

City of Redlands
2012-2013
Adopted Budget

General Government

General Government refers to those departments that provide administrative support for the City and include:

- City Council
- City Clerk
- City Manager
- Innovation and Technology
- Finance
- City Attorney
- Human Resources

City of Redlands
2012-2013
Adopted Budget

REVENUE DETAIL

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>PROPERTY TAXES</u>				
3000 Current Secured Taxes	19,224,341	19,684,619	19,315,000	19,325,000
3001 Current Unsecured Taxes	554,726	560,000	535,000	540,000
3002 Supplemental Secured Taxes	48,260	0	25,000	0
3003 Supplemental Unsecured Taxes	14,961	0	0	0
3004 Secured PY Taxes	665,172	475,000	540,000	515,000
3005 Unsecured PY Taxes	15,462	15,000	13,000	12,000
3006 Supplemental PY Taxes	169,639	160,000	111,000	135,000
3007 Possessory Interest Taxes	180,175	175,000	175,000	170,000
TOTAL PROPERTY TAXES	20,872,736	21,069,619	20,714,000	20,697,000
<u>OTHER TAXES</u>				
3019 Sales Tax Compensation	2,461,474	2,344,922	2,277,517	2,650,000
3020 Sales and Use Tax	9,026,099	9,205,078	9,822,483	10,025,000
3023 Pub Safety Sales Tx	603,321	640,000	648,570	675,000
3030 Property Transfer Tax	289,413	200,000	185,000	185,000
3040 Transient Occupancy Tax	765,637	750,000	775,000	780,000
3050 Franchise Fees	3,227,606	2,750,000	2,775,000	3,009,480
3060 Mining Tax	119,859	175,000	175,000	175,000
TOTAL OTHER TAXES	16,493,409	16,065,000	16,658,570	17,499,480
TOTAL TAXES	37,366,145	37,134,619	37,372,570	38,196,480
<u>OTHER REVENUES</u>				
3100 Business License	2,685,895	2,700,000	2,800,000	2,800,000
3101 Dog License	46,310	45,000	45,000	55,000
3210 Motor Vehicle Fees	364,422	190,000	0	0
3215 Mandated Cost Reimbursement	37,425	75,000	41,435	35,000
3305 Cost Recover/Reimb Expenditure	19	0	192	0
3309 Application/Filing Fee	147,407	150,000	150,000	150,000
3315 City Attny Services	169,317	100,000	100,000	125,000
3330 Concessions	532	0	0	0
3400 City Ordinance Violation	53,121	55,000	55,000	55,000
3412 General Gov't Overhead	3,159,535	3,149,162	3,034,619	3,129,923
3510 Investment Income	62,191	200,000	110,000	100,000

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REVENUE DETAIL

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>OTHER REVENUES (CONT)</u>				
3512 Returned Check Charge	350	1,000	500	500
3516 Sale of Surplus Property	60,831	0	0	0
3530 Miscellaneous Receipts	429,669	15,000	10,000	12,000
3533 Misc Taxable Sales	0	0	9	0
3540 Other Grants	0	0	2,919	0
3590 Donations	150,015	10,000	7,500	10,000
3760 Bad Debt Recovery	6,663	3,000	5,732	5,000
TOTAL OTHER REVENUE	7,373,702	6,693,162	6,362,906	6,477,423
 TOTAL GENERAL GOVERNMENT	 44,739,847	 43,827,781	 43,735,476	 44,673,903
 <u>AIR QUALITY IMPROVEMENT (221)</u>				
3510 Investment Income	5,427	4,500	4,500	4,500
3710 AB2766 Subvention AQMD	79,021	81,000	81,000	81,000
TOTAL AIR QUALITY IMPROVEMENT	84,448	85,500	85,500	85,500
 <u>PARKING AUTHORITY (237)</u>				
3520 Rental Income	7,725	7,500	6,860	7,000
TOTAL PARKING AUTHORITY	7,725	7,500	6,860	7,000
 <u>GENERAL DEBT SERVICE (305)</u>				
3000 Current Secured Taxes	635,498	625,000	640,000	645,000
3006 Supplemental PY Taxes	26,011	20,000	23,000	20,000
3009 Supplemental - Voter Approved	(3,733)	0	0	0
3510 Investment Income	17,867	25,000	15,000	15,000
TOTAL GENERAL DEBT SERVICE	675,643	670,000	678,000	680,000
 <u>MEASURE "O"(417)</u>				
3510 Investment Income	2,029	2,500	2,000	2,000
TOTAL MEASURE "O"	2,029	2,500	2,000	2,000

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REVENUE DETAIL

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>LIABILITY SELF-INSURANCE (602)</u>				
3510 Investment Income	1,084	500	1,000	1,000
3512 Returned Check Charge	0	0	35	0
3530 Miscellaneous Receipts	2,255	2,000	20,000	5,000
TOTAL LIABILITY SELF-INSURANCE	3,339	2,500	21,035	6,000
<u>INFORMATION TECHNOLOGY (604)</u>				
3305 Cost Recover/Reimb Expenditure	1,567	0	150	0
3393 Internal Svc Rcpts: General Fund	1,355,855	1,237,516	1,237,516	1,796,168
3394 Internal Svc Rcpts: Non-Gen Fund	928,403	899,712	899,712	870,294
3510 Investment Income	1,629	500	1,000	1,000
TOTAL INFORMATION TECHNOLOGY	2,287,454	2,137,728	2,138,378	2,667,462
<u>WRK COMP SELF-INSURANCE (606)</u>				
3510 Investment Income	20,392	10,000	10,000	10,000
3530 Miscellaneous Receipts	438	0	0	0
3750 Worker's Comp Receipts	703,248	286,000	286,000	1,573,710
TOTAL WRK COMP SELF-INSURANCE	724,078	296,000	296,000	1,583,710
<u>UTILITY BILLING (608)</u>				
3385 Water Turn-On	72,362	75,000	75,000	75,000
3390 Utility Billing Service	875,000	875,000	875,000	875,000
3510 Investment Income	13,300	2,500	10,000	10,000
3511 Finance Charges	407,948	375,000	325,000	325,000
3512 Returned Check Charge	8,886	8,500	10,870	9,000
3530 Miscellaneous Receipts	38,423	35,000	35,000	35,000
3760 Bad Debt Recovery	0	0	2,682	0
TOTAL UTILITY BILLING	1,415,919	1,371,000	1,333,552	1,329,000
<u>COMM FAC DIST TRUST (710)</u>				
3305 Cost Recover/Reimb Expenditure	1,701,901	1,369,000	1,369,000	1,369,000
3510 Investment Income	18,252	8,000	8,000	8,000
TOTAL COMM FAC DIST TRUST	1,720,153	1,377,000	1,377,000	1,377,000

**City of Redlands
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City Council

Mission Statement:

The City Council is dedicated to responding to the changing needs in our community and to ensuring that Redlands remains a distinctive place in which to live and work.

Departmental Goals:

- Hold regular meetings to conduct City business and hear public input on any and all issues.
- Formulate policies and goals and, through the City Manager, direct the use of resources for the attainment of these policies and goals.
- Monitor and seek to influence State and Federal legislation to better address the concerns of the City of Redlands.
- Encourage community involvement through the appointment of citizens to City sanctioned commissions, boards and committees.

Program Description:

The City Council provides direction upon which all City actions, programs, and priorities are based. The City Council relies on the input of the City Manager and his staff as well as the recommendations from various commissions and boards. The Council further represents the City interests through participation in local and regional organizations.

Program Objectives:

- Conduct regular bi-monthly meetings and special meetings as necessary to effectively complete the City's business.
- Maintain active participation in various local and regional organizations.
- Provide input to the appropriate legislators on issues that will affect the City.

Significant Program Changes:

None

City of Redlands
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DEPARTMENT/DIVISION
CITY COUNCIL

FUND
GENERAL FUND

ORGKEY
101100

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	60,034	55,241	55,994	59,200
4010 Overtime Salaries	963	700	1,000	900
4015 Banked Leave Buy Back	633	1,080	633	916
4050 Pension Contributions	7,019	7,817	7,837	8,548
4051 Fica/Medicare	4,696	4,318	4,431	4,663
4053 Deferred Compensation	668	669	669	688
4055 Health/Dental Insurance	29,058	24,310	24,518	25,656
4056 Worker's Comp Insurance	1,337	625	625	4,197
4057 Disability Insurance	224	230	230	208
4058 Unemployment Insurance	485	282	282	282
4059 Life Insurance	101	90	90	90
4081 Eyecare Reimbursement	0	146	146	146
4082 Clothing Allowance	0	0	600	0
4084 Clothing Cash Payment	80	80	80	80
4085 Other Taxable Benefits	38	38	38	38
TOTAL SALARIES AND BENEFITS	105,336	95,626	97,173	105,612
<u>SERVICES</u>				
5140 Legal Services	11,335	0	42,000	42,000
5190 Other Professional Services	58,672	22,746	22,746	26,500
5240 Meeting & Professional Devlpmt	0	10,000	10,000	0
5255 Travel Reimbursement	1,053	1,000	150	600
5270 Printing and Binding	2,262	2,000	2,250	2,000
5275 Postage	381	300	250	300
5303 Telephone	3,151	4,200	3,150	3,150
5395 Info Technology Services Charge	5,278	4,857	4,688	17,982
5490 Other Insurance	2,916	3,500	2,916	0
5570 Office Equip & Furn Rent	4,036	3,394	3,394	3,394
5800 Subscriptions & Memberships	55,498	56,825	51,325	55,600
TOTAL SERVICES	144,582	108,822	142,869	151,526

City of Redlands
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DEPARTMENT/DIVISION
CITY COUNCIL

FUND
GENERAL FUND

ORGKEY
101100

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SUPPLIES</u>				
6140 Office Supplies	1,132	1,000	1,500	1,500
6500 Office Equipment & Furniture	0	0	175	0
6560 Food	67	0	0	0
TOTAL SUPPLIES	1,199	1,000	1,675	1,500
DEPARTMENT TOTAL	251,117	205,448	241,717	258,638

**City of Redlands
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City Clerk

Mission Statement:

The City Clerk's Office seeks to provide the best possible service to the residents, local staff and leadership of the City of Redlands. We strive to provide public access to all aspects of information pertaining to city government. We enhance citizen awareness through coordination of hearing notices, agenda publication and meeting minute dissemination to City staff, other public agencies, and the public; provide legislative support to the Mayor and City Council; provide election support to officeholders, candidates, and petitioners; and oversee records management for the entire City staff. This will be done accurately, promptly, efficiently, and in a friendly and helpful manner. We seek to make every contact with our customers positive and responsive to their needs.

Departmental Goals:

- Provide efficient service and information to the public
- Provide support services to the City Council and City Departments
- Accurately record and maintain the proceedings, actions, and documentation of the City Council and Redlands Financing Authority meetings for legal, administrative, financial, and historical reference
- Strive constantly to improve the administration of the office consistent with applicable laws and, through automation, to produce more user friendly access and fulfill responsibilities to the community and others

Sustainability Efforts:

- Emphasis on electronic format for all records requests
- Scanning of City Council and Financing Authority minutes and agendas for electronic access on the City's shared network drive and website.
- Ongoing effort to digitize all record files for electronic access.

Performance Measures:

- Add 18,000 documents to the digital records data base
- Provide automated records research and retrieval training and access to at least one staff member per Department
- Provide on-line records research capability to the public

Program Description:

The City Clerk is the record keeper and the guardian of our democratic process. In Redlands, the City Clerk is an elected official and is responsible directly to the voters. Deputies may be appointed by the City Clerk and hold office at the pleasure of the City Clerk. This program has two part-time budgeted positions in addition to the elected official to provide service to the public, the City Council, the City Manager, and all administrative departments.

