

# SUPPORT SERVICES

## ACTIVITIES

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

## DESCRIPTION

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

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

	ACTUAL FY'08 \$	ACTUAL FY'09 \$	BUDGET FY'10 \$	MANAGER RECOMMEND FY'11 \$	COMMITTEE APPROVED FY'11 \$	COUNCIL ADOPTED FY'11 \$	PROJECTED FY'12 \$
Program Generated Resources	12,341,031	13,344,874	9,435,438	11,676,762	11,676,762	11,676,762	10,990,948
<b>Total Resources</b>	<b><u>12,341,031</u></b>	<b><u>13,344,874</u></b>	<b><u>9,435,438</u></b>	<b><u>11,676,762</u></b>	<b><u>11,676,762</u></b>	<b><u>11,676,762</u></b>	<b><u>10,990,948</u></b>
Requirements							
Community Develop. Mgmt.	638,545	600,129	732,567	861,823	861,823	861,823	842,015
Engineering Services	1,471,933	1,333,674	1,034,834	1,043,476	1,043,476	1,043,476	1,006,269
Property Management Services	663,412	671,052	615,546	675,053	675,053	675,053	627,906
Garage Services	731,609	846,500	917,504	934,142	934,142	934,142	895,886
Equipment Replacement Svc.'s	3,056,085	3,705,002	2,504,025	3,879,414	3,879,414	3,879,414	3,332,788
Information Technology	619,758	572,182	601,924	636,539	636,539	636,539	640,276
Insurance	5,159,689	5,616,335	3,029,038	3,646,315	3,646,315	3,646,315	3,645,808
<b>Total Requirements</b>	<b><u>12,341,031</u></b>	<b><u>13,344,874</u></b>	<b><u>9,435,438</u></b>	<b><u>11,676,762</u></b>	<b><u>11,676,762</u></b>	<b><u>11,676,762</u></b>	<b><u>10,990,948</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 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. Additionally, it provides support services for activities of the Public Works Department.

### **FY’11 Anticipated Accomplishments:**

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

Items identified in the 2010 Work Plan and assigned to Community Development include:

- Consider adoption of a new Urban Growth Boundary (UGB) and infrastructure facility planning based upon the UGB expansion proposal.
- Review and revise sections of various codes, including codes related to urban forestry.
- Review of annexation policy and implementation of policy.
- Promote business ‘friendliness’.
- Adopt a policy for extension of services to the North Valley area.
- Provide incentives to encourage green building practices.

### **FY’11 Performance Measures:**

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

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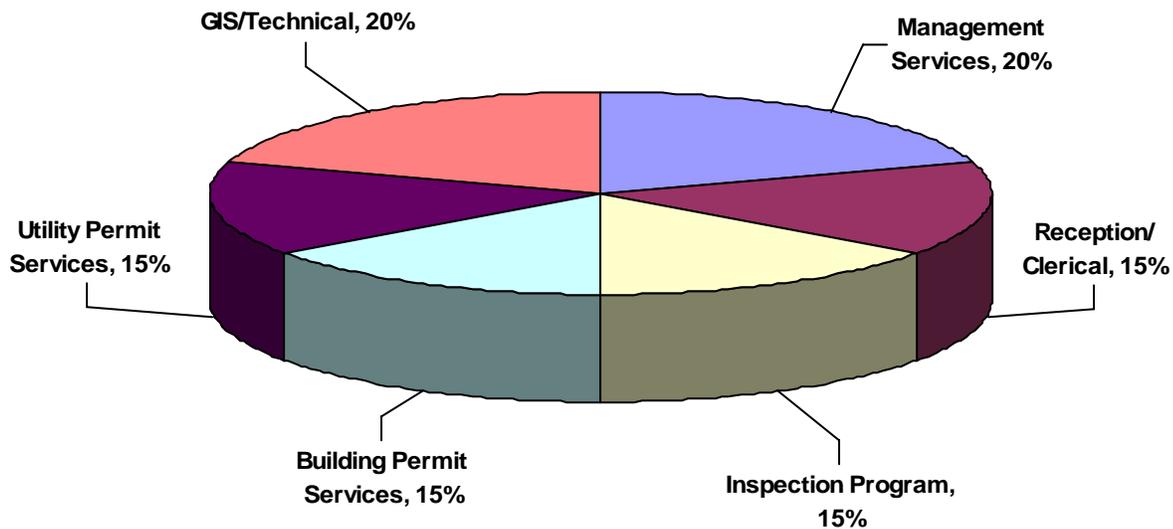
## Program: Support Services – Community Development Management Services

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### Budget Highlights:

FY'11 changes to the budget consist of the addition of funding for professional services related to Geographical Information System (GIS) development and software upgrades and planned capital expenditure for aerial photography for the Geographical Information System. Historically, aerial photography has been shot for our community every three years and provides invaluable current reference data for information sharing and decision making related to land development and municipal operations. The photography was last updated in 2007.

### Allocation of Staff Time for FY'11



### FY'10 Activity Review:

In Calendar Year 2009 this activity processed 1,499 building and utility permits, scheduled 5,146 inspections and provided telephone and front counter reception service for 9 hours every work day.

### FY'10 Performance Indicators:

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

## Program: Support Services – Community Development Management Services

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	FY'11	FY'11	FY'11	\$
Beginning Balance	334	(1)	0	50,000	50,000	50,000	0
Current Resources							
Activity Generated							
Redwood Sewer District	23,366	22,179	26,961	36,219	36,219	36,219	37,427
Direct Charges from:							
Building & Safety/Planning	435,873	366,382	397,875	413,039	413,039	413,039	429,645
Transportation	14,604	13,862	17,477	26,199	26,199	26,199	26,954
Wastewater	29,208	24,951	31,792	39,559	39,559	39,559	40,917
Water	23,366	24,950	31,792	39,559	39,559	39,559	40,917
Property Management	0	0	0	12,000	12,000	12,000	12,000
Engineering	107,199	144,827	226,670	225,248	225,248	225,248	234,154
Administrative Services	0	0	0	20,000	20,000	20,000	20,001
Other Revenue	4,595	2,979	0	0	0	0	0
Total Current Resources	<u>638,211</u>	<u>600,130</u>	<u>732,567</u>	<u>811,823</u>	<u>811,823</u>	<u>811,823</u>	<u>842,015</u>
<b>Total Resources</b>	<b><u>638,545</u></b>	<b><u>600,129</u></b>	<b><u>732,567</u></b>	<b><u>861,823</u></b>	<b><u>861,823</u></b>	<b><u>861,823</u></b>	<b><u>842,015</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	FY'11	FY'11	FY'11	\$
Personal Services	512,186	490,090	577,092	579,663	579,663	579,663	613,735
Materials & Supplies	5,201	3,131	4,001	3,500	3,500	3,500	3,500
Contractual/Prof Services	21,702	17,403	28,058	137,238	137,238	137,238	131,358
Direct Charges	98,374	84,299	73,416	85,422	85,422	85,422	85,422
Capital Outlay	1,082	5,207	0	56,000	56,000	56,000	8,000
Ending Balance	0	(1)	50,000	0	0	0	0
<b>Total Requirements</b>	<b><u>638,545</u></b>	<b><u>600,129</u></b>	<b><u>732,567</u></b>	<b><u>861,823</u></b>	<b><u>861,823</u></b>	<b><u>861,823</u></b>	<b><u>842,015</u></b>

## Program: Support Services – Community Development Management Services

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY'08	FY'09	FY'10	FY'11	FY'11	FY'11	FY'12
	#	#	#	#	#	#	#
Community Development Director	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Business Operations Supervisor	0.00	1.00	1.00	1.00	1.00	1.00	1.00
Community Dev. Coordinator	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Project Specialist	0.00	0.00	1.00	1.00	1.00	1.00	1.00
Office Assistant II	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Office Assistant I	2.00	2.00	2.00*	2.00*	2.00*	2.00*	2.00*
Permit Technician	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Department Support Technician	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Database Technician	<u>1.00</u>						
<b>Total Positions</b>	<b><u>8.00</u></b>	<b><u>7.00</u></b>	<b><u>8.00</u></b>	<b><u>8.00</u></b>	<b><u>8.00</u></b>	<b><u>8.00</u></b>	<b><u>8.00</u></b>
Total Un-Funded Positions	0.00	0.00	(1.00)	(1.00)	(1.00)	(1.00)	(1.00)
<b>Total Funded Positions</b>	<b><u>8.00</u></b>	<b><u>7.00</u></b>	<b><u>7.00</u></b>	<b><u>7.00</u></b>	<b><u>7.00</u></b>	<b><u>7.00</u></b>	<b><u>7.00</u></b>
Temporary/Seasonal Hours	<u>680</u>	<u>680</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>	<u>0*</u>

\* These positions have not been funded for:

FY'10 Adopted	FY'11 Recommended
Office Assistant I (1) Part Time/Seasonal Hrs.	Office Assistant I (1) Part Time/Seasonal Hrs.

