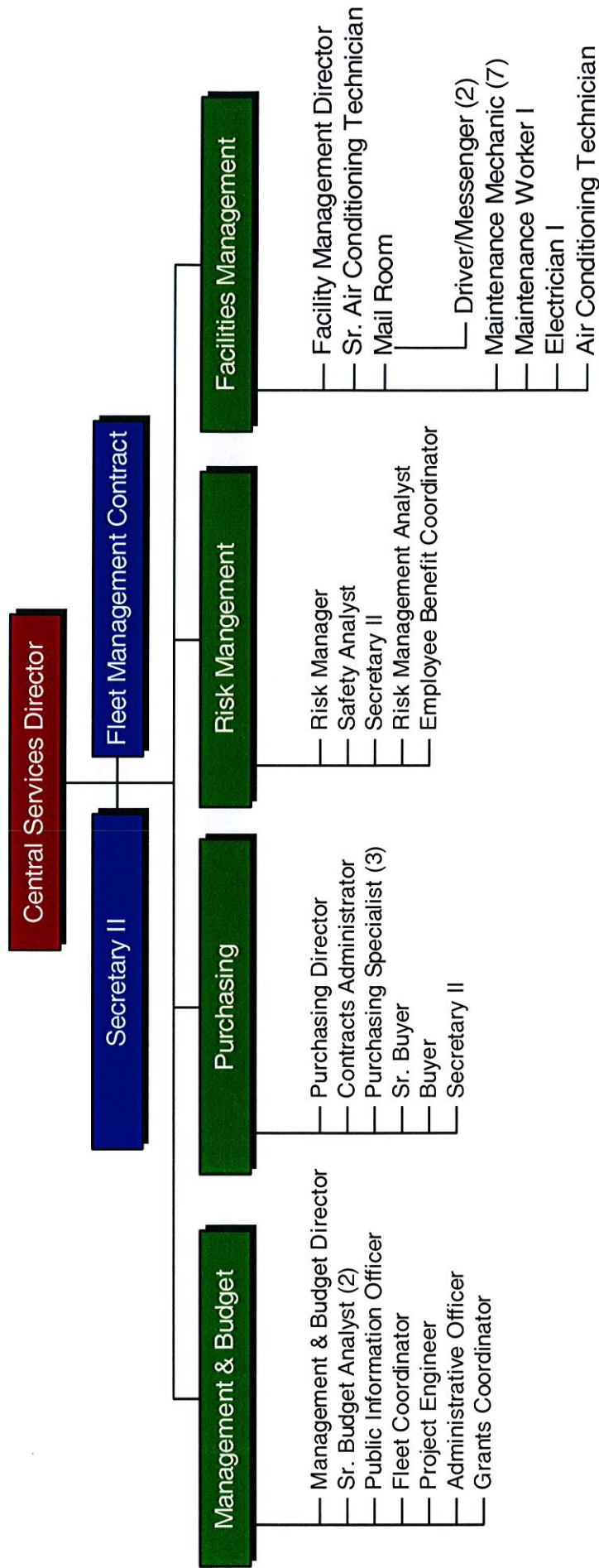


CENTRAL SERVICES DEPARTMENT
FY 10/11



Central Services Department

Mission

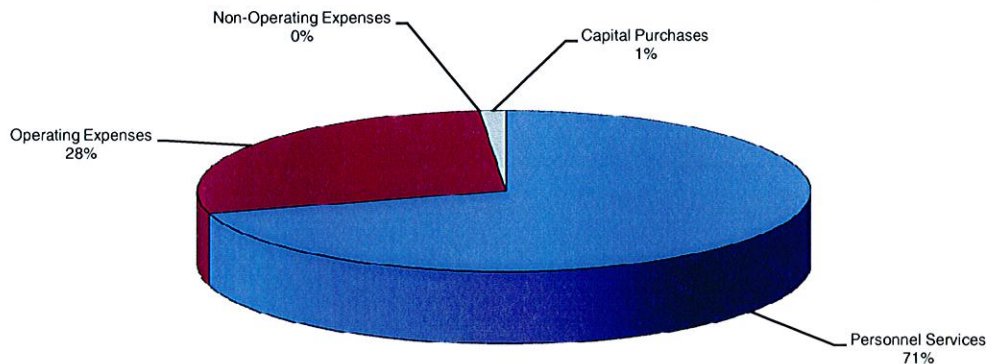
The Central Services Department provides professional and technical support services in key centralized functions to City operating departments, City employees, and the public.

