

# ***Administrative Services***

***Administration***

***Fiscal Services***

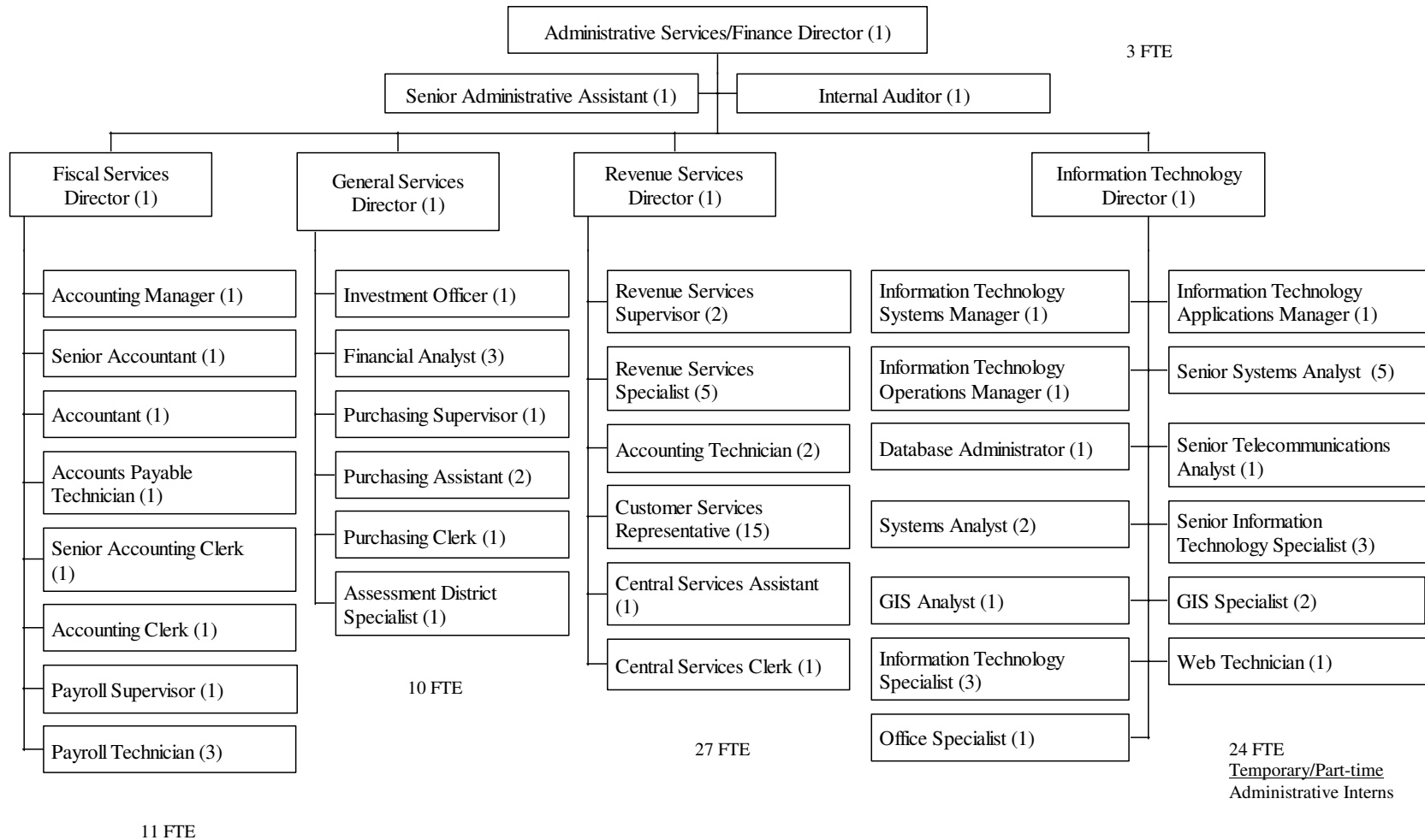
***General Services***

***Revenue Services***

***Information Technology***

2006-07 Organizational Chart  
**Administrative Services**  
 Effective July 1, 2006  
 (75 Full-time employees)

