

ADMINISTRATIVE SERVICES DEPARTMENT

STATEMENT OF PURPOSE

It is the special duty of the Administrative Services Department to serve the public interest by providing sound, financial management services as the custodian of public funds – To perform reliable, detailed fiscal analysis for financial planning – To maximize investment opportunities – To reduce city losses from liability claims, lawsuits, property damage and injuries to employees resulting in workers' compensation costs and lost time through development and implementation of risk management programs. It is our responsibility to establish and maintain internal fiscal controls to ensure city assets are protected from loss, theft or misuse and maintain budgetary control to ensure compliance with legal provisions as approved by the City Council in the annual budget.

Through the human resources mantle, we enable city departments to appoint qualified persons to authorized vacant positions – Administer citywide Safety Program and monitor policies for compliance with federal/state employee safety mandates – Administer employee benefits and facilitate all labor negotiations. We adhere to the tenet of continued employee professional development and we provide employee access to training opportunities.

The Administrative Services Department provides the city's internal computing resources to automate the business function of each department including technical support and training for all city computer applications. Our charge is to improve customer services through use of information technology encompassing computer networks, developing electronic democracy, and reaching out to touch the public, city departments and other entities through voice telecommunications services.

DEPARTMENT DIVISIONS

- Administrative Services
- Human Resources and Risk Management
- Information Systems
- Finance



HUMAN RESOURCES & RISK MANAGEMENT - DIVISION 22

Facilitate city departments in appointing qualified persons to fill authorized vacant positions. Publish and update the city's Policies and Procedures Manual. Administer employee benefits and facilitate all labor negotiations. Administer citywide training programs. Reduce city losses from liability claims, lawsuits, property damage and on-the-job employee injuries.

- Job Classifications, Descriptions & Compensation
- Workers' Compensation & Long Term Disability
- Recruitment & Testing
- Labor Negotiations
- Citywide Training
- Property Risk Management
- Personnel Board
- Liability Risk Management
- YCPARMIA Board
- Employee Benefits Administration

INFORMATION SERVICES - DIVISION 26

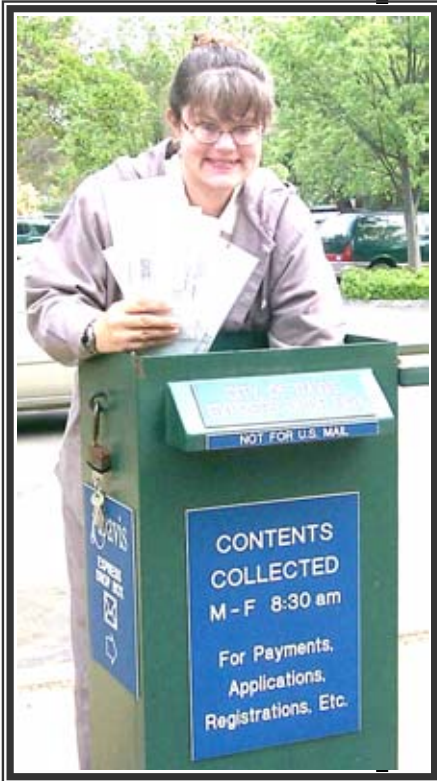
Provide internal computing resources to streamline the business function of each city department. Provide technical support, troubleshooting and training for all city computer applications. Maintain the city's Web site to allow the public access to city systems and services. Coordinate with the county on the operations of the city's telephone system. Coordinate citywide telecommunication requests.



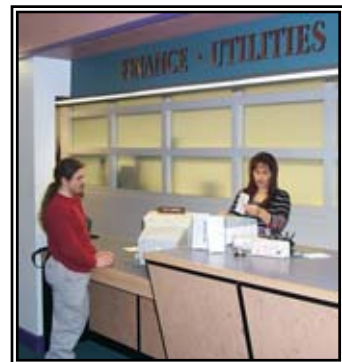
- Systems Analysis & Design
- System Administration & Backup
- AS/400 Support
- HTE Financial Systems Support
- Telecommunications Coordination
- Computer Network Administration
- Systems Research & Selection
- Equipment Maintenance
- Citywide Computer Training
- Internal Consulting Support
- Hardware & Software Support

FINANCE - DIVISION 28

As the "Custodian of Public Funds," manage and safeguard public financial resources. Provide prompt and courteous service to citizens and others having financial dealings with the city. Provide the City Council with thoughtful policy analysis and development of financially sound funding options. Help city departments implement their programs through budget development and management. Report the city's financial activity in a clear and understandable manner.

