

# SUPPORT SERVICES

## ACTIVITIES

- \*Parks & Community Development Management Services
- \*Engineering Services
- \*Property Management Services
- \*Information Technology Services
- \*Garage Operations
- \*Equipment Replacement
- \*Workers' Compensation Insurance
- \*General Insurance
- \*Benefits Administration

## 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'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Program Generated Resources	14,235,290	15,016,646	14,914,962	15,783,255	15,783,255	15,783,255	14,171,645
<b>Total Resources</b>	<b><u>14,235,290</u></b>	<b><u>15,016,646</u></b>	<b><u>14,914,962</u></b>	<b><u>15,783,255</u></b>	<b><u>15,783,255</u></b>	<b><u>15,783,255</u></b>	<b><u>14,171,645</u></b>
Requirements							
Community Develop. Mgmt.	1,292,766	1,224,613	1,165,449	1,175,137	1,175,137	1,175,137	1,136,864
Engineering Services	994,021	1,231,368	1,125,308	1,424,621	1,424,621	1,424,621	1,209,019
Property Management Svc's	871,597	968,168	952,244	999,123	999,123	999,123	952,244
Information Technology	851,432	874,438	850,592	1,080,728	1,080,728	1,080,728	1,160,826
Garage Services	1,168,663	1,239,801	1,700,713	1,553,932	1,553,932	1,553,932	1,019,951
Equipment Replacement Svc's	4,424,355	4,639,239	3,840,283	4,141,422	4,141,422	4,141,422	3,341,644
Insurance	<u>4,632,456</u>	<u>4,839,019</u>	<u>5,280,373</u>	<u>5,408,292</u>	<u>5,408,292</u>	<u>5,408,292</u>	<u>5,351,097</u>
<b>Total Requirements</b>	<b><u>14,235,290</u></b>	<b><u>15,016,646</u></b>	<b><u>14,914,962</u></b>	<b><u>15,783,255</u></b>	<b><u>15,783,255</u></b>	<b><u>15,783,255</u></b>	<b><u>14,171,645</u></b>

# Program: Support Services – Parks & Community Development Management

## Services Delivered:

The Parks & Community Development (PCD) Management’s goal is to provide a solid and respectful foundation of management, information processing, technical support and customer service to the community and our colleagues.

This activity provides the overall management, support, coordination and fiscal accountability of the Parks, Recreation, Aquatics, Building, Engineering, Geographic Information Systems (GIS), and Planning. Includes support for current and long range planning, data collection, infrastructure development review and construction. PCD Management provides customer service for private development of residential and commercial properties including new water and sewer service connections. PCD Management also provides internal service for public development, such as new streets, sidewalks, sewer and water lines. The division assists customers with development processes and permit procedures at the public information counter and over the phone for 9 hours every business day. It provides the public with GIS applications, Capital Project information, Development Statistics, and divisional information via the Parks & Community Development portion of the City website. Additionally, the division provides support services for activities of the Public Works Department including collection of System Development Charges, Reimbursement District charges and Finance’s Business Tax approval process. PCD Management provides City lien search assistance, review and release of satisfied agreements.

## Performance Measurements:

### Parks & Community Development Management Performance Measures

Indicator	2013-14		2014-15		2015-16		2016-17	2017-18
	Actual	Est	Actual	Est	Actual	Est	Est	Est
<b>Outputs</b>								
System Development Fees calculated and collected (does not include financed SDC's)	.87m	N/A	.68m*	N/A	1.6m	.75m	1.5m	1.5m
Inspections Scheduled (all divisions)	4,857	N/A	4,663	N/A	5,805	4,700	5,800	5,800
<b>Effectiveness</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Practical GIS Trainings	15	8	17	8	20	10	18	18
GIS Survey of Effectiveness of Training	N/A	N/A	97%	90%	100%	95%	95%	95%
<b>Efficiency</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Inspections scheduled online	N/A	N/A	432	600	468	600	600	900

\* Transportation and Parks SDC's were discounted to \$0 for half of this period.

## FY'17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item:

The Parks & Community Development Management and Support Staff has strategic plan items specifically assigned to the division but also provides support to Building, Planning, Engineering and Parks work plan assignments.

### **Provide Cooperative, Shared Leadership Involving Council, Staff and Community**

#### **Objective 3: Ensure efficiency and effectiveness in City operations**

- Upgrade GIS reporting for Public Works.
- Create a fast-track land use process for job creating industrial development and building permits.

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## Program: Support Services – Parks & Community Development Management

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### FY'17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item - Cont'd:

#### Facilitate Sustainable, Manageable Growth

##### Objective 2: Develop proactive solutions to community development challenges

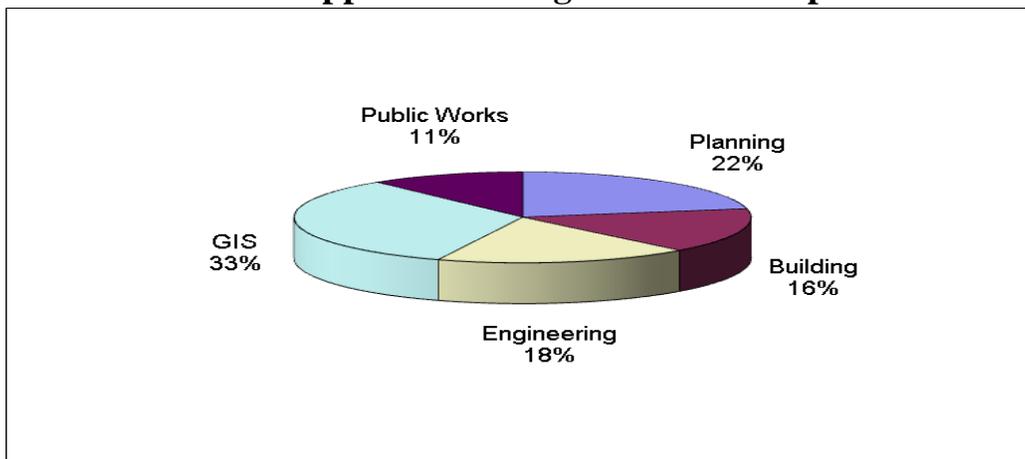
- Reduce barriers to development.
- Increase customer service and satisfaction.
- Evaluate DDA and AFD process and determine best practices for City and property owners.  
Clean-up old DDA's and AFD's recorded on properties. Possibly convert to fee in lieu of system.

Over the next year this activity will continue to provide the support necessary for the operating divisions to function and provide excellent customer service. This includes management services provided by the Parks & Community Development Director and Business Operations Supervisor, policy development, project management, park development, customer service, permit issuance, technical assistance, inspection program scheduling and resulting file and data base maintenance, training and development of the 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 of public meetings and workshops. Also facilitate Urban Area Planning Commission, Historic Buildings and Sites Commission, Bikeway/Walkway Committee, Parks Advisory Board, Urban Tree Advisory Committee, Allen Creek Sports Complex Advisory Committee. The H.T.E. software replacement conversion and implementation began in August 2014 and the new permitting software went live in January 2016. The next phase of this project is the implementation of the Citizen Access Portal and E-Reviews. This project will continue to require substantial staff time through 2016.

#### Budget Highlights:

FY'17 changes to the budget consist of an increased allocation of support staff and associated overhead to support to Geographic Information Systems (GIS).

#### **Allocation of PCD Support & Management Staff Expense for FY'17**



#### FY'16 Activity Review:

In Calendar Year 2015 this activity processed 2,704 building and utility permits, scheduled 5,805 inspections, calculated and collected over \$1.6m in System Development Charges, supported annexation functions, implemented E-Permitting software, developed interactive citizen mapping (GIS) applications, and successfully awarded 5 sprinkler/seismic grants and loans for qualifying buildings.

## Program: Support Services – Parks & Community Development Management

### Financial Summary

Resources	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Beginning Balance	<u>375,744</u>	<u>268,276</u>	<u>141,325</u>	<u>147,879</u>	<u>147,879</u>	<u>147,879</u>	<u>93,192</u>
Current Resources							
Activity Generated							
Redwood Sewer District	(9,145)	0	0	0	0	0	0
Direct Charges:							
General Fund	424,438	441,811	530,755	547,606	547,606	547,606	555,403
Transportation	20,186	18,624	28,901	29,899	29,899	29,899	29,966
Wastewater	68,161	56,854	81,569	84,296	84,296	84,296	84,315
Water	30,899	29,891	42,556	43,974	43,974	43,974	43,975
Property Management	8,628	5,780	15,000	15,600	15,600	15,600	15,750
Engineering	256,257	253,013	212,743	194,383	194,383	194,383	194,163
Administrative Services	14,380	9,730	25,000	26,000	26,000	26,000	26,600
GIS Fees	95,453	135,713	85,500	84,000	84,000	84,000	92,000
Other Revenue	<u>7,765</u>	<u>4,921</u>	<u>2,100</u>	<u>1,500</u>	<u>1,500</u>	<u>1,500</u>	<u>1,500</u>
<b>Total Current Revenues</b>	<b><u>917,022</u></b>	<b><u>956,337</u></b>	<b><u>1,024,124</u></b>	<b><u>1,027,258</u></b>	<b><u>1,027,258</u></b>	<b><u>1,027,258</u></b>	<b><u>1,043,672</u></b>
<b>Total Resources</b>	<b><u>1,292,766</u></b>	<b><u>1,224,613</u></b>	<b><u>1,165,449</u></b>	<b><u>1,175,137</u></b>	<b><u>1,175,137</u></b>	<b><u>1,175,137</u></b>	<b><u>1,136,864</u></b>
Requirements							
Personnel Services	801,075	767,227	792,979	781,641	781,641	781,641	794,895
Materials & Supplies	35,023	14,803	27,100	28,600	28,600	28,600	23,600
Contractual/Prof Services	63,581	61,722	143,549	156,323	156,323	156,323	158,648
Direct Charges	74,811	80,748	78,158	78,158	78,158	78,158	79,721
Capital Outlay	0	29,955	0	0	0	0	0
Transfers Out	<u>50,000</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Subtotal Expenditures</b>	<b><u>1,024,490</u></b>	<b><u>954,455</u></b>	<b><u>1,041,786</u></b>	<b><u>1,044,722</u></b>	<b><u>1,044,722</u></b>	<b><u>1,044,722</u></b>	<b><u>1,056,864</u></b>
Contingencies	0	0	123,663	130,415	130,415	130,415	80,000
Ending Balance	<u>268,276</u>	<u>270,158</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>1,292,766</u></b>	<b><u>1,224,613</u></b>	<b><u>1,165,449</u></b>	<b><u>1,175,137</u></b>	<b><u>1,175,137</u></b>	<b><u>1,175,137</u></b>	<b><u>1,136,864</u></b>

