

Administrative Services

Administration

Debt Management/Special District Administration

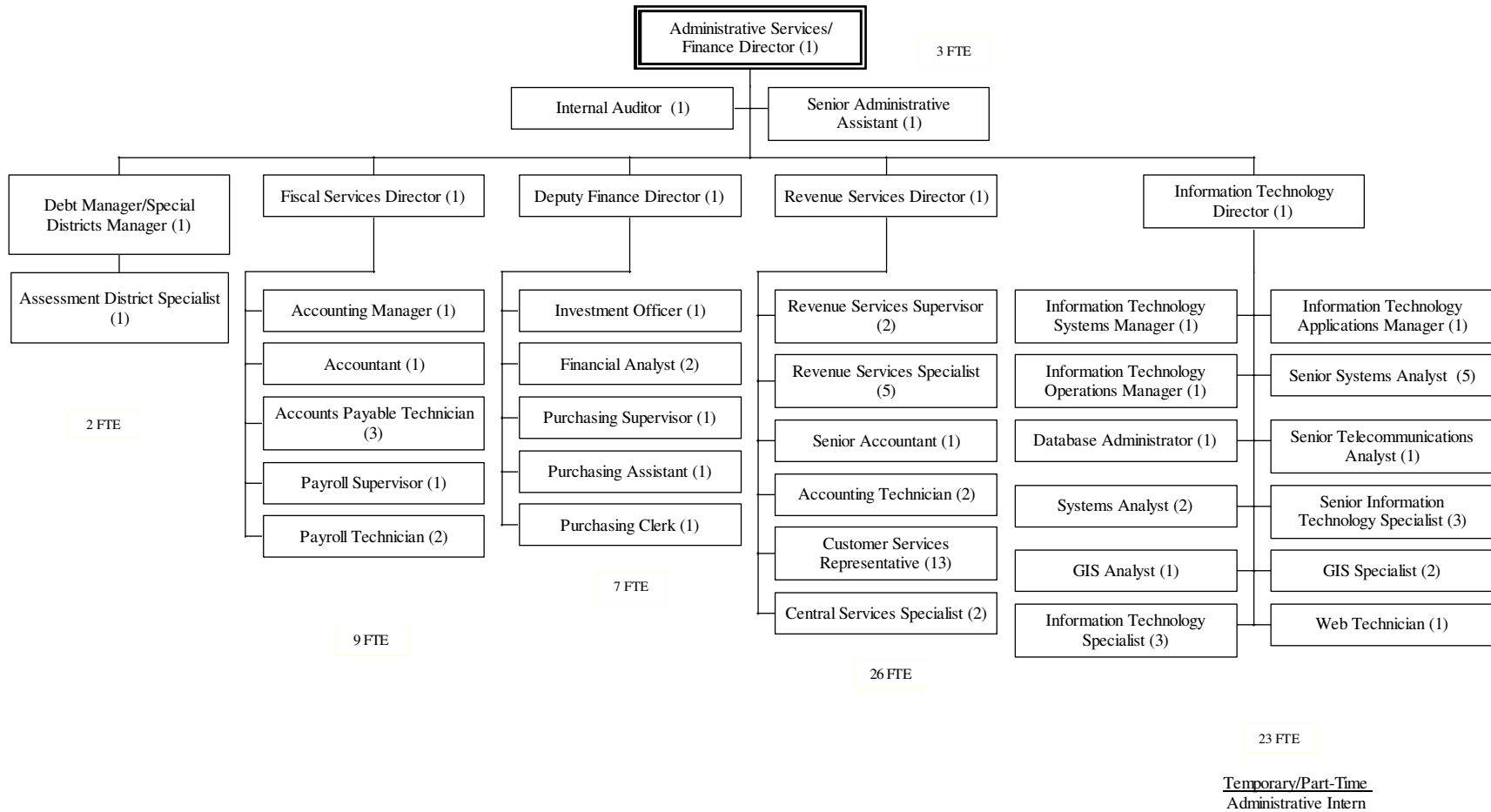
Fiscal Services

General Services

Revenue Services

Information Technology

2009-10 Organizational Chart
Administrative Services
 Effective July 1, 2009
 (70 Full-time employees)



