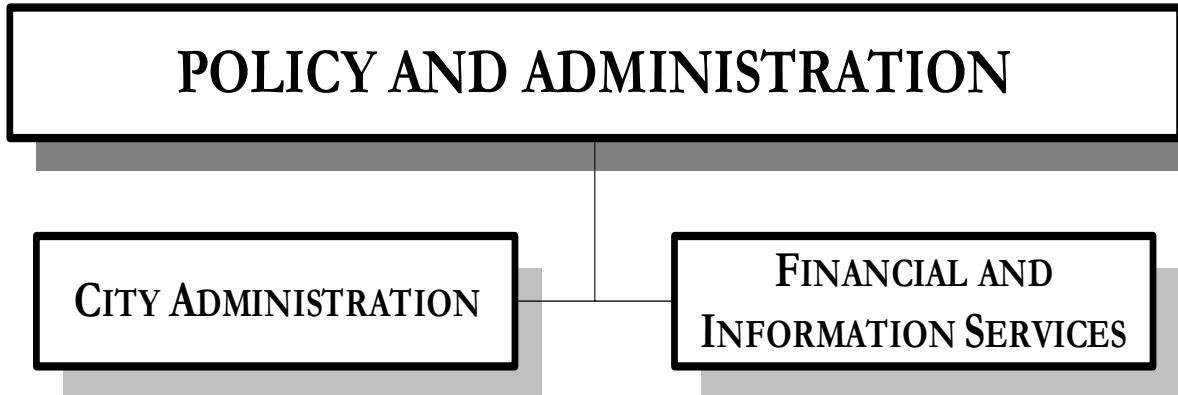


POLICY AND ADMINISTRATION ORGANIZATION CHART



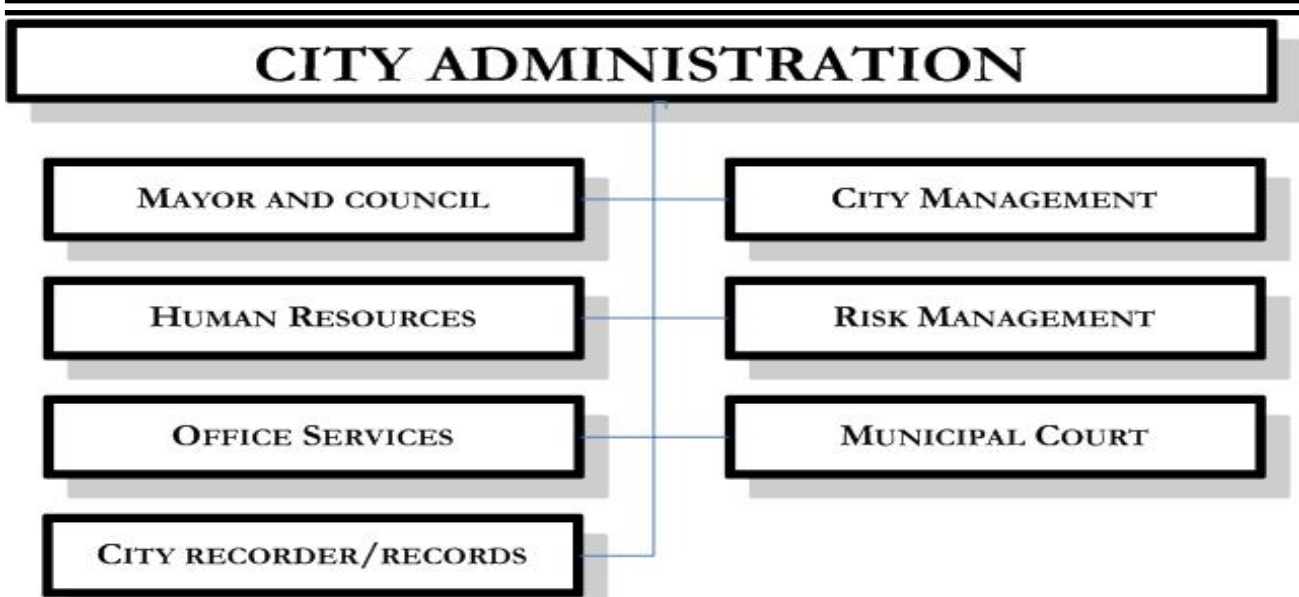
POLICY AND LEGISLATION PROGRAM

The Policy and Administration Program consists of City Administration and the Financial and Information Services Departments. This program includes a wide variety of functions that encompass the areas of administrative support, strategic planning, city management, computer and information services, financial management, accounting, purchasing, utility billing, municipal court, human resource management, records management, and risk management.

The Mayor and Council and the Municipal Court budgets are funded completely out of the General Fund. The other budget units are funded by charge backs to other City programs that use these common services.

Description	FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
Number of Positions	41.90	43.30	45.30	45.65	45.65	45.65
Budget By Category						
Personal Services	\$3,105,884	\$3,426,325	\$3,976,752	\$4,304,357	\$4,304,357	\$4,304,357
Materials & Services	\$1,342,256	\$1,505,929	\$2,297,164	\$2,488,347	\$2,488,347	\$2,488,347
Interdepartmental Costs	\$0	\$0	\$111,594	\$223,693	\$223,693	\$223,693
Capital Outlay	\$10,489	\$0	\$716,367	\$306,099	\$406,099	\$406,099
Total By Category	\$4,458,629	\$4,932,254	\$7,101,877	\$7,322,497	\$7,422,497	\$7,422,497
Budget by Division						
City Management	\$618,157	\$739,217	\$973,351	\$1,162,534	\$1,162,534	\$1,162,534
Human Resources	\$387,365	\$556,502	\$781,022	\$744,877	\$844,877	\$844,877
Risk Management	\$538,605	\$577,084	\$242,010	\$657,720	\$657,720	\$657,720
Office Services	\$565,284	\$638,140	\$522,694	\$589,293	\$589,293	\$589,293
Municipal Court	\$228,845	\$256,140	\$499,657	\$483,976	\$483,976	\$483,976
City Recorder/Records	\$0	\$0	\$622,374	\$603,957	\$603,957	\$603,957
Financial & Information Services Administration	\$300,209	\$354,285	\$669,478	\$422,375	\$422,375	\$422,375
Financial Operations	\$883,729	\$987,065	\$523,827	\$525,370	\$525,370	\$525,370
Utility Billing	\$0	\$0	\$558,668	\$557,751	\$557,751	\$557,751
Information Technology	\$936,437	\$823,821	\$1,443,370	\$1,574,644	\$1,574,644	\$1,574,644
FIS Interim Plan	\$0	\$0	\$265,426	\$0	\$0	\$0
Total By Division	\$4,458,629	\$4,932,254	\$7,101,877	\$7,322,497	\$7,422,497	\$7,422,497
Budget by Fund						
General Fund - 100	\$351,896	\$397,495	\$997,464	\$805,213	\$805,213	\$805,213
Central Services Fund - 400	\$4,106,733	\$4,534,759	\$6,104,413	\$6,517,284	\$6,617,284	\$6,617,284
Total By Fund	\$4,458,629	\$4,932,254	\$7,101,877	\$7,322,497	\$7,422,497	\$7,422,497

CITY ADMINISTRATION ORGANIZATION CHART



Description	FY 2006-07 Actual	FY 2007--08 Actual	FY 2008-09 Revised	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
Number of Positions	20.10	21.30	23.30	23.65	23.65	23.65
Budget By Category						
Personal Services	\$1,566,837	\$1,792,679	\$2,047,779	\$2,302,290	\$2,302,290	\$2,302,290
Materials & Services	\$637,879	\$833,049	\$914,354	\$1,251,724	\$1,251,724	\$1,251,724
Interdepartmental Costs	\$0	\$0	\$111,594	\$158,357	\$158,357	\$158,357
Capital Outlay	\$10,489	\$0	\$335,000	\$208,749	\$308,749	\$308,749
Total By Category	\$2,215,204	\$2,625,728	\$3,408,727	\$3,921,120	\$4,021,120	\$4,021,120
Budget by Division						
City Management	\$495,106	\$597,862	\$740,970	\$841,297	\$841,297	\$841,297
Human Resources	\$387,365	\$556,502	\$781,022	\$744,877	\$844,877	\$844,877
Risk Management	\$538,605	\$577,084	\$242,010	\$657,720	\$657,720	\$657,720
Office Services	\$565,284	\$638,140	\$522,694	\$589,293	\$589,293	\$589,293
Municipal Court	\$228,845	\$256,140	\$499,657	\$483,976	\$483,976	\$483,976
City Recorder/Records	\$0	\$0	\$622,374	\$603,957	\$603,957	\$603,957
Total By Division	\$2,215,204	\$2,625,728	\$3,408,727	\$3,921,120	\$4,021,120	\$4,021,120
Budget by Fund						
General Fund - 100	\$228,845	\$256,140	\$499,657	\$483,976	\$483,976	\$483,976
Central Services Fund - 400	\$1,986,359	\$2,369,588	\$2,909,070	\$3,437,144	\$3,537,144	\$3,537,144
Total By Fund	\$2,215,204	\$2,625,728	\$3,408,727	\$3,921,120	\$4,021,120	\$4,021,120

Program Results:

- Basic city services provided to citizens are cost-effective and are delivered without interruption.
- Tigard's interest in regional and statewide activities is coordinated with appropriate agencies and jurisdictions.
- Tigard citizens are involved in the community and participate effectively.
- Programs and activities are available in the community to meet the needs of a diverse population.
- External and internal City assets are well managed and utilized.

Program Description:

The Mayor and Council represent the legislative and policy leadership for City government. The Mayor and Councilors are elected by citizens for four-year terms on a non-partisan basis and serve part-time.

The Council hires the City Manager to run day-to-day operations. The City Council reviews, revises, and adopts City laws and policies and sets the overall direction of the City.

FY 2008-09 Accomplishments:

- **The City's Comprehensive Plan was updated through an extensive public process**
- **Progress was made on the Implementation of the Downtown Plan**
The Fanno Creek Park and Plaza Master Plan was adopted by City Council which included a location for Public Square including a Farmer's Market on a "Festival Street" adjacent to the Plaza.
- **Funding to correct traffic congestion within the City was actively pursued**
The City received a Transportation and Growth Management (TGM) grant to update to the City's Transportation System Plan; develop a Neighborhood Pedestrian Connections Plan, and conduct a Transportation/Land Use Study of the Tigard Triangle. The 99W Corridor Improvement and Management Plan was completed. A 3-cent Fuel Tax was implemented to fund Greenburg Road/Highway 99W/Main Street Intersection Improvements. The City received a grant to fund bike and pedestrian safety improvements in and around the intersection of Bonita Road & Hall Boulevard.
- **Council/Citizen communications were improved**
The city's Neighborhood Network program was implemented citywide with all neighborhood areas launching neighborhood web pages. A citizen comment card was developed and is available to the public at public meetings and in city buildings. Training was held for Board and Committee members and staff liaisons.

- **Tigard's involvement with Washington County, Metro, State, ODOT, Tri-Met, and Federal government was increased through participation at all levels**

Tigard staff coordinated with State, County, and Metro regarding Transportation issues; City staff met with Federal Emergency Management Association representatives to address changes in the program and potential impacts on Tigard. City representatives met with the Legislative delegation, City Manager Groups, County representatives, Metro, ODOT and Tri-Met officials on a regular basis to discuss projects and issues of mutual interest.

FY 2009-10 Goals and Objectives:

On January 6, 2009 the City Council met to set its goals for the coming year. These goals represent those items that the Council feels deserve special attention in the months ahead. The City will accomplish much more than what is listed here, but we identify these to be of particular importance to our residents.

