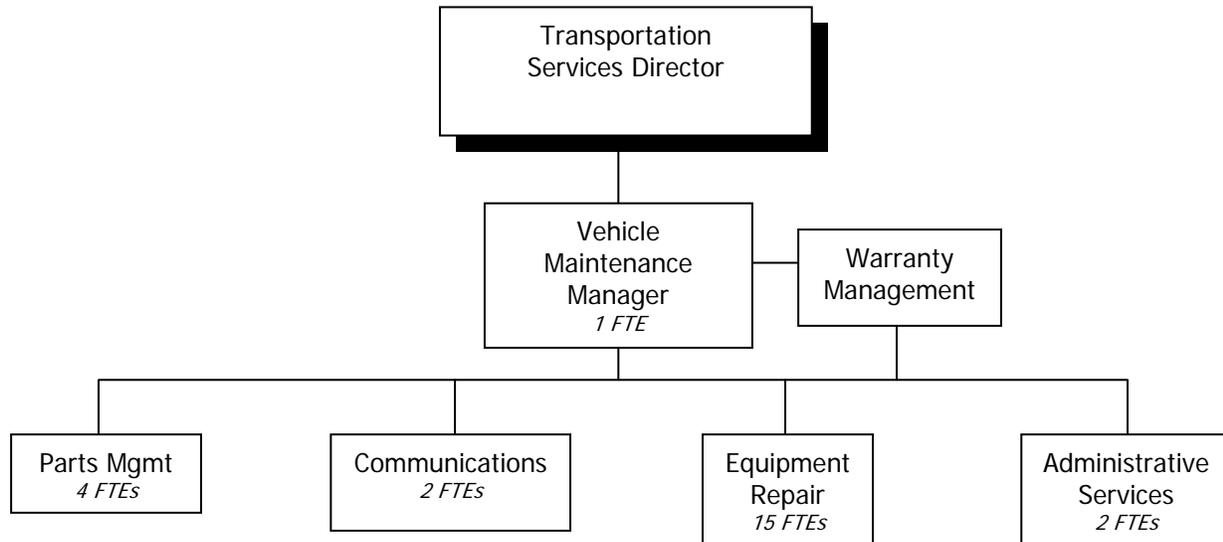

INTERNAL SERVICE

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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	\$ 8,112,296	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 fuel resale, interest, warranty and insurance recovery.

Department costs change 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' and estimated current year 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	\$2,396,358
Fuel	3,600,000
Parts Purchased	1,300,000
M&O	\$815,938
Revenue Offset	(\$7,946,925)
NET COST	\$165,371
TOTAL FTEs	24.0

DESCRIPTION

- Repairs and maintains City cars, trucks, off-road equipment, buses and electronic equipment
- Writes specifications and/or coordinates 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

2012 ACCOMPLISHMENTS

- Increased equipment life and operating cost control

2013 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
- Goal #4 Continue to reduce fuel usage thru equipment choices, education, and new idle reduction policy

FUTURE TRENDS

- On-line parts re-ordering with P-Cards
- Increase the use of electric and hybrid electric vehicles and rightsize the vehicles purchased
- Equipment will be kept longer regardless of stated replacement cycle
- Decrease the City's carbon footprint when fiscally possible
- Upgrade old computer programs for underground storage tanks and shop operating system, add diesel exhaust fluid to fuel island, add on-line training for personnel

PERFORMANCE MEASURES	2011	2012 Est.	2013 Est.
Parts Stocked	1,800	1,800	1,800
Parts Requested	80,500	80,500	80,000
Technician Billable Hours	26,000	26,000	26,000
Mileage Driven	5,400,000	5,400,000	5,400,000
Labor Rate per Hour	\$83.34	\$85.75	\$95.50

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	2011	2012	2013
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	3.0	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	0	0
TOTAL FTE		26.0	24.0	24.0

