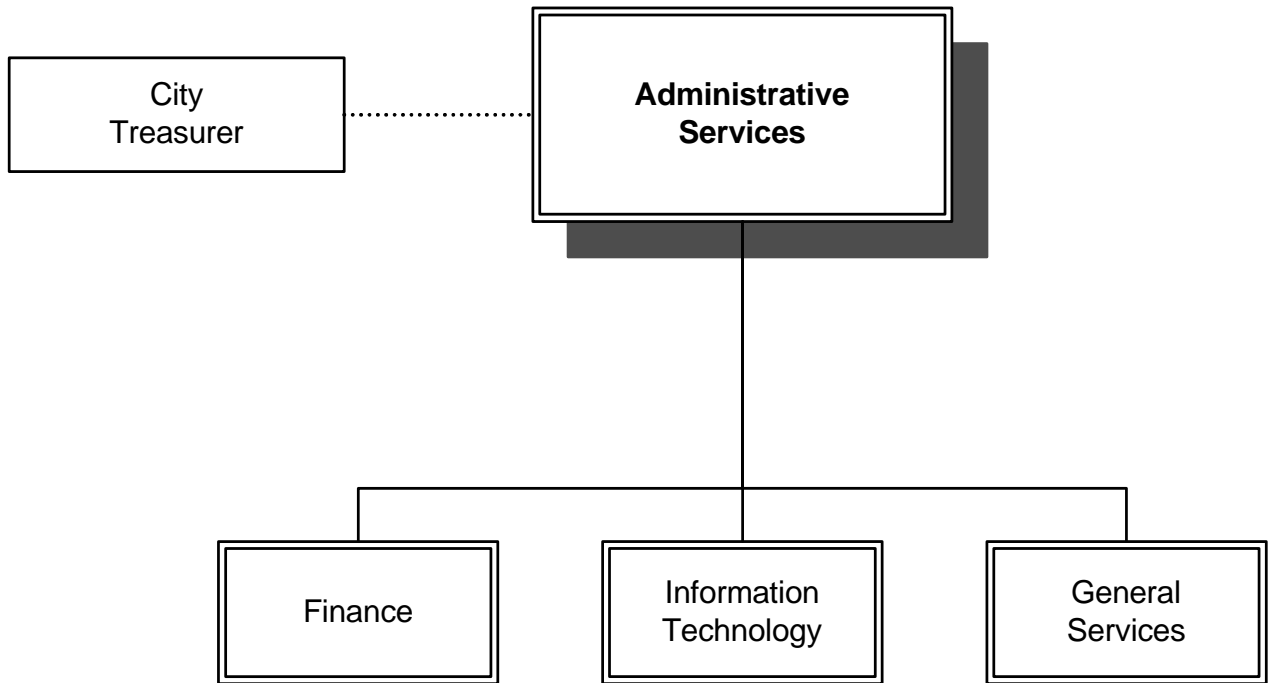

Administrative Services



Administrative Services

BUDGET SUMMARY

	Actual Expenditures 2003-2004	Adopted Budget 2004-2005	Adopted Budget 2005-2006	Change From Prior Year	% Change
Full Time Equivalent Positions	33.0	33.0	35.0	2.0	6.1%
Salaries & Benefits	\$ 1,659,964	\$ 1,938,973	\$ 2,283,750	\$ 344,777	17.8%
Supplies & Services	692,619	737,584	790,402	52,818	7.2%
Capital Acquisitions	7,128	-	105,500	105,500	100.0%
Contributions to Other Funds	-	-	-	-	0.0%
Total	\$ 2,359,710	\$ 2,676,557	\$ 3,179,652	\$ 503,095	18.8%
Financing Sources					
General Fund	2,359,710	2,676,557	3,179,652		

Administrative Services

PERSONNEL SUMMARY
(Shown in full time equivalents)