Program Objectives:

- Administer and file oaths of office
- Assist the County Registrar of Voters during primary, general and special elections
- Conduct general municipal elections and special municipal elections in accordance with the California Elections Code and coordinate ballot measures, arguments, and impartial analysis
- Fulfill duties as filing officer for campaign statements for officeholders, candidates, and political action committees
- Act as Custodian of the City Seal
- Act as Custodian of the City's vital records from 1888-1964
- Disseminate information relative to City Council actions to appropriate parties
- Fulfill duties as Financial Disclosure Officer for conflict of interest filings for 65 designated positions and various consultants and attorneys
- Coordinate legal publications and notices of ordinances, resolutions, and public hearings in a timely manner in accordance with law
- Follow legal procedures for noticing regular, adjourned and special meetings of the City Council and the Redlands Financing Authority
- Maintain a comprehensive general index of above proceedings, and all ordinances, resolutions, contracts and agreements, and deeds
- Maintain an open, diplomatic and neutral relationship with news media
- Maintain the Redlands Municipal Code
- Research, disseminate and provide information regarding City records as necessary
- Automate records retrieval to include internet access of all pertinent information
- Act as secretary to the Redlands Financing Authority and maintain an accurate record of their proceedings through a comprehensive general index of all minutes, resolutions, contracts, agreements, and deeds

Significant Program Changes

One part time administrative support position is proposed to be added. This will provide better continuity of office operations and improved access to records for the staff and the public. Additional funds are allocated for the General Municipal Election on November 6, 2012.

Accomplishments for Fiscal Year 2011-2012:

In spite of significant manpower deficiencies, this office has managed to operate without serious incident and continued to provide a high standard of customer satisfaction. Through the use of volunteers and interns, the service provided by the City Clerk's office to the public, the City Council and staff has not waivered. We continue to meet a high standard of turn around time for information requests and have met our schedule goals for meeting minutes and public notices.

- Coordinated the submission of economic interest statements from sixty-five elected officials, appointed commissioners and designated staff members
- Continued efforts to implement a computerized documentation management program and have scanned and coded over 18,000 documents into a data base
- On schedule to have public access to City records on the internet by the end of calendar year 2012

City of Redlands

2012-2013

DEPARTMENT/DIVISION

CITY CLERK

FUND

GENERAL FUND

ORGKEY

101110

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	72,920	72,720	69,800	66,462
4005 Salaries: Part Time	18,947	14,054	16,630	28,108
4010 Overtime Salaries	5	0	0	0
4051 Fica/Medicare	7,199	6,638	6,439	7,234
4053 Deferred Compensation	1,845	1,845	1,845	1,845
4055 Health/Dental Insurance	5,784	12,300	12,447	12,300
4056 Worker's Comp Insurance	730	375	375	1,049
4058 Unemployment Insurance	1,786	868	868	1,302
4059 Life Insurance	0	63	63	63
4085 Other Taxable Benefits	2,238	0	0	0
TOTAL SALARIES AND BENEFITS	111,454	108,863	108,467	118,363
<u>SERVICES</u>				
5103 Software Support/Development	23,642	0	500	0
5190 Other Professional Services	13,095	0	0	0
5196 Elections	92,331	0	0	85,500
5240 Meeting & Professional Devlpmt	0	0	440	440
5270 Printing and Binding	136	750	750	750
5275 Postage	194	500	500	500
5280 Advertising	16,892	25,000	25,000	25,000
5303 Telephone	1,483	1,375	1,375	1,375
5395 Info Technology Services Charges	11,611	10,683	10,311	13,406
5570 Office Equip & Furn Rent	2,430	2,431	2,431	2,431
5800 Subscriptions & Memberships	160	225	160	160
5880 Special Contractual Services	2,477	4,500	4,500	4,000
TOTAL SERVICES	164,451	45,464	45,967	133,562
<u>SUPPLIES</u>				
6140 Office Supplies	820	2,000	2,000	1,000
TOTAL SUPPLIES	820	2,000	2,000	1,000
DEPARTMENT TOTAL	276,725	156,327	156,434	252,925

City of Redlands 2012-2013 Adopted Budget

City Manager

Mission Statement:

The City Manager's Office is dedicated to managing all City services in the most efficient, effective and economical manner possible while maintaining excellent customer service through a high degree of professionalism.

Departmental Goals:

- Implement the policy direction of the City Council.
- Provide direction to all City departments.
- Promote favorable working relationships with our business community, community organizations and citizens.
- Promote transparency in government.

Sustainability Efforts:

- Continued exploration and implementation of paperless processes
- Purchase and use of recycled paper for copying and printing
- On-going effort to scan and store files electronically

Performance Measures:

- City Council Agenda Packet Distribution - Distribution of the agenda packet 2 days in advance of the date required by state law.
 - Achieve an on-time distribution rate of 98% to promote transparency in government by allowing additional public agenda review prior to the City Council Meeting.
- Public Records Act Request - Initial response letter sent to the requestor within 48 hours of receipt excluding non-business days.
 - Achieve an on-time response rate of 98% to promote responsive service.
- Film Permit Processing - Basic film permits processed within 1 business day of receipt.
 - Achieve an on-time processing rate of 98% to promote economic development activity, responsive service and exposure of the Redlands community.

Program Description:

The City Manager's Office is responsible for the implementation of administrative policies, procedures and programs adopted by the City Council. This requires planning and research as well as ongoing evaluation of the City's available resources.

The City Manger's office also oversees Redlands TV (RTV), the City's government access cable TV facilities and operation. RTV televises and records live events, such as City Council and Planning Commission meetings. It also broadcasts regular replays of these meetings and tape-delayed televising of other City functions. In addition, the RTV office creates or contracts original informational videos highlighting City services and programs. RTV also provides a Community Events Bulletin Board, listing public service messages, that runs whenever video segments are not on the air. Redlands TV programming is available to cable television subscribers through Time-Warner Cable (Channel 3) and Verizon Cable (Channel 35) services.

Program Objectives:

- Provide supervision, management and direction to all City departments
- Compile and distribute agenda packets for all Council meetings
- Oversee the preparation of the annual budget
- Be available to the public as the need arises
- Maintain effective working relationships with other City, County, State and Federal agencies
- Regularly televise all City Council and Planning Commission meetings with scheduled replays intended to provide access for all Redlands citizens
- Provide a forum for community events and public service messages relevant to Redlands audiences
- Use available video technology and media to provide an outlet, informing Redlands residents of available City events and services or specific public service information
- Develop a series of business profile videos in cooperation with the Economic Development activities of the Development Services Department that highlight locally owned and operated businesses. The video program is part of the City's participation in the 3/50 Project, an economic development effort to promote the advantages to consumers of keeping their spending dollars in Redlands

Significant Program Changes:

None

Accomplishments for Fiscal Year 2011-2012:

- Managed all department operations
- Promoted transparency in government through:
 - Web-streaming of live City Council meetings and archived meeting videos
 - Completion of the third Citizens Academy session
 - Live broadcasting of sixty (68) City meeting on Redlands TV
 - Field production of seventy-seven (77) videos featuring various City departments, programs and functions
- Promoted open, clear and frequent communication through:
 - Redlands Connection Quarterly Newsletter.
 - Social networking pages for the City
 - Redlands 311 mobile app
 - City's Speakers Bureau
 - Issuance of 300 press releases promoting City activities and economic development, providing public safety information, and providing information of City Council actions.
- Broadcasted the Redlands Christmas Parade live on Redlands TV
- Produced a 7-minute Hillside Cemetery video that provides a historical view overview along with 7 other department videos
- Produced 52 Pet of the Week videos and 9 Library Story Time Videos
- Produced the first "State of the City" video presentation for the 2011 State of the City luncheon
- Produced 3 Business Profiles and Shop Redlands First videos to support Economic Development and the 3/50 program
- Facilitated 2 large press conferences announcing major arrests by the Police Department
- Facilitated the production of 10 one-minute community videos, highlighting various aspects of Redlands
- Coordinated and processed 454 resident service requests
- Processed 60 film permits for filming in Redlands
- Provided administrative support to the Inland Empire Division of the League of California Cities

City of Redlands
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DEPARTMENT/DIVISION
CITY MANAGER

FUND
GENERAL FUND

ORGKEY
101120

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	243,604	235,724	264,653	297,713
4005 Salaries: Part Time	0	0	3,250	0
4010 Overtime Salaries	1,259	2,000	2,000	2,000
4015 Banked Leave Buy Back	11,187	12,615	5,268	42,678
4050 Pension Contributions	47,322	49,755	54,165	64,327
4051 Fica/Medicare	12,436	12,151	15,301	15,772
4053 Deferred Compensation	5,607	5,818	5,818	7,035
4055 Health/Dental Insurance	12,716	31,465	24,652	27,973
4056 Worker's Comp Insurance	12,058	730	730	20,983
4057 Disability Insurance	256	260	284	253
4058 Unemployment Insurance	1,212	716	716	803
4059 Life Insurance	103	104	118	117
4080 Vehicle Allowance	7,680	7,680	8,280	9,600
4081 Eyecare Reimbursement	395	371	371	416
4084 Clothing Cash Payment	90	90	90	90
4085 Other Taxable Benefits	5,181	180	210	210
TOTAL SALARIES AND BENEFITS	361,106	359,658	385,906	489,969
<u>SERVICES</u>				
5190 Other Professional Services	648	3,000	0	0
5240 Meeting & Professional Devlpmt	0	0	169	250
5255 Travel Reimbursement	445	1,000	1,100	1,000
5270 Printing and Binding	700	1,000	1,300	1,000
5275 Postage	117	450	200	450
5303 Telephone	2,656	4,200	2,916	4,200
5340 Office Equipment Maintenance	0	0	0	0
5392 License & Permits	0	1,550	1,550	1,550
5395 Info Technology Services Charges	17,340	15,954	15,398	16,746
5580 Communication Svs & Rental	801	1,100	960	1,150
5760 Special Program Expenditures	419	1,500	1,500	1,500
5800 Subscriptions & Memberships	1,400	1,750	1,750	1,750

City of Redlands
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DEPARTMENT/DIVISION

CITY MANAGER

FUND

GENERAL FUND

ORGKEY

101120

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES (CONTD)</u>				
5999 Contingencies - Vacancies	0	(100,000)	0	(150,000)
5999 Contingencies - Holiday OT	0	(50,000)	0	(25,000)
5999 Contingencies - Fee Waivers	0	0	0	(45,000)
TOTAL SERVICES	24,526	(118,496)	26,843	(190,404)
<u>SUPPLIES</u>				
6140 Office Supplies	1,371	1,500	2,000	1,500
6190 Photo & Copying Supplies	0	500	0	500
6310 Janitorial Supplies	45	0	0	0
6500 Office Equipment & Furniture	0	1,057	1,750	1,057
6590 Special Departmental Supplies	42	250	250	250
TOTAL SUPPLIES	1,458	3,307	4,000	3,307
 DIVISION TOTAL	 387,090	 244,469	 416,749	 302,872

City of Redlands
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DEPARTMENT/DIVISION
PUBLIC INFORMATION

FUND

GENERAL FUND

ORGKEY

101121

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	136,039	139,015	139,559	146,148
4010 Overtime Salaries	2,379	1,500	1,845	1,500
4015 Banked Leave Buy Back	6,154	4,275	6,642	3,373
4050 Pension Contributions	24,991	29,228	29,728	31,511
4051 Fica/Medicare	11,058	10,988	11,372	11,504
4053 Deferred Compensation	3,014	3,077	3,077	3,108
4055 Health/Dental Insurance	40,624	38,943	38,943	43,223
4057 Disability Insurance	578	557	557	484
4058 Unemployment Insurance	592	868	868	868
4059 Life Insurance	125	126	126	126
4081 Eyecare Reimbursement	0	450	450	450
4084 Clothing Cash Payment	200	200	200	200
4085 Other Taxable Benefits	150	150	150	150
TOTAL SALARIES AND BENEFITS	225,904	229,377	233,517	242,645
<u>SERVICES</u>				
5255 Travel Reimbursement	235	200	400	400
5275 Postage	0	50	0	0
5396 City Garage Charges	2,272	1,520	1,520	490
5800 Subscriptions & Memberships	0	500	500	500
TOTAL SERVICES	2,507	2,270	2,420	1,390
<u>SUPPLIES</u>				
6140 Office Supplies	0	500	625	700
6590 Special Departmental Supplies	0	0	33	0
TOTAL SUPPLIES	0	500	658	700