2009 Council Goals

- Implement Comprehensive Plan
 - Update Tigard zoning maps based on Comprehensive Plan Update
 - Update Tree Code to meet Comprehensive Plan
 - Continue to lobby for light rail in 99W Corridor
 - Develop a 50-year aspiration goal in support of Urban/Rural Reserves Program
- Implement Downtown Urban Renewal
 - Move forward with Burnham Street Project
 - Complete land use regulations and design standards for the downtown
- Prepare for 2010 Bond Measure for Parks, Open Spaces and Trails
 - Complete Parks Master Plan
 - Pursue Fanno Park and downtown plaza property acquisition
 - Continue supporting the Legislature in addressing the financial needs of Oregon state and local governments

Five-Year Council Goals

- Implement Comprehensive Plan
- Develop a long-term financial strategy
- Obtain 99W designation as the next Light Rail Corridor
- Prepare 2010 Bond Measure for Parks, Open Spaces and Trails
- Begin 99W access management implementation
- Support WCCLS and Public Safety levy renewals in 2010
- Begin City Facility Needs Plan implementation

Long-Term Council Goals

- Pursue opportunities to reduce Tigard traffic congestion
- Seek to improve Hwy 99 Corridor (land use, alternative routes, traffic, etc.)
- Implement Downtown Urban Renewal Plan

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Population served	45,501	46,400	46,715	47,315
Number of Council meetings (plus Joint Meetings & 5th Tuesday)	48	44	47	48
Average hours of Council meetings	3.00	4.00	2.50	3.50
Number of ordinances adopted	30	10	17	24
Number of resolutions adopted	85	75	67	78
Number of Regional Committees requiring elected officials attendance	NA	NA	0	13

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Average rating on citizens highest service priorities	NA	NA	7.00	7.50
Citizens rating of city services as good/ better on biennial survey	85.00%	57.00%	65.00%	75.00%
Citizens who feel Tigard will be better in the future	70.00%	NA	NA	80.00%

FULL-TIME EQUIVALENT POSITIONS

City Councilors receive \$350.00 per month.

Mayor receives compensation equivalent to approximately one-half of a City Director's salary and is specified in the salary section.

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
0.00	0.00	0.00		Total FTE	0.00	0.00	0.00
\$22,272	\$22,500	\$64,500	5000	Salaries - Management	\$58,800	\$58,800	\$58,800
\$22,272	\$22,500	\$64,500		<i>Subtotal Wages</i>	\$58,800	\$58,800	\$58,800
111	45	24	5050	Unemployment	59	59	59
74	100	41	5051	Worker's Comp	136	136	136
1,704	1,721	1,871	5052	FICA/Medicare	4,498	4,498	4,498
144	148	163	5053	Tri-Met Tax	395	395	395
27,154	32,509	35,210	5057	Medical/Insurance	54,373	54,373	54,373
3,377	3,197	2,914	5058	Dental Insurance	0	0	0
\$32,564	\$37,720	\$40,223		<i>Subtotal Benefits</i>	\$59,461	\$59,461	\$59,461
\$54,836	\$60,220	\$104,723		TOTAL PERSONAL SERVICES	\$118,261	\$118,261	\$118,261
\$7,925	\$3,950	\$42,900	6000	Professional/Contractual Services	\$41,500	\$41,500	\$41,500
0	0	12,000	6020	Legal Expenses	20,000	20,000	20,000
\$7,925	\$3,950	\$54,900		<i>Subtotal - Professional/Contractual/Legal Services</i>	\$61,500	\$61,500	\$61,500
\$5,982	\$5,655	\$1,200	6200	Office Supplies & Expense	\$1,400	\$1,400	\$1,400
\$4,843	\$2,754	\$2,795	6210	Special Department Expenses	\$3,000	\$3,000	\$3,000
\$368	\$1,903	\$2,000	6230	Advertising & Publicity	\$0	\$0	\$0
\$36,552	\$51,180	\$43,150	6240	Dues & Subscriptions	\$44,040	\$44,040	\$44,040
\$36,552	\$51,180	\$43,150		<i>Subtotal - Dues, Fees & Charges</i>	\$44,040	\$44,040	\$44,040
\$12,546	\$15,693	\$23,613	6250	Travel and Training	\$27,700	\$27,700	\$27,700
\$68,216	\$81,135	\$127,658		TOTAL MATERIALS & SERVICES	\$137,640	\$137,640	\$137,640
0	0	0	6801	City Management	8,103	8,103	8,103
0	0	0	6802	Finance	9,129	9,129	9,129
0	0	0	6803	Information Technology	26,031	26,031	26,031
0	0	0	6811	City Recorder/Records	22,073	22,073	22,073
\$0	\$0	\$0		TOTAL INTERDEPARTMENTAL COSTS	\$65,336	\$65,336	\$65,336
\$0	\$0	\$0		TOTAL CAPITAL OUTLAY	\$0	\$0	\$0
\$123,051	\$141,355	\$232,381		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTAL COSTS)	\$255,901	\$255,901	\$255,901
\$123,051	\$141,355	\$232,381		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$321,237	\$321,237	\$321,237

Program Results:

- Tigard citizens have access to accurate information on current issues in a variety of formats.
- Plans and programs are in place for coordinated management of the City's assets.
- Tigard citizens participate in programs and activities that connect them with decision-makers and community members.
- Volunteer spirit is maximized through community-wide coordination of volunteers.
- City departments proactively manage issues and achieve stated goals.

Program Description:

The City Management Division consists of the City Manager and staff supporting the activities of the City Council and assisting in the overall management of City programs.

The City Manager is hired by the City Council to run the daily affairs of the City and to implement policies adopted by the Council. A major focus of this Division is on communications among the City, citizens, and employees. Specific activities of this Division include:

- Communicate the direction from City Council on policies, laws, and directives to the Executive Staff and employees.
- Encourage the use of a variety of communication tools, including the Cityscape, the City's web page, cable television programming, and use other means to make information available to citizens and employees.
- Review and refine the information presented to the City Council.
- Seek other financing options through grant opportunities for programs already identified.

FY 2008-09 Accomplishments:

- Department Communicators met bi-monthly to review communication tools designed to provide timely, easily accessed information about City services, programs and accomplishments. More staff resources are dedicated to ensure that the information on the web site is current and that written communication tools are designed to ensure clear, accurate and timely information.
- Work programs and project timelines were developed for all major projects and programs. The City Manager and Department Directors met bi-weekly to review project status to ensure timelines were met.
- Progress on Council Goals was monitored and updates were issued quarterly.
- Almost 30,000 hours were contributed by volunteers in all City departments.
- Web pages for all 13 of the Neighborhood Network areas were either launched or under development by the end of the year.

FY 2009-10 Goals and Objectives:

- Continuously improve communications through review (utilizing the department communicators) of communication tools used to provide timely, easily accessed information about City services, programs and accomplishments. Ensure the information on the web site is current and written communication tools are designed and reviewed to ensure information is clear, accurate and timely.
- Continuously improve the city's operational efficiency through regular review of departmental goals and operations.
- Anticipate actions and decisions needed from the Council by administering and encouraging the establishment of work programs and project timelines. The City Manager and Department Directors will continue to meet bi-weekly to review the status of projects to ensure timelines are met.
- Monitor progress on Council Goals. Issue updates quarterly.
- Continue implementation of the Neighborhood Network Program citywide, focusing on the activation of Steering Committees.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Cityscape issues published each year	12	12	12	12
Council goals report issued during the year	4	4	4	4
Number of Community Connectors	40	47	0	0
Number of volunteer hours contributed to community events	NA	NA	NA	300
Number of active Neighborhood Steering committees	NA	NA	NA	7

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
People naming the City's website as a source of information	NA	17.00%	17.00%	20.00%
Number of volunteer hours contributed	11.00	11.00	0.00	0.00
Award for quality City programs	5	6	0	0

CITY MANAGEMENT**BUDGET UNIT: 100**

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
People that name Cityscape as a good source of information about the City	NA	69.00%	69.00%	72.00%
Award received based on application	NA	NA	NA	60.00%
Neighborhoods with active web pages	NA	NA	NA	100.00%
Survey-Citizens ranking the quality of city services as good or better	NA	NA	NA	75.00%
Survey-Citizens ranking responsiveness of City staff to inquiries as good or better	NA	NA	NA	80.00%

FULL-TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Assistant City Manager	1.00	1.00	1.00	1.00
Assistant to the City Manager	0.00	0.50	0.50	0.50
City Manager	1.00	1.00	1.00	1.00
Community Events Coordinator	0.00	0.00	0.00	0.80
Communications/Graphic Designer	0.00	1.00	1.00	1.00
Executive Assistant to City Administration	1.00	1.00	1.00	1.00
Program Development Specialist	<u>0.80</u>	<u>0.80</u>	<u>0.80</u>	<u>0.00</u>
Total	3.80	3.80	5.30	5.30

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
3.80	4.80	5.30		Total FTE	5.30	5.30	5.30
\$331,954	\$384,861	\$433,768	5000	Salaries - Management	\$475,567	\$475,567	\$475,567
\$331,954	\$384,861	\$433,768		Subtotal Wages	\$475,567	\$475,567	\$475,567
\$1,647	\$763	\$434	5050	Unemployment	\$476	476	476
\$700	\$1,187	\$1,186	5051	Worker's Comp	\$1,017	1,017	1,017
\$23,825	\$27,421	\$30,881	5052	FICA/Medicare	\$33,188	33,188	33,188
\$2,159	\$2,539	\$2,914	5053	Tri-Met Tax	\$3,195	3,195	3,195
\$2,675	\$3,027	\$3,600	5054	VEBA	\$3,300	3,300	3,300
\$2,171	\$2,324	\$2,062	5055	Life Insurance	\$2,448	2,448	2,448
\$982	\$1,143	\$1,625	5056	Salary Continuation	\$0	0	0
\$16,141	\$13,958	\$29,085	5057	Medical/Insurance	\$33,510	33,510	33,510
\$1,938	\$2,621	\$2,863	5058	Dental Insurance	\$0	0	0
\$36,515	\$42,514	\$47,714	5060	Retirement	\$52,312	52,312	52,312
\$9,707	\$14,146	\$13,012	5061	Deferred Comp Contributions	\$17,149	17,149	17,149
\$98,460	\$111,643	\$135,376		Subtotal Benefits	\$146,595	\$146,595	\$146,595
\$430,415	\$496,504	\$569,144		TOTAL PERSONAL SERVICES	\$622,162	\$622,162	\$622,162
\$10,296	\$36,672	\$22,116	6000	Professional/Contractual Services	\$49,500	\$49,500	\$49,500
\$0	\$0	\$10,000	6020	Legal Expenses	\$5,000	5,000	5,000
\$10,296	\$36,672	\$32,116		Subtotal - Professional/Contractual/Legal Services	\$54,500	\$54,500	\$54,500
\$8,606	\$11,515	\$10,660	6200	Office Supplies & Expense	\$5,400	\$5,400	\$5,400
\$1,748	\$617	\$69,940	6210	Special Department Expenses	\$97,650	\$97,650	\$97,650
\$31,460	\$36,592	\$40,556	6230	Advertising & Publicity	\$47,000	\$47,000	\$47,000
\$2,433	\$2,134	\$2,300	6240	Dues & Subscriptions	\$2,250	\$2,250	\$2,250
\$20	\$0	\$0	6245	Fees and Charges	\$2,520	2,520	2,520
\$2,453	\$2,134	\$2,300		Subtotal - Dues, Fees & Charges	\$4,770	\$4,770	\$4,770
\$7,715	\$12,266	\$14,874	6250	Travel and Training	\$7,535	\$7,535	\$7,535
\$1,504	\$1,439	\$1,380	6310	Utilities - Telecommunications	\$2,280	2,280	2,280
\$1,504	\$1,439	\$1,380		Subtotal - Utilities	\$2,280	\$2,280	\$2,280
\$230	\$123	\$0	6400	Computer Hardware and Software	\$0	\$0	\$0
\$64,691	\$101,358	\$171,826		TOTAL MATERIALS & SERVICES	\$219,135	\$219,135	\$219,135
\$0	\$0	\$0		TOTAL CAPITAL OUTLAY	\$0	\$0	\$0
\$495,106	\$597,862	\$740,970		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTAL COSTS)	\$841,297	\$841,297	\$841,297
\$495,106	\$597,862	\$740,970		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$841,297	\$841,297	\$841,297

Program Results:

- The City attracts, develops, motivates and retains the best employees who reflect the organization's reputational values and meet its organizational goals
- The City complies with local, state and federal employment laws.
- Human Resources support and assistance is provided to internal customers to enhance the efficiency and effectiveness of operating departments.

