



Internal Services Fund

Internal Services Funds

To account for interdepartmental and inter-fund services, including risk management, building maintenance, information technology services and utility billing.

<u>Program Funding:</u>		2009 <u>Actual</u>	2010 <u>Budget</u>	2010 <u>Estimate</u>	2011 <u>Budget</u>
Risk Services	\$	527,784	613,200	557,700	593,300
Information Technology		299,077	322,200	322,200	300,300
Building Maintenance		283,034	331,600	338,000	330,300
Utility Billing		584,764	624,800	622,200	641,100
Total	\$	<u>1,694,659</u>	<u>1,891,800</u>	<u>1,840,100</u>	<u>1,865,000</u>



Risk Services

Program Description

Risk Management provides property, general liability, and workers' compensation coverage for all City operations. A third party administrator assists the City's risk management staff within the Administration Department in administering claims. Included in the Risk Management program are funds to provide training in key areas identified through ongoing analysis, and which seek to reduce or mitigate losses within the workplace. Risk management program costs are charged back to each respective department through an internal service fund arrangement. The Risk Management program provides training for various areas that include workplace risk management and also the City employee wellness program. This program is managed by the Administration Department, which includes the divisions of City Clerk and Human Resources.

2011 Program Goals and Objectives

- NA

2010 Program Anticipated Accomplishments

- NA

Core Performance Measures

Internal Survey Satisfaction	2008	2009
Quality of Service for Risk Management	100%	100%
Timeliness of Service for Risk Management	100%	100%
Overall Satisfaction for Risk Management	100%	100%

*does not include no response or don't know, fair or above ranking, conducted annually in October

ICMA Center for Performance Measurement

	2007	2008	2009
Workers Compensation Expenditures per \$100 of Salaries & Benefits			
City		\$2.80	\$3.23
KC Metro			
CPM Cities		\$1.69	
Workers Compensation Claims per 100 FTEs			
City		18.7	11.26
KC Metro			
CPM Cities		10.8	
Worker Days Lost per Workers Comp Claim			
City		5	1.10
KC Metro			
CPM Cities		4	
Liability Claims per 10,000 pop. Served			
City		3	5
KC Metro			
CPM Cities		4	

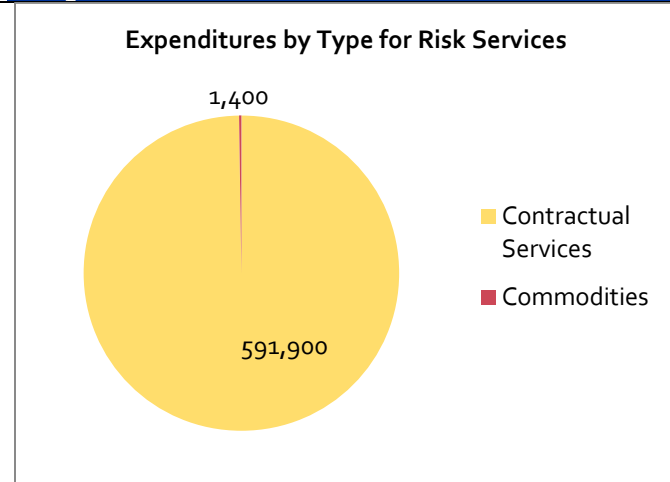


Risk Services

Program Measurements:

	2009 <u>Actual</u>	2010 <u>Est.</u>	2011 <u>Est.</u>
Value of Property Insured (thousands)	99,286	99,500	99,700
Property and Liability claims processed	28	13	17
Property and Liability -City at fault	12	7	10
Property and Liability -Damage to City property (ie "acts of God")	1	0	0
Property and Liability -Damage caused by others	5	5	5
Number of wellness events	13	5	5
Worker's compensation claims - total all claims	20	18	18
Worker's compensation claims closed	18	6	0
Worker's compensation claims open	2	3	18
Worker's compensation claim payments	\$ 14,663	\$42,050	\$35,000
Worker's compensation insurance coverage cost per FTE	\$1,400	\$1,550	\$ 1,740
Avg. loss per work comp injury	\$ 3,940	\$ 1,750	\$1,750