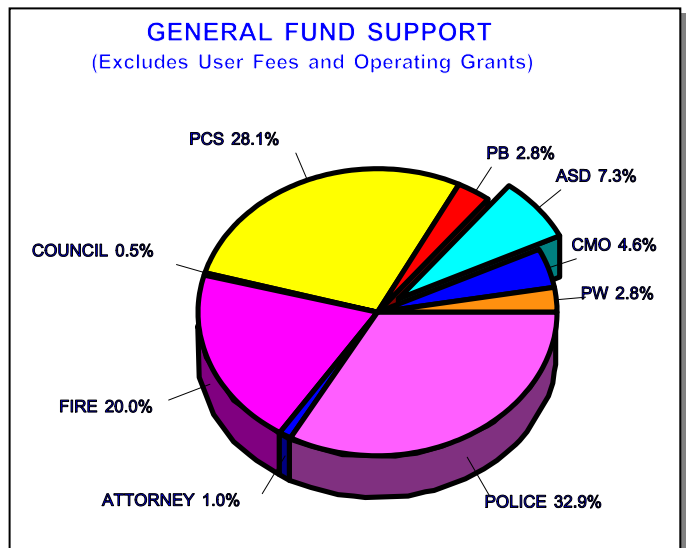
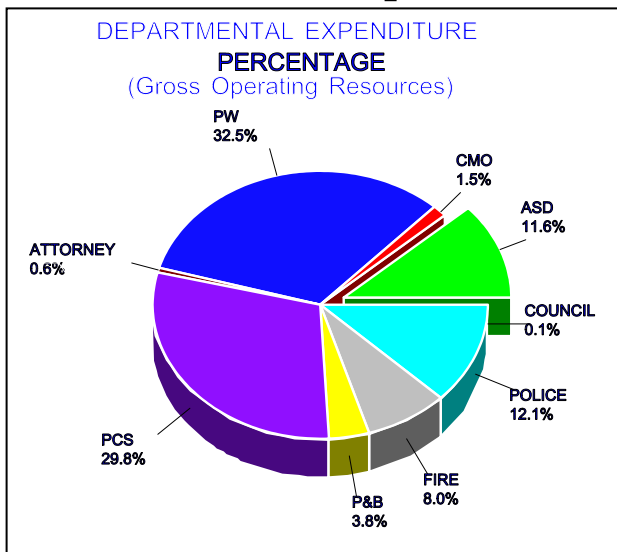


- Accounts Receivable
- Accounts Payable
- Budget & Research
- Business Licenses
- Cash Management & Investments
- Cost Accounting
- Customer Service
- Debt Administration
- Financial Planning
- Financial Reporting & CAFR (Comprehensive Annual Finance Report)
- Liaison to Finance and Economics Commission
- Miscellaneous Payments
- Parking Citations
- Payroll Services
- Utility Billing



<u>Source of Funds</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
General Fund Support	1,454,765	1,681,941	1,525,488	1,826,364
Capital Project Funds	92,516	101,427	77,003	0
Debt Service Funds	0	0	0	70,000
Development Impact Fees	58,197	60,083	51,484	64,233
Enterprise Funds	251,254	288,010	293,046	318,029
Fees & Charges	24,923	23,428	25,471	26,132
Internal Service Funds	5,153,447	5,329,574	6,006,858	6,938,760
Public Safety Srv Fee/Tax	35,433	40,405	41,327	44,850
RDA Funds	0	0	0	84,128
Special Revenue Funds	114,223	116,369	124,498	141,402
Total Revenues	7,184,758	7,641,237	8,145,175	9,513,898

