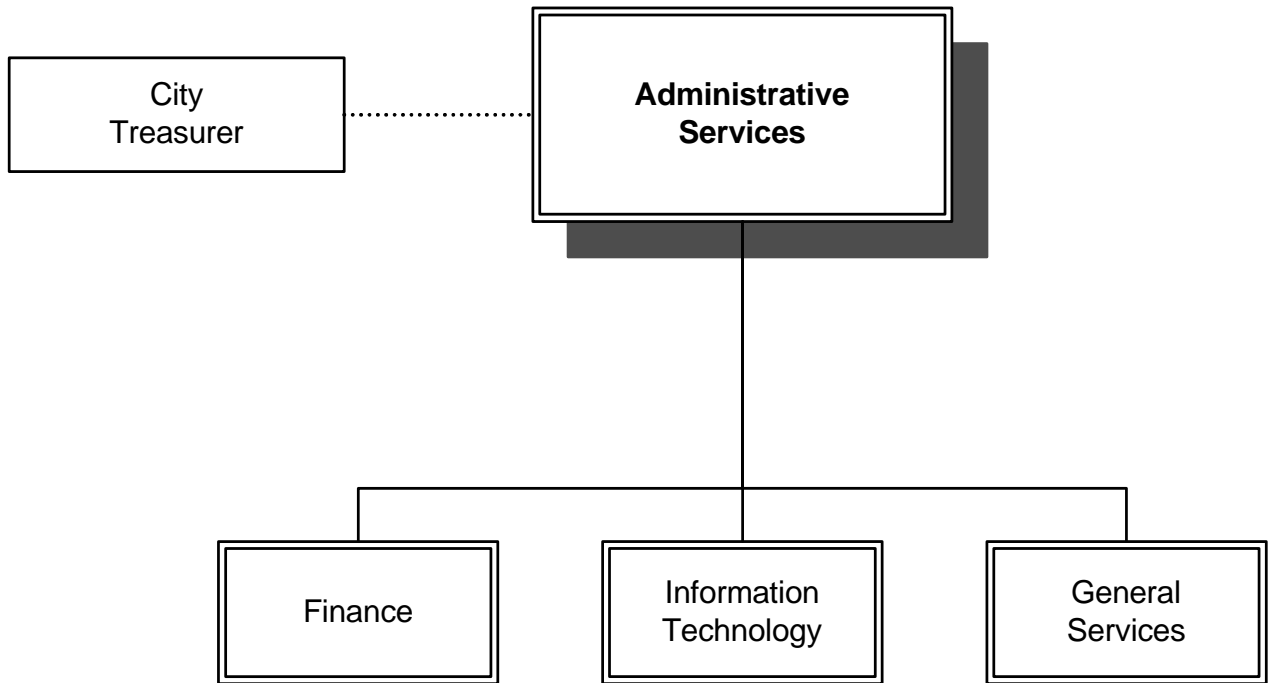

Administrative Services



Administrative Services

BUDGET SUMMARY

	Actual Expenditures 2004-2005	Adopted Budget 2005-2006	Adopted Budget 2006-2007	Change From Prior Year	% Change
Full Time Equivalent Positions	33.0	35.0	37.0	2.0	5.7%
Salaries & Benefits	\$ 1,889,478	\$ 2,283,750	\$ 2,567,439	\$ 283,689	12.4%
Supplies & Services	711,887	790,402	966,241	175,839	22.2%
Capital Acquisitions	-	105,500	-	(105,500)	100.0%
Contributions to Other Funds	-	-	-	-	0.0%
Total	\$ 2,601,365	\$ 3,179,652	\$ 3,533,680	\$ 354,028	11.1%
Financing Sources					
General Fund	2,601,365	3,179,652	3,533,680		

Administrative Services

PERSONNEL SUMMARY
(Shown in full time equivalents)