Budget Charts



Department Funding by Program

<u>Program Funding:</u>	2009 <u>Actual</u>	2010 <u>Budget</u>	2010 <u>Estimate</u>	2011 <u>Budget</u>
Risk Services	\$ 527,784	\$ 613,200	\$ 557,700	\$ 593,300

City of Gardner Annual Budget

Program: Risk Services 1230
Department: Administration 411
Fund: Risk Services 601

Classification			FY 09 Actual	FY 10 Budget	FY 10 Estimate	FY 11 Budget
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Contractual Services						
31	15	Outsourced Services	18,047	24,000	21,200	20,900
45	01	Workers Compensation	200,141	234,000	200,300	219,800
45	02	General Liability	334,466	347,600	340,500	356,800
45	04	Work Comp Dividend	-29,742	0	-11,000	-11,000
46	01	Meetings/Training/Travel	3,012	4,600	4,000	4,000
46	02	Dues/Subscriptions	856	1,400	1,300	1,400
Total			----- 526,779	----- 611,600	----- 556,300	----- 591,900
Commodities						
52	20	Operating Supplies	1,005	1,600	1,400	1,400
Total			----- 1,005	----- 1,600	----- 1,400	----- 1,400
Total Expenditures			527,784	613,200	557,700	593,300



Information Technology Services

Program Description

This program is responsible for the management of technology within the City - servers, networked phone systems, copiers and computers. Activities include managing local area networks, wide area networks, monitoring security, setting back up procedures, assisting users with operational problems, performing general maintenance of systems, installing and upgrading operating system or application updates, installing and configuring new hardware or software, coordinating assistance with outside vendors, assessing and coordinating computer training needs, monitoring equipment requests to ensure compatibility with other systems, evaluating Internet solutions, and coordinating and planning with departments on new information systems. Information Technology Services program serves all city departments and consequently charges each department on a per program basis. This program is managed through the Finance Department and reports to the Finance Director.

2011 Program Goals and Objectives

Maintain and improve existing services and facilities

- Eliminate all firewalls and unneeded phone/DSL lines at remote facilities
- Centralize the management of the network by eliminating most of the subnets
- Expand VOIP system to all sites
- Install fire suppression system for computer room
- Replace server

2010 Program Anticipated Accomplishments

Maintain and improve existing services and facilities

- Develop cost tracking for IT services (using work orders)
- Replace Printer/Copier

Manage for future growth

- Develop I.T. master plan

Improve Organizational Capacity

- Develop employee training program - use CD's or DVD's for training
 - Survey to assess what applications employees use most and their skill level
 - Develop and conduct "new-hire" orientations to include overview of Outlook, saving data, and City internet policy - coordinate with HR
 - Develop and conduct training regarding city computer system security to include discussion of employee email and spam, phishing, do's and don'ts, etc. - coordinate with HR
 - Identify (with HR) what is essential training. Start with group of like employees (i.e. administrative assistants) and develop training for Word, Excel, etc

Measure the Success

- Report on # of work orders, type, and time to completion

Improve Communication

- Develop intra-net site for employees to read about all things IT



Information Technology Services

Core Performance Measures

<u>Internal Survey Satisfaction</u>	<u>2008</u>	<u>2009</u>
Telephone:		
• Quality of Service	96%	91%
• Timeliness of Service	96%	89%
• Overall Satisfaction	93%	91%
Network:		
• Quality of Service	92%	88%
• Timeliness of Service	94%	88%
• Overall Satisfaction	92%	86%
Applications:		
• Quality of Service	87%	90%
• Timeliness of Service	89%	91%
• Overall Satisfaction	89%	91%
Desktop:		
• Quality of Service	89%	89%
• Timeliness of Service	91%	91%
• Overall Satisfaction	92%	89%

*does not include no response or don't know, fair or above ranking, conducted annually in October

ICMA Center for Performance Measurement

	2007	2008	2009
Internal Customer Ratings of IT Services (Good & Excellent rankings)			
City		78%	68%
KC Metro			
CPM Cities		92%	
Internal Customer Satisfaction w/Telephone			
City		78%	76%
KC Metro			
CPM Cities		90%	
Internal Customer Satisfaction w/Network			
City		74%	70%
KC Metro			
CPM Cities		92%	
Internal Customer Satisfaction w/Application Services			
City		77%	71%
KC Metro			
CPM Cities		89%	