<u>Expenditures</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
Capital Expenditures	198,289	349,047	359,100	542,680
Operating Expenditures	4,905,772	4,909,827	5,506,563	6,309,744
Salaries and Benefits	2,080,697	2,382,363	2,279,512	2,661,474
Total Expenditures	7,184,758	7,641,237	8,145,175	9,513,898



ADMINISTRATIVE SERVICES

Administration

Assistant City Manager 1.0
Housing Programs Coordinator 1.0

Finance

Finance Director 1.0
Assistant to the Director 1.0
Financial Analyst II 3.0
Financial Assistant II 9.0
Financial Associate 2.0
Financial Coordinator 2.0
Financial Supervisor 2.0
Office Assistant II 1.0

Human Resources

Human Resources Administrator 1.0
Human Resources Analyst I 2.0
Secretary 1.0

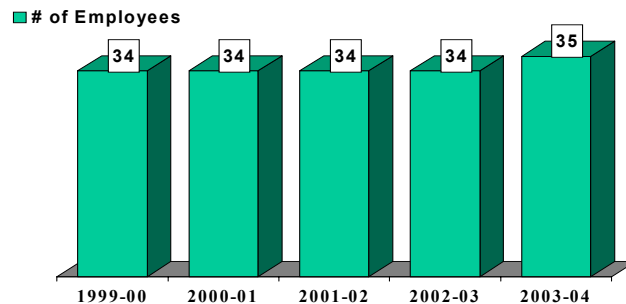
IS and Communication Services

Information Tech. Administrator 1.0
MIS Project Manager 1.0
MIS Senior Systems Analyst 3.0
MIS Systems Analyst 1.0
MIS Systems Specialist 2.0

FULL TIME EQUIVALENT (FTE)

Regular Full Time	35.00
Regular Part Time	0.00
Temporary Part Time	1.44
TOTAL FTE's	36.44

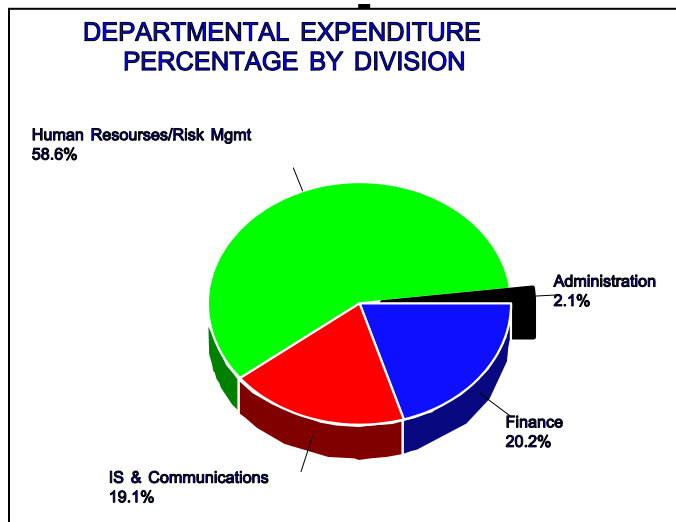
Five Year Human Resource Trend Administrative Services Department



No. 21

<u>Source of Funds</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
General Fund Support	0	139,478	104,609	112,518
RDA Funds	0	0	0	84,128
Total Revenues	0	139,478	104,609	196,646

<u>Expenditures</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
Operating Expenditures	0	0	0	8,500
Salaries and Benefits	0	139,478	104,609	188,146
Total Expenditures	0	139,478	104,609	196,646



**SUMMARY OF MAJOR
BUDGET CHANGES**

Added funding for new Housing
Coordination Program.