	Adopted Budget 2005-2006	Adopted Budget 2006-2007
Administration		
Assistant City Manager	1	1
Administrative Analyst I	1	1
<i>Subtotal</i>	2.0	2.0
Finance		
Finance Officer	1	1
Accountant I/II	1	1
Administrative Assistant	1	0
Accounting Technician	0	1
Account Clerk/Intermediate/Senior	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	3	3
<i>Subtotal</i>	14.0	14.0
Information Technology		
Information Services Manager	1	1
Geographic Information Systems Coordinator	1	1
Information Technology Supervisor	1	1
Information Systems Technician	1	1
<i>Subtotal</i>	4.0	4.0
General Services		
General Services Manager	0.75	0.75
Administrative Analyst I/II	1	2
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	5
<i>Subtotal</i>	9.75	11.75
Fleet Maintenance (Vehicle Maintenance Fund)		
General Services Manager	0.25	0.25
Fleet Maintenance Supervisor	1	1
Lead Mechanic	1	1
Mechanic I	3	3
<i>Subtotal</i>	5.25	5.25
Grand Total	35	37

City of Yuba City 2006-2007 Budget



Fire Station
No. 3

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 2005- 2006 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.
- ❖ Issued \$25,625,000 in Water Revenue Certificates to provide financing for Water Treatment Plant improvements and expansion.
- ❖ Adjusted departmental operating standards with the goal of exceeding customer expectations.
- ❖ Provided necessary support to the City's new Development Services Department in order to ensure their success.
- ❖ Introduced a new GIS system that provides a comprehensive parcel-based resource for City information.
- ❖ In coordination with Utilities, completed the study of service and connection fees.
- ❖ Developed and implemented a Department-wide Policy and Procedures manual.
- ❖ Updated the City's cost allocation plan.
- ❖ Developed a financing plan for the construction of the planned aquatics facility and issued certificates of participation.
- ❖ Initiated an update of City fees and development of a master fee schedule.

FY 2006 - 2007 INITIATIVES

- ❖ Survey our customers to better understand their expectations and how we can add value to their operations.
 - ❖ Continue to receive recognition at both state and national levels for excellence in
-

Administrative Services

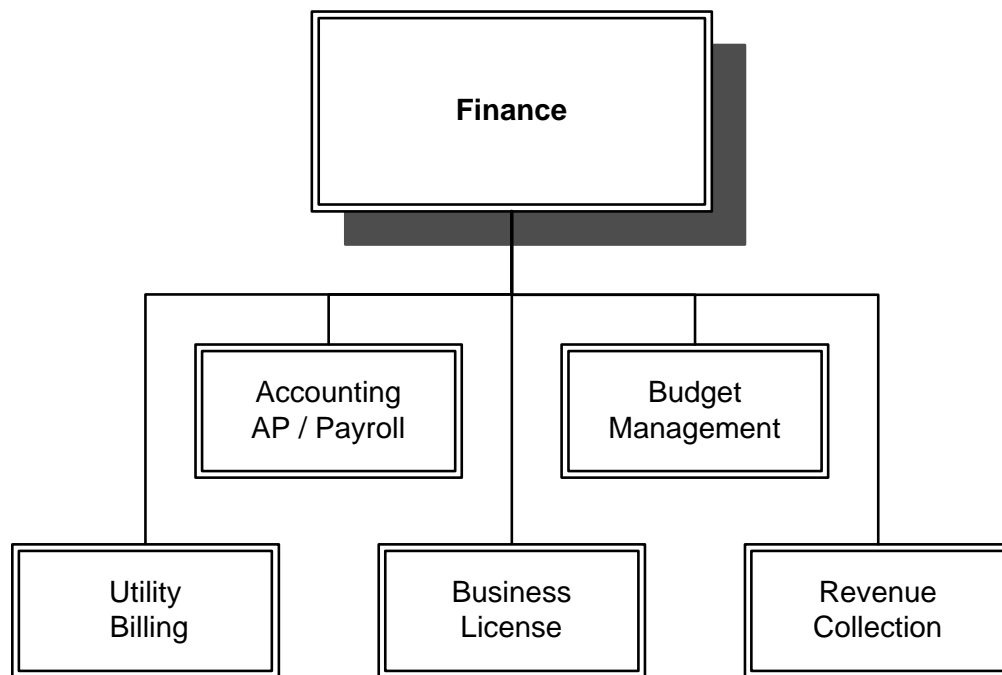
accounting, budgeting, purchasing and fleet maintenance.