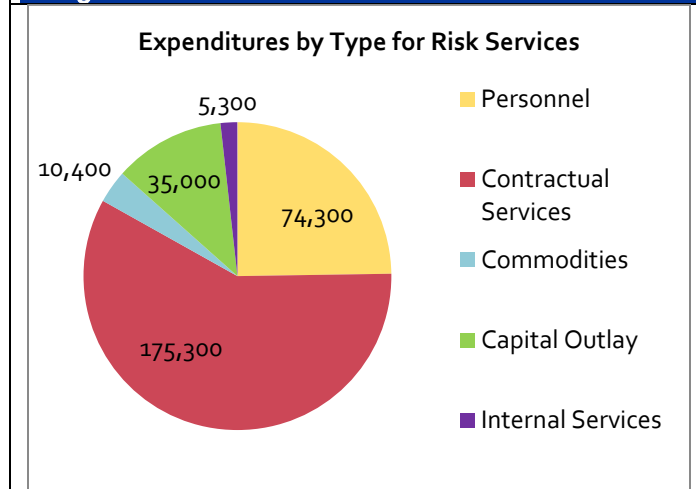
Program Measurements:

	<u>2009</u>	<u>2010</u>	<u>2011</u>
Computer workstations - active (desk/laptop)	114	114	114
Computers - special purpose (for security cameras, etc)	13	13	13
Computers in inventory/reserve	22	8	8
Computers replaced	0	5	14
Percentage of computers replaced	N/A	4%	11%
Cost per PC purchase	N/A	\$682	\$700
Work Orders Received	N/A	1,400	1,500
Work Orders Completed within 2 business days	N/A	1,340	1,440



Information Technology Services

Budget Charts



Department Funding by Program

Program Funding:	2009 <u>Actual</u>	2010 <u>Budget</u>	2010 <u>Estimate</u>	2011 <u>Budget</u>
IT Services	\$ 299,077	\$ 322,200	\$ 322,200	\$ 300,300

Personnel by Program (FTE)

Program Staffing (FTE)	2009	2010	2011
I.T. Specialist	<u>1.0</u>	<u>1.0</u>	<u>1.0</u>
Total	1.0	1.0	1.0

Program: Information Services
Department: Finance 413
Fund: Information Technology Services 602

Classification			FY 09	FY 10	FY 10	FY 11
			Actual	Budget	Estimate	Budget
Personal Services						
11	01	Full-Time	51,903	51,500	51,500	51,800
11	02	Overtime	1,931	3,000	3,000	3,000
21	01	Health & Dental Insurance	8,570	9,200	9,400	10,300
21	02	Life Insurance	56	100	100	100
22	01	Social Security	3,579	4,200	4,200	4,200
22	03	Unemployment Compensation	173	300	300	400
23	01	KPERS Retirement	3,120	3,900	3,700	4,200
23	05	Deferred Compensations	2,145	500	500	500
Total			71,477	72,700	72,700	74,500
Contractual Services						
40	03	Telephone	44,226	40,500	38,200	31,800
43	02	R&M - Equipment	30,618	30,700	27,400	22,000
44	02	Equip/Vehicle Rentals	2,844	3,300	2,800	2,800
46	01	Meetings/Training /Travel	2,501	10,800	10,800	13,000
47	05	Information Technology Services	105,562	107,100	106,700	104,900
48	01	Taxes and Assessments	0	800	800	800
			185,751	193,200	186,700	175,300
Commodities						
52	06	Computer Supplies	2,011	4,000	4,000	3,800
52	20	Operating Supplies	1,097	1,700	2,500	6,400
			3,108	5,700	6,500	10,200
Capital Outlay						
61	04	Equipment	4,060	36,000	42,000	15,000
61	06	Computer	31,375	10,000	9,700	20,000
			35,435	46,000	51,700	35,000
91		Building Services	2,198	3,000	3,000	3,500
91		Risk Services	1,108	1,600	1,600	1,800
			3,306	4,600	4,600	5,300
Total Expenditures			299,077	322,200	322,200	300,300



Building Maintenance

Program Description

Maintains city buildings including: City Hall, Public Safety Stations #1 and #2, Energy Center, Electric Distribution, Senior Center, 112 Elm Building, and the Public Works building. Manage contracts for responsible buildings plus Hillsdale Water Plant, Kill Creek Wastewater Plant, Generation, and three Substations. Revenues for this program are generated through charge backs to the other programs. Building Maintenance Worker reports to Operations Supervisor in Streets and Storm in the General Fund.

