# MANAGEMENT SERVICES MISSION

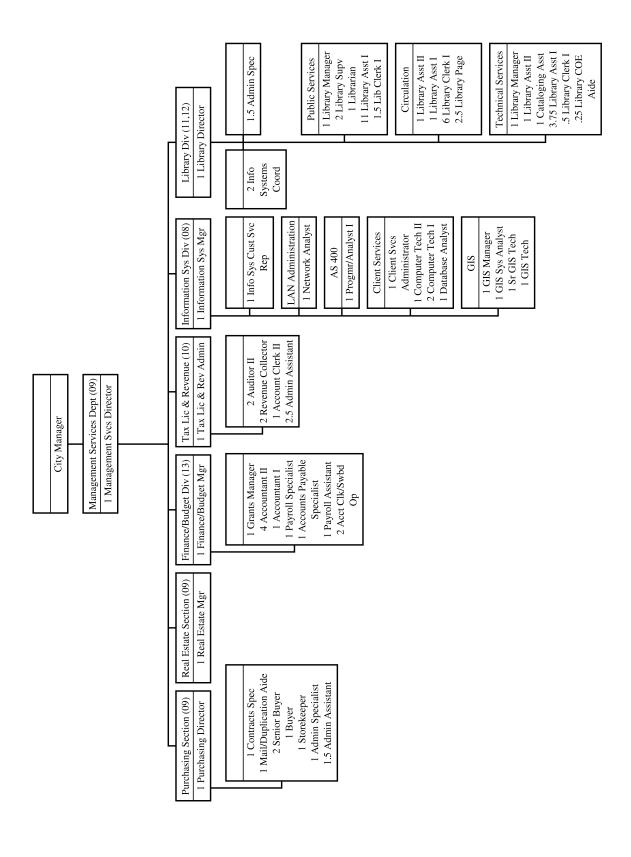
The mission of the **Management Services Department** is threefold as a provider of internal service functions, library services, and enforcement of the sales tax code. The mission of the internal service functions are to provide services to all City divisions and employees which will assist the users in making informed decisions and reasonably allocating resources. As an enforcement division, sales tax provides services to citizens and businesses that ensure compliance with all licensing, sales tax, audit, and collection codes.

The mission of the **Information Systems Division** is to ensure City staff has the necessary resources (hardware/software) to access available data and geographical information which will assist staff in making informed decisions and to ensure the City's data resources are protected through sound security and disaster recovery management methodologies. Information Systems provides system analysis, software development, and product evaluation.

The mission of the **Tax**, **Licensing**, **and Revenue Division** is to ensure compliance with the City's Business License ordinances and assist the public so that tax-reporting problems can be avoided.

The mission of the **Flagstaff City-County Public Library** is to provide residents of the City of Flagstaff and Coconino County with access to available recorded knowledge, which will assist them to meet their informational, recreational, educational, and cultural needs. The Library staff will deliver services to users in a professional, timely, and courteous manner.

The mission of the **Finance and Budget Division** is to ensure that City's financial resources are protected through sound financial management, including allocation of resources consistent with community goals and providing timely, accurate, and reliable information that will assist in making informed decisions.



The mission of the Information Services Division is to ensure City staff has the necessary resources (hardware/software) to access available data and geographical information which will assist staff in making informed decisions and to ensure the City's data resources are protected through sound security and disaster recovery management methodologies. Information Systems provides system analysis, software development, and product evaluation.

# PROGRAM DESCRIPTION

This Division provides design, development, and operational assistance in meeting the management information needs of the City Council and staff. These objectives are met through various computer applications, which are modified, maintained, and updated on an ongoing basis to provide accurate information in a timely manner.

# **FY 04 GOALS AND RESULTS**

# GOAL: CUSTOMER SERVICE

- RESULTS:
- Implementation of private wireless network for City of Flagstaff remote locations: Completed.
- Support of Stormwater, Rio de Flag Projects, Utilities Model (water/sewer) projects: Ongoing
- Deployment of desktops and upgrade of existing desktops to Windows 2000 Pro and MS Office: Completed.
- Support of Permit Tracking Applications (KIVA): Ongoing
- Implementation of Firehouse Enterprise Version: Completed
- Upgrade of HTE applications to latest version: Completed
- Upgrade of AS400 operating system: Completed
- Replacement of network Cisco core switch with redundant core switch configuration: In progress
- Replacement of network Cisco switches located in City Hall Computer Room, City Hall West Wing wiring closet, and Bank One wiring closet. In progress.
- Replacement of Novell Border Manager firewall with redundant Cisco PIX firewalls. In progress.
- Implementation and maintenance of network security management/monitoring applications. Ongoing

- Implementation of Intranet mapping application.
- Implementation of utilities water and sewer mapping application.

