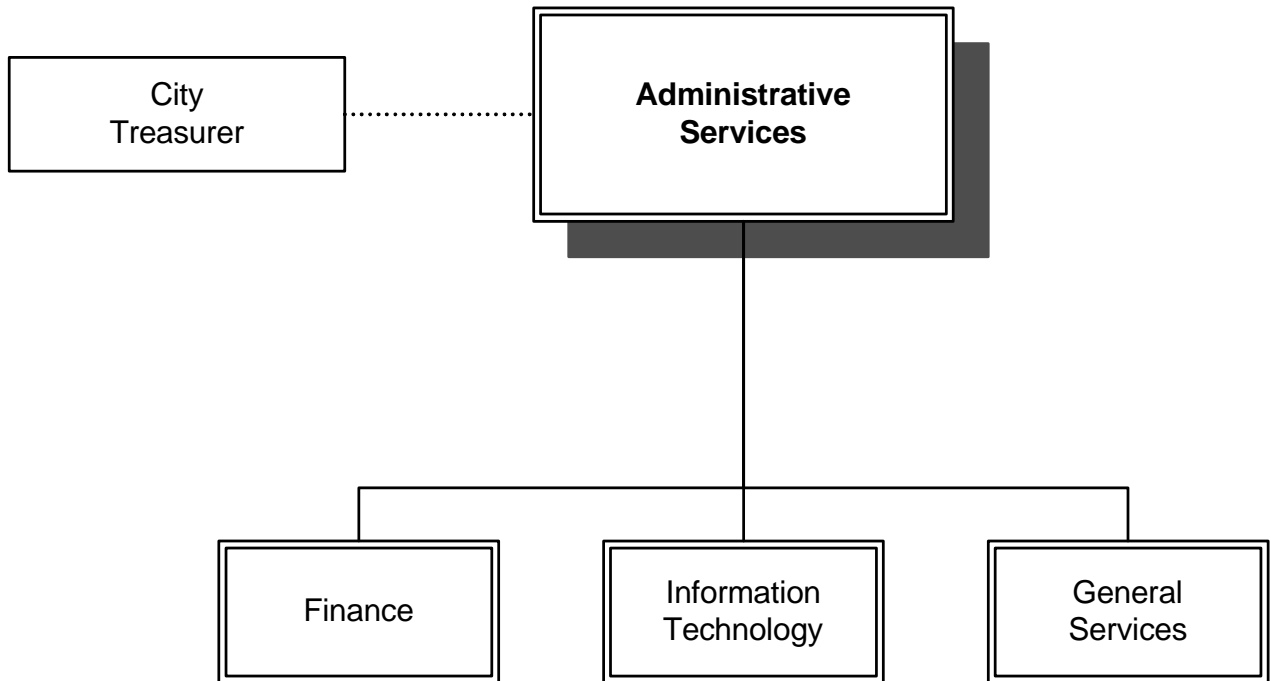

Administrative Services



Administrative Services

BUDGET SUMMARY

	Actual Expenditures 2005-06	Adopted Budget 2006-07	Adopted Budget 2007-08	Proposed Budget 2008-09	Change From Year 2006-07 to 2007-08	% Change
Full Time Equivalent Positions	33.0	37.0	37.0	37.0	0.0	0.0%
Salaries & Benefits	\$ 2,022,959	\$ 2,567,439	\$ 2,695,424	\$ 2,784,484	\$ 127,985	5.0%
Supplies & Services	869,080	966,241	979,519	994,523	13,278	1.4%
Capital Acquisitions	66,327	-	-	-	-	0.0%
Contributions to Other Funds	-	-	-	-	-	0.0%
Total	\$ 2,958,367	\$ 3,533,680	\$ 3,674,943	\$ 3,779,007	\$ 141,263	4.0%

Financing Sources

General Fund	2,958,367	3,533,680	3,674,943	3,779,007
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Administrative Services

PERSONNEL SUMMARY

(Shown in full time equivalents)