	Adopted Budget 2004-2005	Adopted Budget 2005-2006
Administration		
Assistant City Manager	1	1
Administrative Assistant	1	1
<i>Subtotal</i>	2.0	2.0
Finance		
Finance Officer	1	1
Analyst I/II	0	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	3
<i>Subtotal</i>	12.0	14.0
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 Technology		
Information Services Manager	1	1
Geographic Information Systems Coordinator	1	1
Information Systems Technician II	1	1
Information Systems Technician	1	1
<i>Subtotal</i>	4.0	4.0
Fleet Maintenance (Vehicle Maintenance Fund)		
General Services Manager	0.25	0.25
Fleet Maintenance Supervisor	1	1
Lead Mechanic	0	1
Mechanic I	4	3
<i>Subtotal</i>	5.25	5.25
Grand Total	33	35

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 2004- 2005 ACCOMPLISHMENTS

- ❖ Surveyed our customers to better understand their expectations and how we can add value to their operations.
- ❖ Continued to receive recognition at both state and national levels for excellence in accounting, budgeting, purchasing and fleet maintenance.
- ❖ Formed the Community Facilities District No. 2004-1 (Sunsweet Blvd) for the construction and financing of public improvements between Highway 99 and Walton Avenue and issued bonds in the amount of \$3,250,000.
- ❖ Completed the general plan service levels Fiscal Impact Analysis in order to accurately identify the cost of new development and its impact on City services.
- ❖ In coordination with development services, oversaw the creation of the City's first specific plan financing strategy for the Harter Specific Plan.
- ❖ Formed Assessment District No. 2004-1 Staple/Ashley/Dennis/Cornwell for connection to the City water system and issued bonds to finance the project improvements.

FY 2005 - 2006 INITIATIVES

- ❖ Continue to adjust departmental operating standards with the goal of exceeding customer expectations.
 - ❖ Provide any necessary support to the City's new Development Services Department in order to ensure their success.
 - ❖ 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.
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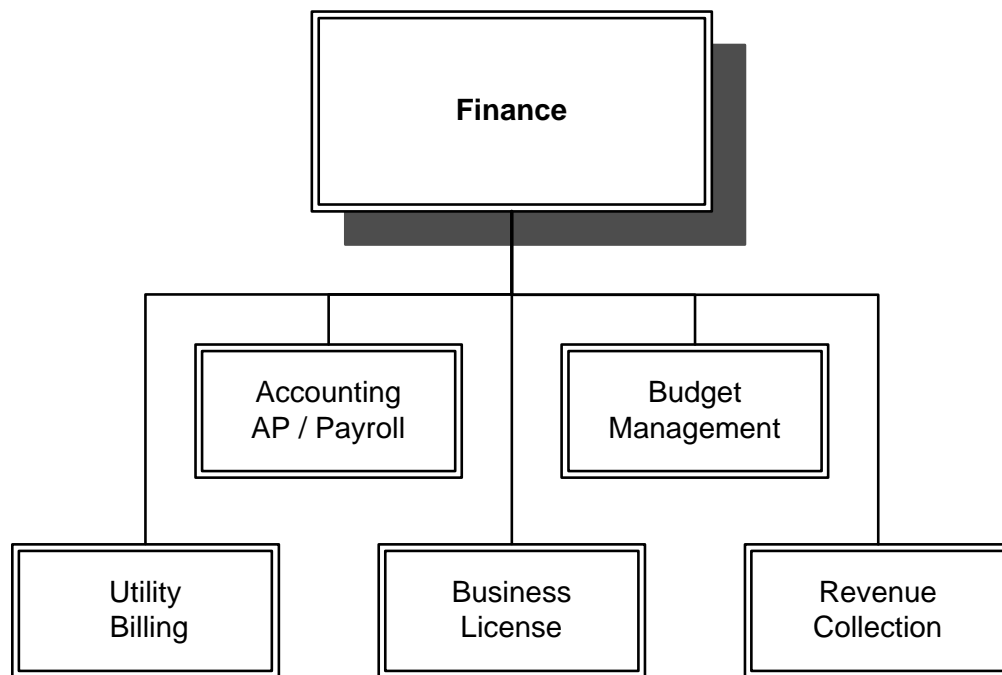
Administrative Services

- ❖ Actively participate in the Development Impact Fee update.
- ❖ In coordination with Utilities, complete the update of service and connection fees.
- ❖ Develop and implement a Department-wide Policy and Procedures manual.
- ❖ Update the City's cost allocation plan.
- ❖ Develop a financing plan for the construction of the planned aquatics facility and community center.
- ❖ Complete an update of City fees and develop a master fee schedule.
- ❖ Issue bonds to finance the expansion of the City's water plant capacity.

