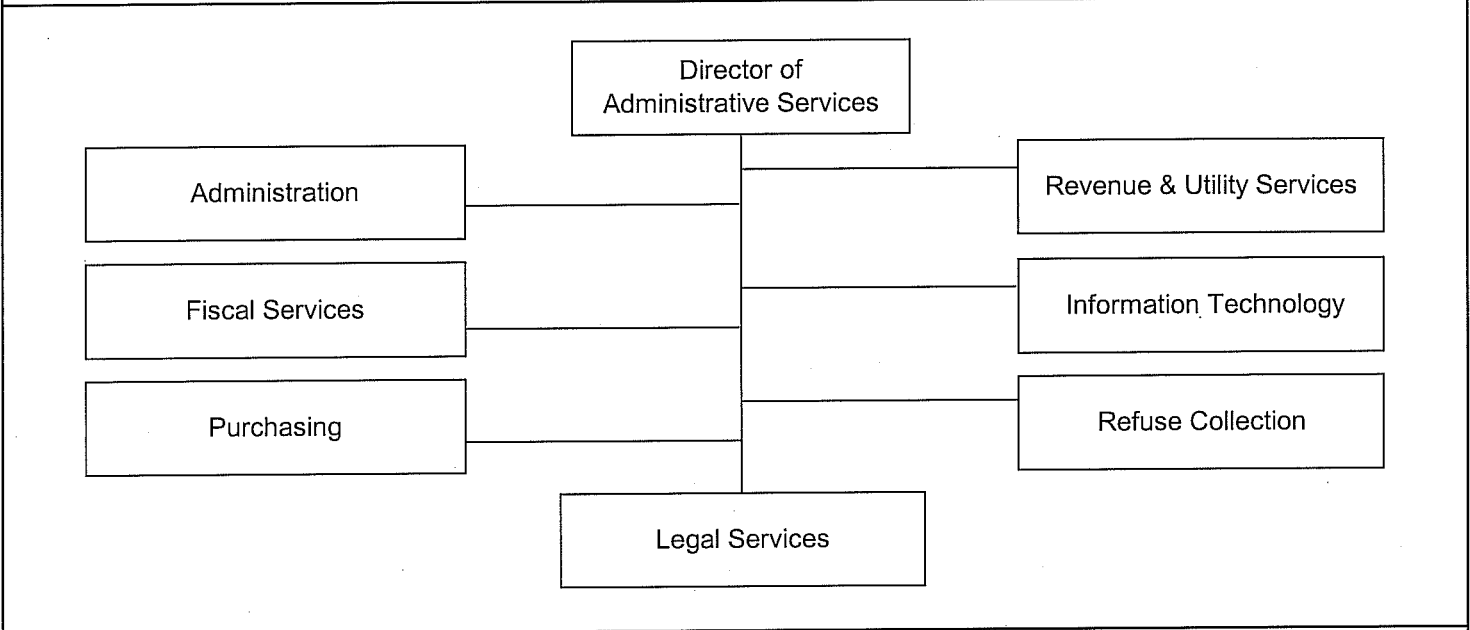


CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

DEPARTMENT ORGANIZATION CHART



DEPARTMENT DESCRIPTION/GOALS

The Administrative Services Department provides an extensive number of financial and other services to both City departments and citizens of the community, including budget administration, accounting and financial reporting, Water Utility billing and collections, business registration, purchasing, printing, and investment of City and Redevelopment Agency funds. The department also has responsibility for administration of many City contracts, including those for computer services, refuse collection and processing, and legal services.

The 2007-09 budget reflects 1.0 unfunded position and an increase of one half-time Account Clerk II to full-time.

- Goals
- Provide a high level of customer service.
 - Administer and collect the full amount of revenues due the City, including Water Utility, business and general tax revenues, and a variety of departmental fees.
 - Invest the City and Redevelopment Agency portfolios consistent with the City Investment Policy, which stresses safety and liquidity.
 - Produce monthly financial reports for use by the City Council, City Manager, and the departments.
 - Provide timely and effective support services for City departments, such as payroll, accounts payable, purchasing, printing, Information Technology support, and legal services.
 - Prepare in a timely manner the annual operating budget and year-end financial report.
 - Incorporate proven technologies and changes in procedures into the department's operations to enhance customer service, increase efficiency, and reduce costs.