	Adopted Budget 2006-07	Adopted Budget 2007-08	Proposed Budget 2008-09
Administration			
Assistant City Manager	1	1	1
Administrative Analyst I	1	1	1
<i>Subtotal</i>	2.0	2.0	2.0
Finance			
Chief Financial Officer	0	1	1
Finance Officer	1	0	0
Accountant I/II	1	1	1
Accounting Technician	1	1	1
Account Clerk/Intermediate/Senior	3	3	3
Customer Service Manager	1	1	1
Senior Customer Service Representative	1	1	1
Customer Service Representative I/II	3	3	3
Field Customer Service Representative I/II	3	3	3
<i>Subtotal</i>	14.0	14.0	14.0
Information Technology			
Information Services Manager	1	0	0
Geographic Information Systems Coordinator	1	0	0
Systems Administrator	0	1	1
Information Technology Supervisor	1	1	1
Information Systems Technician	1	2	2
<i>Subtotal</i>	4.0	4.0	4.0
General Services			
General Services/IT Director	0	0.75	0.75
General Services Manager	0.75	0	0
Administrative Analyst I/II	2	2	2
Administrative Clerk I/II/III	1	1	1
Facility Manager	1	1	1
Building Maintenance Worker I/II	1	1	1
Custodian II	1	1	1
Custodian I	5	5	5
<i>Subtotal</i>	11.75	11.75	11.75
Fleet Maintenance (Vehicle Maintenance Fund)			
General Services/IT Director	0	0.25	0.25
General Services Manager	0.25	0	0
Fleet Maintenance Supervisor	1	1	1
Lead Mechanic	1	1	1
Mechanic I	3	3	3
<i>Subtotal</i>	5.25	5.25	5.25
Grand Total	37	37	37



Regency 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.

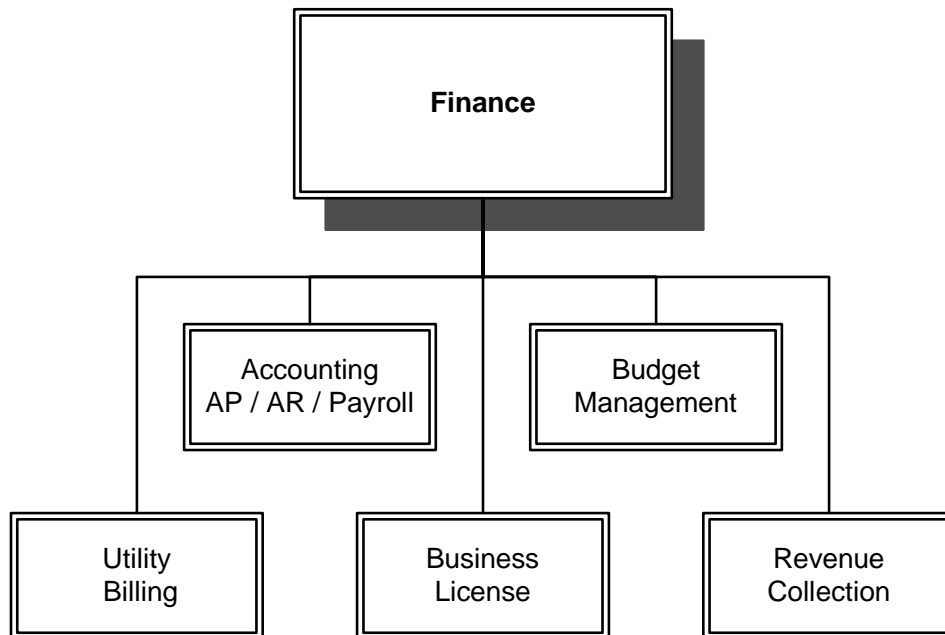
FY 2006- 2007 ACCOMPLISHMENTS

- ❖ 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, facility and fleet maintenance.
 - ❖ Provided support to the City's new City Manager in order to continue organizational success.
 - ❖ Issued Pension Obligation Bonds through California Communities to refinance the City's Safety Plan debt obligations.
 - ❖ Refinanced the 2000 Certificates of Participation relating to the Wastewater Enterprise.
 - ❖ Sold tax allocation bonds relating to the Yuba City Redevelopment project and restructured the Gauche Park project financing plan.
 - ❖ Updated the City's website including a new online GIS system that provides a comprehensive parcel-based resource for City information and YC DirectLink, an interactive customer service option to request services, report problems, concerns or information.
 - ❖ Upgraded City Council Chamber audiovisual equipment.
 - ❖ Completed the update of City fees and developed a master fee schedule.
 - ❖ Updated the City's cost allocation plan.
-

