

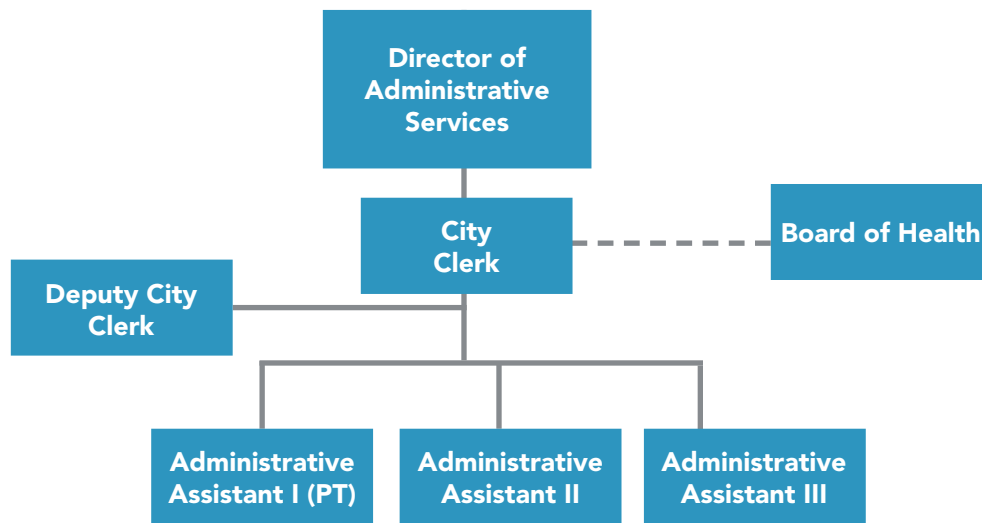
Administrative Services





Administrative Services

Administrative Services Organizational Chart



OVERVIEW

The Administrative Services Department was created in 2014 to integrate and strengthen the City's general internal support operations. The Director of Administrative Services is charged with administration of the City's financial affairs, human resource functions, records management, information technology and risk management.

City Clerk's Office

The City Clerk's Office has general and specialized responsibilities in many areas including Council management and support activities, maintenance of the City code and customer service. The City Clerk also supports the City's transparency efforts by preserving and providing access to documents, promoting citywide compliance with records retention and facilitating the legislative process.

2017-18 HIGHLIGHTS

- Provided administrative assistance and support during several staffing vacancies
- Restructured to provide support to other divisions and allow cross training
- Hired a Deputy City Clerk
- Researched records management system

BUDGET & INITIATIVES

Although Administrative Services includes Human Resources, Finance, the City Clerk's Office and IT Services, the budget allocates funding for only expenses that pertain to the Director of Administrative Services and the City Clerk's Office. Human Resources and IT have had separate budgets for some time and a new Finance budget is being recommended in FY19-FY20. As a result, the Administrative Services budget decreased by nearly 40%.

The hiring of a Deputy Clerk in FY18 will allow the City Clerk's staff to focus on cross training and efforts to improve customer service during the next budget cycle. In addition, a new records management system is anticipated to be purchased prior to the end of FY18 and implementation of the new system will be a top priority.

The following planned initiatives will be primarily absorbed in the FY19 & FY20 operating budget.

- Develop department operations plan that aligns with City's mission, vision, & values
- Continue to identify opportunities for cross-departmental collaboration
- Encourage employees to identify ideas and opportunities for improvement
- Evaluate strategies that will enhance employee engagement and satisfaction