Description of Programs

As an internal services function, the Central Services Department provides services to the public, but their primary focus is providing support services to other City Departments. The Management & Budget Division is responsible for preparing & administering the City's Annual Budget, and administering the fleet management operation. The Purchasing Division is responsible for the coordination of purchases made by the City and coordination of the auction of surplus City property. The Risk Management Division is responsible for administering the City's efforts related to Workers' Compensation, employee benefits, City liability, property insurance, and employee/public safety. The Facilities Management Division is responsible for maintaining & repairing City facilities and grounds.

Financial Summary--Program Expenditures

| | Actual FY 2009 | Amended FY 2010 | Adopted FY 2011 | \$ Change | % Change |
|------------------------|--------------------|--------------------|--------------------|-------------------|--------------|
| Personnel Services | \$2,447,878 | \$3,227,419 | \$3,414,282 | 186,863 | 5.8% |
| Operating Expenses | \$808,428 | \$1,540,619 | \$1,362,087 | (178,532) | -11.6% |
| Non-Operating Expenses | \$0 | \$0 | \$0 | 0 | N/A |
| Capital Purchases | \$236,592 | \$142,551 | \$65,000 | (77,551) | -54.4% |
| TOTALS | \$3,492,898 | \$4,910,589 | \$4,841,369 | (\$69,220) | -1.4% |



Central Services Department

Position Summary

| Position Title | Amended FY 2008/2009 | Amended FY 2009/2010 | Adopted FY 2010/2011 |
|--|-------------------------|-------------------------|-------------------------|
| <u>Management & Budget</u> | | | |
| Central Services Director | 1 | 1 | 1 |
| Management & Budget Director | 1 | 1 | 1 |
| Secretary II | 1 | 1 | 1 |
| Senior Budget Analyst | 2 | 2 | 2 |
| Project Engineer | 1 | 1 | 1 |
| Administrative Officer | 1 | 1 | 1 |
| Marketing & Communications Director ^{1,3} | 0 | 1 | 0 |
| Public Information Officer ¹ | 0 | 1 | 1 |
| Grants Coordinator | 0 | 0 | 1 |
| Fleet Coordinator | 1 | 1 | 1 |
| Total Management & Budget | 8 | 10 | 10 |
| <u>Purchasing</u> | | | |
| Purchasing Director | 1 | 1 | 1 |
| Contracts Administrator | 1 | 1 | 1 |
| Purchasing Specialist | 4 | 3 | 3 |
| Senior Buyer | 1 | 1 | 1 |
| Buyer | 1 | 1 | 1 |
| Secretary II | 1 | 1 | 1 |
| Total Purchasing | 9 | 8 | 8 |
| <u>Risk Management</u> | | | |
| Risk Manager | 1 | 1 | 1 |
| Safety Analyst | 1 | 1 | 1 |
| Secretary II | 1 | 1 | 1 |
| Risk Management Analyst | 1 | 1 | 1 |
| Employee Benefit Coordinator | 1 | 1 | 1 |
| Total Risk Management | 5 | 5 | 5 |
| <u>Facilities Management</u> | | | |
| Facility Management Director | 1 | 1 | 1 |
| Senior Maintenance Mechanic | 1 | 1 | 0 |
| Senior Air Conditioning Technician | 0 | 0 | 1 |
| Maintenance Mechanic ² | 4 | 7 | 7 |
| Maintenance Worker I | 1 | 1 | 1 |
| Electrician I | 1 | 1 | 1 |
| Driver/Messenger | 2 | 2 | 2 |
| Air Conditioning Technician | 1 | 1 | 1 |
| Total Facility Management | 11 | 14 | 14 |
| Total Positions | 33 | 37 | 37 |

¹Marketing function was transferred from the Leisure Services Department in FY 09/10

²Three positions were transferred from the Leisure Services Department in FY 09/10

³This position was funded for three months only in FY 09/10

Central Services Department Management & Budget Division

Mission

The Management & Budget Division provides budgetary, analytical, and support services and information to the City Manager, City Commission, and operating departments in the support of management decisions.