Program Description:

The Human Resources Division provides human resource management to the City by developing and implementing policies, programs and services which contribute to the attainment of organizational goals and values. Human Resources is responsible for maintaining compliance with employment laws and government regulations, and providing supervisory staff with the training, support and assistance to effectively lead their work units and model the organization's reputational values. Program services include recruitment and selection, testing, benefit administration, new employment orientation, labor relations, employee and supervisory training, personnel policy development and administration, job classification and salary administration, personnel record management, equal employment opportunity administration, dispute resolution, and employee relations and recognition.

FY 2008-09 Accomplishments:

- Conversion of personnel records to digital format integrated into the City's Document Management Program
- Began development of the new HR/PR system due for initial phase implementation on January 2010
- Launched 2nd phase of Organization wide Strategic Development Program focusing on aligning the workforce with organizational goals through a pilot program in Public Works Department
- Implemented new Applicant On-Line System for city job applicants and internal selection efficiency

FY 2009-10 Goals and Objectives:

- Complete Organizational Development initiatives for all city departments regarding workforce and leadership training relative to changes with performance management tools, retention methods and hiring decisions
- Evaluate health insurance cost effectiveness with Health Plan Committee
- Negotiate new collective bargaining agreement with SEIU/OPEU
- Select and negotiate City labor attorney services agreement

- Complete design, implementation and staff training for new IFAS Human Resources/Payroll integrated system
- Complete design, implementation and operation of new on-line job application service for City jobs
- Enhance city wide wellness program to improve employees' quality of life and help reduce health care costs
- Enhance city wide wellness program to improve employees' quality of life and help reduce health care costs
- Develop city wide Succession Plan
- Provide resources and assistance to support a strong executive management team by implementing City Wide Leadership and Employee Transition Initiatives
- Broaden recruitment efforts and market the City of Tigard as an employer of choice in order to provide a highly qualified, diverse applicant pool to serve the citizens of Tigard
- Continue to explore and implement health plan cost effective strategies, educational efforts, and administrative efficiencies with the assistance of the City Wide Health Plan Committee.
- Continue to achieve compliance with employment laws, regulations and administrative policies
- Provide information and assistance to management personnel and employees
- Respond to the need for a well developed, highly skilled workforce by developing and implementing strong supervisory/management and general employee training program
- Continue to reinforce successful performance standards so that time and talent are used effectively, and expectations are linked to organizational goals and measures.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Number of recruitments	50	70	50	50
Total number of job applications received	2,000	2,300	2,215	2,500
Total number of attendees at HR sponsored employee events	400	850	575	800
Total number of HR sponsored employee events/education/information programs	12	45	30	40
Total number of City FTE	272	283	295	295

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Employees successfully completing probation	95.00%	100.00%	100.00%	100.00%
Employees still employed after five years	60.00%	65.00%	60.00%	65.00%

FULL-TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Human Resources Assistant	1.00	1.00	1.00	1.00
Human Resources Director	1.00	1.00	1.00	1.00
Human Resources Technician	0.00	0.00	1.00	1.00
Senior Human Resources Analyst	2.00	2.00	2.00	2.00
Total	4.00	4.00	5.00	5.00

HUMAN RESOURCES

BUDGET UNIT: 110

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
4.00	4.00	5.00		Total FTE	5.00	5.00	5.00
\$264,111	\$276,368	\$321,736	5000	Salaries - Management	\$363,991	\$363,991	\$363,991
\$2,063	\$4,907	\$19,600	5015	Salaries - Temporary	\$18,500	18,500	18,500
\$266,175	\$281,275	\$341,336		Subtotal Wages	\$382,491	\$382,491	\$382,491
\$1,315	\$556	\$342	5050	Unemployment	\$364	364	364
\$556	\$628	\$410	5051	Worker's Comp	\$663	663	663
\$20,702	\$21,517	\$26,113	5052	FICA/Medicare	\$27,687	27,687	27,687
\$1,722	\$1,848	\$2,293	5053	Tri-Met Tax	\$2,445	2,445	2,445
\$2,400	\$2,429	\$3,000	5054	VEBA	\$3,000	3,000	3,000
\$430	\$435	\$788	5055	Life Insurance	\$1,780	1,780	1,780
\$866	\$929	\$1,318	5056	Salary Continuation	\$0	0	0
\$23,943	\$28,286	\$43,262	5057	Medical/Insurance	\$54,373	54,373	54,373
\$2,679	\$2,853	\$3,713	5058	Dental Insurance	\$0	0	0
\$29,052	\$30,400	\$35,390	5060	Retirement	\$40,039	40,039	40,039
\$7,923	\$8,291	\$9,652	5061	Deferred Comp Contributions	\$10,920	10,920	10,920
\$91,588	\$98,172	\$126,281		Subtotal Benefits	\$141,271	\$141,271	\$141,271
\$357,763	\$379,447	\$467,617		TOTAL PERSONAL SERVICES	\$523,762	\$523,762	\$523,762
\$6,049	\$147,200	\$86,745	6000	Professional/ Contractual Services	\$49,100	\$49,100	\$49,100
\$0	\$0	\$162,500	6020	Legal Expenses	\$110,600	110,600	110,600
\$6,049	\$147,200	\$249,245		Subtotal - Professional/Contractual/Legal Services	\$159,700	\$159,700	\$159,700
\$11,770	\$12,325	\$13,830	6200	Office Supplies & Expense	\$11,645	\$11,645	\$11,645
\$5,938	\$6,221	\$11,300	6210	Special Department Expenses	\$13,500	\$13,500	\$13,500
\$1,511	\$1,328	\$3,100	6240	Dues & Subscriptions	\$2,940	\$2,940	\$2,940
\$1,511	\$1,328	\$3,100		Subtotal - Dues, Fees & Charges	\$2,940	\$2,940	\$2,940
\$2,678	\$8,520	\$31,900	6250	Travel and Training	\$32,250	\$32,250	\$32,250
\$582	\$564	\$1,080	6310	Utilities - Telecommunications	\$1,080	1,080	1,080
\$582	\$564	\$1,080		Subtotal - Utilities	\$1,080	\$1,080	\$1,080
\$774	\$774	\$2,950	6400	Computer Hardware and Software	\$0	\$0	\$0
\$29,602	\$177,055	\$313,405		TOTAL MATERIALS & SERVICES	\$221,115	\$221,115	\$221,115
\$0	\$0	\$0		TOTAL CAPITAL OUTLAY	\$0	\$100,000	\$100,000
\$387,365	\$556,502	\$781,022		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTAL COSTS)	\$744,877	\$844,877	\$844,877
\$387,365	\$556,502	\$781,022		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$744,877	\$844,877	\$844,877

Program Results:

- The City's employees and assets are protected from harm and adverse financial impact.
- Prompt, effective & efficient services are provided to internal & external customers.

Program Description:

The division provides risk management services to the City Council and all departments in the City. The Assistant to the City Manager reports directly to the City Manager. Risk Management provides a comprehensive program which strives to achieve the following citywide results:

- Establish, to the extent possible, an exposure-free work and service environment in which personnel as well as members of the public can enjoy safety and security in the course of their daily pursuits.
- Preserve assets and service capabilities from loss, destruction, or depletion.
- Protect against the financial consequences of accidental losses that are catastrophic in nature.
- Minimize the total long-term cost of all activities related to the identification, prevention and control of accidental losses and their consequences.
- Create and maintain a system of internal procedures providing a constant reassessment of fluctuating exposure to loss and available financial resources, including insurance.
- Advise and otherwise provide assistance to the City Manager, other City staff and the public on workers' compensation, liability, training, safety issues.

FY 2008-09 Accomplishments:

- Preserved City's ability to purchase property/casualty insurance at reasonable rates through claims management and liability reduction practices.
- Reviewed & updated City policies and procedures to reflect best practices - included citywide policy and procedure reviews including property acquisition procedures, property lease practices, early return to work, physical requirements, background reviews, computer services practices and procedures, ergonomic work reviews, etc.
- Provided special project support for City Manager to provide effective and efficient services citywide – included internal reviews of various City services and business management practices, liaison with Loaves & Fishes in providing Tigard's senior services.
- Provided financial and policy support to other City departments as needed on special projects.
- Provided citywide support and oversight to the preparation of five - year financial forecast and annual budget.
- Completed a comprehensive review of building permit fees in Oregon.
- Coordinated the City's federal and state stimulus funding requests.
- Analyzed City's risk management practices and compared to other Oregon cities.

- Evaluated driver license monitoring program and auto exposure investigations review / reporting procedures citywide; reviewed departmental protocols for auto exposure investigations.
- Received League of Oregon Cities Silver Safety Award for maintaining an injury frequency rate of 3.09.
- Provided Defensive Driving Training to more than 120 employees.

FY 2009-10 Goals and Objectives:

- Preserve City’s ability to purchase property/casualty insurance at reasonable rates.
- Review & update City policies and procedures to reflect best practices – special emphasis on physical/mental requirement updates to classification descriptions.
- Provided special project support for City Manager to ensure effective and efficient services citywide.
- Evaluate auto exposure investigations review reporting procedures citywide; review departmental protocols for auto exposure investigations to reduce occurrences.
- Collaborate with Information Technology in developing specialized software for risk management function.
- Meet with Department Directors to develop and make recommendations on risk management practices with a goal of incident reduction.
- Begin creation of a Citywide Business Continuity Plan to identify essential duties necessary for the City to function during an emergency situation such as a snow storm or earthquake.
- Examine the impact of legislation related to Clarke vs. OHSU on insurance rates.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Number of preventable auto accidents	5	8	10	7
Number of general liability claims (property & casualty)	44	42	35	45
Number of vehicle collisions	9	14	21	15
Number of Workers’ Compensation claims processed	11	14	18	14

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
General liability claims that move to litigation	4.50%	4.80%	5.70%	5.00%
Traffic collision incidents involving law enforcement (per 100K miles)	1.06	1.86	1.86	1.90
Average cost of traffic collision-law enforcement (per 100K miles)	\$775.00	\$6,374.00	\$1,926.00	\$3,025.00
Traffic collision incident rate-all other light vehicles (per 100K miles)	0.21	1.04	1.46	1.00
Average cost of traffic collisions-all other light vehicles	\$60.00	\$226.00	\$523.00	\$270.00
Average number of worker days lost per Worker's Compensation claim	11.3	1.77	<1.5	3.0
Worker's Compensation modification factor (1.0= industry average)	0.88	0.93	0.95	0.75

FULL TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Assistant to the City Manager	1.00	1.00	0.50	0.50
Risk Management Technician	1.00	1.00	1.00	1.00
Management Analyst	0.00	0.00	1.00	1.00
Total	2.00	2.00	2.50	2.50

