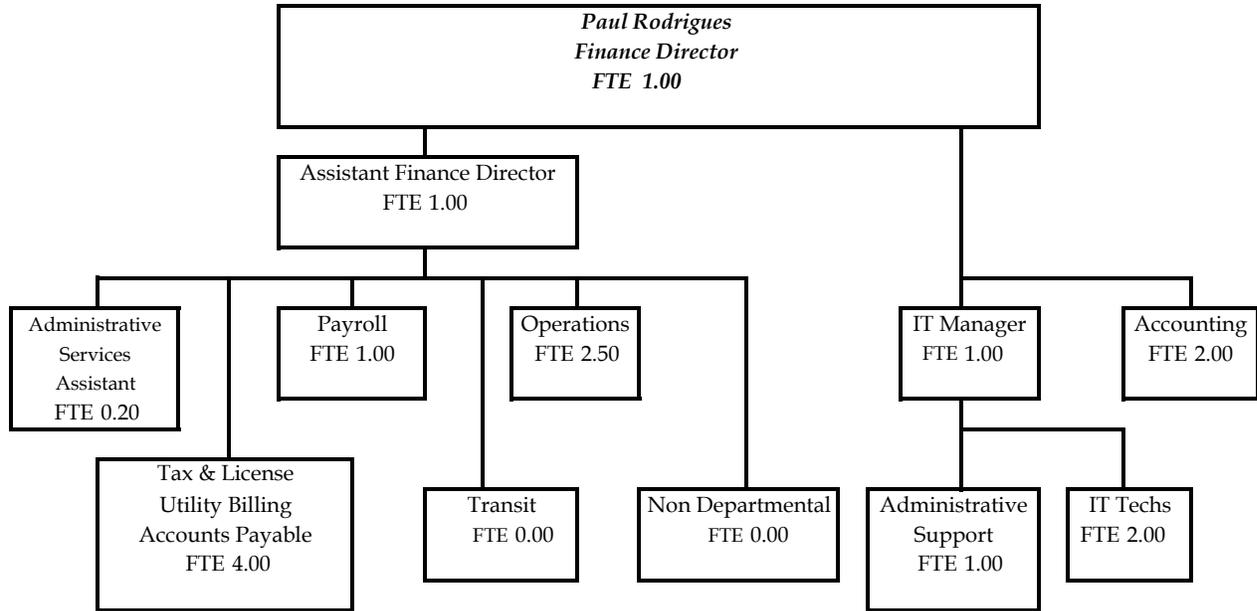


# FINANCE DEPARTMENT



**Mission.**

*To manage, protect and report on the City of Eureka's financial resources to enhance the City's financial condition for our residents, and businesses.*





## DEPARTMENT DESCRIPTION:

The Finance Department is responsible for providing the financial management of all City funds and maintaining the fiscal integrity of the City. Major activities include: managing the City's investment portfolio; obtaining financing for capital requirements; financial analysis and reporting; budget management; revenue management, including billing and collection for utilities, licenses and other revenues; information services; purchasing; transit operations; and central duplicating and printing.

	<u>2010-11</u> <u>Actual</u>	<u>2011-12</u> <u>Amended</u> <u>Budget</u>	<u>2011-12</u> <u>Estimated</u>	<u>2012-13</u> <u>Budget</u>
<b>EXPENDITURES BY PROGRAM:</b>				
Finance	\$ 871,992	\$ 986,559	\$ 1,050,612	\$ 1,121,942
Non-Departmental	1,961,836	2,032,422	1,049,017	(1,816,499)
Transit - General Public	1,375,628	1,528,190	1,682,839	1,432,040
Transit - Para transit	474,681	691,500	680,343	470,343
Information Technology Operations	840,527	886,703	866,169	917,932
	<u>\$ 5,524,664</u>	<u>\$ 6,125,374</u>	<u>\$ 5,328,980</u>	<u>\$ 2,125,758</u>

## EXPENDITURES BY CATEGORY:

Salaries and Benefits	\$ 1,011,895	\$ 1,222,341	\$ 1,142,139	\$ 1,323,534
Services and Supplies	4,491,596	4,539,983	3,803,975	621,362
Capital Outlay	21,173	363,050	382,866	120,050
Debt Service	-	-	-	60,812
Total Expenditures	<u>\$ 5,524,664</u>	<u>\$ 6,125,374</u>	<u>\$ 5,328,980</u>	<u>\$ 2,125,758</u>