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
PUBLIC INFORMATION

<u>FUND</u>					<u>ORGKEY</u>
GENERAL FUND					101121
	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED	
<u>DEBT SERVICE</u>					
8100 Principal	7,782	8,167	8,167	8,571	
8200 Interest	1,214	829	829	424	
TOTAL DEBT SERVICE	8,996	8,996	8,996	8,995	
 DIVISION TOTAL	 237,407	 241,143	 245,591	 253,730	

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
PRINT SHOP

<u>FUND</u>				<u>ORGKEY</u>
GENERAL FUND				101125
	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES</u>				
5275 Postage	1,040	1,050	1,090	1,100
5303 Telephone	258	350	350	350
5340 Office Equipment Maintenance	1,946	2,400	2,400	2,400
5392 License & Permits	7	0	0	0
5570 Office Equip & Furn Rent	20,864	16,500	22,000	22,000
5880 Special Contractual Services	6,531	7,000	7,000	7,000
5990 Reimbursed Expenditures	(31,451)	(20,000)	(40,000)	(40,000)
TOTAL SERVICES	(805)	7,300	(7,160)	(7,150)
<u>SUPPLIES</u>				
6130 Books & Supplies	0	0	0	0
6140 Office Supplies	0	250	250	250
6190 Photo & Copying Supplies	1,394	1,050	1,500	1,050
6590 Special Departmental Supplies	458	1,100	1,000	1,100
TOTAL SUPPLIES	1,852	2,400	2,750	2,400
 DIVISION TOTAL	 1,047	 9,700	 (4,410)	 (4,750)
 DEPARTMENT TOTAL	 625,544	 495,312	 657,930	 551,852

**City of Redlands
2012-2013
Adopted Budget**

Department of Innovation and Technology

Mission Statement:

The mission of the Department of Innovation and Technology (DoIT) is to provide residents and business partners, both internal and external, with effective technology services, reliable information and innovative solutions to assist them in meeting their business goals and information needs.

Department Goals:

- Deploy 200 PC's city-wide – necessary to meet Microsoft Operating System support deadlines (Spring 2013)
- Continue rollout of Cityworks for remainder of One-Stop Permit Center workflows.
- Continue to provide support to the city in the areas of helpdesk/computer support, systems/network administration, and GIS.
- Implement meaningful performance measures and put processes in place that address the workload, efficiency and effectiveness of the department
- Develop long-range strategy for technology deployment in the city with short-term milestones based on funding and staffing levels

Sustainability Efforts:

- Implementation of subsequent deployment of electronic document storage citywide will significantly reduce paper consumption and free up valuable filing space.
- Continued work toward elimination of desktop printers to save dollars and reduce the cartridge expendables, as well as staff time to maintain.

Performance Measures:

- Measure Service Level times for resolving customer technology issues as a result of adding part-time staff.
- Measure customer satisfaction with technology support via survey tools to internal customers.
- Upgrade the Bi-Tech Financial system. Time recording will be done electronically, reducing paper usage and the corresponding manual re-entry into the system.

Program Description:

The Department of Innovation and Technology (DoIT) is comprised of three divisions – Operations, GIS and Client Services, but currently operating in two divisions: Operations and GIS. The following is an overview of each division's system/application responsibilities in regards to maintenance, operation, development and support.

Operations:

- Sunguard/BiTech financial management system
- Enquesta customer management system
- The Police Department Records Management and computer aided dispatch system servers

- The Laserfiche document imaging system
- Avaya telephone systems
- Servers
- Switches, routers, wireless access points and firewalls
- Server Security Management
- Storage Management
- PDA/Blackberry management
- Email Management
- Backend configuration support
- Backup Management
- Network\Internet Security Management
- LAN\WAN Management
- Support all LAN\WAN hardware and Software
- Remote Access for city user
- Data Analysis
- Decision Support
- Report Generation
- Crime Analysis Support
- Data Integrity
- Data Integration
- Community Information Availability
- Data Security

Geographical Information Systems (GIS) Division

- Azteca City works Server MMS & Permitting Application Implementation
- Customized Public GIS Application development on gis.cityofredlands.org
- Crime View Desktop & Crime View Server Implementation and Support
- Geocoding System for Dispatching PD, QOL and MUED
- Extract Sewer CCTV data for GIS Analysis for future CIP's
- Continue Serving as a Client for Students of the University of Redlands MSGIS Program
- Produce analysis products for FD from Confire data
- Implement Mobile mapping application for PD for the iPhones
- Implement in-car mapping application for Fire Dept MDC's
- Support Business Analyst application for Redevelopment
- Daily time-space based animation of PD and FD AVL data
- Continued Data collection and application development for Historical Atlas
- Support of Rental-ordinance database and billing system
- Implement Reverse-911 system
- Public Website Support
- Public Website Redesign
- Internal Website support and development
- Implementation and support of Granicus system

Client Services Division (currently under Operations)

- Desktop Hardware Support and Management
- Desktop System Support (O/S, configuration, profiles)
- Laptop, Tablet, and MDC Support
- Software Licensing Management
- Productivity Application Support (MS Office, Adobe, etc...)
- Standard Application Support
- Peripheral Support and Management (printers, plotters, scanners, etc...)

- User Support
- Virus, Spyware, and Malware Prevention Management
- Audio/Visual Administration
- Help Desk Administration
- Technology Standards Development

Program Objectives:

- Provide cost effective information technology system management, operation and support for the City
- Implement a city-wide technology replacement program schedule
- Deliver a high level of customer service through effective usage of resources
- Document and maintain system specifications, network diagrams, licenses, and telecommunication configurations

Significant Changes:

- Staffing level reductions of 50% over the past two fiscal years has had a very negative effect on service levels to the departments, which has greatly impacted their ability to conduct business. Service levels and other impacts as a result of the last two budgets will be documented in a separate document. Almost all of staff time currently is prioritized on break/fix activities, and there is little time to support department projects, let alone consider any new projects at this time.
- There are no project support functions provided by DoIT which have been eliminated in the past two years – in fact, technology support requirements from the departments has increase significantly.
- Due to the current structure of the DoIT budget, there are no significant projects identified in this year's budget.
- The City continues to benefit from the generosity of Esri. Last year, Esri donated 50 computers to the City. This year, it is anticipated that Esri will donate approximately 200 hand-me-down computers to the City to support city functions and to keep the City in a position to receive support from Microsoft.
- In spite of the donations from Esri, the City's PC inventory is sadly out of date. Even with the influx of computers, the average age of a city PC will still be approximately 5 years old at best, and this is typically an industry standard age for when replacement should be occurring.
- As has been the case in the last two years, besides personnel costs, a significant portion of the DoIT budget is related to software and hardware maintenance costs for departmental systems.

Accomplishments for Fiscal Year 2011-2012:

- Redlands311 recognized by Center for Digital Government Best of California Award – Best Application to Serve the Public: 2012
- Deployment of Pavement Management System, LED conversion project, non-motorized plan with MUED
- Azteca Cityworks deployment for a large portion of One-Stop Permit Center workflows.
- New City website deployed with added functionality
- Integration between Redlands311 and Cityworks for customer service requests
- Deployment of Touchable technology in City Council chamber
- Deployment of backup server for PD CAD/RMS system.
- Continued use of volunteers to assist with important core functions (ie. website, tech support, GIS). Currently have one volunteer supporting the department, but have had as many as 3 in the past year.
- Continued expansion of City's Video Surveillance system.
- Credit card payment processing introduced at several public counter locations
- Installed GPS units on solid waste vehicles to aid in route optimization.
- Deployment and support of PD iPhone/iPad applications for officer field support.

- Initiated and help first Redlands IT Leaders working group meetings with members of Esri, UofR, RCH, and RUSD to discuss individual projects/efforts that should be looked at from a citywide perspective.

City of Redlands

2012-2013

Adopted Budget

DEPARTMENT/DIVISION

DEPARTMENT OF INNOVATION AND TECHNOLOGY

FUND

INFORMATION TECHNOLOGY SERVICES FUND

ORGKEY

604520

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	786,146	600,390	639,983	662,476
4005 Salaries: Part Time	0	0	4,978	60,000
4010 Overtime Salaries	12,308	15,000	4,932	10,000
4015 Banked Leave Buy Back	74,134	14,238	15,687	20,565
4016 Compensated Absence	17,090	0	0	0
4050 Pension Contributions	147,848	126,396	133,825	142,955
4051 Fica/Medicare	65,054	45,965	48,658	56,344
4053 Deferred Compensation	9,790	8,287	8,287	8,287
4055 Health/Dental Insurance	92,224	79,154	76,061	72,869
4056 Worker's Comp Insurance	6,413	1,292	1,292	12,065
4057 Disability Insurance	2,607	1,007	2,177	1,313
4058 Unemployment Insurance	8,269	3,472	3,201	5,208
4059 Life Insurance	661	504	509	504
4081 Eyecare Reimbursement	900	1,800	1,000	1,800
4084 Clothing Cash Payment	800	400	400	400
4085 Other Taxable Benefits	16,825	9,150	13,613	9,300
TOTAL SALARIES AND BENEFITS	1,241,069	907,055	954,603	1,064,086

SERVICES

5103 Software Support/Development	500,409	546,185	553,185	603,384
5104 Hardware Maint/Replace	212,586	521,116	565,616	550,600
5190 Other Professional Services	0	22,600	40,000	100,600
5240 Meeting & Professional Devlpmt	232	1,000	1,000	0
5255 Travel Reimbursement	82	1,000	1,000	0
5270 Printing & Binding	486	0	800	500
5275 Postage	123	0	40	100
5303 Telephone/Network Connectivity	63,372	80,000	80,000	90,000
5396 City Garage Charges	1,137	1,520	1,520	278
5451 Retiree Health Insurance	142,926	0	0	0
5570 Office Equip & Furn Rent	2,828	3,394	3,394	3,394
5580 Communications Svs & Rental	23,231	87,700	47,700	63,700

City of Redlands

2012-2013

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DEPARTMENT/DIVISION

DEPARTMENT OF INNOVATION AND TECHNOLOGY

FUND

INFORMATION TECHNOLOGY SERVICES FUND

ORGKEY

604520

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
SERVICES (CONT)				
5722 Penalties & Interest	0	0	23	0
5840 Training	0	0	2,500	0
5870 General Govt Service Charge	57,294	57,294	57,294	204,439
5880 Special Contractual Services	2,946	2,500	2,500	2,500
5995 Depreciation Expense	3,452	0	0	0
TOTAL SERVICES	1,011,104	1,324,309	1,356,572	1,619,495
SUPPLIES				
6130 Books & Supplies	0	1,000	1,000	0
6140 Office Supplies	254	3,000	3,000	0
6160 Medical Supplies	14	0	0	0
6180 Turnouts/Uniforms/Safety Clothin	25	0	0	0
6210 Repair/Maintenance Supplies	432	0	0	5,000
6375 Computer Components	22,958	39,000	4,800	60,000
6510 Small Tools & Equipment	0	5,000	5,000	0
6590 Special Departmental Supplies	247	0	0	0
TOTAL SUPPLIES	23,930	48,000	13,800	65,000
FUND TOTAL	2,276,103	2,279,364	2,324,975	2,748,581

**City of Redlands
2012-2013
Adopted Budget**

Finance

Mission Statement:

To provide the best possible accounting services to our customers: the general public and other City departments; to ensure that all City of Redlands financial transactions are reviewed for propriety and legality, and that the reporting of the City's financial position is performed accurately and timely.