BUDGETED EXPENDITURES

	2012		2012		2013
	2011	Adopted	As Amended	2012	Adopted
Fund 501: Motor Vehicles	Actual	Budget	12/12/2012	Estimate	Budget
Operations - Program 829					
Revenue					
Beginning Balance	533,039	533,039	533,039	338,471	400,000
Charges for Service - General Govt	1,770,685	1,891,000	1,891,000	1,564,537	1,938,350
Charges for Service - Other Funds	4,943,270	5,312,800	5,312,800	5,409,719	5,360,825
Charges for Service - Outside Entities	393,906	443,000	443,000	443,000	510,500
Interest Earnings	18,803	14,000	14,000	14,000	7,000
Warranty/Insurance Reimbursements	95,867	128,511	128,511	-	-
Miscellaneous	40,242	1,000	1,000	1,000	750
Inservice Reimbursements	54,313	100,000	100,000	100,000	125,000
Sale of Assets/Junk Salvage	5,113	2,200	2,200	2,200	4,500
Total Available	7,855,238	8,425,550	8,425,550	7,872,927	8,346,925
Expenditures					
Salaries & Benefits	2,164,819	2,234,927	2,234,927	2,234,927	2,396,358
Fuel	3,227,402	3,500,000	3,500,000	3,405,000	3,600,000
Parts Purchased	1,176,302	1,300,000	1,300,000	1,000,000	1,300,000
M & O	670,735	654,300	654,300	550,000	498,621
Capital Outlays	6,852	10,000	10,000	10,000	-
Interfund Charges	270,657	273,000	273,000	273,000	317,317
Total Expenditures	7,516,767	7,972,227	7,972,227	7,472,927	8,112,296
Ending Balance	338,471	453,323	453,323	400,000	234,629
2013 Budget Appropriation					8,346,925

SELF INSURANCE FUND 503

SUMMARY

Expenditure Budget	\$ 6,625,000	FTE's	0.0
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WORKERS' COMPENSATION Fund 503, Program 000

REVENUE DESCRIPTION

The 2013 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 2013 revenue budget of \$2,593,878 reflects a decrease of \$150,163 from the 2012 revenue budget of \$2,744,041.

INVENTORY OF SERVICES

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

LABOR	\$0
M&O	2,665,000
Revenue Offset	(2,593,878)
NET COST	\$71,122
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

Fund 503 Pgm 000: Workers' Comp. Self-In	2011 Actual	2012 Adopted Budget	2012 As Amended 12/12/2012	2012 Estimate	2013 Adopted Budget
Revenue					
Beginning Balance	1,946,405	889,301	889,301	1,018,733	1,216,785
Interfund Revenue - General Fund	1,060,860	1,860,621	1,860,621	1,860,621	1,392,316
Interfund Revenue - Other Funds	785,448	883,420	883,420	883,420	1,201,562
Miscellaneous Revenue	145,242	30,000	30,000	30,000	30,000
Interest Earnings	179,395	24,011	24,011	24,011	24,337
Total Available	4,117,350	3,687,353	3,687,353	3,816,785	3,865,000
Expenditures					
Workers Comp Administration	507,760	498,352	498,352	498,352	510,810
Medical Claims	1,508,662	920,754	920,754	920,754	943,773
Time Loss	808,253	896,825	896,825	809,472	829,707
Permanent/Partial Disability Payments	273,942	371,422	371,422	371,422	380,710
Total Expenditures	3,098,617	2,687,353	2,687,353	2,600,000	2,665,000
Ending Balance	1,018,733	1,000,000	1,000,000	1,216,785	1,200,000

2013 Budget Appropriation	3,865,000
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**TORT LIABILITY AND INSURANCE PREMIUMS
Fund 503, Program 141 and 502**

REVENUE DESCRIPTION

The 2013 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 2013 revenue budget of \$796,900 for tort claims and expenses reflects an increase of \$356,074 from the 2012 revenue budget of \$440,826.

The 2013 revenue budget of \$2,484,701 for insurance premiums reflects a decrease of \$54,253 from the 2012 revenue budget of \$2,538,954.