## REVENUES BY FUND

General Fund	\$ 1,523,601	\$ 1,625,430	\$ 397,335	\$ (2,581,965)
General Fund - Measure O	\$ -	\$ -	\$ 150,000	\$ 265,000
Housing	4,497	5,379	3,250	-
Low & Mod Income	22,464	15,468	16,260	-
Water	73,146	104,726	136,241	170,838
Wastewater	82,285	110,684	144,075	188,880
Transit Fund	1,850,309	2,219,690	2,363,182	1,902,383
Information Technology Operations	840,527	886,703	866,169	917,932
Internal Operations Fund	1,064,430	1,113,192	1,205,828	1,262,690
Redevelopment Admin	63,405	44,102	46,640	-
Total Resources	<u>\$ 5,524,664</u>	<u>\$ 6,125,374</u>	<u>\$ 5,328,980</u>	<u>\$ 2,125,758</u>

# Department Summary

# Finance



	<u>2010-11</u> <u>Actual</u>	<u>2011-12</u> <u>Actual</u>	<u>2012-13</u> <u>Budget</u>
<b>PERSONNEL:</b>			
Full-time Positions	12.70	14.25	14.20
Regular Part-time Positions	1.35		1.50
<b>Total</b>	<b>14.05</b>	<b>14.25</b>	<b>15.70</b>

	<u>2010-11</u> <u>Actual</u>	<u>2011-12</u> <u>Actual</u>	<u>2012-13</u> <u>Budget</u>
<b>FULL TIME EQUIVALENT SUMMARY BY FUND:</b>			
General Fund			
Internal Operations	7.30	7.50	7.20
Information Technology Operations	4.00	4.00	4.00
Low & Mod Income	0.25	0.25	-
Housing	0.05	0.05	-
Redevelopment Admin	0.70	0.70	-
Water	0.88	0.88	2.25
Wastewater	0.87	0.87	2.25
<b>Total</b>	<b>14.05</b>	<b>14.25</b>	<b>15.70</b>

# General Government

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**DEPARTMENT:** Finance

**FUND:** Water  
Wastewater  
Internal Operations Fund



**PROGRAM:** Finance

**ACCOUNT:** 41430

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## PROGRAM DESCRIPTION:

### FINANCE

The Finance program provides leadership for and plans, coordinates and monitors the activities of the Finance Department in accordance with established fiscal policies. The program is also responsible for managing the City's cash, investments and debt. The finance program also offers leadership to other departments in developing budgets that will meet program goals and maintain sufficient revenues and reserves.

### ACCOUNTING

The Accounting program maintains the City's financial systems by designing and monitoring internal controls over transactions that will serve to safeguard city assets, by creating the Comprehensive Annual Financial Report (CAFR) in conformance with generally accepted accounting principles, and by coordinating an annual budget process that includes public input. The accounting program is responsible for producing various other external and internal financial reports which satisfy regulatory requirements and which also provide information to facilitate and encourage more effective policy discussions and decisions.

### OPERATIONS

The Operations program includes various financial services such as revenue collections. The Tax and License operation ensures that all businesses conducting business in the City of Eureka are properly licensed. Operations collects transient occupancy tax, dog licenses and business license fees. The Utility Billing program provides accurate and timely billing of the City's water and sewer services; assists customers in applying for and discontinuing utility service; educates customers regarding how to find the cause of high water usage and responds to customer inquiries and disputes regarding their City utility accounts. The Accounts Payable program develops, implements and maintains payment processes. The Payroll program implements and maintains personnel payment processes in compliance with all Federal, State, and City regulations. The Purchasing program assists all city departments with purchasing of services, supplies and materials as approved through the budget appropriations process.