- ❖ Adjust departmental operating standards with the goal of exceeding customer expectations.
- ❖ Provide necessary support to the City's new City Manager in order to ensure organizational success.
- ❖ Complete GASB 34 Infrastructure reporting.
- ❖ Begin design of a long range financial plan.
- ❖ Complete the update of City fees and develop a master fee schedule.
- ❖ Update the City's website.
- ❖ Upgrade City Council Chamber audiovisual equipment.
- ❖ Update the GIS system that provides a comprehensive parcel-based resource for City information.

CONTINUOUS IMPROVEMENT PERFORMANCE MEASURES

1. Surpass the previous year's department-wide internal customer service ranking from 16.7 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 to sustain 100% continuous training.

Performance Measure	2004-	2005-	2006-
	2005	2006	2007
	Actual	Actual	Target
Measure 1 - Service Ranking	17.3	16.7	17.8
Measure 2 - Continuous Education	94%	100%	100%



City of Yuba City FY 2006-2007 Budget



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 2005-2006 ACCOMPLISHMENTS

- ❖ Received: the GFOA Award for Excellence in Budgeting for the eighth time; the GFOA Certificate of Achievement for Excellence in Financial Reporting for the fifth time; and the equivalent awards from the California Society of Municipal Finance Officers.
- ❖ Conducted "Budget 101" training sessions for the second year in a row to provide education to all City departments in the budget preparation process.
- ❖ Through the continuous improvement process, we have eliminated the use of street cards used for discontinuing utility service and applying for utility service. All application for service and discontinuance of service applications are done electronically extremely reducing the processing time for this function.
- ❖ Implemented a "direct pay" list of vendors which may be paid without a City purchase order.
- ❖ Developed process for charging City staff time directly to projects worked on.
- ❖ Decentralized timesheet data entry.
- ❖ Developed an Accounts Receivable Policy.
- ❖ Update of all Desk Manuals after upgrade of Pentamation 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
- ❖ Began a beta test version of the online time entry system with two divisions within the Administrative Services Department.

FY 2006 - 2007 INITIATIVES

- ❖ Train departments to reduce payroll timecard keying by sending data electronically to payroll.
 - ❖ Reduce the number of off cycle or pre-issue accounts payable checks issued 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.
 - ❖ Establish spreadsheets to track utility account statistics on a monthly basis. This process will assist Finance and other departments with yearly report information solicited from outside agencies.
 - ❖ Develop an incentive program to reward employees who are successful in establishing new Electronic Funds Transfer (EFT) accounts with the City. Focusing most of their effort towards getting customers with online banking accounts to switch to the City's EFT program.
-

CONTINUOUS IMPROVEMENT PERFORMANCE OBJECTIVES

1. Increase electronic payment of utility bills from 5% to 8%, toward a future target of 10%.
2. Achieve 20% of City divisions sending data directly to payroll in 2006 - 2007 with a future target of 90%.
3. Reduce the number of pre-issue checks requested by the departments by 10% to 86 in 2006-2007 with the ultimate goal of reducing said requests to a future goal of 75 pre-issue checks.