# GOAL: ORGANIZATION SUPORT RESULTS:

- Training of Information Technology staff: Ongoing
  - Certification acquired during FY04: Certified xioTECH engineer, Cisco Certified network Associate (CCNA),
  - Conduct training of City staff in beginning Microsoft (MS) 2000, MS Word, MS Excel, MS PowerPoint, Novell GroupWise, LaserFiche, and AS400 emulation. Ongoing.

### **FY 05 GOALS AND OBJECTIVES**

# GOAL: CUSTOMER SERVICE OBJECTIVES:

- Ensure the delivery of digital data to City of Flagstaff staff.
  - Continue maintenance and upgrade of the City's network infrastructure.
  - Replacement of AS400 with AS400 ISeries.
  - Conversion of network operating system from Novell to Microsoft.
  - Conversion of City's email application from Novell GroupWise to Microsoft Exchange (Outlook)
  - Timely updates of various applications THE, KIVA, Land Development, RecTrac, Etc.
  - Conversion to cluster (redundant) server technology for critical servers/applications (system redundancy).
  - Implementation of disk storage mirroring.

# **GOAL:** ORGANIZATIONAL SUPPORT OBJECTIVES:

- Perform daily backup of all data files and maintenance of off site storage.
- Maintenance of image library of PC hard drives.
- Maintenance of firewalls as needed and ongoing evaluation of security techniques.
- Ensure users compliance with existing password policies by conducting periodic audits of passwords.
- Continued training and certification of Information Systems staff to ensure employees knowledge and skills are at a level that is relevant to the technology utilized by the City of Flagstaff.

- Provide training resources to Information Systems staff to ensure employees knowledge base and skills related to information technology security are at their highest level, thereby allowing staff to secure the City's data assets from outside intrusion and denial of services, insure confidential data is not compromised, and prevention of identity theft.
- Provide training resources to City staff for Microsoft (MS) 2000, MS Word, MS Excel, MS PowerPoint, Novell GroupWise, LaserFiche, and AS400 emulation.

PERFORMANCE INDICATORS	CY 02	CY03	CY04 EST.
Completion of service request within 5 working days	98%	95%	95%
User operational within two working days of receipt of completed user ID forms	98%	99%	99%
Maintain a 98% up time for all computer systems AS400/LAN/WAN	95%	95%	95%
Perform daily backups of all data files and maintenance of off-site storage	100%	100%	100%
Installation and testing of City of Flagstaff private wireless network	N/A	Completed	
Upgrade of Novell and AS400 operating systems to current versions	Completed	Completed	
Replacement of City Hall network switching equipment	N/A	N/A	Completed
Replacement of AS400	N/A	N/A	12/31/04
Timely updates of various applications (HTE, KIVA, RecTrac, etc)	Completed	Completed	12/31/04
Conversion to cluster server technology for critical application	25% Completed	25% Completed	50% Estimated
Security audit of City's computer infrastructure	N/A	N/A	9/30/04
Security of City of Flagstaff private wireless network	N/A	Completed	