RISK MANAGEMENT

BUDGET UNIT: 120

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
2.00	2.00	2.50		Total FTE	2.50	2.50	2.50
\$118,299	\$123,698	\$150,522	5000	Salaries - Management	\$162,319	\$162,319	\$162,319
\$0	\$0	\$2,000	5020	Overtime	\$0	0	0
\$118,299	\$123,698	\$152,522		Subtotal Wages	\$162,319	\$162,319	\$162,319
\$585	\$246	\$152	5050	Unemployment	\$162	162	162
\$253	\$266	\$181	5051	Worker's Comp	\$292	292	292
\$9,092	\$9,403	\$11,564	5052	FICA/Medicare	\$12,417	12,417	12,417
\$765	\$813	\$1,015	5053	Tri-Met Tax	\$1,090	1,090	1,090
\$1,200	\$1,182	\$1,800	5054	VEBA	\$1,500	1,500	1,500
\$215	\$212	\$365	5055	Life Insurance	\$1,113	1,113	1,113
\$390	\$406	\$611	5056	Salary Continuation	\$0	0	0
\$15,584	\$17,248	\$28,425	5057	Medical/Insurance	\$32,841	32,841	32,841
\$2,040	\$2,061	\$2,700	5058	Dental Insurance	\$0	0	0
\$13,013	\$13,607	\$16,791	5060	Retirement	\$17,855	17,855	17,855
\$2,107	\$2,150	\$4,474	5061	Deferred Comp Contributions	\$4,870	4,870	4,870
\$45,244	\$47,594	\$68,078		Subtotal Benefits	\$72,140	\$72,140	\$72,140
\$163,543	\$171,292	\$220,600		TOTAL PERSONAL SERVICES	\$234,459	\$234,459	\$234,459
\$2,352	\$826	\$1,055	6000	Professional/Contractual Services	\$33,855	\$33,855	\$33,855
\$0	\$0	\$4,500	6020	Legal Expenses	\$4,500	4,500	4,500
\$2,352	\$826	\$5,555		Subtotal - Professional/Contractual/Legal Services	\$38,355	\$38,355	\$38,355
\$15	\$0	\$0	6150	Small Tools & Equipment	\$475	\$475	\$475
\$4,711	\$9,251	\$6,915	6200	Office Supplies & Expense	\$7,076	\$7,076	\$7,076
\$191	\$9,423	\$670	6210	Special Department Expenses	\$150	\$150	\$150
\$0	\$0	\$370	6230	Advertising & Publicity	\$120	\$120	\$120
\$1,030	\$650	\$835	6240	Dues & Subscriptions	\$855	\$855	\$855
\$1,030	\$650	\$835		Subtotal - Dues, Fees & Charges	\$855	\$855	\$855
\$943	\$3,243	\$3,515	6250	Travel and Training	\$3,200	\$3,200	\$3,200
\$0	\$0	\$75	6260	Fuel	\$0	\$0	\$0
\$207	\$312	\$825	6310	Utilities - Telecommunications	\$720	720	720
\$207	\$312	\$825		Subtotal - Utilities	\$720	\$720	\$720
\$364,923	\$381,397	\$0	6350	Insurance	\$371,610	\$371,610	\$371,610
\$364,923	\$381,397	\$0		Subtotal - Insurance	\$371,610	\$371,610	\$371,610
\$690	\$690	\$2,650	6400	Computer Hardware and Software	\$700	\$700	\$700
\$375,062	\$405,792	\$21,410		TOTAL MATERIALS & SERVICES	\$423,261	\$423,261	\$423,261
\$0	\$0	\$0		TOTAL CAPITAL OUTLAY	\$0	\$0	\$0
\$538,605	\$577,084	\$242,010		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTAL COSTS)	\$657,720	\$657,720	\$657,720
\$538,605	\$577,084	\$242,010		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$657,720	\$657,720	\$657,720

Program Results:

- Centralized and efficient customer service is provided to internal and external customers.
- The City's website provides the public with comprehensive information about the City and its services.
- "Branding" of city materials/publications for a consistent, professional appearance.

Program Description:

The Office Services section is supervised by the Administrative Support Supervisor and is managed by the Administrative Services Manager. The Administrative Services Manager reports to the Assistant City Manager.

Office Services is a general clerical unit that provides support to all City departments. This support includes reception, switchboard coverage, mail services, web support, coordination of copier maintenance, and purchasing of paper and office supply products. Departments also request help with copy projects, data entry, filing, and desktop publishing and graphic design projects.

Direct services provided by Office Services as a part of normal business are those that can be accomplished with current staffing levels, within reasonable time frames. Office Services also coordinates with vendors for services such as specialized or non-standard printing, imprinting of a variety promotional materials; folding and bindery; laminating/mounting of presentation materials; and postage/ mailing costs for large packages or mass mailings (over 50 pieces of the same material being mailed; i.e. newsletters, postcards, other informational pieces to groups of citizens, etc.). However, Departments are responsible for the cost of the service.

Additionally, staff provides assistance to the public through direction of phone calls, notary services, passport acceptance backup and inquiries received through the City's website.

FY 2008-09 Accomplishments:

- The annual division survey was completed. Office Services continues to receive positive comments about the service provided.
- The annual room user survey was completed with customer service rated as good or excellent by 99% of respondents. (This program was moved to Public Works in September of 2008)

FY 2009-10 Goals and Objectives:

- Explore solutions to improve response times to design requests and meet City branding/design expectations for promotional and other public materials.
- Explore solutions to improve response times to administrative requests.
- Evaluate current programs to determine if the services being provided meet the current needs of the City and whether staffing levels coincide with current and anticipated requests.
- Establish a set of standards for the work Office Services provides and the level of support that can be provided based on current staffing levels.
- Create a filing system of project requests by department.
- Create a system of archiving projects from the City's server.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Switchboard calls per day	320	300	290	290
Number of work projects annually (administrative)	600	696	696	NA
Number of pieces of mail sent annually	67,958	79,896	80,678	84,000
Hours spent on copy/binding/folding/ stuffing projects	NA	NA	228	360
Hours spent on administrative projects	NA	NA	396	396
Hours spent on design projects	NA	NA	828	828

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Rated good/excellent on response/accuracy	100.00%	96.00%	96.00%	96.00%
Administrative projects delivered by committed date	NA	NA	95.00%	95.00%
Design projects delivered by committed date	NA	NA	95.00%	95.00%
Switchboard/zero-out provided by 8:00am-5:00pm on days City Hall is open	NA	NA	100.00%	100.00%

FULL-TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Administrative Services Manager	0.50	0.50	0.50	0.50
Administrative Specialist I	1.00	1.00	1.00	0.80
Administrative Specialist II	1.00	1.00	1.00	0.80
City Recorder	0.80	1.00	0.00	0.00
Confidential Administrative Specialist II	1.00	1.00	0.00	0.00
Customer Service Specialist	1.00	1.00	1.00	1.00
Information Processing Tech.	1.00	0.00	0.00	0.00
Graphic Designer	0.00	0.00	0.00	0.50
Office Services Supervisor	0.00	1.00	1.00	1.00
Senior Administrative Specialist	1.00	1.00	0.00	0.00
Total	7.30	7.50	4.50	4.60

OFFICE SERVICES

BUDGET UNIT: 130

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
7.30	7.50	4.50		Total FTE	4.60	4.60	4.60
\$133,555	\$199,726	\$98,537	5000	Salaries - Management	\$113,347	\$113,347	\$113,347
\$160,363	\$139,905	\$114,011	5002	Salaries - General	\$44,901	44,901	44,901
\$0	\$0	\$0	5010	Salaries - Part Time	\$91,774	91,774	91,774
\$0	\$1,200	\$0	5015	Salaries - Temporary	\$0	0	0
\$127	\$0	\$0	5020	Overtime	\$1,000	1,000	1,000
\$294,045	\$340,831	\$212,548		Subtotal Wages	\$251,022	\$251,022	\$251,022
\$1,451	\$673	\$214	5050	Unemployment	\$250	250	250
\$641	\$868	\$746	5051	Worker's Comp	\$389	389	389
\$21,960	\$25,803	\$16,260	5052	FICA/Medicare	\$19,127	19,127	19,127
\$1,902	\$2,239	\$1,428	5053	Tri-Met Tax	\$1,680	1,680	1,680
\$4,508	\$5,526	\$3,900	5054	VEBA	\$4,500	4,500	4,500
\$543	\$584	\$521	5055	Life Insurance	\$1,385	1,385	1,385
\$881	\$1,076	\$843	5056	Salary Continuation	\$0	0	0
\$70,569	\$77,866	\$51,510	5057	Medical/Insurance	\$71,705	71,705	71,705
\$8,796	\$9,564	\$5,962	5058	Dental Insurance	\$0	0	0
\$27,599	\$34,616	\$22,240	5060	Retirement	\$26,136	26,136	26,136
\$3,796	\$6,332	\$2,956	5061	Deferred Comp Contributions	\$3,400	3,400	3,400
\$142,644	\$165,147	\$106,580		Subtotal Benefits	\$128,572	\$128,572	\$128,572
\$436,690	\$505,978	\$319,128		TOTAL PERSONAL SERVICES	\$379,594	\$379,594	\$379,594
\$7,116	\$16,185	\$0	6000	Professional/Contractual Services	\$0	\$0	\$0
\$7,116	\$16,185	\$0		Subtotal - Professional/Contractual/Legal Services	\$0	\$0	\$0
\$429	\$1,161	\$28,853	6100	Repairs & Maintenance	\$31,449	\$31,449	\$31,449
\$0	\$0	\$0	6113	Repairs & Maintenance - Vehicles	\$1,285	1,285	1,285
\$429	\$1,661	\$28,853		Subtotal - Repairs & Maintenance	\$32,734	\$32,734	\$32,734
\$140	\$0	\$3,275	6150	Small Tools & Equipment	\$400	\$400	\$400
\$103,366	\$102,211	\$128,015	6200	Office Supplies & Expense	\$138,535	\$138,535	\$138,535
\$664	\$676	\$0	6210	Special Department Expenses	\$175	\$175	\$175
\$648	\$828	\$300	6230	Advertising & Publicity	\$5,650	\$5,650	\$5,650
\$325	\$550	\$839	6240	Dues & Subscriptions	\$591	\$591	\$591
\$946	\$1,044	\$0	6245	Fees and Charges	\$0	0	0
\$1,271	\$1,594	\$839		Subtotal - Dues, Fees & Charges	\$591	\$591	\$591
\$1,380	\$7,845	\$2,093	6250	Travel and Training	\$2,069	\$2,069	\$2,069
\$0	\$0	\$325	6260	Fuel	\$600	\$600	\$600
\$2,534	\$600	\$24,417	6280	Rents and Leases	\$22,798	\$22,798	\$22,798
\$79	\$82	\$0	6310	Utilities - Telecommunications	\$0	0	0
\$79	\$82	\$0		Subtotal - Utilities	\$0	\$0	\$0
\$480	\$480	\$15,449	6400	Computer Hardware and Software	\$4,398	\$4,398	\$4,398
\$118,105	\$132,162	\$203,566		TOTAL MATERIALS & SERVICES	\$207,950	\$207,950	\$207,950
\$10,489	\$0	\$0	8030	Capital Outlay - Equipment	\$1,749	1,749	1,749
\$10,489	\$0	\$0		TOTAL CAPITAL OUTLAY	\$1,749	\$1,749	\$1,749
\$565,284	\$638,140	\$522,694		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTAL COSTS)	\$589,293	\$589,293	\$589,293
\$565,284	\$638,140	\$522,694		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$589,293	\$589,293	\$589,293

Program Results:

- Court services are provided locally.
- Public education provided about Oregon law and traffic safety concerns in Tigard.

Program Description:

Municipal Court is part of a three-section division managed by the Administrative Services Manager. The Administrative Services Manager reports to the Assistant City Manager.

Tigard Municipal Court provides a local forum for the resolution of parking, minor traffic citations, and limited misdemeanors. Provisions of the Tigard Municipal Code relating to nuisance, building code, licensing, and other violations are also enforced through Tigard's Municipal Court. The majority of cases heard in Municipal Court are traffic violations.

The City's Youth Court is an additional component of the Municipal Court. Under a general order of the Washington County Circuit Court, the Tigard Youth Court adjudicates misdemeanor and status offenses for first-time juvenile offenders who are fourteen and older.