### Capital Outlay/By Item

Computers	0	6,000	6,000	6,000	8,000
Aerial Photos for GIS Data Base	<u>0</u>	<u>50,000</u>	<u>50,000</u>	<u>50,000</u>	<u>0</u>
<b>Total Capital Outlay</b>	<b><u>0</u></b>	<b><u>56,000</u></b>	<b><u>56,000</u></b>	<b><u>56,000</u></b>	<b><u>8,000</u></b>

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

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### **Services Delivered:**

***“Quality Engineering Today for a Reliable Tomorrow.”*** This activity assists with the orderly development of our community by ensuring compliance with adopted facility plans and development standards. 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 at the Community Development counter with information from over 6,000 plans and “as-built” drawings. Engineering developed and maintains the mapping portion of our Geographic Information System (GIS).

The Engineering Division creates and keeps current engineering standards to be used in 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 right-of-way.

The Engineering Division administers capital projects. The role of the division is to facilitate projects with preliminary estimates used for budgeting, designing in-house or administering design contracts, creating specifications and bidding documents, providing inspection services, processing pay requests and closing out projects.

### **FY’11 Anticipated Accomplishments:**

Engineering is also involved in a number of capital improvements including the design, construction and inspection of the 5<sup>th</sup> Street Sewer Project, Jo-Gro™ Drainage Improvements, Overlays, “H” Street Reconstruction, Major Redwood Storm Drain, and multiple water line and sewer line projects as determined by Public Works. Engineering is also involved with the preliminary budgeting and engineering of Hubbard Lane.

Josephine County is anticipating the improvement of Allen Creek Road between Ramsey Avenue and Schutzwahl Drive. The County has asked Engineering to administer the design and construction contracts so that the improvements meet our standards. Ultimately, these streets will be transferred to the City.

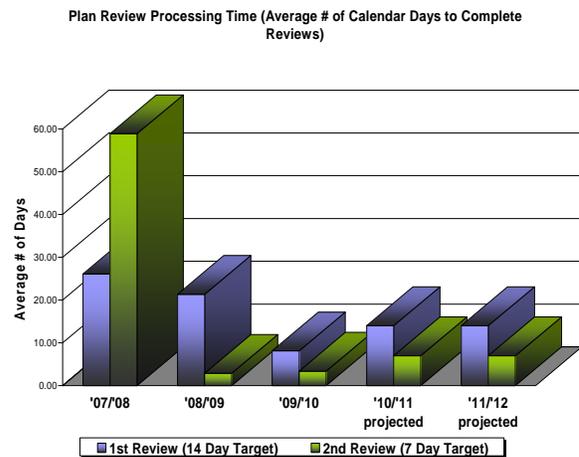
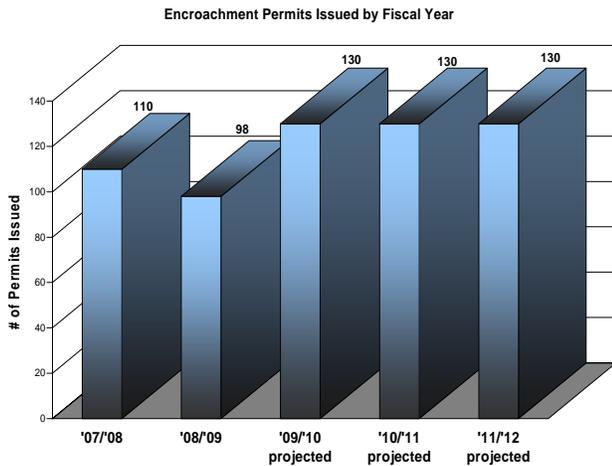
### **FY’11 Performance Measurements:**

- Capital projects will be completed within the authorized budget year for completion, unless the schedule is changed.
- Within 14 calendar days of the division’s actual receipt of completed private development construction plans and pertinent information, the Engineering Division will have coordinated with other City divisions and outside agencies and completed their first review. This target is anticipated to occur 80% of the time. Engineering will provide subsequent reviews within a 7 calendar day period.
- 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.

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## Program: Support Services – Engineering Services

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### **Budget Highlights:**

The projected revenues for FY' 11 are lower than previous years due to the recent downturn in both private and internal investments. Three positions will remain vacant and unfunded. As a result of the loss of revenues for the Engineering Division, the following will occur:

- The Division will have to rely on a \$30,000 contribution from the General Fund in both FY' 11 and FY' 12.
- The estimated unspent contingency will be reduced from \$221,686 in FY' 10, to \$199,099 in FY' 11 and \$134,862 in FY' 12.

### **FY'10 Activity Review:**

The Engineering Division assisted in a number of new developments in our community this year, including: West Park Street Widening, Darnielle Lane Widening, Sidewalks in various City Parks, Hillcrest Public Safety Station Surface Restoration, 2009/2010 Overlays Phases 1 & 2, Redwood Park Phase 2, "I" to "J" Alley Sewer Relocation, Leonard Road Waterline Loop 2 and the Water Treatment Plant Crane Pad.

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: Summerfield Estates Subdivision, Scenic Bayou P.U.D., Westlake Village, Robinson Orthodontics Clinic, Holgate Subdivision, The Cedars and the Lil' Pantry.

### **FY'10 Performance Indicators:**

- Capital projects will be completed within authorized budget estimates 90% of the time. **Target met.**
- Capital projects will be completed within authorized schedule 90% of the time. **Target met.**
- Within 10 working days of the division's actual receipt of construction plans, contact will be made, 90% of the time, informing the applicant of the status of the plan review, whether it is completed, still under review, or additional information is needed to complete the review. **Target met.**

## Program: Support Services – Engineering Services

### *Financial Summary*

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>94,496</u>	<u>238,677</u>	<u>147,746</u>	<u>199,099</u>	<u>199,099</u>	<u>199,099</u>	<u>134,862</u>
Current Resources							
Activity Generated							
Grants Pass Parkway Agency	3,910	905	1,000	0	0	0	0
Redwood Sewer Svc. Dist.	0	556	0	0	0	0	0
Engineering Fees	113,023	110,171	88,954	132,600	132,600	132,600	140,400
Sale of publications	660	460	5,000	300	300	300	300
Interest	10,063	7,139	10,000	500	500	500	500
Other Revenue	21,413	9,833	1,000	2,500	2,500	2,500	2,500
Direct Charges To:							
General Fund	3,000	0	11,450	40,000	40,000	40,000	40,300
Transportation	223,406	221,697	200,000	180,000	180,000	180,000	186,300
Wastewater Operations	86,594	57,567	60,000	70,000	70,000	70,000	70,000
Storm Water Operations	28,599	0	0	0	0	0	0
Solid Waste Operations	465	1,205	0	2,500	2,500	2,500	2,500
Water Operations	85,850	67,281	90,000	95,000	95,000	95,000	95,000
Administrative Services	14,149	10,206	43,080	21,500	21,500	21,500	23,000
Transportation Projects	352,976	261,565	240,000	155,000	155,000	155,000	160,000
Lands & Buildings Projects	24,347	36,022	15,000	25,000	25,000	25,000	25,000
Wastewater Projects	88,755	63,743	21,000	30,000	30,000	30,000	35,000
Water Projects	91,331	113,066	26,000	30,000	30,000	30,000	30,000
GIS Fees	<u>228,896</u>	<u>133,581</u>	<u>74,604</u>	<u>59,477</u>	<u>59,477</u>	<u>59,477</u>	<u>60,607</u>
Total Current Resources	<u>1,377,437</u>	<u>1,094,997</u>	<u>887,088</u>	<u>844,377</u>	<u>844,377</u>	<u>844,377</u>	<u>871,407</u>
<b>Total Resources</b>	<b><u>1,471,933</u></b>	<b><u>1,333,674</u></b>	<b><u>1,034,834</u></b>	<b><u>1,043,476</u></b>	<b><u>1,043,476</u></b>	<b><u>1,043,476</u></b>	<b><u>1,006,269</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	\$	\$	\$	\$
Personal Services	886,887	886,201	697,715	634,909	634,909	634,909	653,391
Materials & Supplies	24,547	15,142	6,900	9,400	9,400	9,400	7,400
Contractual/Prof Services	59,722	65,042	52,223	37,857	37,857	37,857	39,325
Direct Charges	107,199	144,827	226,670	225,248	225,248	225,248	234,154
Capital Outlay	26,148	776	2,600	1,200	1,200	1,200	1,200
Contingencies	0	0	48,726	134,862	134,862	134,862	70,799
Debt Service	128,753	0	0	0	0	0	0
Ending Balance	<u>238,677</u>	<u>221,686</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>1,471,933</u></b>	<b><u>1,333,674</u></b>	<b><u>1,034,834</u></b>	<b><u>1,043,476</u></b>	<b><u>1,043,476</u></b>	<b><u>1,043,476</u></b>	<b><u>1,006,269</u></b>

## Program: Support Services – Engineering Services

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	PROJECTED
	#	#	#	#	#	#	#
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	1.00	1.00	1.00	1.00	1.00
Project Supervisor	0.00	1.00	1.00	1.00	1.00	1.00	1.00
Lead Engineering Tech	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Department Support Technician	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Project Specialist	0.00	5.50	4.50*	4.50*	4.50*	4.50*	4.50*
Engineering Tech II	4.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering Tech I	<u>1.50</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Subtotal	10.50	10.50	9.50	9.50	9.50	9.50	9.50
<b>Total Positions</b>	<b><u>10.50</u></b>	<b><u>10.50</u></b>	<b><u>9.50</u></b>	<b><u>9.50</u></b>	<b><u>9.50</u></b>	<b><u>9.50</u></b>	<b><u>9.50</u></b>
Total Un-Funded Positions	0.00	0.00	(2.00)	(3.00)	(3.00)	(3.00)	(3.00)
<b>Total Funded Positions</b>	<b><u>10.50</u></b>	<b><u>10.50</u></b>	<b><u>7.50</u></b>	<b><u>6.50</u></b>	<b><u>6.50</u></b>	<b><u>6.50</u></b>	<b><u>6.50</u></b>

\* These positions have not been funded for:

FY'10 Adopted	FY'11 Recommended
Utility Engineer	Utility Engineer
Project Specialist (1)	Project Specialist (2)

The full time equivalent (fte) for all regular/permanent employees was restated under total positions during the FY11 budget process. Previously part-time staff were listed under "Part Time/Seasonal Hours". This has been changed to Temporary/Seasonal Hours and will only reflect projected hours for temporary/seasonal staff.

