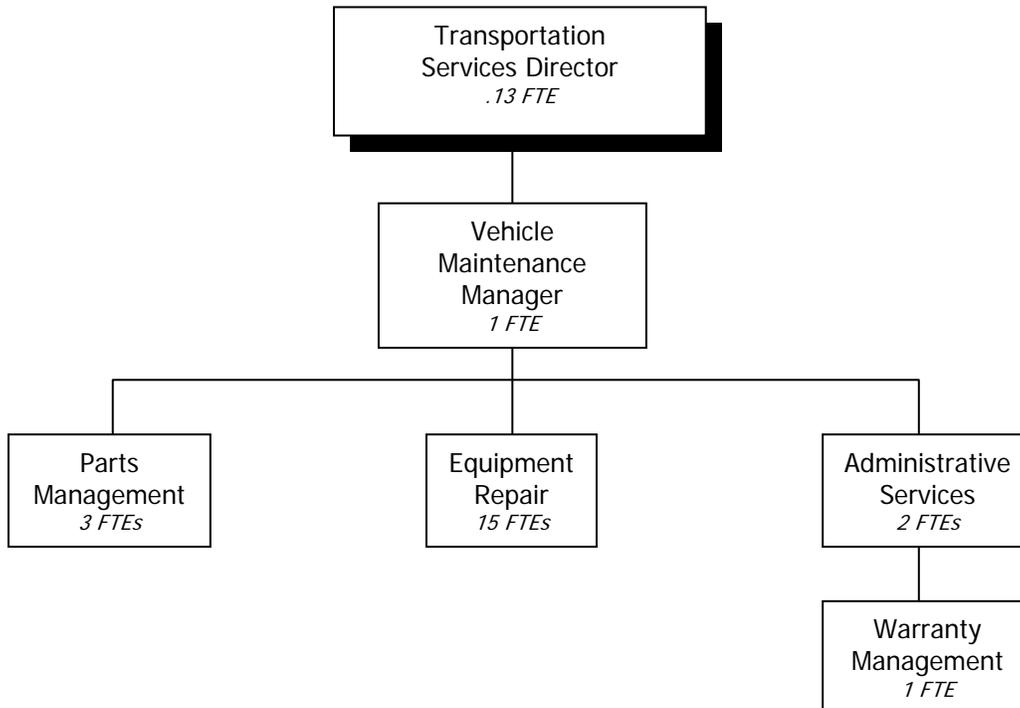

INTERNAL SERVICE

TABLE OF CONTENTS

FUND #	TITLE	PAGE
501	Motor Vehicle Division.....	12 - 1
503	Self-Insurance Fund.....	12 - 7
505	Computer Reserve Fund.....	12 - 11
507	Telecommunications Fund.....	12 - 15
508	Health Benefits Reserve Fund.....	12 - 21

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	\$ 7,356,825	FTE's	22.13
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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 and repair history.

INVENTORY OF SERVICES

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

Labor	\$2,270,800
Fuel	3,061,865
Parts Purchased	1,197,002
M&O	803,658
Revenue Offset	(7,333,415)
NET COST	(\$90)
TOTAL FTEs	22.13

DESCRIPTION

- Repairs and maintains City cars, trucks, off-road equipment, and buses
- Writes specifications and/or coordinates purchasing City equipment purchases
- Processes warranty reimbursement requests for City equipment
- Coordinates with Purchasing the selling (disposal) of surplus equipment

EXPECTED RESULTS

- Maintain equipment availability
- Maintain and increase warranty recovery
- Maintain mechanic productivity
- Right-size the vehicles purchased and buy hybrid or multi-fuel capable units when dollars are available

2013 ACCOMPLISHMENTS

- Added diesel exhaust fluid at the Service Center fuel island, upgraded fuel tank monitoring system software, added on-line training for GM and Ford vehicles

2014 GOALS

- Goal #1 ■ Reduce rate of cost increases for shop labor, parts, and equipment costs for lower overall 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 idle reduction ideas including Idle Policy

FUTURE TRENDS

- Increased on-line and regular parts purchasing with P-Cards
- Increase the use of hybrid vehicles as available and rightsize the vehicles purchased
- Equipment will be kept longer regardless of stated replacement cycle
- Decrease the City's carbon footprint when fiscally possible
- Remove two very old in-ground shop hoists and replace with one slightly larger one and flat floor