INVENTORY OF SERVICES

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

LABOR	\$0
M&O	3,725,000
Revenue Offset	<u>(3,281,601)</u>
NET COST	<u>\$443,399</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

	2011	2012	2012	2012	2013
	Actual	Adopted	As Amended	Estimate	Adopted
Fund 503 Pgm 141: Tort Liability		Budget	12/12/2012		Budget
Revenue					
Beginning Balance	3,898,610	3,660,345	3,660,345	4,020,547	3,336,373
Intfnd Svc Chgs-Gen Govt Claims	543,396	298,607	298,607	298,607	524,663
Intfnd Svc Chgs-Otr Fds Claims	1,098,336	142,220	142,220	142,219	272,237
Interest Earnings	87,408	98,829	98,829	75,000	66,727
Total Available	5,627,750	4,200,001	4,200,001	4,536,373	4,200,000
Expenditures					
Professional Services	346,199	400,000	400,000	400,000	400,000
Judgments and Settlements	1,261,004	800,000	800,000	800,000	800,000
Total Expenditures	1,607,203	1,200,000	1,200,000	1,200,000	1,200,000
Ending Balance	4,020,547	3,000,001	3,000,001	3,336,373	3,000,000
2013 Budget Appropriation					4,200,000

	2011	2012	2012	2012	2013
	Actual	Adopted	As Amended	Estimate	Adopted
Fund 503 Pgm 502: Insurance Premium		Budget	12/12/2012		Budget
Revenue					
Beginning Balance	307,025	205,018	205,018	1,101,699	264,799
Intfnd Svc Chgs-Gen Govt Premiums	1,805,519	951,854	951,854	-	921,104
Intfnd Svc Chgs-Otr Fds Premiums	1,447,404	1,587,100	1,587,100	1,587,100	1,563,597
Interest Earnings	1,028	-	-	1,000	500
Miscellaneous Revenue	283	-	-	-	-
Total Available	3,561,259	2,743,972	2,743,972	2,689,799	2,750,000
Expenditures					
Premium Payments	2,459,560	2,543,972	2,543,972	2,425,000	2,525,000
Total Expenditures	2,459,560	2,543,972	2,543,972	2,425,000	2,525,000
Ending Balance	1,101,699	200,000	200,000	264,799	225,000
2013 Budget Appropriation					2,750,000

UNEMPLOYMENT COMPENSATION

Fund 503, Program 601

REVENUE DESCRIPTION

The 2013 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 2013 revenue budget of \$163,724 reflects a decrease of \$113,583 from the 2012 revenue budget of \$277,307.

INVENTORY OF SERVICES

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

LABOR	\$0
M&O	235,000
Revenue Offset	(163,724)
NET COST	\$71,276
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

	2011 Actual	2012 Adopted Budget	2012 As Amended 12/12/2012	2012 Estimate	2013 Adopted Budget
Fund 503 Pgm 601: Unemployment Co					
Revenue					
Beginning Balance	105,758	153,547	153,547	171,130	216,937
Interfund Revenue - General Fund	256,380	234,241	234,241	234,241	131,462
Interfund Revenue - Other Funds	53,412	43,066	43,066	43,066	32,262
Interest Earnings	3,440	4,146	4,146	3,500	4,339
Total Available	418,990	435,000	435,000	451,937	385,000
Expenditures					
Unemployment Expenses	247,860	285,000	285,000	235,000	235,000
Total Expenditures	247,860	285,000	285,000	235,000	235,000
Ending Balance	171,130	150,000	150,000	216,937	150,000
2013 Budget Appropriation					385,000

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

REVENUE DESCRIPTION

There will be no 2013 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

	2011 Actual	2012 Adopted Budget	2012 As Amended 12/12/2012	2012 Estimate	2013 Adopted Budget
Fund 503 Pgm 602: Culmback Dam Self-Ins					
Revenue					
Beginning Balance	2,770,347	2,845,885	2,845,885	2,847,625	2,907,625
Interest Earnings	77,278	76,839	76,839	60,000	58,153
Total Available	2,847,625	2,922,724	2,922,724	2,907,625	2,965,778
Expenditures					
Miscellaneous	-	-	-	-	-
Total Expenditures	0	0	0	0	0
Ending Balance	2,847,625	2,922,724	2,922,724	2,907,625	2,965,778

2013 Budget Appropriation **2,965,778**

2013 Budget Appropriation Fund 503 Total **14,165,778**

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COMPUTER RESERVE FUND 505

SUMMARY

Expenditure Budget	\$ 1,439,433	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	1,165,722
CAPITAL OUTLAY	263,711
Revenue Offset	(1,395,359)
NET COST	\$34,074
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

2012
ACCOMPLISHMENTS

- Provided funding to upgrade data communications to fiber optics for 6 fire stations, South Police Precinct/Emergency Operations Center, 2 libraries and Parks Headquarters/Everett TV.