### Capital Outlay/By Item

Computers/Office Equipment	<u>2,600</u>	<u>1,200</u>	<u>1,200</u>	<u>1,200</u>	<u>1,200</u>
<b>Total Capital Outlay</b>	<b><u>2,600</u></b>	<b><u>1,200</u></b>	<b><u>1,200</u></b>	<b><u>1,200</u></b>	<b><u>1,200</u></b>

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## Program: Support Services – Property Management

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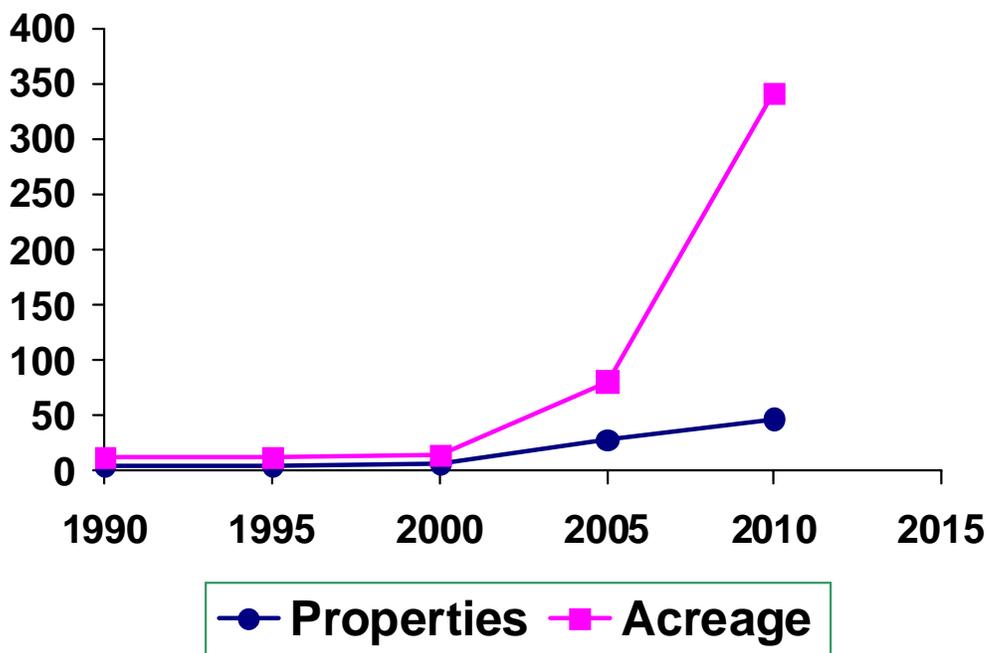
### Services Delivered:

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.

### FY'11 Anticipated Accomplishments:

An electric gate will be installed to increase security at the City Service Center. The cooling system at the Municipal Building will be analyzed to increase efficiency and enhance sustainability practices. Worn carpet at the Municipal Building and vinyl at the Park Maintenance Building will be replaced.

### FY'11 Performance Measurements:



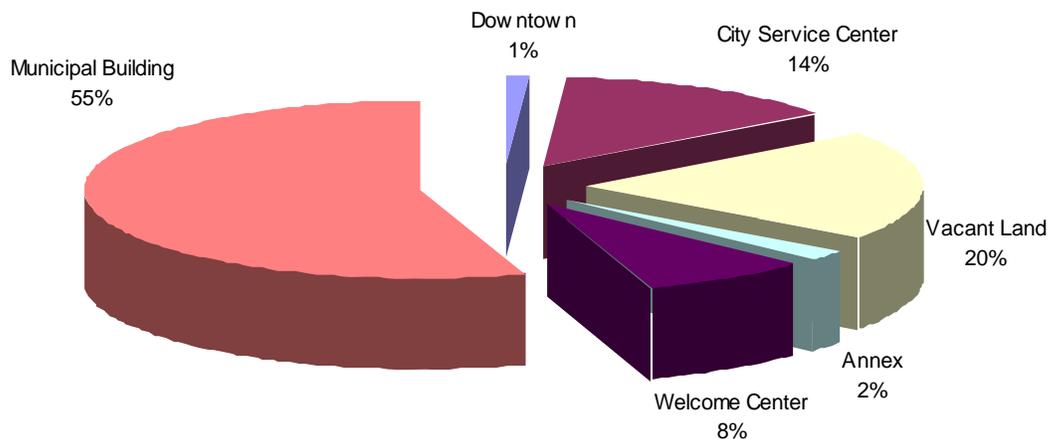
### Budget Highlights:

- \$6,500 is budgeted to install a security gate at the entrance to the Service Center.
- \$20,000 is budgeted to implement various Safety and Security features at various Sites.
- \$6,500 is budgeted to begin to analyze efficiency and sustainability in cooling the Municipal Building.

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## Program: Support Services – Property Management

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**Actual Expenditures FY'09**

### **FY'10 Activity Review:**

- Space at the Municipal Building was not reallocated.
- Recurring Maintenance Contracts were reviewed and renegotiated or eliminated as appropriate to maximize economies.
- Property Management reviewed all alarm contracts.
- We received a rebate for over 25% of the cost of the Municipal Boiler replacement and a tax credit of over 25% as well.

### **FY'10 Performance Indicators:**

- Property Management will respond to maintenance and repair needs as necessary to minimize long term costs. **Target met.**
- Two City buildings will be analyzed and a five year maintenance plan shall be developed. **Target met.**

## Program: Support Services – Property Management

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>141,592</u>	<u>153,782</u>	<u>111,790</u>	<u>100,926</u>	<u>100,926</u>	<u>100,926</u>	<u>54,210</u>
Current Resources							
Activity Generated							
Direct Charges to:							
General Fund	119,617	105,875	110,166	125,098	125,098	125,098	125,098
Transportation	48,260	54,387	62,909	69,899	69,899	69,899	69,899
Wastewater Operations	39,106	39,425	43,146	46,753	46,753	46,753	46,753
Solid Waste Operations	0	627	0	858	858	858	858
Water Operations	29,586	31,349	38,133	42,610	42,610	42,610	42,610
Fleet Operations	20,651	31,565	31,404	36,175	36,175	36,175	36,175
Community Develop. Mgmt.	98,374	84,299	69,044	85,422	85,422	85,422	85,422
Administrative Services	143,299	159,011	138,342	150,727	150,727	150,727	150,727
Interest	10,047	4,272	1,592	431	431	431	0
Rent of Assets	12,880	7,070	9,020	16,154	16,154	16,154	16,154
Other Revenue	<u>0</u>	<u>(610)</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>521,820</u>	<u>517,270</u>	<u>503,756</u>	<u>574,127</u>	<u>574,127</u>	<u>574,127</u>	<u>573,696</u>
<b>Total Resources</b>	<b><u>663,412</u></b>	<b><u>671,052</u></b>	<b><u>615,546</u></b>	<b><u>675,053</u></b>	<b><u>675,053</u></b>	<b><u>675,053</u></b>	<b><u>627,906</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	\$	\$	\$	\$
Personal Services	106,277	126,489	119,029	174,306	174,306	174,306	185,509
Materials & Supplies	29,657	22,119	26,675	23,800	23,800	23,800	23,800
Contractual/Prof Services	259,183	285,733	325,101	293,795	293,795	293,795	296,174
Direct Charges	0	0	0	12,000	12,000	12,000	12,000
Capital Outlay	22,979	47,662	6,500	60,500	60,500	60,500	41,500
Contingencies	0	0	25,511	54,212	54,212	54,212	13,024
Indirect Charges	41,534	45,648	52,730	56,440	56,440	56,440	55,899
Transfers Out	50,000	20,871	10,000	0	0	0	0
Ending Balance	<u>153,782</u>	<u>122,530</u>	<u>50,000</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>663,412</u></b>	<b><u>671,052</u></b>	<b><u>615,546</u></b>	<b><u>675,053</u></b>	<b><u>675,053</u></b>	<b><u>675,053</u></b>	<b><u>627,906</u></b>

## Program: Support Services – Property Management

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	PROJECTED
	#	#	#	FY'11	FY'11	FY'11	FY'12
				#	#	#	#
Parks and Community Service 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
Property Management Tech	0.00	0.00	0.00	1.00	1.00	1.00	1.00
Office Assistant II	<u>1.00</u>						
Subtotal	3.00	3.00	3.00	4.00	4.00	4.00	4.00
Parks and Community Service Director							
To: Downtown	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
To: Park Maintenance	(0.20)	(0.35)	(0.35)	(0.35)	(0.35)	(0.35)	(0.35)
To: Storm Water	(0.15)	0.00	0.00	0.00	0.00	0.00	0.00
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)	(0.20)	(0.20)	(0.20)	(0.20)	(0.20)
To: Equipment Replacement	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
Admin. Support Specialist							
From: Garage Operations	0.10	0.15	0.15	0.15	0.15	0.15	0.15
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)	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)
To: Garage operations	(0.10)	0.00	0.00	0.00	0.00	0.00	0.00
To: Lands and Build Cap Projects	0.00	0.00	0.00	(0.15)	(0.15)	(0.15)	(0.15)
To: Street Maintenance	0.00	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)
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>						
Subtotal	(1.75)	(1.70)	(1.70)	(1.85)	(1.85)	(1.85)	(1.85)
<b>Total Positions</b>	<b><u>1.25</u></b>	<b><u>1.30</u></b>	<b><u>1.30</u></b>	<b><u>2.15</u></b>	<b><u>2.15</u></b>	<b><u>2.15</u></b>	<b><u>2.15</u></b>
Temporary/Seasonal Hours	<u>400</u>	<u>400</u>	<u>0**</u>	<u>0**</u>	<u>0**</u>	<u>0**</u>	<u>0**</u>

\*\*400 hours of Temporary/Seasonal hours have not been funded for FY'11.