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

DEPARTMENT SUMMARY

	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Regular Employees	37.3	38.3 *	39.8	41.3 *	41.3 *
Nonregular Hours	2,150	2,320	3,170	1,400	1,400
Salaries & Benefits	\$2,616,686	\$3,245,740	\$3,219,310	\$3,326,170	\$3,540,760
Maintenance & Support	11,759,613	12,246,510	12,576,930	12,741,450	13,188,840
Capital Outlay	531,985	130,000	130,000	424,400	412,400
Subtotal	<u>14,908,284</u>	<u>15,622,250</u>	<u>15,926,240</u>	<u>16,492,020</u>	<u>17,142,000</u>
Less Allocations	<u>(1,823,802)</u>	<u>(1,978,190)</u>	<u>(1,980,110)</u>	<u>(2,624,490)</u>	<u>(2,744,350)</u>
Total Operating Budget	<u>\$13,084,482</u>	<u>\$13,644,060</u>	<u>\$13,946,130</u>	<u>\$13,867,530</u>	<u>\$14,397,650</u>

DEPARTMENT FUND ANALYSIS

<u>Fund No. and Title</u>	<u>2007-08 Adopted</u>	<u>2008-09 Adopted</u>
110 - General	\$3,043,960	\$3,207,990
142 - Air Quality Improvement Trust	88,130	90,530
174 - Capital Projects	51,580	54,320
344 - Water	1,568,720	1,643,970
346 - Refuse Collection	9,009,900	9,285,200
363 - Central Services	362,250	368,160
366 - Group Insurance	11,020	11,390
368 - Information Technology	<u>2,153,760</u>	<u>2,264,790</u>
Subtotal	16,289,320	16,926,350
Less Allocations:		
110 - General	(48,700)	(51,270)
174 - Capital Projects	(51,580)	(54,320)
363 - Central Services	(362,250)	(368,160)
366 - Group Insurance	(11,020)	(11,390)
368 - Information Technology	<u>(2,150,940)</u>	<u>(2,259,210)</u>
Total City	13,664,830	14,182,000
879 - Redevelopment Administration	<u>202,700</u>	<u>215,650</u>
Total	<u>\$13,867,530</u>	<u>\$14,397,650</u>

*Includes 1.0 unfunded position.

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

DEPARTMENT PERSONNEL SUMMARY

<u>Position Classification</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>	<u>2006-07 Estimated</u>	<u>2007-08 Adopted</u>	<u>2008-09 Adopted</u>
<u>Regular Employees - Full-Time Equivalent Positions</u>					
Director of Administrative Services	1.0	1.0	1.0	1.0	1.0
Information Technology Manager	1.0	1.0	1.0	1.0	1.0
Fiscal Services Manager	1.0	1.0	1.0	1.0	1.0
City Treasurer/Revenue & Utility Services Manager	1.0	1.0	1.0	1.0	1.0
Information Systems Project/ Programmer Manager			1.0	1.0	1.0
Purchasing Manager	1.0	1.0	1.0	1.0	1.0
Accounting Supervisor	1.0	1.0	1.0	1.0	1.0
Budget Analyst	1.0	1.0	1.0	1.0	1.0
Network Specialist	1.0	1.0	1.0	1.0	1.0
Accountant II	2.0	3.0*	2.0**	3.0*/**	3.0*/**
Geographic Information Systems Specialist	0.5	1.0	1.0	1.0	1.0
Webmaster	0.5	0.5	0.5	0.5	0.5
Utility Services Supervisor	1.0	1.0	1.0	1.0	1.0
Buyer	1.0	1.0	1.0	1.0	1.0
Information Systems Assistant			1.0	1.0	1.0
Revenue Specialist	1.0	1.0	1.0	1.0	1.0
Water Utility Services Lead Worker	1.0	1.0	1.0	1.0	1.0
Payroll Technician	1.0	1.0	1.0	1.0	1.0
Administrative Secretary	1.0	1.0	1.0	1.0	1.0
Lead Customer Service Rep. - Utility Services	1.0	1.0	1.0	1.0	1.0
Utility Systems Specialist	1.0	1.0	1.0	1.0	1.0
Reprographic Technician	1.0	1.0	1.5	1.5	1.5
Account Clerk III	1.0	1.0	1.0	1.0	1.0
Sr. Customer Service Rep.	2.0***	2.0***	2.0***	2.0***	2.0***
Water Services Worker	3.0	3.0	4.0	4.0	4.0
Central & Water Services Worker	1.0	1.0			
Account Clerk II	3.5	3.5	3.5	4.0	4.0
Clerical Assistant III	1.0	1.0	1.0	1.0	1.0
Customer Service Rep.	5.8	5.3	5.3	5.3	5.3
Total Regular Employees	<u>37.3</u>	<u>38.3</u>	<u>39.8</u>	<u>41.3</u>	<u>41.3</u>
<u>Nonregular Employees - Hours</u>					
Total Nonregular Hours	<u>2,150</u>	<u>2,320</u>	<u>3,170</u>	<u>1,400</u>	<u>1,400</u>

*Includes 1.0 unfunded position.