Departmental Goals:

- Maintain the financial system and records of the City consistent with the highest professional standards and in accordance with legal requirements and generally accepted accounting principles
- Produce timely and accurate financial reports
- Update and/or develop Finance policies and procedures
- Direct and coordinate the procurement and warehousing functions in an efficient and cost effective manner
- Provide an efficient method of centralized cashiering for the convenience of city departments and the public
- Oversee the custody and safekeeping of all City funds, including the efficient collection of fees, taxes, utility payments and all other payments owed to the City, and the safe deposit and management of cash from the time of receipt until the time of investment or disbursement
- Invest surplus cash in accordance with the city's investment policy
- Provide an annual statement of investment policy and quarterly investment reports that demonstrate investment policy adherence
- Maintain and promote the City's Values as authorized and approved by the City Council

Sustainability Efforts:

- Use of recycled paper for office copies, print jobs, business cards and envelopes
- Recycle copy machine toner cartridges and use double-sided printing whenever possible
- Scanning of monthly financial reports for electronic access on the City's shared network drive
- Alternating office light banks to reduce energy
- Exploration of paperless timesheets as part of the Sungard Bi-tech Financial System Upgrade Project, slated for completion in Fiscal Year 2012-2013
- Adherence by Purchasing to a policy requiring documents that are printed on no less than "30% Post-Consumer" recycled content paper
- Purchase of recycled products through the U.S. Communities Government Purchasing Alliance
- Maintenance of a recycled products list in accordance with the City's Purchasing Policy
- Recycle Utility Bill return envelopes whenever possible for customers paying at counter; reused in night drop receptacle
- Availability of e-Bill service which allows customers to receive their municipal services bill via email

Performance Measures:

- Upgrade the Bi-Tech financial system
 - Less staff time with updated technology and fewer manual functions and reports
 - Able to monitor revenues and expenditures more efficiently
 - Able to provide more efficient reporting to other City departments

- Implementation of a City-wide procurement card.
 - Less staff time for Purchasing Manager on purchases under \$5,000
 - Allows the departments a streamlined process to purchase products under \$5,000
 - Allows purchasing personnel the opportunity to focus efforts on purchases over \$5,000, purchasing procedures and Requests for Bids

- Update procedure manuals for payroll, accounts payable and accounts receivable
 - Allows staff time for additional processing
 - Current procedure manuals help to provide training for newer employees, retrain existing employees and promote cross training between functions
 - Allows for streamlining and utilization of existing and updated technology

**City of Redlands
2012-2013
Adopted Budget**

**Finance
Accounting and Administration**

Program Description:

This division performs the functions of administration, accounting and budgeting, payroll, accounts payable and accounts receivable. Other responsibilities of the division include administration of all City related debts/bonds, preparation of regular financial analysis, responsibility for the annual budget process and spending oversight, as well as coordination of the City's annual audit and preparation of all related reports as required by law.

Program Objectives:

- Prepare a Comprehensive Annual Financial Report (CAFR) that presents an accurate financial picture of the City to the public, financial institutions and bond rating agencies
- Plan and coordinate the annual budget process producing a document for adoption by the City Council no later than June 30th of each fiscal year
- Prepare and submit required reports to State and Federal Agencies
- Prepare and distribute monthly financial information to all departments by the 20th of each month;
- Complete a weekly disbursement run producing in excess of 11,000 checks per year
- Process twenty-six regular biweekly payrolls as well as a variety of special payrolls
- Plan and coordinate the annual audits of the City, Redevelopment Agency/Successor Agency to the Former Redevelopment Agency, Gas Tax and Measure I funds, as well as other grant related audits as required by federal law

Significant Program Changes:

The Principal Accountant/Internal Auditor position has been hired to perform internal reviews of various operations; perform fiscal analysis and research in support of the preparation and administration of operating and capital budgets; prepare administrative management studies; and perform other fiscal accounting and analyses as necessary; and oversee the accounting and financial recordkeeping of the City's Enterprise Funds.

Accomplishments for Fiscal Year 2011-2012:

- Completed the City's Comprehensive Annual Financial Report (CAFR) for the Year Ended June 30, 2011 and submitted the completed document to the GFOA for the Award of Excellence in Financial Reporting, an award that we have received for the last eight years
- Completed the Financial Statements for the Redlands Redevelopment Agency, as well as the Single Audit for the Year Ended June 30, 2011
- Completed all other Financial reports as required by law, including the State Controller's Reports, for both the City and the Redevelopment Agency, the RDA Statement of Indebtedness, and the AB 1600 Report on Development Impact Fees
- Monitored and reported on the City's budget throughout the year and worked with the City Manager, Executive and support staff, and the Budget Committee to develop a budget for FY 2012-2013 that is balanced without the use of reserves

- Successfully produced 26 regular bi-weekly payrolls consisting of approximately 465 paychecks each, or approximately 12,000 annually, in support of nine bargaining groups
- Produced 4 regularly scheduled special payrolls during the year and 27 unscheduled special payrolls year to date
- Process deduction payments after each payroll, resulting in approximately 450 checks, annually
- Implemented new Public Employee Retirement System (PERS) reporting software and completed reports after each payroll, as required by PERS
- Compiled Quarterly Tax data for Federal and State government reporting
- Produced 515 W-2's for employees for calendar year 2011
- Produced 73 Form 1099's to vendors
- Process Accounts Payable checks weekly, resulting in over 10,000 checks, annually
- Maintained more than 700 Accounts Payable vendor files
- Worked with the NPDES Coordinator and Business License Division in establishing an NPDES vendor database resulting in 1,929 out of 3,688 business license accounts required to participate in the program and for which invoices were processed and issued
- On track to process over 5,300 invoices for the 2012 fiscal year. This is a 4% increase over fiscal year 2011 and a 44% increase over fiscal year 2010
- Collected over \$6,000 on delinquent invoices through collection phone calls. Had the City's collection agency recovered these payments, they would have taken a 40% commission. The collection call procedures were implemented in fiscal year 2011
- Implemented procedures for collecting vendor form W-9's and established a W-9 vendor database, bringing the City into compliance with IRS requirements

City of Redlands
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DEPARTMENT/DIVISION
FINANCE

FUND
GENERAL FUND

ORGKEY
101130

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	520,232	539,613	498,787	509,256
4010 Overtime Salaries	9,742	7,500	5,000	5,000
4015 Banked Leave Buy Back	33,131	29,451	24,501	28,424
4050 Pension Contributions	98,019	107,780	103,617	108,901
4051 Fica/Medicare	39,960	40,014	37,601	38,701
4053 Deferred Compensation	8,377	8,467	8,467	7,991
4055 Health/Dental Insurance	119,157	98,759	95,475	97,252
4056 Worker's Comp Insurance	3,030	1,518	1,518	10,596
4057 Disability Insurance	1,514	1,698	1,608	1,532
4058 Unemployment Insurance	5,502	3,255	2,356	2,982
4059 Life Insurance	474	473	419	433
4080 Vehicle Allowance	720	720	720	720
4081 Eyecare Reimbursement	944	1,688	1,575	1,546
4084 Clothing Cash Payment	400	600	600	600
4085 Other Taxable Benefits	7,407	675	5,652	5,831
TOTAL SALARIES AND BENEFITS	848,609	842,211	787,896	819,765
<u>SERVICES</u>				
5103 Software Support/Development	108,993	192,006	192,006	63,000
5160 Auditing and Accounting	50,036	122,074	122,074	56,510
5190 Other Professional Services	48,175	128,600	138,600	69,825
5240 Meeting & Professional Devlpmt	550	2,000	750	2,000
5255 Travel Reimbursement	79	250	125	250
5270 Printing and Binding	3,114	4,000	3,500	4,000
5275 Postage	7,012	7,000	7,500	7,500
5280 Advertising	0	0	500	500
5290 Filming and Microfilming	0	2,500	800	1,500
5303 Telephone	3,524	4,000	4,000	4,000
5395 Info Technology Services Charges	51,282	37,970	36,648	55,135
5570 Office Equip & Furn Rent	3,394	3,394	3,394	3,394

City of Redlands
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DEPARTMENT/DIVISION
FINANCE

FUND
GENERAL FUND

ORGKEY
101130

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES (CONT)</u>				
5722 Penalties and Interest	152	175	175	175
5800 Subscriptions & Memberships	1,010	1,835	1,835	1,835
5880 Special Contractual Services	250	100	250	250
TOTAL SERVICES	277,571	505,904	512,157	269,874
<u>SUPPLIES</u>				
6140 Office Supplies	11,802	11,000	11,000	11,000
6210 Repair/Maintenance Supplies	31	0	0	0
6310 Janitorial Supplies	20	100	100	100
6500 Office Equipment	253	253	253	250
TOTAL SUPPLIES	12,106	11,353	11,353	11,350
<u>FIXED ASSETS</u>				
7080 Computer Equipment	29,303	0	0	0
TOTAL FIXED ASSETS	29,303	0	0	0
 DIVISION TOTAL	 1,167,589	 1,359,468	 1,311,406	 1,100,989

**City of Redlands
2012-2013
Adopted Budget**

**Finance
Purchasing / Stores**

Program Description:

This division is responsible for performing the City's procurement function in accordance with Chapter 2.16 of the City's Municipal Code and all other applicable procedures and policies as established by the City. This division is also responsible for procurement and inventory of materials and supplies in support of all City departments. This division is the primary receiving facility for the City and handles items declared as surplus for redistribution or disposal per the City ordinance.

Program Objectives:

- Continue to process purchase requisitions for supplies and services as quickly and efficiently as possible in accordance with purchasing procedures
- Compile, review and award formal and informal bids for materials, equipment and supplies
- Review and update the City's purchasing policies and procedures as needed
- Provide prompt service in fulfilling departmental requests for materials and supplies.
- Provide reports regarding departments' usage and expense as requested
- Execute and monitor warehouse program
- Process items declared as surplus for redistribution or disposal per City procedures
- Main objective: to increase city-wide efficiencies and cost savings

Significant Program Changes:

With the elimination of the two remaining division staff and the hiring of a new purchasing manager, the purchasing division will focus their efforts during Fiscal Year 2012-2013 on implementing and monitoring new Stores inventory program - "Fastenal Automated Supply Technology (FAST) – Industrial Vending", which is expected to achieve significant cost savings and reduce total cost of ownership and acquisition. The division will also keep the purchasing guidelines and procedures up to date and provide training and assistance to various City departments as needed. The main objective of the division is to ensure city-wide compliance with the municipal code and to introduce new ideas and best practices and implement them throughout the City with the goal of eliminating waste, increasing efficiencies, productivity and cost savings.