### Capital Outlay/By Item

Remodeling/Renovation	5,000	59,000	59,000	59,000	40,000
Office Furniture/Equipment/Computers	<u>1,500</u>	<u>1,500</u>	<u>1,500</u>	<u>1,500</u>	<u>1,500</u>
<b>Total Capital Outlay</b>	<b><u>6,500</u></b>	<b><u>60,500</u></b>	<b><u>60,500</u></b>	<b><u>60,500</u></b>	<b><u>41,500</u></b>

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## Program: Support Services – Information Technology

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### Mission Statement:

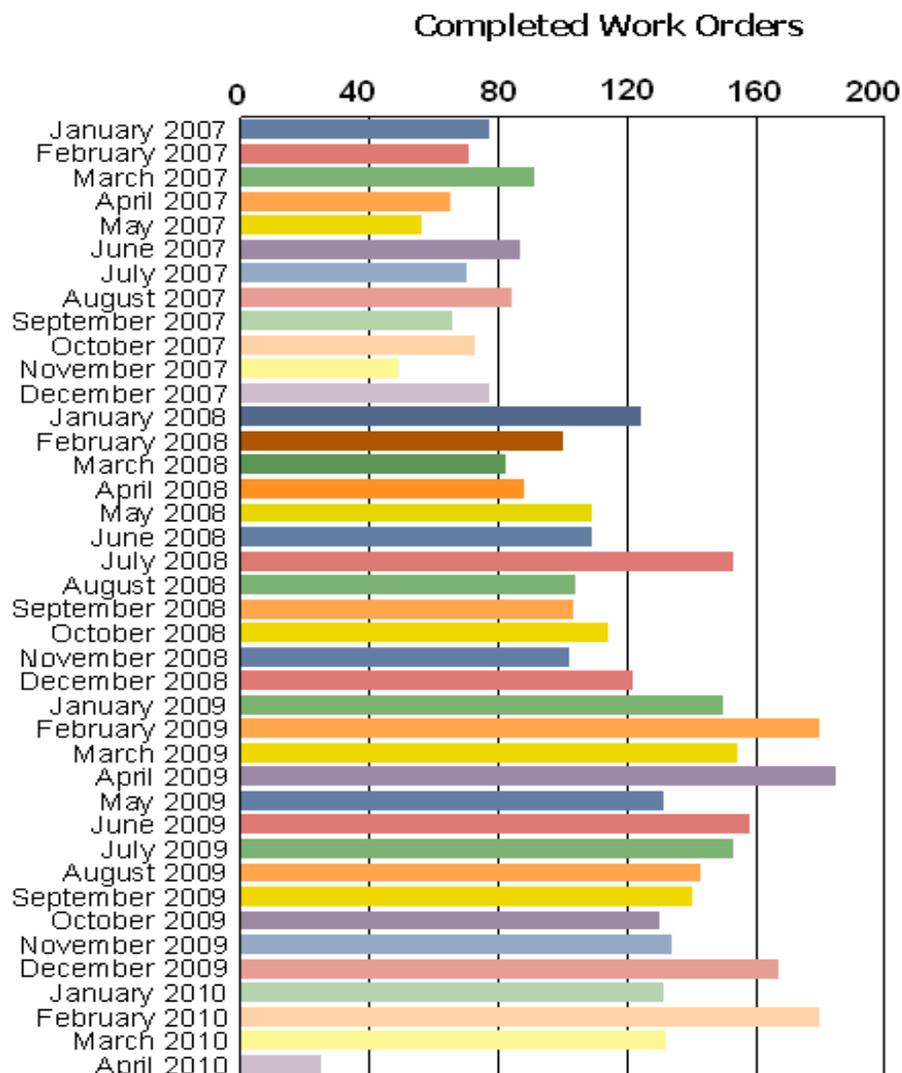
*The Information Technology (IT) Division provides technical support of computer and telecommunication systems for City staff and protects electronic data and files.*

### Services Delivered:

IT maintains the physical data network infrastructure, backups, security, connectivity, networks and servers. IT staff also provides desktop user support of software and hardware, manages phone systems, provides training and administers the City's website.

### FY'11 Performance Measurements:

*(Graph created 4/6/2010)*



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## Program: Support Services – Information Technology

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### Budget Highlights:

- One additional full time staff is added for computer system support.
- The main page of the website will be revised with new graphics and photographs.
- The phone system will be maintained by contract.

### FY'10 Activity Review:

- Annual IT goals and objectives were established.
- Additional firewall technology was implemented to help protect the City's network and data.
- The network intruder detection system was enhanced with browser-based log analysis tools.
- The IBM iSeries/Sungard Public Sector server was upgraded to a new Operating System version.
- The City's Laserfiche Document Imaging system was upgraded to version 8.1.

### FY'10 Performance Indicators:

- When fully staffed and trained, Help Desk requests will be acknowledged within 8 business hours of receipt. **Target Not Met**
- The City's LAN will be available to authorized users 99% of the time. **Target Met**
- A minimum of two training opportunities will be offered on standard software systems to enhance staff productivity. **Target Not Met**
- The City's WAN will be available to all users 98% of the time. **Target Met**
- The City's AS400 will be available to authorized users 99% of the time. **Target Met**

## Program: Support Services – Information Technology

### *Financial Summary*

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	FY'11	FY'11	FY'11	FY'12
Beginning Balance	<u>113,257</u>	<u>68,060</u>	<u>48,259</u>	<u>55,380</u>	<u>55,380</u>	<u>55,380</u>	<u>47,794</u>
Current Resources							
Activity Generated							
Interest	6,764	3,100	1,900	250	250	250	500
Other Revenue	0	0	0	4,000	4,000	4,000	4,000
Redwood Sewer District	16,619	7,610	9,679	11,000	11,000	11,000	11,000
Solid Waste Agency	0	0	0	3,500	3,500	3,500	3,500
Information Tech Charges	<u>483,118</u>	<u>493,412</u>	<u>542,086</u>	<u>562,409</u>	<u>562,409</u>	<u>562,409</u>	<u>573,482</u>
Total Current Resources	<u>506,501</u>	<u>504,122</u>	<u>553,665</u>	<u>581,159</u>	<u>581,159</u>	<u>581,159</u>	<u>592,482</u>
<b>Total Resources</b>	<b><u>619,758</u></b>	<b><u>572,182</u></b>	<b><u>601,924</u></b>	<b><u>636,539</u></b>	<b><u>636,539</u></b>	<b><u>636,539</u></b>	<b><u>640,276</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	FY'11	FY'11	FY'11	FY'12
Personal Services	301,565	344,163	361,138	424,306	424,306	424,306	448,422
Materials & Supplies	4,079	3,553	4,561	4,500	4,500	4,500	4,500
Contractual/Prof Services	181,827	125,426	164,776	139,484	139,484	139,484	148,239
Direct Charges	15,428	14,427	19,310	20,455	20,455	20,455	20,455
Capital Outlay	48,799	17,965	17,000	0	0	0	0
Contingencies	0	0	35,139	47,794	47,794	47,794	18,660
Ending Balance	<u>68,060</u>	<u>66,648</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>619,758</u></b>	<b><u>572,182</u></b>	<b><u>601,924</u></b>	<b><u>636,539</u></b>	<b><u>636,539</u></b>	<b><u>636,539</u></b>	<b><u>640,276</u></b>



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## Program: Support Services – Garage Operations

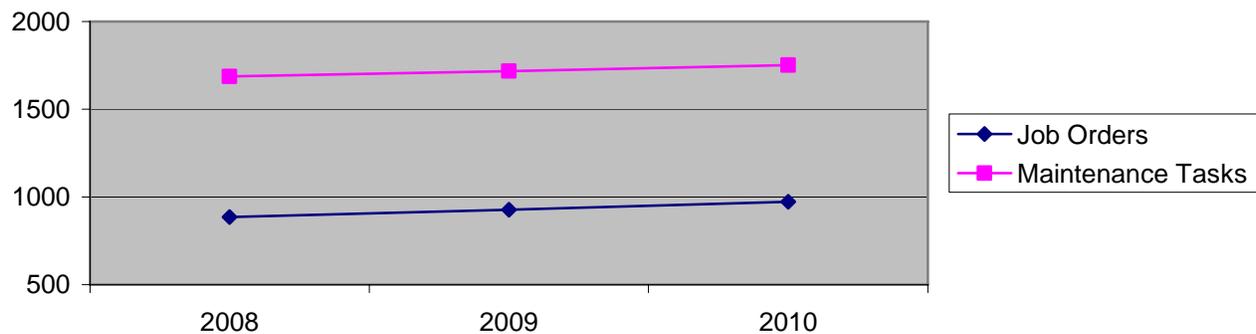
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### Services Delivered:

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

### FY'11 Performance Measurements:

**Job Orders vs. Tasks**



- “Job orders” are generated when a vehicle/equipment comes into the shop.
- “Maintenance tasks” are reflective of different automotive systems worked on while in the shop.

