Administrative Services

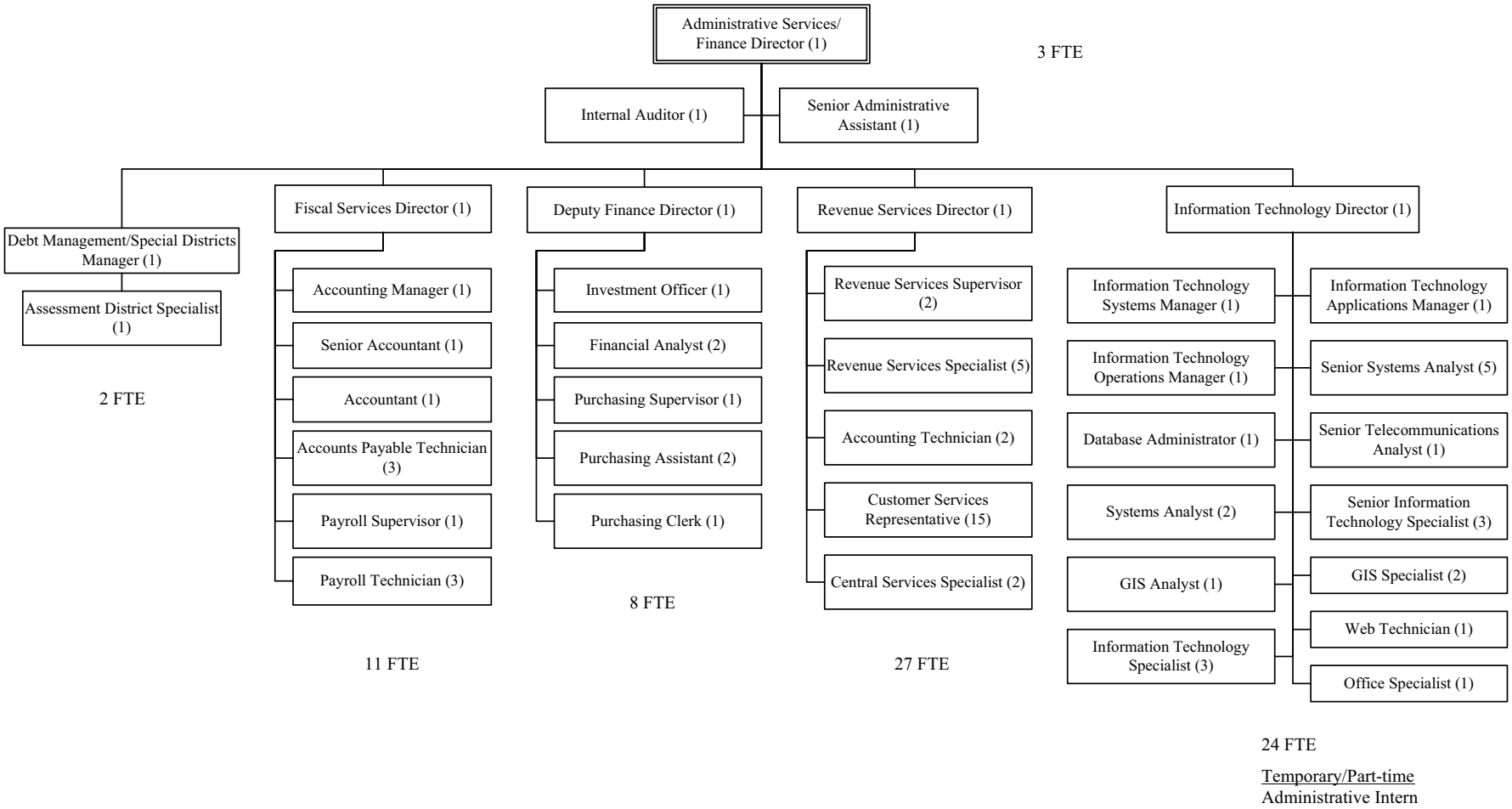
Administration
Fiscal Services
General Services
Revenue Services
Information Technology

2008-09 Organizational Chart

Administrative Services

Effective July 1, 2008

(75 Full-time employees)