Administrative Services

FY 2007 - 2009 INITIATIVES

- ❖ Survey our customers to better understand their expectations and how we can add value to their operations.
 - ❖ Adjust departmental operating standards with the goal of exceeding customer expectations.
 - ❖ Continue to receive recognition at both state and national levels for excellence in accounting, budgeting, purchasing, facility and fleet maintenance.
 - ❖ Complete a successful Department reorganization in support of independent Finance and General Services/Information Technology functions.
 - ❖ Continue to provide oversight of the Redevelopment Agency and Housing Functions.
-





SERVICE DESCRIPTION

The Finance Department 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 Department 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 2006-2007 ACCOMPLISHMENTS

- ❖ Received: the GFOA Award for Excellence in Budgeting for the ninth time; the GFOA Certificate of Achievement for Excellence in Financial Reporting for the sixth time; and the equivalent awards from the California Society of Municipal Finance Officers.
- ❖ Conducted Budget training sessions for the third year in a row to provide education to all City departments in the budget preparation process.
- ❖ Through the continuous improvement process, we have successfully utilized the City's SIRE program to begin scanning documents for electronic storage.
- ❖ Continue training departments to reduce payroll timecard keying by sending data electronically to payroll.
- ❖ Continue reducing the number of off-cycle or pre-issue accounts payable checks by educating the user departments on the importance of anticipating the need for vendor payments. Pre-issue checks are processed outside of the weekly check run creating increased costs and reduced efficiency.
- ❖ Implemented COMCATE (Customer Request Tracking and Customer Relationship Management Software) a citywide method for managing all forms of customer requests, emails, phone calls, and complaints. The new process ensures

quality customer service, staff efficiency and accountability while assuring customer requests are responded to timely.

- ❖ The City received Cash Handling Certification through the Association of Public Treasurers for the United States and Canada.
- ❖ Developed Quarterly Financial Report Summary for presentation to City Council.
- ❖ Completed Infrastructure Valuation per the requirements of GASB 34.
- ❖ Utilization of City's Teleminder Software to remind delinquent Utility Customers of impending termination of service for non-payment.
- ❖ Completed first draft of the Long Range Financial Plan for the City's General Fund.
- ❖ Participated in a Business License Revenue audit with the Franchise Tax Board.

FY 2007 - 2009 INITIATIVES

- ❖ Establish and create a new policy for collecting business license revenue in the field. Now that the City employs a Certified Revenue Officer, we have a tool to ensure fair and equitable compliance with the City's Ordinance.
 - ❖ Continue evaluating financial reports which can be stored electronically utilizing the SIRE system instead of maintaining paper files.
 - ❖ Develop a new small purchase order form which will be more efficient to use in companion with the City's electronic document storage software SIRE.
 - ❖ Educate other City departments in the value of utilizing Innovations Group's available resources web based documentation and training courses.
-

- ❖ Continue to develop and enhance the Long Range Financial Plan model.
- ❖ Implementation of GASB 45 – Other Post Employment Benefits (OPEB) Actuarial Study.
- ❖ Implementation of the final phase of infrastructure valuation reporting requirements of GASB 34.

CONTINUOUS IMPROVEMENT PERFORMANCE OBJECTIVES

1. Increase electronic payment of utility bills from 8% to 10%, toward a future target of 14%.
2. Achieve 40% of City divisions sending data directly to payroll in 2007 - 2008 with a future target of 90%.
3. Reduce the number of pre-issue checks requested by the departments by 10% to 48 in 2007-2008 with the ultimate goal of reducing said requests to a future goal of 30 pre-issue checks.