- Provided funding for deployment of the first phase of the City's Enterprise Document Management platform

- Provided funding to update the City's internet access system and improve network security to support stringent security standards required by the payment card industry (PCI), Department of Homeland Security and Law and Justice systems.

- Provided funding to upgrade the City's e-mail and data archiving systems to enable more accurate responses to requests for public disclosure information.

- Provided funding to replace the computing center core communications system due to aging equipment entering the last year of support.

- Provided funding to upgrade the City's e-mail platform due to age and planned end of support. New system is hardware redundant and location diverse to enable operation during a disaster/regional event.

FUTURE TRENDS

- Provide funding to upgrade aging applications that are at risk of not being supported by emerging computing operating system standards.

- Provide funding to continue to improve the City's electronic document management systems

- Provide funding to upgrade aging network communications equipment at end user locations.

- Provide funding to upgrade cabling infrastructure in support of required faster data transfer speeds to the end users' desktops.

- 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 update/expand the City's data storage systems

- Provide funding to enable communications systems that support the City's Police/Fire field users

DEPARTMENT 505/Computer Reserve Fund **ACTIVITY** 2-Central Stores

LABOR	\$0
M&O	10,000
Revenue Offset	(1,000)
NET COST	\$9,000
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**

	2011	2012	2012	2012	2013
	Actual	Adopted	As Amended	2012	Adopted
Fund 505: Computer Equipment Reserve		Budget	12/12/2012	Estimate	Budget
Revenue					
Beginning Balance	799,442	803,560	803,560	959,650	810,156
Maintenance Contracts	712,920	1,102,385	1,102,385	1,102,385	880,859
Network Infrastructure Replacement Account	100,008	100,000	100,000	100,000	150,000
Special Projects	49,992	-	-	-	-
PC Replacement Account	250,008	50,000	50,000	50,000	250,000
Software Replacement Acct	100,032	100,000	100,000	100,000	100,000
Miscellaneous Revenue	3,635	-	-	-	-
Interest Earnings	44,573	16,800	16,800	16,800	14,500
Total Available	2,060,610	2,172,745	2,172,745	2,328,835	2,205,515
Expenditures					
Software Replacement Account	89,191	342,000	342,000	241,014	188,101
PC Replacement Account	187,223	200,000	200,000	162,532	250,000
Maintenance Contracts	587,465	889,270	889,270	891,652	915,722
Network Replacement Account	237,081	228,000	228,000	223,481	75,610
Total Expenditures	1,100,960	1,659,270	1,659,270	1,518,679	1,429,433
Ending Balance	959,650	513,475	513,475	810,156	776,082
2013 Budget Appropriation					2,205,515