**One Accountant II position underfilled by an Accountant I.

***Underfilled by 2.0 Customer Service Representatives.

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2161 Administration

PROGRAM DESCRIPTION/GOALS

The Administration Program is responsible for management of the department's divisions and coordination with other City departments. It establishes policies and procedures for the overall direction of the department and provides administrative and secretarial support for the various programs.

Goals

Provide sound policy direction, leadership, and overall management of the department.

Provide timely information to the City Manager and City Council on financial issues and economic trends that may affect the City.

PROGRAM SUMMARY

	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Regular Employees	2.0	2.0	2.0	2.0	2.0
Nonregular Hours					
Salaries & Benefits	\$264,550	\$266,590	\$243,790	\$288,190	\$327,110
Maintenance & Support	26,416	29,910	30,000	34,210	35,210
Capital Outlay					
Subtotal	<u>290,966</u>	<u>296,500</u>	<u>273,790</u>	<u>322,400</u>	<u>362,320</u>
Less Allocations	(9,625)	(9,410)	(10,340)	(30,460)	(31,730)
Total Operating Budget	<u>\$281,341</u>	<u>\$287,090</u>	<u>\$263,450</u>	<u>\$291,940</u>	<u>\$330,590</u>

PROGRAM REVENUES

<u>Revenue Source</u>	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
General Fund Contrib.	\$179,642	\$187,930	\$175,690	\$202,440	\$224,030
Water Fund Contrib.	52,700	49,570	43,870	54,170	63,110
IT Support Fees				18,850	19,660
Costs Allocated to Various Departments				(18,850)	(19,660)
IT Fund Contrib.	19,600	19,830	17,550	2,820	5,580
Redev. Fund Contrib.	29,399	29,760	26,340	32,510	37,870
Total	<u>\$281,341</u>	<u>\$287,090</u>	<u>\$263,450</u>	<u>\$291,940</u>	<u>\$330,590</u>

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2161 Administration

PROGRAM OBJECTIVES

Submit accurate periodic financial reports to the City Council.

Complete annual independent audits of the City and Redevelopment Agency by mid-November.

Invest City and Redevelopment Agency funds in accordance with state laws and City of Fullerton Investment Policy.

Continue to evaluate the application of technology to department operations to reduce costs, increase efficiency, and provide better service.

Ensure that at least 80 percent of objectives are attained.

PROGRAM PERFORMANCE MEASURES

<u>Performance/ Workload Measures</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>	<u>2006-07 Estimated</u>	<u>2007-08 Adopted</u>	<u>2008-09 Adopted</u>
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Workload measures appear in the other programs.

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2163 Fiscal Services

PROGRAM DESCRIPTION/GOALS

The Fiscal Services Program includes both the Budget and Accounting functions. Fiscal Services provides a wide range of accounting and financial services, including payroll, accounts payable/receivable, general accounting services, and coordinating the preparation of the City's two-year budget. Fiscal Services also provides financial information and reports to management, City staff, and other governmental entities. Fiscal Services is responsible for the preparation of the City's Comprehensive Annual Financial Report, the Budget which represents the City's detailed financial management plan, the Annual Report of the Redevelopment Agency, and a number of other reports to federal, state, and county governments.

- Goals
- Provide a high level of timely and accurate financial services, accounting information, and reports to City Council/City Manager/departments and other governmental agencies within established guidelines, regulations, and federal, state, and local laws.
 - Provide comprehensive accounting and financial services to the City and the Fullerton Redevelopment Agency.

PROGRAM SUMMARY

	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Regular Employees	10.5	11.5 *	10.5	12.0 *	12.0 *
Nonregular Hours	1,290	1,280	1,280	1,000	1,000
Salaries & Benefits	\$730,147	\$931,420	\$914,350	\$965,290	\$1,024,920
Maintenance & Support	862,600	813,680	809,450	1,057,990	1,124,280
Capital Outlay					
Subtotal	<u>1,592,747</u>	<u>1,745,100</u>	<u>1,723,800</u>	<u>2,023,280</u>	<u>2,149,200</u>
Less Allocations	<u>(36,961)</u>	<u>(39,660)</u>	<u>(40,220)</u>	<u>(46,210)</u>	<u>(48,610)</u>
Total Operating Budget	<u>\$1,555,786</u>	<u>\$1,705,440</u>	<u>\$1,683,580</u>	<u>\$1,977,070</u>	<u>\$2,100,590</u>

*Includes 1.0 unfunded position.