# General Government

DEPARTMENT: Finance

FUND: Water  
Wastewater  
Internal Operations Fund



PROGRAM: Finance

ACCOUNT: 41430

	<u>2010-11 Actual</u>	<u>2011-12 Amended Budget</u>	<u>2011-12 Estimated</u>	<u>2012-13 Budget</u>
<b>PROGRAM EXPENDITURES:</b>				
Salaries and Benefits	\$ 688,813	\$ 791,696	\$ 807,970	\$ 900,171
Services and Supplies	183,179	194,863	242,642	221,771
Capital Outlay	-	-	-	-
<b>Total Expenditures</b>	<b>\$ 871,992</b>	<b>\$ 986,559</b>	<b>\$ 1,050,612</b>	<b>\$ 1,121,942</b>

**REVENUES BY FUND**

General Fund	\$ 6	\$ -	\$ -	\$ -
Low & Mod Income	22,464	15,468	16,260	-
Housing	4,497	5,379	3,250	-
Water	73,146	104,726	136,241	170,838
Wastewater	82,285	110,684	144,075	188,880
Internal Operations Fund	626,189	706,200	704,146	762,224
Redevelopment Admin	63,405	44,102	46,640	-
<b>Total Resources</b>	<b>\$ 871,992</b>	<b>\$ 986,559</b>	<b>\$ 1,050,612</b>	<b>\$ 1,121,942</b>

	<u>2010-11 Actual</u>	<u>2011-12 Actual</u>	<u>2012-13 Budget</u>
<b>FULL TIME AND REGULAR PART-TIME POSITIONS:</b>			
Finance Director	1.00	1.00	1.00
Assistant Finance Director		1.00	1.00
Accounting Supervisor			1.00
Accountant I/II	3.00	2.00	1.00
Accounting Technician	2.00	2.00	2.00
Accounting Specialist I/II (RPT)	0.75	0.75	1.50
Senior Administrative Services Assistant (RPT)	0.60	0.50	
Administrative Services Assistant			0.20
Accounting Specialist I/II	2.80	2.80	4.00
<b>Total</b>	<b>10.15</b>	<b>10.05</b>	<b>11.70</b>

**SERVICE LEVEL CHANGES:**

Two RPT Accounting Specialist I/II positions have been added.  
The Accountant II position has been replaced with Accounting Supervisor.

# General Government

**DEPARTMENT:** Finance

**FUND:** Water  
Wastewater  
Internal Operations Fund



**PROGRAM:** Finance

**ACCOUNT:** 41430

COUNCIL GOAL SUPPORTED:

CONTINUED FINANCIAL STABILITY

**SUPPORTING PROGRAM GOALS:**

**FINANCE**

Monitor department activities and concentrate resources on areas of highest importance. Monitor and optimize cash flow. Complete all financial reports required by state and other agencies accurately and on time. Manage the city's cash and investments.

Supporting Program Objectives:	PERFORMANCE MEASURES:			
	2010-11 Actual	2011-12 Target	2011-12 Estimated	2012-13 Budget
Invest 90% of available cash % of total cash actively invested	93%	95%	96%	90%
Earn market rate on investments Weighted average yield on investments	0.86%	2.00%	0.72%	0.72%
Issue third party reports on time Audit opinion issued by November 15	Jun 30 est	Nov 15	Dec 15	Nov 30
Single audit opinion issued by November 15	Jun 30 est	Nov 15	Dec 15	Nov 30
Bond disclosures filed by deadline	No	Yes	Yes	Yes
State Controllers' Report filed by deadline	Yes	Yes	Yes	Yes

# General Government

**DEPARTMENT:** Finance

**FUND:** Water  
Wastewater  
Internal Operations Fund



**PROGRAM:** Finance

**ACCOUNT:** 41430

## ACCOUNTING

Monitor capital projects, grant activities and other department activities. Maintain communication with departments throughout the year. Ensure that transactions are recorded correctly.

Supporting Program Objectives:	PERFORMANCE MEASURES:			
	2010-11 Actual	2011-12 Target	2011-12 Estimated	2012-13 Budget
Receive unqualified audit opinion on CAFR	Yes	Yes	Yes	Yes
Receive a single audit opinion with no material weaknesses.	Yes	Yes	Yes	Yes

## OPERATIONS

Collect revenue sources such as sales tax and transit occupancy tax. License and permit businesses and individuals to comply with City Code, process applications, maintain accounts, renew billing/notification, and generate reports relating to licensing fees and revenue. Bill and collect water and sewer fees. Establish water/sewer accounts for customers requesting service, discontinuing service as requested, and respond to customer inquiries about their bills in a timely and accurate manner. Develop and implement efficient and effective payment processes. Ensure payroll and accounts payable transactions are processed in a timely, efficient and accurate manner.

