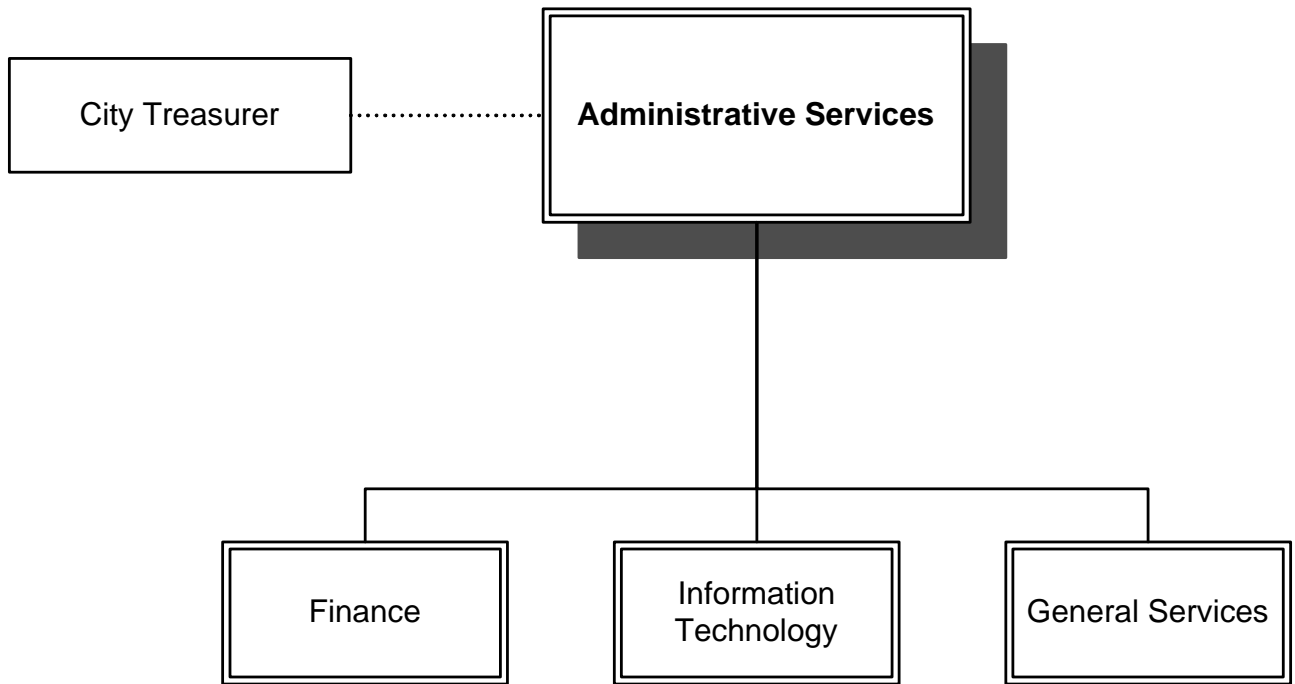

Administrative Services



Administrative Services

BUDGET SUMMARY

	Actual Expenditures 2002-2003	Total Budget 2003-2004	Adopted Budget 2004-2005	Change From Prior Year	% Change
Full Time Equivalent Positions	32.0	33.0	33.0	0.0	0.0%
Salaries & Benefits	\$ 1,499,894	\$ 1,745,301	\$ 1,938,973	\$ 193,672	11.1%
Supplies & Services	681,763	760,568	737,584	(22,984)	-3.0%
Capital Acquisitions	116,763	44,500	-	(44,500)	-100.0%
Contributions to Other Funds	-	-	-	-	0.0%
Total	\$ 2,298,420	\$ 2,550,369	\$ 2,676,557	\$ 126,188	4.9%
Financing Sources					
General Fund	2,298,420	2,550,369	2,676,557		

Administrative Services

PERSONNEL SUMMARY
(Shown in full time equivalents)