PROGRAM REVENUES

Revenue Source	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Police Alarm Permits	\$65,219	\$66,800	\$67,950	\$70,660	\$73,570
Interest Income (TRAN)	198,571	195,000	267,400	275,000	275,000
Premium on Bond Sales (TRAN)	66,050	25,000	109,000	45,000	45,000
General Fund Contrib.	1,078,313	1,190,930	1,028,250	1,359,470	1,467,410
Water Fund Contrib.	21,560	71,370	55,660	63,450	68,730
Redev. Fund Contrib.	126,073	156,340	155,320	163,490	170,880
Total	<u>\$1,555,786</u>	<u>\$1,705,440</u>	<u>\$1,683,580</u>	<u>\$1,977,070</u>	<u>\$2,100,590</u>

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services	PROGRAM: 2163 Fiscal Services
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PROGRAM OBJECTIVES

- Submit accurate and complete reports to state and federal agencies within established legal deadlines and legal requirements.
- Prepare and implement the City's 2007-09 two-year budget.
- Submit error-free reports to federal and state taxing agencies.
- Prepare general and payroll checks/direct deposits on schedule 100 percent of the time, with an error rate of less than one-half of one percent.
- Submit accurate financial reports to City Council each month, and the annual report no later than the second Council meeting in December.
- Monitor monthly revenue and expenditure reports to identify significant budget deviations and update fiscal forecasts.
- Process invoices for reimbursable Fire and Police services; damage to City property; fats, oils, and grease permit fees; Airport hangar and tie-down rentals; and capital projects reimbursements, with the objective of collecting all amounts due to the City.
- Submit to City Council the City and Redevelopment Agency's annual reports that implement Governmental Accounting Standards Board (GASB) pronouncements.

PROGRAM PERFORMANCE MEASURES

<u>Performance/ Workload Measures</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>	<u>2006-07 Estimated</u>	<u>2007-08 Adopted</u>	<u>2008-09 Adopted</u>
Payroll transactions	21,738	22,100	22,500	22,500	22,500
Accuracy rate	100.0%	99.8%	99.8%	99.8%	99.8%
Cost to process one payroll transaction (avg.)	\$5.38	\$5.30	\$5.44	\$5.71	\$5.94
General and library checks/direct deposits	12,428	13,000	13,000	13,000	13,000
Accuracy rate	99.9%	99.8%	99.8%	99.8%	99.8%
Cost to produce one general check/direct deposit (avg.)	\$7.39	\$5.08	\$8.33	\$8.75	\$9.10
Invoices billed	7,175	6,700	6,400	6,500	6,500
Amount billed	\$8,038,034	\$5,200,000	\$4,600,000	\$5,000,000	\$5,000,000
Amount sent to collection agencies as a % of amount billed	0.00%	1.00%	1.00%	1.00%	1.00%
New Police alarm permits issued	610	600	510	600	600
Total Police alarm permits	4,401	4,250	4,500	4,550	4,600
False alarms	4,299	5,000	4,500	4,500	4,500

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2164 Purchasing

PROGRAM DESCRIPTION/GOALS

The Purchasing Program provides a wide range of services that support the operating needs of City departments, including contracting for supplies, equipment, and services at competitive costs. Reprographic and mail services are also the responsibility of this program.

Goals

Provide efficient and effective procurement of quality supplies, equipment, and services for the City's operating departments at competitive prices.

Provide high-quality, in-house reprographic and mail services to the City's operating departments.

Join with other public agencies in cooperative procurement programs to reduce costs wherever possible.

PROGRAM SUMMARY

	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Regular Employees	4.5	4.5	4.5	4.5	4.5
Nonregular Hours					
Salaries & Benefits	\$311,924	\$333,480	\$333,750	\$354,220	\$371,680
Maintenance & Support	244,402	335,290	329,600	338,750	341,840
Capital Outlay					
Subtotal	<u>556,326</u>	<u>668,770</u>	<u>663,350</u>	<u>692,970</u>	<u>713,520</u>
Less Allocations	<u>(262,906)</u>	<u>(362,350)</u>	<u>(362,780)</u>	<u>(364,150)</u>	<u>(370,140)</u>
Total Operating Budget	<u>\$293,420</u>	<u>\$306,420</u>	<u>\$300,570</u>	<u>\$328,820</u>	<u>\$343,380</u>