PERFORMANCE MEASURES

	2012	2013 Est.	2014 Est.
Parts Stocked	1,800	1,800	1,800
Parts Requested	80,500	80,500	75,000
Technician Billable Hours	26,000	25,000	25,000
Mileage Driven	5,400,000	5,450,000	5,460,000
Labor Rate per Hour	\$85.75	\$97.13	\$104.00

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Assistant Buyer	1	Supervisor II	3
Buyer	2	Equipment Technician	10
Office Specialist	1	Service Worker	3
Office Technician	1	Vehicle Maintenance Manager	1
Transportation Director	0.13		

THREE-YEAR PERSONNEL COMPARISON

Class	Title	2012	2013	2014
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	0.0
3690	Equipment Mechanic	10.0	10.0	10.0
3710	Equipment Serviceworker	4.0	3.0	3.0
6807	Transportation Director	0	0	0.13
6810	Vehicle Superintendent	1.0	0	0
6810	Vehicle Maintenance Manger	0	1.0	1.0
TOTAL FTE		26.0	24.0	22.13

BUDGET CHANGES

This schedule includes only staffing and new program changes from the 2013 Adopted Budget to the 2014 Proposed Budget. It excludes labor cost changes related to cost of living, step, or benefits changes.

FTE	Item	Labor Amount	M & O Amount	Total
0.13	Transfer 0.125 of Transportation Director from Transit	24,478		24,478
-1.00	Transfer Communications Technician to Utilities	(105,816)		(105,816)
-1.00	Transfer Communications Technician to Transit	(106,519)		(106,519)
	Total	(187,857)	-	(187,857)

BUDGETED EXPENDITURES

	2012		2013	2013	2014
	Actual	Adopted Budget	As Amended 12/4/2013	2013 Estimate	Adopted Budget
Fund 501: Motor Vehicles					
Revenue					
Beginning Balance	805,674	400,000	400,000	750,219	591,451
Charges for Service General Govt	1,758,075	1,938,350	1,938,350	1,580,000	1,723,517
Charges for Service Other Funds	5,234,148	5,360,825	5,360,825	4,800,000	4,997,749
Charges for Service Outside Entities	379,468	510,500	510,500	400,000	413,173
Interest Earnings	7,796	7,000	7,000	7,000	8,145
Miscellaneous	442	750	750	10,570	18,570
Inservice Reimbursements	69,728	125,000	125,000	175,000	157,956
Transfers In	-	-	125,000	20,820	-
Sale of Assets/Junk Salvage	8,992	4,500	4,500	9,400	14,625
Total Available	8,264,323	8,346,925	8,471,925	7,753,009	7,925,186
Expenditures					
Salaries & Benefits	2,253,384	2,396,358	2,396,358	2,119,522	2,294,300
Fuel	3,231,985	3,600,000	3,600,000	3,019,591	3,061,865
Parts Purchased	1,255,762	1,300,000	1,300,000	1,180,475	1,197,002
M & O	494,427	498,621	498,621	511,784	509,682
Capital Outlays	-	-	146,000	20,820	-
Interfund Charges	278,546	317,317	317,317	309,366	243,976
Transfer to Reserves - Fund 126	-	-	-	-	50,000
Total Expenditures	7,514,104	8,112,296	8,258,296	7,161,558	7,356,825
Ending Balance	750,219	234,629	213,629	591,451	568,361

2014 Budget Appropriation**7,925,186**

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SELF INSURANCE FUND 503

SUMMARY

Expenditure Budget	\$7,450,710	FTE's	0.0
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REVENUE DESCRIPTION

Revenue sources include contributions from various funds through interfund assessments, interest earnings, and other miscellaneous revenues.

The method used to distribute the *Workers' Compensation* cost of service to the departments is based on an average of the past five years actual claims experience. The 2014 revenue budget of \$2,670,854 reflects an increase of \$76,976 from the 2013 revenue budget of \$2,593,878.

The method used to distribute the *Tort Claims* cost of service to the departments is based on an average of the past five and one-half years actual claims experience. The 2014 interfund service charge revenue budget of \$1,440,496 for tort claims and expenses reflects an increase of \$643,596 from the 2013 revenue budget of \$796,900.