CONTINUOUS IMPROVEMENT PERFORMANCE MEASURES

1. Surpass the previous year's department-wide internal customer service ranking from 17.4 to 17.8, 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 94% to 98%, toward a future target of 100%.

Performance Measure	2003-	2004-	2005-
	2004	2005	2006
	Actual	Actual	Target
Measure 1 - Service Ranking	16.9	17.3	17.8
Measure 2 - Continuous Education	84%	94%	98%



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 2004-2005 ACCOMPLISHMENTS

- ❖ Received: the GFOA Award for Excellence in Budgeting for the seventh time; the GFOA Certificate of Achievement for Excellence in Financial Reporting for the fourth time; and the equivalent awards from the California Society of Municipal Finance Officers.
- ❖ Conducted "Budget 101" training sessions to provide education to all City departments in the budget preparation process.
- ❖ Through the continuous improvement process, we have designed new forms related to our Parking Citation Program. The new forms eliminate the need to send customers back and forth between City Hall and the Yuba City Police Department, leaving our customers much happier. This tool supports our Team Based Management efforts.
- ❖ Received four Certifications from Badger Meter for completing the necessary training needed for implementing Radio Read water meters. The City now has over 2,500 radio read meters throughout the City.
- ❖ Successfully converted over 900 Flat Rate Hillcrest water customer accounts from ground water to City surface water.
- ❖ Successfully implemented the Tapping Order System Module in our utility billing software to ensure accountability in job performance. This has enhanced quality

customer service to our internal and external customers.

- ❖ Reduced the amount of outstanding miscellaneous accounts receivable by approximately 20% through collection efforts.
- ❖ All Finance Staff Members received software training related to their respective areas of responsibility.

FY 2005 - 2006 INITIATIVES

- ❖ Implement a "direct pay" list of vendors which may be paid without a City purchase order.
 - ❖ Develop process for charging City staff time directly to projects worked on.
 - ❖ Decentralize timesheet data entry.
 - ❖ Develop an Accounts Receivable Policy.
 - ❖ Update of all Desk Manuals after upgrade of Pentamotion to Plus Series.
 - ❖ Develop GASB 34 Infrastructure reporting task list and Policy.
 - ❖ Implementation of Call Center for Customer Service unit.
 - ❖ Evaluate and measure established customer service benchmarks.
-

**CONTINUOUS IMPROVEMENT
PERFORMANCE OBJECTIVES**

1. Increase electronic payment of utility bills from 3% to 5%, toward a future target of 10%.
2. 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 2005 - 2006 with a future target of 90%.
3. Reduce the number of pre-issue checks requested by the departments by 25% to 150 in 2005-2006 with the ultimate goal of reducing said requests to a future goal of 100 pre-issue checks. Pre-issue checks are processed outside of the weekly check run and are both costly and time-consuming.

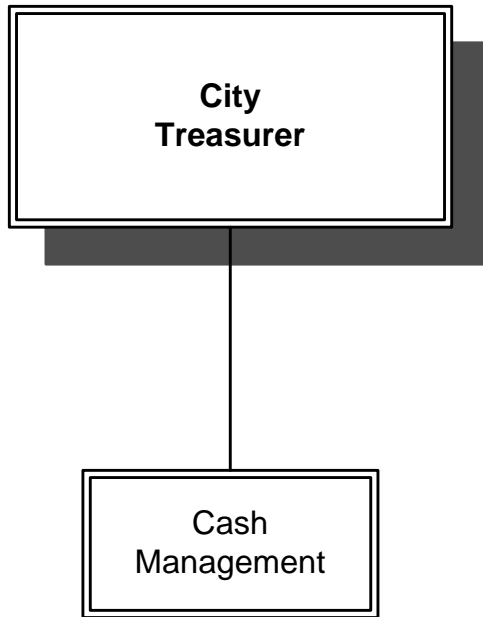
Performance Measure	2003-	2004-	2005-
	2004	2005	2006
	Actual	Actual	Target
Measure 1 - Electronic Bill Pay Customers	3%	5%	10%
Measure 2 - Departments Sending Data	No data	No data	2
Measure 3 - Pre-issue Check Requests	222	200	150