Performance Measure	2005-	2006-	2007-
	2006	2007	2008
	Actual	Actual	Target
Measure 1 - Electronic Bill Pay Customers	5%	8%	10%
Measure 2 - Departments sending Data	6%	26%	40%
Measure 3 - Pre-issue Check Requests	96	54	48

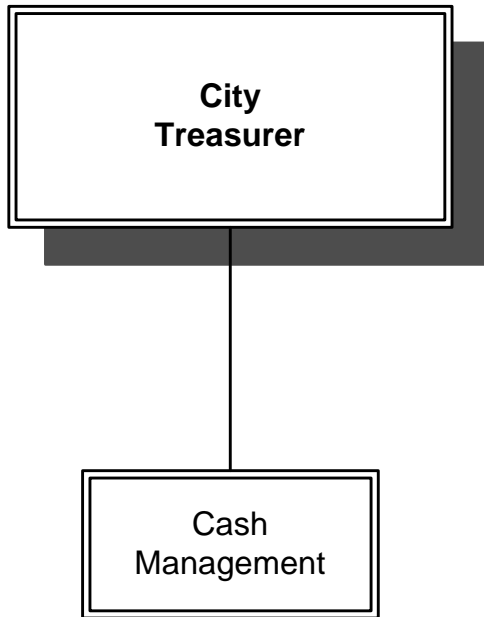


Finance**100-1510**

Appropriation Line-Item	Actual 2005-06	Adopted 2006-07	Adopted 2007-08	Proposed 2008-09
612 Salaries & Wages	\$ 684,818	\$ 870,321	\$ 922,836	\$ 953,186
613 Extra Help	855	15,000	50,000	50,000
614 Overtime	20,316	13,000	20,000	20,000
615 Total Benefits	272,511	391,014	405,628	418,789
Salaries & Benefits Sub - Total	978,500	1,289,335	1,398,464	1,441,975
622 Telephone	8,895	12,452	14,108	14,531
623 Postage & Freight	81,419	87,500	92,500	95,275
624 Advertising	487	400	400	412
625 Forms & Supplies	30,704	33,550	35,716	36,787
626 Printing & Binding	16,547	18,000	18,000	18,540
627 Professional Services	170,097	137,400	145,400	131,762
628 Travel & Meeting	11,164	13,000	14,500	14,935
631 Dues & Subscriptions	4,238	3,750	4,500	4,635
633 Equipment - O & M	2,084	1,750	2,000	2,060
634 Special Equipment - O & M	11,124	6,300	6,300	6,489
636 Buildings & Facility O & M	365	375	425	438
638 Small Tools & Supplies	5,610	4,000	4,000	4,120
639 Training Programs	1,524	2,500	2,500	2,575
642 Uniform/Clothing	816	450	450	464
643 Insurance	18,130	20,460	16,439	19,692
645 Cash Over or Short	(46)	-	-	-
658 Technology ISF	21,606	21,525	24,942	23,275
660 Other Materials & Supplies	263	350	350	361
Supplies & Services Sub - Total	385,027	363,762	382,530	376,350
692 Capital Acquisitions	7,637	-	-	-
Acquisitions Sub - Total	7,637	-	-	-
Total Appropriations	\$ 1,371,165	\$ 1,653,097	\$ 1,780,994	\$ 1,818,325



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 2006-2007 ACCOMPLISHMENTS

- ❖ Invested funds in accordance with the City's Investment Policy, always ensuring safety, liquidity and yield.
- ❖ Updated the monthly investment report to a quarterly investment report formally presented to the City Council.
- ❖ Began a comprehensive cash flow analysis to forecast the best investment strategies.

FY 2007-2009 INITIATIVES

- ❖ Evaluate banking services in light of treasury best practices.
- ❖ Continue to update and implement the City's cash flow analysis model.
- ❖ Continue to enhance the quarterly investment report presentation to keep Council up to date and informed regarding the City's investment portfolio.
- ❖ Provide Quarterly Treasurer Reports to City Council within 45 days of quarter-end

CONTINUOUS IMPROVEMENT PERFORMANCE MEASURES

1. Achieve a rate of return that meets or exceeds the average yield on the U.S. Treasury that most closely corresponds to the portfolio's weighted average maturity (e.g., 2 year Treasury).

