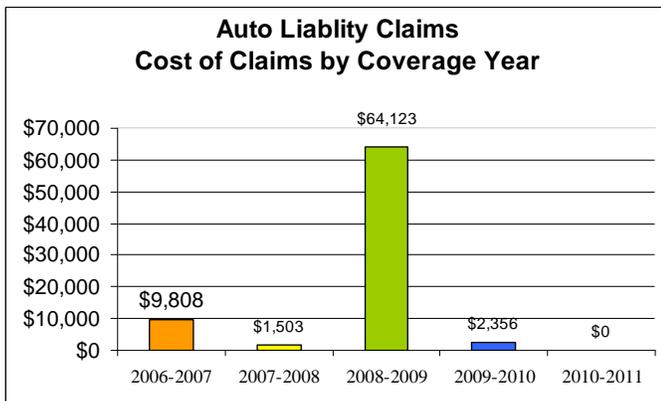
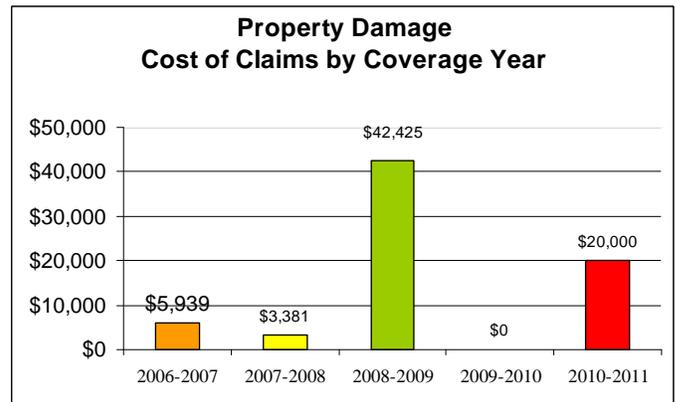
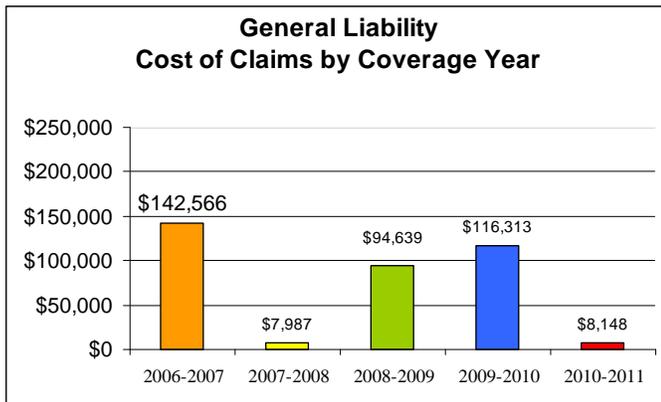
FY'11 Activity Review:

During FY'11, this activity identified aggressive risk management as key in keeping the cost of coverage as low as possible. In September 2009, we contracted with a Wilson-Heirgood Risk Management Consultant to assist our entity in identifying and reducing our liability exposures. Through their advice, our entity is improving our loss experience and risk management programs through the following actions: 1) Providing risk management training for the management staff; 2) Assisting in purchasing flood insurance; 3) Providing research related to ongoing risk management and regulatory issues; 4) Establishing best practice policies.

Program: Support Services – General Insurance

FY'11 Performance Indicator:

- Work with Wilson-Heirgood Risk Management Consulting services to improve risk management by reviewing and monitoring City activities and exposures to be covered. **Target met.**
- Continue the downward premium trend on Auto Physical Damage and Auto Liability claims. We will continue to provide bi-annual training to employees, which are conducted by CIS at no cost. **Target met.**
- Provide one Risk Management training to all levels of management. **Target met.**



Program: Support Services – General Insurance

Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>394,187</u>	<u>417,260</u>	<u>474,337</u>	<u>450,000</u>	<u>450,000</u>	<u>450,000</u>
Current Resources						
Activity Generated						
Internal Billings	464,576	476,752	434,719	394,291	394,291	394,291
Interest	6,660	4,428	2,500	2,500	2,500	2,500
Redwood Sewer District	2,282	2,164	1,970	1,784	1,784	1,784
Loan Repayments	2,275	995	0	0	0	0
Other Revenue	<u>0</u>	<u>3,523</u>	<u>125,426</u>	<u>95,083</u>	<u>95,083</u>	<u>95,083</u>
Total Current Resources	<u>475,793</u>	<u>487,862</u>	<u>564,615</u>	<u>493,658</u>	<u>493,658</u>	<u>493,658</u>
Total Resources	<u>869,980</u>	<u>905,122</u>	<u>1,038,952</u>	<u>943,658</u>	<u>943,658</u>	<u>943,658</u>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Personal Services	26,123	17,885	46,472	25,796	25,796	25,796
Materials & Supplies	15	0	1,050	1,050	1,050	1,050
Contractual/Prof Services	422,666	374,231	435,765	477,235	477,235	477,235
Direct Charges	3,916	2,338	3,752	2,088	2,088	2,088
Contingencies	0	0	75,000	437,489	437,489	437,489
Ending Balance	<u>417,260</u>	<u>510,668</u>	<u>476,913</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Requirements	<u>869,980</u>	<u>905,122</u>	<u>1,038,952</u>	<u>943,658</u>	<u>943,658</u>	<u>943,658</u>