Administrative Services

ADMINISTRATIVE SERVICES EXPENDITURE SUMMARY

	FY17 Actuals	FY18 Budget	FY18 Estimated Year-End	FY19 Proposed Budget	FY20 Proposed Budget	FY21 Projected Budget	FY22 Projected Budget	FY23 Projected Budget
PERSONNEL SERVICES								
Salaries - Full-Time	285,439	491,558	486,171	357,534	372,965	382,887	395,845	399,124
Salaries - Part-Time	54,043	13,624	16,795	14,033	14,559	15,105	15,671	16,259
Overtime Salaries	1,906	1,124	1,620	1,337	1,387	1,439	1,493	1,549
FICA	21,578	38,916	36,819	28,527	29,751	30,556	31,596	31,895
Insurance Charges	28,050	78,766	63,681	47,396	50,239	53,254	56,450	59,837
Pension	14,595	22,645	29,507	21,532	22,460	23,059	23,840	24,041
Pension/ICMA	3,210	8,069	-	-	-	-	-	-
SUBTOTAL	408,821	654,702	634,593	470,359	491,361	506,300	524,895	532,705
COMMODITIES								
Office Supplies	4,271	8,432	6,200	8,070	6,140	6,201	6,263	6,326
Books and Periodicals	253	540	200	400	408	412	416	420
Food Supplies	-	31	30	-	-	-	-	-
SUBTOTAL	4,524	9,003	6,430	8,470	6,548	6,613	6,679	6,746
CONTRACTUAL SERVICES								
Postage	2,088	4,387	2,300	3,132	3,195	3,227	3,259	3,292
Telephone	1,802	3,775	2,761	2,643	2,696	2,723	2,750	2,778
Utilities	9,994	14,484	12,727	7,497	7,647	7,724	7,801	7,880
Car Allowance	1,800	2,400	2,400	2,400	2,400	2,400	2,400	2,400
Legal Advertising	14	511	350	350	357	361	365	368
Printing	1,647	1,428	1,428	1,620	1,652	1,669	1,686	1,703
Dues and Subscriptions	990	2,795	1,790	2,102	2,144	2,165	2,187	2,209
Travel	3,282	8,828	6,900	7,530	11,931	9,875	10,072	10,273
Training	2,137	10,297	8,297	7,850	9,729	9,005	9,184	9,369
Other Contractual Services	1,737	3,493	1,000	2,008	2,048	2,089	2,131	2,174
Prof Services-Auditing	48,096	70,598	70,598	-	-	-	-	-
Professional Services-Legal	1,081	10,929	14,400	11,000	11,220	11,332	11,446	11,560
SUBTOTAL	74,668	133,925	124,951	48,132	55,019	52,570	53,281	54,006
OTHER CHARGES								
Other Charges	9,560	5,100	6,000	2,500	2,550	2,576	2,601	2,627
County Treasurer Fee	63,145	76,500	61,857	-	-	-	-	-
TOTAL	72,705	81,600	67,857	2,500	2,550	2,576	2,601	2,627
TOTAL EXPENDITURES	560,718	879,230	833,831	529,461	555,478	568,059	587,456	596,084

Finance

Finance Organizational Chart



OVERVIEW

The Finance Department is responsible for providing financial management leadership and coordination of all financial services of the City. The department works in partnership with other City departments to develop budgets, implement control measures and establish policies and procedures aimed at accurately accounting for, safeguarding and maximizing the value of City assets.

2017-18 HIGHLIGHTS

- Continued to expand the capabilities of the BS&A software
 - » decentralizing many functions
 - » streamlining processes
 - » increased real-time financial information
- Maintained Aa3 bond rating
- Monitored sales tax incentive refunds; forecasted sales tax revenue; and worked with State Department of Revenue to ensure sales tax is properly reported

BUDGET & INITIATIVES

Expenses associated with the Finance Division have most recently been included as part of the Administrative Services budget. It is recommended, however, that beginning in FY19, Finance expenses be presented as a separate budget to provide more transparency and accountability.

Following comments in the City's recent audit and the City's focus on more long-range planning, an additional staff position has been deemed necessary. As such, a Financial Analyst position is being recommended.

Other initiatives include:

- Comprehensive Annual Financial Report (CAFR) – \$16,000 (FY20)
- Complete long-range financial plan
- Update City's financial policies
- Assess and update City's budget and tax policies to evaluate sustainability of revenues
- Develop department operations plan