<b>EXPENDITURES BY CATEGORY:</b>											
	Actual Expenditures 2002-2003		Adopted Budget 2003-2004			Estimated Expenditures 2003-2004		Proposed Budget 2004-2005		Budget-Budget Variance	
PERSONAL SERVICES CONTRACTUAL COMMODITIES CAPITAL TOTAL	\$ <b>\$</b>	645,213 227,943 63,465 - <b>936,621</b>	\$ <b>\$</b>	744,680 378,260 37,300 - <b>1,160,240</b>	\$ <b>\$</b>	691,373 410,871 54,826 - 1,157,070	\$ <b>\$</b>	817,644 425,420 50,250 - <b>1,293,314</b>	\$	72,964 47,160 12,950 - 133,074	
IOIAL	<u> </u>	300,021	<u> </u>	1,100,240	<u> </u>	1,107,070	<u> </u>	1,230,014	<u> </u>	100,074	
EXPENDITURES BY PROGRAM:											
GENERAL ADMINISTRATION AS 400 CLIENT SERVICES LAN/WAN GIS TOTAL	\$ <b>\$</b>	193,031 137,837 162,785 189,412 253,556 <b>936,621</b>	\$ <b>\$</b>	285,247 169,684 172,017 232,701 300,591 <b>1,160,240</b>	\$ <b>\$</b>	227,354 184,357 187,475 286,247 271,637 <b>1,157,070</b>	\$ <b>\$</b>	296,540 181,648 225,172 282,370 307,584 <b>1,293,314</b>	\$	11,293 11,964 53,155 49,669 6,993 133,074	
SOURCE OF FUNDING:	GENERAL FUND LIBRARY FUND HIGHWAY USER REVENUE FUND WATER AND WASTEWATER FUND STORMWATER FUND AIRPORT FUND ENVIRONMENTAL SERVICES FUND						\$ <b>\$</b>	953,862 15,567 49,493 165,617 11,514 17,002 80,259 <b>1,293,314</b>			

The Information Systems operating budget has increased 11% and there are no capital expenditures. Personal Services increases are due the addition of one FTE Computer Tech I \$39,344 and to market, merit and insurance increases. Contractual and Commodities increases are for computer maintenance costs of \$38,900 plus \$14,000 for additional computer equipment.

The mission of the Management Services Department is threefold as a provider of internal service functions, library services, and enforcement of the sales tax code. The mission of the internal service functions are to provide services to all City divisions and employees which will assist the users in making informed decisions and reasonably allocating resources. As an enforcement division, sales tax provides services to citizens and businesses that ensure compliance with all licensing, sales tax, audit, and collection codes.

#### PROGRAM DESCRIPTION

The Management Services Division is responsible for the general administration of Finance/Budget, Sales Tax, Information Systems, and Library Divisions. The Purchasing function and Real Estate Management function are also within this division.

# **FY 04 GOALS AND RESULTS**

# GOAL: FISCAL HEALTH RESULTS:

- CIP Plan Worked with CIP on the five-year capital plan for presentation to Council in April.
- Procurement Code Worked with CID in the development of the process, procedures and contracts for the use of alternative construction services. This information will be incorporated into the new City's procurement code.
- Bonds Analysis of various bond projects scenarios was performed in addition to economic analysis of the projects for the Council. Bond Advisory task force items have been placed on the May ballot.
- Bonds Met with groups throughout the community to educate the public on the bond financing proposals.

# **FY 04 ADDITIONAL ACCOMPLISHMENTS**

- Maintained current bond ratings.
- Worked with Alliance members on numerous cooperative purchases.
- Established a presence on the City's Web site.
- Completed the RFP process and awarded a contract for a Comprehensive Energy Audit and Management Program for the City of Flagstaff.
- Worked with Public Works to restructure the process for securing of street light maintenance services. By changing the process we estimate a cost savings of \$60,000 for the first year.

- Completed a desk audit with the IRS with no findings on the 1997 General Obligation bonds – arbitrage rebate compliance.
- Worked with the IT division and various department staff to develop a framework for service delivery.

### **FY 05 GOALS AND OBJECTIVES**

# GOAL: FISCAL HEALTH

**OBJECTIVES:** 

- Complete the development and implementation of a formal procurement code, incorporating alternative methods of procurements for construction services and address the use of recycled products and green building concepts.
- Continue work with the developer on the evaluation and implementation of the Hotel/Conference center proposals.

# GOAL: QUALITY OF LIFE

OBJECTIVES:

- Provide timely acquisitions of parcels for CIP projects.
- Implement the results of the May 18, 2004 bond election.

# GOAL: CUSTOMER SERVICE

**OBJECTIVES**:

- Continue to foster a high level of customer service delivery in all areas.
- Work with departments on a strategic plan for IT services and technology delivery.

