

<b>DEPARTMENT BUDGET OVERVIEW</b>
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**Appropriation by Major Object**

	<b>2003 Actual</b>	<b>2004 Budget</b>	<b>2004 Adjusted Budget</b>	<b>2004 12-Month Estimate</b>	<b>2005 Budget</b>
Personnel Services	\$296,932	\$306,245	\$306,245	\$294,495	\$304,706
Employee Benefits	\$147,102	\$116,555	\$167,827	\$158,556	\$159,739
Contractual	\$3,677	\$7,495	\$7,495	\$5,537	\$8,206
Materials & Supplies	\$3,139	\$4,568	\$4,645	\$3,947	\$4,000
<b>Total</b>	<b>\$450,850</b>	<b>\$434,863</b>	<b>\$486,212</b>	<b>\$462,535</b>	<b>\$476,651</b>

**Mission Statement**

The City Treasurer's Office provides quality customer service and accountability through the collections of all monies due the City. All monies are deposited daily that sweep to interest bearing accounts. Annual, monthly and published reports of funds' receipts and disbursements are submitted in a continuous timely manner to the City Council. Funds for the Peoria Firemen's Pension are invested to provide safety with the best yield available. We are a committed work force in an environment that promotes efficiency, integrity and respect.

**Division – N/A**

The Treasurer's office works closely with City departments in implementing interfaces between cash collections and application programs for all revenue due the City. The Treasurer's office verifies, collects, records and receipts all fines, fees, charges, accounts receivables, and credit memos from the general public, state revenues, federal revenues and various city departments.

**Fiscal 2004 Accomplishments**

- Collected and reported the receipts of the various City funds including the General Fund, and all bond funds.
- Invested over \$17 million in fixed income for the Firemen's Pension Fund

**Desired Program Outcomes for 2005**

- The City Treasurer's Office will ensure compliance to the reporting of fiscal documents, provide assistance with the reporting of all funds, provide efficiency in collections and minimize the occurrence of any discrepancies
- The City Treasurer's Office will continue the most efficient procedures of all collections through the most accountable and technology enhanced system.
- The City Treasurer's Office will continue to enhance and ensure the safekeeping of cash and the depositing of such funds.
- The City Treasurer's Office will continue to record and report receipts and disbursements in the same timely manner.
- The City Treasurer will meet or exceed investment returns for the Firemen's Pension Fund per the fund's investment policy for fixed income.

**Outcome Trends Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY2005</b>
Proficiency of operations	100%	100%	100%
Accuracy of collections	100%	100%	100%
Prompt deposits of all funds	Yes	Yes	Yes
Reports submitted to meet deadlines	Yes	Yes	Yes
Fire pension investments exceeding benchmarks	Yes	Yes	Yes

**Activities Linked to Council Goals**

Administration and Cash Management	Council Goal #1
Superior Customer Service in Collections	Council Goal #1
Checks and Balances	Council Goal #1
Timely Reporting	Council Goal #1
Pension Funds	Council Goal #1

**Division Activities****1. Administration and Management– Activity cost \$62,702**

Prepare, maintain and oversee a professional level of over 70,000 fiscal transactions, collection processes and accounting reports of all receipts and disbursements for forty-five accounts for the City of Peoria. Maintain high level of Customer Service through collections over the counter and through the mail. Make suggestions for improvement in training personnel, prepare personnel evaluations and pay changes, mediate grievances, provide leadership and resource for staff of six. The recording of transactions to the proper funds and journal entries that are made on a daily cash basis with an accuracy rate of 100% as corrections and adjustments are made immediately.

**2. Collections – Activity cost \$148,409**

Provide the point of entry for all collections into the City's Revenue Collection System amounting to over \$75,000,000 for all cash receivables, miscellaneous receivables, building permits and licenses; maintain accountabilities and accuracies; correct any and all deficiencies in the collection procedures within twenty-four hours. All collections are deposited to banks within the next business day, meeting 100% of all state and federal statute requirements.

**3. Checks and Balances– Activity cost \$106,880**

Implement interfaces between cash collections for all City collections and application programs and verifies all receipts and disbursements, check registers, deposits and fund balances on a daily cash basis. 100% of over 70,000 transactions are verified and checked for accuracy of entry and dollar amount. Over \$75,000,000 in collections are 100% accurate and in balance with the finance department when posted to the ledgers.

**4. Recording and Reporting- Activity cost \$102,065**

Create and prepare monthly reports of the receipts, disbursements and balances of all funds from the daily updated fund ledger books. Prepare and submit the Annual report of all receipts, disbursements and balances. Prepare and submit the Yearly Published report for publication of receipts and disbursements. Daily reports are verified and submitted for accuracy of the daily business. All ledger entries and 100% of the reports are submitted within the specified time specifications and state and federal statutes.

**5. Pension Funds-Activity cost \$56,595**

Provide guidelines and support for securing bids from banking institutions and securities dealers and investing the Firemen's Pension Fund's idle cash per the fund's Investment Policy. Prepare monthly reports on receipts and disbursements for Police and Firemen's Pension Funds.

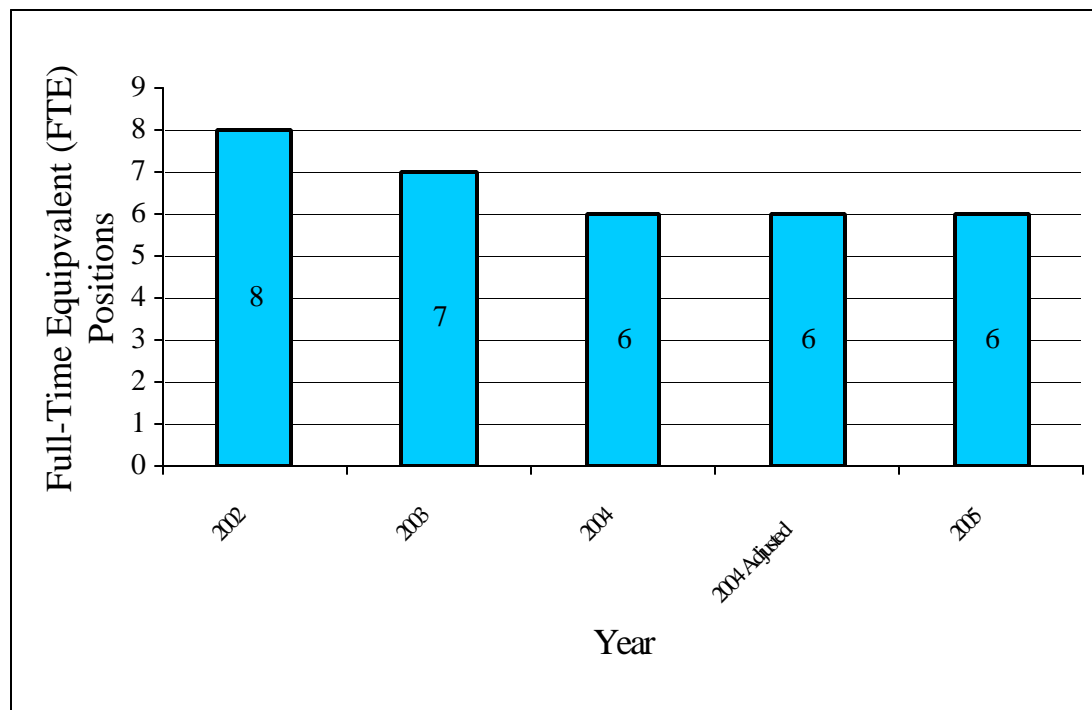
**Service Level Trend Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
1. Maintain Cash Basis Reporting	Yes	Yes	Yes
2. Total Transactions	64,156	70,000	*TBD
3. Amounts Collected	79,234,112	75,000,000	*TBD
4. Monthly, Annual, Daily & Published	314	314	314
5. Fire Pension Fixed Income	50,000,000	17,000,000	*TBD

\* TBD = To be determined

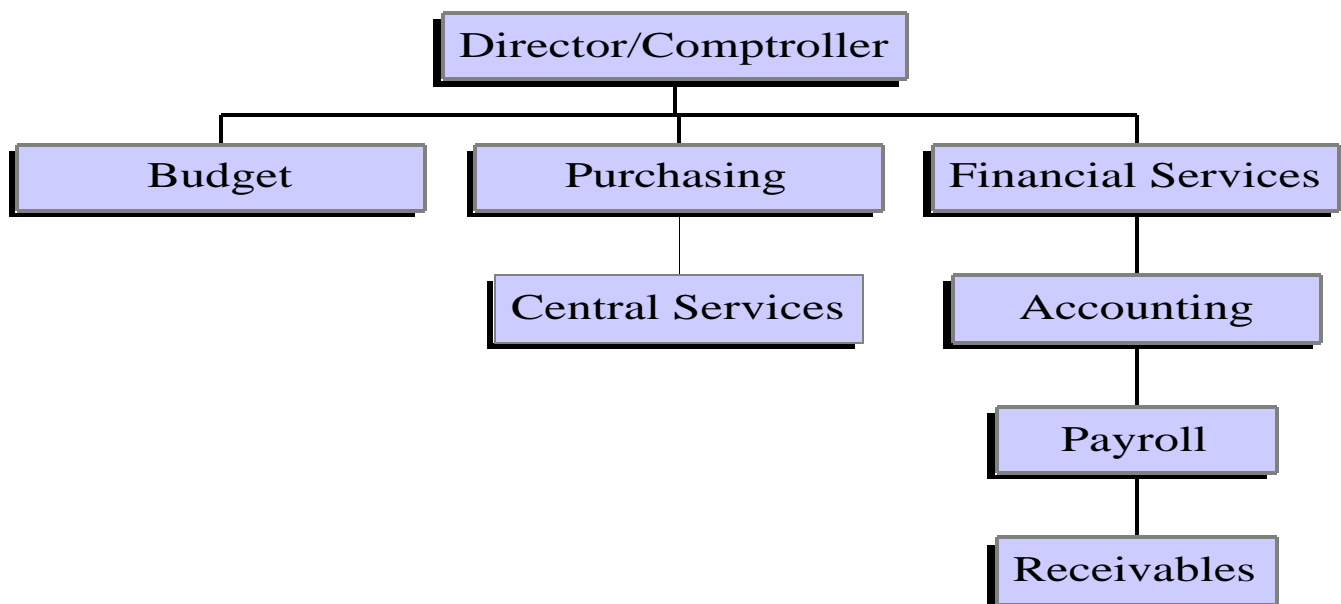
**DEPARTMENT FULL TIME EQUIVALENT (FTE) POSITIONS**

