

# 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 a fixed fee structure (engineering), by the square foot (property management), by the mile (garage), by the employee (insurance), or a percentage of expenditures (information technology).

	ACTUAL FY'10 \$	ACTUAL FY'11 \$	BUDGET FY'12 \$	MANAGER RECOMMEND FY'13 \$	COMMITTEE APPROVED FY'13 \$	COUNCIL ADOPTED FY'13 \$	PROJECTED FY'14 \$
Program Generated Resources	<u>10,817,286</u>	<u>12,173,426</u>	<u>12,644,242</u>	<u>12,598,033</u>	<u>12,532,760</u>	<u>12,532,760</u>	<u>12,142,600</u>
<b>Total Resources</b>	<b><u>10,817,286</u></b>	<b><u>12,173,426</u></b>	<b><u>12,644,242</u></b>	<b><u>12,598,033</u></b>	<b><u>12,532,760</u></b>	<b><u>12,532,760</u></b>	<b><u>12,142,600</u></b>
Requirements							
Community Development Mgmt.	509,490	802,040	1,071,940	1,032,832	1,032,832	1,032,832	1,053,083
Engineering Services	1,236,675	1,239,380	1,053,985	1,034,025	1,034,025	1,034,025	981,647
Property Management Svc's	634,828	718,880	701,039	732,417	732,417	732,417	698,983
Information Technology Svc's	574,267	628,747	657,066	640,144	640,144	640,144	668,446
Garage Services	1,021,361	1,089,078	1,022,130	987,409	987,409	987,409	986,609
Equipment Replacement Svc's	3,667,891	4,053,583	4,349,379	3,993,185	3,927,912	3,927,912	3,911,314
Insurance	<u>3,172,774</u>	<u>3,641,718</u>	<u>3,788,703</u>	<u>4,178,021</u>	<u>4,178,021</u>	<u>4,178,021</u>	<u>3,842,518</u>
<b>Total Requirements</b>	<b><u>10,817,286</u></b>	<b><u>12,173,426</u></b>	<b><u>12,644,242</u></b>	<b><u>12,598,033</u></b>	<b><u>12,532,760</u></b>	<b><u>12,532,760</u></b>	<b><u>12,142,600</u></b>

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## **Program: Support Services – Community Development Management Services**

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### **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’13 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 and resulting file and data base maintenance, training and development of the new GIS program, research and statistical reporting, purchasing, website maintenance and information services, lien searches and releases, accounting and internal audits, archiving and record-keeping, clerical support, and preparation and facilitation for public meetings and workshops.

Some items identified in the 2012 Work Plan and assigned to Community Development include:

- Incorporate the new potential of the GIS system and work with Public Safety to produce a collision GIS layer for analysis.
- Provide support for the potential downtown gathering place, Development Code Review, new Urban Growth Boundary, and efforts to enhance Grants Pass as a bike and pedestrian friendly community.

### **FY’13 Performance Measures:**

- Purchase and install a new GIS server and proceed with developing a public web application. This application will improve staff efficiency and customer service as information will be available to the public without having to travel to our office. This will be accomplished with the assistance of an outside consultant; GIS support staff and the City IT team.
- Improve our customer service by revising existing checklists and creating new informational handouts that describe the steps that need to take place for typical projects.

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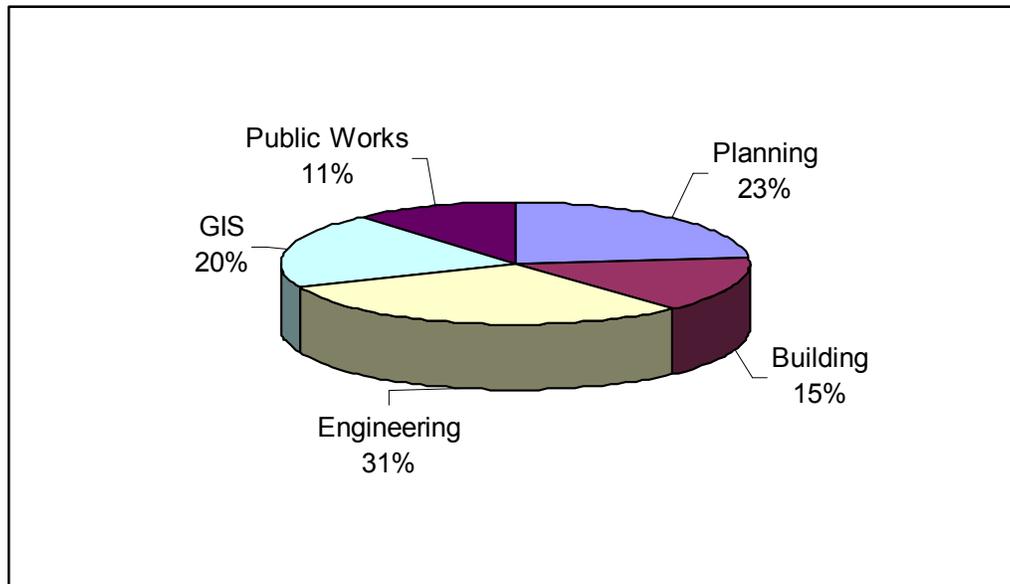
## Program: Support Services – Community Development Management Services

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### Budget Highlights:

FY'13 changes to the budget consist of additional dedicated funding for the GIS ELA contract.

### Allocation of Staff Time for FY'13



### FY'12 Activity Review:

In Calendar Year 2011 this activity processed 1,609 building and utility permits, scheduled 4,104 inspections, and provided telephone and front counter reception service for nine continuous hours every working day.

### FY'12 Performance Indicators:

- 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. **Target met.**
- 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. **In progress.**
- 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. **Software to be replaced in FY'14. Forms updated and uploaded to website.**
- 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. **Target met.**

## Program: Support Services – Community Development Management Services

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	(1)	50,244	90,950	24,647	24,647	24,647	33,340
Current Resources							
Activity Generated							
Redwood Sewer District	18,370	33,512	24,906	37,878	37,878	37,878	38,648
Direct Charges from:							
General Fund	270,952	375,693	421,800	422,408	422,408	422,408	432,602
Transportation	12,108	24,498	34,150	27,983	27,983	27,983	28,435
Wastewater	22,128	36,508	37,231	40,946	40,946	40,946	41,762
Water	22,128	36,508	37,231	40,946	40,946	40,946	41,762
Property Management	0	12,000	12,000	15,000	15,000	15,000	15,000
Engineering	161,168	205,220	326,672	327,649	327,649	327,649	336,159
Administrative Services	0	20,004	20,000	25,000	25,000	25,000	25,000
Transfers In	0	0	0	10,000	10,000	10,000	0
GIS Fees	0	0	67,000	60,375	60,375	60,375	60,375
Other Revenue	2,637	7,853	0	0	0	0	0
Total Current Resources	509,491	751,796	980,990	1,008,185	1,008,185	1,008,185	1,019,743
<b>Total Resources</b>	<b>509,490</b>	<b>802,040</b>	<b>1,071,940</b>	<b>1,032,832</b>	<b>1,032,832</b>	<b>1,032,832</b>	<b>1,053,083</b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Personnel Services	368,298	527,563	769,770	801,365	801,365	801,365	835,332
Materials & Supplies	2,363	10,238	30,675	27,600	27,600	27,600	20,400
Contractual/Prof Services	16,292	32,593	117,041	73,411	73,411	73,411	71,358
Direct Charges	69,044	85,422	71,487	75,012	75,012	75,012	75,012
Capital Outlay	3,249	54,033	58,320	10,000	10,000	10,000	0
Contingencies	0	0	7,977	12,104	12,104	12,104	981
Ending Balance	50,244	92,191	16,670	33,340	33,340	33,340	50,000
<b>Total Requirements</b>	<b>509,490</b>	<b>802,040</b>	<b>1,071,940</b>	<b>1,032,832</b>	<b>1,032,832</b>	<b>1,032,832</b>	<b>1,053,083</b>

**Program: Support Services – Community Development Management Services**

**Personnel**

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	PROJECTED
	#	#	#	FY'13	FY'13	FY'13	FY'14
	#	#	#	#	#	#	#
Community Development Director	1.00	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	1.00
City Surveyor	0.00	0.00	1.00	1.00	1.00	1.00	1.00
Engineering Technician**	1.00	1.00	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	1.00
Office Assistant I	2.00*	2.00*	2.00*	2.00*	2.00*	2.00*	2.00*
Department Support Technician	1.00	1.00	2.00	2.00	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>	<u>1.00</u>
<b>Total Positions</b>	<b><u>8.00</u></b>	<b><u>8.00</u></b>	<b><u>10.00</u></b>	<b><u>10.00</u></b>	<b><u>10.00</u></b>	<b><u>10.00</u></b>	<b><u>10.00</u></b>
Total Un-Funded Positions*	(1.00)	(1.00)	(1.00)	(1.00)	(1.00)	(1.00)	(1.00)
<b>Total Funded Positions</b>	<b><u>7.00</u></b>	<b><u>7.00</u></b>	<b><u>9.00</u></b>	<b><u>9.00</u></b>	<b><u>9.00</u></b>	<b><u>9.00</u></b>	<b><u>9.00</u></b>
Temporary/Seasonal Hours	<u>0*</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>

<b>* Recap of Unfunded Positions by Fiscal Year:</b>							
Office Assistant I	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Seasonal Hours	680	680	600	600	600	600	600

\*\*FY13 Engineering Technician has replaced to job title of Project Specialist to reflect more descriptive job responsibilities and be in line with comparator agencies.