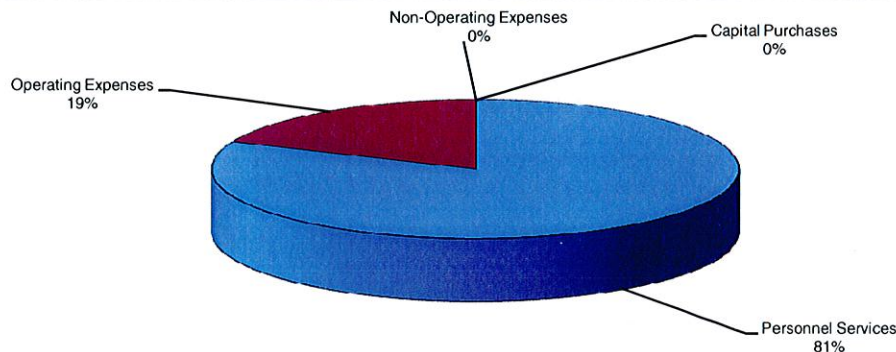
Description of Programs

The Management & Budget Division prepares, administers, monitors, and amends the annual budget; provides budget information and analysis to the City Manager and City Commission; performs surveys, studies, and special projects; manages the City's fleet maintenance contract; and manages the City's cellular telephone contract.

| Performance Measures | FY 09 Actual | FY 10 Projected | FY 10 YTD | FY 11 Projected |
|---|-----------------|--------------------|--------------|--------------------|
| Percentage of budget transfers processed within 3 days | 93% | 95% | 90% | 95% |
| Percentage of direct payments processed within 3 business days | 94% | 95% | 97% | 95% |
| Percentage of vehicles current on preventative maintenance schedule | 45% | 75% | 81% | 85% |
| Number of special events planned by Marketing | 12 | 19 | 15 | 20 |

Financial Summary--Program Expenditures

| | Actual FY 2009 | Amended FY 2010 | Adopted FY 2011 | \$ Change | % Change |
|------------------------|-------------------|--------------------|--------------------|-----------------|-------------|
| Personnel Services | \$680,072 | \$1,058,194 | \$1,112,338 | 54,144 | 5.1% |
| Operating Expenses | 13,359 | 251,999 | 254,251 | 2,252 | 0.9% |
| Non-Operating Expenses | 0 | 0 | 0 | 0 | N/A |
| Capital Purchases | 1,448 | 1,162 | 0 | (1,162) | -100.0% |
| TOTALS | \$694,879 | \$1,311,355 | \$1,366,589 | \$55,234 | 4.2% |