Finance

100-1510

Appropriation Line-Item	Actual 2003-2004	Adopted 2004-2005	Adopted 2005-2006
612 Salaries & Wages	\$ 631,273	\$ 679,482	\$ 799,566
613 Extra Help	3,911	-	15,000
614 Overtime	8,061	8,000	10,000
615 Total Benefits	205,907	291,078	379,660
Salaries & Benefits Sub - Total	849,151	978,560	1,204,226
622 Telephone	8,552	11,424	10,724
623 Postage & Freight	75,755	75,000	76,500
624 Advertising	437	400	400
625 Forms & Supplies	27,727	33,150	32,050
626 Printing & Binding	8,765	17,000	18,000
627 Professional Services	77,793	95,100	96,800
628 Travel & Meeting	8,771	11,000	11,000
631 Dues & Subscriptions	2,625	3,200	3,500
633 Equipment - O & M	945	500	500
634 Special Equipment - O & M	2,218	2,800	2,800
635 Vehicle - O & M	71	-	-
636 Buildings & Facility O & M	284	300	375
638 Small Tools & Supplies	2,011	5,000	5,000
639 Training Programs	1,981	2,500	2,500
642 Uniform/Clothing	639	450	450
643 Insurance	12,249	11,748	18,130
645 Cash Over or Short	24	-	-
652 Cost of Issuance Expense	27,793	-	-
658 Technology ISF	22,917	21,854	21,606
660 Other Materials & Supplies	367	350	350
Supplies & Services Sub - Total	281,924	291,776	300,685
692 Capital Acquisitions	7,128	-	18,000
Acquisitions Sub - Total	7,128	-	18,000
Total Appropriations	\$ 1,138,202	\$ 1,270,336	\$ 1,522,911

City Treasurer



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 2004-2005 ACCOMPLISHMENTS

- ❖ 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) and stayed short on the investment curve in a rising interest rate environment.

FY 2005-2006 INITIATIVES

- ❖ Continuously evaluate the City's monthly investment report for improvement based on best practices.
- ❖ 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 percent.

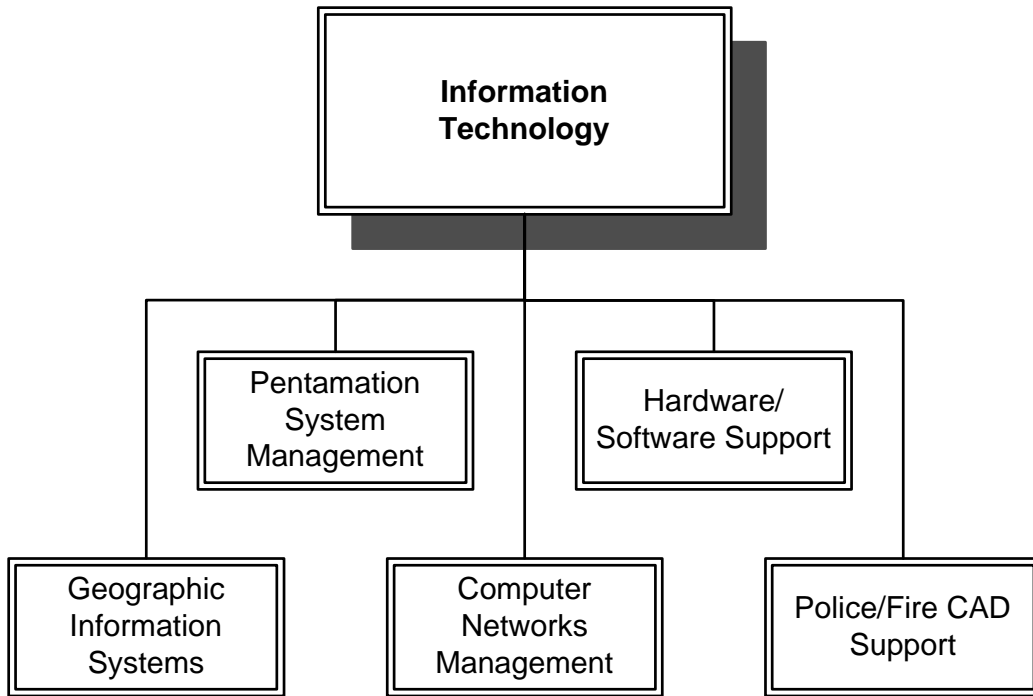
Performance Measure	2003-	2004-	2005-
	2004	2005	2006
	Actual	Actual	Target
Measure 1 - Basis Points Exceeding LAIF	1.28	0.93	1.00

