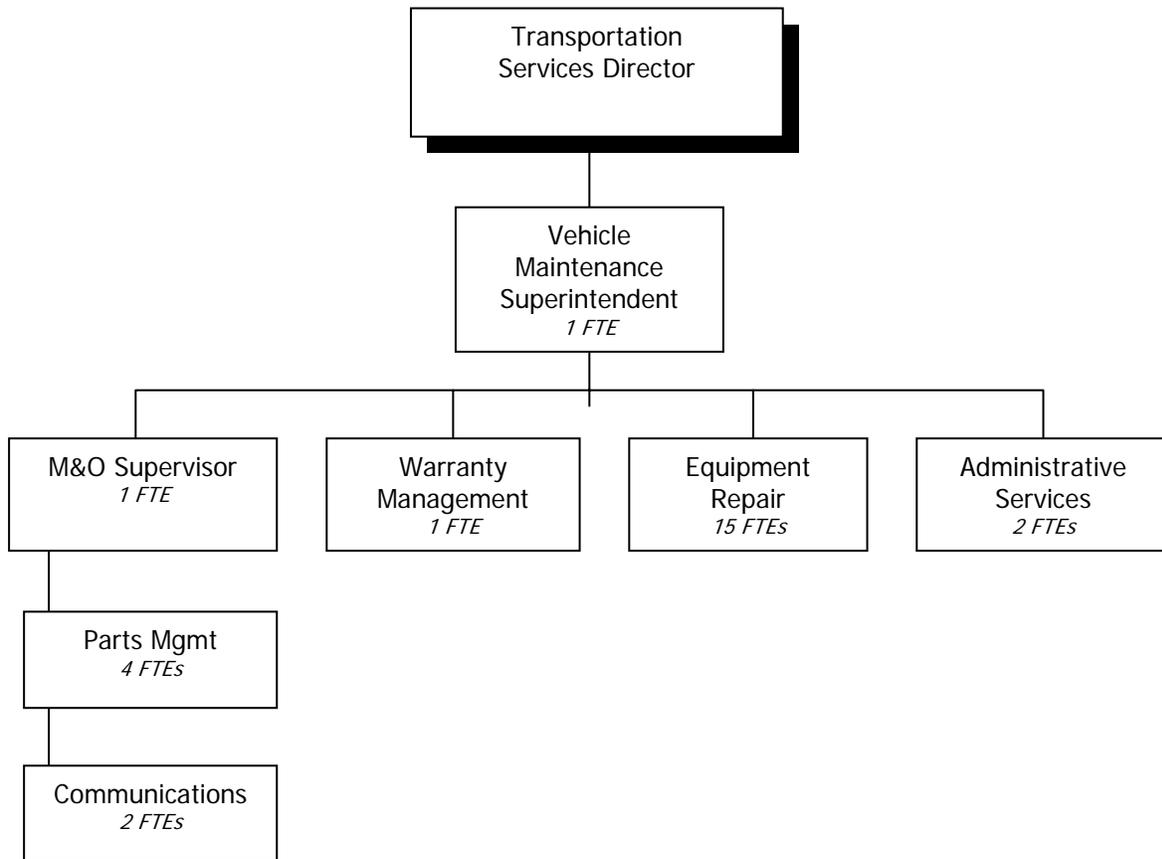

INTERNAL SERVICE

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MOTOR VEHICLE DIVISION FUND 501

ORGANIZATION CHART



MISSION STATEMENT

To maintain the City's fleet equipment, both automotive and radios, in a safe and efficient manner. In addition to equipment repairs, we provide equipment specification writing, purchasing, and facilitate the disposal of retired equipment. These services are provided professionally and at a cost comparable to private enterprise.

SUMMARY

Expenditure Budget	\$ 7,980,900	FTE's	26.0
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REVENUE DESCRIPTION

The Motor Vehicle Division (MVD) bills departments on a monthly basis for services provided to General Government Departments, Non-General Governmental departments, and other governmental agencies. Services provided are preventative maintenance, general repairs, parts/fuel support, accident repair, equipment purchasing/disposal, and warranty recovery for automotive, heavy equipment, & water crafts. Other sources of revenue include but are not limited to interest, warranty and insurance recovery.

Departmental cost changes from year to year and is based on equipment usage, servicing costs, equipment age, parts cost, fuel cost, and vehicle accidents. Budgets are based on prior years' actual costs plus increases based on a standard inflation index.