| | ACTUAL FY 2008-2009 | AMENDED FY 2009-2010 | ADOPTED FY 2010-2011 |
|--|------------------------|-------------------------|-------------------------|
| CENTRAL SERVICES DEPARTMENT | | | |
| MANAGEMENT & BUDGET | | | |
| PERSONNEL SERVICES | | | |
| 1801-513.12-01 Salaries | \$496,022 | \$756,512 | \$783,014 |
| 1801-513.14-01 Time and a Half Overtime | 0 | 100 | 100 |
| 1801-513.14-02 Straight-Time Overtime | 207 | 500 | 500 |
| 1801-513.15-04 Auto Allowance | 2,406 | 2,400 | 2,400 |
| 1801-513.21-01 SS and Medicare Matching | 34,829 | 50,194 | 54,209 |
| 1801-513.22-01 Pension-General | 71,541 | 116,588 | 135,914 |
| 1801-513.23-01 Health Insurance | 72,815 | 129,665 | 133,553 |
| 1801-513.24-00 Workers' Compensation | 2,252 | 2,235 | 2,648 |
| REQUESTED APPROPRIATION | \$680,072 | \$1,058,194 | \$1,112,338 |
| OPERATING EXPENSES | | | |
| 1801-513.31-30 Professional Services | \$0 | \$100 | \$100 |
| 1801-513.34-02 Records Retention | 0 | 800 | 800 |
| 1801-513.34-04 Temporary Services | 0 | 80,000 | 80,000 |
| 1801-513.34-20 Misc. Contractual Services | 0 | 100 | 100 |
| 1801-513.40-01 Travel and Per Diem | 0 | 1,150 | 920 |
| 1801-513.40-02 Local Mileage | 9 | 250 | 250 |
| 1801-513.41-01 Telephone | 3,694 | 5,000 | 4,800 |
| 1801-513.41-05 Data Line | 682 | 2,882 | 2,906 |
| 1801-513.46-10 Maintenance Auto Equipment | 0 | 500 | 500 |
| 1801-513.46-11 Maint Office Equipment | 43 | 100 | 100 |
| 1801-513.47-01 Printing and Binding | 0 | 3,285 | 3,285 |
| 1801-513.47-02 Photocopying Costs | 4,073 | 8,400 | 8,400 |
| 1801-513.48-01 Public Relations | 0 | 130,000 | 130,000 |
| 1801-513.49-28 Advertising & Sponsorship | 0 | 100 | 100 |
| 1801-513.49-48 Earth day Celebration | 0 | 100 | 100 |
| 1801-513.49-54 Vehicle Replacement Funding | 0 | 0 | 5,782 |
| 1801-513.51-01 Office Supplies | 2,157 | 3,200 | 3,200 |
| 1801-513.52-01 Gas & Oil | 0 | 500 | 500 |
| 1801-513.52-90 Other Supplies & Expenses | 1,345 | 11,977 | 9,000 |
| 1801-513.54-01 Subs & Memberships | 729 | 1,225 | 1,078 |
| 1801-513.54-02 Tuition & Training | 627 | 2,330 | 2,330 |
| REQUESTED APPROPRIATION | \$13,359 | \$251,999 | \$254,251 |
| CAPITAL PURCHASES | | | |
| 1801-513.64-02 Computer Equipment | \$1,448 | \$1,162 | \$0 |
| REQUESTED APPROPRIATION | \$1,448 | \$1,162 | \$0 |
| TOTAL REQUESTED APPROPRIATION | \$694,879 | \$1,311,355 | \$1,366,589 |

Central Services Department Purchasing Division

Mission

The Purchasing Division provides support to City operating departments by securing quality goods and services in a timely fashion using appropriate competitive procurement methods.

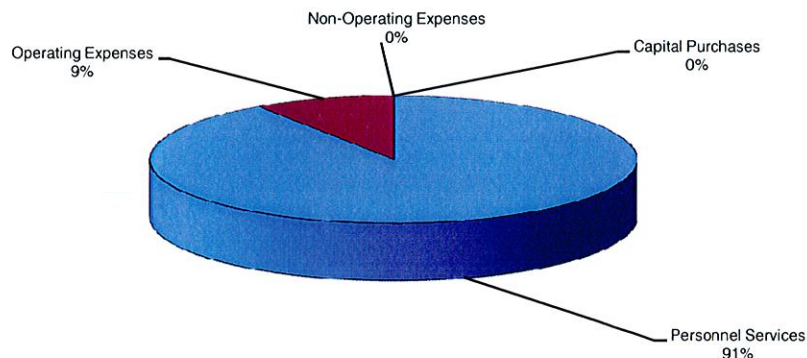
Description of Programs

The Purchasing Division facilitates the procurement of commodities, products, and services in accordance with Florida Statutes and the City Code using a variety of procurement methods (Bid, RFQ, RFP, Quote); administers the disposition of vehicles, equipment, and other surplus items; and oversees various City contracts.

| Performance Measures | FY 09 Actual | FY 10 Projected | FY 10 YTD | FY 11 Projected |
|--|-----------------|--------------------|--------------|--------------------|
| Percentage of purchase orders under \$2,500 issued in 5 days or less | 91% | 100% | 82% | 100% |
| Percentage of purchase orders between \$2,500 and \$25,000 issued within 30 days or less | 97% | 90% | 95% | 90% |
| Percentage of purchase orders over \$25,000 issued within 120 calendar days | 100% | 100% | 96% | 100% |
| Percentage of contracts renewed within 30 days of expiration | 95% | 100% | 93% | 100% |