Supporting Program Objectives:	PERFORMANCE MEASURES:			
	2010-11 Actual	2011-12 Target	2011-12 Estimated	2012-13 Budget
Implement banking efficiencies				
Implement on-line bill payments	Completed	Completed	Completed	Completed
Number of utility bills paid online	582	1,500	1,750	2,000
Process semi-monthly payroll on time				
% of Time semi monthly payroll processed on time	100%	100%	100%	100%
# of Payroll checks and direct deposits processed	10,186	10,000	9,500	10,000
# of Accounts payable checks issued	6,220	5,000	5,700	5,700

# General Government

**DEPARTMENT:** Finance

**FUND:** Water  
Wastewater  
Internal Operations Fund



**PROGRAM:** Finance

**ACCOUNT:** 41430

OPERATIONS (Continued)	PERFORMANCE MEASURES:			
	2010-11 Actual	2011-12 Target	2011-12 Estimated	2012-13 Budget
<b>Supporting Program Objectives:</b>				
# of Purchase Orders	1,153	1,400	1,400	1,400
Business Licenses processed	2,490	2,500	2,400	2,375
Dog licenses processed	2,469	2,400	2,900	2,900
Issue monthly statements to utility customers # of Utility statements issued	118,945	115,700	118,000	118,000

COUNCIL GOAL SUPPORTED:

INCREASE THE RESILIENCY OF OUR CITY BUDGET TO STATE TAKEAWAYS AND OTHER FLUCTUATIONS IN OUTSIDE FUNDING SOURCES

**SUPPORTING PROGRAM GOALS:**

**FINANCE**

The finance program offers leadership to other departments in developing budgets that will contain revenues sufficient to meet programs goals and reserve requirements.

Supporting Program Objectives:	PERFORMANCE MEASURES:			
	2010-11 Actual	2011-12 Target	2011-12 Estimated	2012-13 Budget
Make annual review of fees & charges	Yes	Yes	Yes	Yes

# General Government

**DEPARTMENT:** Finance

**FUND:** General Fund  
Internal Operations

**PROGRAM:** Non-Departmental

**ACCOUNT:** 41500



**PROGRAM DESCRIPTION:**

The Non-Departmental program accounts for all costs not directly attributable to any one operating program of the General fund. These costs include: contributions to local organizations, including contractual obligations in regards to Transient Occupancy Tax; audit costs; tax collection fees; liability insurance premiums; other miscellaneous and one-time costs.

	<u>2010-11 Actual</u>	<u>2011-12 Amended Budget</u>	<u>2011-12 Estimated</u>	<u>2012-13 Budget</u>
<b>PROGRAM EXPENDITURES:</b>				
Salaries and Benefits	\$ 73,092	\$ 86,000	\$ 49,960	\$ 86,000
Services and Supplies	1,888,744	1,946,422	995,175	(1,902,499)
Capital Outlay	\$ -	\$ -	\$ 3,882	\$ -
<b>Total Expenditures</b>	<u>\$ 1,961,836</u>	<u>\$ 2,032,422</u>	<u>\$ 1,049,017</u>	<u>\$ (1,816,499)</u>
<b>REVENUES BY FUND</b>				
General Fund	\$ 1,523,595	\$ 1,625,430	\$ 397,335	\$ (2,581,965)
General Fund - Measure O	\$ -	\$ -	\$ 150,000	\$ 265,000
Internal Operations	438,241	406,992	501,682	500,466
<b>Total</b>	<u>\$ 1,961,836</u>	<u>\$ 2,032,422</u>	<u>\$ 1,049,017</u>	<u>\$ (1,816,499)</u>

**FULL TIME AND REGULAR PART-TIME POSITIONS:**

None.

**SERVICE LEVEL CHANGES:**

None.

# General Government

**DEPARTMENT:** Finance

**FUND:** General Fund  
Internal Operations

**PROGRAM:** Non-Departmental

**ACCOUNT:** 41500



**COUNCIL GOALS SUPPORTED:**

CONTINUED FINANCIAL STABILITY

**SUPPORTING PROGRAM GOALS:**

To assure all revenue sources such as sales tax, property tax and other taxes are deposited in the City's accounts accurately and timely.