Finance

FINANCE EXPENDITURE SUMMARY

	FY17 Actuals	FY18 Budget	FY18 Estimated Year-End	FY19 Proposed Budget	FY20 Proposed Budget	FY21 Projected Budget	FY22 Projected Budget	FY23 Projected Budget
PERSONNEL SERVICES								
Salaries - Full-Time	-	-	-	224,142	232,547	242,087	249,746	253,467
Overtime Salaries	-	-	-	1,931	2,003	2,078	2,156	2,237
FICA	-	-	-	17,295	17,944	18,679	19,270	19,562
Insurance Charges	-	-	-	42,823	45,392	48,116	51,003	54,063
Pension	-	-	-	13,564	14,073	14,650	15,114	15,343
SUBTOTAL	-	-	-	299,755	311,959	325,610	337,289	344,672
COMMODITIES								
Office Supplies	-	-	-	3,280	1,500	1,500	1,500	1,500
Books and Periodicals	-	-	-	200	200	200	200	200
SUBTOTAL	-	-	-	3,480	1,700	1,700	1,700	1,700
CONTRACTUAL SERVICES								
Postage	-	-	-	1,343	1,356	1,370	1,384	1,397
Telephone	-	-	-	1,133	1,144	1,155	1,167	1,179
Prof Services - Other	-	-	-	-	15,000	-	-	-
Utilities	-	-	-	7,497	7,647	7,724	7,801	7,880
Legal Advertising	-	-	-	150	154	158	160	163
Printing	-	-	-	695	715	721	728	736
Dues and Subscriptions	-	-	-	520	520	520	520	520
Travel	-	-	-	4,174	4,258	4,343	4,430	4,519
Training	-	-	-	4,751	3,531	2,938	3,732	3,704
Prof Services-Auditing	-	-	-	60,000	62,500	65,000	65,000	65,000
SUBTOTAL	-	-	-	80,263	96,825	83,929	84,922	85,098
OTHER CHARGES								
Other Charges	-	-	-	3,222	2,128	2,128	2,128	2,128
County Treasurer Fee	-	-	-	76,396	76,691	83,247	92,819	98,050
SUBTOTAL	-	-	-	79,618	78,819	85,375	94,947	100,178
CAPITAL OUTLAY								
Other Capital Outlay	-	-	-	4,000	-	-	-	-
SUBTOTAL	-	-	-	4,000	-	-	-	-
TOTAL EXPENDITURES	-	-	-	467,116	489,303	496,614	518,858	531,648

Human Resources

Human Resources Organizational Chart



OVERVIEW

The Human Resources Department is responsible for the City's personnel management and employment services. This includes providing leadership, direction and support to City departments, responsibility for administering employee benefit programs, coordinating and delivering city-wide training, overseeing the compensation system and recruitment.

2017-18 HIGHLIGHTS

- Performance evaluation process and policy updates implemented based on employee feedback; refresher training was conducted for all employees
- Successful conversion of Flexible Spending Plan from Payflex to TASC
- Human Resources transitioned from a functional area to an independent department, which included hiring the City's first Human Resources Director in January 2018
- Since October 2016, Human Resources has processed postings and hired 93 employees for full time, part-time and seasonal positions and reviewed 750 applications for those positions
- Hiring managers have been trained on accessing and reviewing applicant data in the Infinity employee portal

BUDGET & INITIATIVES

As the Human Resource budget evolves, items continue to be identified that should be in the HR budget as opposed to elsewhere in the budget. An example of this relates to the Alliance for Innovation Transforming Local Government conference. This is part of our organization-wide effort to encourage and promote cross-departmental cooperation and collaboration. An increase of \$500 is also being requested for employee wellness activities.

Funding of \$40,000 is requested in FY19 and beyond for consultant services to be used as needed for professional services such as training, studies or other areas of need that might come up to maximize performance management. Work will continue on refining the performance management system to maximize functionality.

Other initiatives include:

- Develop department plan that aligns with the City's mission, vision and values
- Update Compensation Study in (\$20,000) FY20