HUMAN RESOURCES & RISK MANAGEMENT – DIVISION 22

Major Accomplishments in FY 2002-03

- Continue to revamp the Worker's Compensation program and implementing a return to work program to provide modified work for injured employees
- Completed 29 recruitments this year
- Implemented a new HR computer module to centralize personnel information
- Continue to scan recruitment information and terminated employee information into a records management system

Plans/Goals for FY 2003-04

- Develop a consistent training program to address supervisory, safety and worker's compensation training
- Continue to revamp the Worker's Compensation program to decrease costs and number of claims filed and to bring employees back to work sooner
- Update the Human Resources web page to allow applicant to apply for city positions online.
- Increase automation of Human Resources practices, including making all forms and procedures accessible via the citywide Intranet
- Continue to provide highly qualified, well-trained and motivated City employees
- Continue to endure legal and unbiased recruitment practices
- Ensure fair and competitive pay and benefits and accurate job descriptions
- Continue to strive for the goal of no avoidable accidents
- Minimize City exposure to loss liability
- Continue to provide adequate and appropriate coverage for losses

How We Measure Up

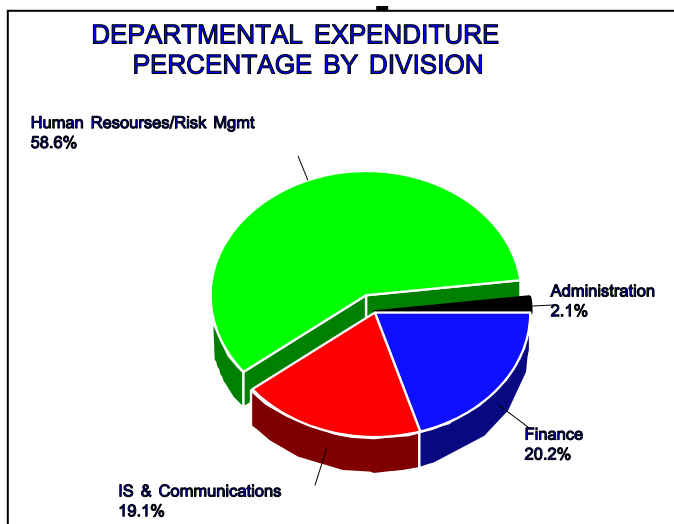
- Shorten elapsed time for processing liability/property claims to four months or less (80%)
- Reduce Worker's Compensation costs by 2% per year
- Reduce Liability costs by 2% per year
- Complete recruitment process within six weeks (98%)

**HUMAN RESOURCES & RISK MANAGEMENT
DIVISION**

No. 22

<u>Source of Funds</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
General Fund Support	395,958	352,149	392,647	446,261
Internal Service Funds	3,881,971	3,824,714	4,482,968	5,133,134
Total Revenues	4,277,929	4,176,863	4,875,615	5,579,395

<u>Expenditures</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
Operating Expenditures	3,962,788	3,898,193	4,544,131	5,209,622
Salaries and Benefits	315,141	278,670	331,484	369,773
Total Expenditures	4,277,929	4,176,863	4,875,615	5,579,395



**SUMMARY OF MAJOR
BUDGET CHANGES**

The increase requested for operating expenditures next year is due to significant increases in employee benefit costs, specifically health, worker's compensation and liability insurance costs.

INFORMATION SERVICES – DIVISION 26

Major Accomplishments in FY 2002-03

- Worked with the Parks and Community Services Department to implement an on-line class registration system
- Implemented a county wide public safety booking system that is used throughout the region
- Applied for a grant and then implemented a traffic safety map based system used by Police and Public Works
- Implemented a computer backup system that insures all critical city data is automatically backed up and protected in case of a major disaster
- Worked with the human resources and payroll divisions to implement a payroll/HR integrated tool for staff to better track employee information
- Worked with Public Works and Parks and Community Services to implement a new work order system
- Developed several on-line web based tools for the public and staff to get information about citywide CIP's, cellular towers and bus routes
- Continually added on-line web based information to allow staff and the public to access city information and processes
- Provided basic computer support to the 400 computers within the City

Plans/Goals for FY 2003-04

- Allow the public to view their utility bill information on-line, current and historical and to pay their bill on-line with a credit card
- All the public to pay for their parking citations on-line
- Implement a new public safety radio system for use by public and non public safety City staff for everyday and emergency operations use
- Continue efforts to develop a county-wide GIS group to develop a shared, centralized base map and a mechanism to keep it updated
- Better market the IS Division to highlight how resources are allocated and what analysis services are offered
- Work with staff at the waste water treatment plant to develop an RFP and implement an automated data management solution
- Work with the City Clerk to make city information more easily available to staff and the public via scanning and on-line tools
- Automate the building inspectors daily collection of inspection data
- Implement new tools to make the city mail and computer systems more usable by city staff