FY 2008-09 Accomplishments:

- Court rules were reviewed, updated and posted on the Court's web page.
- Monthly "Rules of the Road" column provided in the Cityscape and distributed to the public in handouts.
- An on-line payment option for paying citations was implemented.

FY 2009-10 Goals and Objectives:

- Review effectiveness of FullCourt software and begin providing customized reports through Crystal report writing.
- Monitor and implement legislative changes.
- Review the court information and materials provided on the website and update as needed.

Impacts of the current economy

- Increase in the number of people attending court wanting to get their base fine reduced the maximum amount.
- Increase in the number of people requesting community service hours in lieu of paying a fine.
- Increase in the number of people deferring payment by entering into a payment plan.
- Increase in the number of cases going to suspension for non-payment of the citation.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Number of traffic citations processed	6,979	6,383	5,650	7,200
Number of cases in which license was suspended for failure to pay fine	1,220	981	1,160	1,440
Number of trials per year docketed	753	771	620	790
Average fine amount collected	\$94.00	\$103.00	\$90.00	\$95.00

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Cases disposed of within 90 days of issuance of citation	95.00%	96.00%	95.00%	95.00%
Assessed fines collected during the year	85.00%	80.00%	75.00%	75.00%
Cases resulting in license suspension for failure to pay fine	17.00%	15.00%	21.00%	20.00%

FULL-TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Administrative Services Manager	0.50	0.50	0.50	0.50
Court Clerk I	0.50	0.50	0.50	0.50
Court Clerk II	2.00	2.00	2.00	2.00
Municipal Court Judge	0.00	0.00	0.25	0.25
Total	3.00	3.00	3.25	3.25

MUNICIPAL COURT

BUDGET UNIT: 140

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
3.00	3.00	3.25		Total FTE	3.25	3.25	3.25
\$35,167	\$39,148	\$58,662	5000	Salaries - Management	\$91,900	\$91,900	\$91,900
\$79,982	\$128,280	\$100,815	5002	Salaries - General	\$91,625	91,625	91,625
\$13,068	\$14,899	\$0	5010	Salaries - Part Time	\$17,894	17,894	17,894
\$0	\$0	\$0	5020	Overtime	\$1,649	1,649	1,649
\$128,217	\$182,327	\$159,477		Subtotal Wages	\$203,068	\$203,068	\$203,068
\$632	\$360	\$161	5050	Unemployment	\$201	201	201
\$249	\$442	\$207	5051	Worker's Comp	\$264	264	264
\$9,675	\$13,952	\$12,200	5052	FICA/Medicare	\$15,409	15,409	15,409
\$830	\$1,198	\$1,072	5053	Tri-Met Tax	\$1,353	1,353	1,353
\$2,124	\$3,036	\$3,300	5054	VEBA	\$3,000	3,000	3,000
\$165	\$167	\$342	5055	Life Insurance	\$761	761	761
\$359	\$377	\$602	5056	Salary Continuation	\$0	0	0
\$20,280	\$19,772	\$22,551	5057	Medical/Insurance	\$26,050	26,050	26,050
\$2,359	\$2,644	\$2,632	5058	Dental Insurance	\$0	0	0
\$12,483	\$14,008	\$14,335	5060	Retirement	\$15,769	15,769	15,769
\$1,055	\$1,175	\$1,160	5061	Deferred Comp Contributions	\$1,314	1,314	1,314
\$50,210	\$57,131	\$58,562		Subtotal Benefits	\$64,121	\$64,121	\$64,121
\$178,427	\$239,458	\$218,039		TOTAL PERSONAL SERVICES	\$267,189	\$267,189	\$267,189
\$39,466	\$4,681	\$53,000	6000	Professional/Contractual Services	\$6,000	\$6,000	\$6,000
\$0	\$0	\$75,000	6020	Legal Expenses	\$34,250	34,250	34,250
\$39,466	\$4,681	\$128,000		Subtotal - Professional/Contractual/Legal Services	\$40,250	\$40,250	\$40,250
\$0	\$0	\$150	6100	Repairs & Maintenance	\$150	\$150	\$150
\$0	\$0	\$150		Subtotal - Repairs & Maintenance	\$150	\$150	\$150
\$2,192	\$3,092	\$7,575	6200	Office Supplies & Expense	\$3,375	\$3,375	\$3,375
\$219	\$272	\$3,050	6210	Special Department Expenses	\$420	\$420	\$420
\$455	\$0	\$330	6230	Advertising & Publicity	\$0	\$0	\$0
\$285	\$135	\$505	6240	Dues & Subscriptions	\$425	\$425	\$425
\$0	\$125	\$0	6245	Fees and Charges	\$0	0	0
\$285	\$260	\$505		Subtotal - Dues, Fees & Charges	\$425	\$425	\$425
\$3,326	\$3,222	\$7,325	6250	Travel and Training	\$7,210	\$7,210	\$7,210
\$0	\$0	\$3,577	6352	Insurance - Liability	\$0	0	0
\$0	\$0	\$137	6353	Insurance - Flood	\$0	0	0
\$0	\$0	\$625	6354	Insurance - Property	\$0	0	0
\$0	\$0	\$4,339		Subtotal - Insurance	\$0	\$0	\$0
\$4,475	\$5,155	\$18,750	6400	Computer Hardware and Software	\$6,600	\$6,600	\$6,600
\$50,418	\$16,682	\$170,024		TOTAL MATERIALS & SERVICES	\$58,430	\$58,430	\$58,430
\$0	\$0	\$9,523	6801	City Management	\$10,311	10,311	10,311
\$0	\$0	\$11,481	6802	Finance	\$11,616	11,616	11,616
\$0	\$0	\$31,161	6803	Information Technology	\$16,461	16,461	16,461
\$0	\$0	\$12,843	6804	Human Resources	\$10,232	10,232	10,232
\$0	\$0	\$4,149	6805	Risk Management	\$7,067	7,067	7,067
\$0	\$0	\$9,617	6806	Office Services	\$79,833	79,833	79,833
\$0	\$0	\$25,417	6807	Property Management	\$14,347	14,347	14,347
\$0	\$0	\$7,403	6811	City Recorder/Records	\$8,490	8,490	8,490
\$0	\$0	\$111,594		TOTAL INTERDEPARTMENTAL COSTS	\$158,357	\$158,357	\$158,357
\$0	\$0	\$0		TOTAL CAPITAL OUTLAY	\$0	\$0	\$0
\$228,845	\$256,140	\$388,063		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTAL COSTS)	\$325,619	\$325,619	\$325,619
\$228,845	\$256,140	\$499,657		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$483,976	\$483,976	\$483,976

Program Results:

- Centralized and efficient customer service is provided to internal and external customers.
- City Recorder support is provided to City Council.
- Records are provided to the public as required under Oregon's public records law.
- Management of inactive departmental records is provided.
- City records are protected through use of current records management practices and use of technology.

Program Description:

The City Recorder/Records section is supervised by the City Recorder and managed by the Administrative Services Manager. The Administrative Services Manager reports to the Assistant City Manager.

The City Recorder Section provides legislative, electoral, and record-keeping services to the City Council, the public, and staff and facilitates public access to the legislative process to ensure compliance with legislative requirements and openness of the decision-making process.

Citywide support also includes file management, records retrieval, coordination of litigation records, and training on records management issues. The section develops and updates policies supporting the retention and disposition of City records in accordance with schedules developed by the State of Oregon Division of Archives and adopted by City Council. This section creates the destruction lists for departmental approval and coordinates the destruction of the approved records.

Additionally, staff provides assistance to the public by responding to their requests for public records and responding to Notary Public requests.

FY 2008-09 Accomplishments:

- Acquired the electronic information management system.
- Began implementation of the electronic information management system. Division staff attended training to maximize the benefits of the electronic records management program.
- Researched workflow procedures to integrate Council meeting documentation (staff reports, agenda scheduling, follow up, meeting record). Developed options to either acquire auxiliary software or work with in-house workflows to automate the Council meeting documentation process.
- Updated the Disaster Recovery Plan.
- Participated in the State Archivist's review of the Local Government Retention Schedule, which was released in 2009.
- Refined the Council packet process and offered staff training.

- Successfully conducted the election for two City Council positions in November.
- Set up programs to comply with the Federal “red flags” and the State of Oregon identity theft legislation.
- Monitored legislative activity in the following areas: elections, public records, public meeting law.

FY 2009-10 Goals and Objectives:

- Acquire or develop an in-house electronic agenda/council packet management process including developing the optimum workflow procedure to prepare meeting materials and then have meeting results and documentation available the next day for the public and staff to view or retrieve.
- Formalize and document the employee training program for records management, which will also demonstrate the City’s compliance with consumer protection from identity theft as required by state and federal laws.
- Continue the systematic organization-wide implementation of the electronic information management software.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Number of records entered into the system	NA	NA	75	100
Average length of time required to provide records (minutes)	NA	NA	30	30
Average number of record request per month	NA	NA	40	40
Cubic feet of records destroyed-annually stuffing projects	NA	NA	175	150
Number of City Council meetings where minutes were taken (yearly)	NA	NA	40	40

EFFECTIVENESS MEASURES

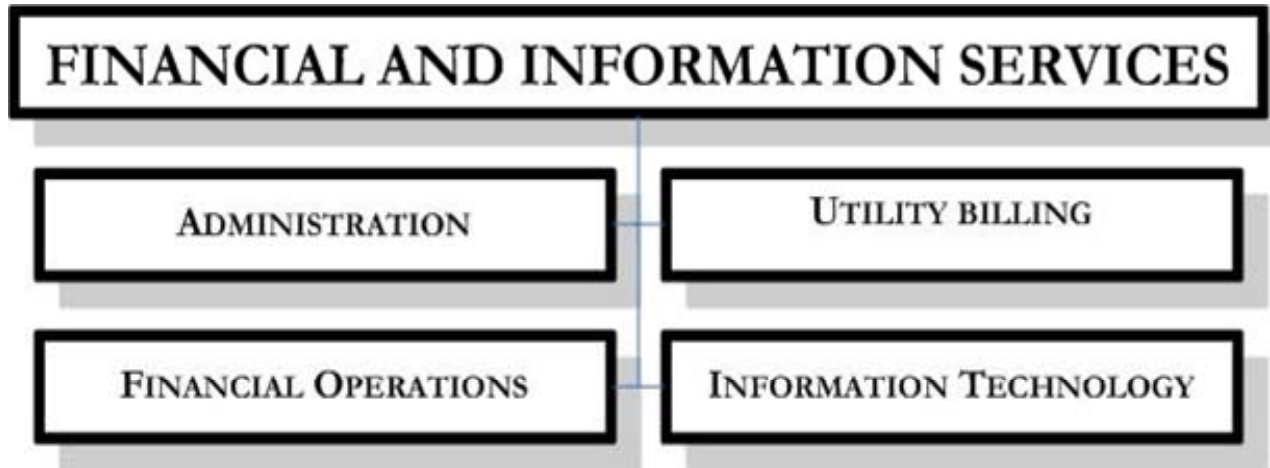
	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Microfilmed records to archives for storage	NA	NA	80.00%	80.00%
Records meeting the minimum retention requirements destroyed	NA	NA	80.00%	80.00%
City Council meeting minutes completed within 2 business meetings	NA	NA	60.00%	80.00%
Municipal Code updates are posted online by effective date	NA	NA	100.00%	100.00%

FULL-TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
City Recorder	0.00	0.00	1.00	1.00
Deputy City Recorder	0.00	0.00	1.00	1.00
Records Management Specialist	<u>0.00</u>	<u>0.00</u>	<u>1.00</u>	<u>1.00</u>
Total	0.00	0.00	3.00	3.00