City of Ontario
Summary of Personnel and Organizational Changes

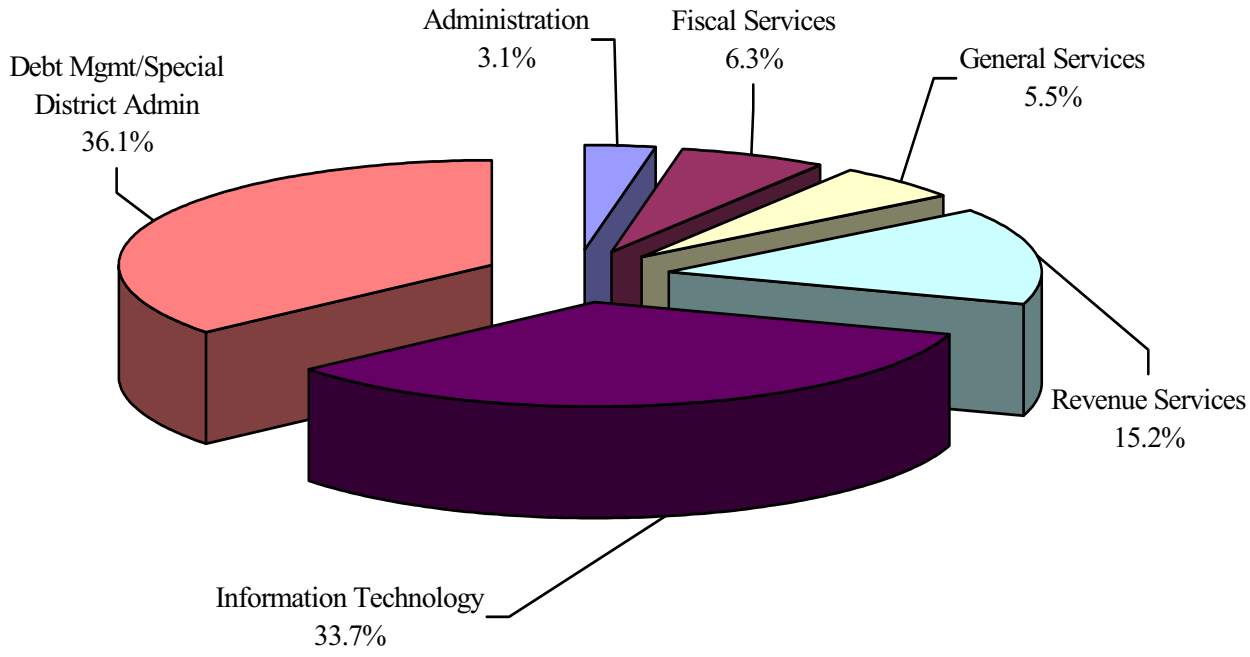
Administrative Services	2006-07	2007-08	2008-09
Administration			
Administrative Services/Finance Director	1	1	1
Internal Auditor	1	1	1
Senior Administrative Assistant	1	1	1
	3	3	3
Debt Management/Special Districts			
Assessment District Specialist	0	0	1
Debt Management/Special Districts Manager	0	0	1
	0	0	2
Fiscal Services			
Accountant	1	1	1
Accounting Clerk	1	0	0
Accounting Manager	1	1	1
Accounts Payable Technician	1	3	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	0	0
	11	11	11
General Services			
Assessment District Specialist	1	1	0
Debt Management/Special Districts Manager	0	1	0
Deputy Finance Director	0	1	1
Financial Analyst	3	2	2
General Services Director	1	0	0
Investment Officer	1	1	1
Purchasing Assistant	2	2	2
Purchasing Clerk	1	1	1

	2006-07	2007-08	2008-09
Purchasing Supervisor	1	1	1
	10	10	8
Revenue Services			
Accounting Technician	2	2	2
Central Services Specialist	2	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
	27	27	27
Information Technology			
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	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
	24	24	24
Total Administrative Services Agency	***75***	***75***	***75***