	Total Budget 2003-2004	Adopted Budget 2004-2005
Administration		
Assistant City Manager	1	1
Administrative Assistant	1	1
<i>Subtotal</i>	2	2
Finance		
Finance Officer	1	1
Accountant I/II	1	1
Intermediate Account Clerk	3	3
Customer Service Manager	1	1
Senior Customer Service Representative	1	1
Customer Service Representative I/II	3	3
Field Customer Service Representative I/II	2	2
<i>Subtotal</i>	12	12
General Services		
General Services Manager	0.75	0.75
Administrative Analyst I/II/III	1	1
Administrative Clerk I/II/III	1	1
Facility Manager	1	1
Building Maintenance Worker I/II	1	1
Custodian II	1	1
Custodian I	4	4
<i>Subtotal</i>	9.75	9.75
Information Services		
Information Services Manager	1	1
Geographic Information Systems Coordinator	1	1
Information Systems Technician II	0	1
Information Systems Technician	2	1
<i>Subtotal</i>	4	4
Fleet Maintenance (Vehicle Maintenance Fund)		
General Services Manager	0.25	0.25
Fleet Maintenance Supervisor	1	1
Mechanic I	4	4
<i>Subtotal</i>	5.25	5.25
Grand Total	33	33

City of Yuba City 2004-2005 Budget



Lloyd Park

Administrative Services

MISSION STATEMENT

To provide quality services and support to residents, businesses, employees, and City departments while maintaining high standards of accuracy, reliability, and financial practice.

SERVICE DESCRIPTION

Administrative Services provides internal support services to all City departments as well as services to our residents and businesses through the following divisions: Finance, Treasury, Information Technology, and General Services.

STRATEGIC ISSUES

1. *Exceeding Customer Expectations.* We must strive to improve service delivery in light of the fact that customers define quality and continue to explore improved means of exceeding their expectations.
2. *Continuous Learning.* Providing employees with the proper training and development ensures that we have the skills to provide City services effectively and that daily tasks are aligned with the organizational mission.
3. *Valued Products.* Timely and accurate reporting of information is the cornerstone for the sustained credibility of the department.
4. *Access to Information.* Integration of information systems through the use of GIS (Geographical Information Systems) provides a means for employees and the public to access consistent and current information.
5. *Promoting Services.* Enhancing communications with our customers (both employees and citizens) and promoting our City services will increase the spread of information and, ideally, increase civic awareness.

FY 2003- 2004 ACCOMPLISHMENTS

- ❖ Surveyed our customers to better understand their expectations and how we can add value to their operations.
- ❖ Received recognition for excellence for the City web site. Expanded the City's web presence through the new one-stop-shop feature and created an internal website, CityNET, for our employees.
- ❖ Earned the Award of Excellence in Procurement from the Institute of Supply management and California Association of Public Purchasers.
- ❖ Introduced new bill payment options to our utility customers in the form of Electronic Funds Transfer.
- ❖ Formed the Tierra Buena Assessment District to provide funding for the transition of groundwater customers to the City's surface water system.
- ❖ Sold Redevelopment bonds that refinanced a previous issue as well as provided for new proceeds to finance City efforts in the downtown and Town Center areas.

FY 2004 - 2005 INITIATIVES

- ❖ Continue to adjust departmental operating standards with the goal of exceeding customer expectations.
 - ❖ Ensure that all staff members are receiving the appropriate level of continuing education in their respective areas of responsibility.
 - ❖ Introduce a new GIS system that will provide a comprehensive parcel-based resource for City information. Ultimately, provide certain information through the City website www.yubacity.net.
 - ❖ Work closely with the new Human Resources Director to evaluate additional opportunities for cross-departmental process improvements.
-