## Program: Support Services – Parks & Community Development Management

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY'14	FY'15	FY'16	FY'17	FY'17	FY'17	FY'18
	#	#	#	#	#	#	#
Parks & Community Dev. Director	1.00	1.00	1.000	1.000	1.000	1.000	1.000
Business Operations Supervisor	1.00	1.00	1.000	1.000	1.000	1.000	1.000
City Surveyor	1.00	1.00	0.000	0.000	0.000	0.000	0.000
GIS Coordinator	1.00	1.00	1.000	1.000	1.000	1.000	1.000
Office Assistant II	1.00	1.00	1.000	1.000	1.000	1.000	1.000
Office Assistant I	2.65*	2.65*	2.725*	2.725*	2.725*	2.725*	2.725*
Department Support Technician	2.00	2.00	2.000	2.000	2.000	2.000	2.000
Database Technician	<u>1.00</u>	<u>1.00</u>	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>
<i>Subtotal</i>	<i>10.65</i>	<i>10.65</i>	<i>9.725</i>	<i>9.725</i>	<i>9.725</i>	<i>9.725</i>	<i>9.725</i>
<b>Total Positions</b>	<b><u>10.65</u></b>	<b><u>10.65</u></b>	<b><u>9.725</u></b>	<b><u>9.725</u></b>	<b><u>9.725</u></b>	<b><u>9.725</u></b>	<b><u>9.725</u></b>
Total Un-Funded Positions*	(1.00)	(1.00)	(1.000)	(1.000)	(1.000)	(1.000)	(1.000)
<b>Total Funded Positions</b>	<b><u>9.65</u></b>	<b><u>9.65</u></b>	<b><u>8.725</u></b>	<b><u>8.725</u></b>	<b><u>8.725</u></b>	<b><u>8.725</u></b>	<b><u>8.725</u></b>
Temporary/Seasonal Hours	<u>0*</u>	<u>431</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	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Seasonal Hours	600	0	0	0	0	0	0

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## Program: Support Services – Engineering Services

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### Services Delivered:

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 Parks and Community Development Department with information from over 7,200 plans and “as-built” drawings. Engineering 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 facilitating 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.

### Performance Measurements:

#### Engineering Performance Measures

Indicator	2013-14		2014-15		2015-16	2016-17	2017-18
	Actual	Est	Actual	Est	Est	Est	Est
<b>Outputs</b>							
Number of City projects managed annually	27	20	38	22	24	24	24
Number of developer installed projects managed annually	18	14	39	16	16	20	24
<b>Effectiveness</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
% of encroachment permits issued within 7 calendar days	92%	93%	93%	95%	95%	95%	95%
% of complete private development plans reviewed within specified timeframe	91%	85%**	84%	93%**	90%**	90%**	90%**

\*\*Pending timely interdepartmental review.

### FY’17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item:

#### Facilitate Sustainable, Manageable Growth

- Improve bicycle/pedestrian paths.
- Prepare and implement plans for striping bike lanes and installing new sidewalks and pedestrian paths.

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

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### **FY'17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item - Cont'd:**

#### **Maintain, Operate, and Expand our Infrastructure**

- Engineering will be involved in a number of capital improvements including the design, construction and inspection of the FY'16/'17 Overlays, , Redwood Avenue Phase 3, Booth/Isham/"G" Street Improvements, Gilbert Creek/Savage Street Bridge installation, Elmer Nelson Lane Bridge installation and various water and sewer line projects as determined by Public Works.

#### **Promote Healthy Neighborhoods**

- Expand safe routes to schools project with District 7 at George Eckstein Park to provide better access to existing sports fields.
- Install the remaining portion of Fruitdale Creek Trail.
- Improve pedestrian paths at Reinhart Park and on the Greenwood Trail.
- Begin installation of sidewalks on Rogue River Avenue and complete design on Pine Street Sidewalks.

#### **Budget Highlights:**

Based on current estimates, the FY'16 budget appears to be on track for expenditures to match or be close to anticipated revenues. For FY'17, staffing levels will be increased by one full time technician to account for added workload involved with capital projects and GIS needs.

#### **FY'16 Activity Review:**

The Engineering Division facilitated a number of Capital Projects in our community this year which are in design, construction or punch list phase at the time of this printing. They included Drury Lane Street Improvements, Redwood Avenue Street Improvements, Terry Lane Street Improvements, several Structural Main Sewer Replacement Projects, scheduled Street Overlays and a Pedestrian Path at Morrison Centennial Park. A project to improve the difficult intersection of G/Booth and Pine Streets are in final design and construction will occur in the summer of '16.

Numerous 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 Phases 2 and 3, Department of Human Services facility, and All Care Health Services facility. In addition, at the time of this printing, the Grants Pass Sobering Center will be operational.

## Program: Support Services – Engineering Services

### Financial Summary

Resources	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Beginning Balance	<u>210,756</u>	<u>302,472</u>	<u>286,558</u>	<u>462,421</u>	<u>462,421</u>	<u>462,421</u>	<u>417,319</u>
Current Resources							
Activity Generated							
Rev Other Agencies	3,672	0	0	0	0	0	0
Engineering Fees	24,908	92,925	27,800	51,200	51,200	51,200	51,200
Sale of publications	0	50	0	0	0	0	0
Interest	1,499	2,208	1,500	1,000	1,000	1,000	500
Other Revenue	0	1,422	0	0	0	0	0
Direct Charges:							
General Fund	85,000	112,800	127,500	127,500	127,500	127,500	127,500
Transportation	167,152	163,404	148,900	154,900	154,900	154,900	154,900
Wastewater Operations	75,800	58,117	68,100	85,900	85,900	85,900	85,900
Solid Waste Operations	0	1,028	11,900	10,300	10,300	10,300	10,300
Water Operations	66,600	53,697	59,500	67,500	67,500	67,500	67,500
Administrative Services	10,000	11,300	11,500	18,900	18,900	18,900	18,900
Transportation Projects	210,345	251,868	226,150	230,000	230,000	230,000	141,000
Lands & Buildings Proj.	25,942	44,813	51,500	35,000	35,000	35,000	35,000
Wastewater Projects	72,839	87,837	64,400	136,000	136,000	136,000	75,000
Water Projects	<u>39,508</u>	<u>47,427</u>	<u>40,000</u>	<u>44,000</u>	<u>44,000</u>	<u>44,000</u>	<u>24,000</u>
<b>Total Current Revenues</b>	<b><u>783,265</u></b>	<b><u>928,896</u></b>	<b><u>838,750</u></b>	<b><u>962,200</u></b>	<b><u>962,200</u></b>	<b><u>962,200</u></b>	<b><u>791,700</u></b>
<b>Total Resources</b>	<b><u>994,021</u></b>	<b><u>1,231,368</u></b>	<b><u>1,125,308</u></b>	<b><u>1,424,621</u></b>	<b><u>1,424,621</u></b>	<b><u>1,424,621</u></b>	<b><u>1,209,019</u></b>
Requirements	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Personnel Services	331,851	321,664	545,955	611,188	611,188	611,188	626,579
Materials & Supplies	4,686	11,443	10,850	19,300	19,300	19,300	17,200
Contractual/Prof Services	98,755	105,859	174,391	182,142	182,142	182,142	185,023
Direct Charges	<u>256,257</u>	<u>253,013</u>	<u>212,843</u>	<u>194,672</u>	<u>194,672</u>	<u>194,672</u>	<u>194,263</u>
<b>Subtotal Expenditures</b>	<b><u>691,549</u></b>	<b><u>691,979</u></b>	<b><u>944,039</u></b>	<b><u>1,007,302</u></b>	<b><u>1,007,302</u></b>	<b><u>1,007,302</u></b>	<b><u>1,023,065</u></b>
Contingencies	0	0	181,269	417,319	417,319	417,319	185,954
Ending Balance	<u>302,472</u>	<u>539,389</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>994,021</u></b>	<b><u>1,231,368</u></b>	<b><u>1,125,308</u></b>	<b><u>1,424,621</u></b>	<b><u>1,424,621</u></b>	<b><u>1,424,621</u></b>	<b><u>1,209,019</u></b>