TITLE	FY2003	FY2004	ADJUSTED FY2004	FY2005
<u>City Treasurer's Office</u>				
City Treasurer	1	1	1	1
Deputy Treasurer	2	2	2	2
Fiscal Technician II	2	2	2	2
Fiscal Technician I	2	1	1	1
<b>Total</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>

**Staffing History**


# Organizational Chart

## Finance Department 2005



## FINANCE DEPARTMENT

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### DEPARTMENT BUDGET OVERVIEW

#### Appropriation by Major Object

	2003 Actual	2004 Budget	2004 Adjusted Budget	2004 12-Month Estimate	2005 Budget
Personnel Services	\$991,902	\$991,942	\$921,033	\$941,035	\$991,063
Employee Benefits	\$491,395	\$491,559	\$504,739	\$506,651	\$544,460
Contractual	\$159,010	\$187,656	\$188,725	\$174,081	\$201,208
Materials & Supplies	\$18,901	\$19,336	\$19,336	\$14,683	\$19,120
<b>Total</b>	<b>\$1,661,208</b>	<b>\$1,690,493</b>	<b>\$1,633,833</b>	<b>\$1,636,450</b>	<b>\$1,755,851</b>
<b>Appropriation by Division</b>					
Financial Services	\$1,232,600	\$1,213,424	\$1,216,582	\$1,235,932	\$1,297,317
Budget	\$186,386	\$180,190	\$108,186	\$145,870	\$156,714
Purchasing	\$242,222	\$296,879	\$309,065	\$254,648	\$301,820
<b>Total</b>	<b>\$1,661,208</b>	<b>\$1,690,493</b>	<b>\$1,633,833</b>	<b>\$1,636,450</b>	<b>\$1,755,851</b>

**Mission Statement**

The Finance Department provides support to the organization with pertinent financial and managerial information in an accurate and timely manner, while ensuring adherence to relevant laws, ordinances, policies and procedures and maintaining quality customer service through financial and fiduciary management.

<b>Division – Financial Services</b>
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The Financial Services Division is responsible for processing the City's accounting, accounts payable, accounts receivable and payroll functions. The Financial Services Division provides for the recording of transactions in a timely and accurate manner. This division provides reports of financial activity to City Council and assists other departments with grant reporting. The Financial Services staff also provides revenue estimates for budgeting and monitors all financial data for accuracy and budget analysis.

**Fiscal 2004 Accomplishments**

- The City received the Certificate of Achievement for Excellence in Financial Reporting for the third consecutive year.
- The City received no finding of material weakness by the independent auditors.
- The City began conversion to the GASB 34 reporting model.
- Staff increased the use of direct deposit through promotional fliers.
- All parking tickets were input within 24 hours of issue.
- Maintained the AA bond rating from Standard & Poor and Aa3 rating from Moody's Investor Services.
- Refinanced Series 1996 A and B Downtown Redevelopment Parking Revenue Bonds, achieving net present value savings of \$125,579.
- Refinanced Series 1997 B General Obligation Bonds, achieving net present value savings of \$609,594.
- Participated in health care plan oversight Committee implementing considerable changes.
- The City established a mechanism for submitting pension and deferred compensation contributions via electronic funds transfer.

**Desired Program Outcomes for 2005**

- The City will maintain the AA bond rating from Standard & Poor.
- The City will seek upgrade from Moody's Investor Services from Aa3 to Aa2.
- The City will refinance bonds when adequate savings are generated.
- The City will meet or exceed investment return benchmark.
- The City will receive the Certificate of Achievement for Excellence in Financial Reporting.
- The City will have no finding of material weakness resulting from the independent external audit.



- The City will continue conversion to GASB 34 reporting model regarding retroactive reporting of infrastructure.
- The City will process all invoices in conformance with the Prompt Payment Act.
- The City will increase use of direct deposit of payroll checks from 68% to 72%.
- Accounts receivable program will assure timely billing of all payments due the City.
- All parking tickets will be input within 24 hours.

**Outcome Trends Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
Refinancing savings	\$340,000	\$735,173	TBD
Return on investments	1.01%	1.03%	1.35%
Bond Rating	AA/Aa3	AA/Aa3	AA/Aa3
Audit finding of material weakness	No	No	No
Parking tickets input within 24 hrs	100%	100%	100%
Parking ticket revenue	\$552,551	\$665,293	\$676,100
Use of direct deposit	60%	68%	72%

**Activities Linked to Council Goals**

Debt Management	Council Goal #1
Banking Services	Council Goal #1
Labor Management Healthcare Committee	Council Goal #1
Personnel Management	Council Goal #1
General Accounting	Council Goal #1
Accounts Receivable	Council Goal #1
Payroll	Council Goal #1

**Division Activities****1. Debt Management – Activity cost \$35,553**

Issue new debt in a timely manner and refinance existing debt when savings will be realized. Monitor timing so that money is available for projects without incurring arbitrage cost. The department has been successful in avoiding arbitrage costs 100% of the time.

- The City has maintained AA and Aa3 bond rating from Standard & Poor and Moody respectively, since 1997.
- All bond principal and interest payments are made in a timely manner 100% of the time.
- Continuing disclosure requirements are made in a timely manner 100% of the time.

**2. Banking Services – Activity cost \$35,997**

Meet quarterly with primary banks to review target balances, interest rates and services to assure they are providing necessary services and operating within the City's investment policy.

- All investments are insured or collateralized 100% of the time.
- The City has met or exceeded the investment return benchmark for 2003.
- All weekly wires and bank transfers are done in a timely manner with no overdrafts 100% of the time.
- Instituted positive pay, a fraud detection system, for major bank accounts.

**3. Labor Management Healthcare Committee Participation– Activity cost \$32,022**

A representative of the Finance Department is a voting member of this committee and is a resource for managing the provision of health insurance benefits (\$14.4 million annual expenditure) to employees and retirees.

- The committee reviews statistical data to monitor performance of the benefit managers and ensure quality service is provided.
- The committee continues to institute program changes to contain escalating benefit costs.
- The finance staff provides quarterly reports on time 100% of the time.

**4. Personnel Management– Activity cost \$16,561**

Prepare performance evaluations and pay changes, mediate grievances, provide leadership and resource for staff of 19.

- All documents are completed on time 100% of the time.

**5. General Accounting – Activity Cost \$598,972**

General accounting is responsible for all financial reporting and monitoring including the comprehensive annual financial report (CAFR), TIF reports, State Comptroller reports, and grant spending reports. All are issued in a timely and accurate manner.

- The City received the GFOA Certificate of Achievement for Excellence in Financial Reporting for 2000, 2001 and 2002. We believe the 2003 CAFR will also merit the Certificate.
- Development agreements are managed to assure incentives are paid when due, including sales tax rebates and property tax rebates, and revenues are allocated to debt as provided in the agreement. These are all processed in a timely manner 100% of the time.
- This program is also responsible for document retention, in particular, accounts payable records, that are copied to CD's for retention within one week of check issuance.

**6. Accounts Receivable – Activity Cost \$454,410**

Bills, tracks and reports various taxes, special assessment, licenses, parking ticket/court cases, permits, fines and fees in an accurate and timely manner. The miscellaneous

receivables are billed monthly with past dues billed after 30 days. Non-collected amounts are sent to two collection agencies or the legal department.

- The department has a 96% collection rate on miscellaneous receivables within 90 days of billing. The legal department is taking a more pro-active approach on false alarms and restaurants/taverns municipal tax while they have a summer intern.
- Accounts receivable is also responsible for document retention, in particular, accounts receivable records.
- All parking tickets (42,000 annually) are entered into the computer within 24 hours and past due notices are processed for parking tickets on the 8<sup>th</sup> and 31<sup>st</sup> day after issuance.

### 7. Payroll – Activity Cost \$123,802

All employees expect and receive timely and accurate paychecks. The payroll program is responsible for the processing, editing, recording and distributing of payroll and deductions, preparing and filing payroll reports and returns, and implementing changes in the tax law, personnel policies and labor contracts.

- Payroll distribution, whether by check or direct deposit, is done according to union contract 100% of the time.
- All quarterly tax returns are processed 30 days after the end of the quarter.
- There has been no material penalty in relation to payroll tax returns since 1992.