Performance Measure	2004-	2005-	2006-
	2005	2006	2007
	Actual	Actual	Target
Measure 1 - Electronic Bill Pay Customers	5%	8%	10%
Measure 2 - Departments Sending Data	No data	6%	20%
Measure 3 - Pre-issue Check Requests	200	96	86

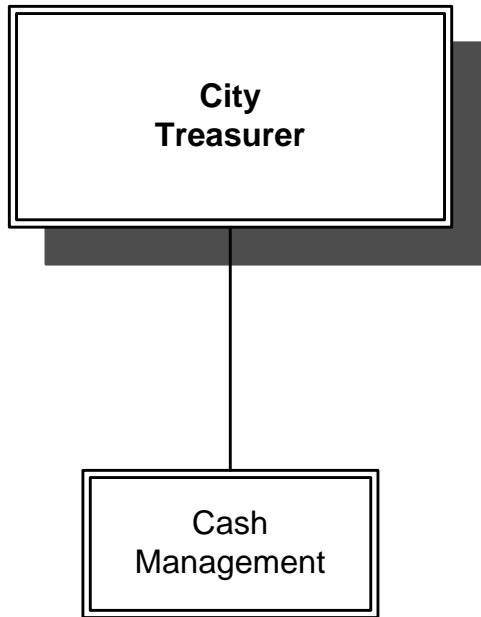
Finance**100-1510**

Appropriation Line-Item	Actual 2004-05	Adopted 2005-06	Adopted 2006-07
612 Salaries & Wages	\$ 677,626	\$ 799,566	\$ 870,321
613 Extra Help	4,488	15,000	15,000
614 Overtime	12,558	10,000	13,000
615 Total Benefits	267,592	379,660	391,014
Salaries & Benefits Sub - Total	962,264	1,204,226	1,289,335
622 Telephone	9,692	10,724	12,452
623 Postage & Freight	72,699	76,500	87,500
624 Advertising	377	400	400
625 Forms & Supplies	19,335	32,050	33,550
626 Printing & Binding	22,605	18,000	18,000
627 Professional Services	97,566	96,800	137,400
628 Travel & Meeting	12,915	11,000	13,000
631 Dues & Subscriptions	3,672	3,500	3,750
633 Equipment - O & M	837	500	1,750
634 Special Equipment - O & M	2,328	2,800	6,300
636 Buildings & Facility O & M	253	375	375
638 Small Tools & Supplies	6,919	5,000	4,000
639 Training Programs	2,275	2,500	2,500
642 Uniform/Clothing	359	450	450
643 Insurance	11,748	18,130	20,460
645 Cash Over or Short	(20)	-	-
658 Technology ISF	21,854	21,606	21,525
660 Other Materials & Supplies	68	350	350
Supplies & Services Sub - Total	285,482	300,685	363,762
692 Capital Acquisitions	-	18,000	-
Acquisitions Sub - Total	-	18,000	-
Total Appropriations	\$ 1,247,746	\$ 1,522,911	\$ 1,653,097

City of Yuba City FY 2006-2007 Budget



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 2005-2006 ACCOMPLISHMENTS

- ❖ Invested funds in accordance with the City's Investment Policy, always ensuring safety, liquidity and yield.
- ❖ Increased investments outside of the State Local Agency Investment Fund (LAIF) to take advantage of rising interest rates.

FY 2006-2007 INITIATIVES

- ❖ Update the monthly investment report to the City Council.
- ❖ Evaluate banking services in light of treasury best practices.

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.

Performance Measure	2004-	2005-	2006-
	2005	2006	2007
	Actual	Actual	Target
Measure 1 - Rate of Return Exceeding LAIF	N/A	0.30	0.50