**Program: Support Services – Engineering Services**

**Personnel**

	BUDGET FY'14 #	BUDGET FY'15 #	BUDGET FY'16 #	MANAGER RECOMMEND FY'17 #	COMMITTEE APPROVED FY'17 #	COUNCIL ADOPTED FY'17 #	PROJECTED FY'18 #
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	0.00	0.00	1.00	1.00	1.00	1.00	1.00
Engineering Projects Supervisor	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Engineering Technician	<u>4.50*</u>	<u>4.50*</u>	<u>4.50*</u>	<u>4.50*</u>	<u>4.50*</u>	<u>4.50*</u>	<u>4.50*</u>
<i>Subtotal</i>	<i>7.50</i>	<i>7.50</i>	<i>8.50</i>	<i>8.50</i>	<i>8.50</i>	<i>8.50</i>	<i>8.50</i>
<b>Total Positions</b>	<b><u>7.50</u></b>	<b><u>7.50</u></b>	<b><u>8.50</u></b>	<b><u>8.50</u></b>	<b><u>8.50</u></b>	<b><u>8.50</u></b>	<b><u>8.50</u></b>
Total Un-Funded Positions*	(3.00)	(3.00)	(2.00)	(2.00)	(1.00)	(1.00)	(1.00)
<b>Total Funded Positions</b>	<b><u>4.50</u></b>	<b><u>4.50</u></b>	<b><u>6.50</u></b>	<b><u>6.50</u></b>	<b><u>7.50</u></b>	<b><u>7.50</u></b>	<b><u>7.50</u></b>
Temporary/Seasonal Hours	<u>520</u>	<u>520</u>	<u>520</u>	<u>520</u>	<u>520</u>	<u>520</u>	<u>520</u>

<b>*Recap of Unfunded Positions by Fiscal Year:</b>							
Utility Engineer	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Engineering Technician	2.00	2.00	1.00	1.00	0.00	0.00	0.00

<b>**Note the following are funded under Contractual Services instead of Personnel Services:</b>							
City Engineer**	1.00	1.00	1.00	1.00	1.00	1.00	1.00

## Program: Support Services – Property Management Services

### Services Delivered:

Property Management Services strives to manage and improve City buildings and properties, infrastructure, and vacant lands in a manner which strives for excellence, efficiency, aesthetics, safety, and sustainability.

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.

### Performance Measurements:

#### Property Management Performance Measures

Indicator	2013-14		2014-15		2015-16	2016-17	2017-18
	Actual	Est	Actual	Est	Est	Est	Est
<b>Outputs</b>							
Number of days River Vista rented	83	18	152	24	60	62	65
<b>Effectiveness</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
% of time City Hall HVAC system on-line	100%	100%	100%	100%	100%	100%	100%
% of properties receiving fire hazards abatement at scheduled quarterly intervals	100%	100%	100%	100%	100%	100%	100%
<b>Efficiency</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
City Hall Custodial Expenditures Per Square Foot	\$1.59	\$1.93	\$1.23	\$1.93	\$1.98	\$2.05	\$2.10
Annual kWh of Power at City Hall (target 5% reduction to prior year starting 2011-2012 and expressed in kWh) * corrected figures through 2014	626,868*	599,000	583,565	564,100	535,900	509,105**	515,000
** Estimates were made during Recessionary Period & estimated lower occupancy							

### FY'17 Anticipated Accomplishments & Corresponding Council Goals - Strategic Plan Item:

#### Keep Citizens Safe

- Light up downtown in alleyways and railroad tracks.
- Expand use of community video cameras throughout the City.

#### Provide Cooperative, Shared Leadership Involving Council, Staff and Community

- Upgrade heating/cooling system in the Municipal Building.

#### Facilitate Sustainable, Manageable Growth

- More public trash cans and recycling bins around town or near problem areas.
- Focus on clean-up efforts in areas of blight.

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## Program: Support Services – Property Management Services

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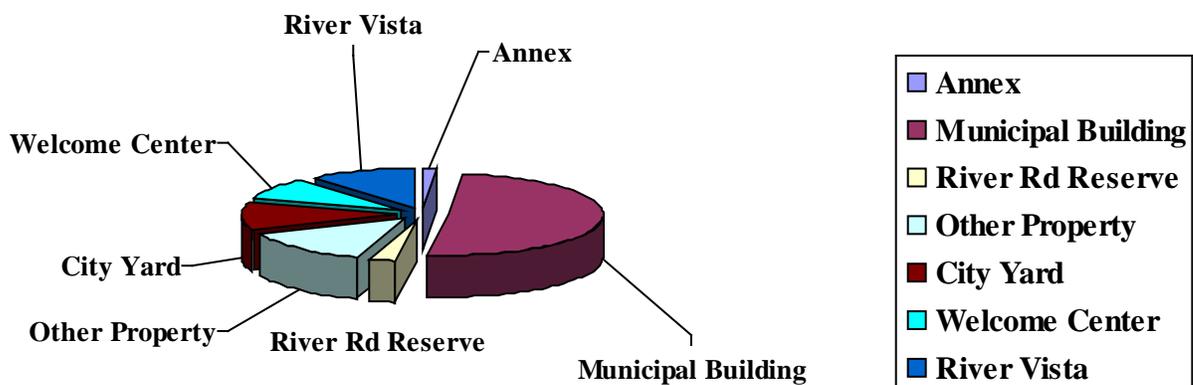
### FY'17 Anticipated Accomplishments & Corresponding Council Goals - Strategic Plan Item – Cont'd:

#### Maintain, Operate and Expand our Infrastructure to Meet Community Needs

- Install ambient lighting on Caveman (6<sup>th</sup> Street) Bridge.
- Ensure transportation infrastructure needs are met.
- Clean the streets – hire contractor to pressure wash sidewalks and alleyways.

#### Budget Highlights:

The HVAC system at the Municipal Building will be renovated. Lighting in the Municipal parking lot will be improved and additional security features will be developed for the City Hall complex.



### Account by Expenditures FY' 15

#### FY'16 Activity Review:

- The HVAC system was evaluated and recommendations are being implemented.
- One vacant building was demolished.
- The Welcome Center visitor's space was expanded and remodeled.
- City Hall remodel included space that was upgraded for Customer Service.
- Additional security cameras have been installed and upgraded.

## Program: Support Services – Property Management Services

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY' 14	FY' 15	FY' 16	FY' 17	FY' 17	FY' 17	FY' 18
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>208,161</u>	<u>272,535</u>	<u>248,164</u>	<u>279,732</u>	<u>279,732</u>	<u>279,732</u>	<u>234,100</u>
Current Resources							
Activity Generated							
Direct Charges:							
General Fund	145,040	143,928	169,722	181,184	181,184	181,184	181,184
Transportation	79,153	83,592	82,283	82,283	82,283	82,283	82,283
Wastewater Operations	51,722	54,456	53,679	53,679	53,679	53,679	53,679
Solid Waste Operations	882	936	912	912	912	912	912
Water Operations	47,060	49,560	48,730	48,730	48,730	48,730	48,730
Fleet Operations	35,784	36,960	30,155	30,155	30,155	30,155	30,155
CD Management	74,811	80,748	78,158	78,158	78,158	78,158	78,158
Administrative Services	176,381	185,917	183,609	185,458	185,458	185,458	184,211
Interest	1,611	2,111	0	0	0	0	0
Rent of Assets	48,929	54,596	56,832	58,832	58,832	58,832	58,832
Other Revenue	<u>2,063</u>	<u>2,829</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Current Revenues</b>	<b><u>663,436</u></b>	<b><u>695,633</u></b>	<b><u>704,080</u></b>	<b><u>719,391</u></b>	<b><u>719,391</u></b>	<b><u>719,391</u></b>	<b><u>718,144</u></b>
<b>Total Resources</b>	<b><u>871,597</u></b>	<b><u>968,168</u></b>	<b><u>952,244</u></b>	<b><u>999,123</u></b>	<b><u>999,123</u></b>	<b><u>999,123</u></b>	<b><u>952,244</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY' 14	FY' 15	FY' 16	FY' 17	FY' 17	FY' 17	FY' 18
	\$	\$	\$	\$	\$	\$	\$
Personnel Services	183,771	173,038	201,117	198,909	198,909	198,909	203,791
Materials & Supplies	30,780	33,829	32,900	35,095	35,095	35,095	35,095
Contractual/Prof Services	262,392	293,790	341,013	343,419	343,419	343,419	343,772
Direct Charges	8,628	5,781	15,000	15,600	15,600	15,600	15,750
Capital Outlay	45,395	33,903	73,300	66,000	66,000	66,000	66,000
Indirect Charges	53,096	53,070	66,340	66,000	66,000	66,000	66,500
Transfers Out	<u>15,000</u>	<u>20,000</u>	<u>40,000</u>	<u>40,000</u>	<u>40,000</u>	<u>40,000</u>	<u>0</u>
<b>Subtotal Expenditures</b>	<b><u>599,062</u></b>	<b><u>613,411</u></b>	<b><u>769,670</u></b>	<b><u>765,023</u></b>	<b><u>765,023</u></b>	<b><u>765,023</u></b>	<b><u>730,908</u></b>
Contingencies	0	0	182,574	234,100	234,100	234,100	221,336
Ending Balance	<u>272,535</u>	<u>354,757</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>871,597</u></b>	<b><u>968,168</u></b>	<b><u>952,244</u></b>	<b><u>999,123</u></b>	<b><u>999,123</u></b>	<b><u>999,123</u></b>	<b><u>952,244</u></b>