**Service Level Trend Table**

	FY 2003	FY 2004	FY 2005
1. Debt Management			
New debt issues	1	1	3
Refinanced issues	1	2	1
2. Banking Services			
Accounts collateralized/insured	100%	100%	100%
Meet or exceed investment benchmark	Yes	No	Yes
3. Personnel management			
Grievance resolved	12 of 13	0	2
4. Financial Services			
Bond project allocation reports	10	10	10
Budget reporting and monitoring	28	28	28
Grant reports & reconciliation's	67	60	60
Home rule sales tax rebates processed	95	25	25
Property tax annexations rebates processed	40	20	20
5. Accounts Receivable			
Parking tickets processed	32,093	41,580	42,000
Parking ticket court cases	636	699	700
6. Payroll			
W-2's issued annually	1,396	1,166	1,200
Direct deposit confirmations issued annually	15,931	14,200	14,500

**Division's Appropriation by Major Object**

	<b>2003 Actual</b>	<b>2004 Budget</b>	<b>2004 Adjusted Budget</b>	<b>2004 12-Month Estimate</b>	<b>2005 Budget</b>
Personnel Services	\$692,011	\$693,167	\$672,684	\$677,581	\$714,018
Employee Benefits	\$342,827	\$343,500	\$368,640	\$364,809	\$392,260
Contractual	\$187,371	\$165,410	\$163,910	\$184,725	\$179,969
Materials & Supplies	\$10,391	\$11,348	\$11,348	\$8,817	\$11,070
<b>Total</b>	<b>\$1,232,600</b>	<b>\$1,213,425</b>	<b>\$1,216,582</b>	<b>\$1,235,932</b>	<b>\$1,297,317</b>

<b>DIVISION - BUDGET</b>
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The Budget Division coordinates the preparation and development of the annual operating budget, capital budget, and multi-year capital improvement program for the City. This division is responsible for publishing the final budget document and its distribution to City departments and outside agencies. Budget staff is also responsible for writing all budget amendments, tax levy ordinances and tax abatement ordinances. Budget staff monitors and tracks all active capital projects and monitors revenue and expenditures throughout the fiscal year. Additionally, oversight for the implementation of the City's various budget policies is the responsibility of this division.

**Fiscal 2004 Accomplishments**

- Monitored revenue and expenditures throughout the fiscal year.
- Refined organizations budgetary process from program-based to activity based budget.
- Implemented training session to update and improvement performance measures.
- Compiled the preliminary budget document in a timely manner for effective decision making for FY2005 operating and capital budget.
- Received Outstanding Budget Presentation Award for the 12<sup>th</sup> consecutive year.
- Continued cost savings and efficiency through refining budget methods and reporting.

**Desired Program Outcomes for 2005**

- Increase number and percent of finance department budget deadlines met according to the budget calendar.
- Increase number of budgets submitted by deadlines
- Increase number or percent general fund departments on or below budget
- Decrease number of budget amendments needed due to project estimation errors
- Decrease number of budget corrections, adjusted needed due to processing errors
- Convert from output to outcome performance measures.
- Qualify for the Outstanding Budget Presentation Award for the 13<sup>th</sup> consecutive year.
- Audit one large and two smaller department's performance measurement data annually.
- Compile the preliminary budget document in a timely manner for decision making.

**Outcome Trends Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
Budget Award	Yes	Yes	Yes
Department Audits of Performance Measures	0	0	3
Budget Amendments	23	14	12

**Activities Linked to Council Goals**

Operating Budget	Council Goal # 1
Capital Budget	Council Goal # 1, #2, #4, #5, #6
Assistance & Training	Council Goal # 1
Budgetary Analysis & Financial Reporting	Council Goal # 1
Performance Measurement	Council Goal # 1, #2, #4, #5, #6

**Division Activities****1. Operating Budget – Activity cost \$73,919**

This activity maintains responsibility for the timely and accurate compilation of the preliminary operating budget used in early budget deliberations and ultimately the production of the final document in conformance with the GFOA award requirements. Additional activities of this division include overall budget administration duties, such as preparing all budget amendments, tax levies, abatement ordinances, and monitoring expenditures to help ensure compliance within the operating budget limits.

**2. Capital Budget – Activity Cost \$63,546**

This activity coordinates and compiles the annual capital budget, as well as preparing the multi-year Capital Improvement Program. Projects are monitored regularly and status reports are prepared and forwarded to the City Council semi-annually.

**3. Departmental Assistance & Training – Activity Cost \$4,855**

This activity includes annual training and on-going assistance to the city departmental budget liaisons. Includes budget training for the capital improvement program as well as training for developing and implementing performance measures for the department's operating budgets.

**4. Budgetary Analysis & Financial Reporting – Activity Cost \$9,314**

This activity provides budgetary analysis to identify potential funding/financing options, determine resources, and evaluate funding options. Analysis done during review development phase of the budget process and financial reports according to established policies and procedures. .

**5. Design & Implementing Performance Measures – Activity Cost \$5,080**

This activity directs the development, design and use of output and outcome measurements to evaluate the efficiency and effectiveness of City operations. This activity also includes the development of supplementary service level indicators within City operations, which provide the greatest opportunity to measuring activities or

programs with associated resources. 2005 will mark the initial year in which the City of Peoria will participate in the International City/County Management Association (ICMA) Center for Performance Measurement benchmarking program.

**Service Level Trend Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
<b>1. Operating Budget</b>			
Original Operating Budget (in millions)	\$94.58	\$96.57	\$104.09
Operating Budget per Capita per Day	\$2.29	\$2.34	\$2.41
Number of Amendments to the Budget	14	19	12
<b>2. Capital Budget</b>			
Capital Budget (in millions)	\$18.99	\$16.47	\$18.68
Number of New Projects/Programs	6	5	9
Number of Continuing Projects/Programs	44	47	47
% Closed Projects Completed Within Budget	60%	65%	75%
<b>3. Departmental Assistance &amp; Training</b>			
Finance Budget Related Training Classes	3	3	4
% Budget Information Submitted by Deadline	80%	82%	100%
<b>4. Budgetary Analysis &amp; Financial Reporting</b>			
Active CIP Status Communication	2	1	2
Expenditure Report – Budget to Actual	5	2	12
<b>5. Design &amp; Implementing Performance Measures</b>			
% Depts. Employing Performance Measures	70%	80%	100%
Participation in ICMA Benchmarking Program	No	No	Yes

**Division's Appropriation by Major Object**

	<b>2003 Actual</b>	<b>2004 Budget</b>	<b>2004 Adjusted Budget</b>	<b>2004 12-Month Estimate</b>	<b>2005 Budget</b>
Personnel Services	\$119,943	\$115,473	\$65,046	\$92,108	\$96,797
Employee Benefits	\$59,420	\$57,223	\$35,646	\$49,591	\$53,177
Contractual	\$1,554	\$3,470	\$3,470	\$1,780	\$2,690
Materials & Supplies	\$5,469	\$4,024	\$4,024	\$2,392	\$4,050
<b>Total</b>	<b>\$186,386</b>	<b>\$180,190</b>	<b>\$108,186</b>	<b>\$145,871</b>	<b>\$156,714</b>



<b>DIVISION - PURCHASING</b>
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The Purchasing Division is responsible for administering the purchasing ordinance of the City of Peoria Municipal Code, Central Services, disposal of assets, and vehicle registration.

**Fiscal 2004 Accomplishments**

- Received the ECHO Award for Excellence for advancing the interests and development of minority businesses (with Equal Opportunity Office)
- Joined other governmental purchasing organizations providing efficiencies and cost savings.
- Replaced analog copiers with digital copiers, lowering per copy rate.
- Continued to seek alternatives to reduce certified mail costs.
- Conducted two auctions generating \$88,133.
- All capital budget expenditures were processed via purchase order rather than voucher.

**Desired Program Outcomes for 2005**

- Continue to increase utilization of outside coop's providing pooled resources on bidding. These coops provide discounts and faster availability. (WSAC, US Commodities, state contracts, local government agreements)
- Track processing time on PO's and determine appropriate benchmark for effective performance measure.
- Continue to promote discount-mailing service through Quick Silver.
- Continue to promote automated transmittal from remote locations of documents for copying.
- Continue to develop minority vendor participation in City purchasing.
- Update City ordinances as they relate to purchasing.

**Outcome Trends Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
Dollar value of buying consolidations	\$116,187	\$150,000	\$150,000
Discount mail savings	\$5,119	\$5,925	\$6,000
Auction proceeds	\$23,528	\$88,133	\$75,000
Vehicles registered on time	100%	100%	100%

**Activities Linked to Council Goals**

Purchasing Ordinance Administration	Council Goals #1
Central Services	Council Goals #1
Disposal of Surplus Equipment	Council Goals #1
Vehicle Registration	Council Goals #1

**Division Activities****1. Purchasing Ordinance Administration – Activity cost \$177,474**

This program provides centralized purchasing to all City departments.

- Continue to encourage minority vendor participation. In 2003 and 2004 respectively, three firms and five firms were added to the database through participation in ECHO and Central Illinois Trade Fair.
- Certain items are jointly bid with the County to create economies of scale.
- Joined several government purchasing organizations to create economies of scale, better competition, and savings through larger volume. Time of bid preparation is saved as well. As an example, we saved 6.6% on annual computer purchase (WSCA price - \$770, low bid \$772).
- During 2004, we processed a majority of expenditures on purchase orders rather than vouchers. Purchase orders obligate the funds for the entire contractual commitment causing better accountability. Using purchase orders creates efficiency by eliminating dual preparation by the department and then entry to computer by Finance.

**2. Central Services – Activity cost \$92,388**

This program is responsible for completing large copying runs, maintenance of all City copiers, central mail and major supply inventory.

- This program oversees the discount mail service that processes approximately 148,100 pieces of discount mail saving nearly \$6,000 annually.
- The City processed nearly 81,000 color copies internally in 2004 rather than outsourcing, saving approximately \$60,000. Cost of color copying is charged to departments at the rate of \$0.25 per copy. Outside services would cost \$1 per copy.

**3. Disposal of Surplus Equipment – Activity cost \$20,687**

Oversees the auction of surplus equipment, vehicles and equipment confiscated by the Police Department.

- The auctions are coordinated with other local governmental entities to create economies of scale.
- Several auctions are held each year to keep storage space available and return asset value to fund balance (approximately \$75,000 annually).

**4. Vehicle Registration – Activity cost \$11,271**

License renewal for all City vehicles including marked and unmarked police vehicles, Public Works vehicles, all new vehicles as well as the transfer of plates from old to new vehicles.

- The program maintains compliance with legal regulations regarding the licensing of vehicles 100% of the time.

