



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.

Program Funding	2009 Actual	2010 Actual	2011 Budget	2011 Estimate	2012 Budget
Risk Services	\$527,784	\$547,153	\$593,300	\$447,000	\$499,600
Information Technology	\$299,077	\$276,676	\$300,300	\$322,900	\$345,500
Building Maintenance	\$283,642	\$285,156	\$330,300	\$317,200	\$328,700
Utility Billing	\$584,764	\$604,110	\$641,100	\$655,900	\$703,600
Total	\$1,695,267	\$1,713,095	\$1,865,000	\$1,743,000	\$1,877,400



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.

Items of Note

- General liability expenses are expected to increase by as much as 10% due to the significant severe weather and earthquakes that the insurance market has been experiencing in 2011.
- A request for proposal will be conducted for a new General Liability broker this summer.
- Workers Compensation costs have continued to trend downward due to the significant safety efforts at all levels of the organization.

2012 Program Goals and Objectives

- NA

2011 Program Anticipated Accomplishments

- Conduct RFP for Property and Liability Brokerage Services

Core Performance Measures

Internal Survey Satisfaction	2008	2009	2010
Quality of Service for Risk Management	100%	100%	97%
Timeliness of Service for Risk Management	100%	100%	97%
Overall Satisfaction for Risk Management	100%	100%	97%

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

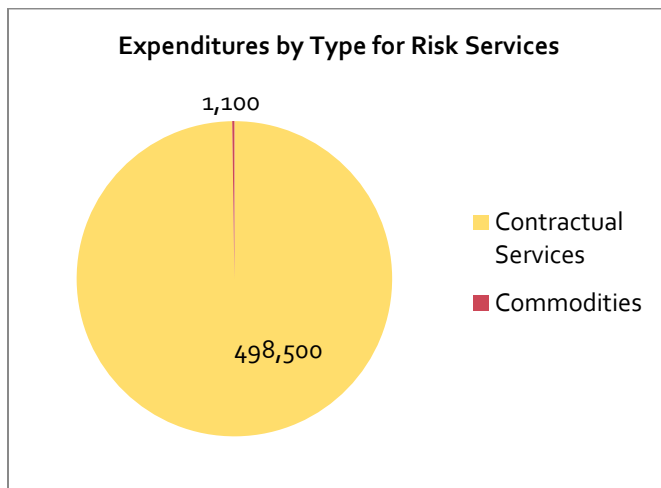
ICMA Center for Performance Measurement	2008	2009	2010
Workers Compensation Claims per 100 FTEs			
City	18.7	11.26	13.24
KC Metro	N/A	N/A	10.63
CPM Cities	10.8	N/A	10.63
Worker Days Lost per Workers Comp Claim			
City	5	1.10	1.65
KC Metro	N/A	N/A	1.68
CPM Cities	4	N/A	3.78



Risk Services

Program Measurements	2009 Actual	2010 Actual	2011 Estimate	2012 Estimate
Value of Property Insured (thousands)	97,285	99,500	98,028*	98,000
Property and Liability claims processed	28	28	30	30
Property and Liability -City at fault	12	3	2	2
Property and Liability -Damage to City property (i.e. "acts of God")	1	1	1	1
Property and Liability -Damage caused by others	5	2	5	5
Number of wellness events	13	5	3	3
Worker's compensation claims - total all claims	20	18	15	13
Worker's compensation claims closed	18	6	4	0
Worker's compensation claims open	2	3	18	
Worker's compensation claim payments	\$14,663	\$42,050	\$15,000	\$15,000
Worker's compensation insurance coverage cost per FTE	\$1,400	\$1,550	\$1,250	\$1,240
Avg. loss per worker's comp. injury	\$3,940	\$1,750	\$1,000	\$1,150

Budget Charts



Department Funding by Program

Program Funding	2009 Actual	2010 Actual	2011 Budget	2011 Estimate	2012 Budget
Risk Services	\$527,784	\$547,153	\$593,300	\$447,000	\$499,600