INVENTORY OF SERVICES

DEPARTMENT 501/Motor Vehicle Division ACTIVITY 1 - Motor Vehicle Division (MVD)

LABOR	\$2,266,000
M&O	\$5,714,900
Revenue Offset	(\$7,980,900)
NET COST	\$0
TOTAL FTEs	26.0

DESCRIPTION

- Repairs and services City cars, trucks, off-road equipment, buses and radios
- Writes specifications for City equipment purchases
- Processes warranty reimbursement requests for City equipment
- Sells surplus equipment

EXPECTED RESULTS

- Maintain equipment availability
- Increased warranty recovery
- Maintain mechanic productivity

2010 ACCOMPLISHMENTS

- ◆ Increased equipment life and reduced operating costs

2011 GOALS

- Goal #1 ■ Reduce equipment costs
- Goal #2 ■ Recover 200K dollars annually in warranty reimbursements
- Goal #3 ■ Meet productivity goal of 1650 hours per maintenance technician/mechanic

FUTURE TRENDS

- On line re-ordering
- Increase the use of electric and hybrid electric vehicles
- Decrease the City's carbon footprint

PERFORMANCE MEASURES	2009	2010 Est.	2011 Est.
▼ Parts stocked	1,795	1,800	1,800
▼ Parts requested	76,456	80,500	78,550
▼ Billable hours (automotive)	25,706	26,000	25,900
▼ Mileage driven	5,571,141	5,400,000	5,600,000
▼ Labor rate per hour	\$79.57	\$81.34	\$83.50

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Assistant Buyer	1	Communication Technician	2
Buyer	2	Equipment Technician/Mechanic	10
Office Specialist	1	Service Worker	4
Office Technician	1	M&O Supervisor	1
Supervisor II	3	Vehicle Maintenance Superintendent	1

THREE-YEAR PERSONNEL COMPARISON

Class	Title	2009	2010	2011
1222	Assistant Buyer	1.0	1.0	1.0
1260	Buyer	2.0	2.0	2.0
2400	Office Specialist	1.0	1.0	1.0
2420	Office Technician	1.0	1.0	1.0
2460	Supervisor II	3.0	3.0	3.0
3640	Communication Technician	2.0	2.0	2.0
3690	Equipment Mechanic	10.0	10.0	10.0
3710	Equipment Serviceworker	4.0	4.0	4.0
6801	M&O Supervisor – Trans.	1.0	1.0	1.0
6810	Vehicle Maint. Supt.	1.0	1.0	1.0
	TOTAL FTE	26.0	26.0	26.0

BUDGETED EXPENDITURES

	2009 Actual	2010 Adopted Budget	2010 As Amended 12/15/2010	2010 Estimate	2011 Adopted Budget
Fund 501: Motor Vehicles					
Operations - Program 829					
Revenue					
Beginning Balance	584,674	300,000	300,000	665,309	400,000
Grants	22,988	-	-	-	-
Charges for Service - General Govt	1,504,323	1,914,400	1,914,400	1,914,400	1,924,400
Charges for Service - Other Funds	4,340,103	5,261,400	5,261,400	5,261,400	5,266,500
Charges for Service - Outside Entities	205,699	385,000	385,000	385,000	315,000
Interest Earnings	12,896	5,000	5,000	5,000	5,000
Warranty/Insurance Reimbursements	101,951	-	-	-	-
Miscellaneous	632	69,000	69,000	69,000	70,000
Inservice Reimbursements	273,648	400,000	400,000	134,691	400,000
Sale of Assets/Junk Salvage	2,100	-	-	-	-
Total Available	7,049,014	8,334,800	8,334,800	8,434,800	8,380,900
Expenditures					
Salaries & Benefits	2,199,466	2,194,460	2,194,460	2,194,460	2,266,000
M & O	3,775,705	5,483,665	5,483,665	5,483,665	5,415,332
Capital Outlays	6,150	14,000	14,000	14,000	25,000
Interfund Charges	397,380	342,675	342,675	342,675	274,568
Transfer to Reserves - Fund 126	5,004	-	-	-	-
Total Expenditures	6,383,705	8,034,800	8,034,800	8,034,800	7,980,900
Ending Balance	665,309	300,000	300,000	400,000	400,000
2011 Budget Appropriation					8,380,900

SELF INSURANCE FUND 503

SUMMARY

Expenditure Budget	\$ 6,442,960	FTE's	0.0
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WORKERS' COMPENSATION Fund 503, Program 000

REVENUE DESCRIPTION

The 2011 revenue budget is comprised of contributions from various funds through interfund assessments. The method used to distribute the cost of service to the departments is based on an average of the past five years actual claims experience.

The 2011 revenue budget of \$1,846,291 reflects an increase of \$812,530 from the 2010 revenue budget of \$1,033,761.