PERFORMANCE INDICATORS	CY02	CY03	CY04 EST.
Complete and process Request for Quotes into purchase orders within ten days from receipt of complete and adequate information from requisition.	N/A	N/A	90%
Have formal bid requests completed and the purchase order issued within 75 days after receipt of al necessary information and a requisition	N/A	N/A	95%
Inventory record accurate	N/A	N/A	98%

<b>EXPENDITURES BY CATEGORY:</b>											
	Γv	Actual		Adopted	_	Estimated Expenditures		Proposed		act Dudget	
		penditures 002-2003		Budget 2003-2004		2003-2004		Budget 2004-2005		Budget-Budget Variance	
PERSONAL SERVICES	\$	641,281	\$	704,486	\$	633,865	\$	682,626	\$	(21,860)	
CONTRACTUAL		28,362		34,623		32,165		36,851		2,228	
COMMODITIES		7,645		10,020		9,843		10,145		125	
CAPITAL								18,000		18,000	
TOTAL	\$	677,288	\$	749,129	\$	675,873	\$	747,622	\$	(1,507)	
EXPENDITURES BY PROGRAM:											
GENERAL ADMINISTRATION	\$	161,416	\$	196,760	\$	145,942	\$	158,190	\$	(38,570)	
PURCHASING		327,124		369,393		343,799		383,736		14,343	
MAIL SERVICES		23,098		24,267		23,794		42,859		18,592	
BOND & SURETY ADMIN		7,948				6,529				-	
WAREHOUSE		80,765		75,956		76,238		78,455		2,499	
PROPERTY MANAGEMENT TOTAL	\$	76,937 <b>677,288</b>	\$	82,753 <b>749,129</b>	\$	79,571 <b>675,873</b>	\$	84,382 <b>747,622</b>	\$	1,629 (1,507)	
IOTAL	Ψ	011,200	<u> </u>	743,123	<u>Ψ</u>	070,070	<b>—</b>	141,022	Ψ	(1,507)	
SOURCE OF FUNDING:											
	_	IERAL FUND	)				\$	367,413			
		RARY FUND						23,371			
		HWAY USEF						123,979			
		ΓER AND W <i>A</i> PRMWATER	_	_	ט			172,074			
		PORT FUND						1,172 14,540			
		IRONMENTA		RVICES FUN	ID			45,073			
	,,,	II COLUMNICION	"L OLI	TOLOT OF			\$	747,622			
							-	,			
OOMMENITARY							•				

The Management Services operating budget has decreased 3% and capital expenditures total \$18,000 resulting in a overall decrease of less than 1%. Personal costs have decreased due to the net effect of increases for employee market, merits, and health insurance costs and the elimination of one position in teh division. Capital expenditures of \$18,000 is for a automated mailing system.

The mission of the Tax, Licensing and Revenue division is to ensure compliance with the City's Business License ordinances and assist the public so that tax-reporting problems can be avoided.

### PROGRAM DESCRIPTION

The Tax, Licensing, and Revenue division is responsible for the licensing of new businesses and the collection of delinquent sales tax and business license accounts. Division staff disseminates City and State sales tax information to the taxpayers. This division is responsible for the collection of delinquent utility billings, delinquent library accounts, City Court fines, parking tickets, miscellaneous city billings and NSF checks. Staff has the responsibility to bill for the miscellaneous receivable accounts. This division also invests excess funds as allowed by the City Investment Policy.

# **FY 04 GOALS AND RESULTS**

# GOAL: CUSTOMER SERVICE

**RESULTS:** 

Continue the taxpayer education seminars: Held five seminars with 106 attendees for new businesses in conjunction with the Arizona Department of Revenue, Department of Economic Security and Internal Revenue Service.

# **GOAL: FISCAL HEALTH** RESULTS:

- ❖ Take an in-depth look at the cost/benefits of scanning sales tax returns and license applications to the Laser Fiche. If this project is feasible it will eliminate the need to store applications and tax returns on sight and provide staff with immediate access to the information on their personal computers.
- ❖ Invest excess city funds and achieve a rate of return greater than that provided by the Local Government Investment Pool operated by the State Treasurer's Office. The funds invested in FY 04 will exceed the returns from the investment pool by more than \$500,000.

# **FY 04 ADDITIONAL ACCOMPLISHMENTS**

Since the division took over all of the keypunching of the information reported to the City on sales tax returns, we have been able to close out each month for the past twelve months in a timely manner.

- Continue to research the returned mail from sales tax mailers, update the files and reduce wasted postage on tax returns sent to businesses that are no longer in business.
- Acquired a new software program that allows staff to bill the semi-annual charges for Special Improvement Districts and provide year-end tax information guicker than we were able to before
- Review and provide analysis of state legislation that financially affects the city.

