

# ***Administrative Services***

***Administration***

***Fiscal Services***

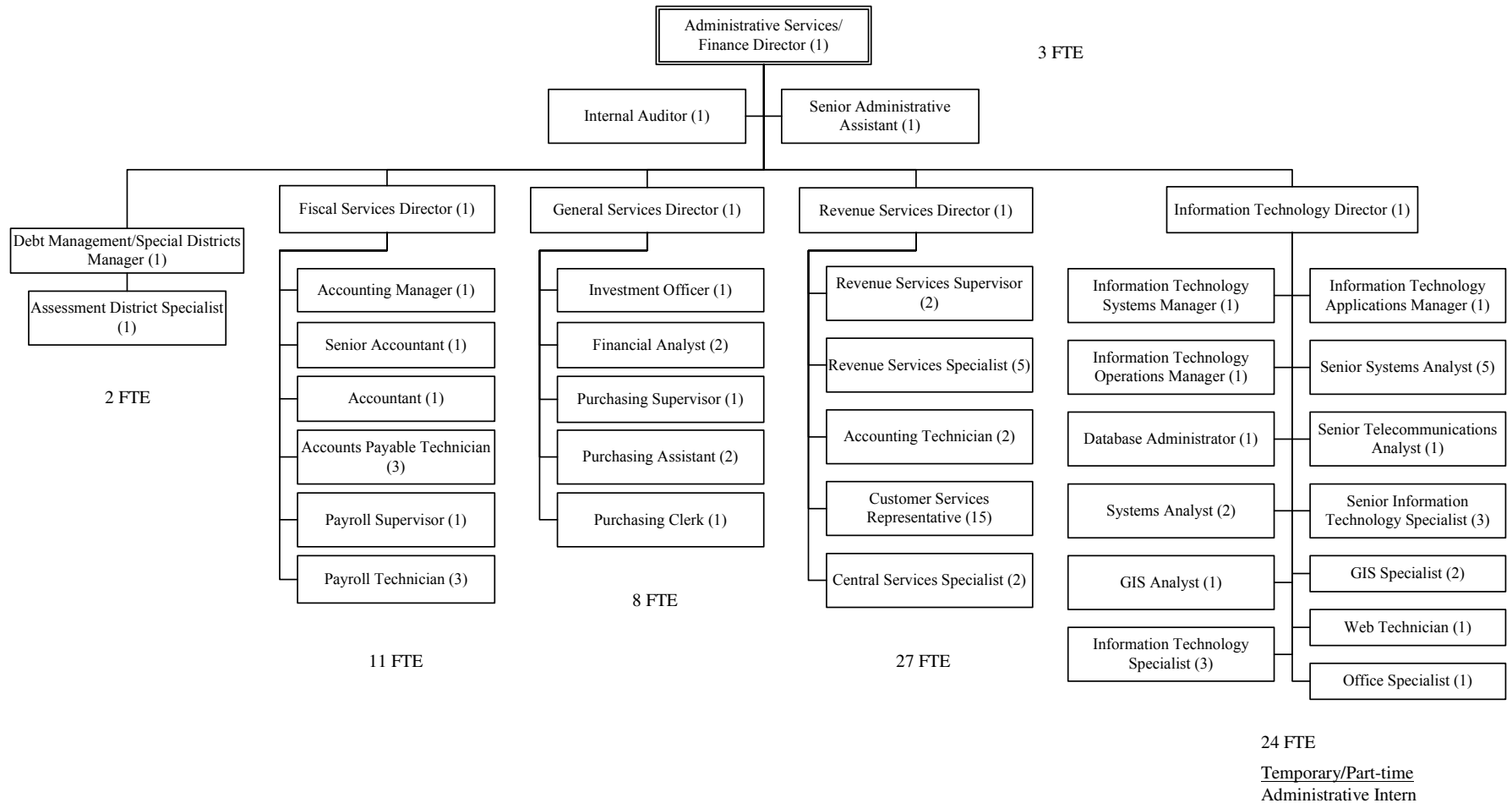
***General Services***

***Revenue Services***

***Information Technology***

2007-08 Organizational Chart  
**Administrative Services**  
 Effective July 1, 2007  
 (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>2005-06</u></b>	<b><u>2006-07</u></b>	<b><u>2007-08</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	0
Accounting Manager	1	1	1
Accounts Payable Technician	1	1	3
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	0
	<hr/> 11	<hr/> 11	<hr/> 11
<b>General Services</b>			
Assessment District Specialist	1	1	1
Debt Management/Special Districts Manager	0	0	1
Financial Analyst	3	3	2
General Services Director	1	1	1
Investment Officer	1	1	1
Purchasing Assistant	2	2	2
Purchasing Clerk	1	1	1
Purchasing Supervisor	1	1	1
	<hr/> 10	<hr/> 10	<hr/> 10
<b>Revenue Services</b>			
Accounting Technician	2	2	2
Central Services Assistant	1	0	0