INVENTORY OF SERVICES

DEPARTMENT 503/Self-Insurance Fund ACTIVITY 1 - Workers' Compensation

LABOR	\$0
M&O	\$2,634,660
Revenue Offset	(\$1,846,291)
NET REVENUE	\$788,369
TOTAL FTEs	0

DESCRIPTION ■ Fulfills the City's self-insurer obligations of the State Industrial Insurance Act
■ Provides for the payment of Workers' Compensation benefits and related expenses

EXPECTED RESULTS ■ Maintain fund integrity through adequate funding of operating expenses and the self-insurance reserve

BUDGETED EXPENDITURES

	2009 Actual	2010 Adopted Budget	2010 As Amended 12/15/2010	2010 Estimate	2011 Adopted Budget
Fund 503 Pgm 000: Workers' Comp. Self-Ins					
Revenue					
Beginning Cash Balance	2,734,389	2,891,751	2,891,751	3,056,635	1,703,021
Interfund Revenue - General Fund	1,473,648	626,563	626,563	626,563	1,060,860
Interfund Revenue - Other Funds	942,552	407,198	407,198	407,198	785,431
Miscellaneous Revenue	86,693	15,000	15,000	95,625	30,000
Interest Earnings	(50,944)	101,211	101,211	100,000	55,348
Total Available	5,186,338	4,041,723	4,041,723	4,286,021	3,634,660
Expenditures					
Workers Comp Administration	353,047	417,523	417,523	479,000	488,580
Medical Claims	775,672	1,013,108	1,013,108	885,000	902,700
Time Loss	646,358	736,805	736,805	862,000	879,240
Permanent/Partial Disability Payments	354,626	274,287	274,287	357,000	364,140
Total Expenditures	2,129,703	2,441,723	2,441,723	2,583,000	2,634,660
Ending Cash Balance	3,056,635	1,600,000	1,600,000	1,703,021	1,000,000
2011 Budget Appropriation					3,634,660

**TORT LIABILITY AND INSURANCE PREMIUMS
Fund 503, Program 141 and 502**

REVENUE DESCRIPTION

The 2011 revenue budget is comprised of contributions from various funds through interfund assessments. The method used to distribute the cost of service to the departments for tort claims is based on an average of the past five years actual claims experience. The method used to distribute the cost of service to the departments for insurance premiums is based on the purpose of the insurance.

The 2011 revenue budget of \$1,041,735 for tort claims and expenses reflects an increase of \$608,374 from the 2010 revenue budget of \$433,361.

The 2011 revenue budget of \$2,310,993 for insurance premiums reflects a decrease of \$24,113 from the 2010 revenue budget of \$2,335,106.

INVENTORY OF SERVICES

DEPARTMENT 503/Self-Insurance Fund **ACTIVITY** 2 - Tort Liability & Insurance Premiums

LABOR	\$0
M&O	\$3,508,300
Revenue Offset	(\$3,352,728)
NET COST	<u>\$155,572</u>
TOTAL FTEs	0

- DESCRIPTION**
- Provides for the payment of claims, judgments and related expenses arising out of torts, per Ordinance No. 3506, which created Fund 141 in 1955 (now Fund 503, Program 141)
 - Provides for the payment of insurance premiums, per Ordinance No. 2029-94, which created Fund 503, Program 502
 - Pays tort claims and expenses not covered by insurance or within deductible or retained amounts
-
- EXPECTED RESULTS**
- Maintain fund integrity through adequate funding of operating expenses and the self-insurance reserves

BUDGETED EXPENDITURES

	2009 Actual	2010 Adopted Budget	2010 As Amended 12/15/2010	2010 Estimate	2011 Adopted Budget
Fund 503 Pgm 141: Tort Liability					
Revenue					
Beginning Cash Balance	3,871,631	3,929,120	3,929,120	4,035,112	2,865,148
Intfnd Svc Chgs-Gen Govt Claims	478,740	214,410	214,410	214,410	543,390
Intfnd Svc Chgs-Otr Fds Claims	473,760	218,951	1,218,951	818,951	498,345
Interest Earnings	126,180	137,519	137,519	95,796	93,117
Miscellaneous Revenue	224	-	-	879	-
Total Available	4,950,535	4,500,000	5,500,000	5,165,148	4,000,000
Expenditures					
Premium Payments	301,197	400,000	400,000	850,000	400,000
Insurance Claims	614,226	600,000	1,600,000	1,450,000	600,000
Total Expenditures	915,423	1,000,000	2,000,000	2,300,000	1,000,000
Ending Cash Balance	4,035,112	3,500,000	3,500,000	2,865,148	3,000,000

