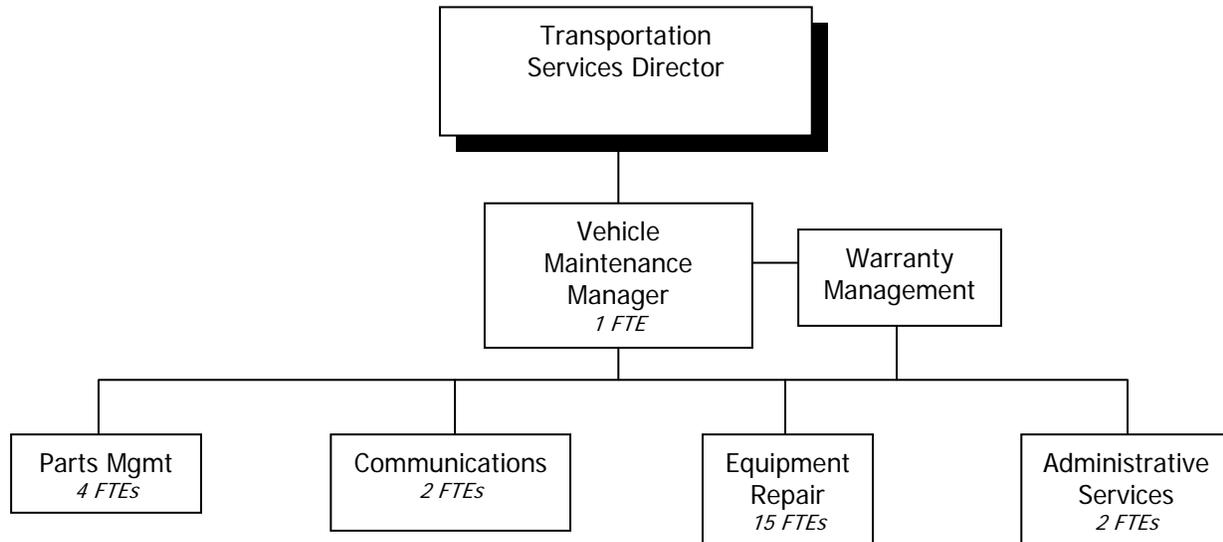

INTERNAL SERVICE

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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.

SUMMARY

Expenditure Budget	\$ 7,972,227	City FTE's	24.0
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REVENUE DESCRIPTION

The Motor Vehicle Division (MVD) bills departments on a monthly basis only for services provided to General Fund Government Departments, Non-General Fund Governmental departments, and other governmental agencies. Services provided are preventative maintenance, general repairs, new vehicle in-service, parts and 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.

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

INVENTORY OF SERVICES

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

LABOR	\$2,234,927
M&O	5,737,300
Revenue Offset	(7,875,311)
NET REVENUE	(\$96,916)
TOTAL City FTEs	24.0

DESCRIPTION

- Repairs and maintains City cars, trucks, off-road equipment, buses and electronic equipment
- Writes specifications for purchasing City Equipment purchases
- Processes warranty reimbursement requests for City equipment
- Coordinates with Purchasing the selling of surplus equipment

EXPECTED RESULTS

- Maintain equipment availability
- Maintain and increase warranty recovery
- Maintain mechanic productivity
- Right-size the Vehicles Purchased

2011 ACCOMPLISHMENTS

- Increased equipment life and reduced operating costs

2012 GOALS

- Goal #1 Reduce rate of cost increases for equipment costs
- Goal #2 Recover \$200K dollars annually in warranty reimbursements
- Goal #3 Meet productivity goal of 1,650 hours per technician/serviceworker

FUTURE TRENDS

- On-line parts re-ordering with P-Cards
- Increase the use of electric and hybrid electric vehicles and rightsize the vehicles purchased
- Decrease the City's carbon footprint when fiscally possible

PERFORMANCE MEASURES	2010	2011 Est.	2012 Est.
Parts Stocked	1,800	1,800	1,800
Parts Requested	80,500	80,500	80,500
Technician Billable Hours	26,000	26,000	26,000
Mileage Driven	5,400,000	5,400,000	5,600,000
Labor Rate per Hour	\$81.34	\$83.34	\$86.00