City Treasurer

100-1520

Appropriation Line-Item	Actual 2003-2004	Adopted 2004-2005	Adopted 2005-2006
612 Salaries & Wages	\$ 905	\$ 904	904
615 Total Benefits	97	13	13
Salaries & Benefits Sub - Total	1,002	917	917
627 Professional Services	3,832	3,500	4,200
628 Travel & Meeting	757	1,200	1,200
631 Dues & Subscriptions	479	650	650
643 Insurance	16	16	20
Supplies & Services Sub - Total	5,085	5,366	6,070
692 Capital Acquisitions	-	-	-
Acquisitions Sub - Total	-	-	-
Total Appropriations	\$ 6,087	\$ 6,283	\$ 6,987

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 2004-2005 ACCOMPLISHMENTS

- ❖ Surveyed our customers to determine if we are meeting their expectations and adding value to their operations.
- ❖ Assisted in setting up hardware for the Document Imaging System for two departments.
- ❖ Created, scheduled and administered training classes for desktop software.
- ❖ Developed "roadmaps" for each department to identify their IT needs.
- ❖ Developed 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.
- ❖ Created an alternate location Data Storage Facility.
- ❖ Implemented DHCP to ease administration of Internet Protocol addresses.
- ❖ Implemented RIS Server to allow remote installation of Operating Systems or Ghost Images from a central server allowing IT staff to back up and reload City computers remotely without media.
- ❖ Created an Enterprise Web-based GIS for Emergency Services to bring together disparate systems into one spatial enabled interface.
- ❖ Planned and Implemented new systems, servers and upgrades for various departments in the City.

FY 2005-2006 INITIATIVES

- ❖ Continue to survey our customers and adjust division operating standards with the goal of exceeding customer expectations.
 - ❖ Upgrade City Hall Storage Area Network for higher capacity and performance.
 - ❖ Upgrade Uninterrupted Power Supply at Police Department for longer run times during power outages for continued service.
 - ❖ Implement Recreation Website for online registration.
 - ❖ Create Enterprise Web-based GIS for Community Development enabling easy lookup of parcel/building information and label creation.
 - ❖ Create Internet GIS site for public access to parcel/zoning/general plan information.
 - ❖ Complete collection of GPS positions for all water/sewer/storm drain features for use in creating a geometric network of the City water system.
 - ❖ 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.
-

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 31 hours to 28 hours.
3. Reduce Help desk items whose resolution is 'User Education' to 12%.
4. Improve critical server uptime to 96%.