**Capital Outlay/By Item**

Computers/Printers		<u>58,320</u>	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>	<u>0</u>
<b>Total Capital Outlay</b>		<b><u>58,320</u></b>	<b><u>10,000</u></b>	<b><u>10,000</u></b>	<b><u>10,000</u></b>	<b><u>0</u></b>

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## **Program: Support Services – Engineering Services**

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### **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 infrastructures. 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.

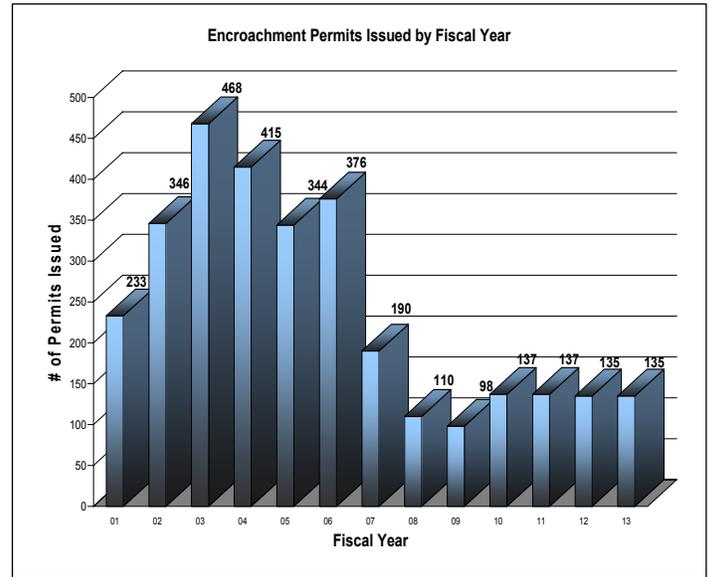
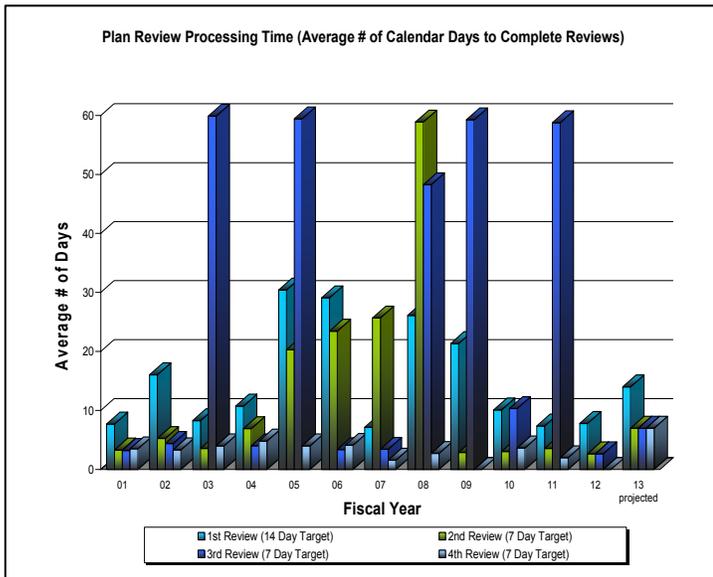
### **FY’13 Anticipated Accomplishments:**

Engineering will be involved in a number of capital improvements in FY’12 including the design, construction and inspection of the FY’13/14 Overlays, CMAQ Sidewalk, Small Water Main Replacement, Wastewater Structural Repairs, Hubbard Lane Widening, and water line and sewer line projects as determined by Public Works. Engineering will also provide quality review of private development projects through the site plan review process.

### **FY’13 Performance Measurements:**

- Within 14 calendar days of the divisions 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 thoroughly completed 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.
- 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



### **Budget Highlights:**

The projected revenues for FY'13 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 reduce from \$205,550 in FY'12 to \$180,892 in FY'13.

### **FY'12 Activity Review:**

The Engineering Division assisted in a number of new developments in our community this year, including Parker Drive 2" Main Replacement, 5<sup>th</sup> Street Sewer Replacement, "G" Street Sidewalks, Sewer Structural Main Repairs, Hubbard Lane Widening design, "L" and Alder Sewer and Water, and Overlays/Maintenance FY'11/12 projects.

At least 10 private developments were (or still are) in the plan checking, construction, or final platting process during this same time period. A few examples are: Home Depot, Bi-Mart Expansion, Mychorizal, Hellgate Boat Shop, Mountain Alloys and Asante Women's Center.

### **FY'12 Performance Indicators:**

- Within 14 calendar days of the divisions 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 thoroughly completed 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. **Target met.**
- 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.**

## Program: Support Services – Engineering Services

### Financial Summary

Resources	ACTUAL FY'10 \$	ACTUAL FY'11 \$	BUDGET FY'12 \$	MANAGER RECOMMEND FY'13 \$	COMMITTEE APPROVED FY'13 \$	COUNCIL ADOPTED FY'13 \$	PROJECTED FY'14 \$
Beginning Balance	<u>221,686</u>	<u>378,189</u>	<u>313,952</u>	<u>235,826</u>	<u>235,826</u>	<u>235,826</u>	<u>180,892</u>
Current Resources							
Activity Generated							
Redwood Sewer Service Dist.	0	0	0	10,500	10,500	10,500	10,500
Engineering Fees	112,221	93,469	113,800	48,600	48,600	48,600	48,600
Sale of publications	476	258	300	50	50	50	50
Interest	2,981	3,313	500	1,625	1,625	1,625	1,000
Other Revenue	2,297	24,322	2,500	2,500	2,500	2,500	2,500
Direct Charges To:							
General Fund	30,000	30,000	42,525	35,000	35,000	35,000	35,000
Transportation	131,348	154,095	146,300	146,300	146,300	146,300	146,300
Wastewater Operations	53,355	64,370	70,000	59,500	59,500	59,500	59,500
Solid Waste Operations	1,796	619	2,500	0	0	0	0
Water Operations	58,590	61,121	87,000	87,000	87,000	87,000	87,000
Administrative Services	11,850	9,484	14,000	10,000	10,000	10,000	10,000
Transportation Projects	320,878	240,100	205,608	337,114	337,114	337,114	311,325
Lands & Buildings Projects	46,935	34,529	20,000	16,540	16,540	16,540	17,530
Wastewater Projects	100,458	43,187	5,000	25,200	25,200	25,200	44,990
Water Projects	37,043	25,339	30,000	18,270	18,270	18,270	26,460
GIS Fees	<u>104,761</u>	<u>76,985</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>1,014,989</u>	<u>861,191</u>	<u>740,033</u>	<u>798,199</u>	<u>798,199</u>	<u>798,199</u>	<u>800,755</u>
<b>Total Resources</b>	<b><u>1,236,675</u></b>	<b><u>1,239,380</u></b>	<b><u>1,053,985</u></b>	<b><u>1,034,025</u></b>	<b><u>1,034,025</u></b>	<b><u>1,034,025</u></b>	<b><u>981,647</u></b>