PROGRAM REVENUES

<u>Revenue Source</u>	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
General Fund Contrib.	\$264,554	\$306,420	\$300,570	\$328,820	\$343,380
Central Svcs. Fund Contrib.	<u>28,866</u>				
Total	<u>\$293,420</u>	<u>\$306,420</u>	<u>\$300,570</u>	<u>\$328,820</u>	<u>\$343,380</u>

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services	PROGRAM: 2164 Purchasing
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PROGRAM OBJECTIVES

- Provide courteous and professional customer service to operating departments.
- Maintain current goal of five-day turnaround time or less on requisitions and purchase orders 90 percent of the time.
- Negotiate early payment discounts and assist Accounts Payable in obtaining discounts. Goal: \$25,000.
- Maintain the current goal of providing 24-hour turnaround 90 percent of the time for photocopy services for jobs up to 1,000 copies of one document.
- Ensure that internal charges for printing services remain competitive for comparable service with the private sector.
- Explore additional contracts to provide online ordering from approved catalogs and vendors.

PROGRAM PERFORMANCE MEASURES

<u>Performance/ Workload Measures</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>	<u>2006-07 Estimated</u>	<u>2007-08 Adopted</u>	<u>2008-09 Adopted</u>
Purchase requisitions	2,325	2,000	2,300	2,100	2,100
Written purchase orders	1,308	1,000	1,200	1,100	1,100
Verbal purchase orders	522	550	500	450	450
Xerox 5390 impressions	2,075,943	2,000,000	2,000,000	2,000,000	2,000,000
Pieces of mail metered	182,009	190,000	160,000	160,000	160,000
Early payment discounts	\$34,875	\$25,000	\$25,000	\$25,000	\$25,000
Photocopy cost per page	\$0.08	\$0.08	\$0.08	\$0.08	\$0.08

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2165 Revenue & Utility Services

PROGRAM DESCRIPTION/GOALS

The primary Revenue responsibilities are investment of the City and Redevelopment Agency monies; establishment and maintenance of banking/broker relationships and accounts; administration of the business registration program; and the collection of the transient occupancy taxes, oil extraction taxes, and airport fixed-based (FBO) leases, including other revenue-producing contracts. The state-mandated (SB 90) cost reimbursement program is also part of the division.

The primary Utility Services responsibilities are administration of the citywide water accounts including customer service, meter reading, billing and collection; management of the franchise agreements for refuse, gas, and electricity; centralized cashing; providing telephone answering services for City Hall and functioning as the main reception desk. The division also handles the paramedic subscription and donation programs.

Goals

Invest City and Redevelopment Agency funds, maximizing safety, liquidity, and yield. Evaluate cash flow on a daily basis to ensure sufficient liquidity to meet current and future operating needs. Maximize interest earnings by utilizing a prudent investment strategy that complies with state law and the adopted Investment Policy. Receipt the City and Redevelopment Agency's revenues in a timely and accurate manner. Continue outreach strategies to ensure business registration compliance. Provide timely and accurate meter reading and water billing of the City's water customers. Administer the City's franchise agreements to maximize revenue and ensure compliance with the City's ordinances. Oversee the City's state-mandated (SB 90) cost reimbursement program to secure full compensation. Promote positive customer service relations.

PROGRAM SUMMARY

	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Regular Employees	17.3 *	16.8 *	17.3 *	17.3 *	17.3 *
Nonregular Hours	860	1,040	1,890		
Salaries & Benefits	\$1,021,100	\$1,141,620	\$1,154,790	\$1,126,190	\$1,183,320
Maintenance & Support	500,654	546,250	575,190	656,580	676,340
Capital Outlay	1,416	5,000	5,000	17,000	5,000
Subtotal	<u>1,523,170</u>	<u>1,692,870</u>	<u>1,734,980</u>	<u>1,799,770</u>	<u>1,864,660</u>
Less Allocations					
Total Operating Budget	<u>\$1,523,170</u>	<u>\$1,692,870</u>	<u>\$1,734,980</u>	<u>\$1,799,770</u>	<u>\$1,864,660</u>

*Includes 2.0 Sr. Customer Service Representatives that are underfilled by Customer Service Representatives.