2011 Program Goals and Objectives

Manage the economic recovery

- Manage annual budgets to accommodate prioritized repairs
- Implement energy audit recommendations

2010 Program Anticipated Accomplishments

Maintain and improve existing services and facilities

- Building Services
 - Provide recommendations for future capital improvement needs
 - Provide annual routine services, contract management and in-house maintenance by use of the work order system
 - Participate in State funded energy audit

Measure the Success

- Enhance annual and monthly reporting by use of work order reporting
- Report annually, monthly and daily, hours work and dollars spent by facility

Manage the economic recovery

- Provide services to additional buildings with added responsibilities
- Renegotiate contracts and modify scope of contracts, to reduce pricing
- Utilize flex time to reduce overtime

Core Performance Measures

<u>Citizen Survey Satisfaction:</u> *	<u>2005</u>	<u>2007</u>	<u>2009</u>
Maintenance of city buildings	99%	99%	100%
*includes neutrals, excludes don't know			
<u>Internal Survey Satisfaction*</u>		<u>2008</u>	<u>2009</u>
Custodial Company:			
• Quality of Service		88%	97%
• Timeliness of Service		90%	99%
• Overall Satisfaction		85%	98%
Repair & Maintenance:			
• Quality of Service		94%	93%
• Timeliness of Service		96%	94%
• Overall Satisfaction		96%	94%

*does not include no response or don't know, fair or above ranking, conducted annually in October



Building Maintenance

ICMA Center for Performance Measurement

	2007	2008	2009
Customer Ratings of Custodial Services (Good & Excellent rankings)			
City		68.1%	78%
KC Metro			
CPM Cities		76.1%	
% of Emergency Custodial Requests Completed in 2 hours			
City		100%	100%
KC Metro			
CPM Cities		100%	
% of Emergency Repairs Completed in 2 hours			
City		100%	100%
KC Metro			
CPM Cities		85.7%	

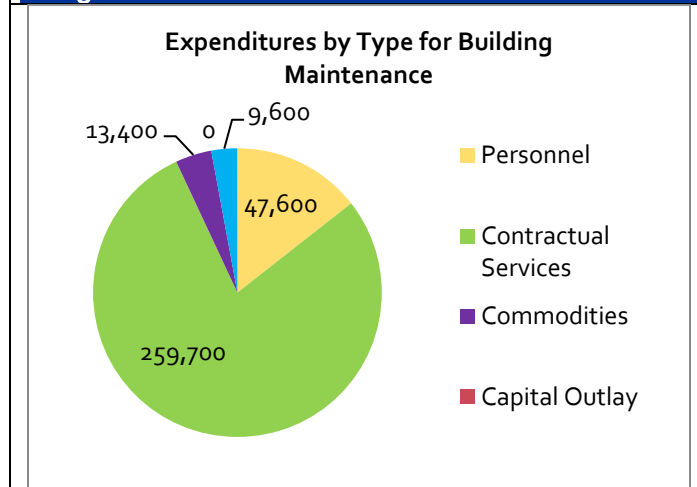
Department Funding by Program

Program Funding:	2009 Actual	2010 Budget	2010 Estimate	2011 Budget
Building Maintenance	\$ 283,034	\$ 331,600	\$ 338,000	\$ 330,300

Personnel by Program (FTE)

Program Staffing (FTE)	2009	2010	2011
Building Maintenance Worker	1.0	1.0	1.0
Total	1.0	1.0	1.0