Performance Measure	2005-	2006-	2007-
	2006	2007	2008
	Actual	Actual	Target
Measure 1 - Exceeding Rate of Return	no data	no data	0.10



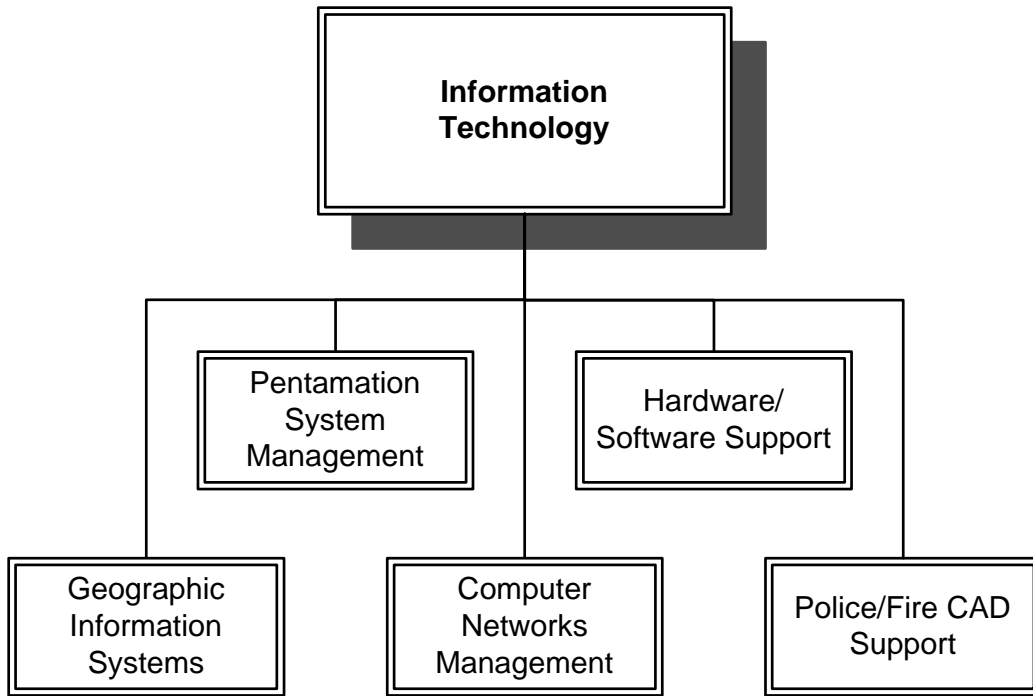
City Treasurer

100-1520

Appropriation Line-Item	Actual 2005-06	Adopted 2006-07	Adopted 2007-08	Proposed 2008-09
612 Salaries & Wages	\$ 917	\$ 904	\$ 904	\$ 904
615 Total Benefits	92	13	96	96
Salaries & Benefits Sub - Total	1,009	917	1,000	1,000
623 Postage & Freight	3	-	-	-
627 Professional Services	5,596	4,200	7,600	7,828
628 Travel & Meeting	1,185	1,200	1,200	1,236
631 Dues & Subscriptions	600	650	700	721
643 Insurance	20	21	16	18
Supplies & Services Sub - Total	7,404	6,071	9,516	9,803
692 Capital Acquisitions	-	-	-	-
Acquisitions Sub - Total	-	-	-	-
Total Appropriations	\$ 8,413	\$ 6,988	\$ 10,516	\$ 10,803



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 2006-2007 ACCOMPLISHMENTS

- ❖ Upgraded City Storage Area Network (SAN) for higher capacity and performance.
- ❖ Assisted in the implementation of project tracking/time entry system.
- ❖ Planned and implemented new systems, servers and upgrades for various departments in the City.
- ❖ Implemented a Virtual Server environment for better utilization of resources and centralized management.
- ❖ Developed system to stream Council Meetings in real-time to internal City computers.
- ❖ Assisted in the installation of Audio/Visual/Computer equipment in the Council Chambers.
- ❖ Upgraded a camera surveillance system at the Corporation Yard and installed a new system for City Hall.
- ❖ Installed new building access system for City Hall.
- ❖ Developed GIS Geo-database of all water, sewer, and storm drain pipe infrastructures.
- ❖ Updated the City website www.yubacity.net with a new look and increased functionality.