City of Redlands
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DEPARTMENT/DIVISION
PURCHASING / STORES

FUND

GENERAL FUND

ORGKEY

101137

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	118,126	120,149	101,087	91,762
4005 Salaries: Part Time	0	0	3,600	10,000
4010 Overtime Salaries	1,802	2,900	745	0
4015 Banked Leave Buy Back	7,656	5,325	5,327	3,854
4050 Pension Contributions	22,217	25,231	19,402	15,305
4051 Fica/Medicare	9,809	9,691	8,183	8,440
4053 Deferred Compensation	860	860	0	2,960
4055 Health/Dental Insurance	29,606	29,535	19,460	5,735
4056 Worker's Comp Insurance	1,886	594	594	3,305
4057 Disability Insurance	566	570	323	0
4058 Unemployment Insurance	1,485	868	1,302	868
4059 Life Insurance	130	126	97	63
4081 Eyecare Reimbursement	412	450	362	225
4084 Clothing Cash Payment	200	200	200	0
4085 Other Taxable Benefits	150	150	150	150
TOTAL SALARIES AND BENEFITS	194,905	196,649	160,832	142,667
<u>SERVICES</u>				
5190 Other Professional Services	0	0	5,147	0
5240 Meeting & Professional Devlpmt	0	0	600	2,000
5270 Printing and Binding	165	150	150	150
5275 Postage	1,174	950	950	1,200
5280 Advertising	1,624	1,600	1,600	1,600
5303 Telephone	1,682	1,750	1,750	1,750
5340 Office Equipment Maintenance	0	200	200	200
5395 Info Technology Services Charges	4,679	4,306	4,156	4,528
5396 City Garage Charges	4,545	4,560	4,560	0
5570 Office Equip & Furn Rent	2,443	2,443	2,443	2,443
5722 Penalties and Interest	4	0	0	0
5800 Subscriptions & Memberships	260	300	300	300
TOTAL SERVICES	16,576	16,259	21,856	14,171

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
PURCHASING / STORES

FUND
GENERAL FUND

ORGKEY
101137

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SUPPLIES</u>				
6140 Office Supplies	1,267	2,500	2,500	2,500
6160 Medical Supplies	13	50	50	50
6180 Turnouts/Uniforms/Safety Clothing	(282)	250	250	250
6210 Repair/Maintenance Supplies	131	75	75	75
6310 Janitorial Supplies	10	300	300	300
6510 Small Tools & Equipment	55	300	300	300
6580 Damaged/Theft/Obsolete Stock	(3,387)	3,000	3,000	3,000
6590 Special Departmental Supplies	83	100	100	100
TOTAL SUPPLIES	(2,110)	6,575	6,575	6,575
DIVISION TOTAL	209,371	219,483	189,263	163,413
DEPARTMENT SUBTOTAL	1,376,960	1,578,951	1,500,669	1,264,402

**City of Redlands
2012-2013
Adopted Budget**

**Finance
Revenue**

Program Description:

The division has the responsibility for, and has been authorized to collect all city monies and deposit all cash receipts in authorized banks; to maintain and balance records of receipts and disbursements; to responsibly invest city funds through secure, approved methods; to submit quarterly investment reports in compliance with the approved investment policy; to keep and to monitor as to sufficiency for both active and inactive deposit accounts, records for collateral pledged by banks as security for public funds. The City Treasurer is an elected position, and as approved by the voters in November, 2010, the position will remain an elected one. Currently, the City's Finance Director serves as the City Treasurer, as appointed by the City Council to fulfill the term of the retired former elected City Treasurer, ending in November, 2012.

Program Objectives:

- Increase departmental efficiency through training, technology, and continual updates of office procedures
- Maintain an investment portfolio and provide reports that are in compliance with Federal and State laws and the city's investment policy
- Maintain an investment portfolio with liquidity to meet the city's budgeted expenditure needs for at least six months
- Maintain proper internal controls over the City's cash and investments

Significant Program Changes:

January 2012 brought about divisional changes in the Finance Department, with the elimination of the purchasing division staff and the bumping rights of these staff into the Revenue Division. Two seasoned utility billing staff were let go and training of the newly acquired staff commenced. Subsequently, a position was added back when a Customer Service Technician I position was approved to help reduce the extent of overtime that would be required. New staff received training on cash handling, revenue receipting, balancing of drawers, processing mail, counter coverage and general overall procedures in the revenue office. General business license and dog license processes were taught as well. In turn, staff alternated between the revenue office and the utility billing office until general overall utility training was completed.

The reorganization came during the division's heavy business license season, with licenses due 1/31/12, and following the City's December holiday closure when offices were closed to the public. Although training of staff resulting from the reorganization was successful, it was not without impact to the Division. Some processes were delayed and overtime was required.

The process to collect the NPDES fee with the annual business license renewals commenced in September 2011, with the overhaul of our business license application, renewal forms, file changes for narrative on forms, and data transfer through our business license software. This involved many hours of cross checking and verifying data with finance administrative staff and NPDES staff to ensure the correct data was imported. This process was completed the second week of December 2011, with business license renewals being mailed the end of the third week of December (two weeks later than normal).

At the same time we were adding the NPDES fee, the DRBA assessment was being eliminated from our business license processes and forms.

Accomplishments for Fiscal Year 2011-2012:

- Customer Service Training Workshop was attended and completed by all Accounting Technician staff in August 2011.
- Annual Dog Licensing and Low Cost Vaccination clinic was held in August 2011
- Inclusion of the NPDES fee into the business license software system to be collected with the 2012 renewals and new business license applications
- Bingo License Applications and procedures were created for regular card bingo and remote online bingo.
- Training of the newly acquired Purchasing Division staff in the areas of Revenue Division processes and procedures.
- Training and implementation of remote online depositing of checks through Bank of America's online banking was completed in September 2011. This process not only replaces an antiquated MICR encoding system, but allows for same day posting into our account, as well as look up capabilities if there are questions regarding check payments to the City.

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
FINANCE / REVENUE

FUND **ORGKEY**
GENERAL FUND 101140

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	218,642	219,099	214,901	233,400
4005 Salaries: Part Time	13,100	25,222	12,742	29,216
4010 Overtime Salaries	3,368	3,400	10,110	3,400
4015 Banked Leave Buy Back	6,749	8,994	7,328	8,994
4050 Pension Contributions	41,088	45,970	44,788	50,233
4051 Fica/Medicare	18,172	19,312	18,285	20,954
4053 Deferred Compensation	1,932	1,956	1,956	1,956
4055 Health/Dental Insurance	27,614	27,529	29,517	29,890
4056 Worker's Comp Insurance	4,408	1,526	1,526	9,127
4057 Disability Insurance	1,240	1,244	1,244	1,085
4058 Unemployment Insurance	3,834	2,170	2,170	2,356
4059 Life Insurance	254	252	252	252
4080 Vehicle Allowance	180	180	180	180
4081 Eyecare Reimbursement	450	900	700	900
4084 Clothing Cash Payment	600	460	460	460
4085 Other Taxable Benefits	5,909	4,665	4,705	4,665
TOTAL SALARIES AND BENEFITS	347,540	362,879	350,864	397,068

<u>SERVICES</u>				
5103 Software Support/Development	5,118	5,300	5,221	5,400
5140 Legal Services	0	100	0	100
5190 Other Professional Services	0	0	0	400
5240 Meeting & Professional Devlpmt	20	400	200	400
5255 Travel Reimbursement	0	100	50	100
5270 Printing and Binding	2,380	1,900	2,200	3,100
5275 Postage	8,380	8,500	8,500	8,700
5280 Advertising	130	150	120	150
5303 Telephone	3,518	4,000	3,700	4,000
5340 Office Equipment Maintenance	715	725	500	500
5395 Info Technology Services Charges	20,151	18,541	17,895	19,438
5396 City Garage Charges	3,067	1,824	1,824	765

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
FINANCE / REVENUE

FUND
GENERAL FUND

ORGKEY
101140

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES (CONT)</u>				
5570 Office Equip & Furn Rent	2,431	2,500	2,500	2,500
5800 Subscriptions & Memberships	348	750	700	1,170
5880 Special Contractual Services	3,484	4,200	3,600	3,600
5950 Bad Debt Expense	1,288	1,500	1,500	1,500
TOTAL SERVICES	51,030	50,490	48,510	51,823
<u>SUPPLIES</u>				
6140 Office Supplies	4,959	6,000	6,000	6,600
6310 Janitorial Supplies	30	0	12	0
6500 Office Equipment & Furniture	0	600	600	10,000
6520 Promotional Supplies	1,153	1,300	1,300	1,300
TOTAL SUPPLIES	6,142	7,900	7,912	17,900
DIVISION TOTAL	404,712	421,269	407,286	466,791
DEPARTMENT TOTAL	1,781,672	2,000,220	1,907,955	1,731,193

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
AIR QUALITY IMPROVEMENT

<u>FUND</u>					<u>ORGKEY</u>
AIR QUALITY IMPROVEMENT FUND					221130
	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED	
<u>SERVICES</u>					
5190 Other Professional Services	0	29,969	29,969	0	
5880 Special Contractual Services	0	15,000	15,000	0	
TOTAL SERVICES	0	44,969	44,969	0	
<u>FIXED ASSETS</u>					
7100 Motor Vehicles	0	90,000	90,000	0	
TOTAL FIXED ASSETS	0	90,000	90,000	0	
 FUND TOTAL	 0	 134,969	 134,969	 0	

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
TRAFFIC SAFETY

FUND
TRAFFIC SAFETY FUND

ORGKEY
223130

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES</u>				
5950 Bad Debt Expense	695	500	750	750
TOTAL SERVICES	695	500	750	750
 FUND TOTAL	 695	 500	 750	 750

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
OPEN SPACE

FUND
OPEN SPACE FUND

ORGKEY
227130

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES</u>				
5190 Other Professional Services	1,500	5,000	5,000	5,000
5760 Special Program Expenditures	63,575	0	0	0
5870 General Govt Service Charge	779	1,000	1,000	1,000
5880 Special Contractual Services	3,300	0	0	0
TOTAL SERVICES	69,154	6,000	6,000	6,000
FUND TOTAL	69,154	6,000	6,000	6,000

City of Redlands
 2012-2013
 Adopted Budget

DEPARTMENT/DIVISION
PARKING AUTHORITY

FUND
 PARKING AUTHORITY FUND

ORGKEY
 237140

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES</u>				
5310 Electricity & Gas	15,541	10,000	14,280	14,400
5870 General Govt Service Charge	897	897	901	3,231
TOTAL SERVICES	16,438	10,897	15,181	17,631
FUND TOTAL	16,438	10,897	15,181	17,631

City of Redlands

2012-2013

Adopted Budget

DEPARTMENT/DIVISION
GENERAL DEBT SERVICE

<u>FUND</u>				<u>ORGKEY</u>
GENERAL DEBT SERVICE FUND				305130
	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES</u>				
5030 Fiscal Agent Fees	4,255	4,500	4,500	4,500
5190 Other Professional Services	686	1,700	1,000	1,000
5870 General Govt Service Charge	943	943	943	214
TOTAL SERVICES	5,884	7,143	6,443	5,714
<u>DEBT SERVICE</u>				
8100 Principal	1,555,000	1,715,000	1,715,000	1,890,000
8200 Interest	1,437,247	1,357,794	1,357,794	1,265,487
TOTAL DEBT SERVICE	2,992,247	3,072,794	3,072,794	3,155,487
FUND TOTAL	2,998,131	3,079,937	3,079,237	3,161,201

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
REDLANDS PUBLIC IMPROVEMENT DEBT SERVICE

<u>FUND</u>					<u>ORGKEY</u>
RDLDS PUBLIC IMPRVMT DEBT SERVICE FUND					311130
	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED	
<u>SERVICES</u>					
5030 Fiscal Agent Fees	3,450	4,000	4,000	4,000	
5870 General Govt Service Charge	0	0	0	104	
5898 State Mandated Fee	20	0	0	20	
TOTAL SERVICES	3,470	4,000	4,000	4,124	
<u>DEBT SERVICE</u>					
8100 Principal	1,475,000	1,525,000	1,525,000	1,600,000	
8200 Interest	446,538	384,444	384,444	306,318	
TOTAL DEBT SERVICE	1,921,538	1,909,444	1,909,444	1,906,318	
FUND TOTAL	1,925,008	1,913,444	1,913,444	1,910,442	

**City of Redlands
2012-2013
Adopted Budget**

**Finance
Customer Service**

Program Description:

The Customer Service Division is responsible for providing quality customer service to all City residents and utility customers, whether by phone or over-the-counter.

In addition to providing quality customer service, the division is responsible for billing utility customers for water, wastewater, solid waste, and street cleaning services, including household hazardous waste. With over 21,500 utility customers, bills are produced and mailed on a bi-monthly basis, keeping operational costs to a minimum.

Besides being responsible for the billing of utility customers, the Customer Service Division is also responsible for assisting more than 17,000 customers, annually, who come to the counter, and more than 31,000 over the telephone. The nature of these contacts consist of processing requests for connection/disconnection of service, unusual water usage, water quality inquiries, billing inquiries, or missed solid waste collection service.

In order to continue its commitment to provide quality customer service to City customers, the Customer Service Division began processing over-the-counter utility bills and One-Stop Permit Center payments. This value-added service truly allows customers to conduct their business, from start to finish, in "One Stop!" Additionally, customers now have the option and convenience of paying their bills in two locations—Customer Service or the City's Revenue office.