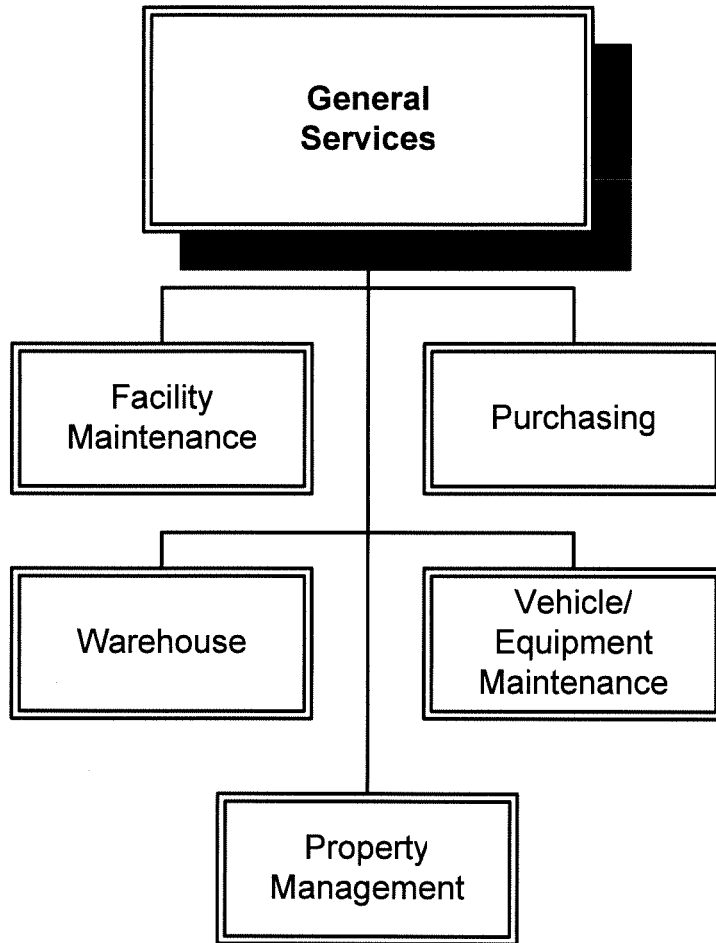
Performance Measure	2003-	2004-	2005-
	2004	2005	2006
	Actual	Actual	Target
Measure 1 - Customer Satisfaction	98%	95%	100%
Measure 2 - Help Desk Response Time	41 hrs	31 hrs	28 hrs
Measure 3 - User Educated HD Items	4.1%	14%	12%
Measure 4 - Critical Server Uptime	No data	94%	96%

Information Technology

100-1530

Appropriation Line-Item	Actual 2003-2004	Adopted 2004-2005	Adopted 2005-2006
612 Salaries & Wages	\$ 223,554	\$ 245,567	\$ 252,853
613 Extra Help	4,508	5,000	15,000
614 Overtime	1,762	3,600	27,000
615 Total Benefits	73,215	94,954	109,629
Salaries & Benefits Sub - Total	303,039	349,121	404,482
622 Telephone	11,752	16,580	15,755
623 Postage & Freight	55	500	250
625 Forms & Supplies	1,269	1,800	1,800
626 Printing & Binding	9	-	-
627 Professional Services	26,390	34,455	35,445
628 Travel & Meeting	3,494	3,000	4,000
629 Car Allowance	3,240	3,240	3,240
631 Dues & Subscriptions	185	240	240
635 Vehicle - O & M	52	-	-
633 Office Equipment - O & M	128,416	123,343	132,341
638 Small Tools & Supplies	268	-	-
639 Training Programs	3,840	16,000	16,000
643 Insurance	4,330	4,258	6,483
651 Reimbursable	(16)	-	-
Supplies & Services Sub - Total	183,283	203,416	215,554
692 Capital Acquisitions	-	-	65,000
Acquisitions Sub - Total	-	-	65,000
Total Appropriations	\$ 486,323	\$ 552,537	\$ 685,036

General Services



General Services

SERVICE DESCRIPTION

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

FY 2004-2005 ACCOMPLISHMENTS

- ❖ Surveyed our internal and external customers to determine if we are meeting their expectations and adding value to their operations.
- ❖ The General Services Administrative Team earned the Award of Excellence in Procurement from the Institute of Supply Management and the California Association of Public Purchasers for 2004.
- ❖ The General Service's Fleet Maintenance Team earned the Blue Seal of Excellence from the National Institute for Automotive Service Excellence.
- ❖ The General Services Administrative Team earned the coveted City of Yuba City Team of the Year Award for 2003.
- ❖ Led a City wide team in completing a Request for Proposal for a solar generation system to be installed at the Wastewater Treatment Facility.
- ❖ Completed initial competitive service bids for Pest Control, Concessions Services, Laboratory Services, Landscape Maintenance, Emergency Street Light Base Installation and Hazardous Waste Disposal.
- ❖ Completed initial commodity contracts for fleet parts and fire medical equipment.
- ❖ Exceeded the goal of servicing 80% of our equipment within 30 days or 1,000 miles of becoming due by 10%.
- ❖ Developed and implemented electronic vendor registration and e-mail notification of

formal bid opportunities to registered vendors.