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*Summary of Personnel and Organizational Changes**Fiscal Year 2007-08*

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	<u>2005-06</u>	<u>2006-07</u>	<u>2007-08</u>
Central Services Clerk	1	0	0
Central Services Specialist	0	2	2
Customer Services Representative	15	15	15
Revenue Services Director	1	1	1
Revenue Services Specialist	5	5	5
Revenue Services Supervisor	2	2	2
	<hr/> 27	<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	1	1	1
Information Technology Specialist	3	3	3
Information Technology Systems Mgr	1	1	1
Office Specialist	1	1	1
Senior Information Technology Specialist	4	3	3
Senior Systems Analyst	4	5	5
Senior Telecommunications Analyst	1	1	1
Systems Analyst	2	2	2
Web Technician	1	1	1
	<hr/> 24	<hr/> 24	<hr/> 24
<b>Total Administrative Services Agency</b>	<b>75</b>	<b>75</b>	<b>75</b>

## Administrative Services

Total Funds: \$21,450,307

General Fund: \$ 9,483,801

Other Funds: \$11,966,506

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### OTHER FUNDS CONSIST OF:

A.D. Administration - \$210,931

Capital Projects - \$171,000

Parkway Maintenance - \$ 42,403

Information Technology - \$7,136,556

Street Light Maintenance - \$ 67,227

Fiber Impact - \$3,838,389

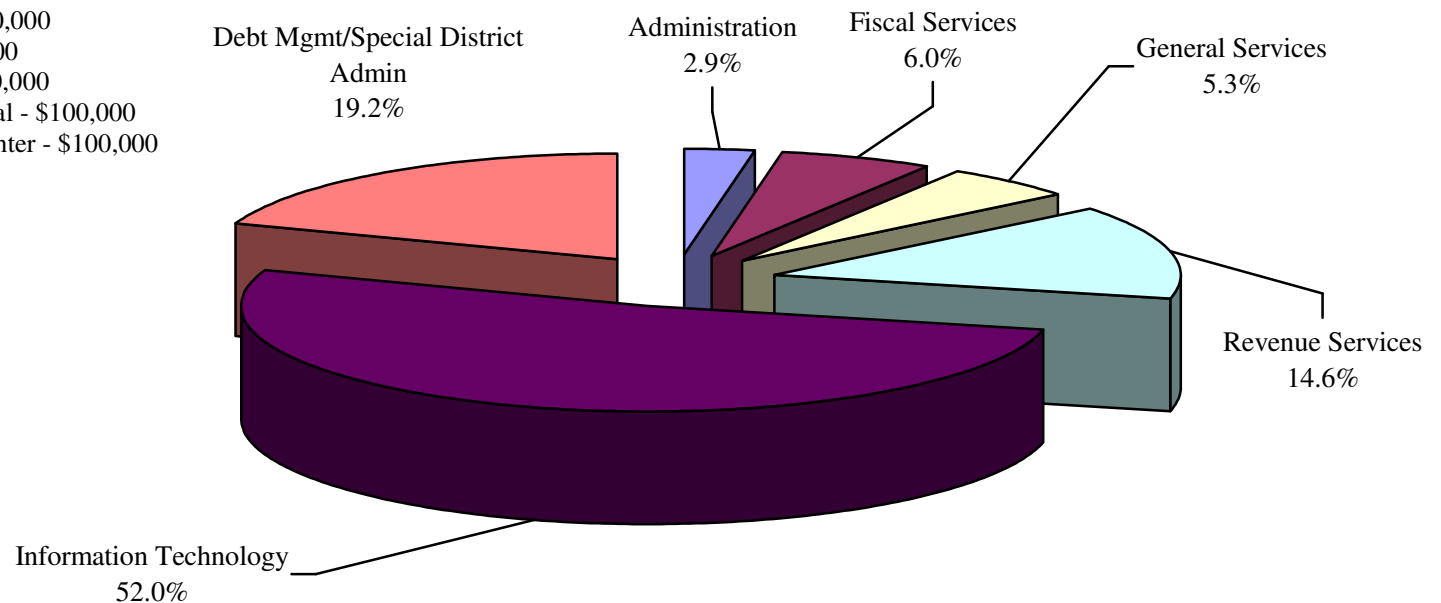
CFD No. 9 – Edenglen - \$100,000

CFD No. 10 – OAT - \$100,000

CFD No. 11 – Armada - \$100,000

CFD No. 12 – Ontario Festival - \$100,000

CFD No. 13 – Commerce Center - \$100,000



## AGENCY SUMMARY FOR FISCAL YEAR 2007-08

### Administrative Services

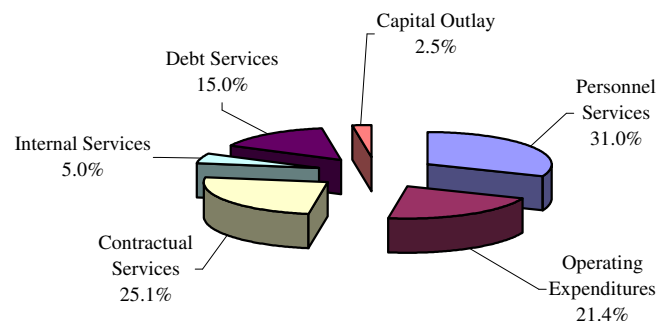