## Program: Support Services – Property Management Services

### Personnel

	BUDGET FY'14 #	BUDGET FY'15 #	BUDGET FY'16 #	MANAGER RECOMMEND FY'17 #	COMMITTEE APPROVED FY'17 #	COUNCIL ADOPTED FY'17 #	PROJECTED FY'18 #
Property Management Coordinator	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Municipal Service Worker	<u>1.00</u>	<u>2.00</u>	<u>2.00</u>	<u>2.00</u>	<u>2.00</u>	<u>2.00</u>	<u>2.00</u>
<i>Subtotal</i>	<i>2.00</i>	<i>3.00</i>	<i>3.00</i>	<i>3.00</i>	<i>3.00</i>	<i>3.00</i>	<i>3.00</i>
Assistant City Manager							
From: Management	0.10	0.10	0.10	0.10	0.10	0.10	0.10
Property Management Coordinator							
To: Aquatics	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Downtown	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)
To: Street Maintenance	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)
Municipal Service Worker							
To: Downtown	(0.15)	(0.55)	(0.95)	(0.95)	(0.95)	(0.95)	(0.95)
Office Assistant II							
From: Management	<u>0.35*</u>	<u>0.10</u>	<u>0.10</u>	<u>0.10</u>	<u>0.10</u>	<u>0.10</u>	<u>0.10</u>
<i>Subtotal Distributed</i>	<i>0.05</i>	<i>(0.60)</i>	<i>(1.00)</i>	<i>(1.00)</i>	<i>(1.00)</i>	<i>(1.00)</i>	<i>(1.00)</i>
<b>Total Positions</b>	<b><u>2.050</u></b>	<b><u>2.400</u></b>	<b><u>2.000</u></b>	<b><u>2.000</u></b>	<b><u>2.000</u></b>	<b><u>2.000</u></b>	<b><u>2.000</u></b>
Total Un-Funded Positions	(0.035)	0.000	0.000	0.000	0.000	0.000	0.000
<b>Total Funded Positions</b>	<b><u>2.015</u></b>	<b><u>2.400</u></b>	<b><u>2.000</u></b>	<b><u>2.000</u></b>	<b><u>2.000</u></b>	<b><u>2.000</u></b>	<b><u>2.000</u></b>
Temporary/Seasonal Hours	<u>550</u>	<u>550</u>	<u>1,100</u>	<u>1,100</u>	<u>1,100</u>	<u>1,100</u>	<u>1,100</u>
<b>*Recap of Unfunded Positions by Fiscal Year:</b>							
Office Assistant I/II	0.035	0.000	0.000	0.000	0.000	0.000	0.000

### Capital Outlay/By Item

Remodeling/Renovation	62,300	35,000	35,000	35,000	35,000
HVAC Renovation	6,000	25,000	25,000	25,000	25,000
Sidewalks at Muni Building	<u>5,000</u>	<u>6,000</u>	<u>6,000</u>	<u>6,000</u>	<u>6,000</u>
<b>Total Capital Outlay</b>	<b><u>73,300</u></b>	<b><u>66,000</u></b>	<b><u>66,000</u></b>	<b><u>66,000</u></b>	<b><u>66,000</u></b>

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## Program: Support Services – Information Technology Services

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### Services Delivered:

The Information Technology (IT) Division provides management and maintenance of City technology resources and technical support for the City’s computer and telecommunication users, facilitating appropriate access to the City’s electronic data; always endeavoring to provide technology that promotes the highest level of City worker productivity and supports a standard of “*Information-at-your-fingertips*”.

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. The IT staff also provides technology consulting to City departments, desktop support, administers the City phone systems, provides basic computer/telephone training, and oversees the City’s website.

### Performance Measurements:

#### Information Technology Performance Measures

Indicator	2013-14		2014-15		2015-16	2016-17	2017-18
	Actual	Est	Actual	Est	Est	Est	Est
<b>Outputs</b>							
Number help desk tickets completed	1451	1500	1565	1500	1500	1500	1500
Number of training sessions held	10	12	10	12	12	12	12
<b>Effectiveness</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Network availability (% uptime)	99%	99%	99%	99%	99%	99%	99%
Phone Availability	99%	99%	99%	99%	99%	99%	99%
Help desk tickets closed on the same day	40%	50%	40%	50%	50%	50%	50%
Help desk tickets closed within one day	49%	67%	49%	67%	67%	67%	67%

### FY’17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item:

#### Provide Cooperative, Shared Leadership Involving Council, Staff and Community

##### Objective 3: Ensure efficiency and effectiveness in City operations

- The City will be a model for government efficiency and effectiveness, delivering the highest quality of services at the best possible value.
- Dark fiber connection from City Hall to Hillcrest (high-speed, secure, emergency backup and continuity).
- Expand wireless network capabilities at City facilities.
- Expand Tyler ENERGOV system for citizen self-service.

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## Program: Support Services – Information Technology Services

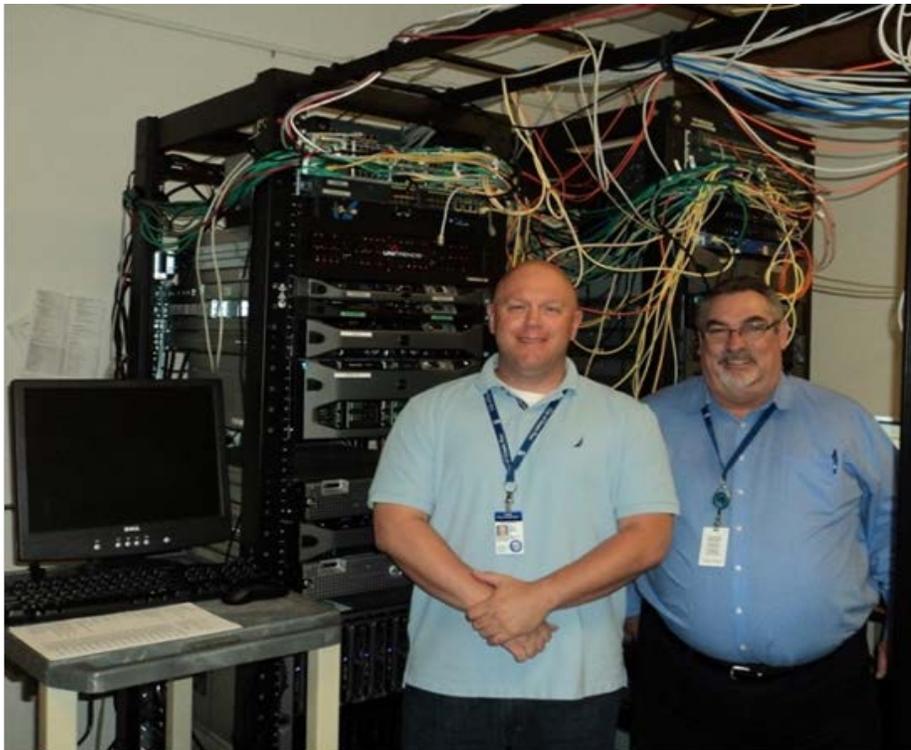
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### **Budget Highlights:**

The City will focus on improving business continuity for City’s information systems. Backup power and reduction in potential single point failure risks will be addressed in addition to system performance and reliability.

### **FY’16 Activity Review:**

- A new replicated disk backup system was implemented.
- Wireless networks were expanded in City facilities to improve network access for mobile devices and users.
- Increased usage of tablet PC’s to increase flexibility and efficiency of mobile users.
- Improved security has been implemented for all IT systems.
- Performance upgrades were completed for core network devices.
- Redundant systems have been implemented for key network components.



**Program: Support Services – Information Technology Services**

***Financial Summary***

Resources	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Beginning Balance	<u>291,153</u>	<u>265,400</u>	<u>132,564</u>	<u>199,128</u>	<u>199,128</u>	<u>199,128</u>	<u>256,626</u>
Current Resources							
Activity Generated							
Interest	1,967	1,725	1,900	1,200	1,200	1,200	1,300
Other Revenue	0	544	0	0	0	0	0
Solid Waste Agency	1,186	1,684	3,600	4,500	4,500	4,500	4,500
Information Tech Charges	<u>557,126</u>	<u>605,085</u>	<u>712,528</u>	<u>875,900</u>	<u>875,900</u>	<u>875,900</u>	<u>898,400</u>
<b><i>Total Current Revenues</i></b>	<b><u>560,279</u></b>	<b><u>609,038</u></b>	<b><u>718,028</u></b>	<b><u>881,600</u></b>	<b><u>881,600</u></b>	<b><u>881,600</u></b>	<b><u>904,200</u></b>
<b>Total Resources</b>	<b><u>851,432</u></b>	<b><u>874,438</u></b>	<b><u>850,592</u></b>	<b><u>1,080,728</u></b>	<b><u>1,080,728</u></b>	<b><u>1,080,728</u></b>	<b><u>1,160,826</u></b>

Requirements	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Personnel Services	506,214	533,174	600,189	592,239	592,239	592,239	611,650
Materials & Supplies	11,211	4,728	7,000	10,000	10,000	10,000	7,000
Contractual/Prof Services	23,990	60,245	133,994	137,261	137,261	137,261	152,931
Direct Charges	25,437	26,820	26,302	26,302	26,302	26,302	26,302
Capital Outlay	19,180	0	0	0	0	0	0
Indirect Charges	<u>0</u>	<u>48,319</u>	<u>61,350</u>	<u>58,300</u>	<u>58,300</u>	<u>58,300</u>	<u>60,700</u>
<b><i>Subtotal Expenditures</i></b>	<b><u>586,032</u></b>	<b><u>673,286</u></b>	<b><u>828,835</u></b>	<b><u>824,102</u></b>	<b><u>824,102</u></b>	<b><u>824,102</u></b>	<b><u>858,583</u></b>
Contingencies	0	0	21,757	256,626	256,626	256,626	302,243
Ending Balance	<u>265,400</u>	<u>201,152</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>851,432</u></b>	<b><u>874,438</u></b>	<b><u>850,592</u></b>	<b><u>1,080,728</u></b>	<b><u>1,080,728</u></b>	<b><u>1,080,728</u></b>	<b><u>1,160,826</u></b>

**Program: Support Services – Information Technology Services**

**Personnel**

	BUDGET FY'14 #	BUDGET FY'15 #	BUDGET FY'16 #	MANAGER RECOMMEND FY'17 #	COMMITTEE APPROVED FY'17 #	COUNCIL ADOPTED FY'17 #	PROJECTED FY'18 #
Information Technology Manager	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Network Administrator	0.000	0.000	1.000	1.000	1.000	1.000	1.000
Systems Administrator	0.000	0.000	1.000	1.000	1.000	1.000	1.000
Computer Services Technician	4.000	4.000	2.000	2.000	2.000	2.000	2.000
Webmaster	<u>0.500</u>	<u>0.500</u>	<u>0.500</u>	<u>0.500</u>	<u>0.500</u>	<u>0.500</u>	<u>0.500</u>
<i>Subtotal</i>	<i>5.500</i>	<i>5.500</i>	<i>5.500</i>	<i>5.500</i>	<i>5.500</i>	<i>5.500</i>	<i>5.500</i>
Assistant City Manager							
From: Management	0.150	0.150	0.150	0.150	0.150	0.150	0.150
Office Assistant II							
From: Management	<u>0.400*</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>
<i>Subtotal Distributed</i>	<i>0.550</i>	<i>0.200</i>	<i>0.200</i>	<i>0.200</i>	<i>0.200</i>	<i>0.200</i>	<i>0.200</i>
<b>Total Positions</b>	<b><u>6.050</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>
Total Un-Funded Positions	(0.040)	0.000	0.000	0.000	0.000	0.000	0.000
<b>Total Funded Positions</b>	<b><u>6.010</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>	<b><u>5.700</u></b>

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

Office Assistant II	0.040	0.000	0.000	0.000	0.000	0.000	0.000
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## Program: Support Services – Garage Operations

### Services Delivered:

The Garage Operations department provides safe, efficient, reliable equipment at the lowest possible cost.