### Budget Highlights:

In the past, departments were charged a mileage rate for miles driven. Starting this year, departments will be charged for actual expenses incurred in the prior calendar year. Expenses will be charged back to the departments in 12 equal monthly payments. This billing method offers protection to departments against unforeseen spikes in expenses. Departments pay for actual services used one year in arrears. Unpredictable fuel, related petroleum costs and increased vehicle usage due to annexations will continue to impact vehicle operational costs. Actual costs and fuel use are linked directly to the individual department.

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

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### **FY'10 Activity Review:**

During FY' 10 all vehicle rates were reviewed. The billing method was restructured from a mileage rate to an actual cost basis. Training for both mechanics to obtain EVT certificates was completed. A new fleet record system was implemented.

### **FY'10 Performance Indicators:**

- All vehicle user rates will be reviewed in FY' 10 to insure rates cover actual expenses.  
**Target met.**
- Satisfaction of customer service to be rated by users.  
**Target met.**
- Emergency Vehicle Technicians certificates to be held by both mechanics.  
**Target met.**

## Program: Support Services – Garage Operations

### Financial Summary

Resources	ACTUAL FY'08 \$	ACTUAL FY'09 \$	BUDGET FY'10 \$	MANAGER RECOMMEND FY'11 \$	COMMITTEE APPROVED FY'11 \$	COUNCIL ADOPTED FY'11 \$	PROJECTED FY'12 \$
Beginning Balance	<u>98,900</u>	<u>(30,364)</u>	<u>27,613</u>	<u>184,869</u>	<u>184,869</u>	<u>184,869</u>	<u>124,235</u>
Current Resources							
Activity Generated							
Internal Billings	542,277	852,493	879,546	746,273	746,273	746,273	768,651
Interest	(366)	941	345	500	500	500	500
Other Revenue	55,783	23,430	10,000	2,500	2,500	2,500	2,500
Petroleum Antitrust Dist.	15	0	0	0	0	0	0
Transfer (Equipment Replace)	<u>35,000</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>632,709</u>	<u>876,864</u>	<u>889,891</u>	<u>749,273</u>	<u>749,273</u>	<u>749,273</u>	<u>771,651</u>
<b>Total Resources</b>	<b><u>731,609</u></b>	<b><u>846,500</u></b>	<b><u>917,504</u></b>	<b><u>934,142</u></b>	<b><u>934,142</u></b>	<b><u>934,142</u></b>	<b><u>895,886</u></b>

Requirements	ACTUAL FY'08 \$	ACTUAL FY'09 \$	BUDGET FY'10 \$	MANAGER RECOMMEND FY'11 \$	COMMITTEE APPROVED FY'11 \$	COUNCIL ADOPTED FY'11 \$	PROJECTED FY'12 \$
Personal Services	208,950	245,621	263,448	254,188	254,188	254,188	263,295
Materials & Supplies	307,669	291,113	378,250	382,750	382,750	382,750	384,550
Contractual/Prof Services	136,394	98,458	102,390	79,341	79,341	79,341	81,159
Direct Charges	12,381	15,000	13,000	13,500	13,500	13,500	13,500
Capital Outlay	28,713	4,608	0	6,500	6,500	6,500	6,500
Contingencies	0	0	35,353	124,235	124,235	124,235	71,982
Indirect Charges	67,866	64,571	75,063	73,628	73,628	73,628	74,900
Ending Balance	<u>(30,364)</u>	<u>127,129</u>	<u>50,000</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Requirements</b>	<b><u>731,609</u></b>	<b><u>846,500</u></b>	<b><u>917,504</u></b>	<b><u>934,142</u></b>	<b><u>934,142</u></b>	<b><u>934,142</u></b>	<b><u>895,886</u></b>

## Program: Support Services – Garage Operations

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY'08	FY'09	FY'10	FY'11	FY'11	FY'11	FY'12
	#	#	#	#	#	#	#
Admin. Support Specialist	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Lead Fleet Mechanic	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Mechanic	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Department Support Technician	<u>1.00</u>						
Subtotal	4.00	4.00	4.00	4.00	4.00	4.00	4.00
Parks and Comm. Service Director							
From: Property Mgmt	0.10	0.10	0.10	0.10	0.10	0.10	0.10
Prop/Project Coordinator							
From: Property Mgmt	0.10	0.00	0.00	0.00	0.00	0.00	0.00
Admin. Support Specialist							
To: Park Maintenance	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)
To: Property Mgmt	(0.10)	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)
To: Information Technology	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)	(0.10)
To: Equipment Replacement	(0.20)	(0.20)	(0.20)	(0.20)	(0.20)	(0.20)	(0.20)
Dept. Support Technician							
To: Equipment Replacement	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)	(0.15)
Lead Fleet Mechanic							
To: Equipment Replacement	(0.10)	(0.15)	(0.15)	(0.20)	(0.20)	(0.20)	(0.20)
Mechanic							
To: Equipment Replacement	<u>(0.10)</u>	<u>(0.15)</u>	<u>(0.15)</u>	<u>(0.20)</u>	<u>(0.20)</u>	<u>(0.20)</u>	<u>(0.20)</u>
Subtotal	(0.70)	(0.95)	(0.95)	(1.05)	(1.05)	(1.05)	(1.05)
<b>Total Positions</b>	<b><u>3.30</u></b>	<b><u>3.05</u></b>	<b><u>3.05</u></b>	<b><u>2.95</u></b>	<b><u>2.95</u></b>	<b><u>2.95</u></b>	<b><u>2.95</u></b>

### Capital Outlay/By Item

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

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## Program: Support Services – Equipment Replacement

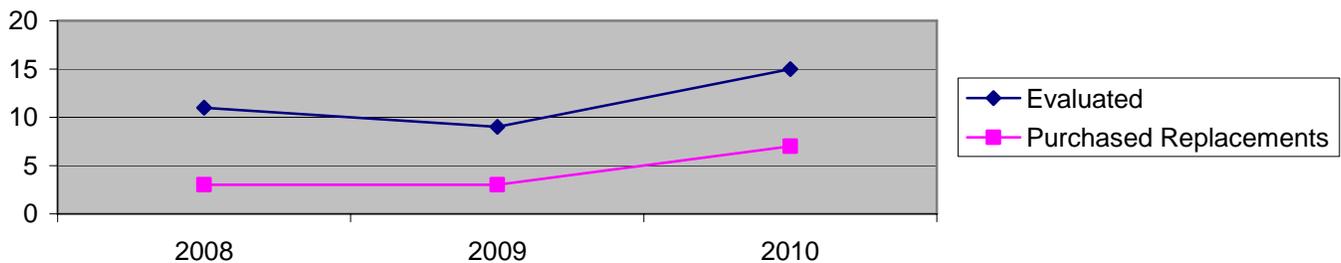
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### Services Delivered:

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

### FY'11 Performance Measurements:

**Evaluated vs Purchased**



- After a final evaluation, not all vehicles budgeted for replacement are replaced.

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

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### **Budget Highlights:**

The FY'11 Budget includes funds for replacing one patrol car and one detective vehicle for Public Safety. Midsize trucks are scheduled for replacement in the Parks, Streets and Water Treatment Departments. With accrued funds we will evaluate replacing a front-end loader, two compressors, crack sealer, TV cube van, and a small A.T.V. Public Safety Fire has a Brush Fire Truck with a slip-on unit that will be evaluated for replacement. Two lawn tractors are scheduled for replacement for the Parks Department. When possible, new vehicles will be purchased through the Oregon State Purchasing System. Late model used vehicles will be purchased when deemed good values. Leases for two new patrol vehicles will be negotiated.

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

Congestion Mitigation and Air Quality grant money was recognized; we will continue to purchase hybrids cars and electrical carts for City use as need arises.

### **FY'10 Activity Review:**

During FY'10 a total of eight vehicles and seven pieces of equipment were evaluated for replacement. A new work truck with service body was purchased and outfitted for Streets. Three new Dodge Chargers were purchased for Public Safety patrol vehicles.