2011 Budget Appropriation	4,000,000
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	2009 Actual	2010 Adopted Budget	2010 As Amended 12/15/2010	2010 Estimate	2011 Adopted Budget
Fund 503 Pgm 502: Insurance Premiums					
Revenue					
Beginning Cash Balance	323,814	335,144	335,144	359,773	296,807
Intfnd Svc Chgs-Gen Govt Premiums	839,604	860,907	860,907	860,907	863,595
Intfnd Svc Chgs-Otr Fds Premiums	1,468,836	1,474,199	1,474,199	1,474,199	1,447,398
Interest Earnings	1,521	750	750	500	500
Miscellaneous Revenue	2,139	-	-	1,428	-
Total Available	2,635,914	2,671,000	2,671,000	2,696,807	2,608,300
Expenditures					
Premium Payments	2,276,141	2,371,000	2,371,000	2,400,000	2,508,300
Total Expenditures	2,276,141	2,371,000	2,371,000	2,400,000	2,508,300
Ending Cash Balance	359,773	300,000	300,000	296,807	100,000

2011 Budget Appropriation	2,608,300
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UNEMPLOYMENT COMPENSATION Fund 503, Program 601

REVENUE DESCRIPTION

The 2011 revenue budget is comprised of contributions from various funds through interfund assessments. The method used to distribute the cost of service to the departments is based on an average of the past five years actual claims experience.

The 2011 revenue budget of \$309,789 reflects an increase of \$285,152 from the 2010 revenue budget of \$24,637.

INVENTORY OF SERVICES

DEPARTMENT 503/Self-Insurance Fund ACTIVITY 3 - Unemployment Compensation

LABOR	\$0
M&O	\$300,000
Revenue Offset	(\$309,789)
NET REVENUE	(\$9,789)
TOTAL FTEs	0

DESCRIPTION	<ul style="list-style-type: none"> ■ Pays the actual benefit cost for unemployment claims filed by former City employees (the City became a self-insurer in 1978) ■ Reimburses the state on a quarterly basis for unemployment claims per Ordinance No. 542-78, which created Fund 601 (now Fund 503, Program 601)
EXPECTED RESULTS	<ul style="list-style-type: none"> ■ Maintain fund integrity through adequate funding of operating expenses and the self-insurance reserve

BUDGETED EXPENDITURES

	2009 Actual	2010 Adopted Budget	2010 As Amended 12/15/2010	2010 Estimate	2011 Adopted Budget
Fund 503 Pgm 601: Unemployment Comp					
Revenue					
Beginning Cash Balance	468,265	340,689	340,689	315,574	-
Interfund Revenue - General Fund	-	19,796	19,796	19,796	256,384
Interfund Revenue - Other Funds	-	4,841	4,841	4,841	53,405
Interest Earnings	14,965	11,924	11,924	7,000	-
Total Available	483,230	377,250	377,250	347,211	309,789
Expenditures					
Unemployment Expenses	167,656	152,250	242,250	347,211	300,000
Total Expenditures	167,656	152,250	242,250	347,211	300,000
Ending Cash Balance	315,574	225,000	135,000	0	9,789
2011 Budget Appropriation					309,789

**GEORGE CULMBACK DAM
Fund 503, Program 602**

REVENUE DESCRIPTION

There will be no 2011 assessment against Fund 401 - Utilities. Interest income will continue to accrue to the fund balance.

INVENTORY OF SERVICES

DEPARTMENT 503/Self-Insurance Fund ACTIVITY 4 - George Culmback Dam

LABOR	\$0
M&O	\$0
Revenue Offset	0
NET COST	\$0
TOTAL FTEs	0

- DESCRIPTION
- In 1979, the Culmback Dam Fund was created by mutual agreement with Snohomish County PUD No. 1 to self-insure the primary layer of liability insurance (\$500,000) for liability arising out of the Dam operations
 - Ordinance No. 607-79 created Fund 602 (now Fund 503, Program 602) to provide for the payment of the City's share of any liability claims; to date, no claims have been filed
 - Due to insurance market conditions over time, the PUD and the City have increased the retention level and increased the reserve balance accordingly

EXPECTED RESULTS ■ Maintain fund integrity

BUDGETED EXPENDITURES

	2009 Actual	2010 Adopted Budget	2010 As Amended 12/15/2010	2010 Estimate	2011 Adopted Budget
Fund 503 Pgm 602: Culmback Dam Self-Ins					
Revenue					
Beginning Fund Balance	2,586,349	2,687,508	2,687,508	2,686,135	2,778,135
Interest Earnings	99,786	94,063	94,063	92,000	90,289
Total Available	2,686,135	2,781,571	2,781,571	2,778,135	2,868,424
Expenditures					
Miscellaneous	-	-	-	-	-
Total Expenditures	0	0	0	0	0
Ending Fund Balance	2,686,135	2,781,571	2,781,571	2,778,135	2,868,424

2011 Budget Appropriation 2,868,424

2011 Budget Appropriation Fund 503 Total 13,421,173

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COMPUTER RESERVE FUND 505

SUMMARY

Expenditure Budget	\$ 1,813,533	FTE's	0.0
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REVENUE DESCRIPTION

Technology Acquisition and Maintenance

PC Replacement Account: Fund 505 receives contributions based on a four-year replacement schedule.