Supporting Program Objectives:	PERFORMANCE MEASURES:			
	<u>2010-11 Actual</u>	<u>2011-12 Target</u>	<u>2011-12 Estimated</u>	<u>2012-13 Budget</u>
Audit compliance for:				
Property Tax	Yes	Yes	Yes	Yes
Sales Tax and Transaction and Use Tax	Yes	Yes	Yes	Yes
Transient Occupancy Tax	0	5 of 40	0	5 of 40

**COUNCIL GOALS SUPPORTED:**

STRENGTHEN NEIGHBORHOOD GROUPS DEDICATED TO COMMUNITY IMPROVEMENT

**SUPPORTING PROGRAM GOALS:**

Provide financial support to community organizations in the areas of business retention and recruitment, cultural enhancement and marketing our community assets.

Supporting Program Objectives:	PERFORMANCE MEASURES:			
	<u>2010-11 Actual</u>	<u>2011-12 Target</u>	<u>2011-12 Estimated</u>	<u>2012-13 Budget</u>
Number of community organizations supported	0	3	3	3

# Transportation

**DEPARTMENT:** Finance  
**PROGRAM:** Transit - General Public

**FUND:** Transit  
**ACCOUNT:** 41470



**PROGRAM DESCRIPTION:**

Eureka Transit Service (ETS) is a fixed route bus system which operates Monday through Saturday, serving the City of Eureka and surrounding unincorporated areas. Goals are: 1) Provide safe, reliable, high quality and economical public transportation; 2) Coordinate transit system development with community planning, development efforts, land use policy, and other transportation services; and 3) Demonstrate the importance of ETS to the vitality of the community. The City of Eureka also contributes funding, through a joint powers agreement, for operations of the regional Redwood Transit System, which services a sixty-five mile corridor on Highway 101.

	<u>2010-11 Actual</u>	<u>2011-12 Amended Budget</u>	<u>2011-12 Estimated</u>	<u>2012-13 Budget</u>
<b>PROGRAM EXPENDITURES:</b>				
Salaries and Benefits	\$ 25,908	\$ 39,702	\$ 38,044	\$ 38,043
Services and Supplies	1,349,720	1,428,488	1,576,295	1,393,997
Capital Outlay	-	60,000	68,500	-
<b>Total Expenditures</b>	<u>\$ 1,375,628</u>	<u>\$ 1,528,190</u>	<u>\$ 1,682,839</u>	<u>\$ 1,432,040</u>

**FULL TIME AND REGULAR PART-TIME POSITIONS:**

None

**SERVICE LEVEL CHANGES:**

None

# Transportation

**DEPARTMENT:** Finance  
**PROGRAM:** Transit - General Public

**FUND:** Transit  
**ACCOUNT:** 41470



**COUNCIL GOALS SUPPORTED:**

**QUALITY OF LIFE**

**SUPPORTING PROGRAM GOAL:**

To maintain safe, reliable, high quality and affordable public transportation services within the City of Eureka, while attempting to maintain a sound financial base from which to operate.

<b><u>Supporting Program Objectives:</u></b>	<b>PERFORMANCE MEASURES:</b>			
	<b><u>2010-11 Actual</u></b>	<b><u>2011-12 Target</u></b>	<b><u>2011-12 Estimated</u></b>	<b><u>2012-13 Budget</u></b>
Review contractor conformance to contract standards regarding vehicle operations, safety & reliability:	Annual	Quarterly	Quarterly	Quarterly
Monitor program operational statistics:	Monthly	Monthly	Monthly	Monthly
<b>Program/Service Statistics:</b>				
Cost per passenger	\$3.66	\$3.50	\$3.90	\$4.25
Cost per hour	55.24	55.00	70.00	80.00
Passengers per service hour	15	17	18	18
Total passengers	224,284	225,000	240,000	240,000
Cost per mile	5.09	5.00	6.25	7.50
Encourage ridership thru advertisement and promotion of transit services:	Monthly	Monthly	Monthly	Monthly
Hold City Council Public Hearing regarding transit unmet needs:	Annually	Annually	Annually	Annually
County-wide 5-year transit plans evaluated	Yes	Yes	Yes	Yes

# Transportation

**DEPARTMENT:** Finance  
**PROGRAM:** Transit - Paratransit

**FUND:** Transit  
**ACCOUNT:** 41471



## PROGRAM DESCRIPTION:

Dial-a-Ride/Dial-a-Lift is a specialized door-to-door transit system which operates on demand. The service is provided to those individuals who are physically unable to use the regular bus system. Certification with the assistance of physician is required. Service operates Monday through Friday 6:00 a.m. to 7:00 p.m. and Saturday 7:30 a.m. to 5:30 p.m.