Agency is comprised of Administration, Fiscal Services, General Services, Revenue Services, and Information Technology. It provides support services to the City such as accounting, budgeting, purchasing, utility billing, information technology telecommunications, and investment management.

### Service Objective:

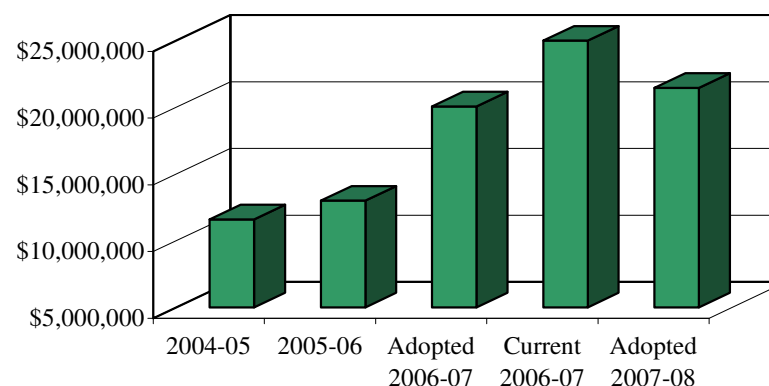
To direct the financial affairs of the City of Ontario, under the direction provided by the City Council's Goals and Objectives, in a timely, accurate, cost effective and efficient manner.

### Adopted Budget Expenditures

**\$21,450,307**



### Expenditures



### Budget

<u>Expenditures Category</u>	<u>FY 2004-05</u>	<u>FY 2005-06</u>	<u>Adopted FY 2006-07</u>	<u>Current FY 2006-07</u>	<u>Adopted FY 2007-08</u>	<u>% Change to Adopted 06-07</u>
Personnel Services	\$ 6,404,630	\$ 5,228,430	\$ 6,230,492	\$ 6,263,882	\$ <b>6,657,066</b>	6.8%
Operating Expenditures	\$ 2,768,027	\$ 3,209,646	\$ 3,949,534	\$ 4,280,292	\$ <b>4,584,650</b>	16.1%
Contractual Services	\$ 1,292,126	\$ 2,756,192	\$ 2,469,821	\$ 6,847,137	\$ <b>5,387,700</b>	118.1%
Internal Services	\$ 684,388	\$ 839,972	\$ 1,033,121	\$ 1,035,068	\$ <b>1,077,891</b>	4.3%
Debt Services	\$ -	\$ -	\$ -	\$ -	\$ <b>3,200,000</b>	0.0%
Capital Outlay	\$ 446,466	\$ 960,264	\$ 6,377,596	\$ 6,570,196	\$ <b>543,000</b>	-91.5%
<b>Total Expenditures</b>	<b>\$ 11,595,637</b>	<b>\$ 12,994,505</b>	<b>\$ 20,060,564</b>	<b>\$ 24,996,575</b>	<b>\$ 21,450,307</b>	6.9%
Annual Percentage Change		12.1%	54.4%	24.6%	-14.2%	
Annual Amount Change		\$ 1,398,868	\$ 7,066,059	\$ 4,936,011	\$ (3,546,268)	

Historical data may reflect fluctuations due to organizational restructuring.