Administrative Services

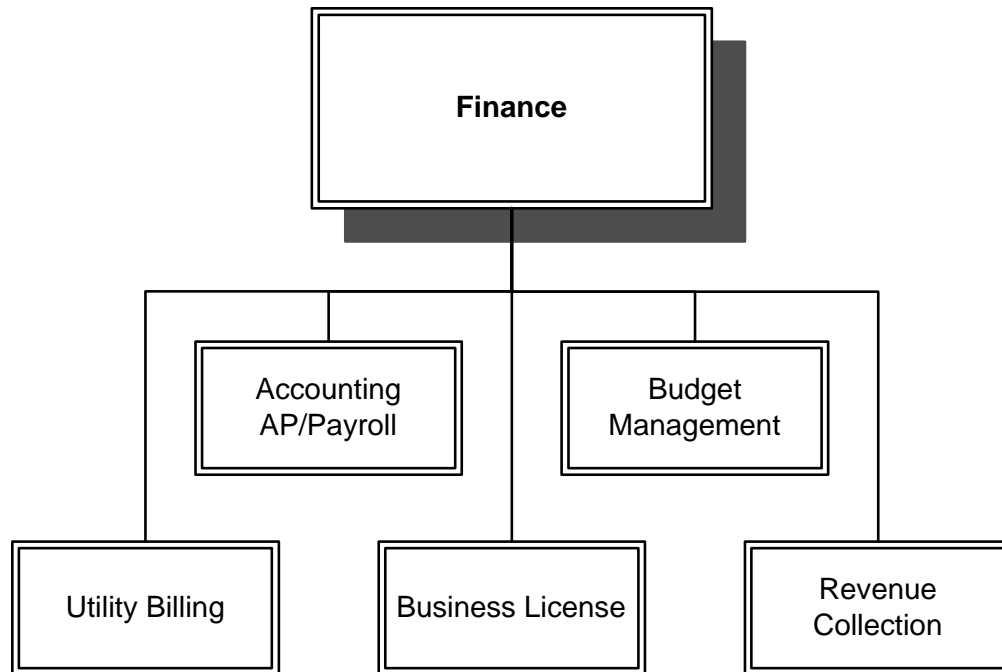
- ❖ Work with departments to integrate their budgeted performance measures into the continuous improvement process used as part of the team process.

CONTINUOUS IMPROVEMENT PERFORMANCE MEASURES

1. Surpass the previous year's department-wide internal customer service ranking from 16.9 to 17.4, toward a future target of 20. (*a score of 15 being good, 20 being excellent*)
2. Increase the number of staff attending continuous education courses in their respective areas of responsibility from 84% to 90%, toward a future target of 100%.

Efficiency Effectiveness	Customer Service Ranking
2002-2003 Actual	16.4
2003-2004 Target	17.0
2003-2004 Dept Est	16.9
2004-2005 Target	17.4

Efficiency Effectiveness	Continuous Education
2002-2003 Actual	81
2003-2004 Target	90
2003-2004 Dept Est	84
2004-2005 Target	90



City of Yuba City 2004-2005 Budget



Maple Park

SERVICE DESCRIPTION

The Finance Division provides an array of financial services to residents, businesses, other government agencies, as well as to each and every City employee. As a full service finance operation, this division is responsible for accounting procedures and policies, accounts payable and receivable, budget preparations, revenue collection including water and wastewater bills, payroll, business license taxes, parking citations and water meter reading.

FY 2003-2004 ACCOMPLISHMENTS

- ❖ Received: the GFOA Award for Excellence in Budgeting for the sixth time; the GFOA Certificate of Achievement for Excellence in Financial Reporting for the third time; and the equivalent awards from the California Society of Municipal Finance Officers.
- ❖ Implemented the initial phase of GASB 34 for financial statement reporting purposes for the fiscal year ended June 30, 2003.
- ❖ Through the continuous improvement process, the rotation schedule has been enhanced to allow for weekly cross training, as well as, employee project time. The process was developed for Customer Service staff to better organize staff workload. This tool supports our Team Based Management efforts.
- ❖ Customer Service surveyed the City utility customers for the second year in a row to determine if their expectations are being met. Again, excellent results were achieved in customer satisfaction - overwhelmingly indicating Customer Service Representatives are perceived as courteous and professional. Customers were shown appreciation for completing the surveys through a drawing in which the winner received a seasonal gift basket.
- ❖ City Departments handling cash have been trained and certified in Cash Handling Procedures.

- ❖ Changed the payment cycle for the City's accounts payable from twice monthly to once a week. This has greatly enhanced the level of customer service to our departments and our vendors. In addition this has generated increased opportunities for deducting prompt payment discounts.
- ❖ Electronic Funds Transfer (EFT) has been implemented for utility bill payments from utility customers.
- ❖ Implemented positive pay in banking thereby increasing internal controls for fraud prevention related to the City's cash disbursements.
- ❖ Staff has been successfully cross-trained and a Standard Operating Systems Manual for each staff member's respective area of expertise has been completed.
- ❖ A Parking Citation Program has been implemented in Pentamation. We continue to network with other local agencies, allowing for the possibility of servicing those agencies' needs as they relate to State DMV processing.
- ❖ The Work Order System Module in our utility billing software has been successfully implemented to ensure accountability in job performance. This has enhanced quality customer service to our internal and external customers.