- ❖ Continued to improve our use of the 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.
- ❖ Completed a remodel project in City Hall providing new office space for the Information Technology Division.
- ❖ Implemented electronic document retention in General Services and the Police Department.
- ❖ Developed cleaning checklists for each facility receiving in-house custodial care to be documented each shift to ensure key tasks are performed.
- ❖ Continued to hold Focus Group meetings with each department we serve to better understand their needs and provide better service.

FY 2005-2006 INITIATIVES

- ❖ Survey our customers to see if we are meeting their expectations and adjust operating standards with the goal of exceeding their expectations.
 - ❖ Update the City property inventory system with new software to allow greater flexibility in the inventory process to include bar code scanning.
 - ❖ Conduct a review of our current property insurance to ensure proper levels of insurance are maintained and that the cost of required insurance is competitive.
 - ❖ Establish standard procedure/time frame for the ongoing review of property insurance making the review an organizational norm.
 - ❖ Complete the upgrade to the City's Council Chambers audiovisual presentation and recording equipment by adding such things as built in DVD, VCR, computer slide
-

General Services

presentation, document camera (overhead) viewing and other currently available methods.

- ❖ 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 what our core staff can provide in Fleet and Facility Services.
- ❖ Continue to lead in developing electronic document storage for each of the City's departments. Place electronic document storage in two additional City Departments.
- ❖ Continue to evaluate spending habits citywide to identify areas available for cost savings.
- ❖ Publish a brochure for internal customers outlining facility care services and providing a quick reference guide to receiving service.
- ❖ Develop a system to accurately track all parts used in the repair and service of the City vehicle and equipment fleet.
- ❖ Develop and implement a comprehensive, preventative maintenance schedule for City facilities, including electronic work order requests and tracking.
- ❖ Develop, implement and publish an annual Maintenance Plan for those facility projects that are not preventative maintenance and are too large to be tracked by the Help Desk.

CONTINUOUS IMPROVEMENT PERFORMANCE MEASURES

1. Safety and Service Inspections – Complete 95% 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%.

Performance Measure	2003-	2004-	2005-
	2004	2005	2006
	Actual	Actual	Target
Measure 1 - Safety & Service Inspections	68%	90%	95%
Measure 2 - Formal Bid Awards	70%	76%	80%

General Services

100-1541

Appropriation Line-Item	Actual 2003-2004	Adopted 2004-2005	Adopted 2005-2006
612 Salaries & Wages	\$ 335,408	\$ 387,108	\$ 411,397
613 Extra Help	39,296	23,500	36,950
614 Overtime	923	5,650	5,650
615 Total Benefits	131,145	194,117	220,128
Salaries & Benefits Sub - Total	506,771	610,375	674,125
621 Heat & Power	89,649	90,000	98,800
622 Telephone	10,647	10,626	10,696
623 Postage & Freight	993	600	600
624 Advertising	3,751	3,500	4,000
625 Forms & Supplies	7,429	6,972	7,459
626 Printing & Binding	736	750	750
627 Professional Services	1,255	9,000	9,000
628 Travel & Meeting	1,778	5,350	5,442
631 Dues & Subscriptions	1,434	1,500	1,500
633 Equipment - O & M	1,758	5,550	5,550
634 Special Equipment - O & M	-	1,000	2,500
635 Vehicle - O & M	13,212	12,750	16,154
636 Buildings & Facility - O & M	53,117	63,550	74,650
638 Small Tools & Supplies	9,853	4,500	6,500
639 Training Programs	4,794	5,400	5,400
643 Insurance	7,450	7,277	9,843
646 Inventory Adjustment	7,359	-	-
651 Reimbursable	(994)	-	-
658 Technology ISF	8,108	8,701	9,249
Supplies & Services Sub - Total	222,327	237,026	268,093
692 Capital Acquisitions	-	-	22,500
Acquisitions Sub - Total	-	-	22,500
Total Appropriations	\$ 729,098	\$ 847,401	\$ 964,718