# **FY 05 GOALS AND OBJECTIVES**

# GOAL: CUSTOMER SERVICE

**OBJECTIVES:** 

- Continue the taxpayer education seminars.
- Send audit evaluation forms to taxpayers to obtain feedback on our customer service level.
- Stay up to date on retiree health insurance issues and legislation.

# GOAL: FISCAL HEALTH

**OBJECTIVES:** 

Reduce sales tax and miscellaneous receivables delinquencies.

Invest city funds and achieve a rate of return exceeding that of the Local Government Investment Pool while investing in low risk investment.

PERFORMANCE INDICATORS	CY01	CY02	CY04 EST.
Issued Occupational and Sales Tax Licenses	1,241	1,398	1,500
Processed sales tax returns	28,619	28,750	30,475
Performed sales tax audits (FY)	57	63	65
Sales tax delinquencies as a percent of budgeted sales tax revenue	1.1%	1.0%	1.3%
Collection of delinquent miscellaneous receivable accounts	65%	53%	65%
Collection of delinquent parking tickets	60%	70%	60%
Collection of delinquent utilities payments	40%	43%	45%

EXPENDITURES BY CATEGORY:											
	Actual Expenditures 2002-2003		Adopted Budget E 2003-2004			Estimated Expenditures 2003-2004		Proposed Budget 2004-2005		Budget-Budget Variance	
PERSONAL SERVICES CONTRACTUAL COMMODITIES CAPITAL TOTAL	\$ <b>\$</b>	429,852 29,368 13,355 - 472,575	\$ <b>\$</b>	447,748 30,200 15,095 - 493,043	\$ <b>\$</b>	455,544 34,871 15,053 - <b>505,468</b>	\$ <b>\$</b>	476,478 39,571 15,225 - <b>531,274</b>	\$	28,730 9,371 130 - 38,231	
EXPENDITURES BY PROGRAM:											
GENERAL ADMINISTRATION AUDIT COLLECTIONS LICENSING AND CLERICAL ACCOUNTS RECEIVABLE TOTAL	\$ <b>\$</b>	131,701 139,660 90,450 67,710 43,054 <b>472,575</b>	\$ <b>\$</b>	136,637 146,390 95,389 68,216 46,411 <b>493,043</b>	\$ <b>\$</b>	143,291 146,996 95,268 74,674 45,239 <b>505,468</b>	\$ <b>\$</b>	155,569 151,528 99,819 76,549 47,809 <b>531,274</b>	\$	18,932 5,138 4,430 8,333 1,398 38,231	
SOURCE OF FUNDING:	GENERAL FUND LIBRARY FUND HIGHWAY USER REVENUE FUND WATER AND WASTEWATER FUND AIRPORT FUND ENVIRONMENTAL SERVICES FUND							435,962 14,715 921 20,632 23,839 35,205 531,274			

The Tax, Licenses, and Revenue Collection operating budget has increased 8% and there are no capital expenditures. Personal services increases are due to market, merit, and insurance cost increases. Contractual and commodities increases are for travel, postage, Hearing costs and office equipment.

The mission of the Flagstaff City-County Public Library is to provide residents of the City of Flagstaff and Coconino County with access to available recorded knowledge, which will assist them to meet their informational, recreational, educational, and cultural needs. The Library staff will deliver services to users in a professional, timely, and courteous manner.

# **PROGRAM DESCRIPTION**

The City-County Library is a jointly funded public library administered by the City of Flagstaff and financed by both the City of Flagstaff and Coconino County. The Library provides residents of the City and County with access to available recorded knowledge that will assist them in meeting their informational, recreational, educational, and cultural needs. The Library staff is committed to delivering services to users in a professional, timely and courteous manner.

# **FY 04 GOALS AND RESULTS**

# GOAL: COLLABORATION

**RESULTS:** 

Work with Flagstaff Medical Center, the Flagstaff Community Foundation, and Literacy Volunteers of Coconino County on a new literacy program. Our new program, "Literacy Begins at Home" will fund distribution of books to low income families through collaboration with various local and Coconino County agencies.