The method used to distribute the *Insurance Premiums* cost of service to the departments is based on the purpose of the insurance. The 2014 interfund service charge revenue budget of \$2,711,975 for insurance premiums reflects an increase of \$227,274 from the 2013 revenue budget of \$2,484,701.

The method used to distribute the *Unemployment Insurance* cost of service to the departments is based on an average of the past five years actual claims experience. The 2014 revenue budget of \$208,323 reflects an increase of \$44,599 from the 2013 revenue budget of \$163,724.

There will be no 2014 assessment against Fund 401 – Utilities for the *Culmback Dam program*. Interest income will continue to accrue to the fund balance.

INVENTORY OF SERVICES

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

LABOR	\$0
M&O	2,731,625
Revenue Offset	<u>(2,670,854)</u>
NET COST	<u>\$60,771</u>
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

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

LABOR	\$0
M&O	4,494,085
Revenue Offset	<u>(4,152,471)</u>
NET COST	<u>\$341,614</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

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

LABOR	\$0
M&O	225,000
Revenue Offset	<u>(208,323)</u>
NET COST	<u>\$16,677</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

INVENTORY OF SERVICES (Continued)

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

	2012 Actual	2013 Adopted Budget	2013 As Amended 12/4/2013	2013 Estimate	2014 Adopted Budget
Fund 503 - Self Insurance Fund					
Program 000 - Workers Comp. Self-Ins. Revenue					
Beginning Balance	1,018,733	1,216,786	1,216,786	2,834,811	1,502,229
Interfund Revenue - General Fund	3,252,940	1,392,316	1,392,316	-	1,472,709
Interfund Revenue - Other Funds	883,428	1,201,563	1,201,563	1,201,562	1,198,145
Miscellaneous Revenue	303,949	30,000	30,000	75,000	30,000
Interest Earnings	85,297	24,336	24,336	55,857	28,542
Total Available	5,544,348	3,865,001	3,865,001	4,167,230	4,231,625
Expenditures					
Workers Comp Administration	309,058	510,810	510,810	510,810	523,580
Medical Claims	1,183,051	943,774	943,774	943,773	967,367
Time Loss	952,161	829,709	829,709	829,708	850,450
Permanent/Partial Disability Payments	265,267	380,708	380,708	380,710	390,228
Total Expenditures	2,709,537	2,665,001	2,665,001	2,665,001	2,731,625
Ending Balance	2,834,811	1,200,000	1,200,000	1,502,229	1,500,000

BUDGETED EXPENDITURES (continued)

	2012	2013	2013	2013	2014
	Actual	Adopted	As Amended	Estimate	Adopted
Fund 503 - Self Insurance Fund		Budget	12/4/2013		Budget
Program 141 - Tort Liability					
Revenue					
Beginning Balance	4,020,547	3,336,373	3,336,373	3,867,679	2,609,916
Intfnd Svc Chgs-Gen Govt Claims	823,271	524,663	524,663	-	1,065,231
Intfnd Svc Chgs-Otr Fds Claims	142,200	272,238	3,272,238	272,237	375,265
Interest Earnings	67,658	66,727	66,727	70,000	49,588
Total Available	5,053,676	4,200,001	7,200,001	4,209,916	4,100,000
Expenditures					
Professional Services	385,864	400,000	400,000	750,000	750,000
Judgments and Settlements	800,133	800,000	3,800,000	850,000	850,000
Total Expenditures	1,185,997	1,200,000	4,200,000	1,600,000	1,600,000
Ending Balance	3,867,679	3,000,001	3,000,001	2,609,916	2,500,000
Program 502 - Insurance Premiums					
Revenue					
Beginning Balance	1,101,699	264,799	264,799	1,245,827	381,610
Intfnd Svc Chgs-Gen Govt Premiums	921,104	921,104	921,104	-	793,253
Intfnd Svc Chgs-Otr Fds Premiums	1,597,032	1,563,597	1,988,597	1,988,597	1,918,722
Interest Earnings	1,716	500	500	500	500
Miscellaneous Revenue	558	-	-	1,686	-
Total Available	3,622,109	2,750,000	3,175,000	3,236,610	3,094,085
Expenditures					
Premium Payments	2,376,282	2,525,000	2,950,000	2,855,000	2,894,085
Total Expenditures	2,376,282	2,525,000	2,950,000	2,855,000	2,894,085
Ending Balance	1,245,827	225,000	225,000	381,610	200,000
Program 601 - Unemployment Comp.					
Revenue					
Beginning Balance	171,130	216,937	216,937	264,299	163,569
Interfund Revenue - General Fund	278,194	131,462	131,462	87,508	161,038
Interfund Revenue - Other Funds	43,248	32,258	32,258	32,262	47,285
Interest Earnings	3,684	4,339	4,339	4,500	3,108
Total Available	496,256	384,996	384,996	388,569	375,000
Expenditures					
Unemployment Expenses	231,957	235,000	235,000	225,000	225,000
Total Expenditures	231,957	235,000	235,000	225,000	225,000
Ending Balance	264,299	149,996	149,996	163,569	150,000
Program 602 - Culmback Dam Self-Ins.					
Revenue					
Beginning Balance	2,847,625	2,907,625	2,907,625	2,904,458	2,967,830
Interest Earnings	56,833	58,153	58,153	63,372	56,389
Total Available	2,904,458	2,965,778	2,965,778	2,967,830	3,024,219
Expenditures					
Miscellaneous	-	-	-	-	-
Total Expenditures	0	0	0	0	0
Ending Balance	2,904,458	2,965,778	2,965,778	2,967,830	3,024,219
2014 BUDGET APPROPRIATION - FUND 503 TOTAL					14,824,929