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Assistant Buyer	1	Communication Technician	2
Buyer	2	Equipment Technician	10
Office Specialist	1	Service Worker	3
Office Technician	1	Vehicle Maintenance Manager	1
Supervisor II	3		

THREE-YEAR PERSONNEL COMPARISON

Class	Title	2010	2011	2012
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	3.0
6810	Vehicle Superintendent (Position eliminated in 2011)	1.0	0	0
6810	Vehicle Maintenance Manger (New title 2011)	0	1.0	1.0
3770	M & O Supervisor (Position eliminated in 2011)	1.0	1.0	0
TOTAL FTE		26.0	26.0	24.0

BUDGETED EXPENDITURES

	2010	2011	2011	2011	2012
	Actual	Adopted Budget	As Amended 12/14/2011	2011 Estimate	Estimated Budget
Fund 501: Motor Vehicles					
Operations - Program 829					
Revenue					
Beginning Balance	665,309	400,000	400,000	533,039	533,039
Charges for Service - General Govt	1,660,211	1,924,400	1,924,400	1,724,000	1,922,885
Charges for Service - Other Funds	4,700,231	5,266,500	5,266,500	5,004,583	5,409,426
Charges for Service - Outside Entities	271,814	385,000	385,000	579,733	443,000
Interest Earnings	27,362	5,000	5,000	9,000	14,000
Miscellaneous	1,029	70,000	70,000	4,476	1,000
In-service Reimbursements	128,464	330,000	330,000	70,000	100,000
Transfers In	66,073	-	-	4,500	-
Sale of Assets/Junk Salvage	4,195	-	-	3,000	2,200
Total Available	7,524,687	8,380,900	8,380,900	7,932,331	8,425,550
Expenditures					
Salaries & Benefits	2,207,684	2,266,000	2,266,000	2,256,000	2,234,927
M & O	4,405,772	5,430,332	5,430,332	4,863,372	5,454,300
Capital Outlays	39,137	10,000	10,000	10,000	10,000
Interfund Charges	339,056	274,568	274,568	269,920	273,000
Total Expenditures	6,991,649	7,980,900	7,980,900	7,399,292	7,972,227
Ending Balance	533,039	400,000	400,000	533,039	453,323
2012 Budget Appropriation					8,425,550

BUDGET CHANGES

This schedule includes budget changes from the 2011 Adopted Budget to the 2012 Proposed Budget. It excludes labor cost changes related to cost of living, step increases, or employee benefits changes.

FTE	Item	Labor Amount	M & O Amount	Total
-1.0	Eliminate Equipment Service Worker position	(78,267)		(78,267)
-1.0	Eliminate Maint & Operations Supervisor position	(100,242)		(100,242)
	Decrease Uniforms budget	(1,500)		(1,500)
	Total	(180,009)	-	(180,009)

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SELF INSURANCE FUND 503

SUMMARY

Expenditure Budget	\$ 6,716,326	FTE's	0.0
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WORKERS' COMPENSATION Fund 503, Program 000

REVENUE DESCRIPTION

The 2012 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 2012 revenue budget of \$2,744,041 reflects an increase of \$897,750 from the 2011 revenue budget of \$1,846,291. This increase is due primarily to one large claim in 2011 and an adjustment to the ending fund balance.

INVENTORY OF SERVICES

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

LABOR	\$0
M&O	2,687,353
Revenue Offset	(2,744,041)
NET REVENUE	(\$56,688)
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

	2010 Actual	2011 Adopted Budget	2011 As Amended 12/14/2011	2011 Estimate	2012 Adopted Budget
Fund 503 Pgm 000: Workers' Comp. Self-In					
Revenue					
Beginning Balance	3,056,635	1,703,021	1,703,021	1,946,405	889,301
Interfund Revenue - General Fund	626,568	1,060,860	1,060,860	1,060,860	1,860,621
Interfund Revenue - Other Funds	407,196	785,431	785,431	785,431	883,420
Miscellaneous Revenue	169,942	30,000	30,000	70,000	30,000
Interest Earnings	148,700	55,348	55,348	51,605	24,011
Total Available	4,409,040	3,634,660	3,634,660	3,914,301	3,687,353
Expenditures					
Workers Comp Administration	359,853	488,580	488,580	525,000	498,352
Medical Claims	954,006	902,700	1,402,700	1,500,000	920,754
Time Loss	840,698	879,240	879,240	750,000	896,825
Permanent/Partial Disability Payments	308,079	364,140	364,140	250,000	371,422
Total Expenditures	2,462,635	2,634,660	3,134,660	3,025,000	2,687,353
Ending Balance	1,946,405	1,000,000	500,000	889,301	1,000,000