The Customer Service Division budget is presented in one program in a separate Internal Service Fund, which is supported by the operating funds in water, wastewater, and solid waste.

Program Objectives:

- Provide quality customer service to all Redlands residents and utility customers, while assisting them with their water, wastewater, and solid waste needs
- Provide Redlands residents and utility customers with clear, consistent, accurate and equitable billing for their municipal utility services
- Continually look for ways to streamline functions and improve efficiencies to keep operating costs down
- Increase customer awareness of various payment methods available, such as: 1) the 1-2-3 Done! program, which is an automated payment drafting program, offering two payment options to choose from—Advance monthly pay or Bi-monthly pay; and 2) the Speedpay program, which is an on-line and VRU payment program, offered through Western Union. Speedpay offers the flexibility to pay via credit card, debit card, or from a designated bank account
- Increase customer awareness of Redconnect, a program which provides customers with 24/7 secure online access to their City of Redlands municipal services account information. With Redconnect, customers have access to review their service history, billing history, water usage history, view current bill and/or print a copy, sign up for the 1-2-3 Done! payment program, or customers can "GO GREEN" and eliminate paper waste by enrolling in e-Bill service to receive their municipal services bill via email

Significant Program Changes:

As a result of a reduction of two Accounting Technicians in the Revenue Division over the last several years, and the elimination of the Customer Services Manager in the Municipal Utilities and Engineering Department's Customer Service Division, the two divisions were combined under the Finance Department – Revenue Division so that staff could be shared and cross-trained in order to ensure that critical functions would continue and to promote greater efficiencies in the face of reduced staffing levels. Since the loss of two additional positions in Fiscal Year 2009-2010, a Customer Service Technician and a Billing and Meter Technician, the need for further cross-training, reallocation of duties and more efficient methods of operation has been a priority among the remaining staff of the former two divisions. Despite these efforts, overtime was necessary for the Customer Service division during Fiscal Year 2011-2012, particularly with the testing and implementation of rate increases for Solid Waste, Water and Wastewater utilities. With the reorganization of the Purchasing Division in January, 2012, the addition of a Customer Service Technician I position was approved to help offset the need for continued overtime. However, the reorganization required the training of two new staff members who had “bumped” into the Revenue Division from the Purchasing Division.

Accomplishments for Fiscal Year 2011-2012:

- Completed the annual Solid Waste Delinquency Lien Process
- In coordination with the Municipal Utilities and Engineering Division (MUED), updated fee tables and performed testing in the Utility Billing System for implementation of Water and Wastewater rate increases, effective 5/18/2011 and 1/1/2012
- Eliminated the use of a return envelope as part of the Reminder Notice Process, resulting in a reduction of return envelope orders of approximately 7.4 cases or 18,500 envelopes
- Initiated the use of a Billing Bunch Code which allows identification of customers with multiple bills within a billing cycle to receive a consolidated mailing, thereby reducing the number of envelopes used
- Developed a customer database to track all customer contacts whether via telephone or at the counter
- Completed Fire Hydrant Meter Calibration Audit and consolidated all hydrant meter customers to one billing cycle
- Completed re-route of all pull-down/scooter solid waste customers
- Completed solid waste field audit of annex area
- Completed solid waste audit of privately owed roll-offs/compactors
- Established and implemented procedures for new Water Conservation Rebate program recently approved by CC
- Completion of “Exceptional Customer Service” training for all customer service representatives

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
CUSTOMER SERVICE

FUND
UTILITY BILLING FUND

ORGKEY
608405

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	383,596	379,135	398,584	427,005
4010 Overtime Salaries	10,671	10,000	25,000	10,000
4012 Stand By	177	0	0	0
4015 Banked Leave Buy Back	20,800	13,078	41,056	16,105
4016 Compensated Absences	4,289	0	0	0
4050 Pension Contributions	71,994	79,484	83,651	94,608
4051 Fica/Medicare	31,508	30,595	38,900	35,336
4053 Deferred Compensation	1,370	1,620	1,620	1,010
4055 Health/Dental Insurance	76,963	62,027	84,815	97,345
4056 Worker's Comp Insurance	1,872	750	750	4,197
4057 Disability Insurance	4,031	3,807	4,755	3,780
4058 Unemployment Insurance	5,707	3,233	3,233	3,605
4059 Life Insurance	482	469	504	525
4080 Vehicle Allowance	180	180	180	180
4081 Eyecare Reimbursement	897	1,677	1,000	1,870
4082 Clothing Allowance	550	0	0	0
4084 Clothing Cash Payment	1,410	1,340	1,340	1,540
4085 Other Taxable Benefits	9,617	8,723	18,032	8,280
TOTAL SALARIES AND BENEFITS	626,114	596,118	703,420	705,386

SERVICES

5034 Collection Agent/Bank Fees	0	250	250	250
5103 Software Support/Development	7,040	0	0	0
5140 Legal Services	0	250	250	250
5190 Other Professional Services	0	0	7,100	0
5240 Meeting & Professional Devlpmt	0	2,000	500	1,500
5255 Travel Reimbursement	0	100	100	100
5270 Printing and Binding	18,913	24,000	23,000	24,000
5275 Postage	65,080	75,000	69,000	70,000
5303 Telephone	5,897	6,400	6,200	6,400
5340 Office Equipment Maintenance	2,005	2,300	2,199	0

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
CUSTOMER SERVICE

<u>FUND</u>					<u>ORGKEY</u>
UTILITY BILLING FUND					608405
	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED	
<u>SERVICES (CONT)</u>					
5395 Info Technology Services Charge	293,719	266,293	266,293	281,284	
5451 Retiree Health Insurance	77,960	165,000	160,000	189,750	
5570 Office Equip & Furn Rent	2,431	2,500	2,500	2,500	
5590 Other Rentals	1,040	1,320	1,100	1,250	
5800 Subscriptions and Memberships	461	1,000	600	1,000	
5840 Training	0	3,000	2,000	3,000	
5870 General Govt Service Charge	57,512	60,000	60,000	85,047	
5880 Special Contractual Services	6,178	8,000	6,700	7,000	
TOTAL SERVICES	538,236	617,413	607,792	673,331	
<u>SUPPLIES</u>					
6140 Office Supplies	5,011	6,000	6,000	6,000	
6375 Computer Components	0	0	4,500	4,500	
6500 Office Equipment & Furniture	0	0	0	8,000	
6590 Special Departmental Supplies	125	1,000	165	500	
TOTAL SUPPLIES	5,136	7,000	10,665	19,000	
 FUND TOTAL	 1,169,486	 1,220,531	 1,321,877	 1,397,717	

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
COMMUNITY FACILITIES DISTRICT 2003-1

<u>FUND</u>					<u>ORGKEY</u>
COMMUNITY FACILITIES DISTRICT FUND					710130
	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED	
<u>SERVICES</u>					
5030 Fiscal Agent Fees	12,313	15,500	15,500	15,500	
5760 Special Program Expenditures	0	0	0	1,917	
TOTAL SERVICES	12,313	15,500	15,500	17,417	
<u>DEBT SERVICE</u>					
8100 Principal	75,000	95,000	95,000	105,000	
8200 Interest	531,068	529,570	529,570	525,485	
TOTAL DEBT SERVICE	606,068	624,570	624,570	630,485	
 DIVISION TOTAL	 618,381	 640,070	 640,070	 647,902	

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
COMMUNITY FACILITIES DISTRICT 2001-1

<u>FUND</u>	<u>ORGKEY</u>
COMMUNITY FACILITIES DISTRICT FUND	710300

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES</u>				
5030 Fiscal Agent Fees	11,664	11,500	11,500	11,500
5760 Special Program Expenditures	0	0	0	406
TOTAL SERVICES	11,664	11,500	11,500	11,906
 <u>DEBT SERVICE</u>				
8100 Principal	265,000	280,000	280,000	295,000
8200 Interest	467,182	459,763	459,763	443,803
TOTAL DEBT SERVICE	732,182	739,763	739,763	738,803
 DIVISION TOTAL	 743,846	 751,263	 751,263	 750,709
 FUND TOTAL	 1,362,227	 1,391,333	 1,391,333	 1,398,611

**City of Redlands
2012-2013
Adopted Budget**

City Attorney

Mission Statement:

The City Attorney's Office is dedicated to professionally providing the highest quality legal services for all City matters in the most efficient, effective, and economical manner to attain the City Council's goals and City Departments' program objectives.

Departmental Goals:

- Proactively provide high quality, ethical and timely legal advice to the City Council, City Manager, and City Departments to help achieve the City Council and City Departments' goals and objectives.
- Resolve all legal matters in an efficient and cost-effective manner as possible.

Sustainability Efforts:

- Inclusion of sustainable measures in public project contracts and procurement documents
- Purchase and use of recycled paper for copying and printing
- On-going effort to scan and store files electronically

Program Description:

The City Attorney is responsible for providing legal advice and representation to the City Council, City Manager, and City employees as well as to City Council-appointed commissions and boards, as needed. The City Attorney also oversees prosecution of violations of the City's Municipal Code to ensure compliance with City, state and federal laws and regulations, and monitors all City legal matters involving the use of special counsel.

Program Objectives:

- Provide the highest quality legal services by drafting and/or providing timely review of all ordinances, resolutions, contracts and other legal documents in the normal course of City business.
- Ensure services are being provided to the City Council and staff as required or permitted by law.
- Ensure cost-effective Governmental claim defense and litigation services while assisting, reviewing and effectively monitoring special counsel services.
- Administer and coordinate the City's administrative citation program to ensure compliance with the City's Code and enhance cost recovery for Code Enforcement efforts.
- Input, coordinate with all City departments, and review the City's compliance with subpoena requests, and request for documents pursuant to the California Public Records Act

Significant Program Changes:

- As a result of budgeting concerns, the City Council eliminated the position of Assistant City Attorney effective July 1, 2010, and that vacancy and the challenges it creates continue to exist.

Accomplishments for Fiscal Year 2011-2012:

- Establishment (with Human Resources Department assistance) and oversight of in-house volunteer legal intern program to assist on City Attorney's Office research and projects.
- Legal Secretary receipt and processing (with City Attorney oversight) of 174 public record requests (calendar year 2011).
- Legal Secretary receipt and processing (with City Attorney oversight) of Police Department subpoena compliance.
- Commencement of preparation of City-wide Administrative Policy Manual.
- Continued timely, efficient and cost effective delivery of legal services despite reduction in resources.
- Provide Successor Agency and Oversight Board Legal guidance in connection with the dissolution of the City's former Redevelopment Agency.

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
CITY ATTORNEY

FUND
GENERAL FUND

ORGKEY
101150

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	258,981	255,981	264,969	268,473
4010 Overtime Salaries	4,019	3,000	2,000	3,000
4015 Banked Leave Buy Back	28,835	7,482	5,287	6,400
4050 Pension Contributions	48,486	54,002	54,987	58,067
4051 Fica/Medicare	15,772	14,091	16,760	14,600
4053 Deferred Compensation	40,312	22,401	22,500	22,913
4055 Health/Dental Insurance	25,121	27,643	28,295	28,864
4056 Worker's Comp Insurance	802	250	250	1,049
4057 Disability Insurance	457	498	446	449
4058 Unemployment Insurance	848	890	868	890
4059 Life Insurance	130	129	131	129
4080 Vehicle Allowance	2,400	2,400	2,400	2,400
4081 Eyecare Reimbursement	374	461	450	461
4084 Clothing Cash Payment	180	180	180	180
4085 Other Taxable Benefits	6,438	173	173	173
TOTAL SALARIES AND BENEFITS	433,155	389,581	399,696	408,047
<u>SERVICES</u>				
5140 Legal Services	24,781	90,000	30,000	75,000
5240 Meeting & Professional Devlpmt	329	1,300	1,330	0
5255 Travel Reimbursement	700	600	300	275
5270 Printing and Binding	495	300	350	300
5275 Postage	129	300	150	300
5303 Telephone	1,908	2,400	2,400	2,400
5395 Info Technology Services Charges	2,576	2,371	2,288	2,493
5800 Subscriptions & Memberships	1,274	1,385	1,272	560
TOTAL SERVICES	32,192	98,656	38,090	81,328

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
CITY ATTORNEY

FUND
GENERAL FUND

ORGKEY
101150

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SUPPLIES</u>				
6130 Books & Supplies	19,071	15,000	15,000	15,000
6140 Office Supplies	920	1,000	1,100	1,000
TOTAL SUPPLIES	19,991	16,000	16,100	16,000
 DEPARTMENT TOTAL	 485,338	 504,237	 453,886	 505,375

**City of Redlands
2012-2013
Adopted Budget**

Human Resources

Mission Statement:

As integral participants of the City of Redlands team, the Human Resources/Risk Management staff develops and implements sustainable processes while evaluating current programs and policies for continued efficiency and effectiveness.