# **GOAL:** QUALITY OF LIFE RESULTS:

- Proactively meet the community's need for materials and information. By popular request, the Library now has sizable collections of DVD's and books on CD. Extensive maintenance was done on the collections of materials in all formats in order to make them more usable and up to date.
- Develop new collections, services and programs for the East Flagstaff Community Library. This library now has a variety of programs for all ages and a new music CD collection.
- Create an after-school program in the Tuba City Public Library. A new program is about to be launched in cooperation with Libraries for the Future, the Arthur M. Blank Foundation, and the Arizona Community Foundation.

# GOAL: FISCAL HEALTH RESULTS:

- Write a technology plan for the Main and East Flagstaff branches of the Library. This has been accomplished and is an ongoing project.
- Continue to seek out funding opportunities made by grant making organizations to enhance collections and improve services. A wellness and literacy grant from Libraries for the Future entitled "Family Place" will fund parent/child workshops for families with children 1-3 years and fund the purchase of age appropriate equipment and parenting materials. Users of both branches of the Flagstaff Library and the Tuba City Public Library will benefit from this grant.

### **FY 04 ADDITIONAL ACCOMPLISHMENTS**

- Approximately 1,301 young people participated in the Summer Reading Program.
- With the help of dedicated and knowledgeable volunteers and two library staff members, 471 members of public attended 95 computer classes.
- "Teen Zones" were created with the help of the Teen Council in both the Main Library and East Flagstaff Community Library.
- Staff applied for Universal Service Fund discounts for telecommunications (e-rate) for Tuba City, Fredonia, and Flagstaff. Approximately savings will be:

Tuba City 2,200 Fredonia 1,100 Flagstaff 10,000

- ❖ Technical Services staff worked with the Reference Manager to evaluate and contain the periodicals collection to make it more accessible usable for the public.
- ❖ The East Flagstaff Community Library is busy and popular, and the partnership with Coconino Community College continues to develop.
- ❖ Library staff created an Internet user fee for people who don't have or qualify for a Library card. We are collecting approximately 20 – 60 dollars per day.

# **FY 05 GOALS AND OBJECTIVES**

# GOAL: COLLABORATION OBJECTIVES:

Continue to nurture the Library's partnership with the Community College, in particular the Small Business Development Center and the Information Resources Center. Strengthen the relationship with the Nonprofit Resource Center of Northern Arizona and its founding agencies.

# **GOAL: QUALITY OF LIFE**

### **OBJECTIVES:**

- Continue to proactively meet the community's need for materials and information.
- Recruit and train additional volunteers to assist the public with the use of library computers.
- Create and promote new programs and services for the public at the East Flagstaff Community Library.

# **GOAL:** FISCAL HEALTH OBJECTIVES:

- Develop and configure a comprehensive plan to assist the City of Flagstaff in collection agency billing for lost library materials.
- Continue to seek out funding opportunities made by grant making organizations to enhance collections and improve services.

# **DIVISION 11-LIBRARY OPERATIONS**

EXPENDITURES BY CATEGORY:										
EXPENDITURES BY CATEGORY:		Actual		Adopted	r	Estimated		Proposed		
	г.	xpenditures		•	_	esumated openditures		•	Dua	last Budget
		2002-2003	,	Budget 2003-2004	2003-2004		١,	Budget 2004-2005	Budget-Budget Variance	
DEDOOMAL OFFINION										
PERSONAL SERVICES	\$	1,561,749	\$	1,604,753	\$	1,609,702	\$	1,756,869	\$	152,116
CONTRACTUAL		329,240		361,625		368,208		383,723		22,098
COMMODITIES		394,477		342,293		322,298		375,267		32,974
CAPITAL		421,704		158,394		1,150		348,394		190,000
TOTAL	\$	2,707,170	\$	2,467,065	\$	2,301,358	\$	2,864,253	\$	397,188
EXPENDITURES BY PROCESS.										
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION	\$	385,452	\$	442,557	\$	396,936	\$	708,489	\$	265,932
TECHNICAL SERVICES		589,623		562,342		533,658		588,177		25,835
PUBLIC SERVICES		968,210		1,053,594		943,954		1,081,363		27,769
COUNTY JAIL		33,385		48,000		46,543		48,000		_
COUNTY BOOKMOBILE		29,019		42,050		41,656		42,050		_
FOREST LAKES LIBRARY		27,985		43,175		34,034		62,726		19,551
TUBA CITY LIBRARY		102,236		102,490		106,923		139,910		37,420
SUPAI LIBRARY		5.458		5.500		5,505		5.500		, -
EAST FLAGSTAFF LIBRARY		-		156,482		176,856		177,163		20,681
MAIN LIBRARY AUTOMATION		13,993		10,875		11,322		10,875		_
E. FLAG COMMUNITY LIBRARY		158,171		-		3,585		_		_
E. FLAG LIBRARY REMODEL		393,638		_		386		-		_
TOTAL	\$	2,707,170	\$	2,467,065	\$	2,301,358	\$	2,864,253	\$	397,188
SOURCE OF FUNDING:										
Social of Foliation	LIB	RARY FUND					\$	2,864,253		
							\$	2,864,253		