*reduction from transfer of fire operations to JOCO Fire District

City of Gardner Annual Budget

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

Classification			FY 10 Actual	FY 11 Budget	FY 11 Estimate	FY 12 Budget
-----			-----	-----	-----	-----
Contractual Services						
31	15	Outsourced Services	15,056	20,900	19,000	19,700
45	01	Workers Compensation	200,282	219,800	118,100	128,900
45	02	General Liability	337,328	356,800	313,200	344,500
45	04	Work Comp Dividend	-10,492	-11,000	-11,000	0
46	01	Meetings/Training/Travel	3,294	4,000	4,000	4,000
46	02	Dues/Subscriptions	1,319	1,400	1,200	1,400
Total			----- 546,787	----- 591,900	----- 444,500	----- 498,500
Commodities						
52	20	Operating Supplies	365	1,400	2,500	1,100
Total			----- 365	----- 1,400	----- 2,500	----- 1,100
Total Expenditures			547,153	593,300	447,000	499,600



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.

Items of Note

- Computer replacements are on an approximately 10 year replacement schedule, which is not sustainable. Typically a PC will last no more than 4 years.
- Server warranties are for 3 years. Several are without warranty and are scheduled to be replaced in 2011 and 2012. There is no ongoing program for replacement, like PCs.
- The copier on the west side of City Hall is in need of replacement in 2012. It is the same vintage as the one that had to be replaced on the east side of City Hall in 2011. It is down more often than is it operational, as was one on the east side. Cost for the copier on the east side of City Hall was \$10,719.
- The City needs a generator at City Hall. There is no funding identified for this need. City Hall is the location of the network, and when power goes down at City Hall, there is no access to the network at other facilities that may still be online.

2012 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 and copier on west side of City Hall

2011 Program Anticipated Accomplishments

Maintain and improve existing services and facilities

- Develop cost tracking for IT services (using work orders)
- Replace Copier on east side of City Hall and Police

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

Internal Survey Satisfaction	2008	2009	2010
Telephone			
Quality of Service	96%	91%	96%
Timeliness of Service	96%	89%	100%
Overall Satisfaction	93%	91%	100%
Network			
Quality of Service	92%	88%	98%
Timeliness of Service	94%	88%	98%
Overall Satisfaction	92%	86%	98%
Applications			
Quality of Service	87%	90%	100%
Timeliness of Service	89%	91%	100%
Overall Satisfaction	89%	91%	100%
Desktop			
Quality of Service	89%	89%	98%
Timeliness of Service	91%	91%	98%
Overall Satisfaction	92%	89%	98%

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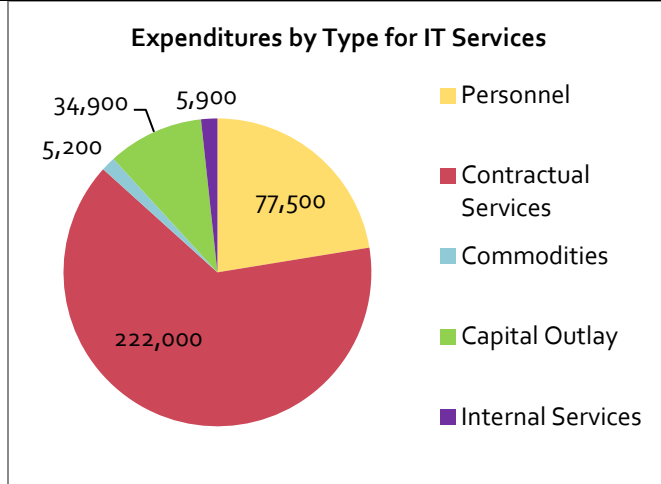
ICMA Center for Performance Measurement	2008	2009	2010
Internal Customer Ratings of IT Services			
City	78%	68%	98%
KC Metro	N/A	N/A	99%
CPM Cities	92%	N/A	92%
Internal Customer Satisfaction w/Telephone			
City	78%	76%	96%
KC Metro	N/A	N/A	96%
CPM Cities	90%	N/A	96%
Internal Customer Satisfaction w/Network			
City	74%	70%	98%
KC Metro	N/A	N/A	98%
CPM Cities	92%	N/A	N/A
Internal Customer Satisfaction w/Application Services			
City	77%	71%	100%
KC Metro	N/A	N/A	97%
CPM Cities	89%	N/A	97%

