

Administrative Services

About Administrative Services

The Administrative Services Department coordinates and directs the operations of Finance, Human Resources, Sales Tax, Purchasing, Information Technology, Risk Management, Budget, Urban Renewal, the Public Information Office and the Safety/Wellness Programs. In addition, the Deputy City Manager assumes the duties of City Manager as directed.

**2010
Budget
Highlights**

- Develop a department strategic plan
- Develop a plan for on-line payment for tax returns and licensing
- Develop GIS data-sharing policy
- Develop workforce planning strategies and assist with succession planning
- Initiation of redevelopment project at SE corner of 44th and Wadsworth



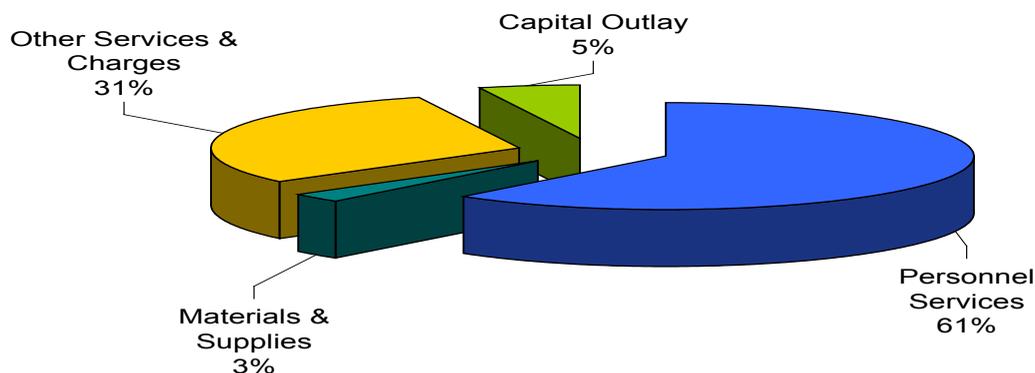
Administrative Services

Staffing and Financial Summary

	2007 Authorized	2008 Authorized	2009 Authorized	2010 Authorized
Finance	2.75	2.75	2.75	2.75
Administrative Services	3	4.125	4.125	4.125
Human Resources	3	3	3	3
Sales Tax	3	3	3	3
Purchasing and Contracting	1.5	1.5	1.5	1.5
Information Technology	6	6	6	6
TOTAL	19.25	20.375	20.375	20.375

	2008 Actual	2009 Adjusted	2009 Estimated	2010 Adopted
Personnel Services	\$1,489,762	\$1,538,973	\$1,523,281	\$1,541,935
Materials & Supplies	\$85,120	\$89,447	\$71,565	\$68,849
Other Services & Charges	\$1,021,639	\$1,053,320	\$785,828	\$768,239
Capital Outlay	\$243,658	\$208,850	\$160,750	\$237,950
TOTAL	\$2,840,179	\$2,890,590	\$2,541,424	\$2,616,973