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**City of Ontario**  
**Summary of Personnel and Organizational Changes**

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<b><u>Administrative Services</u></b>	<b><u>2004-05</u></b>	<b><u>2005-06</u></b>	<b><u>2006-07</u></b>
<b>Administration</b>			
Administrative Services/Finance Director	1	1	1
Internal Auditor	1	1	1
Senior Administrative Assistant	1	1	1
	<hr/> 3	<hr/> 3	<hr/> 3
<b>Fiscal Services</b>			
Accountant	1	1	1
Accounting Clerk	1	1	1
Accounting Manager	0	1	1
Accounts Payable Technician	1	1	1
Fiscal Services Director	1	1	1
Payroll Supervisor	1	1	1
Payroll Technician	3	3	3
Senior Accountant	1	1	1
Senior Accounting Clerk	1	1	1
	<hr/> 10	<hr/> 11	<hr/> 11
<b>General Services</b>			
Assessment District Specialist	0	1	1
Assistant Engineer	1	0	0
Financial Analyst	2	3	3
General Services Director	0	1	1
Investment Officer	1	1	1
Purchasing Assistant	2	2	2
Purchasing Clerk	1	1	1
Purchasing Supervisor	1	1	1
	<hr/> 8	<hr/> 10	<hr/> 10
<b>Revenue Services</b>			
Accounting Technician	2	2	2
Central Services Assistant	1	1	1

**Summary of Personnel and Organizational Changes****Fiscal Year 2006-07**

Central Services Clerk	1	1	1
Customer Services Representative	15	15	15
Revenue Services Director	1	1	1
Revenue Services Specialist	5	5	5
Revenue Services Supervisor	3	2	2
	<hr/> 28	<hr/> 27	<hr/> 27
<b>Information Technology</b>			
Database Administrator	1	1	1
GIS Analyst	1	1	1
GIS Specialist	2	2	2
Information Technology Applications Mgr	1	1	1
Information Technology Director	1	1	1
Information Technology Operations Mgr	0	1	1
Information Technology Specialist	1	3	3
Information Technology Supervisor	1	0	0
Information Technology Systems Mgr	1	1	1
Office Specialist	1	1	1
Senior Information Technology Specialist	3	4	3
Senior Systems Analyst	4	4	5
Senior Telecommunications Analyst	0	1	1
Systems Analyst	1	2	2
Telecommunications Analyst	1	0	0
Web Technician	0	1	1
	<hr/> 19	<hr/> 24	<hr/> 24
<b>Total Administrative Services Agency</b>	<b>68</b>	<b>75</b>	<b>75</b>

## Administrative Services

Total Funds: \$20,060,564

General Fund: \$ 5,906,912

Other Funds: \$14,153,652

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### OTHER FUNDS CONSIST OF:

Assessment District - \$183,784

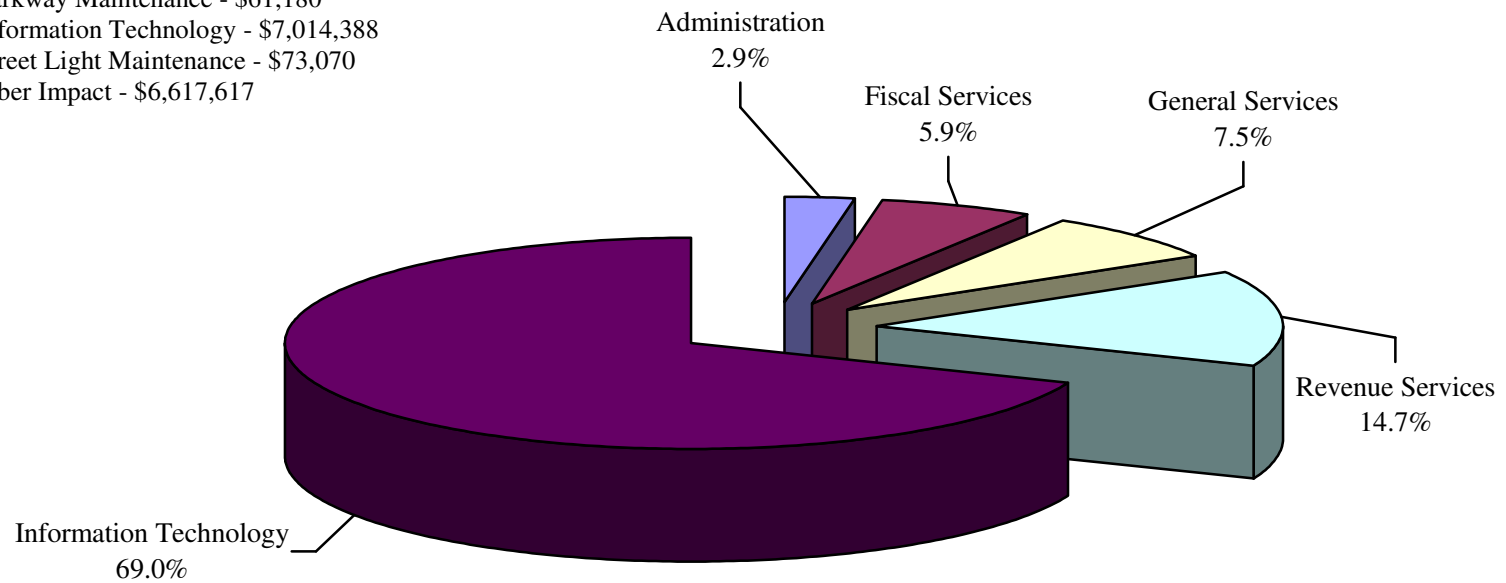
Capital Projects - \$203,613

Parkway Maintenance - \$61,180

Information Technology - \$7,014,388

Street Light Maintenance - \$73,070

Fiber Impact - \$6,617,617



## AGENCY SUMMARY FOR FISCAL YEAR 2006-07

### Administrative Services

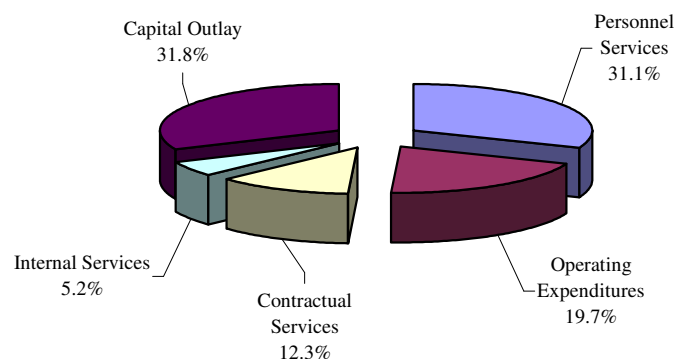
Agency is comprised of Administration, Fiscal Services, General Services, Revenue Services, and Information Technology. It provides support services to the City such as accounting, budgeting, purchasing, utility billing, information technology/telecommunications, and investment management.

### Service Objective:

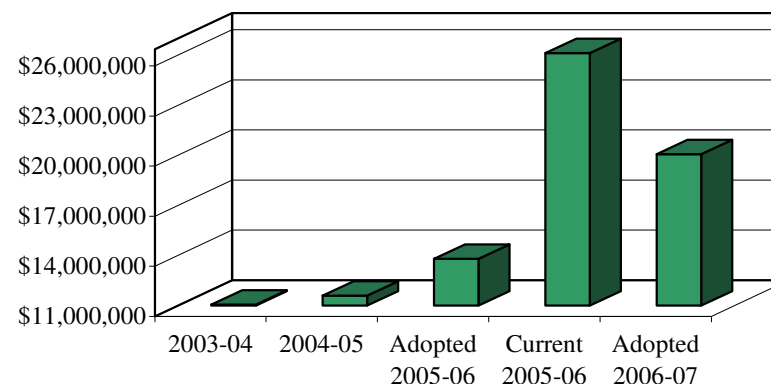
To direct the financial affairs of the City of Ontario, under the direction provided by the City Council's Goals and Objectives, in a timely, accurate, cost effective and efficient manner.