Program Measurements	2009	2010	2011	2012
Computer workstations - active (desk/laptop)	114	114	114	114
Computers - special purpose (for security cameras, etc)	13	13	21	21
Computers in inventory/reserve/spare/retire	22	8	11	15
Computers replaced	0	5	15	15
Percentage of computers replaced	N/A	4%	11%	11
Cost per PC purchase	N/A	\$682	\$592	---



Information Technology Services

Budget Charts



Department Funding by Program

Program Funding	2009 Actual	2010 Actual	2011 Bud.	2011 Estimate	2012 Budget
IT Services	\$299,077	\$276,676	\$300,300	\$322,900	\$345,500

Personnel by Program (FTE)

Program Staffing (FTE)	2009	2010	2011	2012
IT Specialist	1.0	1.0	1.0	1.0
Total	1.0	1.0	1.0	1.0

Vehicles

Vehicle #	Make/Model	Year	Mileage	Purpose	Condition
NA					

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

Classification			FY 09 Actual	FY 10 Actual	FY 11 Budget	FY 11 Estimate	FY 12 CA Approv	FY 12 Budget
Personal Services								
11	01	Full-Time	51,903	52,036	51,800	51,800	53,100	53,100
11	02	Overtime	1,931	1,234	3,000	3,000	3,100	3,100
21	01	Health & Dental Insurance	8,570	9,370	10,300	10,200	11,200	11,200
21	02	Life Insurance	56	56	100	100	100	100
22	01	Social Security	3,579	3,786	4,200	4,200	4,300	4,300
22	03	Unemployment Compensation	173	283	400	400	400	400
23	01	KPERS Retirement	3,120	3,722	4,200	4,200	4,700	4,700
23	05	Deferred Compensations	2,145	532	500	500	600	600
Total			71,477	71,019	74,500	74,400	77,500	77,500
Contractual Services								
40	03	Telephone	44,226	35,651	31,800	31,100	29,200	29,200
43	02	R&M - Equipment	30,618	20,863	22,000	24,700	57,700	57,700
44	02	Equip/Vehicle Rentals	2,844	2,355	2,800	2,400	2,500	2,500
46	01	Meetings/Training /Travel	2,501	11,521	13,000	6,800	11,500	11,500
46	05	Recruitment	0	0	0	0	0	0
47	04	Postage	0	0	0	0	0	0
47	05	Information Technology Services	105,562	102,244	104,900	110,600	121,000	121,000
48	01	Taxes and Assessments	0	55	800	100	100	100
			185,751	172,689	175,300	175,700	222,000	222,000
Commodities								
52	06	Computer Supplies	2,011	1,163	3,800	1,200	1,200	1,200
52	20	Operating Supplies	1,097	4,378	6,400	7,200	4,000	4,000
			3,108	5,541	10,200	8,400	5,200	5,200
Capital Outlay								
61	04	Equipment	4,060	12,000	15,000	24,100	14,900	14,900
61	06	Computer	31,375	11,011	20,000	35,000	20,000	20,000
			35,435	23,011	35,000	59,100	34,900	34,900
91		Building Services	2,198	2,900	3,500	3,500	4,100	4,300
91		Risk Services	1,108	1,516	1,800	1,800	1,800	1,800
			3,306	4,416	5,300	5,300	5,900	6,100
Total Expenditures			299,077	276,676	300,300	322,900	345,500	345,700



Building Maintenance

Program Description

Maintains city buildings including: City Hall, Police Station, Energy Center, Electric Distribution, Senior Center, 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.