Total 2010 Budget by Object

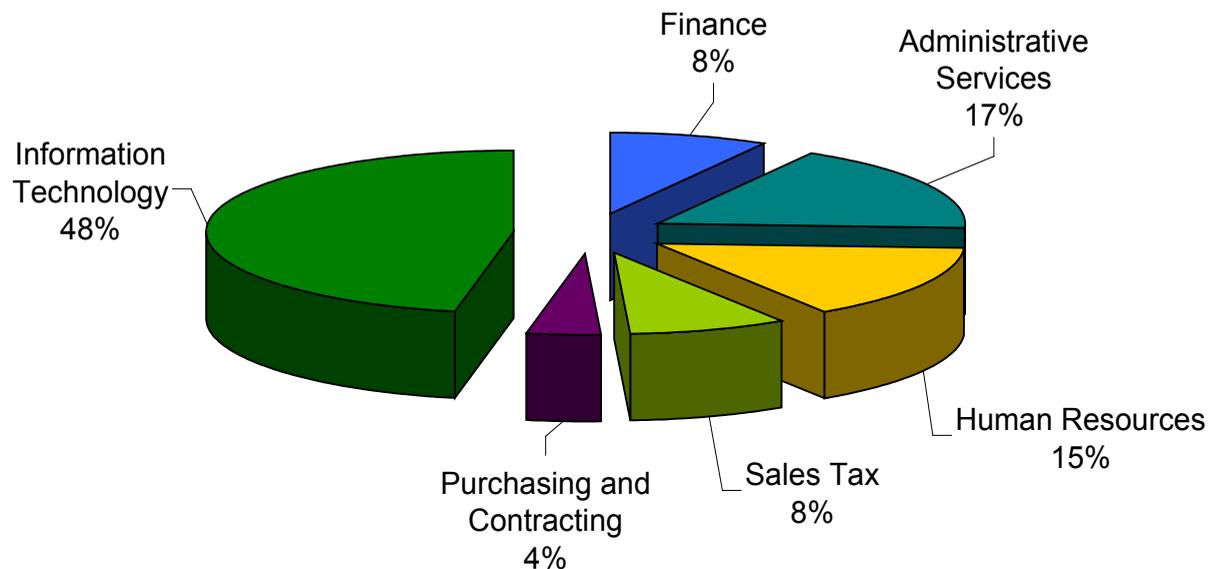


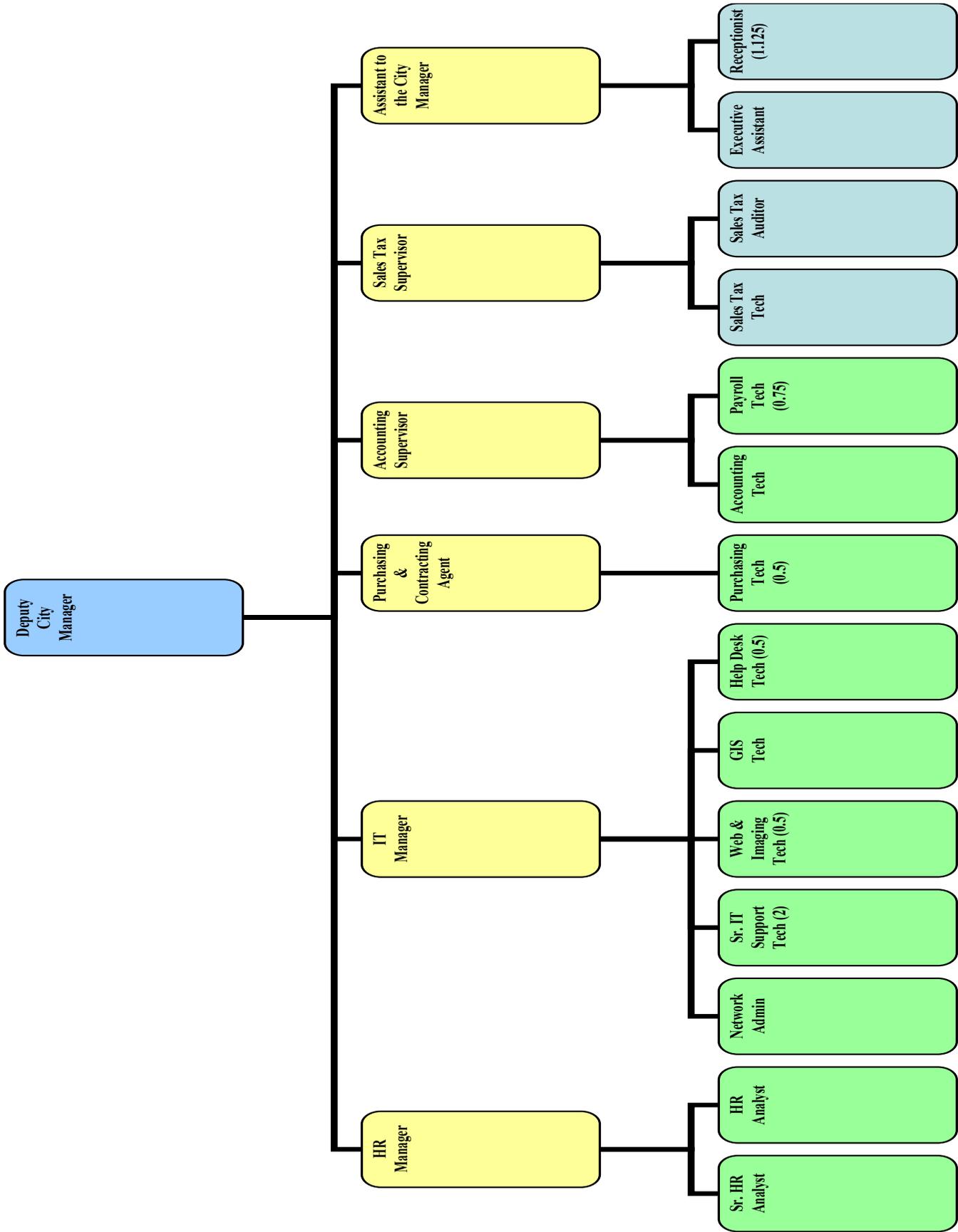
Administrative Services

Total Budget by Program

	2008 Actual	2009 Adjusted	2009 Estimated	2010 Adopted
Finance	\$210,851	\$223,074	\$216,434	\$220,330
Administrative Services	\$529,077	\$502,058	\$478,409	\$454,154
Human Resources	\$433,241	\$550,822	\$411,526	\$393,176
Sales Tax	\$207,646	\$223,129	\$214,760	\$220,248
Purchasing and Contracting	\$103,131	\$106,958	\$100,743	\$102,221
Information Technology	\$1,356,233	\$1,284,549	\$1,119,552	\$1,226,844
TOTAL	\$2,840,179	\$2,890,590	\$2,541,424	\$2,616,973

Total Budget by Program







**ADMINISTRATIVE
SERVICES
PROGRAMS**

Administrative Services

- Finance
- Human Resources
- Sales Tax
- Purchasing and Contracting
- Information Technology



DID YOU KNOW

WRTV8 Top of the Hour videos are available on YouTube.com?

Administrative Services

Overview

- Perform administrative, supervisory and professional work in planning, coordinating and directing operations of the department to include assigned office support and the divisions of Finance, Human Resources, Sales Tax, Urban Renewal, Public Information, Purchasing and Contracting and Information Technology
- Organize and direct the City’s risk management program
- Perform all duties related to budget preparation and administration
- Assume duties of the City Manager as directed

2009 Achievements

- Launched National League of Cities Prescription Drug program
- Showcased new Top of the Hour program format, ranging from 7 – 10 minute monthly productions airing throughout the day