### Adopted Budget Expenditures

**\$20,060,564**



### Expenditures



### Budget

<u>Expenditures Category</u>	<u>FY 2003-04</u>	<u>FY 2004-05</u>	<u>Adopted FY 2005-06</u>	<u>Current FY 2005-06</u>	<u>Adopted FY 2006-07</u>	<u>% Change to Adopted 05-06</u>
Personnel Services	\$ 5,967,042	\$ 6,404,630	\$ 5,813,491	\$ 5,844,459	\$ <b>6,230,492</b>	7.2%
Operating Expenditures	\$ 2,396,046	\$ 2,768,027	\$ 3,538,943	\$ 3,772,404	\$ <b>3,949,534</b>	11.6%
Contractual Services	\$ 1,016,661	\$ 1,292,126	\$ 2,628,955	\$ 8,692,025	\$ <b>2,469,821</b>	-6.1%
Internal Services	\$ 759,677	\$ 684,388	\$ 894,037	\$ 894,037	\$ <b>1,033,121</b>	15.6%
Debt Services	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
Capital Outlay	\$ 915,308	\$ 446,466	\$ 926,000	\$ 6,923,447	\$ <b>6,377,596</b>	588.7%
<b>Total Expenditures</b>	<b>\$ 11,054,735</b>	<b>\$ 11,595,637</b>	<b>\$ 13,801,426</b>	<b>\$ 26,126,372</b>	<b>\$ 20,060,564</b>	45.4%
Annual Percentage Change		4.9%	19.0%	89.3%	-23.2%	
Annual Amount Change		\$ 540,901	\$ 2,205,789	\$ 12,324,946	\$ (6,065,808)	

Historical data may reflect fluctuations due to organizational restructuring.

## Administrative Services 2006-07 Department Summary

Department Title (Department ID)	Detail Book Page Number	2003-04 Actual	2004-05 Actual	2005-06 Adopted Budget	2005-06 Current Budget	2006-07 Adopted Budget	% Change to Adopted Budget 2005-06
AS Administration (008)	28	\$ 372,003	\$ 659,287	\$ 540,449	\$ 592,170	\$ 573,641	6.1%
Fiscal Services (009)	30	2,670,114	3,049,218	1,621,327	1,602,349	1,192,256	-26.5%
General Services (010)	33	713,709	-	639,527	700,060	1,187,819	85.7%
General Services/Assessment Services Admin. (071)	35	181,800	159,409	210,062	211,166	183,784	-12.5%
General Services/Street Light Maint. Admin. (086)	36	49,757	42,084	100,841	107,436	73,070	-27.5%
General Services/Parkway Maint. Admin. (101)	37	48,236	39,361	79,228	82,761	61,180	-22.8%
Revenue Services/Billing & Collection (011)	38	1,615,398	2,082,897	2,199,678	2,278,279	2,281,586	3.7%
Revenue Services/Business License (012)	40	273,519	325,171	257,593	260,190	303,170	17.7%
Revenue Services/Central Services (013)	41	292,938	292,204	361,298	361,298	368,440	2.0%
Information Technology (161)	42	3,599,865	3,451,936	4,621,376	4,793,721	3,794,337	-17.7%
Information Technology/IT Applications (162)	46	827,357	786,046	1,113,057	1,176,599	2,288,829	105.6%
Information Technology/IT Support Services (266)	49	-	-	281,990	281,990	286,085	1.5%
Information Technology/Projects (310)	50	410,039	708,026	1,775,000	13,678,353	7,466,367	320.6%
<b>TOTAL ADMINISTRATIVE SERVICES</b>		<b>\$ 11,054,735</b>	<b>\$ 11,595,637</b>	<b>\$ 13,801,426</b>	<b>\$ 26,126,372</b>	<b>\$ 20,060,564</b>	45.4%

Historical data may reflect fluctuations due to organizational restructuring.