FY 2004 - 2005 INITIATIVES

- ❖ Continue implementation of GASB 34.
 - ❖ Develop policies for accounts receivable.
 - ❖ Ensure that all staff members are receiving software training where it relates to their respective areas of responsibility.
-

CONTINUOUS IMPROVEMENT PERFORMANCE OBJECTIVES

1. Increase electronic payment of utility bills from 0% to 5%, toward a future target of 10%.
2. Reduce the number of checks requested by the departments by 25% in 2004-05 with the ultimate goal of reducing said requests by 80%. *Pre-issue checks are processed outside of the weekly check run and are both costly and time-consuming.*
3. Reduce Payroll timecard keying by training departments to electronically send data directly to Payroll, achieving 10% of City departments sending data directly to payroll in 2004 - 05 with a future target of 90%.

Efficiency Effectiveness	Departments Trained in Electronic Payroll Procedures
2002-2003 Actual	0%
2003-2004 Target	10%
2003-2004 Dept Est	10%
2004-2005 Target	20%

Work Volume	Increase Electronic Payment of Utility Bills
2002-2003 Actual	0%
2003-2004 Target	5%
2003-2004 Dept Est	4%
2004-2005 Target	10%

Work Volume	Reduce the Number of Pre-issue Checks Requested by the Departments
2002-2003 Actual	222
2003-2004 Target	171
2003-2004 Dept Est	200
2004-2005 Target	150

Finance

100-1510

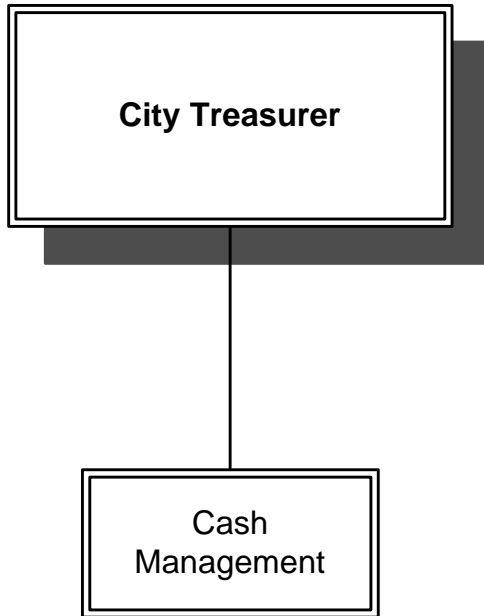
Appropriation Line-Item	Actual 2002-2003	Adopted 2003-2004	Adopted 2004-2005
612 Salaries & Wages	\$ 595,819	\$ 663,953	\$ 679,482
613 Extra Help	10,923	-	-
614 Overtime	8,208	8,000	8,000
615 Total Benefits	141,484	222,752	291,078
Salaries & Benefits Sub - Total	756,434	894,705	978,560
622 Telephone	8,675	11,966	11,424
623 Postage & Freight	67,284	68,000	75,000
624 Advertising	398	-	400
625 Forms & Supplies	35,607	35,300	33,150
626 Printing & Binding	13,639	13,800	17,000
627 Professional Services	79,916	110,600	95,100
628 Travel & Meeting	7,929	10,000	11,000
631 Dues & Subscriptions	2,936	3,400	3,200
633 Equipment - O & M	1,020	400	500
634 Special Equipment - O & M	2,263	2,200	2,800
635 Vehicle - O & M	14	-	-
636 Buildings & Facility O & M	404	300	300
638 Small Tools & Supplies	3,111	3,000	5,000
639 Training Programs	1,062	2,500	2,500
642 Uniform/Clothing	558	450	450
643 Insurance	13,513	12,249	11,748
645 Cash Over or Short	52	-	-
658 Computer ISF	20,187	22,917	21,854
660 Other Materials & Supplies	561	-	350
Supplies & Services Sub - Total	259,129	297,082	291,776
692 Capital Acquisitions	-	-	-
Acquisitions Sub - Total	-	-	-
Total Appropriations	\$ 1,015,563	\$ 1,191,787	\$ 1,270,336

City of Yuba City 2004-2005 Budget



Northridge Park

City Treasurer



SERVICE DESCRIPTION

The City Treasurer invests public funds in a prudent manner that provides maximum security while meeting daily cash flow demands and conforming to all statutes governing the investment of public funds. Within these parameters, funds are invested to optimize investment return.