Software Replacement Account: Fund 505 receives contributions based on the cost allocation plan to fund this account.

Network Infrastructure Replacement Account: Fund 505 receives contributions based on the cost allocation plan to fund this account.

Computer Maintenance and Repair: Fund 505 receives contributions based on the cost allocation plan to fund this account.

Special Projects: Fund 505 receives funding for this account as special projects arise and based on the cost allocation plan.

Central Stores

Departments who receive supplies from Central Stores inventory are charged for those items. Items in Central Stores are issued to departments at cost plus a minimal mark up of less than five percent. The savings achieved through volume discounts are passed on to the departments.

INVENTORY OF SERVICES

DEPARTMENT 505/Computer Reserve Fund ACTIVITY 1-Technology Acquisition and Maintenance

LABOR	\$0
M&O	\$1,121,533
CAPITAL OUTLAY	\$600,000
Revenue Offset	<u>(\$1,251,533)</u>
NET COST	<u>\$470,000</u>
TOTAL FTEs	0

- DESCRIPTION
- Funds the PC Replacement Account, which centralizes the replacement of all City PCs according to a pre-determined schedule
 - Funds the Software Replacement Account, which accumulates funds to replace or upgrade major software systems
 - Funds the Network Infrastructure Replacement Account, which accumulates funds to replace, improve, or expand the City's technology/network infrastructure as needs arise
 - Funds the Maintenance Contracts Account, which provides a funding source for payment of technology-related, enterprise level, annual maintenance contracts that serve multiple departments
 - Funds the Special Projects Account, which segregates and tracks funding for major, technology-related special projects

EXPECTED RESULTS ■ Provide a stable funding source for technology-related expenses

- 2010 ACCOMPLISHMENTS
- Provided funding to purchase and deploy an e-mail archiving system
 - Purchased and deployed additional data storage capacity
 - Provided funding for Enterprise Document Management application design

- FUTURE TRENDS
- Provide funding to improve data communications bandwidth to remote city locations
 - Provide funding to improve the City's electronic document management systems
 - Upgrade the bandwidth and redundancy of the City's internet connections

DEPARTMENT 505/Computer Reserve Fund ACTIVITY 2-Central Stores

LABOR	\$0
M&O	\$92,000
Revenue Offset	<u>(\$12,000)</u>
NET COST	<u>\$80,000</u>
TOTAL FTEs	0

DESCRIPTION ■ Provides for the purchase of an inventory of items that all City departments commonly use. Items are chosen for inclusion in Central Stores inventory on the basis of volume, common use by several departments, standardization, or custom printed material. These items are issued to users at cost plus a small mark up, not to exceed five percent, which covers damage or obsolete inventory.

EXPECTED RESULTS ■ Provide a reliable supply of commonly used items that are purchased in bulk to achieve volume savings

BUDGETED EXPENDITURES**Technology Acquisition and Maintenance**

	2009	2010	2010	2010	2011
	Actual	Adopted	As Amended	Estimate	Adopted
Fund 505: Computer Equipment Reserve		Budget	12/15/2010		Budget
Revenue					
Beginning Balance	592,510	498,747	498,747	1,052,424	1,067,342
Maintenance Contracts	637,284	649,277	649,277	649,277	721,533
Network Infrastructure Replacement Account	99,972	100,000	100,000	100,000	100,000
Special Projects	49,992	50,000	50,000	50,000	50,000
PC Replacement Account	434,996	250,000	250,000	250,000	250,000
Software Replacement Acct	264,056	100,000	100,000	100,000	100,000
Interest Earnings	15,710	35,000	35,000	32,000	30,000
Total Available	2,094,520	1,683,024	1,683,024	2,233,701	2,318,875
Expenditures					
Software Replacement Account	68,225	100,000	100,000	75,000	100,000
PC Replacement Account	132,176	250,000	250,000	200,000	250,000
Maintenance Contracts	455,455	649,277	649,277	666,359	721,533
Network Replacement Account	315,308	600,000	600,000	175,000	600,000
Special Projects	70,932	50,000	50,000	50,000	50,000
Total Expenditures	1,042,096	1,649,277	1,649,277	1,166,359	1,721,533
Ending Balance	1,052,424	33,747	33,747	1,067,342	597,342

2011 Budget Appropriation	2,318,875
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Central Stores

	2009	2010	2010	2010	2011
	Actual	Adopted	As Amended	Estimate	Adopted
Fund 505 Pgm 842: Central Stores		Budget	12/15/2010		Budget
Revenue					
Beginning Balance	91,538	91,538	91,538	89,631	89,631
Interfund Revenue	9,377	12,000	12,000	12,000	12,000
Interest Earnings	279	-	-	-	-
Total Available	101,194	103,538	103,538	101,631	101,631
Expenditures					
Purchase of Inventory	11,563	12,000	12,000	12,000	92,000
Total Expenditures	11,563	12,000	12,000	12,000	92,000
Ending Balance	89,631	91,538	91,538	89,631	9,631