Financial Summary--Program Expenditures

| | Actual FY 2009 | Amended FY 2010 | Adopted FY 2011 | \$ Change | % Change |
|------------------------|-------------------|--------------------|--------------------|----------------|-------------|
| Personnel Services | \$764,208 | \$829,292 | \$864,294 | 35,002 | 4.2% |
| Operating Expenses | 77,316 | 117,568 | 89,415 | (28,153) | -23.9% |
| Non-Operating Expenses | 0 | 0 | 0 | 0 | N/A |
| Capital Purchases | 0 | 0 | 0 | 0 | N/A |
| TOTALS | \$841,524 | \$946,860 | \$953,709 | \$6,849 | 0.7% |



| | ACTUAL FY 2008-2009 | AMENDED FY 2009-2010 | ADOPTED FY 2010-2011 |
|--|------------------------|-------------------------|-------------------------|
| CENTRAL SERVICES DEPARTMENT | | | |
| PURCHASING | | | |
| PERSONNEL SERVICES | | | |
| 1802-513.12-01 Salaries | \$546,547 | \$567,105 | \$592,366 |
| 1802-513.14-01 Time and a Half Overtime | 0 | 1,000 | 100 |
| 1802-513.14-02 Straight-Time Overtime | 62 | 400 | 100 |
| 1802-513.15-04 Auto Allowance | 2,406 | 2,400 | 2,400 |
| 1802-513.21-01 SS and Medicare Matching | 41,111 | 42,846 | 43,721 |
| 1802-513.22-01 Pension-General | 103,318 | 132,278 | 134,706 |
| 1802-513.23-01 Health Insurance | 68,054 | 81,030 | 88,959 |
| 1802-513.24-00 Workers' Compensation | 2,710 | 2,233 | 1,942 |
| REQUESTED APPROPRIATION | \$764,208 | \$829,292 | \$864,294 |
| OPERATING EXPENSES | | | |
| 1802-513.31-30 Professional Services | \$0 | \$100 | \$100 |
| 1802-513.34-02 Records Retention | 400 | 400 | 400 |
| 1802-513.34-04 Temporary Services | 0 | 100 | 100 |
| 1802-513.40-01 Travel and Per Diem | 1,252 | 1,362 | 1,090 |
| 1802-513.40-02 Local Mileage | 224 | 1,200 | 750 |
| 1802-513.41-01 Telephone | 7,358 | 10,975 | 10,975 |
| 1802-513.41-05 Data Line | 2,177 | 1,705 | 0 |
| 1802-513.41-04 Postage | 6 | 200 | 200 |
| 1802-513.43-01 Electricity | 4,282 | 6,496 | 0 |
| 1802-513.44-02 Buildings-Rental | 36,000 | 54,818 | 56,226 |
| 1802-513.46-11 Maint Office Equipment | 74 | 200 | 200 |
| 1802-513.46-16 Maint Computer Equipment | 0 | 100 | 100 |
| 1802-513.47-01 Printing and Binding | 306 | 500 | 300 |
| 1802-513.47-02 Photocopying Costs | 3,381 | 3,700 | 3,700 |
| 1802-513.51-01 Office Supplies | 1,873 | 2,500 | 2,500 |
| 1802-513.52-90 Other Supplies & Expenses | 17,416 | 29,362 | 10,484 |
| 1802-513.54-01 Subs & Memberships | 1,165 | 1,200 | 990 |
| 1802-513.54-02 Tuition & Training | 1,402 | 2,650 | 1,300 |
| REQUESTED APPROPRIATION | \$77,316 | \$117,568 | \$89,415 |
| TOTAL REQUESTED APPROPRIATION | | | |
| | \$841,524 | \$946,860 | \$953,709 |

Central Services Department Risk Management Division

Mission

The Risk Management Division protects the physical, financial, and personnel assets of the City through the identification of risk, the implementation of loss control programs, and the selection of risk transfer and financing techniques.