Departmental Goals:

The changing economy experienced over the last several years has significantly impacted the organizational structure of the City. Following several reduction in staff from the severity of the recession over the past several years, the course of the Human Resources strategy has been continually altered to meet the changing needs. Employing a philosophy of flexibility and implementing a sustainability attitude we have worked diligently to adjust workloads in an effort to continue to maintain and attempt to exceed expected service levels. The Department has restructured to incorporate a generalist environment, thus including Employee Services, Recruitment, Selection, Employee/Labor Relations, Training, Workers' Compensation, Safety, Claims, and Risk Management into all HR staff classifications. Restructuring our approach to service delivery will enable the department to be more effective and increase availability to properly service all customers.

While the steps taken have enabled us to continue improving, taking additional incremental steps to advance our core systems is imperative or our ability to support changing strategic directions such as critical technology in position management, employee self-service, automated timekeeping, increased communication, professional development, training and on-line education will be diminished. For the protection of the City, in the next year, the department must implement a course of action to replace our human resources information systems, training, to facilitate the modernization of our core services.

The Human Resources department is a unique and invaluable unit; comprised of HR professionals who stand apart from the crowd, take chances, buck trends, defy conventions, take the road less traveled and produce more distinctive and sustainable results. We endeavor to consistently employ "HR Best Practices" and excellence in customer service, during the course and scope of our daily operations therefore leading by example.

The Human Resources Department Goal is to provide the best service in the areas of:

- Comprehensive and Competitive Recruitment and Selection Program;
- Comprehensive and Cost Effective Employee Benefits and Administration Programs;
- Comprehensive and Effective Employee and Supervisory Training, and Professional Development Programs;
- Comprehensive and Quantitative Volunteer & Intern Resources and Community Enhancement Programs working with community;
- Labor Relations, Employee Relations, Performance Management; Classification/Compensation and Position Management; Policy Development and Implementation; and
- Continually Fostering a Positive and Encouraging Work Environment.

Sustainability Efforts:

City Of Redlands Employees

The core City function is to provide service to residents and visitors. Human Resources' contribution to this function is undertaking the task of making available to the employees the tools necessary for their success which in turn contributes directly to the success of the City by providing excellent quality service to the community at all levels. This is carried out by the implementation of a variety of Human Resources programs that fall in line with the "Redlands City Values" adopted by the City Council. HR's contributions to these values to date include:

- On-line recruitment and selection for full-time, part-time and volunteer applicants;
- Effective employee performance evaluation process;
- Moving archival recordkeeping to digital format;
- Moving current records to digital format;
- Moving time card submission for department to electronic format;
- Communicating through electronic methods;
- Revising numerous forms to electronic format;
- Use of interns and volunteers to assist with departmental projects while providing a teaching/learning environment/experience for students;
- Reviewing and correcting past practices;
- Providing training and goal setting to enhance employee performance;
- Utilizing in-house resources to provide services for recruitment panels.

Performance Measures:

Key performance measure for FY 2012/13 is taking the organization to the next level by assessing and implementing:

- City-wide comprehensive, results oriented training program to facilitate planning for the future management of the City operations while still retaining historical knowledge. Effective training of current staff will build value and strength in the organization both current and future;
- City-wide assessment of classifications and applicable specifications and adjustments made where necessary to accurately reflect the position duties. Due to the reductions in staff over the past few years, the City organizational structure has been negatively impacted and reassessing the current structure will facilitate more efficient and effective service delivery for our customers; and
- Continuing analysis of current practices, policies and procedures to comply with applicable laws as well as recommending and implementing appropriate changes.

**City of Redlands
2012-2013
Adopted Budget**

**Human Resources
Human Resources Division**

Program Description:

The Human Resources team works collaboratively to develop strategies, infrastructure and processes that provide for the timely collection and dissemination of employee data and information, enhanced capacity for distributed reporting, and support of data-driven decision-making related to human resources.

This program provides the full range of human resource services to all City departments, and where applicable residents and visitors to our community. The primary functions of this division include recruitment and selection, employee benefits administration, personnel data maintenance; state and federal reporting; MOU (Memorandum of Understanding) administration, performance management, employee assistance, and labor and employee relations.

Program Objectives:

- Market a comprehensive and economical employee compensation and benefits package to attract and retain the highest caliber employees;
- Maintain a competitive and equitable recruitment and selection program that meets the demands of the City;
- Revise and implement Personnel Rules and Regulations and Administrative Policies that create a consistent, positive and productive organizational culture;
- Utilize technology in all aspects of Human Resources to create a cost effective and efficient operation;
- Implement employee self-service program citywide including:
 - Benefits enrollment and maintenance
 - Personal data maintenance
 - Electronic time-keeping
 - Communications
- Implement a more effective electronic performance management system; and
- Build upon the Volunteer & Intern Resources program including enhancing the volunteer and intern program software uses; and increase community awareness and involvement through enhanced outreach.

Significant Changes:

The department continually reassesses its ability to better serve our customers. To that end, to enhance performance, the department restructured and has set the cross-training of all the members of the HR Team as a critical performance measure. This will enable all HR Team members to assist all customers in all areas rather than each member specializing in a specific component of the department function. Each member will be a generalist, enabling our customers to be served more efficiently and effectively.

Accomplishments for Fiscal Year 2011-2012:

Fiscal Year-to-date:

- Assisted departments in the development and refinement of job descriptions which resulted in the processing of 49 recruitments; screened 5,699 applications with an average of 116 applications per recruitment; and placed the successful candidate in the department within an average of 92 days from date of job posting.
- To-date provided 53 modules on-line supervisor training, allowing supervisors to participate when it is most convenient for them and allowing them to revisit the training at a later date when to refresh themselves on specific components. Of the 115 supervisors registered, the average number of completed modules by each supervisor is 10, over one per month.
- Provided mandatory 2-hour AB 1825, Supervisor Anti-Harassment training on-line, resulting, to date, with 94% of the registered supervisors having successfully completing the course.
- Assisted all City departments by placing 70 new volunteers within 15 department divisions; the hours volunteered translates into an increased value of over \$181,000.

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
HUMAN RESOURCES

FUND
GENERAL FUND

ORGKEY
101170

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	171,170	201,619	214,121	250,421
4005 Salaries: Part Time	31,326	10,000	14,912	20,000
4010 Overtime Salaries	2,974	0	1,651	0
4015 Banked Leave Buy Back	1,783	4,233	11,421	5,779
4050 Pension Contributions	30,082	38,516	41,321	54,018
4051 Fica/Medicare	14,439	15,592	17,777	21,445
4053 Deferred Compensation	4,454	4,943	4,943	4,722
4055 Health/Dental Insurance	16,128	18,997	18,924	22,490
4056 Worker's Comp Insurance	4,576	500	500	51,932
4058 Unemployment Insurance	2,573	1,063	2,270	2,257
4059 Life Insurance	115	154	124	202
4081 Eyecare Reimbursement	450	551	551	720
4085 Other Taxable Benefits	2,205	2,408	5,071	8,040
TOTAL SALARIES AND BENEFITS	282,275	298,576	333,586	442,026
<u>SERVICES</u>				
5103 Software Support/Development	0	1,500	0	0
5140 Legal Services	76,027	40,000	83,000	40,000
5180 Medical/Physicals	4,264	5,000	6,000	6,000
5190 Other Professional Services	678	1,500	0	0
5240 Meeting & Professional Devlpmt	2,675	4,905	4,000	4,000
5255 Travel Reimbursement	2,439	3,000	2,000	2,000
5270 Printing and Binding	828	1,650	3,000	2,000
5275 Postage & Shipping	1,006	1,900	525	1,000
5280 Advertising	1,286	3,250	0	0
5290 Filming and Microfilming	0	0	0	2,000
5303 Telephone	5,312	5,500	6,305	6,305
5395 Info Technology Services Charges	33,923	26,605	25,678	29,925
5451 Retiree Health Insurance	2,122,088	2,407,259	2,407,259	2,527,622
5570 Office Equip & Furn Rent	3,172	1,540	1,307	1,307
5800 Subscriptions & Memberships	705	1,350	700	1,439

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
HUMAN RESOURCES

FUND
GENERAL FUND

ORGKEY
101170

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES (CONT)</u>				
5880 Special Contractual Services	1,193	3,220	185	0
TOTAL SERVICES	2,255,596	2,508,179	2,539,959	2,623,598
<u>SUPPLIES</u>				
6130 Books & Supplies	0	100	100	100
6140 Office Supplies	1,017	1,750	1,750	1,250
6145 Awards/Recognition Program	8,202	10,000	6,925	10,000
6310 Janitorial Supplies	0	50	0	0
6375 Computer Components	442	1,000	4,000	1,000
6500 Office Equipment & Furniture	839	600	600	600
6560 Food	1,650	500	600	600
6590 Special Departmental Supplies	0	2,100	500	2,000
TOTAL SUPPLIES	12,150	16,100	14,475	15,550
 DEPARTMENT TOTAL	 2,550,021	 2,822,855	 2,888,020	 3,081,174

**City of Redlands
2012-2013
Adopted Budget**

**Human Resources
Risk Management Division**

Program Description:

The Risk Management Division maintains a set of operating principles that serve as the foundation for how we interact with residents, colleagues, employees and other stakeholders. At the core of these operating principles lie five core values: integrity, excellence, respect, responsibility and teamwork.

With integrity, the City expects all of its employees to act honestly, ethically and with trust. With excellence come professionalism, creativity, persistence and quality. Respect includes communications, caring, planning and honoring stakeholders. Our responsibility requires accountability, fairness and ownership. Teamwork involves shared responsibility, thoughtful communication and collaboration.

This division is administered by the Human Resources/Risk Manager with oversight from the Human Resources/Risk Management Director and includes investigation of all tort claims filed against the City and subsequent coordination with the City Attorney, City Manager and City Council as needed. This function is handled entirely in-house. Workers' Compensation and the Safety program also dovetail into Risk Management and will be addressed separately.

Program Objectives:

- Identify potential liability exposures and address them in a proactive, not reactive, manner;
- Receive, investigate, and take action on all tort claims within the guidelines and timeframes prescribed by law;
- Employ personnel with the level of expertise necessary to manage claims in-house and thus save on annual third party administrator (TPA) costs;
- Work closely with the City Attorney to expedite the disposition of all claims presented to the City;
- Maintain a database of all claims filed against the City;
- Prepare analysis as needed related to the City's need for excess liability insurance;
- Act as liaison with the City's insurance broker in the procurement of all property and liability insurance policies maintained by the City;
- Assist other departments with insurance related issues;
- Review proposed contractual agreements for appropriate levels of insurance coverage maintained by the other party, prior to the City entering into the agreement;
- Review proposed contractual agreements wherein the City must provide coverage, recommend acceptance or voice concerns and alternative solution;
- Compile and submit necessary documentation to the City's insurance carriers for reimbursement of losses incurred and for which the City has insurance coverage; and
- Pursue the City's subrogation rights for property losses caused by others.