Budget Charts



City of Gardner Annual Budget

Program: Building Maintenance 3150

Department: Public Works 431

Fund: Building Maintenance 603

Classification			FY 09 Actual	FY 10 Budget	FY 10 Estimate	FY 11 Budget
Personal Services						
11	01	Full-Time	40,054	39,700	39,700	40,000
11	02	Overtime	57	600	600	600
21	01	Health & Dental Insurance	3,665	3,900	1,600	0
21	02	Life Insurance	56	100	100	100
22	01	Social Security	2,981	3,100	3,100	3,100
22	03	Unemployment Compensation	138	300	300	300
23	01	KPERS Retirement	2,313	2,900	2,800	3,100
23	05	Deferred Compensation	1,588	400	400	400
Total			50,852	51,000	48,600	47,600
Contractual Services						
31	15	Outsourced Services	12,515	18,000	22,400	20,400
40	01	Water	2,834	3,000	3,000	3,000
40	02	Trash Services	4,740	5,300	5,300	5,300
40	03	Telephone	394	300	300	300
40	04	Natural Gas	5,813	5,700	7,200	7,200
40	05	Electric	103,710	114,900	108,800	114,300
40	07	Sewer	2,960	3,000	3,200	3,500
42	01	Janitorial	71,552	83,000	83,600	83,600
43	01	R&M Building	10,482	20,000	25,700	17,500
43	05	R&M Vehicles	0	400	400	400
44	01	Land/Building Rentals	0	0	1,800	1,800
44	02	Equip./Vehicle Rentals	715	1,300	1,300	1,300
46	01	Meetings/Training/Travel	0	800	800	800
46	02	Dues/Subscriptions	0	100	100	100
47	01	Advertising/Legal Notices	35	200	200	200
Total			215,750	256,000	264,100	259,700
Commodities						
52	01	Building & Grounds	8,410	12,100	12,100	10,800
52	02	Small Tools	274	800	800	800
52	04	Vehicle Supplies	52	200	200	200
52	09	Fuel and Fluids	794	1,000	900	1,000
53	02	Clothing & Uniforms	558	400	400	600
53	07	Signs/Flags & Banners	0	200	0	0
Total			10,088	14,700	14,400	13,400
Capital Outlay						
61	04	Equipment	0	0	1,000	0
Total			0	0	1,000	0
91		IT Services	2,481	3,400	3,400	3,100
91		Risk Services	3,863	6,500	6,500	6,500
Total Expenditures			283,034	331,600	338,000	330,300



Utility Billing

Program Description

Read meters, prepare customer billing and delinquency notices, and collect payments for the City's electric, water and sewer utilities for commercial and residential accounts, and perform all account maintenance functions such as final billing, name changes, and address and resolve customer utility billing concerns. Prepare analysis and reports for other departments. This program is managed through the Finance Department and reports to the Finance Director.

2011 Program Goals and Objectives

Maintain and improve existing services and facilities

- Update serial numbers for all water meters so touch-pad reading devices record usage automatically

Improve Organizational Capacity

- Utility Billing Supervisor or Specialist attend H.T.E. regional users conference

Improve Communication

- Promote paperless billing and online payments

2010 Program Anticipated Accomplishments

Maintain and improve existing services and facilities

- Revise chapter 13 of Codebook regarding utilities
 - ordinances regarding utility deposits for large commercial/industrial - coordinate with EUB/electric department
 - policy for disconnect for non-payment for large commercial/industrial - coordinate with EUB/electric department
 - Policy for residential utility deposits - coordinate with EUB/electric department
 - Create policy re: water leak adjustments to customer bills - coordinate with Wastewater Manager
- Update files and create policy regarding medical orders

Improve Organizational Capacity

- Cross-train meter readers to assist with customer service
- Implement paperless billing - pending H.T.E. upgrade
- Analyze feasibility of automated meter reading and provide recommendations
- Utility Billing Supervisor complete 2010 in-house Supervisory/leadership training