City Treasurer

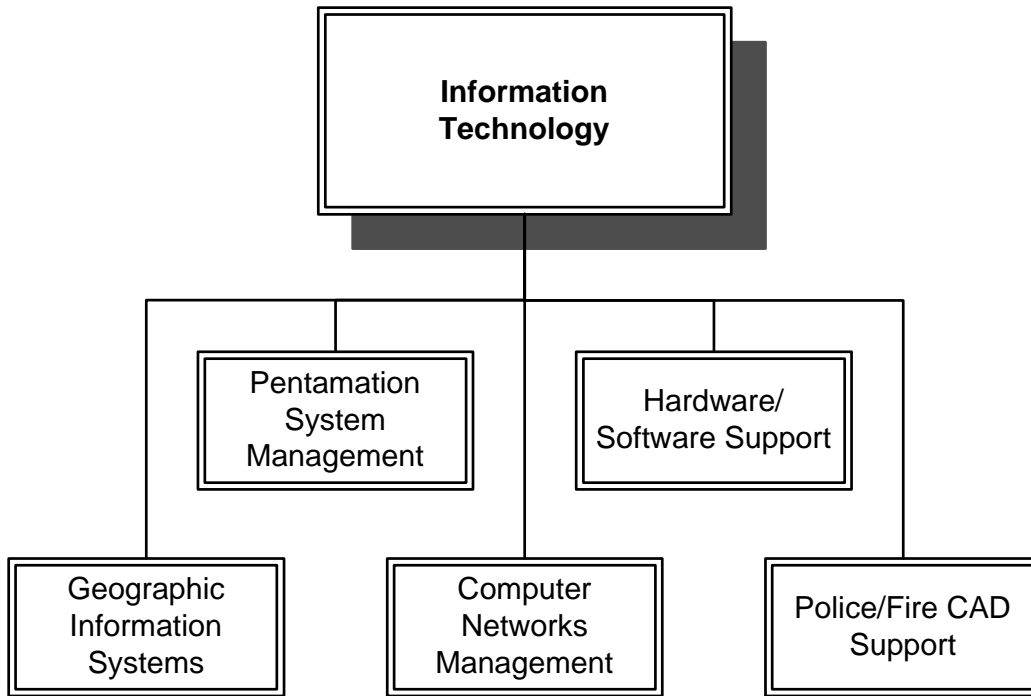
100-1520

Appropriation Line-Item	Actual 2004-05	Adopted 2005-06	Adopted 2006-07
612 Salaries & Wages	\$ 888	\$ 904	904
615 Total Benefits	99	13	13
Salaries & Benefits Sub - Total	987	917	917
627 Professional Services	3,500	4,200	4,200
628 Travel & Meeting	61	1,200	1,200
631 Dues & Subscriptions	673	650	650
643 Insurance	16	20	21
Supplies & Services Sub - Total	4,250	6,070	6,071
692 Capital Acquisitions	-	-	-
Acquisitions Sub - Total	-	-	-
Total Appropriations	\$ 5,237	\$ 6,987	6,988

City of Yuba City FY 2006-2007 Budget



Information Technology



City of Yuba City FY 2006-2007 Budget



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 2005-2006 ACCOMPLISHMENTS

- ❖ Surveyed our customers to determine if we are meeting their expectations and adding value to their operations.
- ❖ Created, scheduled and administered training classes for desktop software.
- ❖ Planned and implemented new systems, servers and upgrades for various departments in the City.
- ❖ Implemented Recreation website for online registration.
- ❖ Implemented Diskeeper Defragmentation enterprise-wide with centralized management.
- ❖ Implemented the use of AdminStudio for the creation of software distribution packages for centralized management and distribution of software.
- ❖ Upgraded Ghost to Ghost Solution Suite to include Client Migration Application for the migration of user setting and files from computer to computer.
- ❖ Created enterprise web-based GIS for Development Services enabling easy lookup of parcel/building information and mailing label creation.
- ❖ Created Internet GIS site for public access to parcel/zoning/general plan information.
- ❖ Completed collection of GPS positions for all water/sewer/storm drain features for use in creating a geometric network of the City water system.

FY 2006-2007 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.
 - ❖ Implement SpyWare Appliance to protect computers and City network.
 - ❖ Upgrade wireless connectivity to outlying City facilities.
 - ❖ Implement Virtual Server environment for better utilization of resources and centralized management.
 - ❖ Assist in the implementation of project tracking/time entry system.
 - ❖ Develop Utility Network Analysis Software.
 - ❖ Update www.yubacity.net website with a new look and increased functionality.
 - ❖ 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 96% customer satisfaction rating with the goal being 100%.
2. Improve open help desk ticket response times by 10% from an existing response time of 30 hours to 27 hours.
3. Reduce Help desk (HD) items where the resolution is "User Education" to 4%.
4. Improve critical server uptime to 98%.