**Administrative Services**  
**2007-08 Department Summary**

<b>Department Title (Department ID)</b>	<b>Detail Book Page Number</b>	<b>2004-05 Actual</b>	<b>2005-06 Actual</b>	<b>2006-07 Adopted Budget</b>	<b>2006-07 Current Budget</b>	<b>2007-08 Adopted Budget</b>	<b>% Change to Adopted Budget 2006-07</b>
AS Administration (008)	56	\$ 659,287	\$ 504,539	\$ 573,641	\$ 649,476	\$ <b>623,312</b>	8.7%
Debt Mgmt/Spec District Admin (280)	58	-	-	-	135,000	<b>3,822,171</b>	0.0%
Debt Mgmt/Spec District Admin/Assessment Svcs Admin. (071)	60	159,409	162,344	183,784	183,784	<b>210,931</b>	14.8%
Debt Mgmt/Spec District Admin/Street Light Maint. Admin. (086)	61	42,084	38,666	73,070	76,192	<b>67,227</b>	-8.0%
Debt Mgmt/Spec District Admin/Parkway Maint. Admin. (101)	62	39,361	31,439	61,180	49,084	<b>42,403</b>	-30.7%
Fiscal Services (009)	63	3,049,218	1,405,726	1,192,256	1,224,038	<b>1,282,732</b>	7.6%
General Services (010)	65	-	647,386	1,187,819	1,187,819	<b>1,131,067</b>	-4.8%
Revenue Services/Billing & Collection (011)	67	2,082,897	1,962,163	2,281,586	2,388,796	<b>2,433,061</b>	6.6%
Revenue Services/Business License (012)	69	325,171	208,834	303,170	305,670	<b>297,845</b>	-1.8%
Revenue Services/Central Services (013)	70	292,204	298,497	368,440	480,765	<b>393,613</b>	6.8%
Information Technology (161)	71	3,451,936	4,347,994	3,794,337	3,913,526	<b>4,037,846</b>	6.4%
Information Technology/IT Applications (162)	76	786,046	731,831	2,288,829	2,383,885	<b>2,306,289</b>	0.8%
Information Technology/IT Support Services (266)	79	-	176,944	286,085	286,085	<b>304,421</b>	6.4%
Information Technology Project (310)	80	708,026	2,478,141	7,466,367	11,732,455	<b>4,497,389</b>	-39.8%
<b>TOTAL ADMINISTRATIVE SERVICES</b>		<b>\$ 11,595,637</b>	<b>\$ 12,994,505</b>	<b>\$ 20,060,564</b>	<b>\$ 24,996,575</b>	<b>\$ 21,450,307</b>	6.9%

Historical data may reflect fluctuations due to organizational restructuring.

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

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**Fiscal Services**

- Received Financial Statement Reporting Awards from the Government Financial Officers Association, GFOA, (National Level) for the 20<sup>th</sup> consecutive year.
- Received an unqualified (clean) opinion from the City's outside financial auditing firm for Fiscal Year ended June 30, 2006.
- Assisted with the preliminary 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. 44.
- Developed an enhanced statistical section of the Comprehensive Annual Financial Report (CAFR) per the guidelines set by GASB Statement No. 44.
- Assisted with the development and implementation of an employee self-service system application for time and labor entry (Kronos).
- Developed detailed cash handling and reporting procedures to improve employee accountability and internal controls.
- Implemented time saving processes in Accounts Payable through summary invoice billings resulting in reduction of data entry time.

**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 8<sup>th</sup> consecutive year.
- Ensured a high level of safety in the City's investment portfolio through ongoing review.
- Coordinated the use of PlanWell services through an outside document reproduction center to provide online availability, distribution, and management of construction bid documents for City projects.

**Revenue Services**

- Went "live" with IVR/IWR (Interactive Voice Response/Interactive Web Response) system that allows customers to pay utility bills 24-hours a day with a credit/debit card over the phone or through the internet, along with an Autopay option for automatic monthly payments. IVR/IWR is bi-lingual, and also provides customers with account balances and answers to frequently asked questions 24 hours a day.



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

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- Developed detailed cash handling and reporting procedures to improve employee accountability and internal controls.
- 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 observation forms to recognize “Service Excellence” behaviors.