Administrative Services

Total Funds: $19,473,600
General Fund: $11,470,339
Other Funds: $8,003,261

OTHER FUNDS CONSIST OF:
A.D. Administration - $198,535
Parkway Maintenance - $ 43,050
Information Technology - $7,339,494
Street Light Maintenance - $ 69,399
CFD No. 9 – Edenglen - $17,873
CFD No. 13 – Commerce Center - $334,910



AGENCY SUMMARY FOR FISCAL YEAR 2008-09

Administrative Services

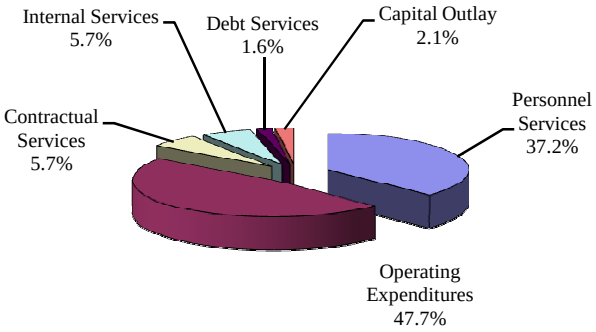
Agency is comprised of Administration, Fiscal Services, General Services, Revenue Services, and Information Technology. It provides support services to the City such as accounting, budgeting, purchasing, utility billing, information technology/telecommunications, and investment management.

Service Objective:

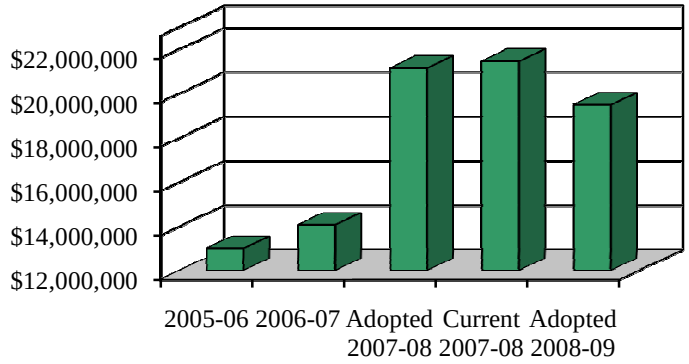
To direct the financial affairs of the City of Ontario, under the direction provided by the City Council's Goals and Objectives, in a timely, accurate, cost effective and efficient manner.

Adopted Budget Expenditures

$19,473,600



Expenditures



Budget

Expenditures Category	FY 2005-06	FY 2006-07	Adopted FY 2007-08	Current FY 2007-08	**Adopted FY 2008-09**	% Change to Adopted 07-08
Personnel Services	$ 5,228,430	$ 5,990,922	$ 6,657,066	$ 6,693,266	**$ 7,247,935**	8.9%
Operating Expenditures	$ 3,209,646	$ 3,736,542	$ 4,284,650	$ 5,055,810	**$ 9,281,769**	116.6%
Contractual Services	$ 2,756,192	$ 2,719,087	$ 5,387,700	$ 8,020,929	**$ 1,106,089**	-79.5%
Internal Services	$ 839,972	$ 988,413	$ 1,077,891	$ 1,080,789	**$ 1,123,907**	4.3%
Debt Services	$ -	$ -	$ 3,200,000	$ -	**$ 308,900**	-90.3%
Capital Outlay	$ 960,264	$ 625,917	$ 543,000	$ 598,000	**$ 405,000**	-25.4%
Total Expenditures	$ 12,994,505	$ 14,060,881	$ 21,150,307	$ 21,448,794	**$ 19,473,600**	-9.2%
Annual Percentage Change		8.2%	50.4%	1.4%	-9.2%	
Annual Amount Change		$ 1,066,377	$ 7,089,426	$ 298,487	$ (1,975,194)	

Historical data may reflect fluctuations due to organizational restructuring.