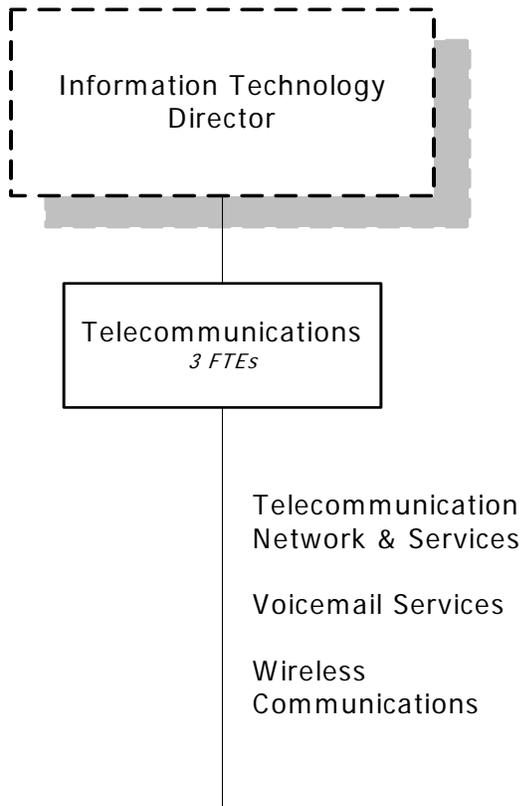
2011 Budget Appropriation	101,631
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2011 Budget Appropriation Fund 505 Total	2,420,506
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TELECOMMUNICATIONS FUND 507

ORGANIZATION CHART



MISSION STATEMENT

To provide state-of-the-art telecommunication services to City departments, Administration, and City Council, thereby enhancing accessibility of the citizens to City government.

SUMMARY

Expenditure Budget	\$	1,298,825	FTE's	3.0
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REVENUE DESCRIPTION

Interdepartmental revenues support this fund. The number of telephones and voicemail boxes assigned provides the basis for the amount charged to each department.

INVENTORY OF SERVICES

DEPARTMENT 507/Telecommunications Division ACTIVITY 1 - Telecommunications Network & Services

LABOR	\$155,520
M&O	\$717,894
Capital	\$0
Revenue Offset	(\$700,723)
NET COST	\$172,691
TOTAL FTEs	1.45

DESCRIPTION

- Manages citywide telecommunications network including equipment, service, long distance, voice, television services, and video conferencing
- Manages the day-to-day operation and repair of the voice network
- Maintains and provides citywide directory services
- Manages citywide call accounting system
- Manages the telecommunications network budget

EXPECTED RESULTS

- Provide telecommunication services to all City buildings with continued and improved public access to City staff and services via telephone, fax, data, voice and video conferencing
- Provide 24-hour network support, utilizing city staff, Verizon technicians, and Octel certified voicemail technicians, to order and monitor repair and service requests for the telephone and voicemail systems
- Provide timely and accurate in-house directory services on-line and hard copy and coordinated directory services with the local telephone company to include listings, yellow page advertisements and on-line services
- Provide citywide call accounting system, including monthly usage reports to departments
- Produce accurate equipment and service billings
- Obtain authorization for new/additional equipment and services that enhance operation of the telecommunications network

2010 ACCOMPLISHMENTS

- ◆ Installed 69HD Comcast Converter Boxes and upgraded the wiring to support them.
- ◆ Upgraded the Fire Administration, Legion Horticulture, Fire Station #1, and the Water Filtration Plant telephone switches. Rebuilt the backboards at Fire Administration and Legion Horticulture. Upgraded the power for the DS3.
- ◆ Continued the telephone upgrade process of Series 3 to Series I NEC telephones replacing more than 325 units.

2011 GOALS

- Goal #1 ■ Upgrade AimworX (at end-of-support/life) to the MA4000, and upgrade two end-of-life NEC PBX's.
- Goal #2 ■ Continue to upgrade NEC Series 3 telephones to NEC Series I telephones
- Goal #3 ■ Continue our review of all line services and expenses in an effort to eliminate or reduce as we can

FUTURE TRENDS

- Rapid advancement in telecommunications technology

PERFORMANCE MEASURES	2009	2010 Est.	2011 Est.
Number of telephones supported	1,957	1,974	2,000
Number of voice conference calls	339	370	375
Number of work order/trouble tickets	540	558	550
Incoming calls processed	1,735,921	1,783,516	1,825,000
Total calls processed	2,779,190	2,485,624	3,000,000