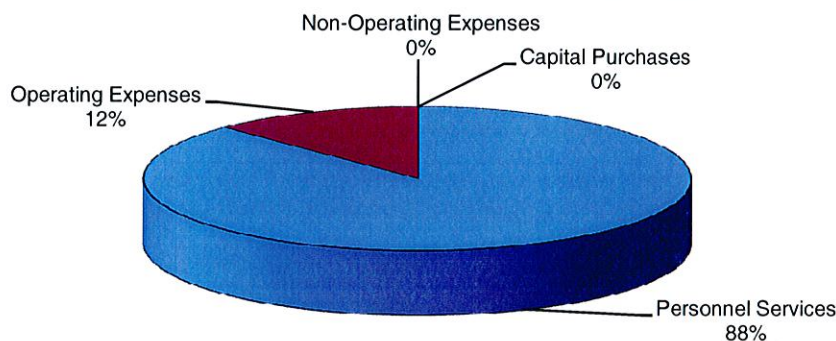
Description of Programs

The Risk Management Division administers the City's property, casualty, and employee group insurance plans; manages the workers' compensation and liability claims management functions; and works to provide safety and related training in order to reduce injuries and claims.

| Performance Measures | FY 09 Actual | FY 10 Projected | FY 10 YTD | FY 11 Projected |
|---------------------------------------|-----------------|--------------------|--------------|--------------------|
| Auto / injury claims | 138 | 140 | 141 | 135 |
| Site inspections | NA | 20 | 23 | 30 |
| Number of OSHA training | 4 | 1 | 9 | 2 |
| Number of workers compensation claims | 50 | 84 | 62 | 80 |

Financial Summary--Program Expenditures

| | Actual FY 2009 | Amended FY 2010 | Adopted FY 2011 | \$ Change | % Change |
|------------------------|-------------------|--------------------|--------------------|-------------------|--------------|
| Personnel Services | \$395,152 | \$473,577 | \$499,392 | 25,815 | 5.5% |
| Operating Expenses | 69,179 | 107,117 | 70,835 | (36,282) | -33.9% |
| Non-Operating Expenses | 0 | 0 | 0 | 0 | N/A |
| Capital Purchases | 0 | 2,500 | 0 | (2,500) | -100.0% |
| TOTALS | \$464,331 | \$583,194 | \$570,227 | (\$12,967) | -2.2% |



| | ACTUAL FY 2008-2009 | AMENDED FY 2009-2010 | ADOPTED FY 2010-2011 |
|---|------------------------|-------------------------|-------------------------|
| CENTRAL SERVICES DEPARTMENT | | | |
| RISK MANAGEMENT | | | |
| PERSONNEL SERVICES | | | |
| 1803-519.12-01 Salaries | \$286,757 | \$329,842 | \$354,363 |
| 1803-519.14-01 Time and a Half Overtime | 0 | 0 | 100 |
| 1803-519.14-02 Straight-Time Overtime | 0 | 0 | 200 |
| 1803-519.21-01 SS and Medicare Matching | 21,021 | 26,366 | 22,096 |
| 1803-519.22-01 Pension-General | 43,473 | 62,287 | 69,831 |
| 1803-519.23-01 Health Insurance | 42,494 | 53,828 | 51,611 |
| 1803-519.24-00 Workers' Compensation | 1,407 | 1,254 | 1,191 |
| REQUESTED APPROPRIATION | \$395,152 | \$473,577 | \$499,392 |
| OPERATING EXPENSES | | | |
| 1803-519.31-30 Professional Services | \$0 | \$2,000 | \$100 |
| 1803-519.34-02 Records Retention | 750 | 850 | 850 |
| 1803-519.34-04 Temporary Services | 8,160 | 15,100 | 100 |
| 1803-519.40-01 Travel and Per Diem | 1,231 | 2,062 | 1,650 |
| 1803-519.40-02 Local Mileage | 134 | 200 | 150 |
| 1803-519.41-01 Telephone | 3,549 | 4,500 | 6,240 |
| 1803-519.41-05 Data Line | 1,245 | 1,305 | 0 |
| 1803-519.43-01 Electricity | 3,001 | 3,200 | 0 |
| 1803-519.44-02 Buildings-Rental | 36,000 | 45,468 | 47,576 |
| 1803-519.46-10 Maint Auto Equipment | 405 | 300 | 300 |
| 1803-519.46-16 Maint. Computer Equipment | 0 | 0 | 100 |
| 1803-519.46-29 Maint Other Equipment | 0 | 0 | 250 |
| 1803-519.47-01 Printing and Binding | 84 | 300 | 100 |
| 1803-519.47-02 Photocopying Costs | 3,240 | 3,380 | 3,380 |
| 1803-519.49-54 Vehicle Replacement Funding | 0 | 2,667 | 953 |
| 1803-519.51-01 Office Supplies | 1,594 | 1,600 | 1,600 |
| 1803-519.52-01 Gas & Oil | 20 | 350 | 350 |
| 1803-519.52-90 Other Supplies & Expenses | 8,142 | 19,275 | 3,900 |
| 1803-519.54-01 Subs & Memberships | 1,275 | 2,060 | 1,153 |
| 1803-519.54-02 Tuition & Training | 349 | 2,500 | 2,083 |
| REQUESTED APPROPRIATION | \$69,179 | \$107,117 | \$70,835 |
| CAPITAL PURCHASES | | | |
| 1803-519.64-04 Office Furniture & Equipment | \$0 | \$2,500 | \$0 |
| REQUESTED APPROPRIATION | \$0 | \$2,500 | \$0 |
| TOTAL REQUESTED APPROPRIATION | \$464,331 | \$583,194 | \$570,227 |