## Program: Support Services – Equipment Replacement

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	FY'11	FY'11	FY'11	\$
Beginning Balance	<u>2,430,264</u>	<u>2,753,516</u>	<u>1,715,866</u>	<u>3,115,716</u>	<u>3,115,716</u>	<u>3,115,716</u>	<u>2,745,596</u>
Current Resources							
Activity Generated							
Revenue Other Agencies	0	291,528	235,803	206,506	206,506	206,506	0
Internal Billings	430,470	461,886	490,908	537,192	537,192	537,192	567,192
Interest	114,351	60,072	21,448	20,000	20,000	20,000	20,000
Transfer from General Fund	50,000	98,000	0	0	0	0	0
Transfer from Street Utility	0	5,000	0	0	0	0	0
Transfer from Wastewater	20,000	30,000	30,000	0	0	0	0
Transfer from Water	11,000	0	0	0	0	0	0
Transfer from Property Svc's	0	5,000	0	0	0	0	0
Other Revenue	<u>0</u>	<u>0</u>	<u>10,000</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>625,821</u>	<u>951,486</u>	<u>788,159</u>	<u>763,698</u>	<u>763,698</u>	<u>763,698</u>	<u>587,192</u>
<b>Total Resources</b>	<b><u>3,056,085</u></b>	<b><u>3,705,002</u></b>	<b><u>2,504,025</u></b>	<b><u>3,879,414</u></b>	<b><u>3,879,414</u></b>	<b><u>3,879,414</u></b>	<b><u>3,332,788</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	FY'11	FY'11	FY'11	\$
Personal Services	38,919	56,250	63,864	69,282	69,282	69,282	71,789
Materials & Supplies	484	1,203	1,000	1,000	1,000	1,000	1,100
Contractual/Prof Services	56,516	46,585	47,295	50,509	50,509	50,509	50,621
Direct Charges	8,270	16,565	16,562	22,675	22,675	22,675	22,675
Capital Outlay	146,906	470,744	600,303	950,006	950,006	950,006	294,500
Contingencies	0	0	50,000	300,000	300,000	300,000	300,000
Indirect Charges	16,474	30,697	24,718	40,346	40,346	40,346	26,399
Transfers Out	35,000	1,659	0	0	0	0	0
Ending Balance	<u>2,753,516</u>	<u>3,081,299</u>	<u>1,700,283</u>	<u>2,445,596</u>	<u>2,445,596</u>	<u>2,445,596</u>	<u>2,565,704</u>
<b>Total Requirements</b>	<b><u>3,056,085</u></b>	<b><u>3,705,002</u></b>	<b><u>2,504,025</u></b>	<b><u>3,879,414</u></b>	<b><u>3,879,414</u></b>	<b><u>3,879,414</u></b>	<b><u>3,332,788</u></b>

## Program: Support Services – Equipment Replacement

### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	#	#	#	#	#	#	#
Parks/Community Svcs. Director							
From: Property Mgmt	0.05	0.05	0.05	0.05	0.05	0.05	0.05
Dept. Support Technician							
From: Garage	0.15	0.15	0.15	0.15	0.15	0.15	0.15
Admin. Support Specialist							
From: Garage	0.20	0.20	0.20	0.20	0.20	0.20	0.20
Office Assistant II							
From: Property Mgmt	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Lead Fleet Mechanic							
From: Garage	0.10	0.15	0.15	0.20	0.20	0.20	0.20
Mechanic							
From: Garage	<u>0.10</u>	<u>0.15</u>	<u>0.15</u>	<u>0.20</u>	<u>0.20</u>	<u>0.20</u>	<u>0.20</u>
<b>Total Positions</b>	<b><u>0.60</u></b>	<b><u>0.70</u></b>	<b><u>0.70</u></b>	<b><u>0.80</u></b>	<b><u>0.80</u></b>	<b><u>0.80</u></b>	<b><u>0.80</u></b>

### Capital Outlay/By Item

TV Truck	74,000	74,000	74,000	74,000	74,000	0
Hybrid Setup	50,000	0	0	0	0	0
Garage Setup	14,000	0	0	0	0	0
Automobiles	7,500	7,500	7,500	7,500	7,500	32,500
Scanner/Computers	2,000	0	0	0	0	0
Cat Loader/Dump Truck	95,000	95,000	95,000	95,000	95,000	58,000
Police Vehicles	90,000	56,000	56,000	56,000	56,000	143,000
Pick-Up Trucks	28,000	34,000	34,000	34,000	34,000	25,000
Fire Apparatus	0	353,000	353,000	353,000	353,000	0
Front End Loader/Heavy Equipment	0	70,000	70,000	70,000	70,000	0
Air Compressors	24,000	24,000	24,000	24,000	24,000	0
Crackpot/Vibratory Roller – Streets	30,000	30,000	30,000	30,000	30,000	22,000
Other/ CMAQ Grant		<u>185,803</u>	<u>206,506</u>	<u>206,506</u>	<u>206,506</u>	<u>14,000</u>
<b>Total Capital Outlay</b>		<b><u>600,303</u></b>	<b><u>950,006</u></b>	<b><u>950,006</u></b>	<b><u>950,006</u></b>	<b><u>294,500</u></b>

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## Program: Support Services – Workers’ Compensation Insurance

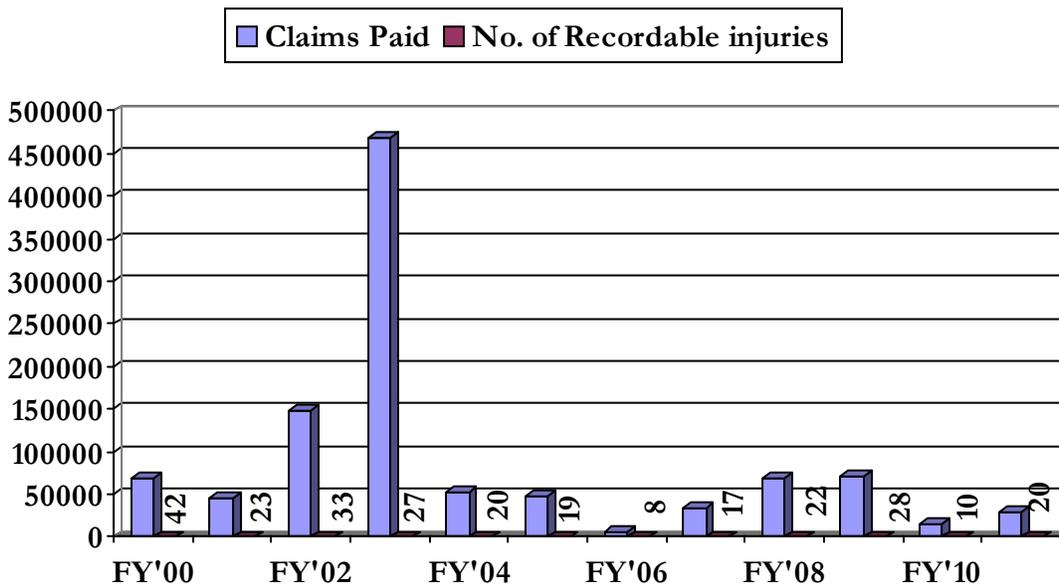
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### Services Delivered:

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’11 Anticipated Accomplishments:

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



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## Program: Support Services – Workers’ Compensation Insurance

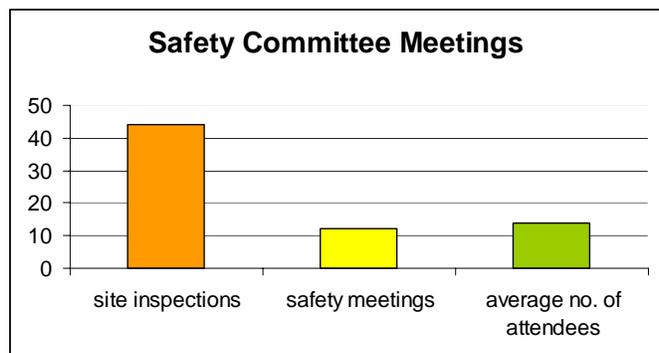
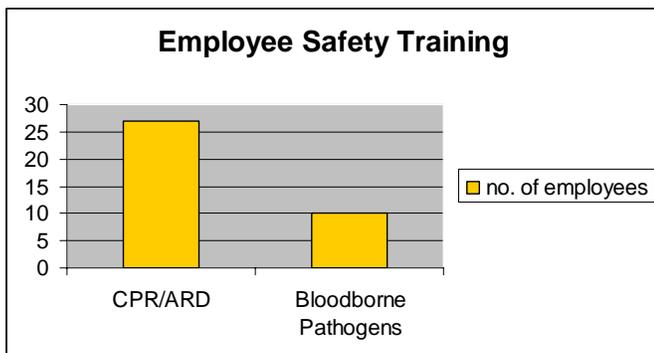
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### Budget Highlights:

Risk Management with the assistance of the City’s Safety Committee has been able to contain losses during this budget cycle. An extraordinary claim in our Public Safety Department from 2003 generated significant costs. In January 2010, the City Council passed Resolution 5625 establishing an actuarially sound and adequately funded Workers’ Compensation loss reserve account. This sets financial policies for the management of the account and provides for first lien and priority rights to the Director of the Department of Consumer and Business Services for the full amount of the Workers’ Compensation loss reserve account, as required under ORS Chapter 656.