FY 2003-2004 ACCOMPLISHMENTS

- ❖ Evaluated the City's current banking services and identified cost-effective improvements that increased efficiencies.
- ❖ Invested funds in accordance with the City's Investment Policy, always ensuring safety, liquidity and yield.
- ❖ Retained an appropriate balance of cash in the State Local Agency Investment Fund (LAIF) as interest rates continued to fall.

FY 2004-2005 INITIATIVES

- ❖ Evaluate the City's monthly investment report for improvement based on best practices.
- ❖ Take the necessary course toward receiving the California Certified Municipal Treasurer (CCMT) designation.
- ❖ Update the City's administrative investment procedures and cash flow forecasting model.

CONTINUOUS IMPROVEMENT PERFORMANCE MEASURES

1. Achieve a rate of return on the City's non-pooled portfolio that exceeds the State Local Agency Investment Fund by 1.50 basis points.

Efficiency Effectiveness	Basis Points Exceeding LAIF
2002-2003 Actual	No Data
2003-2004 Target	0.5
2003-2004 Dept Est	1.28
2004-2005 Target	1.5

City Treasurer

100-1520

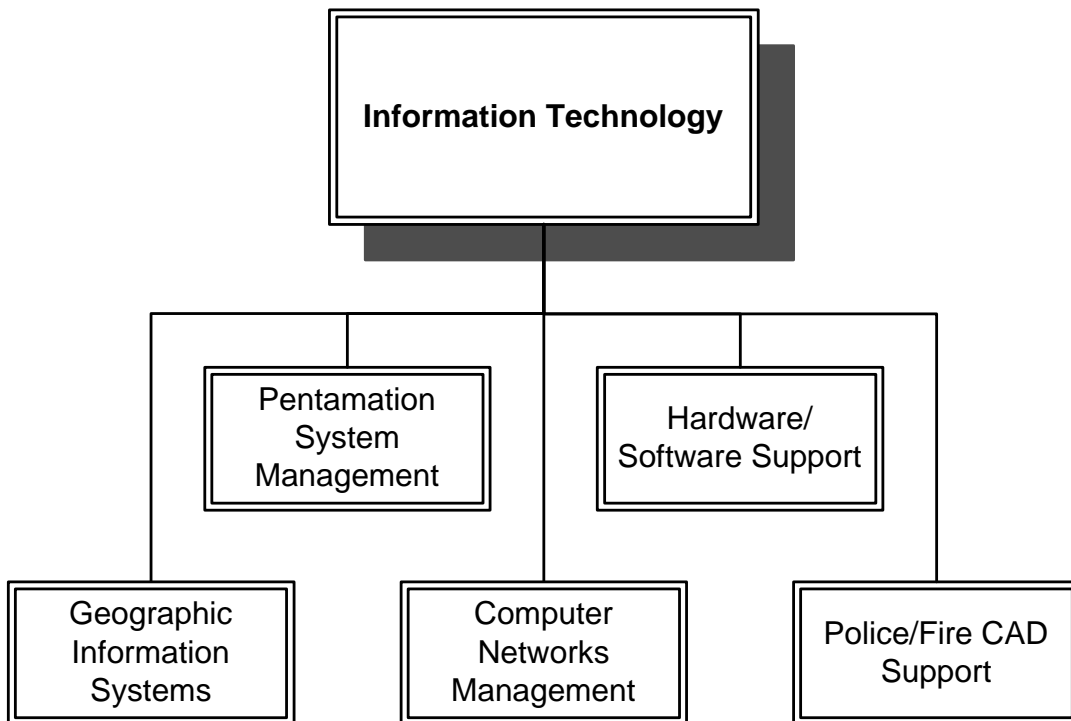
Appropriation Line-Item		Actual 2002-2003	Adopted 2003-2004	Adopted 2004-2005
612	Salaries & Wages	\$ 949	\$ 904	\$ 904
615	Total Benefits	167	13	13
Salaries & Benefits Sub - Total		1,116	917	917
623	Postage & Freight	-	-	-
627	Professional Services	3,500	3,500	3,500
628	Travel & Meeting	949	1,500	1,200
631	Dues & Subscriptions	454	650	650
643	Insurance	20	16	16
Supplies & Services Sub - Total		4,923	5,666	5,366
Total Appropriations		\$ 6,039	\$ 6,583	\$ 6,283

City of Yuba City 2004-2005 Budget



Sam Brannan Park
Picnic Area

Information Technology



Information Technology

SERVICE DESCRIPTION

The Information Technology (IT) Division provides information services, computer systems analysis and set-up, software assistance, and telecommunications support to all City departments and employees.