**Service Level Trend Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
1. Purchasing Administration			
Bids processed	54	73	75
Purchase order processed	8,236	8,904	9,000
2. Central Services			
Discount mail processed	\$39,600	\$45,632	\$43,000
Discount mail savings	\$5,119	\$5,925	\$5,925
Color photocopies	83,155	81,000	75,000
Black & white photocopies	2,110,518	2,182,287	2,200,000
3. Disposal of Surplus Property			
Auctions held	3	3	3
4. Vehicle Registration			
License renewals	100	115	120

**Division's Appropriation by Major Object**

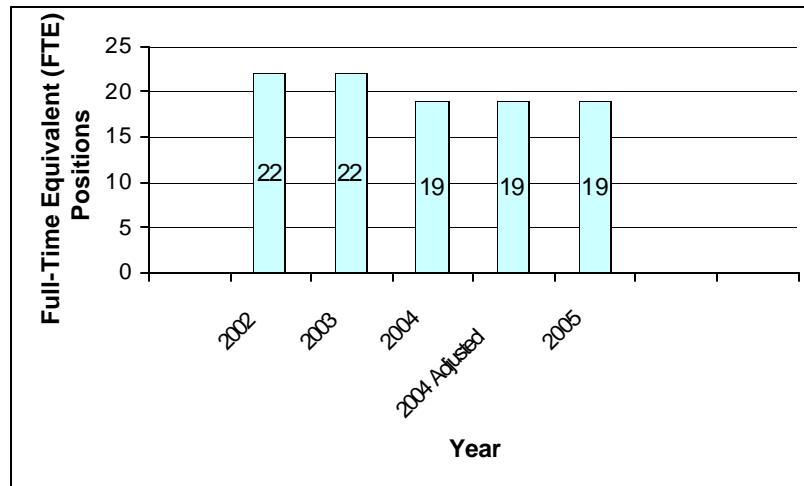
	<b>2003 Actual</b>	<b>2004 Budget</b>	<b>2004 Adjusted Budget</b>	<b>2004 12-Month Estimate</b>	<b>2005 Budget</b>
Personnel Services	\$179,948	\$183,303	\$183,303	\$171,136	\$180,248
Employee Benefits	\$89,147	\$90,836	\$100,453	\$92,252	\$99,023
Contractual	(\$29,915)	\$18,776	\$21,345	(\$12,424)	\$18,549
Materials & Supplies	\$3,041	\$3,964	\$3,964	\$3,474	\$4,000
<b>Total</b>	<b>\$242,222</b>	<b>\$296,879</b>	<b>\$309,065</b>	<b>\$254,648</b>	<b>\$301,820</b>

## FINANCE DEPARTMENT

### DEPARTMENT FULL TIME EQUIVALENT (FTE) POSITIONS

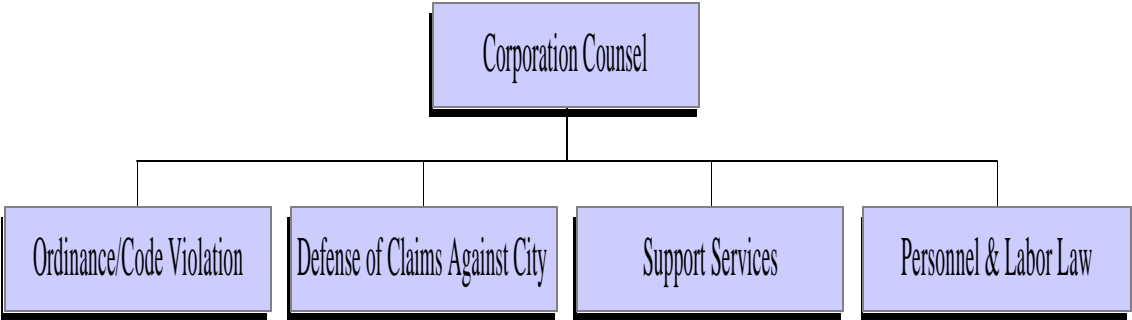
TITLE	FY2003	FY2004	ADJUSTED FY2004	FY2005
<b>Financial Services</b>				
Finance Director/Comptroller	1	1	1	1
Auditor	0	0	0	0
Finance Manager	1	1	1	1
Administrative Specialist IV	1	1	1	1
Administrative Specialist I	2	2	2	2
Receivables Supervisor	1	1	1	1
Accounting Coordinator	1	0	0	0
Accountant	3	3	3	3
Fiscal Technician I	3	3	3	3
Payroll Supervisor	1	1	1	1
Payroll Specialist	1	.5	.5	.5
Parking Enforcement Coordinator	1	1	1	1
<b>Budget</b>				
Capital Budget Coordinator	1	1	1	1
Senior Budget Analyst	1	0	0	0
<b>Purchasing</b>				
Purchasing Manager	1	1	1	1
Purchasing Coordinator	2	2	2	2
Central Services Technician	1	1	1	1
<b>Total</b>	<b>22</b>	<b>19</b>	<b>19</b>	<b>19</b>

### Staffing History



# Organizational Chart

## Legal Department 2005



<b>DEPARTMENT BUDGET OVERVIEW</b>
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**Appropriation by Major Object**

	<b>2003 Actual</b>	<b>2004 Budget</b>	<b>2004 Adjusted Budget</b>	<b>2004 12-Month Estimate</b>	<b>2005 Budget</b>
Personnel Services	\$476,722	\$491,682	\$491,682	\$511,977	\$547,724
Employee Benefits	\$236,171	\$243,654	\$269,449	\$275,647	\$300,903
Contractual	\$233,763	\$237,076	\$237,076	\$183,454	\$258,002
Materials & Supplies	\$4,529	\$6,090	\$6,090	\$5,529	\$6,182
<b>Total</b>	<b>\$951,185</b>	<b>\$978,502</b>	<b>\$1,004,297</b>	<b>\$976,607</b>	<b>\$1,112,811</b>

**Mission Statement**

The Legal Department provides timely and effective legal services to staff, elected officials, and boards and commissions to enable them to accomplish the goals and objectives set by the Peoria City Council.

<b>Division – N/A</b>
-----------------------

The Legal Department provides legal opinions and assistance to the City Manager, City staff, elected officials, and boards and commissions. The department drafts and/or reviews all proposed ordinances and resolutions, prosecutes violations of the City Code, researches questions of law, procedure and policy, and represents the City in all forms of litigation in court or before administrative agencies, including appeals. The department also prepares or reviews real estate matters, responds to questions from citizens or other governmental agencies, and provides personnel and labor related legal services in addition to drafting and reviewing all contracts.

**Fiscal 2004 Accomplishments**

- Moved the appraisal process forward to arrive at a price for purchase of the Peoria Water Works in early 2005.
- Successfully defended City and City employees in five Civil Rights Cases. These cases ranged from police misconduct in obtaining evidence to alleged harassment of an adult business.
- Handled higher volumes of Housing Complaints, Ordinance Violations and Work Order Liens despite a reduction of staff.
- Continued the process of handling Redevelopment Agreements in-house.
- Provided competent and prompt legal advice through period of early retirements and changes in administration.
- Provided legal support to Development Initiatives including, but not limited to, Med Tech Ordinance and Heart of Peoria Commission Ordinance.

**Desired Program Outcomes for 2005**

- Achieve judgments or settlements favorable to the City and its employees in all legal claims by or against the City. Dispose of as many cases as are filed against the City.
- Provide effective support to Human Resources in negotiating labor agreements with unions.
- Provide legal support through the price award and determination whether or not to purchase the Peoria Water Works.
- Position the City to negotiate a favorable Cable Franchise Renewal when the current franchise expires in 2006.

**Outcome Trends**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
1. CITY SERVICES/SUPPORT -- Respond to requests from Council/Administration for legislative opinions, ordinances and resolutions within a reasonable timeframe.	Yes	Yes	Yes
2. LABOR/PERSONNEL LEGAL SERVICES -- Provide legal services to Joint Labor/Management Healthcare Committee and represent City in interest arbitration, EEOC/IDHR charges; support HR Department in negotiations of Collective Bargaining Agreements.	Yes	Yes	Yes
3. PROSECUTION OF ORDINANCE VIOLATIONS/COLLECTIONS -- Aggressively prosecute general ordinance violations; coordinate prosecution of housing court violations between Code Enforcement Department and Administrative Hearing Officer; assist elected officials and departments issuing liquor licenses and aggressively prosecute violations.	Yes	Yes	Yes
4. LITIGATION – Successfully defend claims brought against the City; collect maximum practical amount on claims referred for collection.	Yes	Yes	Yes

**Activities Linked to Council Goals**

City Services and Support	Council Goal #1
Labor and Personnel Legal Services	Council Goal #1
Prosecution of Ordinance Violations and Collections	Council Goal #1, #2, #4, #5, #6
Litigation	Council Goal #1, #2, #4, #5, #6

**Department Activities****1. City Services/Support -- Activity cost \$327,582**

The staff of the Legal Department provides legal support to the City Manager, staff, elected officials and boards and commissions. Staff attends 100% of Council Meetings, unless presence at closed session is not required. Staff responds to 100% of inquiries from staff and Council, 90% within 24 hours, 95% within one week, and the rest within a reasonable time period. Staff returns phone calls and e-mails from Council, Manager and staff within 24 hours 99% of the time.



**2. Labor and Personnel Legal Services -- Activity cost \$138,668**

Through this program, the Legal Department staff provides legal support to the Human Resources Department and other departments involved in labor relations, and defense of discrimination, harassment or retaliation charges filed before the Equal Employment Opportunity Commission or the Illinois Department of Human Rights and Title VII suits filed by employees. Staff responds to questions in this area in a timely manner, 90% of the time within 24 hours. Staff responds to IDHR and EEOC charges and information requests by Agency investigators in a professional fashion and 90% within the standard 30-day time period or such other time prescribed by the investigator. 10% extensions of time are requested and granted. Department participates in Collective Bargaining, achieving timely and acceptable agreements when possible, and participating in arbitration when necessary. Staff participates as management member of Joint Labor/Management Healthcare Committee. Staff also participates in negotiation for and drafting of Joint Labor/Management Healthcare Agreement and drafts/reviews all healthcare provider agreements.