	<u>2010-11 Actual</u>	<u>2011-12 Amended Budget</u>	<u>2011-12 Estimated</u>	<u>2012-13 Budget</u>
<b>PROGRAM EXPENDITURES:</b>				
Services and Supplies	\$ 474,681	\$ 504,000	\$ 492,843	\$ 470,343
Capital Outlay	-	187,500	187,500	-
<b>Total Expenditures</b>	<u>\$ 474,681</u>	<u>\$ 691,500</u>	<u>\$ 680,343</u>	<u>\$ 470,343</u>

## FULL TIME AND REGULAR PART-TIME POSITIONS:

None.

## SERVICE LEVEL CHANGES:

None

# Transportation

**DEPARTMENT:** Finance  
**PROGRAM:** Transit - Paratransit

**FUND:** Transit  
**ACCOUNT:** 41471



**COUNCIL GOALS SUPPORTED:**

**QUALITY OF LIFE**

**SUPPORTING PROGRAM GOAL:**

To maintain safe, reliable, high quality and economical public transportation to that segment of the community who is physically unable to use the regular bus system.

**PROGRAM OBJECTIVES:**

Staff has renegotiated the agreement with the Contractor for this service, in an attempt to reduce overall Paratransit costs. In 2012-13, we will continue to renegotiate the contract with the County for their share of transit operations (currently set at 27% of costs).

<u><b>Supporting Program Objectives:</b></u>	<b>PERFORMANCE MEASURES:</b>			
	<u><b>2010-11 Actual</b></u>	<u><b>2011-12 Target</b></u>	<u><b>2011-12 Estimated</b></u>	<u><b>2012-13 Budget</b></u>
Review contractor conformance to contract standards regarding vehicle operations, safety, & reliability:	Annually	Semi-annually	Quarterly	Quarterly
Monitor program operational statistics:	Monthly	Monthly	Monthly	Monthly
<b>Program/Service Statistics:</b>				
Cost per mile	\$4.41	\$4.50	\$5.50	\$5.70
Cost per passenger	11.94	12.00	21.75	23.00
Cost per hour	33.32	36.00	45.00	48.00
Passengers per service hour	3	3	3	3
Total passengers	39,649	41,000	21,000	22,000
Hold City Council Public Hearing regarding transit unmet needs:	Annually	Annually	Annually	Annually
County-wide 5-year transit plans evaluated	Yes	Yes	Yes	Yes

# Information Technology



**DEPARTMENT:** Finance **FUND:** Information Technology Operations  
**PROGRAM:** Information Technology Operations **ACCOUNT:** 41435

**PROGRAM DESCRIPTION:**

The Information Services program is dedicated to serve the vision of the City Council and the mission of the City by enabling each department to utilize information tools to achieve their goals and objectives. The program provides City-wide support for all office automation equipment, including computers, telephones, fax machines, copiers, and other equipment. Program activities include developing, implementing and maintaining long-range policies, standards, equipment inventories, preventive maintenance and repair programs, as well as providing training, on-going user support and day-to-day troubleshooting on all equipment. In addition it provides a funding mechanism for the replacement of computers, printers and related equipment and software; based on equipment age and software. Based on equipment age and type, charges will be assessed to each department and transferred into the Information Technology Operations Fund where those funds will be held in reserve. While the assessments to each operating department began in FY 2001-02, computer equipment replacement purchases from this fund began in FY 2002-03 and will continue into the future.