2012 Budget Appropriation

3,687,353

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

REVENUE DESCRIPTION

The 2012 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 and one-half 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 2012 revenue budget of \$440,826 for tort claims and expenses reflects a decrease of \$600,909 from the 2011 revenue budget of \$1,041,735. This decrease is due primarily to direct funding by Utilities of large claim settlements in 2010 and 2011, and an adjustment to the ending fund balance.

The 2012 revenue budget of \$2,538,954 for insurance premiums reflects an increase of \$227,961 from the 2011 revenue budget of \$2,310,993. This increase is due primarily to an expected increase in some premiums, additional coverage purchased, and an adjustment to the ending fund balance.

INVENTORY OF SERVICES

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

LABOR	\$0
M&O	3,743,972
Revenue Offset	<u>(2,979,780)</u>
NET COST	<u>\$764,192</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

	2010 Actual	2011 Adopted Budget	2011 As Amended 12/14/2011	2011 Estimate	2012 Adopted Budget
Fund 503 Pgm 141: Tort Liability					
Revenue					
Beginning Balance	4,035,112	2,865,148	3,159,294	3,898,610	3,660,345
Intfnd Svc Chgs-Gen Govt Claims	214,416	543,390	543,390	543,390	298,607
Intfnd Svc Chgs-Otr Fds Claims	1,218,964	498,345	798,345	1,098,345	142,219
Interest Earnings	105,790	93,117	93,117	70,000	98,829
Miscellaneous Revenue	879	-	-	-	-
Total Available	5,575,161	4,000,000	4,594,146	5,610,345	4,200,000
Expenditures					
Professional Services	687,637	400,000	400,000	350,000	400,000
Judgments and Settlements	988,914	600,000	1,494,146	1,600,000	800,000
Total Expenditures	1,676,550	1,000,000	1,894,146	1,950,000	1,200,000
Ending Balance	3,898,610	3,000,000	2,700,000	3,660,345	3,000,000

2012 Budget Appropriation	4,200,000
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	2010 Actual	2011 Adopted Budget	2011 As Amended 12/14/2011	2011 Estimate	2012 Adopted Budget
Fund 503 Pgm 502: Insurance Premiun					
Revenue					
Beginning Balance	359,773	296,807	296,807	307,026	205,018
Intfnd Svc Chgs-Gen Govt Premiums	860,904	863,595	863,595	863,595	951,854
Intfnd Svc Chgs-Otr Fds Premiums	1,485,819	1,447,398	1,447,398	1,459,398	1,587,100
Interest Earnings	920	500	500	-	-
Miscellaneous Revenue	1,428	-	-	-	-
Total Available	2,708,845	2,608,300	2,608,300	2,630,019	2,743,972
Expenditures					
Premium Payments	2,401,819	2,508,300	2,508,300	2,425,000	2,543,972
Total Expenditures	2,401,819	2,508,300	2,508,300	2,425,000	2,543,972
Ending Balance	307,026	100,000	100,000	205,018	200,000

2012 Budget Appropriation	2,743,972
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UNEMPLOYMENT COMPENSATION
Fund 503, Program 601

REVENUE DESCRIPTION

The 2012 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 2012 revenue budget of \$277,307 reflects a decrease of \$32,482 from the 2011 revenue budget of \$309,789. This decrease is due primarily to an adjustment to the ending fund balance.