**3. Prosecution of Ordinance Violations and Collections - Activity cost \$340,343**

This program monitors the filing, payment arrangements and overall prosecution of ordinance violations, and the administrative resolution of housing, liquor and other licensing matters. Attorney and Paralegal attend Ordinance Court weekly and housing hearing officer as needed. 99% of Orders generated in Circuit Court are sent out within 3 working days. 80% of Hearing Officer judgements are referred for collection within 30 days of becoming final. Collection notices are sent out on unpaid environmental work orders within 10 days in 85% of cases, and liens filed on the property where appropriate within 15 days 90% of the time. Liens for sidewalk work are filed within 5 days 95% of the time. Our standard is for demolitions to be filed within 21 days of receipt by the Legal Department 100% of the time (unless withdrawn). Requests for collection are prioritized and responded to in a timely fashion.

**4. Litigation -- Activity cost \$306,218**

Through this program, the Legal Department provides legal support of all claims and defense of claims and lawsuits on behalf of or against the City of Peoria. The Department answers or files responsive pleadings in a timely fashion in 100% of the litigation against the City (30 days in State court; 20 days when summoned in Federal Court; 60 days when notified by mail in Federal Court; other as provided by statute). When cases are assigned to outside counsel, Corporation Counsel supervises and interacts with outside counsel to achieve favorable results. The Department attempts to dispose of as many lawsuits annually as are filed against the City annually, while maintaining quality results or settlements.

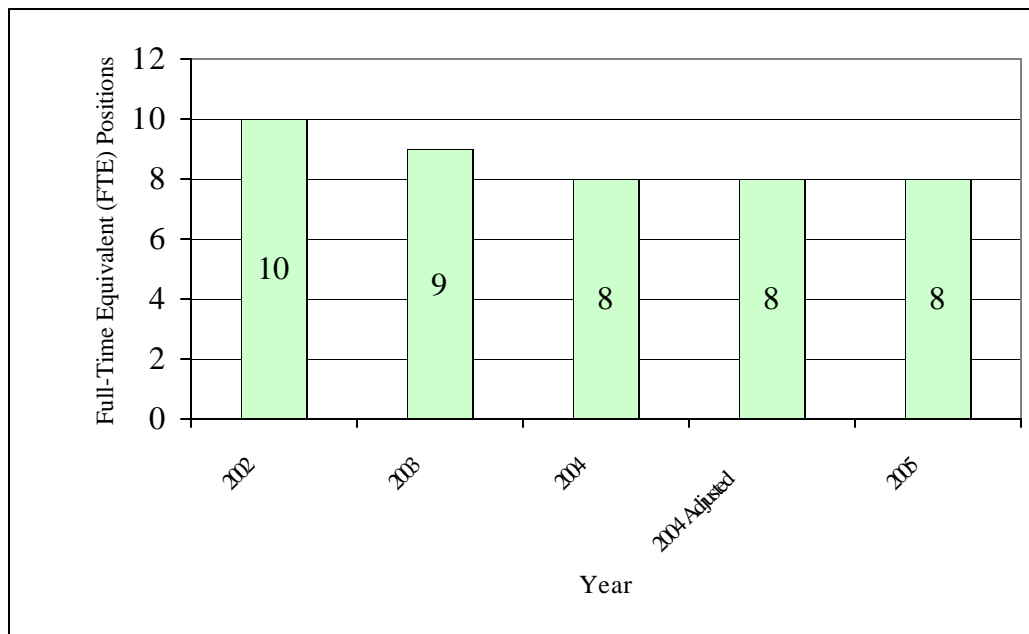
**Service Level Trend Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY2005</b>
<b>1. CITY SERVICES/SUPPORT</b>			
Legislation written/reviewed; ordinances, resolutions, etc. drafted/reviewed at request of Council/Administration	220	220	230
Legal opinions on various subjects requested by Council/Administration	1,200	1,200	1,300
<b>2. LABOR/PERSONNEL LEGAL SERVICES</b>			
Labor/Employment Agreements Negotiated	1	3	1
Labor Arbitrations/Int Arb w/Police Benevolent	0	0	1
Unfair Labor Practice charge filed by Police Benevolent	1	0	1
EEOC/IDHR Charges filed by Employees	2	2	3
<b>3. PROSECUTION OF ORDINANCE VIOLATIONS/COLLECTIONS</b>			
General Ordinance Violations (alcohol, curfew, animal, etc.)	4,845	4,335	4,850
a. Filed in Court	3,908 (81%)	3,614 (83%)	4,000 (82%)
b. Paid prior to Filing	937 (19%)	721 (17%)	850 (18%)
Housing Violations			
a. Hearing Officer - filed	1,394	1,238	1,134
b. Hearing Officer - closed (*closed from prior years)	1,330*	1,387*	1,290*
(1) Repairs made	941 (71%)	970 (70%)	900 (70%)
(2) Order entered	389 (29%)	417 (30%)	390 (31%)
c. Enforcement of Order (outside collections)	142	322	300
d. Net collections	\$18,139	\$25,624	\$35,000
Demolitions			
a. Opened	14	17	22
b. Closed	15	20	17
<b>4. LITIGATION</b>			
Lawsuits Against City Filed	13	19	18
Lawsuits Against City Closed	27	21	25
Collection Actions (other than ordinance violations)			
--Small Claims filed	77	76	100
--Small Claims closed	47 (61%)	46 (61%)	75 (75%)
Liens on Real Estate Filed	712	527	630
Liens on Real Estate Closed	279 (39%)	294 (36%)	300 (48%)
Liens Paid	249 (35%)	246 (47%)	265 (42%)
Other	30	48	35

## DEPARTMENT FULL TIME EQUIVALENT (FTE) POSITIONS

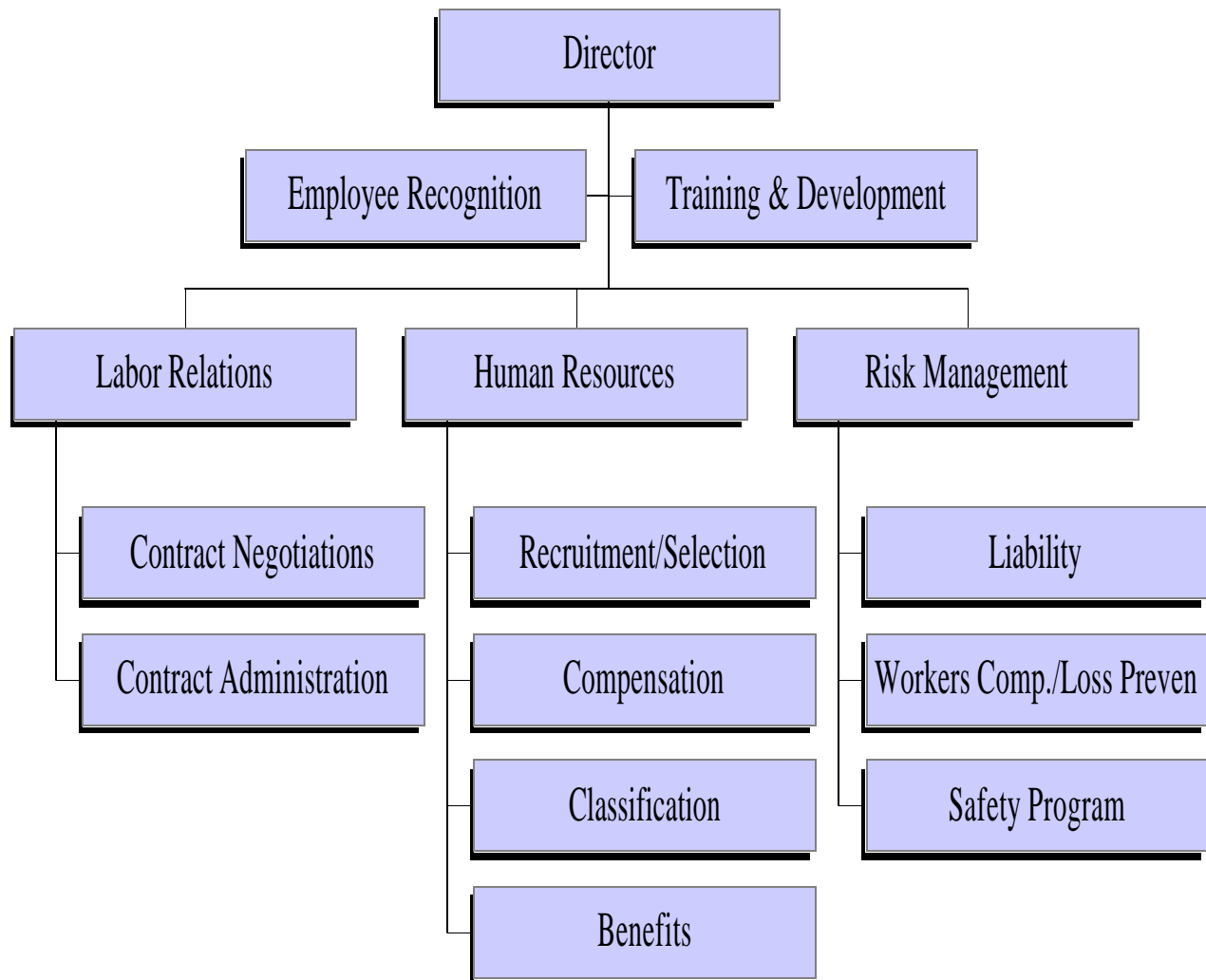
TITLE	FY2003	FY2004	ADJUSTED FY2004	FY2005
<u>Legal Department</u>				
Corporation Counsel	1	1	1	1
Deputy Corporation Counsel	1	1	1	1
Senior Attorney	1	1	1	1
Attorney II	1	1	1	1
Attorney I	1	0	0	0
Legal Assistant	1	1	1	1
Senior Administrative Assistant	1	1	1	1
Administrative Specialist III	1	1	1	1
Legal Administrative Coordinator	1	1	1	1
Administrative Specialist II (Part-Time)	0	0	0	.5
<b>Total</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>8</b>