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
0.00	0.00	3.00		Total FTE	3.00	3.00	3.00
\$0	\$0	\$109,097	5000	Salaries - Management	\$122,576	\$122,576	\$122,576
\$0	\$0	\$44,857	5002	Salaries - General	\$49,947	49,947	49,947
\$0	\$0	\$23,070	5015	Salaries - Temporary	\$23,070	23,070	23,070
\$0	\$0	\$177,024		Subtotal Wages	\$195,593	\$195,593	\$195,593
\$0	\$0	\$177	5050	Unemployment	\$173	173	173
\$0	\$0	\$254	5051	Worker's Comp	\$364	364	364
\$0	\$0	\$13,542	5052	FICA/Medicare	\$13,198	13,198	13,198
\$0	\$0	\$1,189	5053	Tri-Met Tax	\$1,159	1,159	1,159
\$0	\$0	\$2,100	5054	VEBA	\$2,100	2,100	2,100
\$0	\$0	\$377	5055	Life Insurance	\$1,070	1,070	1,070
\$0	\$0	\$595	5056	Salary Continuation	\$0	0	0
\$0	\$0	\$34,900	5057	Medical/Insurance	\$39,312	39,312	39,312
\$0	\$0	\$3,334	5058	Dental Insurance	\$0	0	0
\$0	\$0	\$16,486	5060	Retirement	\$18,478	18,478	18,478
\$0	\$0	\$3,273	5061	Deferred Comp Contributions	\$3,677	3,677	3,677
\$0	\$0	\$76,227		Subtotal Benefits	\$79,531	\$79,531	\$79,531
\$0	\$0	\$253,251		TOTAL PERSONAL SERVICES	\$275,124	\$275,124	\$275,124
\$0	\$0	\$16,300	6000	Professional/Contractual Services	\$16,300	\$16,300	\$16,300
\$0	\$0	\$1,000	6020	Legal Expenses	\$1,500	1,500	1,500
\$0	\$0	\$17,300		Subtotal - Professional/Contractual/Legal Services	\$17,800	\$17,800	\$17,800
\$0	\$0	\$350	6100	Repairs & Maintenance	\$650	\$650	\$650
\$0	\$0	\$350		Subtotal - Repairs & Maintenance	\$650	\$650	\$650
\$0	\$0	\$4,450	6200	Office Supplies & Expense	\$3,280	\$3,280	\$3,280
\$0	\$0	\$0	6210	Special Department Expenses	\$70	\$70	\$70
\$0	\$0	\$600	6230	Advertising & Publicity	\$300	\$300	\$300
\$0	\$0	\$810	6240	Dues & Subscriptions	\$760	\$760	\$760
\$0	\$0	\$2,350	6245	Fees and Charges	\$1,500	1,500	1,500
\$0	\$0	\$3,160		Subtotal - Dues, Fees & Charges	\$2,260	\$2,260	\$2,260
\$0	\$0	\$7,483	6250	Travel and Training	\$7,973	\$7,973	\$7,973
\$0	\$0	\$300	6260	Fuel	\$0	\$0	\$0
\$0	\$0	\$480	6400	Computer Hardware and Software	\$89,500	\$89,500	\$89,500
\$0	\$0	\$34,123		TOTAL MATERIALS & SERVICES	\$121,833	\$121,833	\$121,833
\$0	\$0	\$335,000	8050	Capital Outlay - Technology	\$207,000	207,000	207,000
\$0	\$0	\$335,000		TOTAL CAPITAL OUTLAY	\$207,000	\$207,000	\$207,000
\$0	\$0	\$622,374		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTAL COSTS)	\$603,957	\$603,957	\$603,957
\$0	\$0	\$622,374		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$603,957	\$603,957	\$603,957

FINANCIAL AND INFORMATION SERVICES ORGANIZATION CHART



Description	FY 2006-07 Actual	FY 2007--08 Actual	FY 2008-09 Revised	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
Number of Positions	21.80	22.00	22.00	22.00	22.00	22.00
Budget By Category						
Personal Services	\$1,484,212	\$1,573,426	\$1,824,250	\$1,883,807	\$1,883,807	\$1,883,807
Materials & Services	\$636,162	\$591,745	\$1,255,152	\$1,098,983	\$1,098,983	\$1,098,983
Capital Outlay	\$0	\$0	\$381,367	\$97,350	\$97,350	\$97,350
Total By Category	\$2,120,374	\$2,165,171	\$3,460,769	\$3,080,140	\$3,080,140	\$3,080,140
Budget by Division						
Administration	\$300,209	\$354,285	\$669,478	\$422,375	\$422,375	\$422,375
Financial Operations	\$883,729	\$987,065	\$523,827	\$525,370	\$525,370	\$525,370
Utility Billing	\$0	\$0	\$558,668	\$557,751	\$557,751	\$557,751
Information Technology	\$936,437	\$823,821	\$1,443,370	\$1,574,644	\$1,574,644	\$1,574,644
FIS Interim Plan	\$0	\$0	\$265,426	\$0	\$0	\$0
Total By Division	\$2,120,374	\$2,165,171	\$3,460,769	\$3,080,140	\$3,080,140	\$3,080,140
Budget by Fund						
General Fund - 100	\$0	\$0	\$265,426	\$0	\$0	\$0
Central Services Fund - 400	\$2,120,374	\$2,165,171	\$3,195,343	\$3,080,140	\$3,080,140	\$3,080,140
Total By Fund	\$2,120,374	\$2,165,171	\$3,460,769	\$3,080,140	\$3,080,140	\$3,080,140

Program Results:

- The City builds and maintains a strong financial position.
- The Financial and Information Services Department contributes to the attainment of the Tigard Council Goals.
- The Financial and Information Services Department supports departmental, operational, and programmatic goals.
- The Financial and Information Services Department provides expert financial advice and assistance and policy analysis to City departments.
- The Financial and Information Services Department provides expert technical leadership and support of the City's information technology infrastructure.

Program Description:

Activities of staff in Financial and Information Services Administration include the annual budget process, long range financial planning, financial analysis, contract management, project management, procurement rules oversight, and advice to the City Council, the various boards and committees, and departments, the management and issuance of debt as required for general and enterprise activities, and oversight of the Financial Operations, Utility Billings and Information Technology divisions.

Financial and Information Services Administration continues to actively work to anticipate issues and to develop policies and procedures to allow the City to deal with issues as they occur.

The Director of Financial and Information Services reports directly to the City Manager and is responsible for all financial transactions and information technology of the City. This budget unit supports the activities of the Director. The Financial and Information Services Department includes Financial and Information Services Administration, Financial Operations, Utility Billing and Information Technology.

FY 2008-09 Accomplishments:

- Received Government Finance Officers Association's Distinguished Budget Presentation Award for Fiscal Year 2008-09.
- Implemented a comprehensive budget development system and streamlined the annual operating and 5-year capital improvement program budget processes.
- Provided financial and policy support to other City departments as needed on special projects.
- Completed and published the Fiscal Year 2008-09 Annual Budget document.
- Successfully guided the City through a lengthy and detailed financial, budgeting, human resource and risk information management system procurement process and successfully executed the resulting contract.
- Began the first stages of the financial, budgeting, human resource and risk information management system implementation.

FY 2009-10 Goals and Objectives:

- Complete the implementation of the financial, budgeting, human resource and risk information management system.
- Complete the development and implementation of the city-wide geographical information systems initiative. Participate in the GIS Steering Committee and provide leadership and financial direction to assure project success.
- Provide technical and process expertise to the document management system initiative as outlined in the Strategic Technology Plan.
- Provide assistance and expertise in securing necessary financing for the development of a long-term water source.
- Provide ongoing support and leadership for the staff training program outlined in the Strategic Technology Plan.
- Complete functionality enhancements to the Business License billing and payment process, as outlined in the Strategic Technology Plan.
- Provide contractual and project management oversight to the departments on an array of capital improvement and smaller projects, including the development of City-wide project management guidelines.
- Submit the FY 2008-09 budget to the Government Finance Officers Association and earn the Distinguished Budget Presentation Award.
- Complete the 2009-10 budget by June 30, 2009.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Amount of Debt Outstanding (in millions)	\$14.0	\$13.7	\$14.2	\$21.0
Number of funds managed	27	28	28	26
Number of budgetary units (divisions)	35	35	36	36
Number of Special Assessment accounts	17	18	21	21
Number of Business License accounts	3,450	3,500	3,324	3,200

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
The City's GO bond rating is A1 or higher	Yes	Yes	Yes	Yes
Earned the GFOA Distinguished Budget Presentation Award	Yes	Yes	Yes	Yes
Change in Franchise Fee collections:				
Electric	0.90%	1.00%	0.00%	NA
Telephone	2.40%	4.30%	2.00%	NA
Natural Gas	3.50%	10.70%	0.00%	NA
Solid Waste	30.40%	17.80%	5.00%	NA
Cable TV	7.40%	3.20%	3.00%	NA
Water	N/A	N/A	3.00%	NA
Sanitary Sewer	N/A	8.30%	6.00%	NA
Nonpayment of Business Licenses to total accounts	1.50%	1.50%	1.50%	NA
Scheduled debt payments made on time	100.00%	100.00%	100.00%	100.00%

FULL-TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Confidential Executive Assistant	1.00	1.00	1.00	1.00
Financial and Information Services Director	1.00	1.00	1.00	1.00
Management Analyst	1.00	1.00	1.00	1.00
Total	3.00	3.00	3.00	3.00

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
3.00	3.00	3.00		Total FTE	3.00	3.00	3.00
\$190,911	\$231,090	\$220,723	5000	Salaries - Management	\$218,708	\$218,708	\$218,708
\$1,655	\$0	\$0	5015	Salaries - Temporary	\$0	0	0
\$470	\$4,669	\$2,000	5020	Overtime	\$0	0	0
\$193,035	\$235,759	\$222,723		Subtotal Wages	\$218,708	\$218,708	\$218,708
\$958	\$466	\$222	5050	Unemployment	\$219	219	219
\$430	\$552	\$294	5051	Worker's Comp	\$416	416	416
\$15,156	\$18,209	\$17,030	5052	FICA/Medicare	\$16,731	16,731	16,731
\$1,250	\$1,551	\$1,496	5053	Tri-Met Tax	\$1,469	1,469	1,469
\$1,632	\$1,619	\$1,800	5054	VEBA	\$1,800	1,800	1,800
\$1,289	\$979	\$1,290	5055	Life Insurance	\$1,335	1,335	1,335
\$471	\$620	\$905	5056	Salary Continuation	\$0	0	0
\$22,191	\$27,571	\$34,060	5057	Medical/Insurance	\$40,593	40,593	40,593
\$2,974	\$3,362	\$3,613	5058	Dental Insurance	\$0	0	0
\$17,805	\$24,741	\$24,664	5060	Retirement	\$24,058	24,058	24,058
\$5,491	\$6,084	\$6,621	5061	Deferred Comp Contributions	\$6,561	6,561	6,561
\$69,647	\$85,754	\$91,995		Subtotal Benefits	\$93,182	\$93,182	\$93,182
\$262,682	\$321,513	\$314,718		TOTAL PERSONAL SERVICES	\$311,890	\$311,890	\$311,890
\$17,803	\$17,910	\$24,000	6000	Professional/Contractual Services	\$42,300	\$42,300	\$42,300
\$0	\$0	\$2,000	6020	Legal Expenses	\$2,000	2,000	2,000
\$17,803	\$17,910	\$26,000		Subtotal - Professional/Contractual/Legal Services	\$44,300	\$44,300	\$44,300
\$0	\$0	\$100	6100	Repairs & Maintenance	\$0	\$0	\$0
\$0	\$0	\$100		Subtotal - Repairs & Maintenance	\$0	\$0	\$0
\$4,944	\$5,890	\$4,000	6200	Office Supplies & Expense	\$1,945	\$1,945	\$1,945
\$408	\$509	\$800	6210	Special Department Expenses	\$3,500	\$3,500	\$3,500
\$3,521	\$1,085	\$9,400	6230	Advertising & Publicity	\$3,000	\$3,000	\$3,000
\$5,780	\$3,470	\$6,060	6240	Dues & Subscriptions	\$4,200	\$4,200	\$4,200
\$30	\$385	\$0	6245	Fees and Charges	\$0	0	0
\$5,810	\$3,855	\$6,060		Subtotal - Dues, Fees & Charges	\$4,200	\$4,200	\$4,200
\$4,050	\$977	\$4,500	6250	Travel and Training	\$7,100	\$7,100	\$7,100
\$0	\$0	\$900	6310	Utilities - Telecommunications	\$240	240	240
\$0	\$0	\$900		Subtotal - Utilities	\$240	\$240	\$240
\$991	\$2,546	\$3,000	6400	Computer Hardware and Software	\$3,000	\$3,000	\$3,000
\$37,526	\$32,772	\$54,760		TOTAL MATERIALS & SERVICES	\$67,285	\$67,285	\$67,285
\$0	\$0	\$300,000	8050	Capital Outlay - Technology	\$43,200	43,200	43,200
\$0	\$0	\$300,000		TOTAL CAPITAL OUTLAY	\$43,200	\$43,200	\$43,200
\$300,209	\$354,285	\$669,478		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTAL COSTS)	\$422,375	\$422,375	\$422,375
\$300,209	\$354,285	\$669,478		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$422,375	\$422,375	\$422,375

Program Results:

- The Division contributes to the Financial and Information Services Department's overall desired result of building and maintaining a strong financial position for the City.
- Financial and management reporting being provided to City departments meets local budget law and generally accepted governmental accounting standards as well as meeting the informational needs of City programs.
- Support of City programs and departments in minimizing or reducing the cost of doing business through effective purchasing and contracting initiatives.
- Maximize revenue sources to the City.