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
RISK MANAGEMENT

FUND
LIABILITY SELF INSURANCE FUND

ORGKEY
602133

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	74,907	77,198	68,840	76,114
4010 Overtime Salaries	1,091	0	371	0
4015 Banked Leave Buy Back	8,712	1,825	1,217	1,756
4016 Compensated Absence	9,576	0	0	0
4050 Pension Contributions	13,967	16,233	14,119	16,432
4051 Fica/Medicare	5,988	5,963	5,069	5,874
4053 Deferred Compensation	1,983	2,058	1,050	1,775
4055 Health/Dental Insurance	11,518	12,354	11,409	13,021
4056 Worker's Comp Insurance	268	125	125	0
4057 Disability Insurance	126	372	122	125
4058 Unemployment Insurance	570	412	298	369
4059 Life Insurance	60	60	53	54
4081 Eyecare Reimbursement	225	214	214	191
4084 Clothing Cash Payment	50	50	50	50
4085 Other Taxable Benefits	873	83	147	300
TOTAL SALARIES AND BENEFITS	129,914	116,947	103,084	116,062

SERVICES

5140 Legal Services	78,756	70,000	70,000	50,000
5190 Other Professional Services	1,215	0	0	0
5240 Meeting & Professional Devlpmt	0	210	0	0
5255 Travel Reimbursement	33	100	100	100
5275 Postage	549	400	350	350
5303 Telephone	961	850	1,000	1,000
5395 Info Technology Services Charges	897	825	825	868
5410 Property Insurance	549,766	604,354	462,000	475,000
5411 Faithful Performance Bond	9,138	0	9,375	19,000
5451 Retiree Health Insurance	6,497	0	0	0
5455 Premiums for Excess Coverage	293,818	323,200	296,800	311,480
5460 Liability Claims	189,515	400,000	160,000	350,000
5490 Other Insurance	2,276	0	1,226	0

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
RISK MANAGEMENT

FUND
LIABILITY SELF INSURANCE FUND

ORGKEY
602133

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SERVICES (CONT)</u>				
5570 Office Equip & Furn Rent	0	1,540	1,540	1,540
5880 Special Contractual Services	10,479	0	0	0
TOTAL SERVICES	1,143,900	1,401,479	1,003,216	1,209,338
<u>SUPPLIES</u>				
6140 Office Supplies	244	400	300	300
TOTAL SUPPLIES	244	400	300	300
 FUND TOTAL	 1,274,058	 1,518,826	 1,106,600	 1,325,700

**City of Redlands
2012-2013
Adopted Budget**

**Human Resources
Workers' Compensation Division**

Program Description:

The City of Redlands is self-insured for its workers' compensation and contracts with a third party administrator (TPA) whose focus is to keep abreast of the continually changing Workers' Compensation laws and regulations, assure that the City maintains compliance with these changes, and most importantly facilitates the care needed to return the employee to their pre-injury status. The Workers' Compensation program provides employee treatment through a wide network of healthcare practitioners. In an effort to reach the goal of returning an employee to their pre-injury productivity the City, whenever possible, provides modified duty. Modified duty allows the employee to remain an active and productive member of the organization while still recuperating from their injury.

Program Objectives:

- Monitor the performance of the City's TPA for efficiency, service standards and cost-effectiveness;
- Analyze accident data, identify root causes, and coordinate with the department on implementation of programs to reduce the number of work related injuries and illnesses;
- Review status of claims with the TPA adjuster and City's legal counsel;
- Administer the Disability and Industrial Disability Retirement programs in a fiscally responsible manner;
- Facilitate an early return-to-work (RTW) for those employees able to work modified duty; and
- Mitigate potential claims by addressing work/health issues brought forward by employees.

City of Redlands

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Adopted Budget

DEPARTMENT/DIVISION
WORKERS' COMPENSATION

FUND

WORKERS' COMPENSATION FUND

ORGKEY

606175

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	56,912	55,024	53,694	65,059
4010 Overtime Salaries	801	0	421	0
4015 Banked Leave Buy Back	317	1,317	746	1,501
4050 Pension Contributions	10,763	11,596	11,164	14,060
4051 Fica/Medicare	3,695	4,097	3,728	4,831
4053 Deferred Compensation	1,640	1,677	1,260	1,703
4055 Health/Dental Insurance	6,074	7,714	8,214	10,286
4058 Unemployment Insurance	315	239	187	260
4059 Life Insurance	34	35	33	38
4081 Eyecare Reimbursement	0	124	124	135
4085 Other Taxable Benefits	1,336	45	125	300
TOTAL SALARIES AND BENEFITS	81,887	81,867	79,696	98,173
<u>SERVICES</u>				
5034 Collection Agent/Bank Fees	40	0	7	0
5140 Legal Services	69,818	65,000	70,000	70,000
5190 Other Professional Services	18,300	18,500	18,500	18,500
5240 Meeting & Professional Devlpmt	0	140	0	0
5255 Travel Expense Reimbursement	0	1,000	100	500
5275 Postage	22	30	30	30
5303 Telephone	258	300	300	300
5395 Info Technology Services Charges	1,309	1,204	1,204	920
5451 Retiree Health Insurance	6,497	5,505	10,730	10,730
5455 Premiums for Excess Coverage	97,816	107,600	90,982	95,550
5480 Worker's Comp Claims	1,507,033	750,000	875,000	800,000
5570 Office Equip & Furn Rent	3,172	3,172	3,435	3,435
5722 Penalties and Interest	20	0	20	0
5800 Subscriptions & Memberships	0	100	0	100
5840 Training	0	9,331	0	9,350
5870 General Govt Service Charge	49,298	49,298	49,298	37,287

City of Redlands
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DEPARTMENT/DIVISION
WORKERS' COMPENSATION

<u>FUND</u>					<u>ORGKEY</u>
WORKERS' COMPENSATION FUND					606175
	2010-11	2011-12	2011-12	2012-13	
	ACTUAL	ADJUSTED	12 MONTH	COUNCIL	
	(AUDITED)	BUDGET	ESTIMATED	ADOPTED	
<hr/>					
<u>SERVICES (CONT)</u>					
5880 Special Contractual Services	111,925	119,932	131,845	140,000	
TOTAL SERVICES	<hr/> 1,865,508	<hr/> 1,131,112	<hr/> 1,251,451	<hr/> 1,186,702	
<u>SUPPLIES</u>					
6140 Office Supplies	109	300	150	300	
TOTAL SUPPLIES	<hr/> 109	<hr/> 300	<hr/> 150	<hr/> 300	
DIVISION TOTAL	1,947,504	1,213,279	1,331,297	1,285,175	

City of Redlands
2012-2013
Adopted Budget

Human Resources
Safety Division

Program Description:

Employee safety is an organizational responsibility first and foremost, but also a personal responsibility. This becomes more apparent as staffing levels dwindle. However the Safety Division of the Human Resources Department is responsible for providing the tools and information necessary for each City division to function at its optimal safety level. To this end we facilitate the required training our employees are required to maintain in order to continue working in compliance with OSHA and other regulatory agencies.

Program Objectives:

- Provide a safe work environment for City employees;
- Comply with OSHA mandates for training and reporting;
- Review and update the City's Injury and Illness Prevention Program;
- Instill the advantages of safe work behavior in every employee, every day;
- Furnish information and resources to departments to develop programs that will help enable them to realize a reduction in the number of preventable injuries; and
- Coordinate and oversee the City's Safety Committee, develop and implement goals and objectives.

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
SAFETY PROGRAM

FUND WORKERS' COMPENSATION FUND **ORGKEY** 606176

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	36,346	37,302	25,552	29,858
4010 Overtime Salaries	535	535	175	0
4015 Banked Leave Buy Back	317	892	276	689
4050 Pension Contributions	6,871	1,858	5,277	6,450
4051 Fica/Medicare	2,536	2,841	1,801	2,241
4053 Deferred Compensation	1,103	1,140	550	661
4055 Health/Dental Insurance	4,033	4,758	3,643	4,209
4058 Unemployment Insurance	218	174	108	130
4059 Life Insurance	25	25	15	19
4081 Eyecare Reimbursement	0	90	90	68
4085 Other Taxable Benefits	469	45	103	255
TOTAL SALARIES AND BENEFITS	52,453	49,659	37,590	44,581
<u>SERVICES</u>				
5180 Medical/Physicals	2,006	9,500	1,350	2,500
5255 Travel Reimbursement	0	125	50	100
5270 Printing and Binding	0	400	0	400
5840 Training	1,140	12,500	10,000	7,500
5870 General Govt Service Charge	6,856	6,856	6,856	4,934
TOTAL SERVICES	10,002	29,381	18,256	15,434
<u>SUPPLIES</u>				
6130 Books & Supplies	1,702	1,500	911	1,000
6140 Office Supplies	0	150	150	150
6510 Small Tools & Equipment	435	2,000	0	1,000
6590 Special Departmental Supplies	0	250	100	250
TOTAL SUPPLIES	2,137	3,900	1,161	2,400
DIVISION TOTAL	64,592	82,940	57,007	62,415

City of Redlands
2012-2013
Adopted Budget

Human Resources
Training Division

Program Description:

The Human Resources Department is responsible for coordination and oversight of citywide employee training. Focus is directed toward employee development that will apply throughout all levels of the organization to meet necessary skills and provide a network of mentoring and leadership training.

Program Objective:

City Of Redlands Employees

- Provide a comprehensive menu of training programs to educate employees and ensure fluid transition for the future, including:
 - Supervisory Training
 - Employee Training
 - Employee Orientation
 - Leadership Development
- Continue to enhance and utilize technology based management of training programs and training records;
- Continue compliance with State and Federal training mandates; and
- Educational programs to encourage individual professional development and growth.

City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
TRAINING PROGRAM

FUND
WORKERS' COMPENSATION FUND

ORGKEY
606177

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SALARIES AND BENEFITS</u>				
4000 Full Time Salaries	36,339	40,122	29,062	29,858
4010 Overtime Salaries	584	0	630	0
4015 Banked Leave Buy Back	11,860	959	3,083	689
4050 Pension Contributions	6,213	7,185	5,818	6,450
4051 Fica/Medicare	3,350	3,062	2,292	2,241
4053 Deferred Compensation	1,179	1,199	1,324	661
4055 Health/Dental Insurance	4,527	4,293	3,901	4,209
4058 Unemployment Insurance	341	174	108	130
4059 Life Insurance	25	25	22	19
4081 Eyecare Reimbursement	0	90	90	68
4085 Other Taxable Benefits	476	45	185	255
4086 Tuition Reimbursement	244,530	225,000	265,000	100,000
TOTAL SALARIES AND BENEFITS	309,424	282,154	311,515	144,581
<u>SERVICES</u>				
5103 Software Support and Maintenance	0	565	0	600
5190 Other Professional Services	0	1,000	0	0
5240 Meeting & Professional Devlpmt	5,453	30,000	30,000	20,000
5255 Travel Reimbursement	797	1,000	0	0
5270 Printing and Binding	0	1,500	0	1,000
5722 Penalties and Interest	0	0	100	0
5800 Subscriptions & Memberships	0	2,854	0	0
5840 Training	41,796	22,000	22,000	29,000
5870 General Govt Service Charge	6,856	6,856	6,856	12,371
5880 Special Contractual Services	12,170	5,000	3,200	10,000
TOTAL SERVICES	67,072	70,775	62,156	72,971

City of Redlands
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Adopted Budget

DEPARTMENT/DIVISION
TRAINING PROGRAM

FUND
WORKERS' COMPENSATION FUND

ORGKEY
606177

	2010-11 ACTUAL (AUDITED)	2011-12 ADJUSTED BUDGET	2011-12 12 MONTH ESTIMATED	2012-13 COUNCIL ADOPTED
<u>SUPPLIES</u>				
6590 Special Departmental Supplies	0	200	0	200
TOTAL SUPPLIES	0	200	0	200
DIVISION TOTAL	376,496	353,129	373,671	217,752
FUND TOTAL	2,388,592	1,649,348	1,761,975	1,565,341