Improve Communication

- Expand communication by using email-blasts



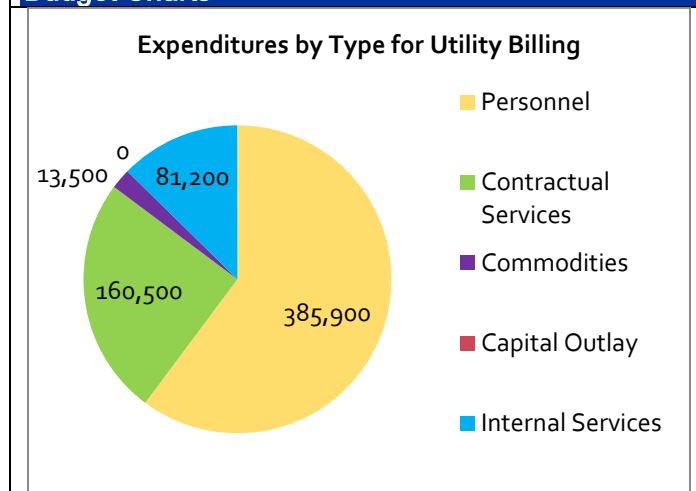
Utility Billing

Core Performance Measures

<u>Citizen Satisfaction Survey</u>	<u>2005</u>	<u>2007</u>	<u>2009</u>
The timeliness of your utility bill	95%	94%	97%
How easy your utility bill is to understand	94%	90%	94%
The accuracy of your utility bill	91%	92%	92%
What you are charged for utilities	66%	58%	71%

<u>Program Measurements:</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
Commercial electric accounts	424	425	435
Commercial water accounts	248	246	246
Residential electric accounts	6,867	6,890	6,970
Residential water accounts	6,476	6,500	6,570
Disconnected for non-payment	3,994	4,134	4,182
Cost per customer per month	\$6.95	\$7.40	\$7.50

Budget Charts



Department Funding by Program

<u>Program Funding:</u>	<u>2009</u>	<u>2010</u>	<u>2010</u>	<u>2011</u>
	<u>Actual</u>	<u>Budget</u>	<u>Estimate</u>	<u>Budget</u>
Utility Billing	\$ 584,764	\$ 624,800	\$ 622,200	\$ 641,100

Personnel by Program (FTE)

<u>Program Staffing (FTE)</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
Utility Billing Supervisor	1.0	1.0	1.0
Utility Billing Specialist	1.0	1.0	1.0
Customer Service Representative	2.0	2.0	2.0
Meter Reader/Technician	4.0	4.0	4.0
Total	8.0	8.0	8.0

Program: Utility Billing 1320
Department: Finance 413
Fund: Internal Service 604

Classification		FY 09 Actual	FY 10 Budget	FY 10 Estimate	FY 11 Budget
Personal Services					
11 01	Full-Time	268,094	275,900	270,000	273,000
11 02	Overtime	2,740	10,000	3,800	3,000
21 01	Health & Dental Insurance	47,930	51,600	51,600	63,400
21 02	Life Insurance	432	400	400	400
22 01	Social Security	19,306	21,900	20,900	21,100
22 03	Unemployment Compensation	893	1,700	1,700	1,900
23 01	KPERS Retirement	14,189	20,100	19,000	21,400
23 05	Deferred Compensation	6,126	1,400	1,500	1,700
		-----	-----	-----	-----
		359,710	383,000	368,900	385,900
Contractual Services					
31 15	Outsourced Services	130,029	131,600	136,800	138,300
40 03	Telephone	2,232	1,200	1,300	1,300
43 02	R&M - Equipment	1,400	1,100	600	600
43 05	R&M - Vehicles	2,368	2,000	3,600	3,000
44 02	Equip./Vehicle Rentals	936	1,000	1,000	1,000
46 01	Meetings/Training/Travel	0	2,000	1,400	1,400
46 02	Dues/Subscriptions	39	0	0	0
46 03	Tuition reimbursement	1,500	1,500	0	0
46 05	Recruitment	105	500	500	500
47 02	Printing	437	700	600	900
47 04	Postage	1,446	1,500	1,500	1,500
49 02	Utility Assistance	11,000	11,500	11,500	12,000
		-----	-----	-----	-----
		151,492	154,600	158,800	160,500
Commodities					
52 04	Vehicle Supplies	0	100	100	100
52 09	Fuel and Fluids	5,233	6,300	6,000	6,100
52 20	Operating Supplies	5,774	6,900	5,700	5,700
53 02	Clothing/Uniforms	1,289	1,600	1,600	1,600
		-----	-----	-----	-----
		12,296	14,900	13,400	13,500
Capital Outlay					
61 04	Equipment	0	0	10,500	0
61 09	Vehicles	0	0	0	0
		-----	-----	-----	-----
		0	0	10,500	0
Internal Services					
91	Building Services	18,153	23,700	23,700	28,900
91	IT Services	28,567	27,300	27,300	27,900
91	Risk Services	14,546	21,300	19,600	24,400
		-----	-----	-----	-----
		61,266	72,300	70,600	81,200
Total Expenditures		584,764	624,800	622,200	641,100