Performance Measure	2004-	2005-	2006-
	2005	2006	2007
	Actual	Actual	Target
Measure 1 - Customer Satisfaction	95%	96%	100%
Measure 2 - Help Desk Response Time	31hrs	30 hrs	27 hrs
Measure 3 - User Educated HD Items	14.0%	5%	4%
Measure 4 - Critical Server Uptime	94%	97%	98%

Information Technology

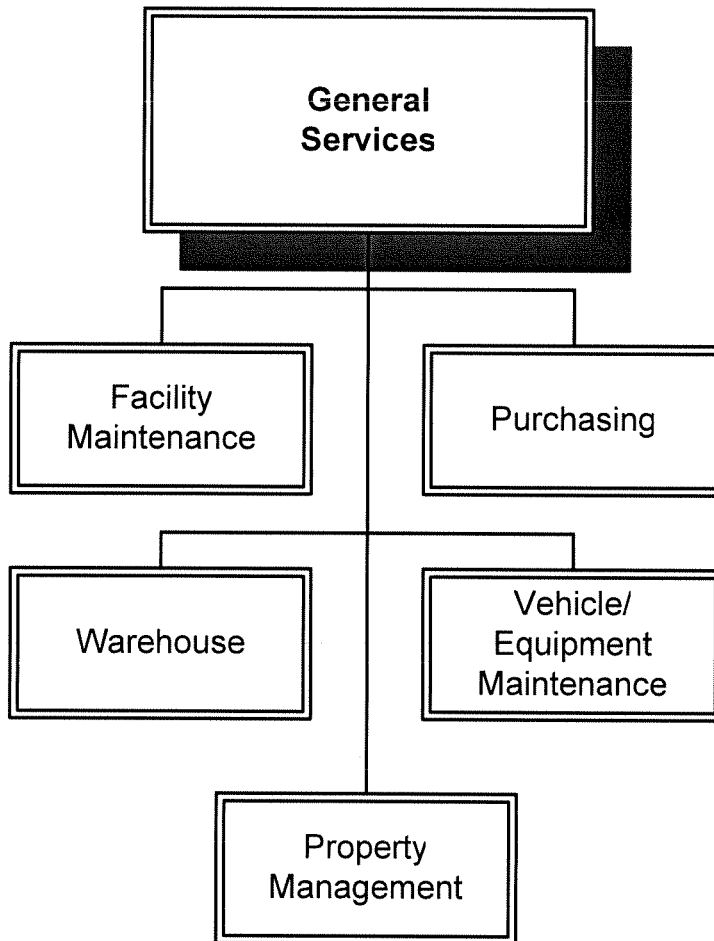
100-1530

Appropriation Line-Item	Actual 2004-05	Adopted 2005-06	Adopted 2006-07
612 Salaries & Wages	\$ 242,266	\$ 252,853	\$ 273,072
613 Extra Help	518	15,000	35,000
614 Overtime	2,667	27,000	10,000
615 Total Benefits	98,193	109,629	113,905
Salaries & Benefits Sub - Total	343,644	404,482	431,977
622 Telephone	13,012	15,755	18,474
623 Postage & Freight	171	250	250
625 Forms & Supplies	1,083	1,800	1,800
627 Professional Services	34,525	35,445	50,445
628 Travel & Meeting	2,090	4,000	8,625
629 Car Allowance	3,420	3,240	3,600
631 Dues & Subscriptions	55	240	240
633 Office Equipment - O & M	119,428	132,341	119,592
635 Vehicle - O & M	112	-	7,808
638 Small Tools & Supplies	2,916	-	-
639 Training Programs	11,024	16,000	16,000
643 Insurance	4,258	6,483	7,149
Supplies & Services Sub - Total	192,095	215,554	233,983
692 Capital Acquisitions	-	65,000	-
Acquisitions Sub - Total	-	65,000	-
Total Appropriations	\$ 535,739	\$ 685,036	\$ 665,960