How We Measure Up

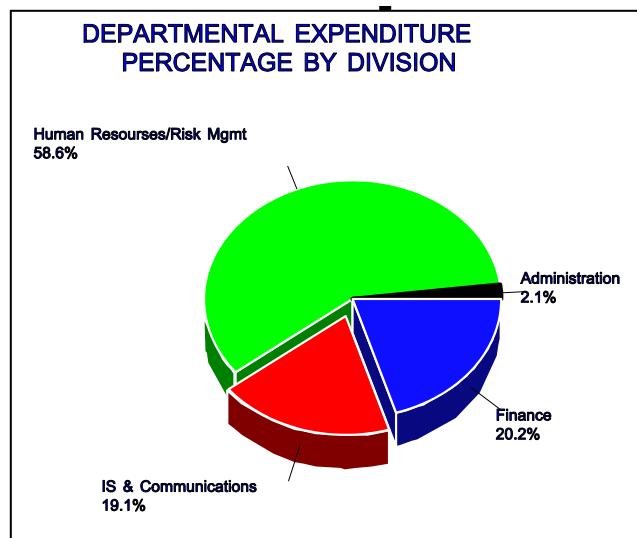
Objectives for FY 2002-03:

- Respond to Help Desk requests within 20 minutes (85%)
- Respond to serious/major problems within one hour (93%)
- Provide IS staff with 40 hours of training per year
- Offer 500 hours of training to city employees per year

No. 26

<u>Source of Funds</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
Fees & Charges	8,717	8,302	8,700	8,700
Internal Service Funds	1,271,476	1,504,860	1,523,890	1,805,626
Total Revenues	1,280,193	1,513,162	1,532,590	1,814,326

<u>Expenditures</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
Capital Expenditures	198,289	349,047	359,100	542,680
Operating Expenditures	383,156	424,919	424,919	480,258
Salaries and Benefits	698,748	739,196	748,571	791,388
Total Expenditures	1,280,193	1,513,162	1,532,590	1,814,326



**SUMMARY OF MAJOR
BUDGET CHANGES**

None to report.

FINANCE – DIVISION 28

Major Accomplishments in FY 2002-03

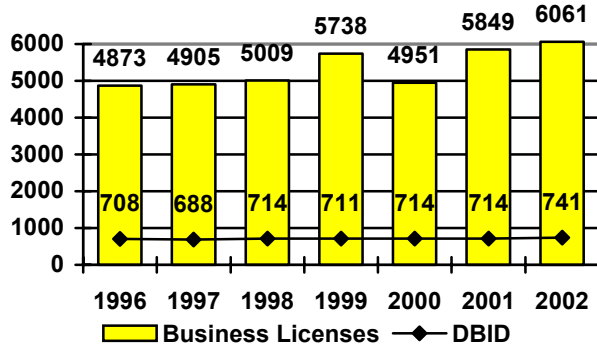
- Improved public access to information by placing utility rates and business license applications on City web site
- Data transmissions to and from DMV is now electronic
- Implemented new tiered water rate structure for all residential utility customers
- Increased bank draft participation
- Performed an internal review of the organizational structure of the division in order to improve efficiency and service to the community.
- Evaluated current fee schedules and offered statistics and proposals to update the fee structure to more adequately reflect current conditions.
- Increased the number of parking citations processed by over 25%

Plans / Goals for FY 2003-04

- Continue future budget planning with the new Finance and Budget Committee
- Implement a new on line utility program that will allow customers to view their accounts and pay their bills online
- Increase customer service and overall department efficiency by cross training staff
- Obtain GFOA (Government Finance Officers Association) award for excellence and CSMFO (California Society of Municipal Finance Officers) award for budget.
- Continue to enhance customer convenience and access to the department.