Requirements	ACTUAL FY'10 \$	ACTUAL FY'11 \$	BUDGET FY'12 \$	MANAGER RECOMMEND FY'13 \$	COMMITTEE APPROVED FY'13 \$	COUNCIL ADOPTED FY'13 \$	PROJECTED FY'14 \$
Personnel Services	645,815	614,088	473,889	477,060	477,060	477,060	485,219
Materials & Supplies	9,710	9,155	11,775	10,400	10,400	10,400	11,350
Contractual/Prof Services	41,793	36,039	35,239	36,010	36,010	36,010	37,420
Direct Charges	161,168	205,220	326,672	329,663	329,663	329,663	338,173
Capital Outlay	0	844	0	0	0	0	0
Contingencies	0	0	206,410	180,892	180,892	180,892	109,485
Ending Balance	<u>378,189</u>	<u>374,034</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>1,236,675</u></b>	<b><u>1,239,380</u></b>	<b><u>1,053,985</u></b>	<b><u>1,034,025</u></b>	<b><u>1,034,025</u></b>	<b><u>1,034,025</u></b>	<b><u>981,647</u></b>

## Program: Support Services – Engineering Services

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	PROJECTED
	#	#	#	FY'13	FY'13	FY'13	FY'14
City Engineer	1.00	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*	1.00*
City Surveyor	1.00	1.00	0.00	0.00	0.00	0.00	0.00
Engineering Projects Supervisor	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Department Support Technician	1.00	1.00	0.00	0.00	0.00	0.00	0.00
Engineering Technician**	<u>4.50*</u>						
Subtotal	9.50	9.50	7.50	7.50	7.50	7.50	7.50
<b>Total Positions</b>	<b><u>9.50</u></b>	<b><u>9.50</u></b>	<b><u>7.50</u></b>	<b><u>7.50</u></b>	<b><u>7.50</u></b>	<b><u>7.50</u></b>	<b><u>7.50</u></b>
Total Un-Funded Positions*	(2.00)	(3.00)	(3.00)	(3.00)	(3.00)	(3.00)	(3.00)
<b>Total Funded Positions</b>	<b><u>7.50</u></b>	<b><u>6.50</u></b>	<b><u>4.50</u></b>	<b><u>4.50</u></b>	<b><u>4.50</u></b>	<b><u>4.50</u></b>	<b><u>4.50</u></b>
Temporary/Seasonal Hours	<u>0</u>	<u>0</u>	<u>0</u>	<u>260</u>	<u>260</u>	<u>260</u>	<u>260</u>

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

Utility Engineer	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Engineering Technician**	1.00	2.00	2.00	2.00	2.00	2.00	2.00

\*\*FY13 Engineering Technician has replaced to job title of Project Specialist to reflect more descriptive job responsibilities and be in line with comparator agencies.

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## **Program: Support Services – Property Management Services**

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### **Services Delivered:**

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

### **FY'13 Anticipated Accomplishments:**

- Trip hazard sidewalks and stair treads will be replaced around the Municipal Building.
- A minimum of eight building entry points will be served with computerized access control.
- The City Service Center wash rack area will be renovated.

### **FY'13 Performance Measurements:**

- Property Management will lower energy use at the Municipal Building by an additional 5%.
- Fire hazards will be reduced at vacant City properties with maintenance four times per year.
- Property Management will reduce landfill garbage from the Municipal Building by 5%.
- River Vista will be rented a minimum of 18 days.

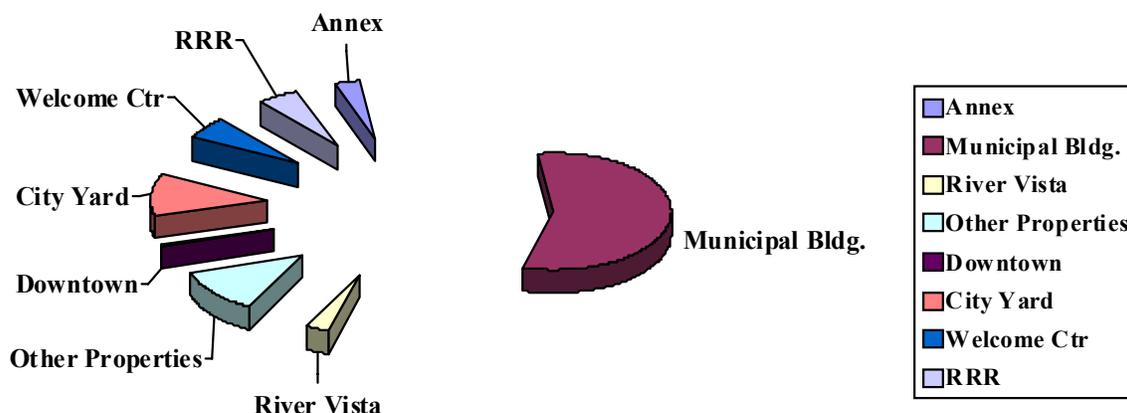
### **Budget Highlights:**

The remainder of floor vents at the Municipal Building will be cleaned; several more access control points will have additional Safety and Security features installed; HVAC measures as recommended by the analysis done last fiscal year will be implemented as the current budget allows; and at least one vacant building shall be removed or renovated.

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## Program: Support Services – Property Management Services

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**Actual Expenditures FY'11**

### **FY'12 Activity Review:**

- The perimeter of the Council Chambers and the Municipal offices were painted.
- The cooling system at the Municipal Building was analyzed for increasing efficiency and sustainability practices.
- A computerized access system was installed at both the Municipal Building and the City Service Center.
- Cracked gutters were repaired at the Municipal Building.
- We have cleaned and sanitized **70%** of the floor vents in the Municipal Building.
- A shelter was constructed at the City Service Center for storage.

### **FY'12 Performance Indicators:**

- Property Management will reduce landfill garbage from the Municipal Building by 10%. **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	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>122,530</u>	<u>139,619</u>	<u>91,465</u>	<u>118,517</u>	<u>118,517</u>	<u>118,517</u>	<u>85,083</u>
Current Resources							
Activity Generated							
Direct Charges to:							
General Fund	114,402	123,658	148,921	146,156	146,156	146,156	146,156
Transportation	62,909	69,899	71,354	71,354	71,354	71,354	71,354
Wastewater Operations	42,675	46,753	47,261	47,261	47,261	47,261	47,261
Solid Waste Operations	471	858	864	864	864	864	864
Water Operations	37,440	42,610	42,599	42,599	42,599	42,599	42,599
Fleet Operations	31,404	36,175	37,822	37,822	37,822	37,822	37,822
Community Develop. Mgmt.	69,044	85,422	71,487	75,012	75,012	75,012	75,012
Administrative Services	138,342	150,727	169,520	166,045	166,045	166,045	166,045
Interest	1,699	1,729	1,000	1,000	1,000	1,000	1,000
Rent of Assets	6,054	15,558	18,746	25,787	25,787	25,787	25,787
Other Revenue	<u>7,858</u>	<u>5,872</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>512,298</u>	<u>579,261</u>	<u>609,574</u>	<u>613,900</u>	<u>613,900</u>	<u>613,900</u>	<u>613,900</u>
<b>Total Resources</b>	<b><u>634,828</u></b>	<b><u>718,880</u></b>	<b><u>701,039</u></b>	<b><u>732,417</u></b>	<b><u>732,417</u></b>	<b><u>732,417</u></b>	<b><u>698,983</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Personnel Services	117,856	152,828	203,812	193,112	193,112	193,112	205,141
Materials & Supplies	20,162	21,674	26,150	25,400	25,400	25,400	25,400
Contractual/Prof Services	269,823	258,742	283,679	297,489	297,489	297,489	302,522
Direct Charges	0	12,000	12,000	15,000	15,000	15,000	15,000
Capital Outlay	33,258	75,458	53,500	58,700	58,700	58,700	61,000
Contingencies	0	0	63,997	85,083	85,083	85,083	29,014
Indirect Charges	44,110	52,193	57,901	57,633	57,633	57,633	60,906
Transfers Out	10,000	0	0	0	0	0	0
Ending Balance	<u>139,619</u>	<u>145,985</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>634,828</u></b>	<b><u>718,880</u></b>	<b><u>701,039</u></b>	<b><u>732,417</u></b>	<b><u>732,417</u></b>	<b><u>732,417</u></b>	<b><u>698,983</u></b>