Items of Note

- None

2012 Program Goals and Objectives

Manage the economic recovery

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

2011 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

Citizen Survey Satisfaction*	2005	2007	2009	2011
Maintenance of City buildings	99%	99%	100%	99%

*includes neutrals, excludes don't know

Internal Survey Satisfaction*	2008	2009	2010
Custodial Company			
Quality of Service	88%	97%	100%
Timeliness of Service	90%	99%	100%
Overall Satisfaction	85%	98%	100%
Repair & Maintenance			
Quality of Service	94%	93%	97%
Timeliness of Service	96%	94%	97%
Overall Satisfaction	96%	94%	97%

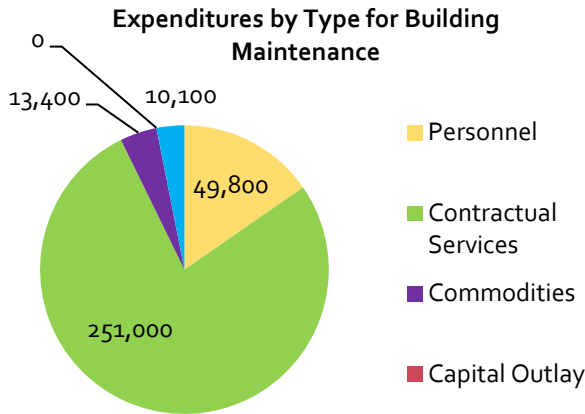
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Building Maintenance

ICMA Center for Performance Measurement	2008	2009	2010
Customer Ratings of Custodial Services			
City	68.1%	78%	100%
KC Metro	N/A	N/A	90%
CPM Cities	76.1%	N/A	88%
Expenditures Custodial Contract per Sq. Ft.			
City	N/A	0.71	1.26
KC Metro	N/A	0.67	0.79
CPM Cities	N/A	0.84	0.81

Budget Charts



Department Funding by Program

Program Funding	2009 Actual	2010 Actual	2011 Budget	2011 Estimate	2012 Budget
Building Maintenance	\$283,642	\$285,156	\$330,300	\$317,200	\$328,700

Personnel by Program (FTE)

Program Staffing (FTE)	2009	2010	2011	2012
Building Maintenance Worker	1.0	1.0	1.0	1.0
Total	1.0	1.0	1.0	1.0

Vehicles

Vehicle #	Make/Model	Year	Mileage	Purpose	Condition
201	Ford Ranger	2007	18,060	Facilities Maintenance	3

City of Gardner Annual Budget

Program: Building Maintenance 3150
Department: Public Works 431
Fund: Building Maintenance 603

Classification			FY 09	FY 10	FY 11	FY 11	FY 12	FY 12
-----			Actual	Actual	Budget	Estimate	CA Approv	Budget
-----			-----	-----	-----	-----	-----	-----
Personal Services								
11	01	Full-Time	40,054	39,842	40,000	40,000	40,800	50,900
11	02	Overtime	57	683	600	600	1,500	1,800
21	01	Health & Dental Insurance	4,273	1,867	0	0	0	0
21	02	Life Insurance	56	56	100	100	100	100
22	01	Social Security	2,981	3,120	3,100	3,100	3,200	4,000
22	03	Unemployment Compensation	138	234	300	300	300	300
23	01	KPERS Retirement	2,313	2,832	3,100	3,100	3,500	4,400
23	05	Deferred Compensation	1,588	403	400	400	400	500
Total			51,460	49,037	47,600	47,600	49,800	62,000
Contractual Services								
31	15	Outsourced Services	12,515	12,603	20,400	12,500	27,500	27,500
40	01	Water	2,834	2,672	3,000	2,400	2,400	2,400
40	02	Trash Services	4,740	5,205	5,300	5,000	5,000	5,000
40	03	Telephone	394	253	300	300	300	300
40	04	Natural Gas	5,813	4,234	7,200	900	900	900
40	05	Electric	103,710	98,516	114,300	107,400	112,100	112,100
40	07	Sewer	2,960	2,970	3,500	2,800	3,000	3,000
42	01	Janitorial	71,552	72,035	83,600	67,700	68,300	68,300
43	01	R&M Building	10,482	9,637	17,500	28,900	20,700	20,700
43	05	R&M Vehicles	0	0	400	400	400	400
44	01	Land/Building Rentals	0	0	1,800	1,800	1,800	1,800
44	02	Equip./Vehicle Rentals	715	780	1,300	1,300	1,300	1,300
46	01	Meetings/Training/Travel	0	0	800	1,000	800	800
46	02	Dues/Subscriptions	0	0	100	0	0	0
47	01	Advertising/Legal Notices	35	75	200	100	100	100
Total			215,750	208,980	259,700	232,500	244,600	244,600
Commodities								
52	01	Building & Grounds	8,410	12,501	10,800	10,800	10,800	10,800
52	02	Small Tools	274	1,227	800	800	800	800
52	04	Vehicle Supplies	52	13	200	200	400	400
52	05	Furniture & Equipment	0	0	0	0	0	0
52	09	Fuel and Fluids	794	892	1,000	1,000	1,000	1,000
52	20	Operating Supplies	0	29	0	100	0	0
53	02	Clothing & Uniforms	558	306	600	600	500	500
53	07	Signs/Flags & Banners	0	0	0	0	0	0
Total			10,088	14,968	13,400	13,500	13,500	13,500
Capital Outlay								
61	03	Building/Structure Improvements	0	0	0	14,000	0	0
61	04	Equipment	0	3,107	0	0	0	0
61	09	Vehicle	0	0	0	0	0	0
Total			0	3,107	0	14,000	0	0
91		IT Services	2,481	2,905	3,100	3,100	4,200	4,200
91		Risk Services	3,863	6,159	6,500	6,500	4,400	4,400
			6,344	9,064	9,600	9,600	8,600	8,600
Total Expenditures			283,642	285,156	330,300	317,200	316,500	328,700