This activity maintains vehicles and equipment for all departments. The budget includes costs for fuel, insurance, replacement parts, tires, preventive maintenance and repairs. Up to three City mechanics work out of the City service center, performing repair and maintenance on over 175 City-owned vehicles and miscellaneous pieces of both large and small equipment.

### Performance Measurements:

#### Fleet Performance Measures

Indicator	2013-14		2014-15		2015-16	2016-17	2017-18
	Actual	Est	Actual	Est	Est	Est	Est
<b>Outputs</b>							
Number of vehicles in fleet	124	N/A	115	138	140	140	140
Pieces of equipment in fleet	47	N/A	60	N/A	72	72	72
<b>Effectiveness</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
% of Fleet Current on Annual Preventive Maintenance Services	100%	N/A	100 %	100	100%	100%	100%
% of Customer Satisfaction Reported on Survey	97%	N/A	100 %	99 %	99 %	100%	100%
<b>Efficiency</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Fuel Gallons Used Per Year	65,709	N/A	63,772	66,700	66,850	**67,000	67,000

Note: \*\* Adding one new patrol car and one fire vehicle (brush truck) for the urban interface protection.

### FY'17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item:

#### Provide Cooperative, Shared Leadership Involving Council, Staff and Community

##### Objective 3: Ensure efficiency and effectiveness in City operations

- **Action 4:** Work with the MRMPO to apply for and help administer a feasibility study on alternative fuel sources for local fleets (City, County, School District, and Refuse Haulers).\*\*
- **Action 10:** Discuss facility options and prepare a recommended plan for a Fleet Maintenance Facility upgrade according to the performance audit recommendations.\*

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

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### **Budget Highlights:**

In the next fiscal year budget, 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. Revising shop rates and the fee structure for all fleet services will be done over the next year to potentially simplify the fee schedule and cover the costs of current level of services. The majority of departmental charges for the FY'17 budget went down, due in part to reduced fuel prices.

### **FY'16 Activity Review:**

During FY'16 Fleet began the review of maintenance and equipment replacement activity operation rates. Fleet continues to work on addressing recommendations from the October 2012 Fleet Performance audit and in FY'16 has completed a comprehensive procedures and policies manual that applies to both Fleet operations and all City staff that use a vehicle in operations.

## Program: Support Services – Garage Operations

### Financial Summary

Resources	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Beginning Balance	<u>309,604</u>	<u>438,631</u>	<u>368,691</u>	<u>311,970</u>	<u>311,970</u>	<u>311,970</u>	<u>37,912</u>
Current Resources							
Activity Generated							
Internal Billings	833,963	783,568	715,522	665,462	665,462	665,462	960,039
Interest	2,365	2,847	1,500	2,500	2,500	2,500	2,000
Other Revenue	<u>22,731</u>	<u>14,755</u>	<u>615,000</u>	<u>574,000</u>	<u>574,000</u>	<u>574,000</u>	<u>20,000</u>
<i>Total Current Revenues</i>	<u>859,059</u>	<u>801,170</u>	<u>1,332,022</u>	<u>1,241,962</u>	<u>1,241,962</u>	<u>1,241,962</u>	<u>982,039</u>
<b>Total Resources</b>	<b><u>1,168,663</u></b>	<b><u>1,239,801</u></b>	<b><u>1,700,713</u></b>	<b><u>1,553,932</u></b>	<b><u>1,553,932</u></b>	<b><u>1,553,932</u></b>	<b><u>1,019,951</u></b>

Requirements	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Personnel Services	246,473	255,919	366,721	359,309	359,309	359,309	372,367
Materials & Supplies	324,021	293,451	367,550	338,650	338,650	338,650	338,650
Contractual/Prof Services	69,212	85,653	154,847	146,406	146,406	146,406	152,167
Direct Charges	13,500	13,500	30,155	30,155	30,155	30,155	30,155
Capital Outlay	10,459	0	0	0	0	0	0
Indirect Charges	66,367	59,352	91,800	87,500	87,500	87,500	89,400
Transfers Out	<u>0</u>	<u>0</u>	<u>600,000</u>	<u>554,000</u>	<u>554,000</u>	<u>554,000</u>	<u>0</u>
<i>Subtotal Expenditures</i>	<u>730,032</u>	<u>707,875</u>	<u>1,611,073</u>	<u>1,516,020</u>	<u>1,516,020</u>	<u>1,516,020</u>	<u>982,739</u>
Contingencies	0	0	89,640	37,912	37,912	37,912	37,212
Ending Balance	<u>438,631</u>	<u>531,926</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>1,168,663</u></b>	<b><u>1,239,801</u></b>	<b><u>1,700,713</u></b>	<b><u>1,553,932</u></b>	<b><u>1,553,932</u></b>	<b><u>1,553,932</u></b>	<b><u>1,019,951</u></b>

## Program: Support Services – Garage Operations

### Personnel

	BUDGET FY' 14 #	BUDGET FY' 15 #	BUDGET FY' 16 #	MANAGER RECOMMEND FY' 17 #	COMMITTEE APPROVED FY' 17 #	COUNCIL ADOPTED FY' 17 #	PROJECTED FY' 18 #
Admin. Support Specialist	1.000*	1.000*	0.000*	0.000*	0.000*	0.000*	0.000*
Lead Fleet Mechanic	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Mechanic	1.000	1.000	2.000	2.000	2.000	2.000	2.000
Department Support Technician	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>	<u>1.000</u>
<i>Subtotal</i>	<i>4.000</i>	<i>4.000</i>	<i>4.000</i>	<i>4.000</i>	<i>4.000</i>	<i>4.000</i>	<i>4.000</i>
Finance Director							
From: Finance	0.100	0.100	0.050	0.050	0.050	0.050	0.050
Admin. Support Specialist							
To: Finance	(0.300)	(0.350)	(0.000)	(0.000)	(0.000)	(0.000)	(0.000)
To: Equipment Replacement	(0.350)	(0.350)	(0.000)	(0.000)	(0.000)	(0.000)	(0.000)
Dept. Support Technician							
To: Finance	(0.100)	(0.100)	(0.100)	(0.000)	(0.000)	(0.000)	(0.000)
To: Equipment Replacement	(0.150)	(0.150)	(0.000)	(0.000)	(0.000)	(0.000)	(0.000)
Lead Fleet Mechanic							
To: Equipment Replacement	(0.100)	(0.100)	(0.000)	(0.000)	(0.000)	(0.000)	(0.000)
Mechanic							
To: Equipment Replacement	<u>(0.100)</u>	<u>(0.100)</u>	<u>(0.000)</u>	<u>(0.000)</u>	<u>(0.000)</u>	<u>(0.000)</u>	<u>(0.000)</u>
<i>Subtotal Distributed</i>	<i>(1.000)</i>	<i>(1.050)</i>	<i>(0.050)</i>	<i>0.050</i>	<i>0.050</i>	<i>0.050</i>	<i>0.050</i>
<b>Total Positions</b>	<b><u>3.000</u></b>	<b><u>2.950</u></b>	<b><u>3.950</u></b>	<b><u>4.050</u></b>	<b><u>4.050</u></b>	<b><u>4.050</u></b>	<b><u>4.050</u></b>
Total Un-Funded Positions	(0.035)	(0.030)	(0.000)	(0.000)	(0.000)	(0.000)	(0.000)
<b>Total Funded Positions</b>	<b><u>2.965</u></b>	<b><u>2.920</u></b>	<b><u>3.950</u></b>	<b><u>4.050</u></b>	<b><u>4.050</u></b>	<b><u>4.050</u></b>	<b><u>4.050</u></b>

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

Admin Support Specialist	0.035	0.030	0.000	0.000	0.000	0.000	0.000
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## Program: Support Services – Equipment Replacement

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### Services Delivered:

The Equipment Replacement department strives to collect and account for depreciation (equipment replacement reserve) funds, stabilize yearly department costs, and replace vehicles and equipment as they wear out.

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 on a straight-line basis and then used to replace the vehicle when needed. Payment and account balances are kept on each vehicle and the reserve funds are kept segregated by vehicle and by department/division. Actual replacement decisions are made after reviewing age, maintenance costs and reliability/safety of each vehicle and replacements are not based on set ages or miles.