	<u>2010-11 Actual</u>	<u>2011-12 Amended Budget</u>	<u>2011-12 Estimated</u>	<u>2012-13 Budget</u>
<b>PROGRAM EXPENDITURES:</b>				
Salaries and Benefits	\$ 224,082	\$ 304,943	\$ 246,165	\$ 299,320
Services and Supplies	595,272	466,210	497,020	437,750
Capital Outlay	21,173	115,550	122,984	120,050
Debt Service	-	-	-	60,812
Total Expenditures	<u>\$ 840,527</u>	<u>\$ 886,703</u>	<u>\$ 866,169</u>	<u>\$ 917,932</u>

	<u>2010-11 Actual</u>	<u>2011-12 Actual</u>	<u>2012-13 Budget</u>
<b>FULL TIME AND REGULAR PART-TIME POSITIONS:</b>			
Information Services Manager	1.00	1.00	1.00
Information Services Analyst I/II	1.00	1.00	1.00
Sr. Information Services Analyst I/II	1.00	1.00	1.00
Central Services Assistant	1.00	1.00	1.00
Total	<u>4.00</u>	<u>4.00</u>	<u>4.00</u>

**SERVICE LEVEL CHANGES:**

None

# Information Technology



**DEPARTMENT:** Finance **FUND:** Information Technology Operations  
**PROGRAM:** Information Technology Operations **ACCOUNT:** 41435

**COUNCIL GOALS SUPPORTED:**  
**BECOME THE INFORMATION TECHNOLOGY CAPITOL OF THE REGION**

**Supporting Program Goal:**  
**PROVIDE ORGANIZATION WITH STABLE, PROGRESSIVE COMPUTER NETWORK TO ASSIST DEPARTMENTS OBTAIN MAXIMUM PRODUCTIVITY TODAY AND IN THE FUTURE**

<u>Supporting Departmental Objectives</u>	<b>PERFORMANCE MEASURES:</b>			
	<u>2010-11 Actual</u>	<u>2011-12 Target</u>	<u>2011-12 Estimated</u>	<u>2012-13 Budget</u>
Maintain 99.5% uptime on City's network	Yes	Yes	Yes	Yes
Establish and maintain technology standards	Yes	Yes	Yes	Yes
Manage and maintain the integrity of the City's information assets	Yes	Yes	Yes	Yes
Update security measures as changes in the information technology industry necessitates	Yes	Yes	Yes	Yes
Plan and implement infrastructure upgrades to support current and future information requirements and facilitate the ever growing and changing needs and projects proposed by City staff	Yes	No	Yes	Yes

**Supporting Program Goal:**  
**PLAN AND PREPARE FOR FUTURE NEEDS AND DEMANDS OF INFORMATION SERVICES**  
**PERFORMANCE MEASURES:**

<u>Supporting Departmental Objectives</u>	<u>2010-11 Actual</u>	<u>2011-12 Target</u>	<u>2011-12 Estimated</u>	<u>2012-13 Budget</u>
	Monitor replacement of computer equipment	Yes	Yes	Yes
Work with departments to understand their work processes and requirements	Yes	Yes	Yes	Yes
Adjust operating fund transfers in response to current and future needs	Yes	Yes	Yes	Yes
Maintain existing information assets through licensing, maintenance agreements, version upgrades and routine maintenance procedures	Yes	Yes	Yes	Yes
Plan for change through research, training and professional development	Yes	Yes	Yes	Yes
Manage change through infrastructure, hardware, and software life-cycle planning, implementation and maintenance	Yes	No	Yes	Yes
Conduct copier/printer analysis	N/A	Began	Completed	N/A



# Information Technology



**DEPARTMENT:** Finance **FUND:** Information Technology Operations  
**PROGRAM:** Information Technology Operations **ACCOUNT:** 41435

**PERFORMANCE MEASURES:**

<b>Program/Service Outputs: (goods, services, units produced)</b>	<b>2010-11 Actual</b>	<b>2011-12 Target</b>	<b>2011-12 Estimated</b>	<b>2012-13 Budget</b>
Centrex lines supported	450	450	450	450
Alarm lines/non-Centrex lines/pay phones supported	75	75	75	75
Voice mailboxes supported	220	220	220	220
Cell phones supported	N/A	175	220	240
Software applications supported	260	260	260	260
PC's/Workstations supported	240	260	285	300
Network users supported	260	260	260	260
System backups done daily	365	366	366	365
E-mail addresses supported	415	415	415	415
Hardware and software support request	2,500	2,500	2,500	2,500
Hardware replaced or recycled	100	100	100	100
Copies made on site	600,000	500,000	370,000	400,000
Pieces of first class mail processed	190,000	180,000	180,000	190,000