FY 2003-2004 ACCOMPLISHMENTS

- ❖ Surveyed our customers to determine if we are meeting their expectations and adding value to their operations.
- ❖ Assisted the Police Department with the introduction of a new website www.ycpd.org.
- ❖ Introduced the City one-stop-shop website to the public.
- ❖ Nominated as a finalist for the Dottie Awards for both www.yubacity.net and www.ycpd.org.
- ❖ Introduced new internal website, CityNET, to City employees.
- ❖ Migrated mobile voice and data networks to a new service.
- ❖ Migrated from Novell to Microsoft Windows Server 2003 File & Print services.
- ❖ Assisted in setting up hardware for the Document Imaging System for two departments.
- ❖ Assisted in the creation of Helpdesk for Building Maintenance.
- ❖ Assisted in the implementation of City Property Inventory System.
- ❖ Created, scheduled and administered training classes for desktop software.
- ❖ Began developing "roadmaps" for each department to identify their IT needs.
- ❖ Began developing one-page *Where we are, Where we want to be, and How we are*

going to get there documents for each of the key IT areas: Web, E-Commerce, Virus Protection, GIS, Employee Education, Networking, and Office Automation.

- ❖ Implemented new IT customer service processes. Monitored the progress through the Team Based Management process and modified where necessary.
- ❖ Assisted in the implementation of an Electronic Funds Transfer (EFT) process for Utility Billing.
- ❖ Planned and Implemented new systems, servers and upgrades for various departments in the City.

FY 2004-2005 INITIATIVES

- ❖ Continue to survey our customers and adjust division operating standards with the goal of exceeding customer expectations.
 - ❖ Finish development of an Information Technology Plan including individual department IT plans.
 - ❖ Create an alternate location Data Storage Facility.
 - ❖ Assist in expanding the Document Imaging System to two more departments.
 - ❖ Continue the training of IT personnel to improve skills and the overall department knowledge base.
 - ❖ Continue to evaluate internal processes to improve customer service and increase efficiency.
 - ❖ Focus effort on training designated, technically oriented people within other departments to be a liaison and first contact for their individual department needs.
-

Information Technology

CONTINUOUS IMPROVEMENT PERFORMANCE MEASURES

1. Survey customers at the beginning and end of each year to improve upon the 98% customer satisfaction rating with the goal being 100%.
2. Improve open help desk ticket response times by 10% from an existing response time of 46 hours to 41 hours.
3. Reduce Help desk items whose resolution is user education by 25%.

Efficiency Effectiveness	Reduce Help Desk Items Whose Resolution is User Education
2002-2003 Actual	6.5% of tickets
2003-2004 Target	4.9% of tickets
2003-2004 Dept Est	4.1% of tickets
2004-2005 Target	3% of tickets

Efficiency Effectiveness	Overall Customer Satisfaction Rating
2002-2003 Actual	94%
2003-2004 Target	100%
2003-2004 Dept Est	98%
2004-2005 Target	100%

Work Volume	Average Help Desk Ticket Response Time
2002-2003 Actual	88 hours
2003-2004 Target	66 hours
2003-2004 Dept Est.	46 hours
2004-2005 Target	41 hours