City of Yuba City FY 2006-2007 Budget



General Services



City of Yuba City FY 2006-2007 Budget



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 2005-2006 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 2005.
 - ❖ The General Service's 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.
 - ❖ 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 Heating/Ventilation, Burglar and Fire Alarms, Air Conditioning, and Roof Maintenance.
 - ❖ Completed initial commodity contracts for playground fiber and wastewater treatment polymers.
 - ❖ Met the goal of servicing 95% of our equipment within 30 days or 1,000 miles of becoming due.
 - ❖ 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 providing new office space for Human Resources and the City Mayor and a remodeled kitchen.
 - ❖ Completed a remodel of the Council Chambers Fremont conference room.
 - ❖ Completed Public Contract Code projects for the re-roofing of the Utility Department's Return Sludge and De-Watering facilities.
 - ❖ Lead the City in the completion of both a cost allocation plan and user fee study.
 - ❖ Provided support to Development Services in the set-up of a new Permit Center.
 - ❖ Assumed responsibility as the City's focal point for meeting the Feather River Air Quality Maintenance Districts regulatory guidance and standards for permitting all city owned items. Developed and implemented a City wide policy.
 - ❖ Worked with Information Technology to provide video of the Council Meetings and the copies of the agenda package to local citizens via the internet and the local cable company.
 - ❖ Fielded a new asset tracking software citywide to aid in the tracking of City owned equipment either valued in excess of \$1,000 or deemed pilferable by the department. Also added bar code scanning inventory capability.
 - ❖ Aided the Parks and Recreation Department's move to their new location at the Madden House.
 - ❖ Continued to hold Focus Group meetings with each department we serve to better understand their needs and provide better service.
-

General Services

FY 2006-2007 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 update the City property inventory system; fine tuning the system installed the previous year. Make the bar code inventory process available City wide.
- ❖ Continue to upgrade the City's Council Chambers audiovisual equipment by adding a document camera (overhead) viewing and other currently available methods.
- ❖ 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.

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	2004-	2005-	2006-
	2005	2006	2007
	Actual	Actual	Target
Measure 1 - Safety & Service Inspections	90%	95%	95%
Measure 2 - Formal Bid Awards	76%	82%	80%

General Services

100-1541

Appropriation Line-Item	Actual 2004-05	Adopted 2005-06	Adopted 2006-07
612 Salaries & Wages	\$ 363,709	\$ 411,397	\$ 525,289
613 Extra Help	49,350	36,950	38,470
614 Overtime	533	5,650	6,500
615 Total Benefits	168,991	220,128	274,951
Salaries & Benefits Sub - Total	582,583	674,125	845,210
621 Heat & Power	91,796	98,800	104,500
622 Telephone	10,031	10,696	11,564
623 Postage & Freight	557	600	800
624 Advertising	3,910	4,000	7,500
625 Forms & Supplies	7,447	7,459	8,647
626 Printing & Binding	852	750	600
627 Professional Services	3,820	9,000	66,114
628 Travel & Meeting	6,033	5,442	8,836
631 Dues & Subscriptions	1,317	1,500	1,565
633 Equipment - O & M	2,950	5,550	5,040
634 Special Equipment - O & M	246	2,500	2,000
635 Vehicle - O & M	13,595	16,154	21,618
636 Buildings & Facility - O & M	57,558	74,650	90,100
638 Small Tools & Supplies	10,898	6,500	6,000
639 Training Programs	3,396	5,400	7,175
643 Insurance	7,277	9,843	11,465
646 Inventory Adjustment	605	-	-
651 Reimbursable	(930)	-	-
658 Technology ISF	8,701	9,249	8,901
Supplies & Services Sub - Total	230,060	268,093	362,425
692 Capital Acquisitions	-	22,500	-
Acquisitions Sub - Total	-	22,500	-
Total Appropriations	\$ 812,643	\$ 964,718	\$ 1,207,635

City of Yuba City FY 2006-2007 Budget