FY 2007-2009 INITIATIVES

- ❖ Install new network infrastructure for City Hall and the Corporation Yard.

- ❖ Upgrade the City's data backup system for greater redundancy and capacity.
 - ❖ Upgrade the City's main computer system (Pentamotion) hardware with additional speed, storage, and reliability.
 - ❖ Upgrade wireless connectivity to outlying City facilities.
 - ❖ Extend City's network to new Aquatics Center.
 - ❖ Add additional storage to the Storage Area Network (SAN).
 - ❖ Add a redundant site for Virtual Server System.
 - ❖ Develop an internal solution for video streaming of Council Meetings to public.
 - ❖ Implement password management software for a more secure network that allows users to manage their own accounts.
 - ❖ Upgrade the Police Department dispatch & records management system.
 - ❖ Continue to survey our customers and adjust division operating standards with the goal of exceeding customer expectations.
 - ❖ Continue the training of all 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 97% customer satisfaction rating with a goal of 100%.
2. Improve open Help Desk ticket response times by 10% from an existing response time of 28.4 hours to 25.5 hours.
3. Reduce Help Desk ticket items where the resolution is "User Education" to 3%.
4. Improve critical server uptime to 99%.

Performance Measure	2005- 2006 Actual	2006- 2007 Actual	2007- 2008 Target
Measure 1 - Customer Satisfaction	96%	97%	100%
Measure 2 - Help Desk Response Time	30 hrs	28.4 hrs	25.5 hrs
Measure 3 - User Educated HD Items	5%	4%	3%
Measure 4 - Critical Server Uptime	97%	98%	99%

Information Technology

100-1530

Appropriation Line-Item	Actual 2005-06	Adopted 2006-07	Adopted 2007-08	Proposed 2008-09
612 Salaries & Wages	\$ 257,391	\$ 273,072	\$ 253,095	\$ 263,875
613 Extra Help	10,172	35,000	35,000	35,000
614 Overtime	11,936	10,000	15,000	15,000
615 Total Benefits	112,245	113,905	108,643	112,683
Salaries & Benefits Sub - Total	391,744	431,977	411,738	426,558
622 Telephone	13,038	18,474	14,494	14,929
623 Postage & Freight	182	250	250	258
625 Forms & Supplies	1,118	1,800	1,500	1,545
626 Printing & Binding	52	-	-	-
627 Professional Services	15,580	50,445	50,445	51,958
628 Travel & Meeting	3,545	8,625	11,785	12,139
629 Car Allowance	3,751	3,600	-	-
631 Dues & Subscriptions	40	240	240	247
633 Office Equipment - O & M	132,055	119,592	120,081	123,683
635 Vehicle - O & M	304	7,808	10,043	10,344
639 Training Programs	18,111	16,000	16,000	16,480
643 Insurance	6,483	7,149	5,960	7,117
Supplies & Services Sub - Total	194,259	233,983	230,798	238,700
692 Capital Acquisitions	36,867	-	-	-
Acquisitions Sub - Total	36,867	-	-	-
Total Appropriations	\$ 622,870	\$ 665,960	\$ 642,536	\$ 665,258





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 2006-2007 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 2006.
- ❖ The General Services' Fleet Maintenance Team earned the Blue Seal of Excellence from the National Institute for Automotive Service Excellence.
- ❖ The General Services' Facility Team has been a key player in the development of an Award of Excellence in Facility Maintenance through California Counties Facility Services Association and was a winner of the award this its inaugural year.
- ❖ Exceeded the goal of servicing 95% of our equipment within 30 days or 1,000 miles of becoming due.
- ❖ Exceeded the goal to award 80% of formal bid purchases no later than the date published in the annual General Services Schedule.
- ❖ 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 remodel projects in City Hall Engineering, the Council Chambers,

Littlejohn House, Fire Stations and Senior Center.