Program Description:

This Division includes accounts receivable, accounts payable, payroll, fixed assets, inventory recording and reporting, general ledger, centralized purchasing, preparation of the annual Comprehensive Annual Financial Report (CAFR), budget preparation and analysis, cost accounting, grant accounting, surplus property, the preparation of financial and special reports, as requested, and investment of City funds.

FY 2008-09 Accomplishments:

- Received Government Finance Officers Association's Certificate of Achievement for Excellence in Financial Reporting (CAFR) for Fiscal Year 2006-07.
- Completed FY 2007-08 audit and Comprehensive Annual Financial Report (CAFR) and submitted to Government Finance Officers Association for evaluation.
- Finalize the upgrade the City's financial software system.

FY 2009-10 Goals and Objectives:

- Complete annual audit and issue Comprehensive Annual Financial Report (CAFR) by November 15, 2008.
- Receive Government Finance Officers Association's Certificate of Achievement for Excellence in Financial Reporting (CAFR) in FY 2007-08.
- Participate in the City's annual budget process with adoption by the Council before June 30, 2008.
- Participate in updating the City's Five-Year Financial Forecast.
- Review rates and charges and make appropriate recommendations for change to City management and Council.
- Begin payment of vendors electronically to improve customer service and increase efficiency.
- Complete the implementation of the financial, budgeting, human resource and risk information management system.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Payroll checks processed	7,777	8,392	8,500	8,400
Size of investment pool –LGIP and 3rd party (avg. millions)	\$51.50	\$52.00	\$42.00	\$35.00
Accounts payable checks issued	5,031	5,937	5,800	5,800
Check requests/invoices processed	11,430	11,288	11,000	11,000
Purchase orders processed	243	243	260	260
Purchasing card transactions processed	4,088	5,199	5,400	5,500
Passports processed	2,146	3,497	2,481	1,770

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Average return on City investment pool	5.00%	4.00%	3.00%	1.75%
Financial Reports accurate and released on time	100.00%	100.00%	100.00%	100.00%
Council and departmental requests responded to within one week	99.00%	99.00%	99.00%	99.00%
Payroll processing, distribution, and reporting is accurate	100.00%	100.00%	100.00%	100.00%
Number of departments rating Financial Operations Division service as good or excellent	6	6	6	6
Receive GFOA Award - Comprehensive Annual Financial Report	Yes	Yes	Yes	Yes

FULL-TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Accountant	1.00	1.00	1.00	1.00
Accounting Assistant II	2.00	2.00	0.00	0.00
Accounting Supervisor	1.00	1.00	1.00	1.00
Assistant Finance Director	0.00	0.00	0.00	0.50
Buyer	1.00	0.00	0.00	0.00
Contracts/Purchasing Coordinator	0.00	1.00	0.00	0.00
Financial Operations Manager	1.00	1.00	0.50	0.00
Payroll Specialist	1.00	1.00	1.00	1.00
Purchasing Assistant	0.00	0.00	0.00	1.00
Senior Accounting Assistant	2.00	2.00	1.00	1.00
Senior Administrative Specialist	1.00	1.00	1.00	0.00
Utility Worker II	0.80	2.00	0.00	0.00
Total	10.80	12.00	5.50	5.50

FINANCIAL OPERATIONS

BUDGET UNIT: 210

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
10.80	12.00	5.50		Total FTE	5.50	5.50	5.50
\$277,874	\$271,288	\$215,791	5000	Salaries - Management	\$216,553	\$216,553	\$216,553
\$225,294	\$294,824	\$93,133	5002	Salaries - General	\$103,724	103,724	103,724
\$3,032	\$1,796	\$2,500	5020	Overtime	\$0	0	0
\$507,855	\$570,270	\$311,424		Subtotal Wages	\$320,277	\$320,277	\$320,277
\$2,507	\$1,128	\$312	5050	Unemployment	\$320	320	320
\$2,669	\$4,373	\$312	5051	Worker's Comp	\$516	516	516
\$38,173	\$42,770	\$23,823	5052	FICA/Medicare	\$24,501	24,501	24,501
\$3,284	\$3,748	\$2,092	5053	Tri-Met Tax	\$2,152	2,152	2,152
\$6,499	\$9,024	\$4,200	5054	VEBA	\$4,200	4,200	4,200
\$809	\$836	\$757	5055	Life Insurance	\$1,651	1,651	1,651
\$1,479	\$1,639	\$1,181	5056	Salary Continuation	\$0	0	0
\$85,281	\$97,167	\$57,204	5057	Medical/Insurance	\$67,188	67,188	67,188
\$10,999	\$12,163	\$5,957	5058	Dental Insurance	\$0	0	0
\$50,364	\$57,444	\$33,532	5060	Retirement	\$33,587	33,587	33,587
\$8,073	\$7,773	\$6,473	5061	Deferred Comp Contributions	\$4,678	4,678	4,678
\$210,137	\$238,065	\$135,843		Subtotal Benefits	\$138,793	\$138,793	\$138,793
\$717,992	\$808,335	\$447,267		TOTAL PERSONAL SERVICES	\$459,070	\$459,070	\$459,070
\$84,009	\$97,618	\$31,635	6000	Professional/Contractual Services	\$33,250	\$33,250	\$33,250
\$0	\$0	\$1,000	6020	Legal Expenses	\$0	0	0
\$84,009	\$97,618	\$32,635		Subtotal - Professional/Contractual/Legal Services	\$33,250	\$33,250	\$33,250
\$1,521	\$4,124	\$250	6150	Small Tools & Equipment	\$0	\$0	\$0
\$24,687	\$14,907	\$8,450	6200	Office Supplies & Expense	\$10,000	\$10,000	\$10,000
\$1,394	\$8,324	\$1,280	6210	Special Department Expenses	\$1,000	\$1,000	\$1,000
\$1,844	\$1,890	\$850	6230	Advertising & Publicity	\$500	\$500	\$500
\$1,575	\$1,105	\$840	6240	Dues & Subscriptions	\$1,400	\$1,400	\$1,400
\$2,515	\$2,813	\$805	6245	Fees and Charges	\$1,000	1,000	1,000
\$4,090	\$3,918	\$1,645		Subtotal - Dues, Fees & Charges	\$2,400	\$2,400	\$2,400
\$10,607	\$5,077	\$7,800	6250	Travel and Training	\$7,650	\$7,650	\$7,650
\$0	\$0	\$0	6390	Bad Debt Expense	\$0	\$0	\$0
\$33,447	\$34,283	\$23,650	6400	Computer Hardware and Software	\$10,000	\$10,000	\$10,000
\$165,737	\$178,730	\$76,560		TOTAL MATERIALS & SERVICES	\$64,800	\$64,800	\$64,800
\$0	\$0	\$0	8050	Capital Outlay - Technology	\$1,500	1,500	1,500
\$0	\$0	\$0		TOTAL CAPITAL OUTLAY	\$1,500	\$1,500	\$1,500
\$883,729	\$987,065	\$523,827		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTAL COSTS)	\$525,370	\$525,370	\$525,370
\$883,729	\$987,065	\$523,827		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$525,370	\$525,370	\$525,370

Program Results:

- The Division contributes to the Financial and Information Services Department's overall desired result of building and maintaining a strong financial position for the City.
- Provides support to various City departments to maximize enterprise revenues.
- Provides outstanding customer service to the public on utility billing and passport issues.

Program Description:

The Division includes utility billing and passport issuance. The utility billing team is responsible for all water, sanitary sewer, street maintenance fee and various other utility billings and collections for the City. The passport team handles passport requests, including taking and processing the passport photos, from the general public. Utility billing is one of the City's divisions that have the most direct interaction with the general public.

FY 2008-2009 Accomplishments:

- Changed Utility Billing Payment Lock Box provider to US Bank, which increased the efficiency of the staff as well as saved the City money in reduced fees.
- Successfully processed a 150% increase in the number of passports compared to FY 2006-07.

FY 2009-2010 Goals and Objectives:

- Upgrade mailing service for the Utility Billing statements to include data stream format of statement printing (no longer will be required to send hard copies of statements to mailing service).
- Successfully notify all utility customers of any increase to rates based upon any increases coming from the Public Works Department or Clean Water Services.
- Look for ways to maximize Passport revenues, including cost savings to the City, through a streamlined process.
- Successfully implement new version of Springbrook Utility Billing Software.
- Explore the possibility of automatic withdrawal from debit/credit cards from customers.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Registered online users	4,619	5,802	6,900	7,000
Number of online transactions	6,805	9,048	9,600	10,000
Total revenue collected through online system	\$620,855	\$946,865	\$1,029,000	\$1,100,000
Number of water accounts	17,225	17,775	17,900	18,000
Number of utility billing accounts	19,535	19,653	19,700	20,000
Number of utility bills sent annually	113,502	114,116	114,500	115,000
Number of water meters sold	293	136	65	40

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Ratio of water bills 60 days past due to total billed	2.83%	3.14%	3.71%	4.21%
Increase in online users from previous year	1,030	1,183	1,098	1,300
Increase in online users from previous year	23.00%	25.61%	18.92%	20.00%

FULL-TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Accounting Assistant I	0.00	0.00	0.00	1.00
Accounting Assistant II	0.00	0.00	2.00	2.00
Administrative Specialist I	0.00	0.00	1.00	0.00
Assistant Finance Director	0.00	0.00	0.00	0.50
Customer Services Field Worker	0.00	0.00	0.00	2.00
Financial Operations Manager	0.00	0.00	0.50	0.00
Senior Accounting Assistant	0.00	0.00	1.00	1.00
Utility Worker II	0.00	0.00	2.00	0.00
Total	0.00	0.00	6.50	6.50