PROGRAM REVENUES

<u>Revenue Source</u>	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Business License Review	\$9,255	\$9,600	\$6,050	\$6,400	\$6,800
General Fund Contrib.	252,966	322,260	321,950	342,270	345,730
Debt Service Fund Contrib.	7,223	7,250	6,910		
Water Fund Contrib.	<u>1,253,726</u>	<u>1,353,760</u>	<u>1,400,070</u>	<u>1,451,100</u>	<u>1,512,130</u>
Total	<u>\$1,523,170</u>	<u>\$1,692,870</u>	<u>\$1,734,980</u>	<u>\$1,799,770</u>	<u>\$1,864,660</u>

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2165 Revenue & Utility Services

PROGRAM OBJECTIVES

REVENUE

Administer the City's investments in a sound and efficient manner that is consistent with the City's Investment Policy.

Invest up to 99 percent of idle cash available to increase interest earnings while maintaining an adequate cash flow to meet daily operating expenses.

Collect and process all tax filings (business, transient occupancy, oil extraction) and manage the revenue contracts (fixed-based operators, rents) as scheduled, and use appropriate follow-up methods on any late filings.

Coordinate SB 90 activities with all departments to ensure timely filing of state-mandated cost reimbursement claims.

Monitor sales tax to identify significant trends that may affect revenues.

UTILITY SERVICES

Bill water customers in accordance with the bimonthly schedule with an accuracy rate of 99.9 percent.

Read water meters with an accuracy rate of at least 99.9 percent.

Respond to all water customer service phone inquiries within one minute.

Deposit all City funds within 24 hours of receipt.

Survey water customers biennially to determine overall level of satisfaction.

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2165 Revenue & Utility Services

PROGRAM PERFORMANCE MEASURES

<u>Performance/ Workload Measures</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>	<u>2006-07 Estimated</u>	<u>2007-08 Adopted</u>	<u>2008-09 Adopted</u>
REVENUE					
Funds received	\$148,077,734	\$132,000,000	\$155,500,000	\$163,275,000	\$171,400,000
Average funds invested	\$88,264,475	\$84,000,000	\$84,000,000	\$86,000,000	\$88,000,000
Interest received	\$2,877,295	\$3,360,000	\$3,990,000	\$4,300,000	\$4,620,000
Average interest rate of funds invested	3.58%	4.00%	4.75%	5.00%	5.25%
Average rate of idle funds invested	98.653%	99.0%	99.0%	99.0%	99.0%
Business registration certificates issued	10,542	10,200	10,700	10,700	10,700
Cost per certificate issued	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00
Business applications and renewals processed	15,871	11,775	15,900	15,900	15,900
Cash register validations	49,776	32,000	52,270	54,900	57,650
Business Reg. revenues	\$1,130,777	\$1,155,600	\$1,155,600	\$1,184,490	\$1,214,100
UTILITY SERVICES					
Water accounts	31,126	31,500	31,260	31,360	31,560
Average daily phone calls (water lines)	123	140	140	130	125
Average waiting time (seconds) for water customer phone inquiries	51	45	50	40	40
Water meter reads	192,685	191,000	193,200	193,700	194,200
Meter read accuracy rate	99.86%	99.9%	99.9%	99.9%	99.9%
Cost per meter read	\$0.98	\$1.00	\$1.00	\$1.05	\$1.10
Water bills processed - regular and delinquent	209,894	215,000	211,000	211,500	211,500
Water bill accuracy rate	99.97%	99.9%	99.9%	99.9%	99.9%
Water payments processed - regular and delinquent	184,056	206,000	210,000	210,500	211,000
Cost per water payment processed	\$0.72	\$0.90	\$0.80	\$0.90	\$1.00
Field requests (annual)	4,397	5,200	4,400	4,450	4,500
Water shutoffs (annual)	2,639	2,075	2,700	2,750	2,750

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CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2168 Refuse Collection

PROGRAM DESCRIPTION/GOALS

The City has an exclusive franchise with MG Disposal for collection of residential and commercial rubbish. Since July of 1994, all rubbish has been delivered to Taormina Industries for processing at their Material Recovery Facility to comply with the 50 percent diversion goals mandated by the state of California in AB 939. Residential pickup is weekly, with special pickups available for bulky items.

Effective July 1, 1999, the City entered into a new ten-year contract with MG Disposal and amended its contract with Taormina Industries. They will continue to provide refuse collection and disposal services to the City until June 30, 2009. As part of the terms of the contracts, City residents receive a green waste program at no cost for the life of the contracts. In addition, the City receives a franchise fee from the hauler.

Goals

Provide quality, scheduled refuse services to Fullerton residences and businesses.
 Contribute to a clean and healthy environment through regular collection of refuse from properties in the City.
 Maintain the AB 939 mandate of diverting 50 percent of refuse from the county landfill.