**Administrative Services  
Major Accomplishments  
Fiscal Year 2005-06**

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**Fiscal Services**

- Received Financial Statement Reporting Awards from the Government Financial Officers Association (National Level) for the 19<sup>th</sup> consecutive year and the California Society of Municipal Finance Officers (State Level) for the 13<sup>th</sup> consecutive year.
- Received an unqualified (clean) opinion from the City's outside financial auditing firm for Fiscal Year ended June 30, 2005.
- Implemented enhanced internal control procedures in Fiscal Services, including Accounts Payable and Payroll.
- Assisted with the system upgrade on PeopleSoft Financials to a web-based version (8.8).
- Assisted with the successful transition of benefit administration to City Administration/Benefits Department.

**General Services**

- Received Government Financial Officers Association Distinguished Budget Presentation Award and California Society of Municipal Finance Officers Certificate of Award, Excellence in Operational Budgeting for the 7<sup>th</sup> consecutive year.
- Enhanced web-based postings of solicitations for bids and proposals.
- Ensured a high level of safety in the City's investment portfolio through ongoing review.
- Amended the City's Mello-Roos CFD policy.

**Revenue Services**

- Continued "Service Excellence" program which encompasses monthly customer service training for entire department, name tags, customer comment cards, quality assurance monitoring of customer interactions, and performance observations forms to recognize "Service Excellence" behavior at meetings.
- Continued to receive favorable customer comments through the "Service Excellence" comment cards at the counter.
- Attended weekly Solid Waste meetings to trouble-shoot issues and develop new procedures to enhance customer satisfaction.
- Worked closely with Utilities to enhance the efficiency with meter reading and customer service issues.
- Billed and collected the new storm water inspection fee through the business license renewals.
- Received highest level of business license fees to date by continuing to follow up on leads through the Citywide efforts to register unlicensed businesses and through more enhanced data checking.



**Administrative Services**  
**Major Accomplishments**  
**Fiscal Year 2005-06**

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- Began in-house testing of IVR/IWR, which will allow customers to pay utility bills with a credit card over the phone and/or through the Internet, along with offering “auto pay” function for automatic credit cards for ongoing payments.

**Information Technology**

- Completed upgrade on PeopleSoft Financials from version 7.5 to 8.8.
- Upgraded Tiburon CAD to version 2.2.
- Upgraded FireRMS version 4.0.13 for Ontario Fire and West End Fire Agencies.
- Upgraded 1/3 of the Police Mobile Data Computers.
- Installed MDCs for new Police and Fire vehicles (including West End Fire Agencies)
- Integrated Voice Response (IVR) / Integrated Web Response (IWR) access for utility customers to automate payments, retrieve account information and make one time payments over the phone (in English and Spanish) or on the Web.
- Assisted with technology migration of Library to new facility.
- “Back office” server and network upgrades for improved reliability and security.
- Installed Police Department Storage Area Network (SAN).
- Updated digital Citywide ortho photography and wall exhibits.
- Completed Network Security Audit.

**Administrative Services**  
**Major Goals**  
**Fiscal Year 2006-07**

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**Fiscal Services**

**Operate in a Businesslike Manner**

- Prepare and issue the City's Comprehensive Annual Financial Report (CAFR) in compliance with generally accepted accounting principles (GAAP) and secure the Government Finance Officers Association's (GFOA) Certificate of Achievement for Excellence in Financial Reporting and the California Society of Municipal Finance Officers (CSMFO) Certificate for Outstanding Financial Reporting.
- Assist with the preparation of an Actuarial Report regarding the City's Other Post-employment Benefits (OPEB) and the resulting implementation and reporting as required by Government Accounting Standards Board (GASB) Statement No. 43 and 45.
- Develop the enhanced statistical section of the CAFR per the guidelines set by GASB Statement No. 44.
- Assist in the development of an employee self-service system application for time and labor entry.
- Close out each month's revenues and expenditures by the 15<sup>th</sup> of the following month (except during the year-end process).
- Continue to review, enhance, and/or implement operational internal controls Citywide.