### COMMENTARY:

The Library operating budget has increased 9% and capital expenditures total \$348,394 resulting in an overall net increase of 16%. Personal Services increases are due to employee market, merits, insurance cost increases, and the addition of .5 FTE for a Library Assistant I. Major capital (>\$10,000) includes carryforward of \$18,394 for furniture/millwork/shelving for East Flag Branch, \$240,000 for an air conditioning system at Main, \$40,000 for bathroom remodel at the main library, and \$50,000 for replacement of Palsmobile.

PERFORMANCE INDICATORS	CY02	CY03	CY04 EST.
Shelve materials promptly when returned	956,847	972,714	981,168
Borrowers check out materials in a timely fashion	278,066	288,237	294,002
Provide successful response to requests for information	141,055	132,459	135,968
Provide successful response to reference questions from youth	49,829	51,703	52,737
Provide adequate number of materials for users (per capita)	3.8	3.8	3.7
Catalog all new materials as they are received	22,816	21,637	19,690

# **DIVISION 12-LIBRARY GRANTS**

<b>EXPENDITURES BY CATEGORY:</b>											
	Actual			Adopted	_	stimated	Proposed				
	Expenditures			Budget		Expenditures		Budget		Budget-Budget	
		002-2003		003-2004		003-2004		004-2005	_	/ariance	
PERSONAL SERVICES	\$	67,839	\$	68,848	\$	68,848	\$	71,198	\$	2,350	
CONTRACTUAL		150,662		831,486		737,410		701,964		(129,522)	
COMMODITIES		15,920		-		31,106		37,300		37,300	
CAPITAL	_		•		•	- 027.204	•	-	Ф.	(00.070)	
TOTAL	<u>\$</u>	234,421	\$	900,334	\$	837,364	\$	810,462	\$	(89,872)	
EXPENDITURES BY PROGRAM:											
CENT'L ORAL HISTORY PROJ	\$	2.616	\$	_	\$	_	\$	_	\$	_	
COUNTY WIDE PROJECTS	•	179,989	•	900,334	,	810,827	Ţ	773,162	•	(127,172)	
LIBRARIES FOR THE FUTURE		18,321		-		-		-		-	
STATE GRANT-IN-AID 2002		2,743		-		-		-		-	
STATE GRANT N AID 2002-03		21,638		-		1,256		-		-	
CHILDREN IN POVERTY 02-03		9,114		-		-		-		-	
STATE GRANT-IN-AID 2004		-		-		25,000		-		-	
YOUTH ACCESS-TUBA CITY		-		-		281		8,500		8,500	
FAMILY PLACE GRANT		-		-		-		3,800		3,800	
STATE GRANT-IN-AID 2005		-						25,000		25,000	
TOTAL	\$	234,421	\$	900,334	\$	837,364	\$	810,462	\$	(89,872)	
DOUBLE OF FUNDING											
SOURCE OF FUNDING:	LIBR	ARY FUND					\$	810,462			
							\$	810,462			

The mission of the Finance/Budget division is to ensure that City's financial resources are protected through sound financial management, including allocation of resources consistent with community goals and providing timely, accurate, and reliable information that will assist in making informed decisions.

# PROGRAM DESCRIPTION

The Finance Division provides a variety of financial services to the Council and City staff. Services include accounting and financial reporting, budgeting, payroll, accounts payable, special financial analysis, grant management, citywide switchboard operations, and performance reporting.