Central Services Department Facilities Management Division

Mission

The Facilities Management Division provides for safe, clean, and comfortable buildings and facilities for City employees and the public.

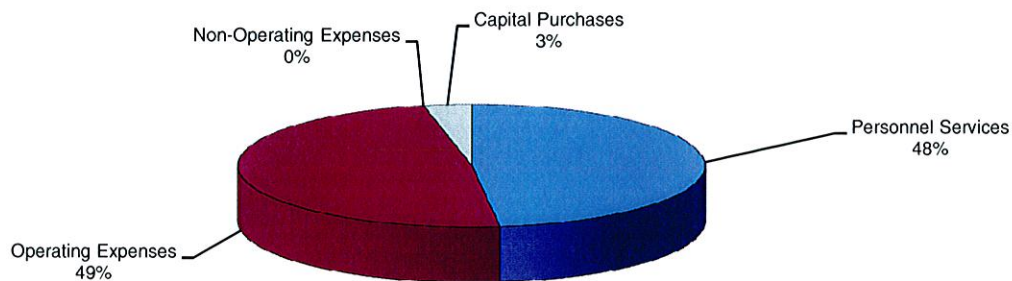
Description of Programs

The Facilities Management Division provides building maintenance functions (mechanical, electrical, plumbing, etc.) in City Hall and other City facilities; provides mail service for both inter-office mail and external mail; and oversees various maintenance contracts with third-party vendors.

| Performance Measures | FY 09 Actual | FY 10 Projected | FY 10 YTD | FY 11 Projected |
|--|-----------------|--------------------|--------------|--------------------|
| Average number of monthly routine maintenance calls | 98 | 120 | 175 | 150 |
| Average number of monthly routine maintenance completed | 82 | 100 | 92 | 130 |
| Average number of monthly preventative maintenance scheduled | 65 | 120 | 64 | 115 |
| Average number of monthly preventative maintenance scheduled completed | 51 | 25 | 37 | 50 |

Financial Summary--Program Expenditures

| | Actual FY 2009 | Amended FY 2010 | Adopted FY 2011 | \$ Change | % Change |
|------------------------|--------------------|--------------------|--------------------|--------------------|--------------|
| Personnel Services | \$608,446 | \$866,356 | \$938,258 | 71,902 | 8.3% |
| Operating Expenses | 648,574 | 1,063,935 | 947,586 | (116,349) | -10.9% |
| Non-Operating Expenses | 0 | 0 | 0 | 0 | N/A |
| Capital Purchases | 235,144 | 138,889 | 65,000 | (73,889) | -53.2% |
| TOTALS | \$1,492,164 | \$2,069,180 | \$1,950,844 | (\$118,336) | -5.7% |