Administrative Services
2008-09 Department Summary

Department Title (Department ID)	Detail Book Page Number	2005-06 Actual	2006-07 Actual	2007-08 Adopted Budget	2007-08 Current Budget	2008-09 Adopted Budget	% Change to Adopted Budget 2007-08
AS Administration (008)	58	$ 504,539	$ 500,968	$ 623,312	$ 718,730	**$ 673,616**	8.1%
Debt Mgmt/Spec District/Assessment Services Admin. (071)	60	162,344	161,148	210,931	210,931	**198,535**	-5.9%
Debt Mgmt/Spec District/Street Light Maint. Admin. (086)	61	38,666	45,860	67,227	67,227	**69,399**	3.2%
Debt Mgmt/Spec District/Parkway Maint. Admin. (101)	62	31,439	38,223	42,403	31,078	**43,050**	1.5%
Debt Mgmt/Spec District/Debt Mgmt/Spec District Admin (280)	63	-	107,776	3,522,171	899,401	**5,258,442**	37.6%
Fiscal Services (009)	65	1,405,726	1,164,581	1,282,732	1,289,176	**1,370,184**	6.8%
General Services (010)	67	647,386	1,031,688	1,131,067	1,136,694	**1,210,090**	7.0%
Revenue Services/Billing & Collection (011)	69	1,962,163	2,233,744	2,433,061	2,453,288	**2,525,977**	3.8%
Revenue Services/Business License (012)	71	208,834	258,796	297,845	297,845	**376,234**	26.3%
Revenue Services/Central Services (013)	72	298,497	448,169	393,613	394,170	**408,579**	3.8%
Information Technology (161)	73	4,347,994	3,569,533	4,037,846	4,281,916	**4,646,280**	15.1%
Information Technology/IT Applications (162)	77	731,831	1,986,406	2,306,289	2,413,560	**2,379,730**	3.2%
Information Technology/IT Support Services (266)	80	176,944	212,582	304,421	312,861	**313,484**	3.0%
Information Technology Project (310)	81	2,478,141	2,301,408	4,497,389	6,941,917	**-**	-100.0%
TOTAL ADMINISTRATIVE SERVICES		**$ 12,994,505**	**$ 14,060,881**	**$ 21,150,307**	**$ 21,448,794**	**$ 19,473,600**	-9.2%

Historical data may reflect fluctuations due to organizational restructuring.

Administrative Services
Major Accomplishments
Fiscal Year 2007-08

Fiscal Services

- Received Financial Statement Reporting Awards from the Government Financial Officers Association, GFOA, (National Level) for the 21st consecutive year.
- Finalized the Citywide implementation of an employee self-service system application for time and labor entry (Kronos).
- Assisted with the implementation of enhanced internal control procedures and processes regarding accounts receivable.
- Implemented a reorganization of the Accounts Payable staff which resulted in greater efficiency and service to other departments.
- Successfully transferred accounting duties from the Housing Agency to Fiscal Services.

General Services

- Received 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 9th consecutive year.
- 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.
- Assisted multiple agencies with the development of operating procedures to improve and document business practices and enhance internal controls.

Revenue Services

- Experienced a 58% increase in combined customer on-line banking and City e-commerce options for utility payments from last year.
- Experienced an 81% increase in auto pay credit card payments from last year.
- Enhanced “Service Excellence” program to include interactive training to maintain a high level of customer satisfaction.

Information Technology

- Migrated to Windows 2003 and moved all users to new domain and mail server with redundancy and stability.
- Upgraded core switching and unified messaging to handle improved uptime, IP telephony, increased bandwith and networking reliability.
- Implemented Blackberry enterprise server and deployment of blackberry devices.
- Implemented online Sharepoint collaboration tools for staff and consultants.
- Received the Digital Cities award for the second year in a row, with over 2 million hits to the City's website in 2007.
- Completed Kronos implementation, including use by all departments and installed 35 Kronos clocks at various city locations, plus FLSA compliance programming.
- Upgraded database environments, server and software for CIS, Telestaff, SDE, ArcIMS, Library database and IPAC servers.
- Installed Past Perfect Museum software.
- Installed virtual server, virtual workstation and thin client capabilities.
- Replaced the core network switch and voicemail server.
- Implemented a reverse 911 system for Public Safety and Public Works.