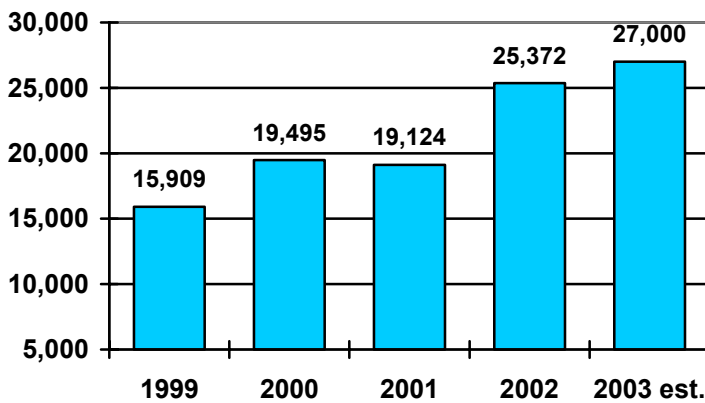
How We Measure Up

BUSINESS LICENSE RENEWALS



Business licenses are renewed annually, while new applications are processed year-round. The city also collects a fee for business located in the Davis Business Improvement District (DBID). DBID revenues are passed onto the Davis Downtown Business Association for Council approved BID uses.

PARKING CITATIONS PROCESSED



Though parking citations are issued by Parking Enforcement Officers in Davis Police Department, it is the Finance Division that collects and processes the citation payments. Collection efforts are coordinated with dispute resolution and the DMV so that holds may be placed on car registrations for severely delinquent accounts.

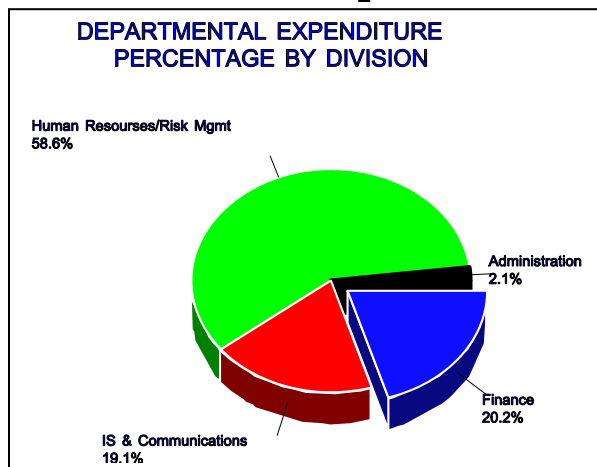
The city pools all cash funds not held by fiscal agents. Internal control is rigorously maintained to provide accountability and to protect the city's cash assets. Investments are conservatively managed with three primary objectives: 1) safety of principal; 2) liquidity to meet cash flow needs; and 3) maximize investment yield.

Investment Earnings All Funds	2000	2001
Interest Earned	\$3,607,064	\$4,795,561
Average Effective Yield Returned		
City of Davis	5.845%	6.415%
Local Agency Investment Fund	5.690%	6.143%

No. 28

<u>Source of Funds</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
General Fund Support	1,058,807	1,190,314	1,028,232	1,267,585
Capital Project Funds	92,516	101,427	77,003	0
Debt Service Funds	0	0	0	70,000
Development Impact Fees	58,197	60,083	51,484	64,233
Enterprise Funds	251,254	288,010	293,046	318,029
Fees & Charges	16,206	15,126	16,771	17,432
Public Safety Srv Fee/Tax	35,433	40,405	41,327	44,850
Special Revenue Funds	114,223	116,369	124,498	141,402
Total Revenues	1,626,636	1,811,734	1,632,361	1,923,531

<u>Expenditures</u>	<u>Actual 2001-02</u>	<u>Budget 2002-03</u>	<u>Estimated 2002-03</u>	<u>Budget 2003-04</u>
Operating Expenditures	559,828	586,715	537,513	611,364
Salaries and Benefits	1,066,808	1,225,019	1,094,848	1,312,167
Total Expenditures	1,626,636	1,811,734	1,632,361	1,923,531



SUMMARY OF MAJOR BUDGET CHANGES

The 2003-04 budget reflects a minor change in the divisions organizational structure which has added one full time position.