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.

Items of Note

- Credit card processing costs continue to increase each year due to some of the following reasons: 1) tax refunds from tax prep companies and unemployment benefits come on debit cards, 2) sewer and water rate increases cause an increase in the amount of bills; the fee is tied to the transaction amount. 3) due to the continuing economic difficulties more people paying with credit card.

2012 Program Goals and Objectives

Maintain and improve existing services and facilities

- Revise chapter 13 of Codebook regarding utilities
 - policy for disconnect for non-payment for large commercial/industrial - coordinate with EUB/electric department
 - Create policy re: water leak adjustments to customer bills - coordinate with Wastewater Manager

Improve Organizational Capacity

- Staff attend regional utility billing software training

2011 Program Anticipated Accomplishments

Maintain and improve existing services and facilities

- Update files and create policy regarding medical orders
- Implement paperless billing
- Analyze feasibility of automated meter reading and provide recommendations
- Analyze passing credit card fees to customers

Improve Organizational Capacity

- Utility Billing Supervisor complete 2011 in-house Supervisory/leadership training
- Utility Billing Supervisor or Billing Specialist attend regional utility billing software training
- Meter readers - electric meter school

Improve Communication

- Expand communication by using email-blasts



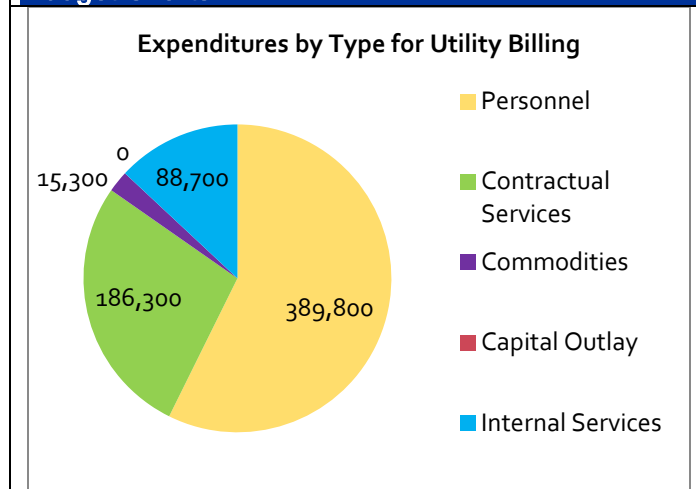
Utility Billing

Core Performance Measures

Citizen Satisfaction Survey	2005	2007	2009	2011
The timeliness of your utility bill	95%	94%	97%	97%
How easy your utility bill is to understand	94%	90%	94%	91%
The accuracy of your utility bill	91%	92%	92%	92%
What you are charged for utilities	66%	58%	71%	58%

Program Measurements	2009	2010	2011	2012
Commercial electric accounts	424	425	431	431
Commercial water accounts	248	246	245	245
Residential electric accounts	6,867	6,890	7,201	7,201
Residential water accounts	6,476	6,500	6,568	6,568
Disconnected for non-payment	3,994	4,134	4,032	4,164
Cost per customer per month	\$6.95	\$7.43	\$7.69	\$8.20