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Telecommunications Manager	.50	Telecommunications Assistant	.05
Network Systems Analyst	.90		

INVENTORY OF SERVICES (Continued)

DEPARTMENT 507/Telecommunications Division ACTIVITY 2 - Voicemail Services

LABOR	\$55,124
M&O	\$18,000
Capital	\$130,000
Revenue Offset	(\$73,124)
NET COST	\$130,000
TOTAL FTEs	0.55

DESCRIPTION

- Provides design support for automated attendants, bulletin boards, and basic support for the day-to-day operation of the voicemail system
- Manages the voicemail database
- Administers the maintenance and support contract with Dial Pro NW, voicemail vendor

EXPECTED RESULTS

- Continue to provide voicemail service to city staff

2010 ACCOMPLISHMENTS

- ◆ Reviewed the voicemail system removing unused mailboxes, classes of service, and automated attendants
- ◆ Finalized the system documentation review and updating of all system information in preparation for system upgrade
- ◆ Completed the RFQ process for a Voicemail System Consultant, interviewed city staff for the needs analysis, and completed the needs analysis study.

2011 GOALS

Goal #1

- Complete the Voicemail System upgrade based on the needs analysis and RFP process results.

FUTURE TRENDS

- Advancing telecommunications technology
- Limited resources

PERFORMANCE MEASURES

	2009	2010 Est.	2011 Est.
◆ Annual number of calls into the voicemail system	964,913	962,430	960,000
◆ Total number of voicemail boxes supported	2,184	1,184	1,190

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Telecommunications Manager	.45	Network Systems Analyst	.10

INVENTORY OF SERVICES (Continued)

DEPARTMENT 507/Telecommunications Division ACTIVITY 3 - Wireless Communications

LABOR	\$67,107
M&O	\$ 55,180
Revenue Offset	(\$222,287)
NET COST	\$0
TOTAL FTEs	1.00

DESCRIPTION

- Maintains and manages citywide cellular telephone, Blackberry, data cards, pager, and accessory inventory
- Analyzes new equipment to determine if it meets standard for placement in our system
- Manages the wireless vendors
- Manages the distribution of equipment, accessories, and service, and provides repair and training
- Manages billings, rate plans, and reimbursement process for personal calls
- Advises City staff on rate plans, equipment, accessories, and provides training and 24-hour support on all cellular and paging equipment, accessories, and service
- Reviews and approves all wireless service and equipment billings, adjusting rate plans based on employee usage and activities

EXPECTED RESULTS

- Maintain adequate stock of spare equipment and accessories necessary to meet the day-to-day demands of City staff in providing same-day replacement of equipment that has been lost or damaged
- Review and test new equipment for durability, visuals, and ease of use before adding to the approved and recommended equipment list
- Foster a solid and proactive relationship with each of the wireless vendors, including them as a member of the team that supplies and supports the city's wireless needs

2010 ACCOMPLISHMENTS

- ◆ Added 236 new wireless data cards, converted 12 Verizon Push-to-Talk cellular telephones to Nextel units, upgraded 50 Verizon cellular phones to new equipment, added 2 new and upgraded 2 Maxicom services for Parks
- ◆ Continued to work with city staff to inventory and review the usage of existing pagers. Y-T-D 21 pagers were disconnected for a savings of \$80 per month and we have repaired 12 pagers.
- ◆ Continue to audit all cellular bills, adjusting rate plans as reduced rate plans are available to us, and we processed personal cellular reimbursements in the estimated amount of \$11,369.

2011 GOALS
Goal #1

- Strive to continue to provide state-of-the-art, cost effective equipment and service for our customers, while reviewing all service plans in an effort to reduce the overall expense.

FUTURE TRENDS

- Rapid technological advancement in telecommunications

PERFORMANCE MEASURES	2009	2010 Est.	2011 Est.
Number of cellular telephones supported	594	609	600
Number of Blackberry Devices supported	70	84	90
Number of Wireless Data Plans	45	287	300
Cellular rate plan adjustments	500	500	500
Number of pagers supported	183	140	140
Pager savings	\$528	\$1,465	\$0
Personal reimbursements	\$10,304	\$11,369	\$4,800

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Telecommunications Assistant	.95	Telecommunications Manager	.05

THREE-YEAR PERSONNEL COMPARISON

Class	Title	2009	2010	2011
6208	Telecommunications Manager	1.0	1.0	1.0
2015	Telecommunications Assistant	1.0	1.0	1.0
1410	Network Systems Analyst	1.0	1.0	1.0
TOTAL FTE		3.0	3.0	3.0