## Program: Support Services – Property Management Services

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	PROJECTED
	#	#	#	FY'13	FY'13	FY'13	FY'14
Parks & Community Svc. Director	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Property Management Coordinator	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Municipal Service Worker	0.00	1.00	1.00	1.00	1.00	1.00	1.00
Office Assistant II	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>	<u>1.00</u>
Subtotal	3.00	4.00	4.00	4.00	4.00	4.00	4.00
Parks & Community Svc. Director							
To: Downtown	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Park Maintenance	(0.35)	(0.35)	(0.40)	(0.40)	(0.40)	(0.40)	(0.40)
To: Garage Operations	(0.10)	(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)	(0.05)
To: Information Technology	(0.20)	(0.20)	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)
To: Equipment Replacement	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
Admin. Support Specialist							
From: Garage Operations	0.15	0.15	0.20	0.20	0.20	0.20	0.20
Property Management Coordinator							
To: Park Maintenance	(0.05)	(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)	(0.05)
To: Downtown	(0.15)	(0.15)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)
To: Land and Building Cap Proj.	0.00	(0.15)	0.00	0.00	0.00	0.00	0.00
To: Street Maintenance	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)
Municipal Service Worker							
To: Park Maintenance	0.00	0.00	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Aquatics	0.00	0.00	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Downtown	0.00	0.00	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)
Office Assistant II							
To: Park Maintenance	(0.50)	(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)	(0.05)
To: Information Technology	<u>(0.15)</u>	<u>(0.15)</u>	<u>(0.20)</u>	<u>(0.20)</u>	<u>(0.20)</u>	<u>(0.20)</u>	<u>(0.20)</u>
Subtotal	(1.70)	(1.85)	(1.90)	(1.90)	(1.90)	(1.90)	(1.90)
<b>Total Positions</b>	<b><u>1.30</u></b>	<b><u>2.15</u></b>	<b><u>2.100</u></b>	<b><u>2.100</u></b>	<b><u>2.100</u></b>	<b><u>2.100</u></b>	<b><u>2.100</u></b>
Total Un-Funded Positions	0.00	0.00	(0.045)	(0.045)	(0.045)	(0.045)	(0.045)
<b>Total Funded Positions</b>	<b><u>1.30</u></b>	<b><u>2.15</u></b>	<b><u>2.055</u></b>	<b><u>2.055</u></b>	<b><u>2.055</u></b>	<b><u>2.055</u></b>	<b><u>2.055</u></b>

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

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

### Capital Outlay/By Item

Remodeling/Renovation		<u>53,500</u>	<u>58,700</u>	<u>58,700</u>	<u>58,700</u>	<u>61,000</u>
<b>Total Capital Outlay</b>		<b><u>53,500</u></b>	<b><u>58,700</u></b>	<b><u>58,700</u></b>	<b><u>58,700</u></b>	<b><u>61,000</u></b>

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## Program: Support Services – Information Technology Services

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### **Mission Statement:**

“The Information Technology (IT) division offers value to the City of Grants Pass by providing technical support for the organization’s computer network and telephone users, administering access to the City’s electronic data, and facilitating overall City IT strategy.”

### **Services Delivered:**

The IT division maintains internal City technology resources including physical data network infrastructure, network data backups, data storage and network security, connectivity, and server equipment. IT staff also provides desktop support, administers the City phone systems, provides basic computer/telephone training, and oversees the City’s website.

### **FY’13 Anticipated Accomplishments:**

- Complete another Five Year Planning document to cover FY’ 14 through FY’19.
- Virtualize all remaining hardware servers.
- Complete planned wireless access connectivity for conference rooms.
- Select and automate critical network problem-alerting processes.
- Improve IT procedure documentation and knowledgebase systems.
- Explore options to upgrade City Website.

### **FY’13 Performance Measurements:**

- **Goal: Efficiency**
  - IT staff will assist organization productivity by keeping open service tickets under 50 requests.
  - IT staff will provide four training sessions to increase staff productivity.
- **Goal: Effectiveness**
  - Normal service requests will be acknowledged within eight business hours of ticket submission and high priority requests within two.
  - IT staff will maintain a level 98% uptime for network resources.

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## Program: Support Services – Information Technology Services

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### Budget Highlights:

- Improve business continuity for City Hall server room with innovative power options.
- Facilitate and participate in the evaluation process and selection of an HTE system replacement options.
- Continue the process of hardware and software life-cycle management.

### FY'12 Activity Review:

- Averages of 145 user service requests were completed each month.
- Annual IT goals and objectives were established.
- Changes were made to the outside connectivity by migrating to a new Internet Service Provider (ISP), which also improved the internal connections to the remote offices and Fire Stations.
- Migration was completed to a new hosted Voice-Over-IP (VoIP) telephone system.
- An Enterprise Agreement with Microsoft was completed to permit upgrades to our Office and Email software.
- Department Projects, such as CAD/Records, in-car Video, and GIS application upgrade, were supported.

### FY 12 Performance Indicators:

- **Goal: Efficiency**
  - IT staff will maintain an average open-service-request count of less than 50, to assist organizational productivity. **Target not met.**
  - IT staff will provide three training sessions to increase staff productivity. **Target not met.**
- **Goal: Effectiveness**
  - Normal service requests will be acknowledged within eight business hours of ticket submission and high priority requests within two. **Target not met.**
  - IT will conduct a service satisfaction survey for City end-users. **Target met.**
  - IT staff will maintain a level 98% uptime for network resources. **Target met.**

## Program: Support Services – Information Technology Services

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>66,648</u>	<u>84,027</u>	<u>71,009</u>	<u>44,289</u>	<u>44,289</u>	<u>44,289</u>	<u>50,561</u>
Current Resources							
Activity Generated							
Interest	1,418	1,199	1,000	700	700	700	700
Other Revenue	37	4,764	0	0	0	0	0
Redwood Sewer District	9,494	11,304	11,677	12,100	12,100	12,100	12,500
Solid Waste Agency	0	1,828	2,399	2,000	2,000	2,000	2,000
Information Tech Charges	<u>496,670</u>	<u>525,625</u>	<u>570,981</u>	<u>581,055</u>	<u>581,055</u>	<u>581,055</u>	<u>602,685</u>
Total Current Resources	<u>507,619</u>	<u>544,720</u>	<u>586,057</u>	<u>595,855</u>	<u>595,855</u>	<u>595,855</u>	<u>617,885</u>
<b>Total Resources</b>	<b><u>574,267</u></b>	<b><u>628,747</u></b>	<b><u>657,066</u></b>	<b><u>640,144</u></b>	<b><u>640,144</u></b>	<b><u>640,144</u></b>	<b><u>668,446</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Personnel Services	344,744	375,890	444,742	506,346	506,346	506,346	532,373
Materials & Supplies	4,296	4,027	4,500	5,000	5,000	5,000	5,000
Contractual/Prof Services	110,762	116,310	150,665	52,455	52,455	52,455	52,855
Direct Charges	19,310	20,455	25,783	25,782	25,782	25,782	25,782
Capital Outlay	11,128	0	0	0	0	0	0
Contingencies	0	0	31,376	50,561	50,561	50,561	52,436
Ending Balance	<u>84,027</u>	<u>112,065</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>574,267</u></b>	<b><u>628,747</u></b>	<b><u>657,066</u></b>	<b><u>640,144</u></b>	<b><u>640,144</u></b>	<b><u>640,144</u></b>	<b><u>668,446</u></b>

## Program: Support Services – Information Technology Services

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	PROJECTED
	#	#	#	FY'13	FY'13	FY'13	FY'14
Information Technology Manager	0.000	0.000	1.000	1.000	1.000	1.000	1.000
Information System Supervisor	1.000	1.000	0.000	0.000	0.000	0.000	0.000
Computer Services Technician	3.000*	3.000	3.000	4.000	4.000	4.000	4.000
Webmaster	<u>0.500</u>						
Subtotal	4.500	4.500	4.500	5.500	5.500	5.500	5.500
Parks and Comm. Service Director							
From: Property Management	0.200	0.200	0.150	0.150	0.150	0.150	0.150
Office Assistant II							
From: Property Management	0.150	0.150	0.200*	0.200*	0.200*	0.200*	0.200*
Admin Support Specialist							
From: Garage	<u>0.100</u>	<u>0.100</u>	<u>0.050*</u>	<u>0.050*</u>	<u>0.050*</u>	<u>0.050*</u>	<u>0.050*</u>
Subtotal	0.450	0.450	0.400	0.400	0.400	0.400	0.400
<b>Total Positions</b>	<b><u>4.950</u></b>	<b><u>4.950</u></b>	<b><u>4.900</u></b>	<b><u>5.900</u></b>	<b><u>5.900</u></b>	<b><u>5.900</u></b>	<b><u>5.900</u></b>
Total Un-Funded Positions	(1.000)	0.000	(0.025)	(0.025)	(0.025)	(0.025)	(0.025)
<b>Total Funded Positions</b>	<b><u>3.950</u></b>	<b><u>4.950</u></b>	<b><u>4.875</u></b>	<b><u>5.875</u></b>	<b><u>5.875</u></b>	<b><u>5.875</u></b>	<b><u>5.875</u></b>

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

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

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## **Program: Support Services – Garage Operations**

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### **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 service center, performing repair and maintenance on over 160 City-owned vehicles and miscellaneous equipment.