- ❖ Lead the City in the completion of both a cost allocation plan and user fee study. Wrote and championed a new user fee ordinance and fee schedule.
- ❖ Wrote, introduced, and gained approval for a revised purchasing ordinance and policy.
- ❖ Continued to hold Focus Group meetings with each department we serve to better understand their needs and provide better service.

FY 2007-2009 INITIATIVES

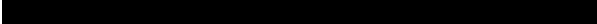
- ❖ Survey our customers to see if we are meeting their expectations and adjust operating standards with the goal of exceeding their expectations.
 - ❖ Continue to upgrade the City's Council Chambers by making the podium ADA (handicap) accessible.
 - ❖ Continue to evaluate staffing levels and outsourcing for levels of service beyond what our core staff can provide in Fleet and Facility Services.
 - ❖ Continue to evaluate spending habits citywide to identify areas available for cost savings.
 - ❖ Set new performance standards for Fleet Maintenance periodic inspections. The goal will be to streamline the process and shorten the hours required to complete a no defect service inspection.
 - ❖ Develop a plan to complete at least one quarter of the new and replacement patrol car set-ups in house. Currently all set-ups are outsourced at a cost of approximately \$8,000 per vehicle.
 - ❖ Become the City's point of contact and assume responsibility for housing to include the Community Development Block Grant program.
-

- ❖ Develop procedures to monitor the new \$25,000 spending limit per vendor per fiscal year citywide for professional services that was introduced with the new purchasing policy.

**CONTINUOUS IMPROVEMENT
PERFORMANCE MEASURES**

1. Safety and Service Inspections – Complete 100% of factory recommended safety and service inspections within 30 days/1,000 miles of being due.
2. Formal Bid & Contract Renewal Rate – Complete 95% of formal bids and contracts no later than the date published in the annual General Services Schedule, with a future goal of 100%.

Performance Measure	2005- 2006 Actual	2006- 2007 Actual	2007- 2008 Target
Measure 1 - Safety & Service Inspections	95%	99%	100%
Measure 2 - Formal Bid Awards	82%	92%	95%



General Services

100-1541

Appropriation Line-Item	Actual 2005-06	Adopted 2006-07	Adopted 2007-08	Proposed 2008-09
612 Salaries & Wages	\$ 392,385	\$ 525,289	\$ 545,189	\$ 563,466
613 Extra Help	69,172	38,470	60,000	60,000
614 Overtime	1,671	6,500	6,500	6,500
615 Total Benefits	188,477	274,951	272,533	284,985
Salaries & Benefits Sub - Total	651,706	845,210	884,222	914,951
621 Heat & Power	109,059	104,500	104,500	107,635
622 Telephone	10,911	11,564	11,636	11,985
623 Postage & Freight	626	800	800	824
624 Advertising	6,108	7,500	7,500	7,725
625 Forms & Supplies	6,079	8,647	8,159	8,404
626 Printing & Binding	303	600	600	618
627 Professional Services	35,845	66,114	66,114	68,097
628 Travel & Meeting	4,120	8,836	8,836	9,101
631 Dues & Subscriptions	1,214	1,565	1,565	1,612
633 Equipment - O & M	1,805	5,040	3,240	3,337
634 Special Equipment - O & M	32	2,000	2,000	2,060
635 Vehicle - O & M	17,104	21,618	13,557	13,964
636 Buildings & Facility - O & M	60,619	90,100	96,550	100,047
638 Small Tools & Supplies	4,777	6,000	6,000	6,180
639 Training Programs	3,240	7,175	7,425	7,648
643 Insurance	9,843	11,465	10,201	12,533
646 Inventory Adjustment	2,387	-	-	-
651 Reimbursable	(931)	-	-	-
658 Technology ISF	9,249	8,901	7,992	7,900
Supplies & Services Sub - Total	282,390	362,425	356,675	369,669
692 Capital Acquisitions	21,823	-	-	-
Acquisitions Sub - Total	21,823	-	-	-
Total Appropriations	\$ 955,919	\$ 1,207,635	\$ 1,240,897	\$ 1,284,620