City of Ontario
Summary of Personnel and Organizational Changes

	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
<u>Administrative Services</u>			
Administration			
Administrative Services/Finance Director	1	1	1
Internal Auditor	1	1	1
Senior Administrative Assistant	1	1	1
	<hr/> 3	<hr/> 3	<hr/> 3
Debt Management/Special District			
Assessment District Specialist	0	1	1
Debt Management/Special District Manager	0	1	1
	<hr/> 0	<hr/> 2	<hr/> 2
Fiscal Services			
Accountant	1	1	1
Accounting Manager	1	1	1
Accounts Payable Technician	3	3	3
Fiscal Services Director	1	1	1
Payroll Supervisor	1	1	1
Payroll Technician	3	2	2
Senior Accountant	1	0	0
	<hr/> 11	<hr/> 9	<hr/> 9
General Services			
Assessment District Specialist	1	0	0
Debt Management/Special District Manager	1	1	0
Deputy Finance Director	1	2	1
Financial Analyst	2	0	2

Summary of Personnel and Organizational Changes**Fiscal Year 2009-10**

	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Financial Analyst	2	2	2
Investment Officer	1	1	1
Purchasing Assistant	2	1	1
Purchasing Clerk	1	1	1
Purchasing Supervisor	1	1	1
	<hr/> 10	<hr/> 7	<hr/> 7
Revenue Services			
Accounting Technician	2	2	2
Central Services Specialist	2	2	2
Customer Services Representative	15	13	13
Revenue Services Director	1	1	1
Revenue Services Specialist	5	5	5
Revenue Services Supervisor	2	2	2
Senior Accountant	0	1	1
	<hr/> 27	<hr/> 26	<hr/> 26
Information Technology			
Communications Technician	0	1	0
Database Administrator	1	1	1
GIS Analyst	1	1	1
GIS Specialist	2	2	2
Information Technology Applications Manager	1	1	1
Information Technology Director	1	1	1
Information Technology Operations Manager	1	1	1
Information Technology Specialist	3	3	3
Information Technology Systems Manager	1	1	1

Summary of Personnel and Organizational Changes***Fiscal Year 2009-10***

	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Office Specialist	1	0	0
Senior Information Technology Specialist	3	3	3
Senior Systems Analyst	5	5	5
Senior Telecommunications Analyst	1	1	1
Systems Analyst	2	2	2
Web Technician	1	1	1
	<hr/>	<hr/>	<hr/>
	24	24	23
<i>Total Administrative Services</i>	<hr/>	<hr/>	<hr/>
	75	71	70

Administrative Services

Total Funds: \$18,270,207

General Fund: \$10,769,535

Other Funds: \$7,500,672

OTHER FUNDS CONSIST OF:

A.D. Administration - \$198,434

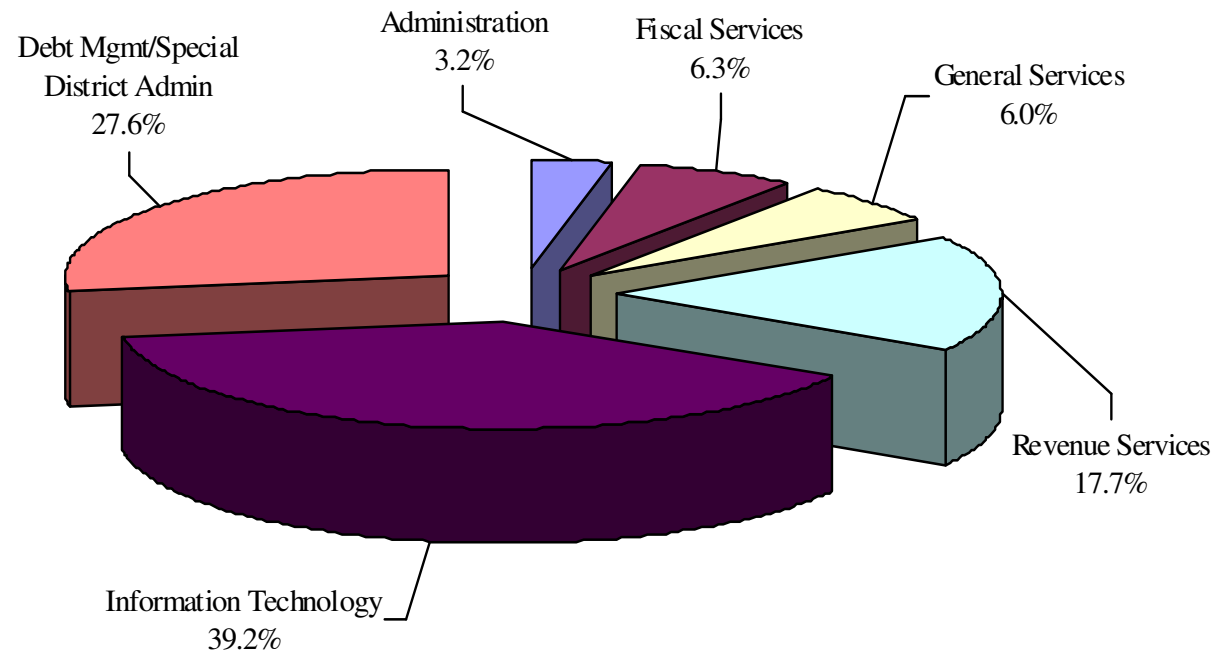
Parkway Maintenance - \$ 43,022

Information Technology - \$7,162,585

Street Light Maintenance - \$ 69,346

CFD No. 10 – Public Services - \$ 9,292

NMC – CFD - \$ 17,993



AGENCY SUMMARY FOR FISCAL YEAR 2009-10

Administrative Services

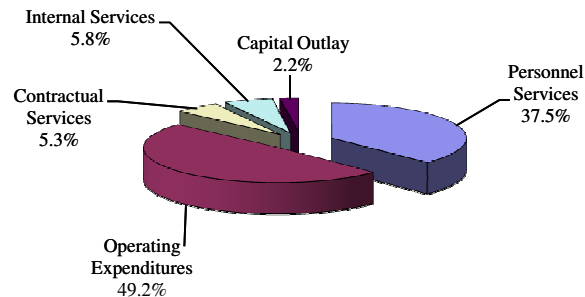
Agency is comprised of Administration, Fiscal Services, General Services, Revenue Services, and Information Technology. It provides support services to the City such as accounting, budgeting, purchasing, utility billing, information technology/telecommunications, and investment management.

Service Objective:

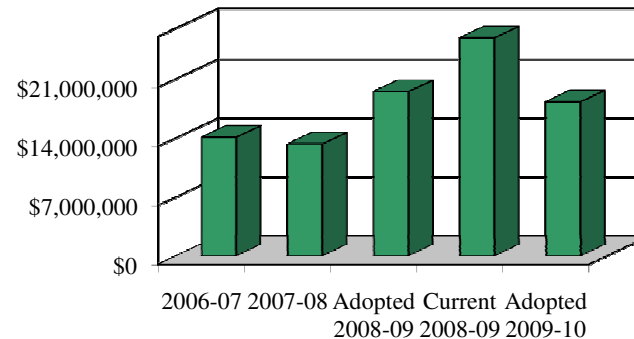
To direct the financial affairs of the City of Ontario, under the direction provided by the City Council's Goals and Objectives, in a timely, accurate, cost effective and efficient manner.

Adopted Budget Expenditures

\$18,270,207



Expenditures



Budget

<u>Expenditures Category</u>	<u>FY 2006-07</u>	<u>FY 2007-08</u>	<u>Adopted FY 2008-09</u>	<u>Current FY 2008-09</u>	<u>Adopted FY 2009-10</u>	<u>% Change to Adopted 08-09</u>
Personnel Services	\$ 5,990,922	\$ 6,431,085	\$ 7,247,935	\$ 7,078,652	\$ 6,848,333	-5.5%
Operating Expenditures	\$ 3,736,542	\$ 4,060,944	\$ 9,281,769	\$ 13,695,889	\$ 8,980,498	-3.2%
Contractual Services	\$ 2,719,087	\$ 1,398,729	\$ 1,106,089	\$ 3,163,747	\$ 976,589	-11.7%
Internal Services	\$ 988,413	\$ 1,046,521	\$ 1,123,907	\$ 1,120,417	\$ 1,059,787	-5.7%
Debt Services	\$ -	\$ -	\$ 308,900	\$ 308,900	\$ -	-100.0%
Capital Outlay	\$ 625,917	\$ 333,467	\$ 405,000	\$ 455,000	\$ 405,000	0.0%
Total Expenditures	\$ 14,060,881	\$ 13,270,747	\$ 19,473,600	\$ 25,822,605	\$ 18,270,207	-6.2%
Annual Percentage Change		-5.6%	46.7%	32.6%	-29.2%	
Annual Amount Change		\$ (790,134)	\$ 6,202,853	\$ 6,349,005	\$ (7,552,398)	

Historical data may reflect fluctuations due to organizational restructuring.