BUDGETED EXPENDITURES

Fund 507: Telecommunications	2009	2010	2010	2010	2011
	Actual	Adopted Budget	As Amended 12/15/2010	Estimate	Adopted Budget
Revenue					
Beginning Cash Balance	813,029	685,395	685,395	831,107	592,378
Interfund Revenue	1,222,272	1,124,546	1,124,546	1,124,546	980,184
Miscellaneous	(2,619)	-	-	-	-
Interest Earnings	15,259	29,000	29,000	29,000	15,950
Total Available	2,047,941	1,838,941	1,838,941	1,984,653	1,588,512
Expenditures					
Administration					
Salaries & Benefits	270,936	271,428	271,428	271,428	277,751
M & O	42,817	58,629	58,629	58,629	55,848
Pagers	6,257	6,900	6,900	6,900	5,400
Cellular Telephone Service	164,659	184,907	184,907	184,907	149,780
Network Maintenance Agreement	122,494	169,000	169,000	169,000	172,000
T-1 Spans	157,069	166,512	166,512	166,512	161,720
Network Operating Costs	129,977	158,260	158,260	158,260	145,720
Directory Advertising	16,223	13,941	13,941	13,941	11,064
Installation Charges	9,370	18,000	18,000	18,000	18,000
Long Distance Service	42,899	48,864	48,864	48,864	38,604
Business/Data/Radio Service	80,467	87,656	87,656	87,656	74,760
Tools/Telephone Supplies	26,165	28,178	28,178	28,178	28,178
New/Replacement Equipment	147,501	180,000	180,000	180,000	30,000
Capital Outlay - Project Expense	-	-	-	-	130,000
Total Expenditures	1,216,834	1,392,275	1,392,275	1,392,275	1,298,825
Ending Balance	831,107	446,666	446,666	592,378	289,687

2011 Budget Appropriation	1,588,512
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EMPLOYEE HEALTH BENEFITS RESERVE FUND 508

SUMMARY

Expenditure Budget	\$	10,112,570	FTE's	0.0
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REVENUE DESCRIPTION

Each City department is charged a budgeted percent of its salaries (the payroll overhead rate). A portion of this overhead rate budget is directed to the Health Benefits Reserve Fund to provide funding for the City's self-insured medical and chiropractic health benefits.

Note: HMA is the third party administrator for medical and vision claims

INVENTORY OF SERVICES

DEPARTMENT 508/Health Benefits Reserve

ACTIVITY 1 - Self-Insured Medical Benefits

LABOR		\$0
M&O		\$10,112,570
Revenue Offset		(9,009,700)
NET COST		\$1,102,870
TOTAL FTEs		0

DESCRIPTION

- Provides employee medical, prescription, life, and long-term disability benefits
- Carries stop-loss insurance for aggregate claims exceeding 125% of expected paid claims
- Carries stop-loss insurance for individual claims exceeding \$200,000
- Maintains reserves for incurred but not reported (IBNR) liabilities and claims volatility

EXPECTED RESULTS

- Stable funding for employee medical, prescription, life, and long-term disability benefits

FUTURE TRENDS

- Rising medical benefit costs continue to be a national issue

PERFORMANCE MEASURES

- Provided health benefits for approximately 888 employees enrolled in the self-insured program and their dependents

BUDGETED EXPENDITURES

	2009 Actual	2010 Adopted Budget	2010 As Amended 12/15/2010	2010 Estimate	2011 Adopted Budget
Fund 508: Health Benefits Reserve					
Revenue					
Beginning Balance	5,315,457	5,160,346	5,160,346	5,454,515	3,979,215
COBRA Administrative Fee	2,125	1,500	1,500	2,300	2,500
Interest Earnings	108,548	152,000	152,000	120,000	96,000
COBRA Premiums	106,247	75,000	75,000	117,000	100,000
Interfund Contribution	5,202,838	5,592,716	5,592,716	7,400,000	8,791,200
Employee Trust Contribution	18,662	20,000	20,000	15,300	20,000
Miscellaneous Revenue	31,910	-	-	100	-
Total Available	10,785,787	11,001,562	11,001,562	13,109,215	12,988,915
Expenditures					
M & O	17,105	20,000	20,000	20,000	20,000
Third Party Administrator Fee	716,104	761,250	761,250	880,000	924,000
Health Benefits	4,598,063	7,274,228	8,674,228	8,230,000	9,168,570
Total Expenditures	5,331,272	8,055,478	9,455,478	9,130,000	10,112,570
Ending Balance Before Reserves	5,454,515	2,946,084	1,546,084	3,979,215	2,876,345
Less Incurred But Not Reported (IBNR)	1,650,186	1,650,186	1,546,084	2,025,868	2,101,130
Less Claims Fluctuation Reserve	982,020	982,020	0	1,234,500	775,000
Ending Balance	2,822,309	313,878	0	718,847	215
2011 Budget Appropriation					12,988,915