## Staffing History



# Organizational Chart

## Human Resources Department 2005



<b>DEPARTMENT BUDGET OVERVIEW</b>
-----------------------------------

**Appropriation by Major Object**

	<b>2003 Actual</b>	<b>2004 Budget</b>	<b>2004 Adjusted Budget</b>	<b>2004 12-Month Estimate</b>	<b>2005 Budget</b>
Personnel Services	\$426,527	\$390,661	\$390,661	\$384,739	\$419,277
Employee Benefits	\$211,304	\$193,593	\$214,088	\$207,143	\$224,149
Contractual*	\$211,212	\$213,255	\$220,626	\$178,743	\$575,301
Materials & Supplies	\$16,104	\$13,650	\$14,250	\$14,822	\$12,465
<b>Total</b>	<b>\$865,147</b>	<b>\$811,159</b>	<b>\$839,625</b>	<b>\$785,447</b>	<b>\$1,231,192</b>
<b>Appropriation by Division</b>					
Human Resources	\$763,938	\$661,004	\$689,470	\$685,881	\$1,121,312
Fire & Police Commission	\$101,209	\$150,155	\$150,155	\$99,566	\$109,880
<b>Total</b>	<b>\$865,147</b>	<b>\$811,159</b>	<b>\$839,625</b>	<b>\$785,447</b>	<b>\$1,231,192</b>

\*Note: Risk Management General Liability moved from undistributed benefits to Human Resources Department in FY2005.

**Mission Statement**

The Human Resources Department is committed to promoting the efficiency and effectiveness of governmental operations of the City of Peoria through the application of sound Human Resources Management, Labor Relations, and Risk Management policies and procedures.

<b>Division – N/A</b>
-----------------------

**Fiscal 2004 Accomplishments**

- Continued to provide active leadership role in operation of Labor-Management Healthcare Committee review of health insurance plan.
- The Department assisted all operating departments in addressing staffing issues (filling of vacancies, elimination of positions, appropriate pay and classification) caused by the implementation of the ERI in 2003 and 2004 budget reductions in accordance with existing personnel rules and collective bargaining agreements.
- Assisted all departments in handling grievances including providing effective representation at third step and arbitration hearings
- Timely completion of one public safety promotional examinations to create pool for filling of positions.
- Provided City-wide training courses in computer programs and departmental specific issues.
- Continued negotiations with Police Union for successor contract.

**Desired Program Outcomes for 2005**

- Implement and monitor a position control system to assist in recruitment, filling of vacancies and budgeting City-wide.
- The Department will continue active leadership of LM Healthcare committee to achieve high quality health care while continuing efforts to reduce costs where appropriate.
- Assist all departments in handling grievances including providing effective representation at third step and arbitration hearings.
- Timely completion of two public safety entry-level examinations to create pools for filling of positions.
- Provide additional City-wide training courses in computer programs and departmental specific issues.
- Conduct negotiations with AFSCME and Fire for successor contract.

**Outcome Trends Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY2005</b>
1. Administration/Leadership			
2. Healthcare Administration			
Participation in Disease Mgmt. Program (eligible ees)	10%	15%	15%
Increase RX mail order usage	20%	25%	25%
Reduction in members with high risk factors	5%	5%	5%
Percent of Plan participants attending Health Fair	17.60%	18%	18%
3. Employee/Labor Relations			
3rd step grievance decision issued w/in 2 weeks of filing	80%	95%	90%
Grievance resolved prior to Arbitration	90%	90%	90%
Arbitration Decisions Favorable to City Position	80%	90%	80%
4. Risk and Safety Management			
% of Gen/Auto/Liability Claims Settled w/in 90 days	75%	75%	75%
3 point contact when ee off 3 days	100%	100%	100%
5. Employment			
Vacancies filled within:			
60 days for AFSCME, C & T positions	90%	90%	90%
90 days for Management Positions	90%	90%	70%
Percent of employees hired still on job after 1 year	80%	80%	80%
6. Fire and Police Commission			
New Pool in place prior to expiration of prior pool (P&F)	Yes	Yes	Yes
Commissioned vacancies filled within <u>8</u> weeks of request	100%	100%	80%
Police/Fire Promotions implemented w/in 1 month	100%	100%	90%
7. Personnel Records/Payroll			
Employee payroll entries - completed within 1 week	100%	100%	100%
8. Benefits			
Percent of employees enrolled in Sec. 125 - premiums	97%	97%	97%
9. City-wide Training			
Provide at least 6 types of training sessions City-wide /departmental	100%	100%	100%
10. Classification & Compensation			
Percent of Reclassification Completed within <u>60</u> days	90%	90%	70%

**Activities Linked to Council Goals**

1. Administration/Leadership	Council Goal # 1
2. Healthcare Administration	Council Goal # 1
3. Employee/Labor Relations	Council Goal # 1
4. Risk and Safety Management	Council Goal # 1
5. Employment	Council Goal # 1
6. Fire and Police Commission	Council Goal # 1
7. Personnel Records/Payroll	Council Goal # 1
8. Benefits	Council Goal # 1
9. City-wide Training	Council Goal # 1
10. Classification & Compensation	Council Goal # 1

**Departmental Activities****1. Administration/Leadership/Administrative Support - Activity cost \$88,330**

This program provides department administration and leadership for six staff members, provides guidance and advice to other departments in handling personnel issues.

- Supports the employment activities of 750 employees.

**2. Healthcare Administration - Activity cost \$141,097**

This program provides the overall administration of the City's healthcare program for 1315 insured units covering 3111 participants, monitors vendor performance, staffs the joint labor-management healthcare committee, and coordinates the annual health fair.

- Provides annual health fair with 550 participants representing 17.6% of plan participants.
- Implement health programs to reduce by 5% the number of members with high risk factors.
- Administer mail order prescription plan to increase current usage from 23% by 2% during next year to 25%.
- Promote program implemented in 2003 covering disease state management to moderate health claims costs for specific diseases with a target of 15% usage by eligible individuals in the second year of existence.

**3. Employee/Labor Relations – Activity cost \$135,755**

This program handles collective bargaining negotiations, grievance processing, presentation of arbitration cases, and support to supervisors in dealing with discipline and employee issues.

- Negotiate successor contracts as required with 8 unions
- Process 20 grievances with 90% responded to at the third step level within two weeks and 90% of grievances resolved prior to arbitration.
- Achieve arbitration decision rate of 80% favorable to the City position.



**4. Risk and Safety Management – Activity cost \$512,574**

This program handles all general and auto liability cases, worker's compensation cases, safety training and inspections for all City of Peoria employees and facilities.

- 135 general and auto liability cases with an annual closure rate of 75%
- Settle 75% of general and auto liability cases within 90 days of filing.
- Process 220 worker's compensation cases totaling \$1,400,000 in claims and 100% receiving 3-point contact when employee off 3 days.

**5. Employment – Activity Cost \$124,304**

This program handles recruitment and selection activities for all City of Peoria departments.

- Hire or promote 100 non-commissioned employees with 90% of union positions filled within 60 days and 75% of management positions filled within 90 days.
- 80% of new employees hired are still employed after 1 year.

**6. Fire and Police Commission – Activity Cost \$143,099**

This program is responsible for the staffing of all Fire and Police Commission meetings, and the hiring and promotion of all commissioned personnel.

- Hire 15 commissioned employees with 80% hired within 8 weeks of approved request.
- Process 20 promotions of commissioned employees with 90% promoted within 1 month of approved request.

**7. Personnel Records/Payroll (employee file maintenance) – Activity Cost \$9,691**

This program handles all personnel and payroll entry tasks associated with new and existing employees, supports a total of 815 City employees, library employees, and Election Commission judges, and administers employee recognition program.

- 100% of payroll entry changes input within 1 week of receipt.
- Distribution of 178 employee recognition awards.

**8. Benefits – Activity Cost \$31,683**

This program coordinates the overall benefits program including administering the Section 125 program, IMRF pension fund program, and life insurance program.

- Enrolls 97% of employees in one of the Section 125 pre-tax programs
- Enrolls 810 employees in Section 125 Healthcare Premium program, 315 employees in unreimbursed medical care program, and 30 employees in dependent care program.
- Processes 225 IMRF transactions.

**9. City-wide training – Activity Cost \$23,151**

This program provides training programs for all 750 City of Peoria employees including computer training courses, specialized training requested by departments, courses of general interest to employees, and administers tuition reimbursement program.

- Provides 50 computer training classes to employees.
- Provide 6 department specific training courses annually as needed to address critical issues.
- 15 participants in Tuition reimbursement program.

#### 10. Classification & Compensation – Activity Cost \$21,507

This program conducts all classification and compensation studies required on City of Peoria positions.

- Conduct 15 reclassification studies with 70% completed within 60 days.
- Create, revise or delete 10 new job descriptions to support classification studies.