INVENTORY OF SERVICES

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

LABOR	\$0
M&O	285,000
Revenue Offset	<u>(277,307)</u>
NET REVENUE	<u>(\$7,693)</u>
TOTAL FTEs	0

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

BUDGETED EXPENDITURES

	2010 Actual	2011 Adopted Budget	2011 As Amended 12/14/2011	2011 Estimate	2012 Adopted Budget
Fund 503 Pgm 601: Unemployment Co					
Revenue					
Beginning Balance	315,574	-	-	105,758	153,547
Interfund Revenue - General Fund	19,800	256,384	256,384	256,384	234,241
Interfund Revenue - Other Funds	4,836	53,405	53,405	53,405	43,066
Interest Earnings	5,773	-	-	3,000	4,146
Total Available	345,983	309,789	309,789	418,547	435,000
Expenditures					
Unemployment Expenses	240,225	300,000	300,000	265,000	285,000
Total Expenditures	240,225	300,000	300,000	265,000	285,000
Ending Balance	105,758	9,789	9,789	153,547	150,000
2012 Budget Appropriation					435,000

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

REVENUE DESCRIPTION

There will be no 2012 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

	2010 Actual	2011 Adopted Budget	2011 As Amended 12/14/2011	2011 Estimate	2012 Adopted Budget
Fund 503 Pgm 602: Culmback Dam Self-Ins					
Revenue					
Beginning Balance	2,686,135	2,778,135	2,778,135	2,770,347	2,845,885
Interest Earnings	84,212	90,289	90,289	75,538	76,839
Total Available	2,770,347	2,868,424	2,868,424	2,845,885	2,922,724
Expenditures					
Miscellaneous	-	-	-	-	-
Total Expenditures	0	0	0	0	0
Ending Balance	2,770,347	2,868,424	2,868,424	2,845,885	2,922,724
2011 Budget Appropriation					2,922,724
2011 Budget Appropriation Fund 503 Total					13,989,049

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COMPUTER RESERVE FUND 505

SUMMARY

Expenditure Budget	\$ 1,671,270	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.

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	1,089,270
CAPITAL OUTLAY	570,000
Revenue Offset	(1,369,185)
NET COST	\$290,085
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

INVENTORY OF SERVICES (continued)

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

2011
ACCOMPLISHMENTS

- Provided funding to purchase and deploy upgrades to database systems to support high availability and the emerging 64 bit processing trend in desktop computing and server applications

- Purchased additional data storage capacity for growing departmental file storage

- Provided funding for Enterprise Document Management application design

- Purchased equipment to establish disaster recovery systems for critical City applications at the City's Emergency Operations Center location

- Purchased replacement equipment and software to upgrade aging E-Mail filtering system

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

- Provide funding to continue upgrading systems required for public disclosure and e-Discovery

- Provide funding to update the City's public web systems and internal intranet platform

- Provide funding to upgrade the computing center core systems to replace aging equipment entering the last year of support

- Provide funding to upgrade the City E-mail system to replace aging hardware and software entering the last year of support

DEPARTMENT 505/Computer Reserve Fund ACTIVITY 2-Central Stores

LABOR	\$0
M&O	12,000
Revenue Offset	(12,000)
NET COST	\$0
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**

	2010	2011	2011	2011	2012
	Actual	Adopted	As Amended	Estimate	Adopted
Fund 505: Computer Equipment Reserve		Budget	12/14/2011		Budget
Revenue					
Beginning Balance	1,052,424	1,067,342	1,067,342	792,060	803,560
Maintenance Contracts	807,360	721,533	721,533	721,533	1,102,385
Network Infrastructure Replacement Account	115,484	100,000	100,000	100,000	100,000
Special Projects	49,992	50,000	50,000	50,000	-
PC Replacement Account	64,992	250,000	250,000	250,000	50,000
Software Replacement Acct	26,028	100,000	100,000	100,000	100,000
Interest Earnings	35,985	30,000	30,000	31,500	16,800
Total Available	2,152,265	2,318,875	2,318,875	2,045,093	2,172,745
Expenditures					
Software Replacement Account	83,493	100,000	100,000	88,000	342,000
PC Replacement Account	179,352	250,000	250,000	250,000	200,000
Maintenance Contracts	920,996	721,533	721,533	721,533	889,270
Network Replacement Account	147,920	600,000	600,000	182,000	228,000
Special Projects	28,444	50,000	50,000	-	-
Total Expenditures	1,360,204	1,721,533	1,721,533	1,241,533	1,659,270
Ending Balance	792,060	597,342	597,342	803,560	513,475