### Performance Measurements:

#### Equipment Replacement Performance Measures

Indicator	2013-14		2014-15		2015-16	2016-17	2017-18
	Actual	Est	Actual	Est	Est	Est	Est
<b>Outputs</b>							
Number of vehicles/equipment with replacement accounts in schedule	110	111	136	111	136	138	140
<b>Effectiveness</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Percentage of operational vehicles not in replacement schedule	13%	12%	13%	12%	12%	12%	12%
<b>Efficiency</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Percentage of purchases made with State Bid Contracts	78%	76%	100%	76%	75%	75%	75%

### FY'17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item:

#### Provide Cooperative, Shared Leadership Involving Council, Staff and Community

##### Objective 3: Ensure efficiency and effectiveness in City operations

- **Action 4:** Work with the MRMPO to apply for and help administer a feasibility study on alternative fuel sources for local fleets (City, County, School District, Refuse Haulers).\*\*

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

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### **Budget Highlights:**

Each year's capital expenditure appropriation covers the replacement of any vehicles or equipment that may need to be replaced during the year and categories of vehicles and equipment are listed on the capital section of this budget program narrative. When possible, new equipment will be purchased through the Oregon State Purchasing System or a similar cooperative bidding process. Late model used vehicles may be purchased when deemed good values.

Monthly amortization payments collected for most vehicles are calculated on a straight line basis for the projected useful life and future estimated purchase value of the vehicle/equipment.

### **FY'16 Activity Review:**

During FY' 16, among other routine replacements staff worked on a purchase and equipping of a brush truck for Fire Rescue Division operations in order to better protect the City's urban interface. The City also received and placed in service the large Aquatech Vac Truck used primarily in Wastewater Collection and Wastewater Utility infrastructure maintenance purposes. Various planned replacements have also been deferred to a future fiscal year.

## Program: Support Services – Equipment Replacement

### Financial Summary

Resources	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Beginning Balance	<u>3,673,200</u>	<u>3,920,701</u>	<u>3,248,463</u>	<u>3,598,000</u>	<u>3,598,000</u>	<u>3,598,000</u>	<u>2,798,222</u>
Current Resources							
Activity Generated							
Internal Billings	629,745	615,648	561,820	510,422	510,422	510,422	510,422
Interest	23,913	22,966	20,000	23,000	23,000	23,000	23,000
Transfer Wastewater Fund	5,000	0	0	0	0	0	0
Other Revenue	<u>92,497</u>	<u>79,924</u>	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>
<b>Total Current Revenues</b>	<b><u>751,155</u></b>	<b><u>718,538</u></b>	<b><u>591,820</u></b>	<b><u>543,422</u></b>	<b><u>543,422</u></b>	<b><u>543,422</u></b>	<b><u>543,422</u></b>
<b>Total Resources</b>	<b><u>4,424,355</u></b>	<b><u>4,639,239</u></b>	<b><u>3,840,283</u></b>	<b><u>4,141,422</u></b>	<b><u>4,141,422</u></b>	<b><u>4,141,422</u></b>	<b><u>3,341,644</u></b>

Requirements	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Personnel Services	61,091	63,870	0	0	0	0	0
Contractual/Prof Services	1,294	846	600,700	554,700	554,700	554,700	700
Direct Charges	22,284	23,460	0	0	0	0	0
Capital Outlay	415,597	214,409	853,500	788,500	788,500	788,500	584,000
Indirect Charges	3,387	3,484	0	0	0	0	0
Transfers Out	<u>0</u>	<u>550,000</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Subtotal Expenditures</b>	<b><u>503,653</u></b>	<b><u>856,069</u></b>	<b><u>1,454,200</u></b>	<b><u>1,343,200</u></b>	<b><u>1,343,200</u></b>	<b><u>1,343,200</u></b>	<b><u>584,700</u></b>
Contingencies	0	0	300,000	300,000	300,000	300,000	300,000
Ending Balance	<u>3,920,702</u>	<u>3,783,170</u>	<u>2,086,083</u>	<u>2,498,222</u>	<u>2,498,222</u>	<u>2,498,222</u>	<u>2,456,944</u>
<b>Total Requirements</b>	<b><u>4,424,355</u></b>	<b><u>4,639,239</u></b>	<b><u>3,840,283</u></b>	<b><u>4,141,422</u></b>	<b><u>4,141,422</u></b>	<b><u>4,141,422</u></b>	<b><u>3,341,644</u></b>

## Program: Support Services – Equipment Replacement

### Personnel

	BUDGET FY'14 #	BUDGET FY'15 #	BUDGET FY'16 #	MANAGER RECOMMEND FY'17 #	COMMITTEE APPROVED FY'17 #	COUNCIL ADOPTED FY'17 #	PROJECTED FY'18 #
Finance Director							
From: Finance	0.050	0.050	0.000	0.000	0.000	0.000	0.000
Dept. Support Technician							
From: Garage	0.150	0.150	0.000	0.000	0.000	0.000	0.000
Admin. Support Specialist							
From: Garage	0.350*	0.350*	0.000	0.000	0.000	0.000	0.000
Lead Fleet Mechanic							
From: Garage	0.100	0.100	0.000	0.000	0.000	0.000	0.000
Mechanic							
From: Garage	<u>0.100</u>	<u>0.100</u>	<u>0.000</u>	<u>0.000</u>	<u>0.000</u>	<u>0.000</u>	<u>0.000</u>
<b>Total Positions</b>	<b><u>0.750</u></b>	<b><u>0.750</u></b>	<b><u>0.000</u></b>	<b><u>0.000</u></b>	<b><u>0.000</u></b>	<b><u>0.000</u></b>	<b><u>0.000</u></b>
Total Un-Funded Positions	(0.035)	(0.035)	(0.000)	(0.000)	(0.000)	(0.000)	(0.000)
<b>Total Funded Positions</b>	<b><u>0.715</u></b>	<b><u>0.715</u></b>	<b><u>0.000</u></b>	<b><u>0.000</u></b>	<b><u>0.000</u></b>	<b><u>0.000</u></b>	<b><u>0.000</u></b>

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

Admin Support Specialist	0.035	0.035	0.000	0.000	0.000	0.000	0.000
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### Capital Outlay/By Item

Heavy Industrial Vehicles	300,000	0	0	0	0
Automobiles	31,500	52,000	52,000	52,000	8,000
5yrd & 10yrd /Dump Trucks	55,000	55,000	55,000	55,000	141,000
Police Vehicles	86,000	214,000	214,000	214,000	199,000
Pick-Up Trucks	112,000	261,000	261,000	261,000	165,000
Fire Apparatus	90,000	0	0	0	0
Heavy Equipment	151,000	85,000	85,000	85,000	0
Other Equipment	<u>28,000</u>	<u>121,500</u>	<u>121,500</u>	<u>121,500</u>	<u>71,000</u>
<b>Total Capital Outlay</b>	<b><u>853,500</u></b>	<b><u>788,500</u></b>	<b><u>788,500</u></b>	<b><u>788,500</u></b>	<b><u>584,000</u></b>

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## Program: Support Services – Workers’ Compensation Insurance

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### Services Delivered:

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.

This activity administers the City’s self-insurance group 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.

### Performance Measurements:

#### Workers Compensation Performance Measures

Indicator	2013-14		2014-15		2015-16	2016-17	2017-18
	Actual	Est	Actual	Est	Est	Est	Est
<b>Outputs</b>							
Number of Safety Training Classes Held for non-Public Safety employees	6	4	4	4	6	6	6
<b>Effectiveness</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Workers Compensation Experience Modification	0.92	0.7	0.92	0.7	0.7	0.7	0.7
% of time mandatory safety training is completed and documented	76%	80%	73%	80%	80%	90%	90%
<b>Efficiency</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Number of Worker Days Lost to Injury per Full Time Employee (FTE)	1.01	0	1.07	0	0	0	0

### FY’17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item:

#### Provide Cooperative, Shared Leadership Involving Council, Staff and Community

##### Objective 4: Ensure efficiency and effectiveness in City operations

- Assist Departments in the prevention of accidents and injuries, while maintaining compliance with federal, state and local governing agencies.
- Handle claims in an appropriate manner and ensure timely care and treatment for employee.
- Control time loss when injuries occur by coordinating temporary, light duty work during recovery.
- Participate in Safety Committee meetings and activities.
- Coordinate and document all required training to promote and ensure a safe work environment.

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## Program: Support Services – Workers’ Compensation Insurance

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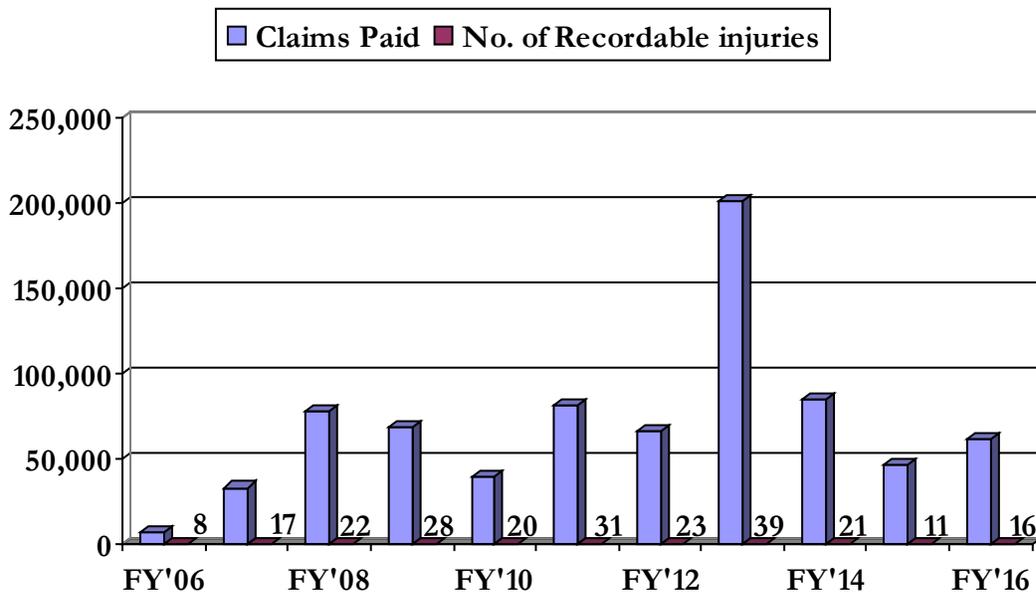
### Budget Highlights:

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 City moved from a fully self-insured plan to a self-insurance group under City County Insurance Services (CIS) for FY’16. The move to a self-insurance group limits the City’s annual liability and loss risk.