- Selected as Savvy Award finalist for two WRTV8 Top of the Hour programs (Coffee with a Cop and Comprehensive Plan Update)
- Launched video streaming on City Website enhancing access to WRTV8 for non-cable subscribers
- Awarded a Gold Award by the Horizon International Award for excellence in online media and government websites
- Developed an employee Intranet
- Celebrated the City’s 40th Birthday at the Carnation Festival
- Partnered with Enterprise Wheat Ridge to host the 2009 Wheat Ridge Election forum
- Utilized City bus shelter advertising program enhancing the City’s marketing efforts
- Developed an Urban Renewal Plan for the I-70/Kipling Corridors
- Assembled additional property for redevelopment project at the SE corner of 44th and Wadsworth
- Developed a strategic plan and rebranded the Urban Renewal Authority
- Hired new TMAC Executive Director and assisted with the fundraising and the initiation of construction for a new animal shelter

2010 Objectives

- Coordinate an Environmental Stewardship Task Force in 2010
- Implement a performance management project
- Development of a Department Strategic Plan in 2010
- Initiation of redevelopment project at SE corner of 44th and Wadsworth
- Continue to assist with fundraising and the opening of the new TMAC animal shelter

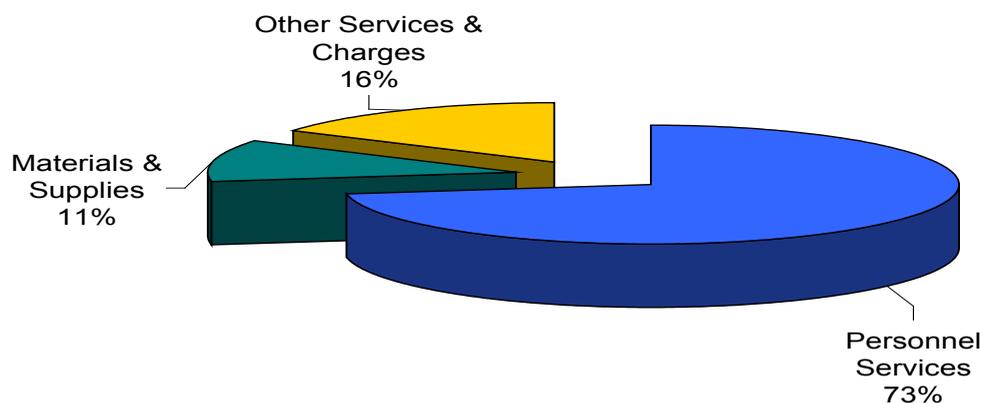
Administrative Services

Staffing and Financial Summary

	2007 Authorized	2008 Authorized	2009 Authorized	2010 Authorized
Deputy City Manager	1	1	1	1
Executive Assistant	1	1	1	1
Assistant to the City Manager	1	1	1	1
Receptionist	0	1.125	1.125	1.125
TOTAL	3	4.125	4.125	4.125