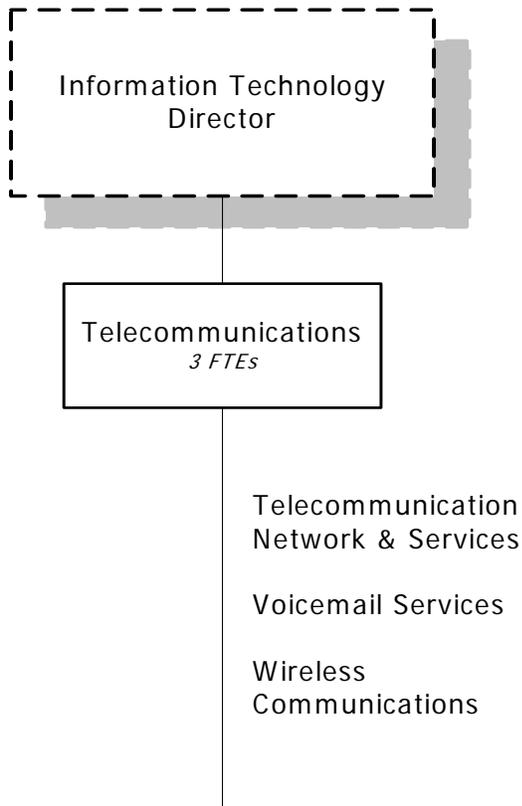
Central Stores

	2011	2012	2012	2012	2013
	Actual	Adopted	As Amended	2012	Adopted
Fund 505 Pgm 842: Central Stores		Budget	12/12/2012	Estimate	Budget
Revenue					
Beginning Balance	96,584	12,000	12,000	16,195	16,475
Interfund Revenue	3,545	12,000	12,000	780	1,000
Total Available	100,129	24,000	24,000	16,975	17,475
Expenditures					
Purchase of Inventory	3,934	12,000	12,000	500	10,000
Transfer Out	80,000	-	-	-	-
Total Expenditures	83,934	12,000	12,000	500	10,000
Ending Balance	16,195	12,000	12,000	16,475	7,475
2013 Budget Appropriation					17,475
2013 Budget Appropriation Fund 505 Total					2,222,990

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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	\$	1,280,554	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	\$172,572
M&O	722,212
Capital	60,000
Revenue Offset	(954,784)
NET COST	\$0
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

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

2012 ACCOMPLISHMENTS

- ◆ Upgraded the voice and data network with fiber to 11 locations including rebuilding backboards and re-routing services. Adjusted PRI and long distance services pricing to less costly options.
- ◆ City Hall telephone switch and 150 NEC telephone were upgraded.
- ◆ Issued an RFP and selected a new vendor for NEC maintenance, Technician services, and Resolve Plus Program.

2013 GOALS

- Goal #1 ■ Upgrade existing NEC switches that are at end-of-life
- Goal #2 ■ Finish the NEC Series 3 telephones upgrade process
- Goal #3 ■ Continue our review of all line services and expenses in an effort to eliminate or reduce our current expenses and to improve service

FUTURE TRENDS

- Rapid advancement in telecommunications technology

PERFORMANCE MEASURES	2011	2012 Est.	2013 Est.
Number of telephones supported	1,994	1,997	2,000
Number of voice conference calls	252	252	250
Number of work order/trouble tickets	302	275	275
Incoming calls processed	1,628,096	1,301,535	1,400,000
Total calls processed	2,480,772	2,287,248	2,300,000

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	\$65,817
M&O	14,000
Capital	0
Revenue Offset	(79,817)
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

2012 ACCOMPLISHMENTS  Finalized the review of the existing voicemail system removing unused mailboxes, classes of service, and automated attendants

 RFP awarded for the new AVST Voice Messaging System

 Based on department needs programmed and installed the new voice messaging system. All users trained.

2013 GOALS

Goal #1  Review and resolve outstanding issues from the installation of the new Voice Messaging

Goal #2  Provide additional training on the new voice messaging features to all users

FUTURE TRENDS  Advancing telecommunications technology

 Limited resources

PERFORMANCE MEASURES	2011	2012 Est.	2013 Est.
 Annual number of calls into the voicemail system	858,962	839,317	840,000
 Total number of voicemail boxes supported	1,850	1,700	1,700

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	\$79,541
M&O	166,412
Revenue Offset	(245,953)
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

- 2012 ACCOMPLISHMENTS
- ◆ Added 212 new wireless data cards, converted 12 Nextel cellular telephones to Verizon units, upgraded 200 Verizon & Nextel cellular phones to new equipment, added 2 new and upgraded 4 Maxicom services for Parks
 - ◆ Continued to work with City staff to inventory and review the usage of existing pagers, added 2 pagers
 - ◆ Continue to audit all cellular bills, adjusting rate plans as reductions are available, and processed personal cellular reimbursements in the estimated amount of \$8,614

- 2013 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	2011	2012 Est.	2013 Est.
Number of cellular telephones supported	426	460	470
Number of Blackberry Devices supported	88	94	100
Number of Wireless Data Plans	272	320	330
Cellular rate plan adjustments	605	847	850
Number of pagers supported	55	52	52
Pager savings	\$300	\$0	\$0
Personal reimbursements	\$8,738	\$8,614	\$4,800