### FY’10 Performance Indicators:

- CPR and Defibrillator training will be offered to employees. **Target met.**
- Twelve Safety Committee meetings will be held this year. **Target met.**
- Exposure Control training will be conducted. **Target met.**



## Program: Support Services – Workers’ Compensation Insurance

### Financial Summary

Resources	ACTUAL FY'08 \$	ACTUAL FY'09 \$	BUDGET FY'10 \$	MANAGER RECOMMEND FY'11 \$	COMMITTEE APPROVED FY'11 \$	COUNCIL ADOPTED FY'11 \$	PROJECTED FY'12 \$
Beginning Balance	<u>632,567</u>	<u>775,676</u>	<u>786,622</u>	<u>845,485</u>	<u>845,485</u>	<u>845,485</u>	<u>723,869</u>
Current Resources							
Activity Generated							
Internal Billings	296,241	286,205	300,000	300,000	300,000	300,000	320,000
Interest	44,450	17,697	10,000	5,500	5,500	5,500	5,500
Other Revenue	<u>4,414</u>	<u>3,265</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>345,105</u>	<u>307,167</u>	<u>310,000</u>	<u>305,500</u>	<u>305,500</u>	<u>305,500</u>	<u>325,500</u>
<b>Total Resources</b>	<b><u>977,672</u></b>	<b><u>1,082,843</u></b>	<b><u>1,096,622</u></b>	<b><u>1,150,985</u></b>	<b><u>1,150,985</u></b>	<b><u>1,150,985</u></b>	<b><u>1,049,369</u></b>

Requirements	ACTUAL FY'08 \$	ACTUAL FY'09 \$	BUDGET FY'10 \$	MANAGER RECOMMEND FY'11 \$	COMMITTEE APPROVED FY'11 \$	COUNCIL ADOPTED FY'11 \$	PROJECTED FY'12 \$
Personal Services	38,482	21,461	24,388	28,313	28,313	28,313	27,614
Materials & Supplies	1,713	2,805	6,750	6,050	6,050	6,050	6,050
Contractual/Prof Services	159,118	209,232	343,525	389,001	389,001	389,001	375,367
Direct Charges	2,683	1,305	744	3,752	3,752	3,752	3,752
Contingencies	0	0	250,000	500,000	500,000	500,000	500,000
Ending Balance	<u>775,676</u>	<u>848,040</u>	<u>471,215</u>	<u>223,869</u>	<u>223,869</u>	<u>223,869</u>	<u>136,586</u>
<b>Total Requirements</b>	<b><u>977,672</u></b>	<b><u>1,082,843</u></b>	<b><u>1,096,622</u></b>	<b><u>1,150,985</u></b>	<b><u>1,150,985</u></b>	<b><u>1,150,985</u></b>	<b><u>1,049,369</u></b>

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## Program: Support Services – Workers’ Compensation Insurance

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### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	#	#	#	#	#	#	#
City Attorney							
From: Legal Services	0.10	0.10	0.10	0.05	0.05	0.05	0.05
Assistant City Attorney							
From: Legal Services	0.13	0.02	0.02	0.025	0.025	0.025	0.025
Office Assistant II							
From: Legal Services	0.35	0.40	0.125	0.255	0.255	0.255	0.255
Office Assistant II							
From: Mgmt Services	<u>0.05</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
<b>Total Positions</b>	<b><u>0.63</u></b>	<b><u>0.52</u></b>	<b><u>0.245</u></b>	<b><u>0.33</u></b>	<b><u>0.33</u></b>	<b><u>0.33</u></b>	<b><u>0.33</u></b>

The full time equivalent (fte) for all regular/permanent employees was restated under total positions during the FY11 budget process. Previously part-time staff were listed under “Part Time/Seasonal Hours”. This has been changed to Temporary/Seasonal Hours and will only reflect projected hours for temporary/seasonal staff.

### Capital Outlay/By Item

Computers	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Capital Outlay</b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>

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## Program: Support Services – General Insurance

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### Services Delivered:

The 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. That fund balance has been reduced significantly and charges to Departments will again include at least some portion of these management costs.

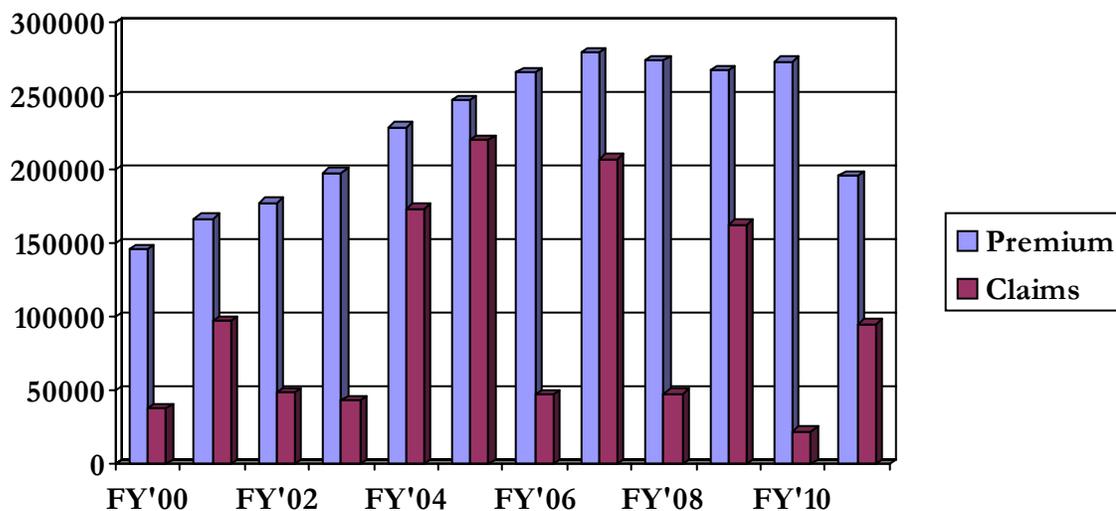
### FY'11 Anticipated Accomplishments:

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

### Budget Highlights:

This fund will encounter significant increases in property insurance due to increases in the number of properties insured as well as the recent property appraisal conducted by Asset Works. The last property appraisal, conducted five years ago, undervalued many of the City's properties. In addition to increased property costs, four city owned properties located in the A/V flood zone must now purchase separate flood insurance.

The City continues to use City County Insurance Services to ensure long-term insurance viability. At its December 10, 2009 meeting, the CIS Board of Trustees closed out older program years and declared a one-time, \$5.4 million distribution. As an eligible member, the City of Grants Pass received a \$125,426 portion of the distribution in the form of credits towards the cost of CIS coverage in FY'10-11. CIS will not be able to provide final premium costs prior to budget preparation. However, preliminary figures from CIS are estimated to result in the rates to remain stable for general liability.



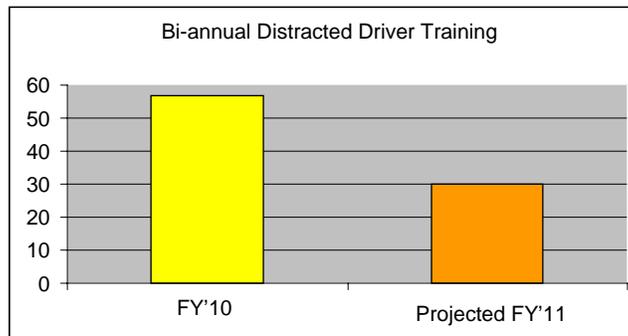
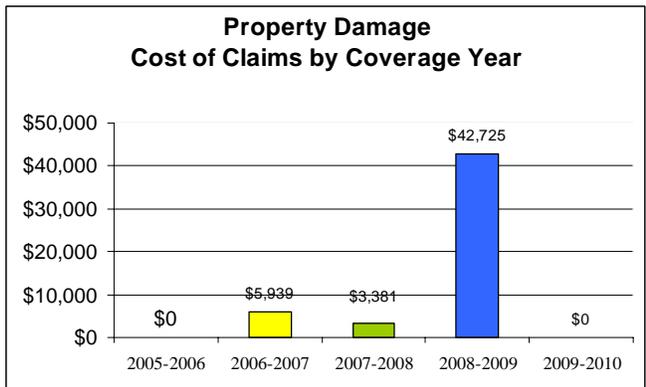
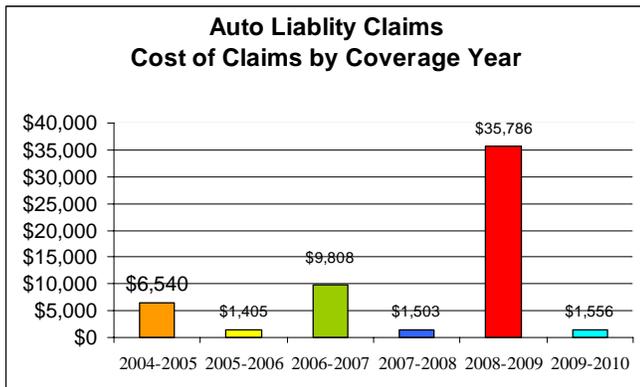
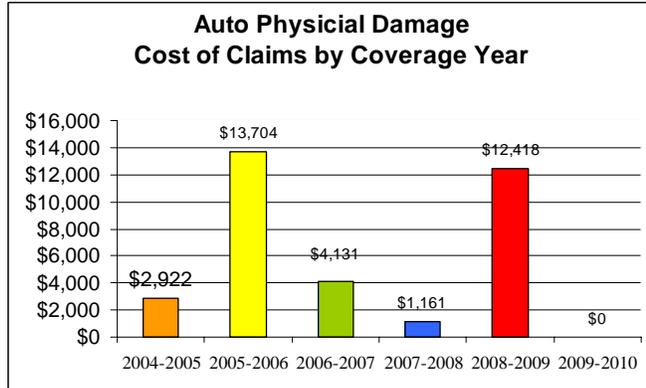
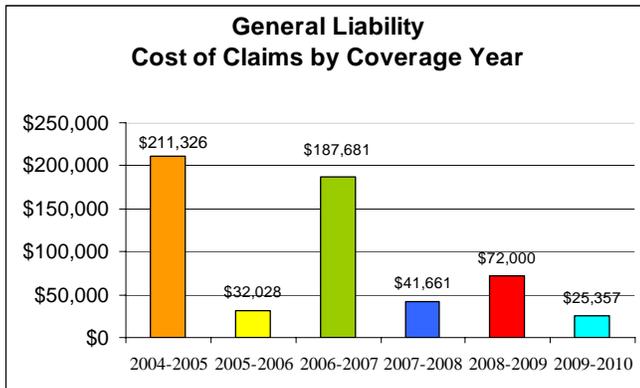
# Program: Support Services – General Insurance