City of Yuba City 2004-2005 Budget



Southside Park

Information Technology

100-1530

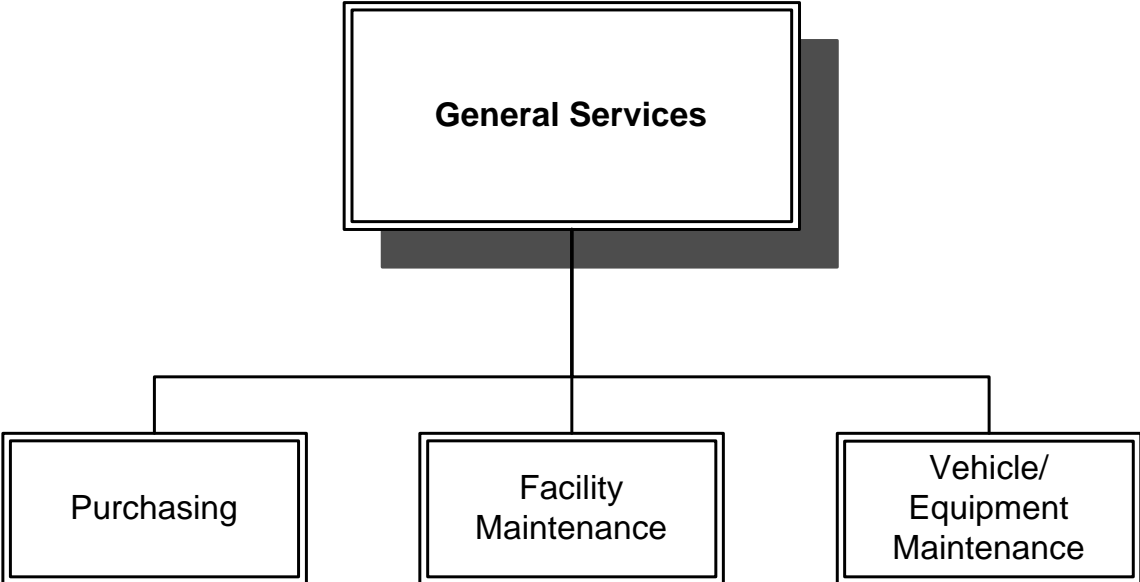
Appropriation Line-Item	Actual 2002-2003	Adopted 2003-2004	Adopted 2004-2005
612 Salaries & Wages	\$ 217,434	\$ 228,913	\$ 245,567
613 Extra Help	4,811	5,000	5,000
614 Overtime	637	3,600	3,600
615 Total Benefits	50,176	69,715	94,954
Salaries & Benefits Sub - Total	273,058	307,228	349,121
622 Telephone	13,699	16,266	16,580
623 Postage & Freight	184	500	500
625 Forms & Supplies	2,768	1,800	1,800
626 Printing & Binding	105	-	-
627 Professional Services	55,215	35,455	34,455
628 Travel & Meeting	4,071	4,000	3,000
629 Car Allowance	2,700	3,240	3,240
631 Dues & Subscriptions	215	240	240
633 Office Equipment - O & M	108,243	132,170	123,343
639 Training Programs	12,132	16,000	16,000
643 Insurance	4,975	4,330	4,258
Supplies & Services Sub - Total	204,307	214,001	203,416
692 Capital Acquisitions	-	7,000	-
Acquisitions Sub - Total	-	7,000	-
Total Appropriations	\$ 477,365	\$ 528,229	\$ 552,537

City of Yuba City 2004-2005 Budget



Bogue Park

General Services



General Services

SERVICE DESCRIPTION

The General Service Division provides purchasing, warehousing, facility management and custodial care, vehicle and equipment maintenance, and property management services to all City departments and employees.

FY 2003-2004 ACCOMPLISHMENTS

- ❖ Surveyed our customers to determine if we are meeting their expectations and adding value to their operations.
- ❖ Completed competitive bidding for Laundry Services and Vehicle Fuel and Laboratory Supplies and Services.
- ❖ Began notifying vendors by e-mail of both formal bid opportunities and request for quotes.
- ❖ Broadened our use of the Internet to include providing requests for quote specifications and bid results on the Internet.
- ❖ Began offering annual vendor training to vendors interested in providing the City services or commodities.
- ❖ Implemented an electronic facility work order system which allows user departments to input required work and provides feedback to the department on the status of the work.
- ❖ Wrote and won Council approval for a City Document Retention Policy.
- ❖ Lead a City focus group that researched purchased and implemented an electronic document storage program.
- ❖ Started a program to sell City surplus items on E-bay. First year sales exceeded \$40,000.
- ❖ Initiated Focus Group Meetings with each department we serve to better understand their needs and provide better service.