### FY’16 Activity Review:

The Safety Committee is continually working towards preventing employee injuries. The Safety Committee concentrated efforts towards investigating incidents and providing training. These efforts to control and prevent losses, attend trainings and identify areas of risk have contributed to limiting claims this fiscal year.

The City initiated an online training program to make OSHA required safety training more readily available to all employees. The program will ensure more accurate tracking of completed training and is a cost effective way to deliver required training.



## Program: Support Services – Workers’ Compensation Insurance

### Financial Summary

Resources	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Beginning Balance	<u>894,948</u>	<u>822,928</u>	<u>743,108</u>	<u>312,983</u>	<u>312,983</u>	<u>312,983</u>	<u>240,189</u>
Current Resources							
Activity Generated							
Internal Billings	268,255	(894)	302,000	310,600	310,600	310,600	400,000
Interest	5,948	5,359	6,200	2,700	2,700	2,700	2,700
Other Revenue	<u>32</u>	<u>54</u>	<u>0</u>	<u>7,500</u>	<u>7,500</u>	<u>7,500</u>	<u>7,500</u>
<i>Total Current Revenues</i>	<u>274,235</u>	<u>4,519</u>	<u>308,200</u>	<u>320,800</u>	<u>320,800</u>	<u>320,800</u>	<u>410,200</u>
<b>Total Resources</b>	<b><u>1,169,183</u></b>	<b><u>827,447</u></b>	<b><u>1,051,308</u></b>	<b><u>633,783</u></b>	<b><u>633,783</u></b>	<b><u>633,783</u></b>	<b><u>650,389</u></b>

Requirements	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Personnel Services	36,473	197,952	55,246	56,728	56,728	56,728	59,599
Materials & Supplies	4,835	2,613	6,200	13,700	13,700	13,700	13,700
Contractual/Prof Services	304,435	237,847	403,860	323,166	323,166	323,166	314,237
Direct Charges	<u>512</u>	<u>588</u>	<u>538</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<i>Subtotal Expenditures</i>	<u>346,255</u>	<u>439,000</u>	<u>465,844</u>	<u>393,594</u>	<u>393,594</u>	<u>393,594</u>	<u>387,536</u>
Contingencies	0	0	500,000	240,189	240,189	240,189	262,853
Ending Balance	<u>822,928</u>	<u>388,447</u>	<u>85,464</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>1,169,183</u></b>	<b><u>827,447</u></b>	<b><u>1,051,308</u></b>	<b><u>633,783</u></b>	<b><u>633,783</u></b>	<b><u>633,783</u></b>	<b><u>650,389</u></b>

## Program: Support Services – Workers’ Compensation Insurance

### Personnel

	BUDGET FY’ 14 #	BUDGET FY’ 15 #	BUDGET FY’ 16 #	MANAGER RECOMMEND FY’ 17 #	COMMITTEE APPROVED FY’ 17 #	COUNCIL ADOPTED FY’ 17 #	PROJECTED FY’ 18 #
City Attorney							
From: Legal Services	0.050**	0.050**	0.050**	0.050**	0.050**	0.050**	0.050**
Assistant City Attorney							
From: Legal Services	0.025**	0.025**	0.025**	0.025**	0.025**	0.025**	0.025**
City Recorder							
From: Management	0.150	0.150	0.150	0.000	0.000	0.000	0.000
HR Director							
From: Human Resources	0.020	0.020	0.020	0.150	0.150	0.150	0.150
Personnel Analyst							
From: Human Resources	0.150	0.200	0.200	0.300	0.300	0.300	0.300
Personnel Technician							
From: Human Resources	0.000	0.000	0.100	0.100	0.100	0.100	0.100
Office Assistant							
From: Human Resources	0.000	0.000	0.000	0.060	0.060	0.060	0.060
Office Assistant							
From: Management	<u>0.050*</u>	<u>0.150</u>	<u>0.150</u>	<u>0.000</u>	<u>0.000</u>	<u>0.000</u>	<u>0.000</u>
<b>Total Positions</b>	<b><u>0.445</u></b>	<b><u>0.595</u></b>	<b><u>0.695</u></b>	<b><u>0.685</u></b>	<b><u>0.685</u></b>	<b><u>0.685</u></b>	<b><u>0.685</u></b>
Total Un-Funded Positions	(0.005)	0.000	0.000	0.000	0.000	0.000	0.000
<b>Total Funded Positions</b>	<b><u>0.440</u></b>	<b><u>0.595</u></b>	<b><u>0.695</u></b>	<b><u>0.685</u></b>	<b><u>0.685</u></b>	<b><u>0.685</u></b>	<b><u>0.685</u></b>

<b>* Recap of Unfunded Positions by Fiscal Year:</b>							
Office Assistant	0.005	0.000	0.000	0.000	0.000	0.000	0.000

<b>** Note the following are funded under Contractual Services instead of Personnel Services:</b>							
City Attorney	0.050	0.050	0.050	0.050	0.050	0.050	0.050
Assistant City Attorney	0.025	0.025	0.025	0.025	0.025	0.025	0.025

## Program: Support Services – General Insurance

### Services Delivered:

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.

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.

### Performance Measurements:

#### General Insurance Performance Measures

Indicator	2013-14		2014-15		2015-16	2016-17	2017-18
	Actual	Est	Actual	Est	Est	Est	Est
<b>Outputs</b>							
Number of claims managed	19	15	20	15	15	15	15
At Fault Employee Vehicle & Equipment Incidents	1	0	1	0	0	0	0
<b>Effectiveness</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Number of bi-annual training held by City County Insurance Services	1	1	1	1	1	1	1
<b>Efficiency</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Expenditures per City wide FTE	\$90	\$100	\$131	\$100	\$73	\$100	\$100
% of new hires receiving safety orientation	100%	100%	100%	100%	100%	100%	100%
% of seasonal hires receiving safety orientation	95%	100%	93%	100%	100%	100%	100%

### FY’17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item:

#### **Provide Cooperative, Shared Leadership Involving Council, Staff and Community**

##### **Objective 3: Ensure efficiency and effectiveness in City operations**

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

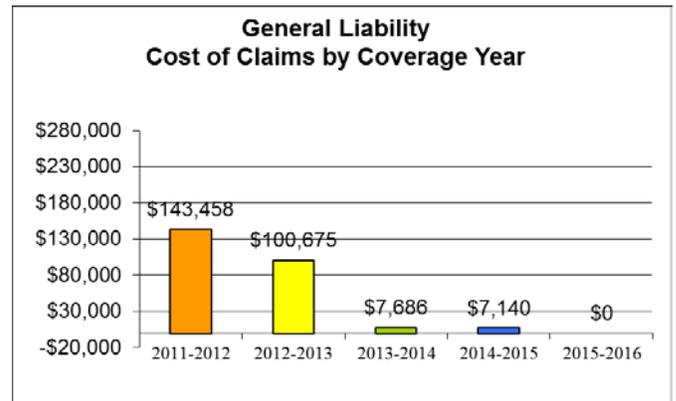
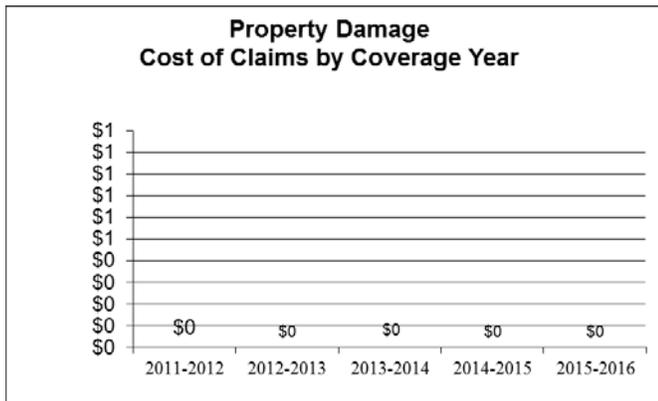
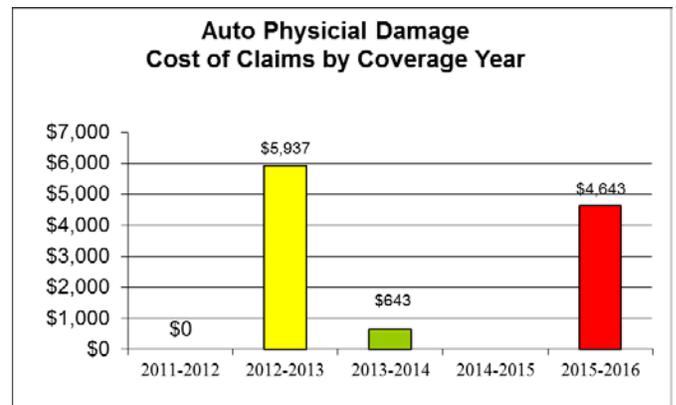
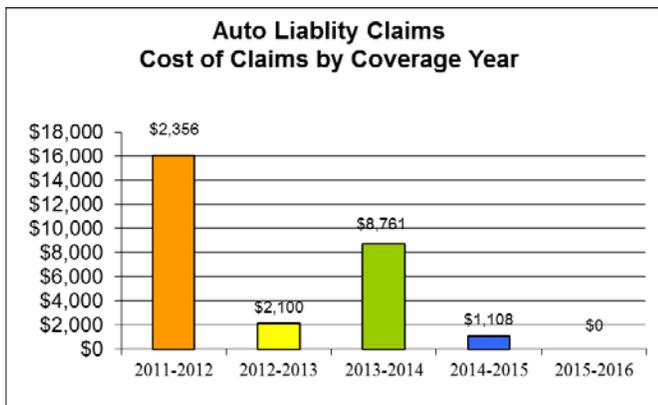
### Budget Highlights:

The City continues to use City County Insurance Services (CIS) to ensure long-term insurance viability. 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 8% for all lines of coverage.