### **FY'13 Performance Measurements:**

#### **Efficiencies:**

- Continuing 10% reduction in two support staff positions.
- Garage Operations will be audited by an outside agency to evaluate effectiveness and efficiency.

#### **Effectiveness:**

- Customer satisfaction surveys will continue with a target of 95% satisfaction.
- Mechanic to complete ASE Masters in Medium and Heavy truck.
- Mechanic to become EVT Emergency Fire Equipment certified.

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## **Program: Support Services – Garage Operations**

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### **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.

### **FY'12 Activity Review:**

During FY'12 all maintenance operation rates were reviewed. Training for one mechanic to obtain EVT certificates was completed. Customer satisfaction surveys indicate high levels of confidence in vehicle maintenance service. Fuel costs rose by over 10 percent.

## Program: Support Services – Garage Operations

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>127,129</u>	<u>334,984</u>	<u>343,804</u>	<u>177,650</u>	<u>177,650</u>	<u>177,650</u>	<u>137,196</u>
Current Resources							
Activity Generated							
Internal Billings	871,128	748,886	664,826	792,759	792,759	792,759	832,413
Interest	2,981	3,192	1,000	2,000	2,000	2,000	2,000
Other Revenue	<u>20,123</u>	<u>2,016</u>	<u>12,500</u>	<u>15,000</u>	<u>15,000</u>	<u>15,000</u>	<u>15,000</u>
Total Current Resources	<u>894,232</u>	<u>754,094</u>	<u>678,326</u>	<u>809,759</u>	<u>809,759</u>	<u>809,759</u>	<u>849,413</u>
<b>Total Resources</b>	<b><u>1,021,361</u></b>	<b><u>1,089,078</u></b>	<b><u>1,022,130</u></b>	<b><u>987,409</u></b>	<b><u>987,409</u></b>	<b><u>987,409</u></b>	<b><u>986,609</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Personnel Services	248,745	240,879	289,725	269,535	269,535	269,535	281,129
Materials & Supplies	266,191	341,076	401,756	403,740	403,740	403,740	414,890
Contractual/Prof Services	93,969	67,313	66,057	76,794	76,794	76,794	76,794
Direct Charges	15,000	13,500	13,500	13,500	13,500	13,500	13,500
Capital Outlay	74	2,829	15,000	10,000	10,000	10,000	10,000
Contingencies	0	0	157,492	137,196	137,196	137,196	110,709
Indirect Charges	62,398	66,714	78,600	76,644	76,644	76,644	79,587
Ending Balance	<u>334,984</u>	<u>356,767</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>1,021,361</u></b>	<b><u>1,089,078</u></b>	<b><u>1,022,130</u></b>	<b><u>987,409</u></b>	<b><u>987,409</u></b>	<b><u>987,409</u></b>	<b><u>986,609</u></b>

## Program: Support Services – Garage Operations

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	#	#	#	FY'13	FY'13	FY'13	#
Admin. Support Specialist	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Lead Fleet Mechanic	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Mechanic	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Department Support Technician	<u>1.000</u>						
Subtotal	4.000	4.000	4.000	4.000	4.000	4.000	4.000
Parks and Comm. Service Director							
From: Property Mgmt	0.100	0.100	0.100	0.100	0.100	0.100	0.100
Admin. Support Specialist							
To: Park Maintenance	(0.150)	(0.150)	(0.150)	(0.150)	(0.150)	(0.150)	(0.150)
To: Property Mgmt	(0.150)	(0.150)	(0.150)	(0.200)	(0.200)	(0.200)	(0.200)
To: Information Technology	(0.100)	(0.100)	(0.100)	(0.050)	(0.050)	(0.050)	(0.050)
To: Equipment Replacement	(0.200)	(0.200)	(0.200)*	(0.300)*	(0.300)*	(0.300)*	(0.300)*
Dept. Support Technician							
To: Equipment Replacement	(0.150)	(0.150)	(0.150)*	(0.150)*	(0.150)*	(0.150)*	(0.150)*
Lead Fleet Mechanic							
To: Equipment Replacement	(0.150)	(0.200)	(0.100)	(0.100)	(0.100)	(0.100)	(0.100)
Mechanic							
To: Equipment Replacement	<u>(0.150)</u>	<u>(0.200)</u>	<u>(0.100)</u>	<u>(0.100)</u>	<u>(0.100)</u>	<u>(0.100)</u>	<u>(0.100)</u>
Subtotal	(0.950)	(1.050)	(0.850)	(0.950)	(0.950)	(0.950)	(0.950)
<b>Total Positions</b>	<b><u>3.050</u></b>	<b><u>2.950</u></b>	<b><u>3.150</u></b>	<b><u>3.050</u></b>	<b><u>3.050</u></b>	<b><u>3.050</u></b>	<b><u>3.050</u></b>
Total Un-Funded Positions	0.000	0.000	(0.125)	(0.115)	(0.115)	(0.115)	(0.115)
<b>Total Funded Positions</b>	<b><u>3.050</u></b>	<b><u>2.950</u></b>	<b><u>3.025</u></b>	<b><u>2.935</u></b>	<b><u>2.935</u></b>	<b><u>2.935</u></b>	<b><u>2.935</u></b>

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

Admin Support Specialist	0.000	0.000	0.040	0.030	0.030	0.030	0.030
Department Support Technician	0.000	0.000	0.085	0.085	0.085	0.085	0.085

### Capital Outlay/By Item

Tools/Equipment	<u>15,000</u>	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>
<b>Total Capital Outlay</b>	<b><u>15,000</u></b>	<b><u>10,000</u></b>	<b><u>10,000</u></b>	<b><u>10,000</u></b>	<b><u>10,000</u></b>

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## **Program: Support Services – Equipment Replacement**

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### **Services Delivered:**

This activity operates as a reserve fund which obtains replacement vehicles and equipment as they wear out. A monthly depreciation fee is collected on each department vehicle. Over the projected life of a vehicle, funds are collected and then used to replace the vehicle. Payment and account balances are kept on each vehicle. Actual replacement decisions are made after reviewing age, maintenance costs and reliability of each vehicle.

### **FY'13 Performance Measurements:**

#### **Efficiencies:**

- Evaluate costs and performance between different makes of patrol vehicles.
- Evaluate maintenance cost and reliability of equipment prior to replacement.
- Equipment Replacement will be audited by an outside agency to evaluate efficiencies.

#### **Effectiveness:**

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

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## **Program: Support Services – Equipment Replacement**

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### **Budget Highlights:**

The FY'13 Budget includes replacement funds for two patrol cars and two detective vehicles for Public Safety. We will evaluate replacing a front-end loader, two compressors, two park maintenance ATV's, a ten-yard dump truck, wood chipper, vibratory roller, and a crack sealer machine. When possible, new equipment will be purchased through the Oregon State Purchasing System. Late model used vehicles may be purchased when deemed good values.

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

If "Congestion Mitigation and Air Quality" (CMAQ) grant money is available; we will continue to purchase hybrids and electrical carts for City use as need arises. Three sedans, two pickups one all electric cart are being considered for replacement with CMAQ funds.

### **FY'12 Activity Review:**

During FY'12 a total of nine vehicles and eight pieces of equipment were evaluated for replacement. Two leased patrol cars were replaced for Public Safety. Two pickups were ordered through state bids for Utilities. Three hybrid pickups were purchased with CMAQ funds. One lawn tractor was replaced for Parks. The replacement Fire Platform Ladder Truck was received and put into service.