COMPUTER RESERVE FUND 505

SUMMARY

Expenditure Budget	\$ 1,711,747	FTE's	0.0
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REVENUE DESCRIPTION

PC Replacement Account: Fund 505 receives contributions based on a five-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.

INVENTORY OF SERVICES

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

M&O	\$1,138,178
CAPITAL OUTLAY	550,659
Revenue Offset	<u>(1,616,446)</u>
NET COST	<u>\$72,391</u>
TOTAL FTEs	<u>0</u>

- 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, and annual maintenance contracts that serve multiple departments

INVENTORY OF SERVICES (continued)

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

2013

- ACCOMPLISHMENTS
- 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	22,910
Revenue Offset	0
NET COST	\$22,910
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**

	2012	2013	2013	2013	2014
	Actual	Adopted	As Amended	2013	Adopted
Fund 505: Computer Equipment Reserve		Budget	12/4/2013	Estimate	Budget
Revenue					
Beginning Balance	942,023	810,156	810,156	573,989	412,390
Maintenance Contracts	1,202,376	880,859	930,859	968,856	1,158,013
PC Replacement Account	50,034	250,000	250,000	250,000	250,000
Software Replacement Acct	100,008	100,000	100,000	100,000	100,000
Technology Refresh Account	-	150,000	100,000	100,000	100,000
Miscellaneous Revenue	-	-	-	9,759	-
Interest Earnings	14,174	14,500	14,500	5,420	8,433
Total Available	2,308,615	2,205,515	2,205,515	2,008,024	2,028,836
Expenditures					
Maintenance Contracts	1,180,195	991,332	1,076,632	1,077,824	1,138,178
PC Replacement Account	312,925	250,000	250,000	250,000	250,000
Software Replacement Account	241,506	188,101	203,801	125,372	284,699
Technology Refresh Account	-	-	100,000	142,438	15,960
Total Expenditures	1,734,626	1,429,433	1,630,433	1,595,634	1,688,837
Ending Balance	573,989	776,082	575,082	412,390	339,999

2014 Budget Appropriation	2,028,836
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Central Stores

	2012	2013	2013	2013	2014
	Actual	Adopted	As Amended	2013	Adopted
Fund 505 Pgm 842: Central Stores		Budget	12/4/2013	Estimate	Budget
Revenue					
Beginning Fund Balance	25,009	16,475	16,475	22,910	22,910
Interfund Revenue	4,594	1,000	1,000	-	-
Total Available	29,603	17,475	17,475	22,910	22,910
Expenditures					
Purchase of Inventory	6,693	10,000	10,000	-	-
Transfer Out	-	-	-	-	22,910
Total Expenditures	6,693	10,000	10,000	-	22,910
Ending Fund Balance	22,910	7,475	7,475	22,910	0