UTILITY BILLING

BUDGET UNIT: 220

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
0.00	0.00	6.50		Total FTE	6.50	6.50	6.50
\$0	\$0	\$38,663	5000	Salaries - Management	\$47,570	\$47,570	\$47,570
\$0	\$0	\$253,486	5002	Salaries - General	\$253,514	253,514	253,514
\$0	\$0	\$0	5010	Salaries - Part Time	\$0	0	0
\$0	\$0	\$1,000	5020	Overtime	\$0	0	0
\$0	\$0	\$293,149		Subtotal Wages	\$301,084	\$301,084	\$301,084
\$0	\$0	\$294	5050	Unemployment	\$301	301	301
\$0	\$0	\$2,204	5051	Worker's Comp	\$3,596	3,596	3,596
\$0	\$0	\$22,426	5052	FICA/Medicare	\$23,033	23,033	23,033
\$0	\$0	\$1,970	5053	Tri-Met Tax	\$2,023	2,023	2,023
\$0	\$0	\$6,000	5054	VEBA	\$5,700	5,700	5,700
\$0	\$0	\$716	5055	Life Insurance	\$1,299	1,299	1,299
\$0	\$0	\$1,022	5056	Salary Continuation	\$0	0	0
\$0	\$0	\$53,130	5057	Medical/Insurance	\$78,504	78,504	78,504
\$0	\$0	\$5,148	5058	Dental Insurance	\$0	0	0
\$0	\$0	\$29,794	5060	Retirement	\$30,584	30,584	30,584
\$0	\$0	\$1,160	5061	Deferred Comp Contributions	\$1,427	1,427	1,427
\$0	\$0	\$123,864		Subtotal Benefits	\$146,467	\$146,467	\$146,467
\$0	\$0	\$417,013		TOTAL PERSONAL SERVICES	\$447,551	\$447,551	\$447,551
\$0	\$0	\$72,350	6000	Professional/Contractual Services	\$74,000	\$74,000	\$74,000
\$0	\$0	\$500	6020	Legal Expenses	\$0	0	0
\$0	\$0	\$72,850		Subtotal - Professional/Contractual/Legal Services	\$74,000	\$74,000	\$74,000
\$0	\$0	\$2,000	6100	Repairs & Maintenance	\$3,500	\$3,500	\$3,500
\$0	\$0	\$2,000		Subtotal - Repairs & Maintenance	\$3,500	\$3,500	\$3,500
\$0	\$0	\$2,000	6150	Small Tools & Equipment	\$500	\$500	\$500
\$0	\$0	\$10,350	6200	Office Supplies & Expense	\$6,000	\$6,000	\$6,000
\$0	\$0	\$1,430	6210	Special Department Expenses	\$1,000	\$1,000	\$1,000
\$0	\$0	\$100	6240	Dues & Subscriptions	\$500	\$500	\$500
\$0	\$0	\$0	6245	Fees and Charges	\$1,000	1,000	1,000
\$0	\$0	\$100		Subtotal - Dues, Fees & Charges	\$1,500	\$1,500	\$1,500
\$0	\$0	\$2,050	6250	Travel and Training	\$1,450	\$1,450	\$1,450
\$0	\$0	\$3,500	6260	Fuel	\$3,600	\$3,600	\$3,600
\$0	\$0	\$1,315	6310	Utilities - Telecommunications	\$1,000	1,000	1,000
\$0	\$0	\$1,315		Subtotal - Utilities	\$1,000	\$1,000	\$1,000
\$0	\$0	\$46,060	6400	Computer Hardware and Software	\$0	\$0	\$0
\$0	\$0	\$141,655		TOTAL MATERIALS & SERVICES	\$92,550	\$92,550	\$92,550
\$0	\$0	\$0	8050	Capital Outlay - Technology	\$17,650	17,650	17,650
\$0	\$0	\$0		TOTAL CAPITAL OUTLAY	\$17,650	\$17,650	\$17,650
\$0	\$0	\$558,668		TOTAL OPERATING COSTS (LESS INTERDEPARTMENTALS)	\$557,751	\$557,751	\$557,751
\$0	\$0	\$558,668		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$557,751	\$557,751	\$557,751

Program Results:

- IT fully supports and properly maintains the city-wide technology infrastructure that is both highly reliable and secure.
- IT maintains a user-friendly computing environment at the Tigard Public Library for citizens.
- IT provides information technology support and assistance to all City departments and staff.

Program Description:

The Information Technology Division is responsible for all computing, networking and telecommunications technology used within the City organization. IT performs the traditional helpdesk functions of PC management, troubleshooting and installation as well as maintaining the City's network infrastructure (switches, cables and servers) and software that City departments require that run on both servers and staff PC's. Telecommunications responsibilities include maintaining the City's phone system and voice mail system, cellular phones, pagers and PDA's. IT is also responsible for the City's enterprise GIS system.

FY 2008-09 Accomplishments:

- Completion of the GIS initiative, phase 5, to a deployed enterprise GIS system
- Replacement of the core switch that supports 10gb connections.
- Library public internet and OPAC PC's have been replaced with new PC's.
- Microsoft Office 2007 upgrade completed.
- WWW.Tigardmaps.com went live for public access.
- Public wireless installed for in the City Hall complex area.
- Consolidation of four NAS devices into one NAS device.
- Replaced backup server and deployed new 24 tape backup device.
- Telephone audit and removal of unused lines.
- Consolidated 3 servers on public side onto one server.
- Replacement and data migration of over 30 Blackberry phones.
- Installed two more card readers on IDF rooms.

FY 2009-10 Goals and Objectives:

- Upgrade library camera system.
- Upgrade servers from Windows 2003 operating system to Windows 2008 operating system where needed.
- Replace outdated network equipment with state of the art equipment.
- Evaluate card locks and camera system to determine if new locations are needed.
- Continue to provide computer support with a 90% problem resolution on first visit.
- Integrate GIS with Document Management System.
- Integrate GIS with new hosted permitting system.
- Virtualize three more servers into one server.
- Evaluate a move from Windows XP desktop system to the new Windows 7 desktop system.
- Deploy Crystal Enterprise server for distributing and creating web based crystal reports.
- Replace current firewall with a firewall that does IPS and application based rules.
- Replace library public monitors.
- Deploy a two-factor authentication logon for enhanced network security.

WORKLOAD MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Number of laptops and computers	540	435	451	485
Number of servers	32	34	32	38
Number of cell phones and pagers	225	225	162	187
Number of service calls	5,200	6,500	6,400	6,000
Number of phone lines maintained	525	279	288	252
Spam Email messages	NA	549,057	840,000	900,000
Non-spam Email messages	NA	277,288	345,000	375,000

EFFECTIVENESS MEASURES

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Network up-time	100.00	99.00%	99.00%	99.00%
Service calls fixed on first call	85.00%	87.00%	87.00%	85.00%
Backups performed as required	95.00%	98.00%	98.00%	98.00%

FULL-TIME EQUIVALENT POSITIONS

	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Computer Support Coordinator	0.00	1.00	0.00	1.00
GIS Coordinator	1.00	1.00	1.00	1.00
GIS Programmer/Analyst	0.00	0.00	1.00	1.00
Information Technology Director	1.00	0.00	0.00	0.00
Information Technology Manager	0.00	1.00	1.00	1.00
Microcomputer Support Technician	0.00	1.00	1.00	0.00
Network Administrator	1.00	1.00	1.00	1.00
Network Technician	2.00	2.00	2.00	2.00
Senior Network Technician	2.00	0.00	0.00	0.00
Web Administrator	1.00	0.00	0.00	0.00
Total	8.00	7.00	7.00	7.00

INFORMATION TECHNOLOGY

BUDGET UNIT: 230

FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Revised	Acct. #	Account Description	FY 2009-10 Proposed	FY 2009-10 Approved	FY 2009-10 Adopted
8.00	7.00	7.00		Total FTE	7.00	7.00	7.00
\$223,055	\$214,184	\$271,595	5000	Salaries - Management	\$290,192	\$290,192	\$290,192
\$146,966	\$107,093	\$158,904	5002	Salaries - General	\$183,165	183,165	183,165
\$1,859	\$3,171	\$0	5015	Salaries - Temporary	\$0	0	0
\$2,536	\$394	\$8,000	5020	Overtime	\$8,000	8,000	8,000
\$374,416	\$324,842	\$438,499		Subtotal Wages	\$481,357	\$481,357	\$481,357
\$1,851	\$641	\$438	5050	Unemployment	\$473	473	473
\$2,196	\$2,255	\$2,062	5051	Worker's Comp	\$3,224	3,224	3,224
\$28,412	\$24,879	\$33,546	5052	FICA/Medicare	\$36,212	36,212	36,212
\$2,420	\$2,133	\$2,946	5053	Tri-Met Tax	\$3,180	3,180	3,180
\$3,634	\$3,737	\$5,100	5054	VEBA	\$5,100	5,100	5,100
\$444	\$381	\$1,054	5055	Life Insurance	\$2,319	2,319	2,319
\$751	\$858	\$1,557	5056	Salary Continuation	\$0	0	0
\$43,454	\$42,806	\$76,595	5057	Medical/Insurance	\$74,487	74,487	74,487
\$5,620	\$5,122	\$7,185	5058	Dental Insurance	\$0	0	0
\$35,254	\$30,623	\$47,303	5060	Retirement	\$50,238	50,238	50,238
\$5,085	\$5,301	\$8,148	5061	Deferred Comp Contributions	\$8,706	8,706	8,706
\$129,122	\$118,736	\$185,934		Subtotal Benefits	\$183,939	\$183,939	\$183,939
\$503,538	\$443,578	\$624,433		TOTAL PERSONAL SERVICES	\$665,296	\$665,296	\$665,296
\$28,126	\$42,230	\$32,000	6000	Professional/Contractual Services	\$35,000	\$35,000	\$35,000
\$28,126	\$42,230	\$32,000		Subtotal - Professional/Contractual/Legal Services	\$35,000	\$35,000	\$35,000
\$5,322	\$3,592	\$22,536	6100	Repairs & Maintenance	\$40,050	\$40,050	\$40,050
\$0	\$1,423	\$0	6113	Repairs & Maintenance - Vehides	\$0	0	0
\$5,322	\$5,015	\$22,536		Subtotal - Repairs & Maintenance	\$40,050	\$40,050	\$40,050
\$3,639	\$10,544	\$17,000	6150	Small Tools & Equipment	\$17,000	\$17,000	\$17,000
\$19,542	\$33,107	\$39,050	6200	Office Supplies & Expense	\$39,650	\$39,650	\$39,650
\$75,600	\$1,515	\$3,500	6210	Special Department Expenses	\$14,500	\$14,500	\$14,500
\$2,143	\$4,611	\$1,350	6230	Advertising & Publicity	\$1,350	\$1,350	\$1,350
\$325	\$973	\$805	6240	Dues & Subscriptions	\$805	\$805	\$805
\$45,724	\$20,071	\$44,400	6245	Fees and Charges	\$46,900	46,900	46,900
\$46,049	\$21,044	\$45,205		Subtotal - Dues, Fees & Charges	\$47,705	\$47,705	\$47,705
\$6,410	\$18,766	\$23,530	6250	Travel and Training	\$22,829	\$22,829	\$22,829
\$0	\$0	\$0	6260	Fuel	\$1,500	\$1,500	\$1,500
\$94,825	\$66,020	\$69,800	6310	Utilities - Telecommunications	\$73,940	73,940	73,940
\$94,825	\$66,020	\$69,800		Subtotal - Utilities	\$73,940	\$73,940	\$73,940
\$151,243	\$177,391	\$564,966	6400	Computer Hardware and Software	\$580,824	\$580,824	\$580,824
\$432,899	\$380,243	\$818,937		TOTAL MATERIALS & SERVICES	\$874,348	\$874,348	\$874,348
\$0	\$0	\$0	8050	Capital Outlay - Technology	\$35,000	35,000	35,000
\$0	\$0	\$0		TOTAL CAPITAL OUTLAY	\$35,000	\$35,000	\$35,000
\$936,437	\$823,821	\$1,443,370		TOTAL OPERATING COSTS	\$1,574,644	\$1,574,644	\$1,574,644
\$936,437	\$823,821	\$1,443,370		TOTAL COSTS (WITH INTERDEPARTMENTAL COSTS)	\$1,574,644	\$1,574,644	\$1,574,644