Administrative Services 2009-10 Department Summary

Department Title (Department ID)	Detail Book Page Number	2006-07		2007-08		2008-09 Adopted	2008-09 Current	2009-10 Adopted	% Change to Adopted Budget 2008-09
		Actual		Actual		Budget	Budget	Budget	
AS Administration (008)	60	\$ 500,968	\$	556,289	\$	673,616	\$ 761,733	\$ 583,434	-13.4%
Debt Mgmt/Spec District/Assessment Services Admin. (071)	62	161,148		138,719		198,535	198,535	198,434	-0.1%
Debt Mgmt/Spec District/Street Light Maint. Admin. (086)	63	45,860		37,192		69,399	69,399	69,346	-0.1%
Debt Mgmt/Spec District/Parkway Maint. Admin. (101)	64	38,223		24,942		43,050	43,050	43,022	-0.1%
Debt Mgmt/Spec District/Debt Mgmt/Spec District Admin (280)	65	107,776		713,927		5,258,442	9,237,278	4,722,913	-10.2%
Fiscal Services (009)	67	1,164,581		1,204,113		1,370,184	1,312,871	1,159,906	-15.3%
General Services (010)	69	1,031,688		948,081		1,210,090	1,222,282	1,093,716	-9.6%
Revenue Services/Billing & Collection (011)	71	2,233,744		2,354,809		2,525,977	2,624,430	2,533,470	0.3%
Revenue Services/Business License (012)	73	258,796		331,763		376,234	307,328	297,370	-21.0%
Revenue Services/Central Services (013)	74	448,169		306,381		408,579	314,579	406,011	-0.6%
Information Technology (161)	75	3,569,533		3,631,996		4,646,280	4,841,414	4,596,552	-1.1%
Information Technology/IT Applications (162)	79	1,986,406		1,873,773		2,379,730	2,379,730	2,359,309	-0.9%
Information Technology/IT Support Services (266)	82	212,582		238,080		313,484	313,484	206,724	-34.1%
Information Technology Project (310)	83	2,301,408		910,682		-	2,196,492	-	0.0%
TOTAL ADMINISTRATIVE SERVICES		\$ 14,060,881		\$ 13,270,747		\$ 19,473,600	\$ 25,822,605	\$ 18,270,207	-6.2%

Historical data may reflect fluctuations due to organizational restructuring.

Administrative Services
Major Accomplishments
Fiscal Year 2008-09

Fiscal Services

- Received Financial Statement Reporting Award from the Government Financial Officers Association, GFOA, (National Level) for the 22nd consecutive year
- Implemented the reporting requirements regarding the City's Other Post-Employment Benefits (OPEB) for the Fiscal Year ending June 30, 2008, as required by the Government Accounting Standards Board (GASB) Statements No. 43 and 45
- Completed the development of an Actuarial Report regarding the City's Other Post-Employment Benefits (OPEB) for the Fiscal Year ending June 30, 2008
- Developed written procedures for the Fiscal Services Department, including Accounts Payable, Payroll and Accounting activities
- Assisted with the citywide implementation of On-line Requisitions, which resulted in procedural and process changes for Accounts Payable
- Successfully transferred the billing and collection duties to Accounts Receivable for the Housing Agency Loan Programs

General Services

- Received the Government Financial Officers Association Distinguished Budget Presentation Award and California Society of Municipal Finance Officers Certificate of Award for Excellence in Operational Budgeting for the 10th consecutive year
- Fully deployed the "On-line" Purchase Requisition process, supported by the development of a corresponding users guide
- Negotiated the sale of the City's surplus Police Department helicopter
- Assisted various City agencies with developing operating procedures to improve and document business practices and enhance internal controls
- Established a more defined process to support the procurement of Utilities Agency Inventory
- Transformed the Capital Improvement Program (CIP) Budget document to be more reflective of projects which have a higher probability of being funded and started within the current CIP five-year window

Revenue Services

- Provided utility customers a self-service payment machine outside the entrance of City Hall that accepts cash, credit and debit card payments, 24-hours a day
- Utilized information from the Franchise Tax Board to detect unlicensed businesses

Administrative Services
Major Accomplishments
Fiscal Year 2008-09

- Experienced a 14% increase over the prior year in the number of overall customers utilizing On-line Banking and/or other City E-Commerce payment options, including a 27% increase in Utility customers using credit cards to set up automatic monthly payments
- Enhanced the “Service Excellence” program, with interactive exercises aimed at providing tools to help customers during these difficult economic times