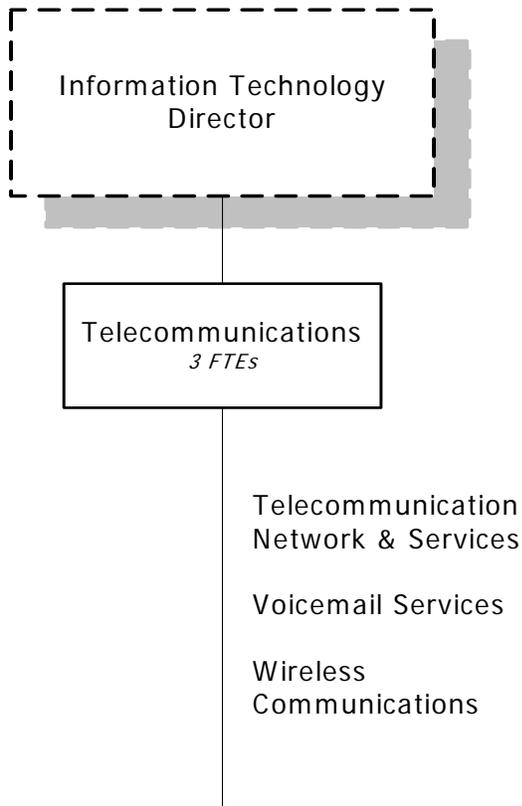
2014 Budget Appropriation	22,910
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2014 Budget Appropriation Fund 505 Total	2,051,746
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TELECOMMUNICATIONS FUND 507

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	\$	1,273,369	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	\$177,105
M&O	761,403
Capital	0
Revenue Offset	(938,508)
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

2013 ACCOMPLISHMENTS

- ◆ Upgraded the voice and data transmission network providing increased bandwidth and removing end-of-life technology.
- ◆ Upgraded South Precinct and Forest Park telephone switches to NEC SV8500, SWA upgrades to nine SV8300's, and upgraded the NEC AimworX to the MA4000
- ◆ Completed the review of business line services, reducing rates, and removing services no longer needed

2014 GOALS

- Goal #1 ■ Upgrade the the final two NEC switches that are at end-of-life
- Goal #2 ■ Finish the NEC Series 3 telephones upgrade process
- Goal #3 ■ Continue our review of the network, 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	2012	2013 Est.	2014 Est.
Number of telephones supported	1,997	1,795	1,799
Number of voice conference calls	231	201	200
Number of work order/trouble tickets	252	260	260
Incoming calls processed	999,865	705,071	800,000
Total calls processed	2,178,158	2,041,957	2,390,208

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	\$69,089
M&O	14,000
Capital	0
Revenue Offset	(83,089)
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

2013 ACCOMPLISHMENTS

- ◆ Completed certification training allowing us to bring system management in-house and advancing our knowledge of features and reporting options
- ◆ Reviewed existing Call Processors for programming accuracy, updating flow charts, and recording accuracy
- ◆ Updated the written instructions and distributed to all users, made available on the intranet, and the Quick Reference cards

2014 GOALS

- Goal #1 ■ Continue to review call processors, features, and reporting capabilities
- Goal #2 ■ Provide additional training on the new voice messaging features to all users as required

FUTURE TRENDS

- Advancing telecommunications technology
- Limited resources

PERFORMANCE MEASURES	2012	2013 Est.	2014 Est.
Annual number of calls into the voicemail system	858,962	839,317	840,000
Total number of voicemail boxes supported	1,402	1,373	1,373

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	\$85,478
M&O	166,294
Revenue Offset	(203,409)
NET COST	\$48,363
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

2013

- ACCOMPLISHMENTS
- ◆ Moved 351 Nextel cellular phones to Verizon Wireless, Sprint, or AT&T as chosen by each department, upgraded an additional 300+ cellular phones, smartphones, and wireless data cards, and added 5 tablets.
 - ◆ Negotiated, soldback, and received \$10,100 in used equipment, and negotiated credit for transferring services in the amount of \$6,900 from cellular vendors.
 - ◆ Auditing all cellular bills, adjusting rate plans as reductions are available, and processing personal cellular reimbursements in the estimated amount of \$4,480.