#### Service Level Trend Table

	FY2003	FY2004	FY 2005
1. Administration/Leadership			
2. Healthcare Administration			
Participants in Disease State Management Program	0.15	0.15	.15
Percent of RXs filled through mail order	23%	25%	25%
Participants in Annual Health Fair	550	575	500
Number of Healthcare Insured Units	1330	1315	1315
Number of Participants in Healthcare Plan	3131	3111	3100
Healthcare Committee Meetings Held	20	20	16
Annual cost per single insured unit - medical/dental	\$5,900	6,100	6,300
Annual cost per member - prescription drugs	\$740	\$750	\$800
PPO Usage Percentage	80%	80%	80%
3. Employee/Labor Relations			
<u>Contract negotiations completed</u>	1	1	2
Number of Negotiation sessions	2	20	30
Management Preparation Meetings	10	15	5
Mediation Sessions	1	1	2
Interest Arbitration	1	1	1
Number of Grievances Filed	20	20	20
Number of Grievances Resolved	15	15	15
Grievance Mediations	2	5	0
Arbitrations Requested	5	3	4
Arbitration Hearings Held	4	2	3
Arbitrations settled prior to hearing	1	1	1
4. Risk and Safety Management			
New Claims Opened - General/Auto/Liability	140	130	135
Claims Closed - General/Auto/Liability Cases	110	110	125
Total number of Worker's Comp. Reports filed	230	220	225
Worker's Compensation Settlements	30	25	30

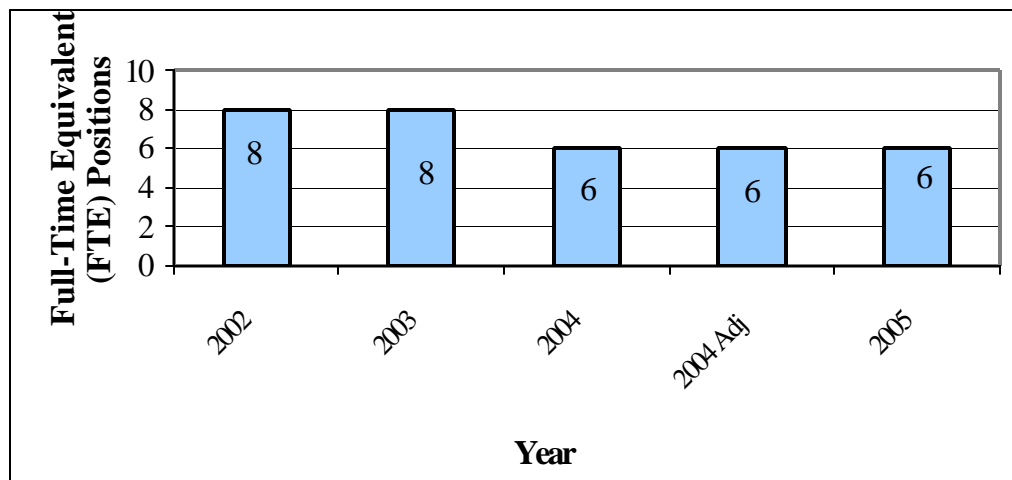
**HUMAN RESOURCES****DIVISION – N/A**

Number of employees on Worker's Comp/Light Duty	35	40	35
Number of Safety Training Sessions	50	40	25
Worker's Compensation - Annual Cost of Claims	\$1,317,000	\$1,400,000	\$1,500,000
General Liability - Annual Cost of Claims	\$358,500	\$345,000	\$350,000
5. Employment			
Vacancies Recruited	100	110	90
Number of applications processed	3000	2500	2000
<u>Number of employees hired and/or promoted</u>	130	120	100
6. Fire and Police Commission			
Number of Police/Fire Entry-level tests administered	1	1	2
Number of Police/Fire Promotional tests administered	2	2	1
Number of Police/Fire new employees hired	15	15	15
Number of Police/Fire promotions processed	8	10	20
Number of Commission Meetings Staffed	18	20	15
7. Personnel Records/Payroll			
Employee payroll entries - completed within 1 week	100%	100%	100%
Employee recognition awards distributed	178	178	180
Freedom of Information Act Requests Processed	10	10	10
8. Benefits			
Number employees enrolled in Sec. 125 – Premiums	844	810	820
Number employees enrolled in Sec. 125 – Unreimbursed medical	333	330	340
Number employees enrolled in Sec. 125 – Dependent Care	33	30	33
Number of IMRF Transactions	225	225	200
Re-enrollment Information Sessions	9	9	9
9. City-wide Training			
Computer training classes provided to employees	65	65	50
Tuition Reimbursement Participants	35	30	15
City-wide/departmental type of training classes to address critical issues	8	6	6
10. Classification & Compensation			
Number of Reclassification Studies Completed	10	15	15
Number of Job Descriptions revised and Implemented	12	10	5
Salary Survey forms completed	15	15	15

<b>DEPARTMENT FULL TIME EQUIVALENT (FTE) POSITIONS</b>
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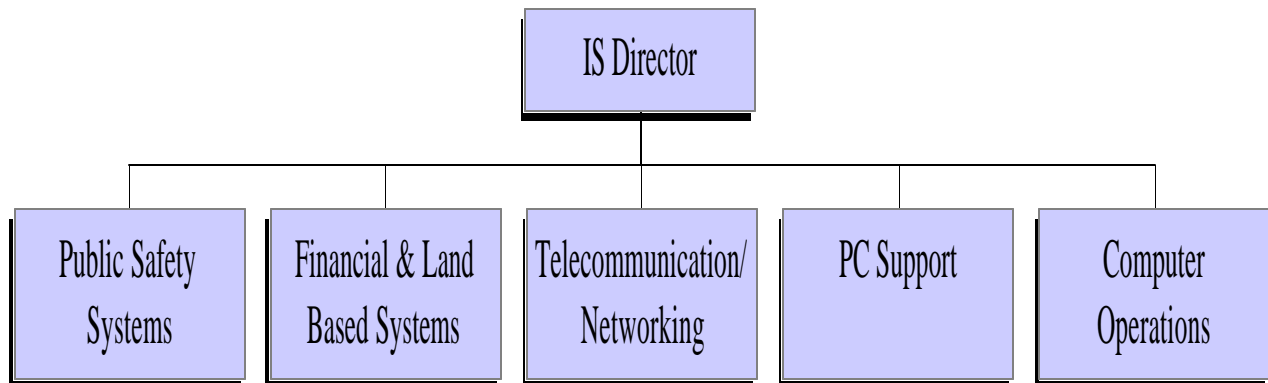
TITLE	FY2003	FY2004	ADJUSTED FY2004	FY2005
<b><u>Office of the Director</u></b>				
Human Resource Director	1	1	1	1
Human Resource Technician II	1	0	0	0
<b><u>Human Resource Services</u></b>				
Assistant Human Resource Director	1	0	0	0
Human Resource Coordinator	1	1	1	1
Human Resource Technician I	1	1	1	1
Patient Advocate/Health Care Administer	1	1	1	1
<b><u>Labor Relations</u></b>				
Labor Relations Manager	1	1	1	1
<b><u>Risk Management</u></b>				
Risk Manager	1	1	1	1
<b>Total</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>

## Staffing History



# Organizational Chart

## Information Systems Department 2005



**DEPARTMENT BUDGET OVERVIEW**

**Appropriation by Major Object**

	<b>2003 Actual</b>	<b>2004 Budget</b>	<b>2004 Adjusted Budget</b>	<b>2004 12-Month Estimate</b>	<b>2005 Budget</b>
Personnel Services	\$935,838	\$957,863	\$957,863	\$988,791	\$1,054,621
Employee Benefits	\$463,620	\$474,671	\$524,923	\$532,363	\$579,377
Contractual	\$463,838	\$527,647	\$587,660	\$459,050	\$597,127
Materials & Supplies	\$21,879	\$23,650	\$24,014	\$20,118	\$23,950
<b>Total</b>	<b>\$1,885,175</b>	<b>\$1,983,831</b>	<b>\$2,094,460</b>	<b>\$2,000,322</b>	<b>\$2,255,075</b>

**Mission Statement**

The Information Systems Department is responsible for the administration, direction, and coordination of all voice and data systems for the City. The department's mission is to provide the support services, automation techniques, and equipment necessary to improve public service and increase staff productivity.

<b>Division – N/A</b>
-----------------------

**Fiscal 2004 Accomplishments**

- Successful completion of 2004 IT projects with reduced budget.
- Continued implementation and upgrades for the CAD/IWIN Laptop Project for the Police Department.
- Implementation of the ImageForce application on the RS/6000 for Peoria City and Peoria County.
- Purchases completed for fiber optic project for Fire Stations 3 and 8 – awaiting completion of I74 construction.
- Network security hardware and software purchased and installed including Virtual Private Network
- NFIRS5 Conversion for National Fire Incident Reporting System.
- Installation of Questys/Legistream software for agenda management.
- Upgraded Corporate Anti-Virus software for network servers/desktops.
- Installed new Intelligent Printers for City and County firestations.
- Installed 120 Dell PCs as part of the City's annual PC replacement program.
- Updated Website for easier navigation, giving it a new look/feel.
- HTE Software assessment and training implementation.

**Desired Program Outcomes for 2005**

- Refresh 40% of the City's technology for the development of a dynamic IT infrastructure based on our current and future business plan, and backed by the resourceful utilization of technology by all City staff.
- Update, upgrade, and maintain contracts on all necessary software and hardware for pertinent City applications, and research for e-government capabilities. Uphold the City's current PC refreshment program by replacing at least 1/3 of all City PCs each year, thereby providing technology improvement for the City to function properly.
- Provide professional technical support services to staff within 8 hours of a call/request.
- Work closely with departments to improve business operations; provide the vision, leadership, and direction City departments require to evaluate emerging technologies and implement technology solutions; organize projects involving software procurement, contract negotiations, software integration and on-going maintenance and support; and communicate information on technology projects and directions to City staff.
- Supply staff with reliable mainframe systems (AS/400 and RS/6000).