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.
- Assist with the development of a completed Actuarial Report regarding the City's Other Post-Employment Benefits (OPEB) and the resulting implementation and reporting for the Fiscal Year ending June 30, 2008 as required by the Government Accounting Standards Board (GASB) Statements No. 43 and 45.
- Enhance, and/or implement additional 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.
- Maintain a high level of safety in the City's investment portfolio through ongoing review.
- Improve coordination and consistency of procurement activities among all agencies through Citywide training program.
- Fully deploy the "on-line" purchase requisition process, including the development of written procedures.
- Continue the evaluation of Citywide internal control systems and assess where operating procedures are lacking.
- Update the City's Purchasing policies, procedures and related Municipal Code.
- Continue the transformation of the Capital Improvement Program document to be more reflective of projects which have a higher probability of being funded and started within the five-year window.

Revenue Services

Operate in a Businesslike Manner

- Enhance the "Service Excellence" program to achieve even higher level for customer satisfaction.
- Provide utility customers a cash payment machine outside the entrance of City Hall to add 24-hour cash payment to the present 24-hour credit and debit card options.
- Enhance data matching with City and other sources to properly identify businesses requiring licenses.
- Develop a process 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 efficiency

- Implement a Police Digital Recorder Project.
- Implement a Police CAD/RMS upgrade.
- Prepare long range City Facilities/Public Safety telecommunications plan (i.e. Metropolitan Area Network, MAN).
- Continue migration of all remote locations to a core network and telecom infrastructure.
- Support staff moves and relocation of facilities (i.e. Revenue Customer Service Center, C.H.E., City Hall).
- Work with County ISD, prepare radio inventory and replacement plan.
- Provide PEG (Public, Education, or Government) channel support.
- Continue to cross train and provide certification on systems support.

Provide public e-commerce access to City services

- Finalize the payment kiosk.
- Implement online recruitment solutions.
- Work with the I.T. Project Review Committee to develop appropriate initiatives for E-Government/E-Commerce solutions to deliver a variety of City services via phone, internet, and kiosks.

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

- Build leased or owned fiber ring connections between City Hall, key City facilities, and the NMC project area (work with Sunesys, SCE and Verizon for Fiber Optic Ring lease agreements).
- Continue to work with NMC builders and other providers on in-tract infrastructure and delivery of triple play services, and build a Fiber Interconnection facility.

Administrative Services
Performance Measures
Fiscal Year 2008-09

	Page, Goal #	Actual FY 2006-07	Estimated FY 2007-08	Target FY 2008-09
Fiscal Services				
Process invoices within an average of 30 days	Pg. xxviii, 4	90%	90%	90%
Receive Comprehensive Annual Financial Report (CAFR) awards	Pg. xxviii, 4	2	1	1
General Services				
Receive budget awards	Pg. xxviii, 4	2	2	2
Achieve rate of return within 5 basis point of benchmark (Merrill Lynch 1-3 year treasury index)	Pg. xxviii, 4	+3	+5	+5
Perform internal control/operational reviews Citywide	Pg. xxviii, 4	8	6	6
Process purchase requisitions within 3 days of receipt	Pg. xxviii, 4	N/A	90%	95%
Process budget transfers within 3 days of receipt	Pg. xxviii, 4	N/A	75%	85%
Revenue Services				
Customers using Auto Pay for utility bills	Pg. xxviii, 4	400	725	1000
Credit card payments made using e-commerce	Pg. xxviii, 4	68%	77%	85%
Cash payments made using e-commerce	Pg. xxviii, 4	N/A	N/A	8%
Information Technology				
In-house training provided to City staff in the use of application systems	Pg. xxix, 4	1,200	1,500	600
Total number of "help desk" work orders received/completed	Pg. xxix, 4	7,850	7,353	7,500
Total number of new or replacement personal computer systems installed	Pg. xxix, 4	250	250	200
Number of moves, adds and changes (MACs) on telecom services	Pg. xxix, 4	240	325	220
Average number of users accessing the City's web site per day	Pg. xxix, 4	4,464	5,949	7,000
Average time to close "priority" work orders (hours)	Pg. xxix, 4	24	22	24
Average time to close "critical" work orders (hours)	Pg. xxix, 4	N/A	3.25	4