| | ACTUAL FY 2008-2009 | AMENDED FY 2009-2010 | ADOPTED FY 2010-2011 |
|---|------------------------|-------------------------|-------------------------|
| CENTRAL SERVICES DEPARTMENT | | | |
| FACILITIES MANAGEMENT | | | |
| PERSONNEL SERVICES | | | |
| 1804-539.12-01 Salaries | \$401,148 | \$543,300 | \$597,917 |
| 1804-539.14-01 Time and a Half Overtime | 3,290 | 2,000 | 2,000 |
| 1804-539.14-02 Straight-Time Overtime | 1,699 | 1,500 | 1,500 |
| 1804-539.21-01 SS and Medicare Matching | 30,123 | 43,728 | 45,244 |
| 1804-539.22-01 Pension-General | 96,061 | 156,110 | 156,517 |
| 1804-539.23-01 Health Insurance | 51,487 | 98,128 | 109,773 |
| 1804-539.24-00 Workers' Compensation | 24,638 | 21,590 | 25,307 |
| REQUESTED APPROPRIATION | \$608,446 | \$866,356 | \$938,258 |
| OPERATING EXPENSES | | | |
| 1804-539.31-30 Professional Services | \$3,500 | \$500 | \$500 |
| 1804-539.34-05 Building Maint. Contracts | 185,021 | 250,000 | 270,000 |
| 1804-539.34-20 Misc. Contractual Services | 39,308 | 46,100 | 51,100 |
| 1804-539.41-01 Telephone | 906 | 1,100 | 1,100 |
| 1804-539.41-05 Data Line | 97 | 126 | 126 |
| 1804-539.41-04 Postage | 75,996 | 250,000 | 178,556 |
| 1804-539.43-01 Electricity | 146,203 | 179,000 | 179,000 |
| 1804-539.43-10 Water & Wastewater | 9,593 | 13,000 | 13,000 |
| 1804-539.43-15 Stormwater | 2,469 | 2,681 | 3,434 |
| 1804-539.46-10 Maint Auto Equipment | 15,896 | 24,740 | 24,740 |
| 1804-539.46-11 Maint Office Equipment | 2,050 | 3,100 | 3,000 |
| 1804-539.46-13 Maint Communication Equip | 504 | 660 | 660 |
| 1804-539.46-14 Maint Grounds/ Equipment | 0 | 3,000 | 3,500 |
| 1804-539.46-29 Maint Other Equipment | 0 | 700 | 0 |
| 1804-539.46-40 Maint Buildings | 136,326 | 186,000 | 150,000 |
| 1804-539.47-02 Photocopying Costs | 0 | 100 | 0 |
| 1804-539.49-08 Permits & Licenses | 566 | 2,000 | 1,500 |
| 1804-539.49-54 Vehicle Replacement Funding | 0 | 37,559 | 10,954 |
| 1804-539.51-01 Office Supplies | 334 | 1,100 | 500 |
| 1804-539.52-01 Gas & Oil | 19,623 | 40,000 | 33,000 |
| 1804-539.52-03 Uniforms | 1,744 | 3,524 | 4,000 |
| 1804-539.52-15 Lighting/Electrical Supplies | 0 | 10,000 | 10,000 |
| 1804-539.52-17 Small Equipment | 2,132 | 1,500 | 1,500 |
| 1804-539.52-90 Other Supplies & Expenses | 6,306 | 7,000 | 7,000 |
| 1804-539.54-01 Subs & Memberships | 0 | 245 | 216 |
| 1804-539.54-02 Tuition & Training | 0 | 200 | 200 |
| REQUESTED APPROPRIATION | \$648,574 | \$1,063,935 | \$947,586 |
| CAPITAL PURCHASES | | | |
| 1804-539.62-03 Building Improvements | \$233,146 | \$138,889 | \$65,000 |
| 1804-539.64-02 Computer Equipment | 1,998 | 0 | 0 |
| REQUESTED APPROPRIATION | \$235,144 | \$138,889 | \$65,000 |
| TOTAL REQUESTED APPROPRIATION | \$1,492,164 | \$2,069,180 | \$1,950,844 |