# **FY 04 GOALS AND RESULTS**

# GOAL: FISCAL HEALTH

**RESULTS:** 

- GASB Statement No. 34 reporting requirements successfully implemented for the fiscal year ended June 30, 2003.
- Electronic Personnel Action forms successfully implemented citywide.
- Efforts continuing to implement the HTE budget system for the FY 2006 budget process.
- Grant funding dollars maintained in FY 2004.
- Credit card implementation continues to be researched to assure administrative costs can be effectively managed.
- User fees continue to be reviewed and implemented with Council direction. User fees implemented in FY 2004 includes residential square footage valuation increases, a Development and Review Board fee, and recreation fee increases.

# **FY 04 ADDITIONAL ACCOMPLISHMENTS**

- Received the GFOA Distinguished Budge Presentation award for the tenth year in a row.
- Received the GFOA Certificate of Achievement for Excellence in Financial Reporting for the ninth year in a row.
- ❖ Aided in the implementation of Hazardous Assignment pay for various divisions within the City.
- Processed and paid one-time salary adjustment to all benefit eligible staff.
- Monthly capital project reports developed to track financial status.
- Played integral role in implementing 5 year capital improvements program which was adopted by CTAC and the City Council.
- Issued procurement cards to 24 additional staff, for a total of 44 staff using procurement cards.
- Submitted 29 new grant applications in the amount of \$3.2 million, receiving grants totaling \$1.1 million.
- Worked with the Flagstaff Unified School District on a collaborative grant application for the Frances Short Pond Restoration project.
- Submitted information for the 4<sup>th</sup> year to ICMA for performance measurement

### **FY 05 GOALS AND OBJECTIVES**

# GOAL: FISCAL HEALTH

**OBJECTIVES** 

- Convert to the HTE budget system.
- Maintain grant funding at current level.
- Implement new user fees as directed by Council.
- Develop plan for retroactive infrastructure valuation to finalize GASB 34 compliance.

PERFORMANCE INDICATORS	CY02	CY03	CY04 EST.
Mandatory fee policy developed	NA	6/30/03	N/A
User fees implemented as designated by Council	NA	NA	Ongoing
Receive one grant for Rio de Flag project	NA	NA	0
Increase number of grant submittals	NA	NA	29

EXPENDITURES BY CATEGORY:										
	Actual Expenditures 2002-2003		Adopted Budget 2003-2004		Estimated Expenditures 2003-2004		Proposed Budget 2004-2005		Budget-Budget Variance	
PERSONAL SERVICES CONTRACTUAL COMMODITIES CAPITAL TOTAL	\$ <b>\$</b>	633,472 30,577 20,268 - <b>684,317</b>	\$ <b>\$</b>	687,593 30,710 18,220 - <b>736,523</b>	\$ <b>\$</b>	681,275 35,232 19,080 - <b>735,587</b>	\$ <b>\$</b>	734,980 36,635 19,600 - <b>791,215</b>	\$	47,387 5,925 1,380 - 54,692
EXPENDITURES BY PROGRAM:		00 1,011			<u> </u>		_	,		01,002
GENERAL ADMINISTRATION ACCOUNTING PAYROLL ACCTS PAYABLE/ RECEIVABLE BUDGET GRANTS ADMINISTRATION TOTAL	\$ <b>\$</b>	92,088 273,769 106,948 120,179 9,456 81,877 <b>684,317</b>	\$	106,350 299,032 112,734 128,703 5,150 84,554 <b>736,523</b>	\$ <b>\$</b>	100,008 296,698 115,326 127,786 7,487 88,282 <b>735,587</b>	\$ <b>\$</b>	125,579 319,202 117,477 136,628 7,525 84,804 <b>791,215</b>	\$	19,229 20,170 4,743 7,925 2,375 250 54,692
SOURCE OF FUNDING:	GENERAL FUND LIBRARY FUND HIGHWAY USER REVENUE FUND WATER AND WASTEWATER FUND STORMWATER FUND AIRPORT FUND ENVIRONMENTAL SERVICES FUND							498,994 52,292 41,078 120,184 242 34,275 44,150 <b>791,215</b>		

The Finance and Budget operating budget has increased 7% and there are no capital expenditures. Personal Services increase of 6% is due to market, merit and health insurance increases. Contractual and Commodities increase is for Registration and Travel \$4,150 and advertising costs of \$2,500.