- Continuous upgrade of operating system and vendor software to keep at latest levels available.
- Maintain and improve system security, to provide protection from computer viruses and malicious attacks.
- Continue to enhance the safety of the community through contributing to improved response times and reduction of crime rates by supplying new software and providing maintenance and support to mission critical applications for Police, Fire, and Emergency Dispatch agencies.
- Provide the City with voice and data capability sufficient to support the City's e-services, public safety activities, and day-to-day operations; and manage the City's email, voice mail, and network resource and security services.
- Increase staff job efficiency by 20% each year, by providing word processing, spreadsheet, database, email, RS/6000, and AS/400 program training in an official capacity to all City staff.
- Develop an e-government strategy and action plan including a highly functional City website allowing on-line payment of parking tickets; the request and payment of permits; access to any public information that citizens currently call to request; enable on-line advertisement of City programs (sidewalk replacement, trees) that are of interest and benefit to citizens; the posting of meeting schedules and minutes; and a community suggestion box.

**Outcome Trends Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
Unscheduled downtime out of 8,760 hours annually on the RS/6000	0	0	0
Hours of scheduled RS/6000 downtime, annually	30	15	30
Unscheduled downtime out of 8,760 hours annually on the network/email	2	5	5
Hours of scheduled network/email downtime, annually	10	11	10
Unscheduled downtime out of 8,760 hours annually on the AS/400	0	0	0
Hours of scheduled AS/400 downtime, annually for upgrades and daily backups)	1,500	1,500	1,500
Percentage of savings from Telecom contract renegotiations (2003 base yr.)	32%	10%	10%
Percentage of telephone maintenance savings from contract renegotiations (2003 base yr.)	19%	19%	19%
Scheduled downtime out of 8,760 hours annually for voice mail and telephone systems & Call Accounting	1.5	6	6
Unscheduled downtime out of 8,760 hours annually for voice mail and telephone systems	0	7	2
PC Support service calls resolved within 8 hours	1,200	1,500	2,500
Service related incidents in PC Support transferred from staff assistance to phone-resolved service calls, due to Zenworks.	500	1,000	1,500



Operational jobs/services completed on time (%)	98%	98%	98%
Percent of IS staff receiving IT specific & IS funded training per year	36%	60%	80%
Percent of City departments benefiting from IS-managed maintenance and support contracts	95%	100%	100%

**Activities Linked to Council Goals**

Public Safety	Council Goals #1, #2, #4, #5, #6
Financial/Land Based Applications	Council Goals #1, #2, #4, #5, #6
Network/Telecommunications	Council Goals #1, #2, #4
PC Support/Web	Council Goals #1, #4, #5, #6
Computer Operations	Council Goals #1, #2

**Division Activities**

**1. Public Safety – Activity cost \$ 387,278**

This program oversees, maintains and upgrades all technical aspects of the City's Computer Aided Dispatch centers for Police, Fire, and the Sheriff's Departments, including 62 applications. It does dispatching for Bartonville, Peoria Heights, Chillicothe, Peoria County, and the Volunteer Fire Department; and maintains a CAD interface with Advanced Medical Transport (AMT). In addition to the Peoria Police Department, it also administers the technical operation of the Police records management systems for Juvenile Probation, Pekin Police Department, Bradley Police and Peoria Park Police, as well as the City Fire reporting applications, specifically with regard to the National Fire Incident Reporting System – implementing 70% of enhancement requests within one (1) week (based on 250 annual requests), and enacting 75% of system update requests within eight (8) hours (based on 375 annual updates).

**2. Financial/Land-Based – Activity cost \$ 527,648**

This program is responsible for the maintenance, supervision, and upgrades to eight (8) financial databases including Cash Receipts, Accounting, Accounts Receivable, Payroll/Personnel, Fixed Assets, Fleet Management, Business Licenses, and Purchasing/Inventory, as well six (6) geo-based applications: Building Permits, Code Enforcement, Land/Parcel Management, Planning/Zoning, and the Document Management System (DMS). In addition, this program develops and maintains two (2) in-house applications: Parking Ticket/Court Case and Special Assessments applications. We receive telephone support from the vendor on 14 of the 16 applications we support, and 90% of the calls for support are resolved with 24 hours; the remainder within 48-72 hours depending upon the severity of the problem. 95% of the problems using the system encountered by users, or adding new codes (e.g. new permit types), are handled by in-house staff within 8 hours of the request. In 2005 we expect approximately 65 programming modifications, split almost evenly between our software vendor and in-house staff. Approximately 50% are completed within 24 hours, depending upon

complexity of change. The other modifications are ongoing improvements which take longer depending upon complexity and workload. In-house staff will develop and/or modify approximately 500 query report requests, 65% of which are for financial applications and the remaining 35% for land-based applications. Approximately 50% of these are completed within the same day as the request, and 95% are completed within 24 hours.

### **3. Network/Telecommunications – Activity Cost \$ 750,085**

The Network Program installs and administers all City networking hardware and software, and maintains the City's fifteen (15) file, internet and email servers for City users, as well as supervises database programs for various departments such as the SID database for the Police Department. The Network Specialist oversees network printing services, remote access services, anti-virus management and maintains all network software and hardware. This includes the servers for AutoCAD file services for City Hall engineers; Arc View for Engineering GIS project files; ZenWorks and Norton Anti-Virus; LEADS for the State LEADS public safety software; and data collection towers. Network applications and services are available 99% of the time.

The Telecommunications Program handles all telecommunications services to City staff including voice and data. It supports nine (9) telephone systems, resolves 90% of operational problems in-house, makes on the average of ten (10) repairs to wiring or telephone sets weekly, and handles twenty (20) administration changes weekly. The Telecommunications Program also oversees voice and data circuits connecting all remote locations such as the Fire Department, ESDA, Radio Shop, Fire Training Academy, Peoria Township, Public Works, Inspections, Bradley University, the County, Peoria Park District, Pekin, Bartonville, Chillicothe, Peoria Heights, the State LEADS System, and the Technology Center. This program is also responsible for local, long distance service contracts, and maintenance contracts. The City currently has 35 high-speed circuits, over 1,000 telephone sets and adjuncts, two ISND Prime Service, one T-1 for local and long distance service, and 75 voice grade lines.

### **4. PC Support/Web – Activity cost \$ 358,214**

This program functions through the ministrations of two full-time PC Specialists. They process the service calls of all City personnel, including installing software and hardware, performing upgrades, and troubleshooting. This program involves supporting the configuration, software and networking of the PCs in all the 9-1-1 centers handled by IS, as well as Fire, Police and other City locations. It monitors the purchase of end user City hardware and software to keep all PCs and related software uniform and on the same platform, and manages maintenance and support contracts for ten (10) of these programs. It assists staff with hardware or software problems and requirements, resolving 95% of requests for assistance within 8 hours (based on over 1,200 annual requests), and completing 80% of its phone service calls within 10 minutes (based on 750 annual phone service calls). It is the program in charge of the City's PC Refreshment Program – replacing 1/3 of all City PCs each year, which is 120 units - and also oversees the upgrade of all City software and other PC configurations, including 85 PC applications.

This description also covers the PC Project Leader, who coordinates and manages the upgrades, installations and service calls carried out by PC Specialists. The Website program supports the City's current website. It is responsible for working with departmental contacts to keep our website up-to-date and informative.

#### **5. Computer Operations – Activity cost \$ 231,851**

This program is responsible for maintaining the City's two (2) midrange systems and network architecture for 24-hour/7-days-a-week operation. It produces data tapes, reports, all City checks including Payroll and Accounts Payable checks, and other output for distribution to end users. Of the 21,260 batch processing and report requests received annually, Operations resolves 99% within 24 hours. Additionally, of the 18,255 instances of staff assistance expected in 2003, approximately 70% will be handled by operators, while roughly 30% will be turned over to the appropriate Information Systems Specialist. Of the calls handled by Operations, 90% will be resolved in 2 hours or less. This program functions as a City-wide, computer technology help desk, providing around the clock solutions to City staff who call with operational problems.

**Service Level Trend Table**

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
<b>1. Public Safety</b>			
RS/6000 applications supported	69	64	62
Annual enhancement requests - RS/6000	250	250	250
Updates to system	375	375	375
<b>2. Financial/Land Based</b>			
AS/400 applications supported	16	19	19
Annual program modifications - AS/400	200	300	200
Query report development requests	650	600	600
<b>3. Network/Telecommunications</b>			
Telephone sets	1,053	1,065	1,065
Voice mail users	450	495	500
Email users (total down, due to less staff)	400	370	375
Network servers	13	15	16
Voice/data network hardware devices	118	45	50
Voice systems maintained	12	11	11
Network hardware/software upgrades	76	110	120
<b>4. PC Support/Web</b>			
IS-managed maintenance & support contracts	10	11	11
PC Support - instances of staff assistance	930	1,000	1000
Desktop hardware annual replacements	120	120	120
Desktop hardware/software annual upgrades	450	65	85
PC applications supported	58	72	80
Phone resolved service calls in PC Support	750	1,200	1,500
<b>5. Computer Operations</b>			
Operations batch processing & report requests	20,875	21,710	21,660
Operations - instances of staff assistance	16,425	18,400	18,475

**DEPARTMENT FULL TIME EQUIVALENT (FTE) POSITIONS**

TITLE	FY2003	FY2004	ADJUSTED	
			FY2004	FY2005
<u>Information Systems</u>				
Information Systems Director	1	1	1	1
Information Systems Manager	1	1	1	1
Administrative Specialist III	1	1	1	1
Information Systems Project Leader	3	3	3	3
Programmer Analyst	3	3	3	3
Lead Operator	1	1	1	1
Computer Operator	4	4	4	4
Telecommunications Specialist	1	1	1	1
Network Specialist	1	1	1	1
PC Specialist	2	2	2	2
PC Specialist PT Support	0	0	0	0
<b>Total</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>18</b>

**Staffing History**