2012 Budget Appropriation	2,172,745
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Central Stores

	2010	2011	2011	2011	2012
	Actual	Adopted	As Amended	Estimate	Adopted
Fund 505 Pgm 842: Central Stores		Budget	12/14/2011		Budget
Revenue					
Beginning Balance	89,631	89,631	89,631	96,584	12,000
Interfund Revenue	9,039	12,000	12,000	12,000	12,000
Total Available	98,670	101,631	101,631	108,584	24,000
Expenditures					
Purchase of Inventory	2,086	92,000	92,000	12,000	12,000
Transfer Out	-	-	-	84,584	-
Total Expenditures	2,086	92,000	92,000	96,584	12,000
Ending Balance	96,584	9,631	9,631	12,000	12,000

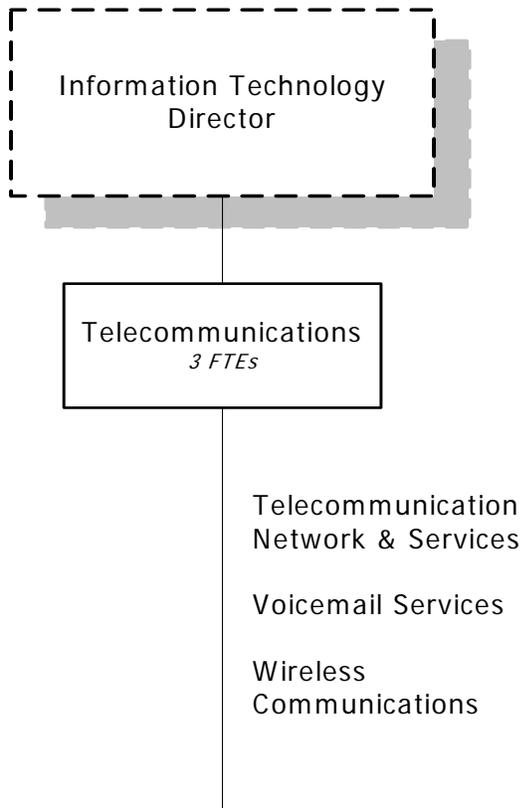
2011 Budget Appropriation	24,000
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2011 Budget Appropriation Fund 505 Total	2,196,745
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TELECOMMUNICATIONS FUND 507

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	\$ 1,186,534	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	\$166,981
M&O	721,076
Capital	0
Revenue Offset	(814,899)
NET COST	\$73,158
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

2011 ACCOMPLISHMENTS

- ◆ Reviewed pay telephone monthly service costs to their usage and replaced them with 911 units at 50% the monthly cost.
- ◆ Upgraded the telephone switches at Fire Station #4, Fire Station #5, WE Hall Maintenance, Van Valey House, Kasch Park Athletic and Maintenance Facility. Rebuilt the backboards at We Hall and Kasch Park.
- ◆ Continued the telephone upgrade process of Series 3 to Series I NEC telephones replacing more than 188 units and upgraded 25 old digital line cards to a newer release card offering additional features to city staff

2012 GOALS

- Goal #1 ■ Upgrade existing NEC switches that are at end-of-life to the next release.
- 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

FUTURE TRENDS

- Rapid advancement in telecommunications technology

PERFORMANCE MEASURES	2010	2011 Est.	2012 Est.
Number of telephones supported	1,974	1994	2,000
Number of voice conference calls	261	252	250
Number of work order/trouble tickets	558	506	500
Incoming calls processed	1,783,516	1,628,096	1,840,000
Total calls processed	2,485,624	2,480,772	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	\$56,539
M&O	18,000
Capital	0
Revenue Offset	(74,539)
NET COST	\$0
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

2011 ACCOMPLISHMENTS

- ◆ Continued to review the voicemail system removing unused mailboxes, classes of service, and automated attendants
- ◆ Worked with the departments to review their voicemail usage, updating automated attendants, and created a monthly newsletter highlighting voicemail features
- ◆ Began process to review the RFP responses for the upgraded Voice Messaging System

2012 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	2010	2011 Est.	2012 Est.
Annual number of calls into the voicemail system	962,430	962,430	960,000
Total number of voicemail boxes supported	1,887	1,850	1,900

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	\$70,664
M&O	153,274
Revenue Offset	(223,938)
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 and provide 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

- 2011 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, disconnecting 21 pagers for a savings of \$80 per month
 - ◆ 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.