Budget Charts



Department Funding by Program

Program Funding	2009 Actual	2010 Actual	2011 Budget	2011 Estimate	2012 Budget
Utility Billing	\$584,764	\$614,619	\$641,100	\$655,900	\$680,100

Personnel by Program (FTE)

Program Staffing (FTE)	2009	2010	2011	2012
Utility Billing Supervisor	1.0	1.0	1.0	1.0
Utility Billing Specialist	1.0	1.0	1.0	1.0
Customer Service Representative	2.0	2.0	2.0	2.0
Meter Reader/Technician	4.0	4.0	4.0	4.0
Total	8.0	8.0	8.0	8.0



Utility Billing

Vehicles

Vehicle #	Make/Model	Year	Mileage	Purpose	Condition
901	Ford / F150	2005	48,335	Meter Reading	4
900	Ford/ Ranger	2001	81,577	Meter Reading	3
903	Chevy / S-10	2002	67,771	Meter Reading	2
904	Ford / F150	2004	56,874	Meter Reading	4

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

Classification			FY 09 Actual	FY 10 Actual	FY 11 Budget	FY 11 Estimate	FY 12 CA Approv	FY 12 Budget
Personal Services								
11	01	Full-Time	268,094	263,241	273,000	269,600	275,100	275,100
11	02	Overtime	2,740	2,888	3,000	3,000	4,800	4,800
21	01	Health & Dental Insurance	47,930	52,438	63,400	58,300	62,000	62,000
21	02	Life Insurance	432	432	400	500	400	400
22	01	Social Security	19,306	19,129	21,100	20,900	21,400	21,400
22	03	Unemployment Compensation	893	1,441	1,900	1,900	2,000	2,000
23	01	KPERS Retirement	14,189	18,504	21,400	21,100	23,300	23,300
23	05	Deferred Compensation	6,126	1,347	1,700	1,200	800	800
			359,710	359,420	385,900	376,500	389,800	389,800
Contractual Services								
31	15	Outsourced Services	130,029	146,569	138,300	156,500	164,400	164,400
40	03	Telephone	2,232	1,314	1,300	1,300	1,300	1,300
43	02	R&M - Equipment	1,400	1,078	600	900	600	600
43	05	R&M - Vehicles	2,368	4,809	3,000	7,000	3,000	3,000
44	02	Equip./Vehicle Rentals	936	936	1,000	1,000	1,000	1,000
46	01	Meetings/Training/Travel	0	844	1,400	1,000	1,000	1,000
46	02	Dues/Subscriptions	39	0	0	0	0	0
46	03	Tuition reimbursement	1,500	0	0	0	0	0
46	05	Recruitment	105	90	500	500	500	500
47	02	Printing	437	405	900	300	500	500
47	04	Postage	1,446	1,643	1,500	1,500	1,500	1,500
47	05	Information Technology Services	0	0	0	0	0	0
49	02	Utility Assistance	11,000	11,500	12,000	12,000	12,500	12,500
			151,492	169,188	160,500	182,000	186,300	186,300
Commodities								
52	04	Vehicle Supplies	0	38	100	0	100	100
52	09	Fuel and Fluids	5,233	5,920	6,100	8,100	8,100	8,100
52	20	Operating Supplies	5,774	6,109	5,700	6,700	5,700	5,700
53	02	Clothing/Uniforms	1,289	1,298	1,600	1,400	1,400	1,400
			12,296	13,365	13,500	16,200	15,300	15,300
Capital Outlay								
61	04	Equipment	0	10,509	0	0	0	0
61	09	Vehicles	0	0	0	0	0	0
			0	10,509	0	0	0	0
Internal Services								
91		Building Services	18,153	20,327	28,900	28,900	33,000	34,300
91		IT Services	28,567	23,327	27,900	27,900	36,000	36,000
91		Risk Services	14,546	18,483	24,400	24,400	19,700	19,700
			61,266	62,137	81,200	81,200	88,700	90,000
Total Expenditures			584,764	614,619	641,100	655,900	680,100	681,400