**General Services**

**Operate in a Businesslike Manner**

- Prepare and publish the City's Annual Operating Budget in compliance with standards of the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Awards Program and the California Society of Municipal Finance Officers Excellence in Budgeting Award Program.
- Update Purchasing Procedures Manual.
- Maintain an adequate level of liquidity for the City's cash requirements.
- Further improve coordination and consistency of procurement activities among all agencies to increase effectiveness.
- Continue developing departmental policies and procedures.
- Maintain a high level of safety in the City's investment portfolio through ongoing review.
- Revise the structure and method of the City's development fees for Engineering, Planning, Building and Fire to ensure full cost recovery.

**Administrative Services**  
**Major Goals**  
**Fiscal Year 2006-07**

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**Revenue Services**

**Operate in a Businesslike Manner**

- Continue “Service Excellence” program to achieve even higher level of customer satisfaction.
- Complete the IVR/IWR project with Information Technology Department, which will allow customers to pay utility bills over the phone and/or through the Internet, along with offering “auto pay” function for automatic credit cards for ongoing payments.
- Complete relocation of utility billing operations to a new facility to provide enhanced customer service.
- Continue data matching with City and other data sources to register all unlicensed businesses.

**Information Technology**

**Operate in a Businesslike Manner**

- Complete implementation of Kronos timekeeping system.
- Upgrade one-third of Police and Fire Department’s MDC units.
- Mobile Field Computing Project: Upgrade Building Inspection and Code Enforcement mobiles. Install Public Works field supervisor mobiles and trash truck automatic vehicle location (AVL) and mobiles.
- Municipal Wide Area Network: Provide connectivity between City facilities, add additional access locations, and accommodate private ventures to provide wireless services to community.
- Implement various Information Technology operations projects, including: Microsoft Software Assurance Plan, bill pay kiosks, Mirror Storage Area Networks (SANs) for Disaster Recovery solution, Harden Network for security, reliability and redundancy, West End Fire Agency support. Upgrade Fire Telestaff, Network Switching, phone system and server equipment, Library systems (Horizon and Telecirc). Support temporary and new EOC moves and related operations, departmental moves during reconstruction of facilities, and public safety radio migration (WECA and Rebanding)

**Invest in the City’s Infrastructure (Water, Streets, Sewers, Parks, Storm Drains and Public Facilities)**

- Build Fiber Point of Presence (POP), pilot fiber project to serve developments under construction, and coordinate in build-out of backbone and distribution infrastructure in the New Model Colony.

**Administrative Services  
Performance Measures  
Fiscal Year 2006-07**

	Page, Goal #	Actual FY 2004-05	Actual FY 2005-06	Target FY 2006-07
<b><i>Fiscal Services</i></b>				
Process invoices within an average of 30 days	Pg. xxvii, 3	90%	90%	90%
Receive Comprehensive Annual Financial Report (CAFR) awards	Pg. xxvii, 3	2	2	2
Have each month's accounting revenue and expenditures "closed out" by the 15 <sup>th</sup> of the following month	Pg. xxvii, 3	80%	80%	80%
<b><i>General Services</i></b>				
Receive budget awards	Pg. xxvii, 3	2	2	2
Achieve rate of return within 5 basis point of benchmark (Merrill Lynch 1-3 year treasury index)	Pg. xxvii, 3	+48	+3	+5
Perform internal control/operational reviews Citywide	Pg. xxvii, 3	6	8	6
<b><i>Revenue Services</i></b>				
Send out business license applications utilizing vendor "1 <sup>st</sup> contact" services	Pg. xxvii, 3	New	New	5 days
Customers utilizing alternate payment methods	Pg. xxvii, 3	New	New	New
Average number of days between meter reading and sending bill	Pg. xxvii, 3	3	3	2
<b><i>Information Technology</i></b>				
In-house training provided to City staff in the use of application systems	Pg. xxvii, 3	130	500	600
Total number of "help desk" work orders received/completed	Pg. xxvii, 3	3300	4221	4000
Total number of new or replacement personal computer systems installed	Pg. xxvii, 3	200	245	250
Number of moves, adds and changes (MACs) on telecom services	Pg. xxvii, 3	200	240	200
Average number of users accessing the City's web site per day	Pg. xxvii, 3	2,400	5,822	7,000
Average time to close "priority" work orders (hours)	Pg. xxvii, 3	48	24	24