Program: Support Services – General Insurance

Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	#	#	#	FY'12	FY'12	FY'12
	#	#	#	#	#	#
City Attorney						
From: Legal Services	0.100	0.100	0.100	0.100*	0.100*	0.100*
Assistant City Attorney						
From: Legal	0.020	0.020	0.050	0.050*	0.050*	0.050*
Office Assistant II						
From: Legal Services	0.110	0.125	0.340	0.000	0.000	0.000
Department Support Tech						
From: Legal Services	0.00	0.00	0.00	0.289	0.289	0.289
Office Assistant II						
From: Mgmt. Services	<u>0.050</u>	<u>0.050</u>	<u>0.050</u>	<u>0.050</u>	<u>0.050</u>	<u>0.050</u>
Total Positions	<u>0.280</u>	<u>0.295</u>	<u>0.540</u>	<u>0.489</u>	<u>0.489</u>	<u>0.489</u>
Total Un-Funded Positions*	0.000	0.000	0.000	0.000	0.000	0.000
Total Funded Positions	<u>0.280</u>	<u>0.295</u>	<u>0.540</u>	<u>0.489</u>	<u>0.489</u>	<u>0.489</u>

*** Note the following are funded under Contractual Services instead of Personal Services:**

City Attorney	0.00	0.00	0.00	0.100	0.100	0.100
Assistant City Attorney	0.00	0.00	0.00	0.050	0.050	0.050

Program: Support Services – Benefits Administration

Services Delivered:

This activity accounts for health insurance and PERS collections and payments.

FY'12 Anticipated Accomplishments:

A Health Insurance Committee comprised of two employees from each of the bargaining groups, formed in 2002, will reconvene in the fall of 2011 to assist in the evaluation of and availability of a health package with tolerable cost increases. In conjunction with this endeavor, a health care package will be renegotiated for calendar year 2012, as the existing contract expires December 31, 2011. Programs to encourage the wellness of our employees will continue to be introduced.

FY'12 Performance Measurements:

- Employee Health Committee will review and evaluate alternative health insurance policies and plan design concepts. **Goal: Leadership**
- Develop a Wellness Program. **Goal: Leadership**

Budget Highlights:

Departments are billed monthly \$20 per employee for a Self Health fund. The Health Insurance fund budgets for the Fitness Reimbursement, Employee Assistance and Wellness Programs. This fund has built up a balance to be used for future, much needed, Wellness Programs.

FY'11 Activity Review:

The Health Insurance Committee reconvened and worked with our Agents of Record reviewing proposals and options from several providers. The committee recommended to management the renewal of the health care contract for calendar year 2011 with PacificSource, with a dual choice option for medical. The committee also recommended the renewal of the dental plans through PacificSource Dental and Willamette Dental Service. Willamette Dental's premium did not increase for 2012, while PacificSource Dental had a 5% increase.

The Health Reimbursement Account (HRA), introduced as an option in 2007, continues to be offered. Approximately 80% of the employees covered by PacificSource have chosen this option. Including the employees in the Teamsters union, a high percentage of the City's employees are now participating in an HRA/VEBA account. The medical premium increase of only 5.6% for 2012, largely based on the low experience rating the City had in 2010, is evidence that City employees are taking control of their health expenses, which a high deductible/HRA option encourages.

A Benefit Fair was held in the fall of 2010. It included wellness testing and flu shots. Benefit representatives were onsite to answer employee questions. Through a new program with PacificSource, a weight loss group was formed.

FY'11 Performance Indicators:

- Employee Health Committee will review and evaluate alternative health insurance policies and plan design concepts. **Goal #VII Target met.**
- Develop a Wellness Program. **Goal #VII Target not met.** (This is an ongoing process. Working towards this goal, the City held a Benefit Fair and a weight loss program was begun.)

Program: Support Services – Benefits Administration

Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>901,277</u>	<u>937,482</u>	<u>1,075,878</u>	<u>1,443,960</u>	<u>1,443,960</u>	<u>1,443,960</u>
Current Resources						
Activity Generated						
Internal Billings	2,669,774	195,529	375,300	142,680	142,680	142,680
Interest	19,750	10,402	5,200	8,600	8,600	8,600
Other Revenue	<u>72,711</u>	<u>1,408</u>	<u>0</u>	<u>5,000</u>	<u>5,000</u>	<u>5,000</u>
Total Current Resources	<u>2,762,235</u>	<u>207,339</u>	<u>380,500</u>	<u>156,280</u>	<u>156,280</u>	<u>156,280</u>
Total Resources	<u>3,663,512</u>	<u>1,144,821</u>	<u>1,456,378</u>	<u>1,600,240</u>	<u>1,600,240</u>	<u>1,600,240</u>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL
	FY'09	FY'10	FY'11	RECOMMEND	APPROVED	ADOPTED
	\$	\$	\$	\$	\$	\$
Personal Services	30,638	24,005	39,780	31,600	31,600	31,600
Materials & Supplies	0	97	1,900	1,900	1,900	1,900
Contractual/Prof Services	2,695,392	5,329	10,250	10,250	10,250	10,250
Contingencies	0	0	25,000	25,000	25,000	25,000
Ending Balance	<u>937,482</u>	<u>1,115,390</u>	<u>1,379,448</u>	<u>1,531,490</u>	<u>1,531,490</u>	<u>1,531,490</u>
Total Requirements	<u>3,663,512</u>	<u>1,144,821</u>	<u>1,456,378</u>	<u>1,600,240</u>	<u>1,600,240</u>	<u>1,600,240</u>

WHERE THE ROGUE RIVER RUNS



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