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

THREE-YEAR PERSONNEL COMPARISON

Class	Title	2011	2012	2013
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	2011	2012	2012	2012	2013
	Actual	Adopted Budget	As Amended 12/12/2012	Estimate	Adopted Budget
Revenue					
Beginning Balance	859,796	425,214	653,191	700,686	398,444
Interfund Revenue	980,184	1,096,445	1,096,445	1,096,445	1,147,133
Interest Earnings	33,474	16,000	16,000	16,000	16,000
Total Available	1,873,454	1,537,659	1,765,636	1,813,131	1,561,577
Expenditures					
Salaries & Benefits	260,218	294,360	294,360	294,360	317,930
M & O	3,342	6,900	6,900	6,900	6,300
Pagers	2,438	2,400	2,400	2,400	2,112
Cellular Telephone Service	141,517	150,874	150,874	150,874	164,300
Network Maintenance Agreements	149,700	173,028	195,328	195,328	175,800
T-1 Spans	159,948	179,018	180,790	180,790	174,056
Network Operating Costs	124,949	146,248	167,019	167,019	147,052
Directory Advertising	7,845	9,438	9,438	9,438	9,138
Installation Charges	-	18,000	36,000	36,000	18,000
Long Distance Service	34,721	34,944	34,944	34,944	33,120
Business/Data/Radio Service	71,054	73,356	73,356	73,356	74,112
Tools/Telephone Supplies	15,356	24,472	30,472	30,648	25,248
InterFund Services & Charges	53,146	37,386	37,386	37,386	37,386
New/Replacement Equipment	71,084	36,110	42,932	42,932	36,000
Capital Outlay	77,450	-	152,312	152,312	60,000
Total Expenditures	1,172,768	1,186,534	1,414,511	1,414,687	1,280,554
Ending Balance	700,686	351,125	351,125	398,444	281,023

2013 Budget Appropriation	1,561,577
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EMPLOYEE HEALTH BENEFITS RESERVE FUND 508

SUMMARY

Expenditure Budget	\$11,925,000	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	11,925,000
Revenue Offset	(283,890)
NET COST	\$11,641,110
TOTAL FTEs	0

DESCRIPTION	<ul style="list-style-type: none"> ■ Provides employee medical, prescription, life, and long-term disability benefits
	<ul style="list-style-type: none"> ■ Carries stop-loss insurance for aggregate claims exceeding 125% of expected paid claims
	<ul style="list-style-type: none"> ■ Carries stop-loss insurance for individual claims exceeding \$200,000
	<ul style="list-style-type: none"> ■ Maintains reserves for incurred but not reported (IBNR) liabilities and claims volatility
EXPECTED RESULTS	<ul style="list-style-type: none"> ■ Stable funding for employee medical, prescription, life, and long-term disability benefits
FUTURE TRENDS	<ul style="list-style-type: none"> ■ Rising medical benefit costs continue to be a national issue
PERFORMANCE MEASURES	<ul style="list-style-type: none"> ■ Provided health benefits for approximately 854 employees and their dependents

BUDGETED EXPENDITURES

	2012		2012		2013
	2011	Adopted	As Amended	2012	Adopted
Fund 508: Health Benefits Reserve	Actual	Budget	12/12/2012	Estimate	Budget
Revenue					
Beginning Balance	2,690,319	2,953,477	2,953,477	1,932,179	2,458,679
COBRA Administrative Fee	3,568	2,500	2,500	3,000	3,000
Interest Earnings	97,474	60,000	60,000	37,000	40,000
COBRA Premiums	180,283	150,000	150,000	188,000	200,000
Insurance Recovery	52,476	-	-	-	-
Interfund Contribution	7,936,579	8,900,000	10,400,000	10,400,000	11,125,000
Employee Trust Contribution	25,292	26,400	26,400	37,000	40,890
Miscellaneous Revenue	15,964	-	-	14,000	-
Total Available	11,001,955	12,092,377	13,592,377	12,611,179	13,867,569
Expenditures					
M & O	38,138	20,000	20,000	2,500	20,000
Professional Services	950,240	1,050,000	1,050,000	950,000	975,000
Health Benefits	8,081,398	8,300,000	9,800,000	9,200,000	10,930,000
Total Expenditures	9,069,776	9,370,000	10,870,000	10,152,500	11,925,000
Ending Balance Before Reserves					
	1,932,179	2,722,377	2,722,377	2,458,679	1,942,569
Less Incurred But Not Reported (IBNR)	1,870,053	1,870,053	1,870,053	1,633,242	1,700,468
Less Claims Fluctuation Reserve	50,000	830,000	830,000	815,437	232,101
Ending Balance	12,126	22,324	22,324	10,000	10,000

2013 Budget Appropriation**13,867,569**