PROGRAM SUMMARY

	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Regular Employees					
Nonregular Hours					
Salaries & Benefits					
Maintenance & Support	\$8,749,366	\$8,500,700	\$8,752,480	\$9,009,900	\$9,285,200
Capital Outlay					
Subtotal	<u>8,749,366</u>	<u>8,500,700</u>	<u>8,752,480</u>	<u>9,009,900</u>	<u>9,285,200</u>
Less Allocations					
Total Operating Budget	<u><u>\$8,749,366</u></u>	<u><u>\$8,500,700</u></u>	<u><u>\$8,752,480</u></u>	<u><u>\$9,009,900</u></u>	<u><u>\$9,285,200</u></u>

PROGRAM REVENUES

<u>Revenue Source</u>	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Refuse Collection & Disposal	\$8,740,935	\$8,492,700	\$8,747,480	\$9,009,900	\$9,280,200
Contrib. (to) from Refuse Fund	<u>8,431</u>	<u>8,000</u>	<u>5,000</u>		<u>5,000</u>
Total	<u><u>\$8,749,366</u></u>	<u><u>\$8,500,700</u></u>	<u><u>\$8,752,480</u></u>	<u><u>\$9,009,900</u></u>	<u><u>\$9,285,200</u></u>

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2168 Refuse Collection

PROGRAM OBJECTIVES

- Administer the contracts for rubbish services with MG Disposal and Taormina Industries.
- Respond within four hours to service complaints.
- Perform a biennial audit of refuse collection activities.
- Work with MG Disposal and Taormina Industries to maintain the AB 939 goal of 50 percent diversion.

PROGRAM PERFORMANCE MEASURES

<u>Performance/ Workload Measures</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>	<u>2006-07 Estimated</u>	<u>2007-08 Adopted</u>	<u>2008-09 Adopted</u>
Complaints received and resolved*	17	18	113	20	20
AB 939 diversion rate	51%	50+%	50+%	50+%	50+%
Total refuse tonnage collected and processed	177,917	225,000	183,300	188,800	194,500
Residential refuse tonnage collected and processed	85,219	91,700	87,800	90,400	93,100
Average cost per ton for residential refuse disposal	\$96.67	\$96.32	\$103.50	\$104.00	\$105.00
Annual residential refuse tonnage per capita**	0.63	0.72	0.67	0.72	0.76

*2006-07 estimated includes the 95 trash strike complaints.

**Annual tonnage equivalent in pounds - 1,260 pounds per capita.

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2150 Legal Services

PROGRAM DESCRIPTION/GOALS

The City contracts for City Attorney services, and this program provides for the administration of the contract and serves as the cost center for City Attorney services. In addition to the City Attorney, the departments (principally the Redevelopment Agency, Human Resources, and Community Development) also contract for legal and litigation services. For 2007-08, it is estimated that the City will spend \$722,300 on these additional legal services.

PROGRAM SUMMARY

	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Regular Employees					
Nonregular Hours					
Salaries & Benefits					
Maintenance & Support	\$347,305	\$305,770	\$365,300	\$371,900	\$382,700
Capital Outlay					
Subtotal	<u>347,305</u>	<u>305,770</u>	<u>365,300</u>	<u>371,900</u>	<u>382,700</u>
Less Allocations					
Total Operating Budget	<u>\$347,305</u>	<u>\$305,770</u>	<u>\$365,300</u>	<u>\$371,900</u>	<u>\$382,700</u>

PROGRAM REVENUES

<u>Revenue Source</u>	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
General Fund Contrib.	\$336,015	\$299,270	\$358,800	\$365,200	\$375,800
Sewer Enterprise Fund Contrib.	4,980				
Redev. Fund Contrib.	6,310	6,500	6,500	6,700	6,900
Total	<u>\$347,305</u>	<u>\$305,770</u>	<u>\$365,300</u>	<u>\$371,900</u>	<u>\$382,700</u>

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2150 Legal Services

PROGRAM OBJECTIVES

Provide City Attorney services, by contract, to the City Council, City Manager, City operating departments, and the Redevelopment Agency in a timely manner.

Conduct annual training seminar for new council members, commissioners, and board members on parliamentary procedure, the requirements of the Brown Act, and conflict of interest statements.

Administer the City Attorney contract to ensure cost-effective legal services.

Revise and amend the Municipal Code as required for changes in department operation and the needs of the community, as reflected by the actions of the City Council.