## FY'10 Activity Review:

During FY' 10 this activity identified aggressive risk management as key in keeping the cost of coverage as low as possible. In September we contracted with a Wilson-Heirgood Risk Management Consultant to assist our entity in identifying and reducing our liability exposures. Through their advice, our entity is improving our loss experience and risk management programs through the following actions: 1) Providing Risk Management training for the Management Staff; 2) Assisting in purchasing flood insurance; 3) Providing research related to ongoing risk management and regulatory issues; 4) Establishing best practice policies.

## FY'10 Performance Indicator:

- Work with City County Insurance Services to reduce liability exposures. **Target met.**



## Program: Support Services – General Insurance

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	\$	\$	\$	\$
Beginning Balance	<u>321,466</u>	<u>394,187</u>	<u>465,624</u>	<u>474,337</u>	<u>474,337</u>	<u>474,337</u>	<u>551,913</u>
Current Resources							
Activity Generated							
Internal Billings	389,216	464,576	475,812	434,719	434,719	434,719	490,686
Interest	11,115	6,660	11,251	2,500	2,500	2,500	2,500
Redwood Sewer District	25,300	2,282	2,164	1,970	1,970	1,970	2,392
Loan Repayments	2,464	2,275	0	0	0	0	0
Other Revenue	<u>0</u>	<u>0</u>	<u>0</u>	<u>125,426</u>	<u>125,426</u>	<u>125,426</u>	<u>0</u>
Total Current Resources	<u>428,095</u>	<u>475,793</u>	<u>489,227</u>	<u>564,615</u>	<u>564,615</u>	<u>564,615</u>	<u>495,578</u>
<b>Total Resources</b>	<b><u>749,561</u></b>	<b><u>869,980</u></b>	<b><u>954,851</u></b>	<b><u>1,038,952</u></b>	<b><u>1,038,952</u></b>	<b><u>1,038,952</u></b>	<b><u>1,047,491</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	\$	\$	\$	\$
Personal Services	24,815	26,123	28,871	46,472	46,472	46,472	46,481
Materials & Supplies	4,739	15	1,250	1,050	1,050	1,050	1,050
Contractual/Prof Services	323,137	422,666	441,473	435,765	435,765	435,765	454,220
Direct Charges	2,683	3,916	2,338	3,752	3,752	3,752	3,752
Contingencies	0	0	75,000	75,000	75,000	75,000	75,000
Ending Balance	<u>394,187</u>	<u>417,260</u>	<u>405,919</u>	<u>476,913</u>	<u>476,913</u>	<u>476,913</u>	<u>466,988</u>
<b>Total Requirements</b>	<b><u>749,561</u></b>	<b><u>869,980</u></b>	<b><u>954,851</u></b>	<b><u>1,038,952</u></b>	<b><u>1,038,952</u></b>	<b><u>1,038,952</u></b>	<b><u>1,047,491</u></b>

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## Program: Support Services – General Insurance

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### Personnel

	BUDGET	BUDGET	BUDGET	MANAGER RECOMMEND	COMMITTEE APPROVED	COUNCIL ADOPTED	PROJECTED
	FY'08	FY'09	FY'10	FY'11	FY'11	FY'11	FY'12
	#	#	#	#	#	#	#
City Attorney							
From: Legal Services	0.10	0.10	0.10	0.10	0.10	0.10	0.10
Assistant City Attorney							
From: Legal	0.00	0.02	0.02	0.05	0.05	0.05	0.05
Office Assistant II							
From: Legal Services	0.10	0.11	0.125	0.34	0.34	0.34	0.34
Office Assistant II							
From:Mgmt. Services	<u>0.05</u>	<u>0.05</u>	<u>0.05</u>	<u>0.05</u>	<u>0.05</u>	<u>0.05</u>	<u>0.05</u>
<b>Total Positions</b>	<b><u>0.25</u></b>	<b><u>0.28</u></b>	<b><u>0.295</u></b>	<b><u>0.54</u></b>	<b><u>0.54</u></b>	<b><u>0.54</u></b>	<b><u>0.54</u></b>

The full time equivalent (fte) for all regular/permanent employees was restated under total positions during the FY11 budget process. Previously part-time staff were listed under "Part Time/Seasonal Hours". This has been changed to Temporary/Seasonal Hours and will only reflect projected hours for temporary/seasonal staff.

### Capital Outlay/By Item

Computers	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Capital Outlay</b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>

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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'11 Anticipated Accomplishments:**

A Health Insurance Committee comprised of two employees from each of the bargaining groups, formed in 2002, will reconvene in summer of 2010 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 2011, as the existing contract expires December 31, 2010.

### **FY'11 Performance Measurements:**

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

### **Budget Highlights:**

Departments are billed \$20 per employee each month for Self Health programs. These include Fitness Reimbursement, EAP Services (Employee Assistance Program) and Wellness Programs.

### **FY'10 Activity Review:**

The Health Insurance Committee reconvened and worked with our Agents of Record reviewing proposals and options from several providers. The committee recommended to Management the renewal of the health insurance contract with PacificSource, for calendar year 2010 with a dual choice option for medical.

The Health Reimbursement Account (HRA), introduced as an option for 2007, continues to be offered. Approximately 72% of the employees covered by PacificSource chose 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 committee also recommended to Management the renewal of the dental plans through Advantage Dental and Willamette Dental Service. Advantage Dental was purchased by PacificSource and was renewed with no change in the benefit. Combining the rate increases for all the plans, with no increase in the HRA contribution, the City was within the budgeted 12% anticipated increase in premiums.

### **FY'10 Performance Indicators:**

- Employee Health Committee will review and evaluate alternative health insurance policies. **Goal #VI Target met.**

## Program: Support Services – Benefits Administration

### Financial Summary

Resources	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	FY'11	FY'11	FY'11	\$
Beginning Balance	<u>610,301</u>	<u>901,277</u>	<u>792,904</u>	<u>1,075,878</u>	<u>1,075,878</u>	<u>1,075,878</u>	<u>1,404,448</u>
Current Resources							
Activity Generated							
Internal Billings	2,584,827	2,669,774	174,661	375,300	375,300	375,300	139,300
Interest	35,595	19,750	10,000	5,200	5,200	5,200	5,200
Interfund Loan Repayments	128,753	0	0	0	0	0	0
Other Revenue	<u>72,980</u>	<u>72,711</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Current Resources	<u>2,822,155</u>	<u>2,762,235</u>	<u>184,661</u>	<u>380,500</u>	<u>380,500</u>	<u>380,500</u>	<u>144,500</u>
<b>Total Resources</b>	<b><u>3,432,456</u></b>	<b><u>3,663,512</u></b>	<b><u>977,565</u></b>	<b><u>1,456,378</u></b>	<b><u>1,456,378</u></b>	<b><u>1,456,378</u></b>	<b><u>1,548,948</u></b>

Requirements	ACTUAL	ACTUAL	BUDGET	MANAGER	COMMITTEE	COUNCIL	PROJECTED
	FY'08	FY'09	FY'10	RECOMMEND	APPROVED	ADOPTED	FY'12
	\$	\$	\$	FY'11	FY'11	FY'11	\$
Personal Services	23,956	30,638	32,400	39,780	39,780	39,780	40,300
Materials & Supplies	0	0	2,400	1,900	1,900	1,900	1,900
Contractual/Prof Services	2,507,223	2,695,392	12,000	10,250	10,250	10,250	10,250
Contingencies	0	0	25,000	25,000	25,000	25,000	25,000
Ending Balance	<u>901,277</u>	<u>937,482</u>	<u>905,765</u>	<u>1,379,448</u>	<u>1,379,448</u>	<u>1,379,448</u>	<u>1,471,498</u>
<b>Total Requirements</b>	<b><u>3,432,456</u></b>	<b><u>3,663,512</u></b>	<b><u>977,565</u></b>	<b><u>1,456,378</u></b>	<b><u>1,456,378</u></b>	<b><u>1,456,378</u></b>	<b><u>1,548,948</u></b>

**WHERE THE ROGUE RIVER RUNS**



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