2014 GOALS

- Goal #1
- Provide state-of-the-art, cost effective equipment and service for our customers, while reviewing all service plans and equipment in an effort to reduce the overall expense

FUTURE TRENDS

- Rapid technological advancement in telecommunications

PERFORMANCE MEASURES

	2012	2013 Est.	2014 Est.
Number of cellular telephones supported	406	406	406
Number of Smart Devices supported	94	101	104
Number of Wireless Data Plans	320	340	340
Cellular rate plan adjustments	605	700	300
Number of WPS Emergency Svcs	18	20	20
Number of pagers supported	52	51	51
Personal reimbursements	\$8,614	\$4,800	\$4,800

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

THREE-YEAR PERSONNEL COMPARISON

Class	Title	2012	2013	2014
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	2012	2013	2013	2013	2014
	Actual	Adopted Budget	As Amended 12/4/2013	Estimate	Adopted Budget
Revenue					
Beginning Balance	679,034	398,444	455,650	537,100	362,473
Interfund Revenue	1,095,842	1,147,133	1,147,133	1,147,133	1,209,006
Interest Earnings	14,031	16,000	16,000	16,000	16,000
Total Available	1,788,907	1,561,577	1,618,783	1,700,233	1,587,479
Expenditures					
Salaries & Benefits	302,940	317,930	317,930	317,930	331,672
M & O	3,508	6,300	6,300	6,300	6,660
Pagers	2,105	2,112	2,112	2,112	1,800
Cellular Telephone Service	136,559	164,300	164,300	164,300	164,494
Network Maintenance Agreements	133,285	175,800	177,681	177,681	237,449
T-1 Spans	186,421	174,056	174,056	174,056	164,240
Network Operating Costs	117,722	147,052	147,052	147,052	121,710
Directory Advertising	8,470	9,138	9,138	9,138	8,343
Installation Charges	17,964	18,000	45,287	45,287	18,000
Long Distance Service	31,225	33,120	33,120	33,120	15,000
Business/Data/Radio Service	76,037	74,112	74,112	74,112	83,640
Tools/Telephone Supplies	32,694	25,248	25,248	25,248	25,428
InterFund Services & Charges	37,392	37,386	37,386	37,386	58,933
New/Replacement Equipment	24,060	36,000	36,000	36,000	36,000
Capital Outlay	141,425	60,000	88,038	88,038	-
Total Expenditures	1,251,807	1,280,554	1,337,760	1,337,760	1,273,369
Ending Balance	537,100	281,023	281,023	362,473	314,110

2014 Budget Appropriation	1,587,479
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EMPLOYEE HEALTH BENEFITS RESERVE FUND 508

SUMMARY

Expenditure Budget	\$12,622,248	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	12,622,248
Revenue Offset	(673,500)
NET COST	\$11,948,748
TOTAL FTEs	0

DESCRIPTION	<ul style="list-style-type: none"> ■ 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	<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 857 employees and their dependents

BUDGETED EXPENDITURES

	2013		2013		2014
	2012	Adopted	As Amended	2013	Adopted
Fund 508: Health Benefits Reserve	Actual	Budget	12/4/2013	Estimate	Budget
Revenue					
Beginning Balance	1,932,179	2,458,679	2,458,679	2,088,694	1,911,194
COBRA Administrative Fee	3,147	3,000	3,000	2,500	3,500
Interest Earnings	28,535	40,000	40,000	55,000	60,000
COBRA Premiums	162,217	200,000	200,000	225,000	250,000
Insurance Recovery	501,389	-	-	-	-
Interfund Contribution	10,286,857	11,125,000	11,125,000	11,125,000	12,346,213
Employee Trust Contribution	32,245	40,890	40,890	300,000	360,000
Miscellaneous Revenue	13,924	-	-	25,000	-
Total Available	12,960,493	13,867,569	13,867,569	13,821,194	14,930,907
Expenditures					
M & O	7,129	20,000	20,000	10,000	10,000
Professional Services	1,066,878	975,000	975,000	900,000	975,000
Health Benefits	9,797,792	10,930,000	10,930,000	11,000,000	11,637,248
Total Expenditures	10,871,799	11,925,000	11,925,000	11,910,000	12,622,248
Ending Balance Before Reserves	2,088,694	1,942,569	1,942,569	1,911,194	2,308,659
Less Incurred But Not Reported (IBNR)	1,633,242	1,633,242	1,633,242	1,775,895	1,933,061
Less Claims Fluctuation Reserve	150,000	150,000	150,000	135,299	375,598
Ending Balance	305,452	159,327	159,327	0	0
2014 Budget Appropriation					14,930,907