Provide periodic training to the City Council and commissioners as required by AB 1234.

PROGRAM PERFORMANCE MEASURES

<u>Performance/ Workload Measures</u>	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
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CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2154 Information Technology

PROGRAM DESCRIPTION/GOALS

The Information Technology Program is responsible for the administration and operation of the City's management information systems and resources. This program oversees the day-to-day operations of the City's computer center, maintenance and support of software applications, training and support of personal computers, central computer and network server maintenance, and planning for future system/software resource requirements in the City.

The program provides support for all major software on the City's HP 3000 computers and support of certain specialized personal computer (PC) applications and the Library system. Major applications on the City's computers include police records and dispatching; financial and payroll systems; City paramedic, water, and refuse billing; purchasing; Engineering and Planning permits; business registration; document imaging; computer aided design (CAD); and the Geographic Information System (GIS). The computer center and Help Desk are currently staffed from 7:00 a.m. to 5:30 p.m. The City contracts for all significant functions in the program, including on-site personnel, hardware maintenance, and software development/maintenance.

PROGRAM SUMMARY

	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
Regular Employees	3.0	3.5	5.5	5.5	5.5
Nonregular Hours				400	400
Salaries & Benefits	\$288,965	\$572,630	\$572,630	\$592,280	\$633,730
Maintenance & Support	1,028,870	1,714,910	1,714,910	1,272,120	1,343,270
Capital Outlay	530,569	125,000	125,000	407,400	407,400
Subtotal	<u>1,848,404</u>	<u>2,412,540</u>	<u>2,412,540</u>	<u>2,271,800</u>	<u>2,384,400</u>
Less Allocations	<u>(1,514,310)</u>	<u>(1,566,770)</u>	<u>(1,566,770)</u>	<u>(2,183,670)</u>	<u>(2,293,870)</u>
Total Operating Budget	<u>\$334,094</u>	<u>\$845,770</u>	<u>\$845,770</u>	<u>\$88,130</u>	<u>\$90,530</u>

PROGRAM REVENUES

<u>Revenue Source</u>	2005-06 <u>Actual</u>	2006-07 <u>Budget</u>	2006-07 <u>Estimated</u>	2007-08 <u>Adopted</u>	2008-09 <u>Adopted</u>
IT Support Fees	\$1,514,310	\$1,519,530	\$1,519,530	\$2,132,090	\$2,239,550
Costs Allocated to Various Departments	(1,514,310)	(1,519,530)	(1,519,530)	(2,132,090)	(2,239,550)
Contrib. (to) from IT Fund	250,554	695,440	695,440		
Air Quality Fund Contrib.	83,540	87,230	87,230	88,130	90,530
Capital Projects Support Costs		47,240	47,240	51,580	54,320
Costs Allocated to Capital Projects Fund		(47,240)	(47,240)	(51,580)	(54,320)
Unrestricted Capital Projects Fund Contrib.		63,100	63,100		
Total	<u>\$334,094</u>	<u>\$845,770</u>	<u>\$845,770</u>	<u>\$88,130</u>	<u>\$90,530</u>

CITY OF FULLERTON
FISCAL YEARS 2007-08 - 2008-09

DEPARTMENT: Administrative Services

PROGRAM: 2154 Information Technology

PROGRAM OBJECTIVES

- Provide personal computer training for employees by offering classes on City-supported software.
- Provide technical support to departments utilizing specified software for applications supporting their operations.
- Provide the following response levels:
 - 4-hour response on critical system or network failures.
 - 8-hour initial response on peripheral equipment failure or minor system failure.
 - 8-hour initial response on personal computer equipment failures.
- Minimize unscheduled downtime of critical computer systems and the network.
- Assist departments in implementing new computer technology to enhance operational efficiency.
- Manage the Computer Replacement Program to ensure the timely and cost-effective replacement of PCs and servers.

PROGRAM PERFORMANCE MEASURES

<u>Performance/ Workload Measures</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>	<u>2006-07 Estimated</u>	<u>2007-08 Adopted</u>	<u>2008-09 Adopted</u>
User requests for services:					
Software/report modifications - HP 3000	91	95	95	90	90
Minicomputer users*	37	35	35	30	25
Personal computers	616	565	629	640	650
Training classes completed	65	55	55	60	60
Average cost per hour of contract systems support	\$76.00	\$80.00	\$80.00	\$100.00	\$100.00
Average PC/network support cost	\$2,173	\$2,260	\$2,260	\$1,590	\$1,700
Units replaced	310	15	235	100	160

*Includes both terminal and PC system access.

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