## Program: Support Services – General Insurance

### FY'16 Activity Review:

During FY' 16, 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.



## Program: Support Services – General Insurance

### Financial Summary

Resources	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Beginning Balance	<u>671,680</u>	<u>570,178</u>	<u>505,110</u>	<u>458,237</u>	<u>458,237</u>	<u>458,237</u>	<u>327,664</u>
Current Resources							
Activity Generated							
Internal Billings	293,530	290,383	389,834	521,072	521,072	521,072	562,754
Interest	3,013	2,787	2,000	1,500	1,500	1,500	1,500
Loan Repayments	801	146,205	0	0	0	0	0
Other Revenue	<u>10,743</u>	<u>864</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<i>Total Current Revenues</i>	<u><i>308,087</i></u>	<u><i>440,239</i></u>	<u><i>391,834</i></u>	<u><i>522,572</i></u>	<u><i>522,572</i></u>	<u><i>522,572</i></u>	<u><i>564,254</i></u>
<b>Total Resources</b>	<b><u>979,767</u></b>	<b><u>1,010,417</u></b>	<b><u>896,944</u></b>	<b><u>980,809</u></b>	<b><u>980,809</u></b>	<b><u>980,809</u></b>	<b><u>891,918</u></b>

Requirements	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Personnel Services	18,907	19,452	20,774	30,065	30,065	30,065	31,505
Materials & Supplies	0	1,943	0	0	0	0	0
Contractual/Prof Services	390,012	443,535	588,080	623,080	623,080	623,080	625,040
Direct Charges	<u>670</u>	<u>744</u>	<u>684</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<i>Subtotal Expenditures</i>	<u><i>409,589</i></u>	<u><i>465,674</i></u>	<u><i>609,538</i></u>	<u><i>653,145</i></u>	<u><i>653,145</i></u>	<u><i>653,145</i></u>	<u><i>656,545</i></u>
Contingencies	0	0	287,406	327,664	327,664	327,664	235,373
Ending Balance	<u>570,178</u>	<u>544,743</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>979,767</u></b>	<b><u>1,010,417</u></b>	<b><u>896,944</u></b>	<b><u>980,809</u></b>	<b><u>980,809</u></b>	<b><u>980,809</u></b>	<b><u>891,918</u></b>

**Program: Support Services – General Insurance**

**Personnel**

	BUDGET FY'14 #	BUDGET FY'15 #	BUDGET FY'16 #	MANAGER RECOMMEND FY'17 #	COMMITTEE APPROVED FY'17 #	COUNCIL ADOPTED FY'17 #	PROJECTED FY'18 #
City Attorney							
From: Legal Services	0.100*	0.100*	0.100*	0.100*	0.100*	0.100*	0.100*
Assistant City Attorney							
From: Legal Services	0.050*	0.050*	0.050*	0.050*	0.050*	0.050*	0.050*
City Recorder							
From: Management	0.200	0.200	0.200	0.200	0.200	0.200	0.200
Office Assistant							
From: Management	<u>0.000</u>	<u>0.000</u>	<u>0.000</u>	<u>0.000</u>	<u>0.150</u>	<u>0.150</u>	<u>0.150</u>
<b>Total Positions</b>	<b><u>0.350</u></b>	<b><u>0.350</u></b>	<b><u>0.350</u></b>	<b><u>0.350</u></b>	<b><u>0.500</u></b>	<b><u>0.500</u></b>	<b><u>0.500</u></b>

<b>* Note the following are funded under Contractual Services instead of Personnel Services:</b>							
City Attorney	0.100	0.100	0.100	0.100	0.100	0.100	0.100
Assistant City Attorney	0.050	0.050	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 fund is overseen by the Human Resources Department where our goal is “to work strategically with all City Departments to provide equitable administration of policies and procedures”. The City strives to minimize the escalating costs of employee health benefits while offering a benefit package that attracts the best performing employees and encourages a healthy workforce.

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

### Performance Measurements:

#### Benefits Administration Performance Measures

Indicator	2013-14		2014-15		2015-16	2016-17	2017-18
	Actual	Est	Actual	Est	Est	Est	Est
<b>Outputs</b>							
Number of insurance meetings held	4	3	2	3	3	3	3
Number of Wellness Committee meetings held	4	6	2	4	6	6	6
<b>Effectiveness</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Insurance renewal rate %	8.5%	<10%	0%	<10%	<10%	<10%	<10%
<b>Efficiency</b>	<b>Actual</b>	<b>Goal</b>	<b>Actual</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>	<b>Goal</b>
Wellness program expenditures per FTE	\$89	\$25	\$93	\$90	\$100	\$125	\$125

### FY'17 Anticipated Accomplishments & Corresponding Council Goal - Strategic Plan Item:

#### Provide Cooperative, Shared Leadership Involving Council, Staff and Community

##### Objective 4: Ensure efficiency and effectiveness in City operations

- A Health Insurance Committee comprised of two employees from each of the bargaining groups and non-bargaining groups, formed in 2002, will reconvene in the fall of 2016 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 2017, as the existing contract expires December 31, 2016. The Committee members will work with the City’s Agent of Record to address the changes and requirements associated with the Affordable Care Act.
- Programs to encourage the wellness of our employees will continue to be introduced by the Wellness Committee which is made of representatives from most City departments.

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## **Program: Support Services – Benefits Administration**

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### **Budget Highlights:**

The monthly billing to departments for a Self-Health fund was reduced in FY'12 to \$15 per employee. This change has proven to be sufficient funding and will continue for FY'17. The Health Insurance fund budgets for the Fitness Reimbursement, Employee Assistance, and Wellness Programs.

### **FY'16 Activity Review:**

The Health Insurance Committee reconvened and worked with our Agent of Record on the renewal of the City's insurance. The City's current provider came in with a 2.5% premium increase, which was negotiated down to zero which allowed the City to maintain the same coverage at the FY'15 rate. Willamette Dental initially offered a 3.4% renewal increase. Our Agent of Record negotiated with Willamette Dental who agreed to renew the City's insurance with no increase. The City continues to offer PacificSource Dental and Willamette Dental at the FY'15 rates.

The Health Reimbursement Account (HRA), introduced as an option in 2007, continues to be offered. Approximately 96% of the employees covered by PacificSource have chosen this option. Including the employees in the Teamsters union, a majority of the City's employees are now participating in an HRA/VEBA account and are taking control of their health expenses, which a high deductible/HRA option encourages.

Another successful Benefit Fair was held in the fall of 2015. It included wellness testing and flu shots. The Wellness Committee sent informational bulletins regarding preventative care to employees and initiated the "On The Move Challenge" to encourage and motivate employees towards a more active and healthy lifestyle.

**Program: Support Services – Benefits Administration**

***Financial Summary***

Resources	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Beginning Balance	<u>1,988,005</u>	<u>2,461,763</u>	<u>2,943,200</u>	<u>3,330,000</u>	<u>3,330,000</u>	<u>3,330,000</u>	<u>3,748,390</u>
Current Resources							
Activity Generated							
Internal Billings	480,682	521,822	373,921	445,700	445,700	445,700	42,400
Interest	14,809	17,348	15,000	18,000	18,000	18,000	18,000
Other Revenue	<u>10</u>	<u>222</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b><i>Total Current Revenues</i></b>	<b><u>495,501</u></b>	<b><u>539,392</u></b>	<b><u>388,921</u></b>	<b><u>463,700</u></b>	<b><u>463,700</u></b>	<b><u>463,700</u></b>	<b><u>60,400</u></b>
<b>Total Resources</b>	<b><u>2,483,506</u></b>	<b><u>3,001,155</u></b>	<b><u>3,332,121</u></b>	<b><u>3,793,700</u></b>	<b><u>3,793,700</u></b>	<b><u>3,793,700</u></b>	<b><u>3,808,790</u></b>

Requirements	ACTUAL FY'14 \$	ACTUAL FY'15 \$	BUDGET FY'16 \$	MANAGER RECOMMEND FY'17 \$	COMMITTEE APPROVED FY'17 \$	COUNCIL ADOPTED FY'17 \$	PROJECTED FY'18 \$
Personnel Services	13,932	31,232	31,687	31,000	31,000	31,000	134,400
Materials & Supplies	0	0	2,900	2,900	2,900	2,900	2,900
Contractual/Prof Services	<u>7,811</u>	<u>5,884</u>	<u>11,410</u>	<u>11,410</u>	<u>11,410</u>	<u>11,410</u>	<u>11,410</u>
<b><i>Subtotal Expenditures</i></b>	<b><u>21,743</u></b>	<b><u>37,116</u></b>	<b><u>45,997</u></b>	<b><u>45,310</u></b>	<b><u>45,310</u></b>	<b><u>45,310</u></b>	<b><u>148,710</u></b>
Contingencies	0	0	25,000	25,000	25,000	25,000	25,000
Ending Balance	<u>2,461,763</u>	<u>2,964,039</u>	<u>3,261,124</u>	<u>3,723,390</u>	<u>3,723,390</u>	<u>3,723,390</u>	<u>3,635,080</u>
<b>Total Requirements</b>	<b><u>2,483,506</u></b>	<b><u>3,001,155</u></b>	<b><u>3,332,121</u></b>	<b><u>3,793,700</u></b>	<b><u>3,793,700</u></b>	<b><u>3,793,700</u></b>	<b><u>3,808,790</u></b>