## Program: Support Services – Equipment Replacement

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>3,081,299</u>	<u>3,379,082</u>	<u>3,017,541</u>	<u>2,909,365</u>	<u>2,909,365</u>	<u>2,909,365</u>	<u>3,099,733</u>
Current Resources							
Activity Generated							
Revenue from Other Agencies	0	100,094	410,000	250,000	250,000	250,000	0
Internal Billings	511,782	540,955	656,838	760,820	695,547	695,547	783,581
Interest	31,798	25,675	20,000	18,000	18,000	18,000	18,000
Transfer from General Fund	0	0	190,000	0	0	0	0
Transfer from Wastewater Fund	30,000	0	45,000	45,000	45,000	45,000	0
Transfer from TR Projects	0	0	10,000	0	0	0	0
Other Revenue	<u>13,012</u>	<u>7,777</u>	<u>0</u>	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>
Total Current Resources	<u>586,592</u>	<u>674,501</u>	<u>1,331,838</u>	<u>1,083,820</u>	<u>1,018,547</u>	<u>1,018,547</u>	<u>811,581</u>
<b>Total Resources</b>	<b><u>3,667,891</u></b>	<b><u>4,053,583</u></b>	<b><u>4,349,379</u></b>	<b><u>3,993,185</u></b>	<b><u>3,927,912</u></b>	<b><u>3,927,912</u></b>	<b><u>3,911,314</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	\$	\$	\$	\$
Personnel Services	58,980	67,543	56,785	59,826	59,826	59,826	62,462
Materials & Supplies	614	227	0	1,500	1,500	1,500	0
Contractual/Prof Services	44,968	47,814	51,316	51,089	51,089	51,089	51,129
Direct Charges	16,404	22,675	24,322	24,322	24,322	24,322	24,322
Capital Outlay	149,756	719,419	1,492,100	686,000	686,000	686,000	905,000
Contingencies	0	0	300,000	300,000	300,000	300,000	300,000
Indirect Charges	18,087	42,643	5,312	5,442	5,442	5,442	5,516
Ending Balance	<u>3,379,082</u>	<u>3,153,262</u>	<u>2,419,544</u>	<u>2,865,006</u>	<u>2,799,733</u>	<u>2,799,733</u>	<u>2,562,885</u>
<b>Total Requirements</b>	<b><u>3,667,891</u></b>	<b><u>4,053,583</u></b>	<b><u>4,349,379</u></b>	<b><u>3,993,185</u></b>	<b><u>3,927,912</u></b>	<b><u>3,927,912</u></b>	<b><u>3,911,314</u></b>

## Program: Support Services – Equipment Replacement

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	#	#	#	FY'13	FY'13	FY'13	#
Parks/Community Svcs. Director							
From: Property Mgmt	0.050	0.050	0.050	0.050	0.050	0.050	0.050
Dept. Support Technician							
From: Garage	0.150	0.150	0.150	0.150	0.150	0.150	0.150
Admin. Support Specialist							
From: Garage	0.200	0.200	0.200	0.300	0.300	0.300	0.300
Lead Fleet Mechanic							
From: Garage	0.150	0.200	0.100	0.100	0.100	0.100	0.100
Mechanic							
From: Garage	<u>0.150</u>	<u>0.200</u>	<u>0.100</u>	<u>0.100</u>	<u>0.100</u>	<u>0.100</u>	<u>0.100</u>
<b>Total Positions</b>	<b><u>0.700</u></b>	<b><u>0.800</u></b>	<b><u>0.600</u></b>	<b><u>0.700</u></b>	<b><u>0.700</u></b>	<b><u>0.700</u></b>	<b><u>0.700</u></b>
Total Un-Funded Positions	0.000	0.000	(0.035)	(0.045)	(0.045)	(0.045)	(0.045)
<b>Total Funded Positions</b>	<b><u>0.700</u></b>	<b><u>0.800</u></b>	<b><u>0.565</u></b>	<b><u>0.655</u></b>	<b><u>0.655</u></b>	<b><u>0.655</u></b>	<b><u>0.655</u></b>

<b>*Recap of Unfunded Positions by Fiscal Year:</b>							
Admin Support Specialist	0.00	0.00	0.020	0.030	0.030	0.030	0.030
Department Support Technician	0.00	0.00	0.015	0.015	0.015	0.015	0.015

### Capital Outlay/By Item

Wood chipper, Melter applicator	0	44,000	44,000	44,000	0
HVAC Truck	0	0	0	0	230,000
Automobiles	35,000	15,000	15,000	15,000	24,000
Cat Loader/Dump Truck	167,000	167,000	167,000	167,000	40,000
Police Vehicles	90,000	108,000	108,000	108,000	152,000
Pick-Up Trucks	38,000	92,000	92,000	92,000	133,000
Fire Apparatus	637,000	0	0	0	0
Heavy Equipment	39,000	0	0	0	326,000
Air Compressors	26,000	30,000	30,000	30,000	0
Crackpot/Vibratory Roller – Streets	27,000	28,000	28,000	28,000	0
Other/ CMAQ Grant	<u>433,100</u>	<u>202,000</u>	<u>202,000</u>	<u>202,000</u>	<u>0</u>
<b>Total Capital Outlay</b>		<b><u>1,492,100</u></b>	<b><u>686,000</u></b>	<b><u>686,000</u></b>	<b><u>905,000</u></b>

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## **Program: Support Services – Workers’ Compensation Insurance**

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### **Mission Statement:**

*“The City of Grants Pass is committed to providing a safe and healthful work environment. The success of this program is dependent on the commitment made by all City employees, at all levels. Leading by example will build a work environment allowing employees the opportunity to communicate their concerns and/or ideas as it relates to their safety, and the safety of others.”*

### **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’13 Anticipated Accomplishments:**

To assist Departments in the prevention of accidents and injuries, while maintaining compliance with federal, state and local governing agencies.

### **FY’13 Performance Measurements:**

- Improve training compliance within each City Department by 20%.
- Reduce injuries by identifying the most frequent types of injuries, and then provide training to bring awareness to employees.
- Ensure mandatory safety training is completed and documented. This training includes annual hearing testing/training, blood borne pathogen and bi-annual CPR/AED.

### **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.

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## Program: Support Services – Workers’ Compensation Insurance

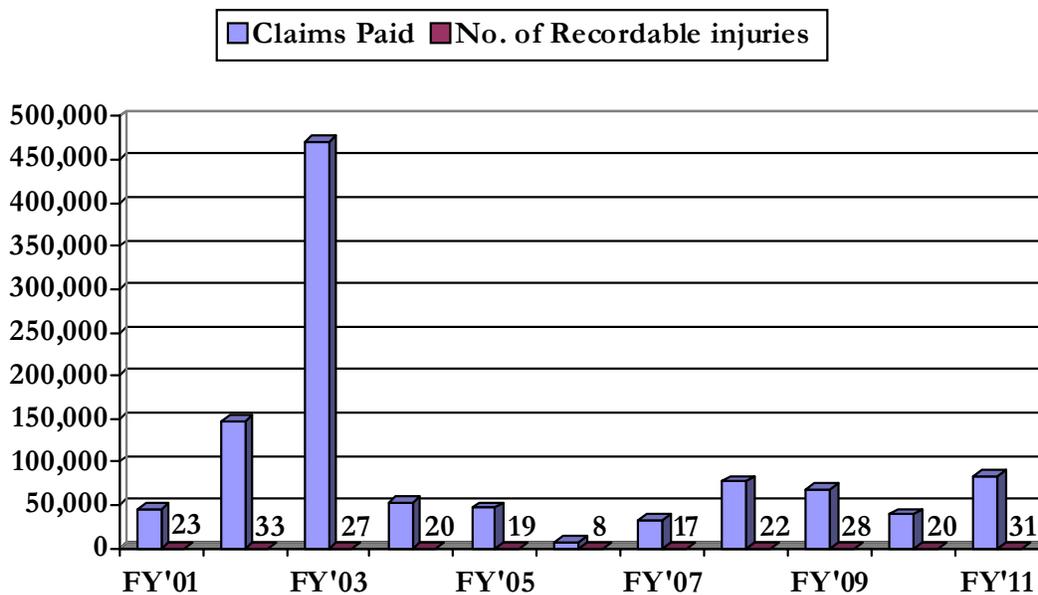
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### FY'12 Activity Review:

In November, the City of Grants Pass won the Gold Safety Award presented by the LOC and CIS. This award is based on a low injury frequency rate which represents the number of full-time employees (out of every 100) suffering a recordable injury or illness during the calendar year. This year our rate was .91, which was well below that of other Oregon cities and counties.

The Safety Committee conducted a Safety Survey. The types of questions asked were designed to identify our safety culture throughout the organization. 113 employees responded to the survey. While overall we were satisfied with the results of the survey, we identified a few areas that raised concerns on how safety is viewed within the organization.

For the calendar year of 2011, there were 31 incidents, of which 23 resulted in a claim being filed. These claims resulted in a total of 37 days of time loss and 240 days of light or modified duty.