**Information Technology**

- Supported the rollout of an Integrated Voice Response (IVR)/Integrated Web Response (IWR) system for utility customers.
- Completed a substantial roll out of Kronos timekeeping system with approximately 800 users in the production system and 35 Kronos time clocks deployed at various City locations.
- Initiated a server and PC virtualization strategy to consolidate servers, cluster databases, lower equipment costs, increase processor utilization and provide users with thin client computing.
- Coordinated network upgrades for several facilities including Public Works, Code Enforcement and Fire Safety.
- Developed a draft Structured Wiring Ordinance and Standards to accommodate advanced communications in new development areas.
- Assisted with the replacement and integration of Police, Fire, Building and Code Enforcement mobile computers for improved field service capabilities.
- Upgraded Storage Area Networks at City Hall and PD to increase the available network storage.
- Assisted with the contract negotiations transitioning WECA from Motorola support to County ISD support. IT also worked with County ISD to relocate its VHF Radios from Carbon Canyon to AeroJet bringing the system under a support agreement.

**Administrative Services**  
**Major Goals**  
**Fiscal Year 2007-08**

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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 development of a completed Actuarial Report regarding the City's Other Post-Employment Benefits (OPEB) and the resulting implementation and reporting (Fiscal Year ending June 30, 2008) as required by Government Accounting Standards Board (GASB) Statements No. 43 and 45.
- Continue to assist in the Citywide implementation 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, processes and procedures 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.
- Maintain an adequate level of liquidity for the City's cash requirements.
- Improve coordination and consistency of procurement activities among all agencies to increase effectiveness through Citywide training program.
- Maintain a high level of safety in the City's investment portfolio through ongoing review.

**Administrative Services**  
**Major Goals**  
**Fiscal Year 2007-08**

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**Revenue Services**

**Operate in a Businesslike Manner**

- Enhance “Service Excellence” program to achieve high level for customer satisfaction.
- Work with other departments to develop procedures to ensure new development utilities are created and billed correctly.
- Continue data matching with City and other data sources to properly identify businesses requiring licenses.
- Develop processes to promote utility and other payments through e-commerce methods.

**Information Technology**

**Operate in a Businesslike Manner**

***Continue to invest in updated facilities, equipment and technology to promote***

- Support departments and West End Fire Agencies with technology and communications.

***Provide public e-commerce to City services***

- Develop E-Government/E-Commerce framework.
- Begin delivery of City services via phone, internet, and kiosks.
- Implement an I.T. Project/Telecom/Website review committee.

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

***Ensure development of telecommunication facilities throughout the City of Ontario***

- Coordinate design and build of backbone and in tract distribution infrastructure.
- Build connection between City Hall and NMC project area.
- Build Fiber Interconnection Facility.
- Establish a Telecommunications Committee (cell sites, wireless, radio issues).
- Support implementation of Reverse 911 System with Public Works and Police Dispatch.

**Administrative Services  
Performance Measures  
Fiscal Year 2007-08**

	Page, Goal #	Actual FY 2005-06	Estimated FY 2006-07	Target FY 2007-08
<b><i>Fiscal Services</i></b>				
Process invoices within an average of 30 days	Pg. xxix, 4	90%	90%	90%
Receive Comprehensive Annual Financial Report (CAFR) awards	Pg. xxix, 4	2	1	1
Have each month's accounting revenue and expenditures "closed out" by the 15 <sup>th</sup> of the following month	Pg. xxix, 4	80%	90%	90%
<b><i>General Services</i></b>				
Receive budget awards	Pg. xxix, 4	2	2	2
Achieve rate of return within 5 basis point of benchmark (Merrill Lynch 1-3 year treasury index)	Pg. xxix, 4	+3	+5	+5
Perform internal control/operational reviews Citywide	Pg. xxix, 4	8	6	6
<b><i>Revenue Services</i></b>				
Customers using Auto Pay for utility bills	Pg. xxix, 4	N/A	420	840
Credit card payments made using e-commerce	Pg. xxix, 4	N/A	70%	80%
<b><i>Information Technology</i></b>				
In-house training provided to City staff in the use of application systems	Pg. xxix, 4	500	1,200	600
Total number of "help desk" work orders received/completed	Pg. xxix, 4	4,221	7,850	8,000
Total number of new or replacement personal computer systems installed	Pg. xxix, 4	245	250	250
Number of moves, adds and changes (MACs) on telecom services	Pg. xxix, 4	240	240	200
Average number of users accessing the City's web site per day	Pg. xxix, 4	5,822	4,464	7,000
Average time to close "priority" work orders (hours)	Pg. xxix, 4	24	24	24