	2008 Actual	2009 Adjusted	2009 Estimated	2010 Adopted
Personnel Services	\$305,108	\$324,988	\$322,136	\$329,097
Materials & Supplies	\$66,436	\$70,275	\$54,285	\$51,888
Other Services & Charges	\$157,533	\$106,795	\$101,988	\$73,169
Capital Outlay	\$0	\$0	\$0	\$0
TOTAL	\$529,077	\$502,058	\$478,409	\$454,154

Total 2010 Budget by Object



**ADMINISTRATIVE
SERVICES
PROGRAMS**

Administrative Services

Finance

Human Resources

Sales Tax

Purchasing and Contracting

Information Technology



DID YOU KNOW

Finance currently tracks 622 fixed assets of the City?

Finance

Overview

- Receive, process, and deposit daily revenue from all City sources
- Process all purchase requisitions for City
- Use purchase encumbrance system to enter expenditures
- Process semi-monthly accounts payable checks
- Respond to vendor and department inquiries regarding Citywide accounts payable
- Manage the general ledger accounting system
- Reconcile the City's monthly purchasing card statement
- Process, create, reconcile and deliver payroll including manual and electronic disposition of all pension, medical and tax withholding
- Prepare quarterly and annual payroll reports
- Track, record, and prepare statements for acquisitions and dispositions of City's fixed assets
- Prepare year-end audit work papers
- Assist outside auditors in completion of City's comprehensive annual financial report
- Monitor, enforce and recommend adjustments to financial accounting controls
- Provide accurate and timely monthly financial information
- Provide support to the Sales Tax Division

2009 Achievements

- Initialized Capital Assets Module of the City's Financial Management System to account for the capital assets of the City
- Implemented billing, accounts receivable and lien process for City's Administrative Citation Program
- Implemented Government Accounting Standards Board statement

2010 Objectives

- Implement Governmental Accounting Standards Board statements as required
- Educate and apprise staff on constantly changing accounting and payroll requirements

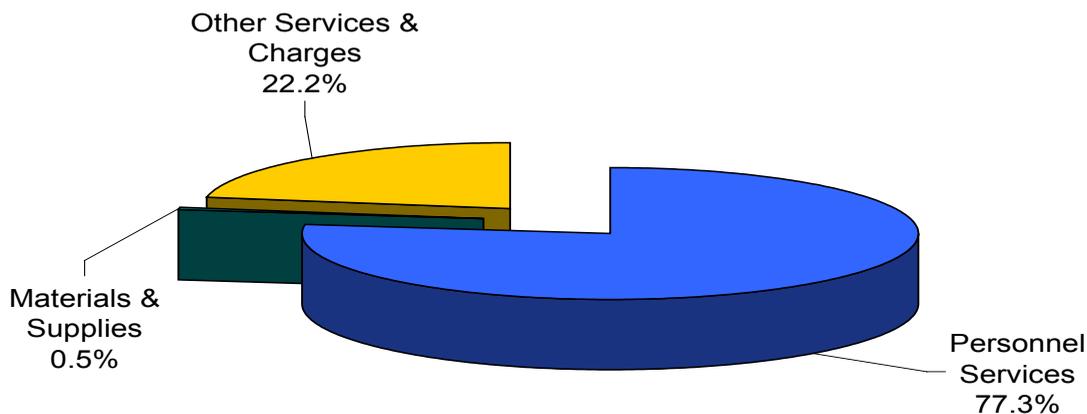
Finance

Staffing and Financial Summary

	2007 Authorized	2008 Authorized	2009 Authorized	2010 Authorized
Accounting Supervisor	1	1	1	1
Accounting Technician	1	1	1	1
Payroll Technician	0.75	0.75	0.75	0.75
TOTAL	2.75	2.75	2.75	2.75

	2008 Actual	2009 Adjusted	2009 Estimated	2010 Adopted
Personnel Services	\$167,245	\$171,799	\$169,759	\$170,405
Materials & Supplies	\$1,313	\$1,300	\$600	\$1,000
Other Services & Charges	\$42,293	\$49,425	\$45,525	\$48,925
Capital Outlay	\$0	\$550	\$550	\$0
TOTAL	\$210,851	\$223,074	\$216,434	\$220,330

Total 2010 Budget by Object



**ADMINISTRATIVE
SERVICES
PROGRAMS**

Administrative Services

Finance

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Information Technology



DID YOU KNOW

Market average ratio of HR staff to employees is 1:92. The City's ratio is 1:133. Automating job applications and benefit enrollments has increased efficiency to compensate for this low ratio.