### FY'12 Performance Indicators:

- Review the City’s safety training structure to address accountability and evaluate training priorities. **Target met.**
- Reduce loss time injuries by 10% through education and training. **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 RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY'10	FY'11	FY'12	FY'13	FY'13	FY'13	FY'14
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>848,040</u>	<u>987,599</u>	<u>942,212</u>	<u>925,127</u>	<u>925,127</u>	<u>925,127</u>	<u>829,568</u>
Current Resources							
Activity Generated							
Internal Billings	258,342	132,442	294,793	295,000	295,000	295,000	305,000
Interest	9,395	8,397	7,800	7,800	7,800	7,800	7,800
Other Revenue	<u>7,054</u>	<u>34,670</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>274,791</u>	<u>175,509</u>	<u>302,593</u>	<u>302,800</u>	<u>302,800</u>	<u>302,800</u>	<u>312,800</u>
<b>Total Resources</b>	<b><u>1,122,831</u></b>	<b><u>1,163,108</u></b>	<b><u>1,244,805</u></b>	<b><u>1,227,927</u></b>	<b><u>1,227,927</u></b>	<b><u>1,227,927</u></b>	<b><u>1,142,368</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY'10	FY'11	FY'12	FY'13	FY'13	FY'13	FY'14
	\$	\$	\$	\$	\$	\$	\$
Personnel Services	12,742	15,925	23,080	28,174	28,174	28,174	29,460
Materials & Supplies	3,171	4,453	6,050	6,050	6,050	6,050	6,050
Contractual/Prof Services	118,575	165,848	372,293	362,321	362,321	362,321	367,321
Direct Charges	744	3,752	2,088	1,814	1,814	1,814	1,814
Contingencies	0	0	500,000	500,000	500,000	500,000	500,000
Ending Balance	<u>987,599</u>	<u>973,130</u>	<u>341,294</u>	<u>329,568</u>	<u>329,568</u>	<u>329,568</u>	<u>237,723</u>
<b>Total Requirements</b>	<b><u>1,122,831</u></b>	<b><u>1,163,108</u></b>	<b><u>1,244,805</u></b>	<b><u>1,227,927</u></b>	<b><u>1,227,927</u></b>	<b><u>1,227,927</u></b>	<b><u>1,142,368</u></b>

## Program: Support Services – Workers’ Compensation Insurance

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	PROJECTED
	#	#	#	FY'13	FY'13	FY'13	FY'14
City Attorney							
From: Legal Services	0.100	0.050	0.050*	0.050*	0.050*	0.050*	0.050*
Assistant City Attorney							
From: Legal Services	0.020	0.025	0.025*	0.025*	0.025*	0.025*	0.025*
Assistant City Manager							
From: Management	0.000	0.000	0.020	0.000	0.000	0.000	0.000
Administration Coordinator							
From: Management	0.000	0.000	0.000	0.150	0.150	0.150	0.150
HR Director							
From: Human Resources	0.000	0.000	0.000	0.020	0.020	0.020	0.020
HR Analyst							
From: Human Resources	0.000	0.000	0.125	0.125	0.125	0.125	0.125
Office Assistant II							
From: Legal Services	0.125	0.255	0.000	0.000	0.000	0.000	0.000
Department Support Technician							
From: Legal Services	<u>0.000</u>	<u>0.000</u>	<u>0.106</u>	<u>0.000</u>	<u>0.000</u>	<u>0.000</u>	<u>0.000</u>
<b>Total Positions</b>	<b><u>0.245</u></b>	<b><u>0.330</u></b>	<b><u>0.326</u></b>	<b><u>0.370</u></b>	<b><u>0.370</u></b>	<b><u>0.370</u></b>	<b><u>0.370</u></b>

* Note the following are funded under Contractual Services instead of Personnel Services:							
City Attorney	0.00	0.000	0.050	0.050	0.050	0.050	0.050
Assistant City Attorney	0.00	0.000	0.025	0.025	0.025	0.025	0.025

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## Program: Support Services – General Insurance

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### Mission Statement:

*“The role of Risk Management is to effectively manage the City’s various liability exposures through the purchasing of cost effective insurance, coupled with the development and implementation of effective and proven loss control programs.”*

### 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’13 Anticipated Accomplishments:

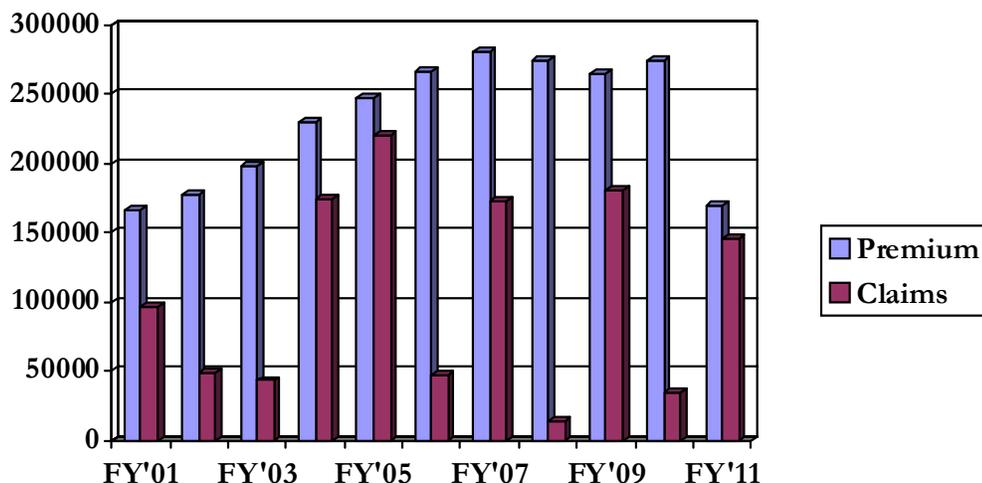
To partner with individual departments in identifying exposures, including tort liability, damage and destruction of assets, errors and omissions, natural disasters and employee safety.

### FY’13 Performance Measurements:

- Work with Wilson-Heirgood Risk Management Consulting services to improve risk management by reviewing and monitoring City activities and exposures to be covered.
- Continue to provide bi-annual training to employees, which are conducted by City County Insurance at no cost.
- Provide one Risk Management training to all levels of management.

### Budget Highlights:

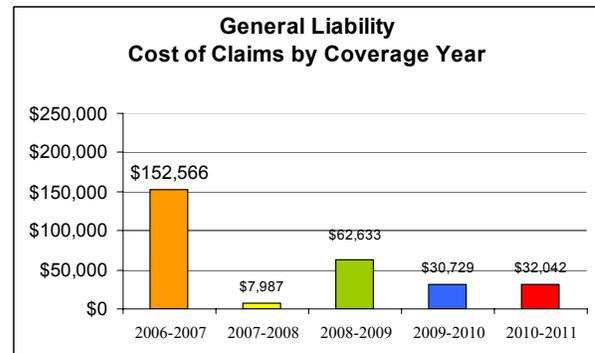
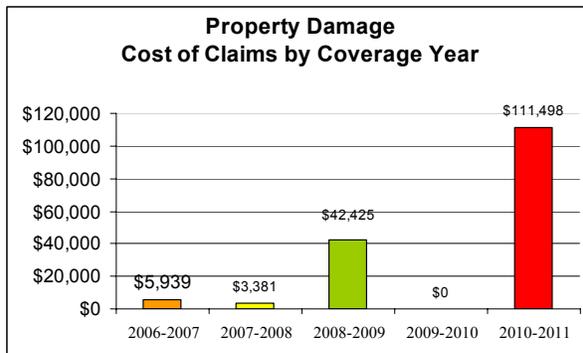
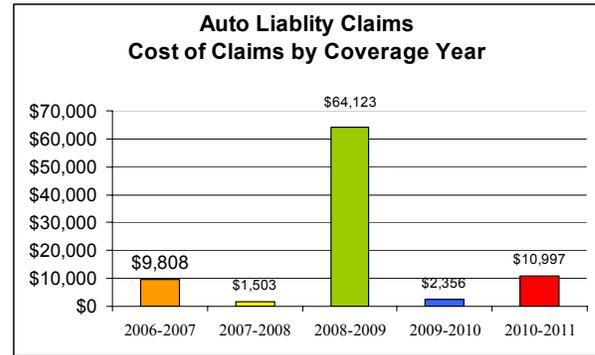
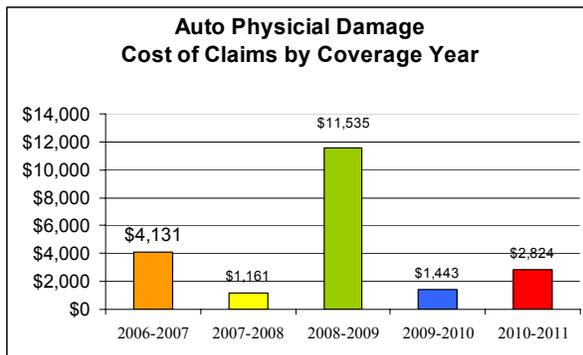
The City continues to use City County Insurance Services (CIS) to ensure long-term insurance viability. CIS introduced the Risk Management Bonus Program to provide incentives for developing policies in key areas. The City will receive a bonus of \$1,000 for adopting a Fleet Policy, Police Best Practices and appointing and training a Risk Management Coordinator. CIS will not be able to provide final premium costs prior to budget preparation. However, preliminary figures from CIS are estimated to result in an overall rate increase of 2% for all lines of coverage.