- 2012 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

	2010	2011 Est.	2012 Est.
Number of cellular telephones supported	475	426	430
Number of Blackberry Devices supported	84	88	90
Number of Wireless Data Plans	142	272	407
Cellular rate plan adjustments	500	0	0
Number of pagers supported	140	55	55
Pager savings	\$1,465	\$300	\$0
Personal reimbursements	\$11,369	\$8,738	\$7,200

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

THREE-YEAR PERSONNEL COMPARISON

Class	Title	2010	2011	2012
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	2010	2011	2011	2011	2012
	Actual	Adopted Budget	As Amended 12/14/2011	Estimate	Adopted Budget
Revenue					
Beginning Balance	831,107	592,378	724,319	859,796	425,214
Interfund Revenue	1,124,544	980,184	980,183	980,183	1,096,445
Interest Earnings	32,734	15,950	15,950	16,000	16,000
Total Available	1,988,385	1,588,512	1,720,452	1,855,979	1,537,659
Expenditures					
Salaries & Benefits	278,350	277,751	277,751	277,751	294,360
M & O	11,450	14,664	14,664	6,900	6,900
Pagers	4,690	5,400	5,400	5,400	2,400
Cellular Telephone Service	130,400	149,780	149,780	149,780	150,874
Network Maintenance Agreements	147,643	172,000	172,000	172,000	173,028
T-1 Spans	155,992	161,720	161,720	161,720	179,018
Network Operating Costs	127,464	145,720	145,720	145,720	146,248
Directory Advertising	398	-	-	11,064	9,438
Installation Charges	629	18,000	18,000	18,000	18,000
Long Distance Service	33,889	38,604	38,604	38,604	34,944
Business/Data/Radio Service	79,769	74,760	74,760	74,760	73,356
Tools/Telephone Supplies	34,817	27,078	27,078	28,178	24,472
InterFund Services & Charges	50,588	53,348	53,348	48,948	37,386
New/Replacement Equipment	19,721	30,000	30,000	30,000	36,110
Capital Outlay	52,790	130,000	261,940	261,940	-
Total Expenditures	1,128,589	1,298,825	1,430,765	1,430,765	1,186,534
Ending Balance	859,796	289,687	289,687	425,214	351,125

2012 Budget Appropriation	1,537,659
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EMPLOYEE HEALTH BENEFITS RESERVE FUND 508

SUMMARY

Expenditure Budget	\$9,370,000	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	9,370,000
Revenue Offset	(238,900)
NET COST	\$9,131,100
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 870 employees and their dependents

BUDGETED EXPENDITURES

Fund 508: Health Benefits Reserve	2010	2011	2011	2011	2012
	Actual	Adopted Budget	As Amended 12/14/2011	Estimate	Adopted Budget
Revenue					
Beginning Balance	2,822,309	3,979,215	3,979,215	2,690,319	2,953,477
COBRA Administrative Fee	3,016	2,500	2,500	2,800	2,500
Interest Earnings	136,239	96,000	96,000	60,000	60,000
COBRA Premiums	150,476	100,000	100,000	140,000	150,000
Insurance Recovery	244,348	-	-	55,000	-
Interfund Contribution	6,807,355	8,791,200	8,791,200	8,200,000	8,900,000
Employee Trust Contribution	14,937	20,000	20,000	23,000	26,400
Miscellaneous Revenue	100	-	-	2,358	-
Total Available	10,178,780	12,988,915	12,988,915	11,173,477	12,092,377
Expenditures					
M & O	2,323	20,000	20,000	20,000	20,000
Professional Services	830,248	924,000	924,000	1,000,000	1,050,000
Health Benefits	6,655,889	9,168,570	9,168,570	7,200,000	8,300,000
Total Expenditures	7,488,461	10,112,570	10,112,570	8,220,000	9,370,000
Ending Balance Before Reserves	2,690,319	2,876,345	2,876,345	2,953,477	2,722,377
Less Incurred But Not Reported (IBNR)	2,025,868	2,101,130	2,101,130	1,870,053	1,870,053
Less Claims Fluctuation Reserve	664,451	775,000	775,000	750,000	830,000
Ending Balance	0	215	215	333,424	22,324
2012 Budget Appropriation					12,092,377