- ❖ Defined required periodic maintenance for fleet maintained equipment and initiated an electronic tracking tool to ensure all inspections are completed in a timely manner.
- ❖ Earned the Award of Excellence in Procurement from the Institute of Supply Management and the California Association of Public Purchasers for 2003.
- ❖ Developed an internal customer service guide to help employees to know how to access our services.
- ❖ Developed and implemented a real property tracking system.
- ❖ Developed and implemented a lease revenue tracking system.
- ❖ Implemented a survey for our external customers for both bid participants and awardees.
- ❖ Implemented a web-based catalog of insurance certificates received from vendors and contractors.
- ❖ Published a new sole source form after receiving feedback that the old form was confusing and hard to use.
- ❖ Developed a Primary Custodian Program assigning a primary custodian to each facility to provide better customer service.

FY 2004-2005 INITIATIVES

- ❖ Survey our customers to see if we are meeting their expectations and adjust operating standards with the goal of exceeding their expectations.
 - ❖ Establish electronic approval of purchase orders with a value of \$5,000 or less in the originating department.
 - ❖ Continue to evaluate staffing levels and outsourcing for levels of service beyond
-

General Services

what our core staff can provide in Fleet and Custodial Services.

- ❖ Take the lead in developing electronic document storage for each of the City's departments.
- ❖ Develop and implement electronic vendor registration and e-mail notification of formal bid opportunities to registered vendors.
- ❖ Continue to evaluate spending habits citywide to identify areas available for cost savings.
- ❖ Develop a cleaning checklist to be documented each shift to ensure key tasks are performed.
- ❖ Develop and implement a comprehensive, preventative maintenance schedule for City facilities, including electronic work order requests and tracking.
- ❖ Develop and implement an Internet based method of selling City surplus items.
- ❖ Implement a computerized periodic maintenance program to track mileage or hours of use for equipment and vehicles.

**CONTINUOUS IMPROVEMENT
PERFORMANCE MEASURES**

1. Safety and Service Inspections – Complete 80% of factory recommended safety and service inspections within 30 days/1,000 miles of being due, with a future goal of 100%.
2. Formal Bid Awards – Complete 80% of formal bids no later than the Council meeting published in the annual General Services Schedule, with a future goal of 100%.

Work Volume	Safety and Service Inspections
2002-2003	No Data
Actual	
2003-2004	80%
Target	
2003-2004	68%
Dept Est	
2004-2005	80%
Target	

Work Volume	Formal Bid Awards
2002-2003	No Data
Actual	
2003-2004	80%
Target	
2003-2004	70%
Dept Est	
2004-2005	80%
Target	

City of Yuba City 2004-2005 Budget



Tennis Courts

General Services

100-1541

Appropriation Line-Item		Actual 2002-2003	Adopted 2003-2004	Adopted 2004-2005
612	Salaries & Wages	\$ 348,518	\$ 365,286	\$ 387,108
613	Extra Help	18,000	23,500	23,500
614	Overtime	4,855	5,650	5,650
615	Total Benefits	97,913	148,015	194,117
Salaries & Benefits Sub - Total		469,286	542,451	610,375
621	Heat & Power	91,272	86,500	90,000
622	Telephone	9,513	11,374	10,626
623	Postage & Freight	1,815	600	600
624	Advertising	3,507	4,000	3,500
625	Forms & Supplies	5,978	6,075	6,972
626	Printing & Binding	268	750	750
627	Professional Services	-	20,000	9,000
628	Travel & Meeting	2,080	5,350	5,350
631	Dues & Subscriptions	1,382	1,500	1,500
632	Rental & Bldgs., Equip. & Land	-	-	-
633	Equipment - O & M	21,866	5,550	5,550
634	Special Equipment - O & M	-	1,000	1,000
635	Vehicle - O & M	9,567	13,212	12,750
636	Buildings & Facility - O & M	43,853	63,550	63,550
638	Small Tools & Supplies	1,005	4,500	4,500
639	Training Programs	3,603	4,300	5,400
643	Insurance	8,120	7,450	7,277
646	Inventory Adjustment	2,873	-	-
658	Computer ISF	6,702	8,108	8,701
Supplies & Services Sub - Total		213,404	243,819	237,026
692	Capital Acquisitions	116,763	37,500	-
Acquisitions Sub - Total		116,763	37,500	-
Total Appropriations		\$ 799,453	\$ 823,770	\$ 847,401

City of Yuba City 2004-2005 Budget



Police
"Together We Protect"