Information Technology

- Assisted in deploying a self service Utility Bill Payment Center at City Hall
- Completed Police CAD and RMS upgrades
- Assisted the Police Department with the transition to Digital Voice Recorders
- Established a Radio Inventory program to facilitate the Field Communication needs of various Agencies, resulting in gained efficiencies and significant cost savings
- Coordinated telephone and Network needs for new city facilities (City Events Arena, Dorothy A. Quesada Community Center, City Hall East)
- Finished Network Domain moves and the Windows Office 2007 Upgrade / Migration
- Assisted the Planning Department with the General Plan “Ontario Plan” website
- Assisted the Human Resources Department with implementation of the City’s On-line Human Resources Recruitment Process (Hosted by NeoGov)
- Assumed responsibility and oversight for operations of Channel 3 (the City’s “PEG” Channel) from Time Warner
- Implemented the Rental Inspections Case Management system
- Completed the City Council Chambers audiovisual system upgrades

Administrative Services
Major Goals
Fiscal Year 2009-10

Develop strategies and take action to minimize the negative impacts of the global financial downturn on Ontario's economy and the City's fiscal health

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
- Enhance and/or implement additional operational internal controls, processes and procedures Citywide
- Finalize the Fiscal Services Departmental policy and procedure manual
- Assist with the logistics of transferring Accounts Payable, Payroll and Accounting to their new locations at City Hall East

General Services

Operate in a Businesslike Manner

- Prepare and publish the City's Annual Operating Budget in compliance with the standards of the GFOA Distinguished Budget Presentation Awards Program and the California Society of Municipal Finance Officers Excellence in Budgeting Award program
- Implement an online Bid and Vendor Management system which will provide the City with enhanced outreach to additional vendors and in a timelier manner thereby resulting in more competitive and lower pricing, all at a lower cost with respect to staff time, postage, advertising and printing
- Maintain an adequate level of liquidity for the City's cash requirements
- Maintain a high level of safety in the City's investment portfolio through ongoing review
- Update the City's Purchasing Policy and Procedure Manual

Revenue Services

Operate in a Businesslike Manner

- Enhance data matching with City, Franchise Tax Board, Board of Equalization and other data sources to register unlicensed businesses

Administrative Services
Major Goals
Fiscal Year 2009-10

- Enhance screening of all internal requests to Central Services to ensure the best value to the City
- Complete the relocation of the Utility Billing Operations to the new facility to provide enhanced customer service

Information Technology

Operate in a Businesslike Manner

- Enhance existing and/or seek out new E-government / E-commerce opportunities for delivering Municipal Services
- Implement a web based, on-line permits (upgrade of Permits Plus) system
- Assess opportunities for hosted applications, within City Department such as an on-line bid management program
- Implement citizen access to on-line police reports
- Pilot open source alternatives to back end and user computing to lower operational and maintenance costs
- Explore long-term telecommunications and network opportunities maximizing cost savings

**Administrative Services
Performance Measures
Fiscal Year 2009-10**

	Page# xxxiv-xxxvi Goal #	Actual FY 2007-08	Projected FY 2008-09	Estimated FY 2009-10
<i>Fiscal Services</i>				
Process invoices within an average of 30 days	4	90%	90%	90%
Receive Comprehensive Annual Financial Report (CAFR) awards	4	1	1	1
<i>General Services</i>				
Receive budget awards	4	2	2	2
Achieve rate of return within 5 basis point of benchmark (Merrill Lynch 1-3 year treasury index)	4	-65 (bps)	-72 (bps)	+5
Perform internal control/operational reviews Citywide	4	8	8	8
Process purchase requisitions within 3 days of receipt	4	90%	95%	95%
Process budget transfers within 3 days of receipt	4	85%	85%	90%
<i>Revenue Services</i>				
Customers using Auto Pay for utility bills	4	807	1,100	1,300
Credit card payments made using e-commerce	4	22%	27%	35%
Cash payments made using e-commerce	4	N/A	450	1,500
Business License investigations from data matches	4	N/A	1,000	2,000
<i>Information Technology</i>				
In-house training provided to City staff in the use of application systems	4	1,200	340	400
Total number of "help desk" work orders received/completed	4	7,850	6,716	7,000
Total number of new or replacement personal computer systems installed	4	250	43	200
Number of moves, adds and changes (MACs) on telecom services	4	240	300	200
Average number of unique users accessing the City's web site per day (Unique users are returning about 19 times per month vs. 3 in the past)	4	4,464	3,947	7,000
Average time to close "priority" work orders (hours)	4	24	17	24