## Program: Support Services – General Insurance

### FY'12 Activity Review:

During FY'12, this activity identified aggressive risk management as key in keeping the cost of coverage as low as possible. We continue to contract 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.



### FY'12 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	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	FY'13	FY'13	FY'13	\$
Beginning Balance	<u>417,260</u>	<u>510,668</u>	<u>450,000</u>	<u>709,139</u>	<u>709,139</u>	<u>709,139</u>	<u>441,945</u>
Current Resources							
Activity Generated							
Internal Billings	476,752	434,363	394,291	277,097	277,097	277,097	277,097
Interest	4,428	4,571	2,500	2,500	2,500	2,500	2,500
Redwood Sewer District	2,164	1,970	1,784	1,558	1,558	1,558	1,558
Loan Repayments	995	765	0	0	0	0	0
Other Revenue	<u>3,523</u>	<u>32</u>	<u>95,083</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>487,862</u>	<u>441,701</u>	<u>493,658</u>	<u>281,155</u>	<u>281,155</u>	<u>281,155</u>	<u>281,155</u>
<b>Total Resources</b>	<b><u>905,122</u></b>	<b><u>952,369</u></b>	<b><u>943,658</u></b>	<b><u>990,294</u></b>	<b><u>990,294</u></b>	<b><u>990,294</u></b>	<b><u>723,100</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'10	FY'11	FY'12	RECOMMEND	APPROVED	ADOPTED	FY'14
	\$	\$	\$	FY'13	FY'13	FY'13	\$
Personnel Services	17,885	20,970	25,796	19,627	19,627	19,627	20,732
Materials & Supplies	0	949	1,050	1,050	1,050	1,050	1,050
Contractual/Prof Services	374,231	261,816	477,235	525,858	525,858	525,858	532,858
Direct Charges	2,338	3,752	2,088	1,814	1,814	1,814	1,814
Contingencies	0	0	437,489	441,945	441,945	441,945	166,646
Ending Balance	<u>510,668</u>	<u>664,882</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>905,122</u></b>	<b><u>952,369</u></b>	<b><u>943,658</u></b>	<b><u>990,294</u></b>	<b><u>990,294</u></b>	<b><u>990,294</u></b>	<b><u>723,100</u></b>

**Program: Support Services – General Insurance**

**Personnel**

	BUDGET FY'10 #	BUDGET FY'11 #	BUDGET FY'12 #	MANAGER RECOMMEND FY'13 #	COMMITTEE APPROVED FY'13 #	COUNCIL ADOPTED FY'13 #	PROJECTED FY'14 #
City Attorney							
From: Legal Services	0.100	0.100	0.100*	0.100*	0.100*	0.100*	0.100*
Assistant City Attorney							
From: Legal	0.020	0.050	0.050*	0.050*	0.050*	0.050*	0.050*
Administration Coordinator							
From: Management	0.000	0.000	0.000	0.150	0.150	0.150	0.200
Office Assistant II							
From: Legal Services	0.125	0.340	0.000	0.000	0.000	0.000	0.000
Department Support Tech							
From: Legal Services	0.000	0.000	0.289	0.000	0.000	0.000	0.000
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>	<u>0.050</u>
<b>Total Positions</b>	<b><u>0.295</u></b>	<b><u>0.540</u></b>	<b><u>0.489</u></b>	<b><u>0.350</u></b>	<b><u>0.350</u></b>	<b><u>0.350</u></b>	<b><u>0.400</u></b>

<b>* Note the following are funded under Contractual Services instead of Personnel Services:</b>							
City Attorney	0.000	0.000	0.100	0.100	0.100	0.100	0.100
Assistant City Attorney	0.000	0.000	0.050	0.050	0.050	0.050	0.050

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## Program: Support Services – Benefits Administration

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### Services Delivered:

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

### FY'13 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 2012 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 2013, as the existing contract expires December 31, 2012. Programs to encourage the wellness of our employees will continue to be introduced.

### FY'13 Performance Measurements:

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

### Budget Highlights:

The monthly billing to departments for a Self Health fund was reduced in FY'12 to \$15 per employee. 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'12 Activity Review:

The City has had two Agents of Record for many years. It is customary to go to the market place at least every three years for this position. A Request for Proposals (RFP) was published and after a thorough process, a new Agent of Record was chosen for a three year period. This RFP also included a Risk Management consultant. The Health Insurance Committee reconvened and worked with our Agent of Record reviewing proposals and options from several providers. The committee recommended to management the renewal of the health care contract for calendar year 2012 with PacificSource, after PacificSource came in with a 0% increase. Once again the City offered 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 6% 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 0% medical premium increase in 2012, due to competitive negotiations and based on the low experience rating the City had in 2011, is evidence that City employees are taking control of their health expenses, which a high deductible/HRA option encourages.

Another very successful Benefit Fair was held in the fall of 2011. It included wellness testing and flu shots. Benefit representatives were onsite to answer employee questions. A walking competition was held, based on a program through PacificSource. Once again, through a new program with PacificSource, a weight loss group was formed.

### FY'12 Performance Indicators:

- Employee Health Committee will review and evaluate alternative health insurance policies and plan design concepts. **Goal: Leadership - Target met.**
- Develop a Wellness Program. **Goal: Leadership - Target met.** *(The development of a Wellness program is an on-going goal.)*

## Program: Support Services – Benefits Administration

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY'10	FY'11	FY'12	FY'13	FY'13	FY'13	FY'14
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>937,482</u>	<u>1,115,390</u>	<u>1,443,960</u>	<u>1,622,000</u>	<u>1,622,000</u>	<u>1,622,000</u>	<u>1,915,250</u>
Current Resources							
Activity Generated							
Internal Billings	195,529	398,083	142,680	316,800	316,800	316,800	40,800
Interest	10,402	11,009	8,600	21,000	21,000	21,000	21,000
Revenue Other Agencies	0	1,357	5,000	0	0	0	0
Other Revenue	<u>1,408</u>	<u>402</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>207,339</u>	<u>410,851</u>	<u>156,280</u>	<u>337,800</u>	<u>337,800</u>	<u>337,800</u>	<u>61,800</u>
<b>Total Resources</b>	<b><u>1,144,821</u></b>	<b><u>1,526,241</u></b>	<b><u>1,600,240</u></b>	<b><u>1,959,800</u></b>	<b><u>1,959,800</u></b>	<b><u>1,959,800</u></b>	<b><u>1,977,050</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY'10	FY'11	FY'12	FY'13	FY'13	FY'13	FY'14
	\$	\$	\$	\$	\$	\$	\$
Personnel Services	24,005	19,472	31,600	31,600	31,600	31,600	121,600
Materials & Supplies	97	1,023	1,900	1,900	1,900	1,900	1,900
Contractual/Prof Services	5,329	7,342	10,250	11,050	11,050	11,050	11,050
Contingencies	0	0	25,000	25,000	25,000	25,000	25,000
Ending Balance	<u>1,115,390</u>	<u>1,498,404</u>	<u>1,531,490</u>	<u>1,890,250</u>	<u>1,890,250</u>	<u>1,890,250</u>	<u>1,817,500</u>
<b>Total Requirements</b>	<b><u>1,144,821</u></b>	<b><u>1,526,241</u></b>	<b><u>1,600,240</u></b>	<b><u>1,959,800</u></b>	<b><u>1,959,800</u></b>	<b><u>1,959,800</u></b>	<b><u>1,977,050</u></b>

**WHERE THE ROGUE RIVER RUNS**



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