Human Resources

HUMAN RESOURCES EXPENDITURE SUMMARY

	FY17 Actuals	FY18 Budget	FY18 Estimated Year-End	FY19 Proposed Budget	FY20 Proposed Budget	FY21 Projected Budget	FY22 Projected Budget	FY23 Projected Budget
PERSONNEL SERVICES								
Salaries - Full Time	45,214	129,852	70,000	151,731	159,778	166,614	170,564	174,663
Overtime	-	1,072	-	1,215	1,261	1,308	1,357	1,408
FICA	3,198	10,015	5,355	11,700	12,319	12,846	13,152	13,469
Insurance Charges	(3,685)	32,810	10,989	24,898	26,393	27,977	29,655	31,434
Pension	2,713	7,856	4,200	9,177	9,662	10,075	10,316	10,564
Self Insurance Expense	122,196	265,830	150,000	229,137	242,885	257,459	272,906	289,280
SUBTOTAL	169,636	447,435	240,544	427,858	452,298	476,279	497,950	520,818
COMMODITIES								
Office Supplies	597	715	600	1,175	700	707	714	721
Food Supplies	-	-	-	500	500	505	510	515
SUBTOTAL	597	715	600	1,675	1,200	1,212	1,224	1,236
CONTRACTUAL SERVICES								
Postage	-	-	500	500	500	510	515	520
Telephone Expense	-	-	9,720	1,080	1,080	1,080	1,080	1,080
Prof. -Other	-	5,100	1,000	15,000	15,000	15,150	15,302	15,455
Insurance and Bonds	361,284	328,313	328,000	344,729	361,965	365,585	369,241	372,933
Car Allowance	-	-	9,720	1,080	1,080	1,080	1,080	1,080
Printing	-	-	100	1,000	1,000	1,000	1,000	1,000
Dues & Subscriptions	605	3,549	1,515	2,397	2,397	2,421	2,445	2,469
Travel	1,767	12,201	2,500	13,760	15,387	13,998	14,277	14,393
Training	3,166	11,918	3,000	8,900	10,423	9,157	9,342	9,527
Other Contractual Services	71,410	98,897	57,693	116,514	97,389	98,163	98,944	120,233
Prof Services- Legal	7,741	38,760	10,000	39,200	39,600	39,996	40,396	40,800
SUBTOTAL	445,973	498,738	423,748	544,160	545,821	548,140	553,622	579,490
OTHER CHARGES								
Other Charges	12,603	30,856	13,950	39,450	27,450	27,725	28,001	28,282
SUBTOTAL	12,603	30,856	13,950	39,450	27,450	27,725	28,001	28,282
TOTAL EXPENDITURES	628,809	977,744	678,842	1,013,143	1,026,769	1,053,356	1,080,797	1,129,826

Information Technology

Information Technology Organizational Chart



OVERVIEW

The Information Technology Committee is responsible for the deployment, maintenance and support of the organization's technology needs. This includes supporting City operations with effective business technologies consisting of information and telecommunications systems, business software applications, and computer hardware. The Committee's goal is to provide a stable and secure technology environment that ensures the continued operation of the City. The Committee also recommends continued education and training in new and current software, systems and methods.

2017-18 HIGHLIGHTS

- Improved and/or added new Wi-Fi systems to all city facilities
- Implementation of a Citywide Enterprise Software System
- Began moving from MS Office to Office 365
- Planning implementation of Citywide Records Management System

BUDGET & INITIATIVES

Several enhancements to the City's Information Technology services are recommended in the FY19 and FY20 budget, including an annual maintenance fee of \$15,000 for the new Records Management System, an upgrade to the Outlook/City Exchange system currently utilized for email; separating the City production network from the public Wi-Fi network; the acquisition of a secure internet gateway to replace the current web filter system which has fallen behind in terms of its

ability to block ransomware, malware and other threats; replacement plan of City issued IPads, and continuing to replace Motorola wireless equipment for the Police and Public Works departments.

Another enhancement in Information Technology services is the recommended implementation of user training. As systems become more complex and multifaceted, the City needs to provide staff the necessary training to master the skills needed with new and improving software. In addition, it is recommended that the City share an online user security awareness training and testing program with Sarpy County. KnowBe4 Security Awareness training educates new employees and current employees to the scams and phishing tactics on the web.

Additionally, the Lottery budget contains \$75,000 to update the IT Strategic Plan. The existing IT plan is several years old and most of the major initiatives identified in that plan have been enacted/achieved.

Additional initiatives include:

- Update City's website (FY20)
- Develop a City Mobile App (FY20)
- Develop Business Continuity Plan – \$50,000 (FY20)
- Expand reach of City's social media presence in FY19 & FY20

Information Technology

INFORMATION TECHNOLOGY EXPENDITURE SUMMARY

	FY17 Actuals	FY18 Budget	FY18 Estimated Year-End	FY19 Proposed Budget	FY20 Proposed Budget	FY21 Projected Budget	FY22 Projected Budget	FY23 Projected Budget
CONTRACTUAL SERVICES								
Travel	-	-	-	1,250	1,250	1,250	1,250	1,250
Training	-	-	-	5,000	7,500	7,500	7,500	7,500
Other Contractual Services	147,349	189,423	189,279	212,970	228,495	240,665	225,850	228,235
SUBTOTAL	147,349	189,423	189,279	219,220	237,245	249,415	234,600	236,985
OTHER CHARGES								
Other Charges	68,757	55,000	50,000	49,080	52,500	50,470	69,600	50,310
SUBTOTAL	68,757	55,000	50,000	49,080	52,500	50,470	69,600	50,310
TOTAL EXPENDITURES	216,106	244,423	239,279	268,300	289,745	299,885	304,200	287,295