Human Resources

Overview

- Oversee personnel functions such as resource administration, job classification and compensation, employee relations, recruitment, selection, and retention
- Provide personnel policy development, administration, direction, and guidance to the organization
- Provide program development, administration, direction and guidance for performance systems, employee benefits and training
- Oversee benefits, Worker's Comp, Unemployment, Employee Assistance and Employee Recognition Committee programs
- Conduct compensation surveys (wages/benefits); provide recommendations based on results of analysis
- Prepare city-wide salary and benefit budget data
- Serve as strategic partner in organizational development planning, leadership and culture development, workforce and succession planning, training, performance and change management

2009 Achievements

- Completed 2009 salary analysis; made recommendations for the Classification/Pay Plans
- Performed analysis on health benefits package for cost-effectiveness; provided pay and benefit projections
- Developed in-house oral exam training
- Assisted with implementation of the Customer Service Action Plan
- Assisted the City Manager's office with the development of the Performance Management Project
- Provided organizational development assistance to departments to include mediation, facilitation, interventions, and team building
- Modified recognition program to reflect culture and core values
- Improved Wellness program to focus on health risk management

2010 Objectives

- Develop workforce planning strategies and assist with succession planning
- Promote programs that positively impact employee morale; implement enhanced Wellness Program
- Assist the City Manager's office with implementation of the new Performance Management Program

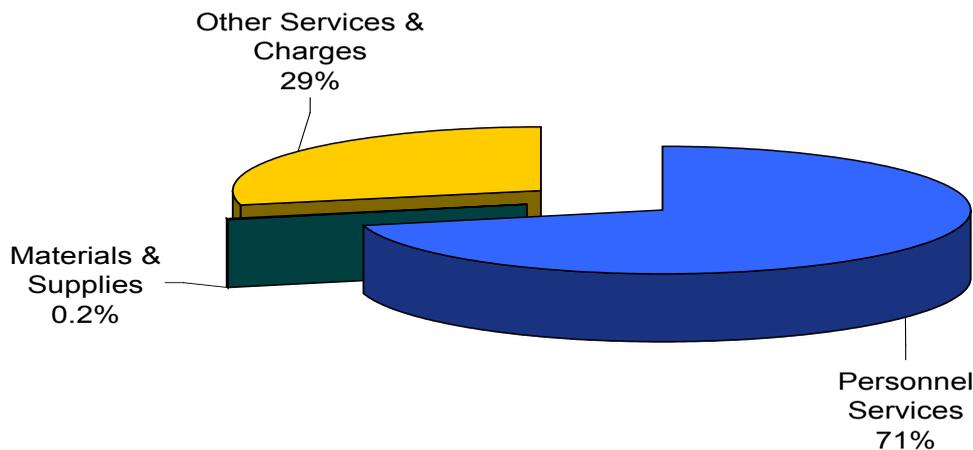
Human Resources

Staffing and Financial Summary

	2007 Authorized	2008 Authorized	2009 Authorized	2010 Authorized
HR Manager	1	1	1	1
HR Senior Analyst	1	1	1	1
HR Analyst	1	1	1	1
TOTAL	3	3	3	3

	2008 Actual	2009 Adjusted	2009 Estimated	2010 Adopted
Personnel Services	\$258,628	\$278,831	\$270,697	\$279,231
Materials & Supplies	\$1,539	\$1,248	\$600	\$950
Other Services & Charges	\$173,074	\$270,743	\$140,229	\$112,995
Capital Outlay	\$0	\$0	\$0	\$0
TOTAL	\$433,241	\$550,822	\$411,526	\$393,176

Total 2010 Budget by Object



**ADMINISTRATIVE
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DID YOU KNOW

While other tax revenues dropped sharply, regular use tax revenues nearly doubled because of compliant businesses' capital improvements and City audit and educational efforts?

Sales Tax

Overview

- Advise the public about licensing requirements and procedures
- Administer licensing of business activity, liquor occupations and exempt institutions
- Advise citizens on interpretation of tax code and regulations
- Instruct and inform about completion of tax forms, compliance methods and remedial account management
- Educate taxpayers via publications, seminars and web-based tools
- Process sales, use, admissions, special events and lodging tax returns
- Investigate and collect delinquent tax
- Verify and enforce tax compliance using audits and remedial tools
- Maintain accounts to optimize data integrity and availability
- Monitor and report on revenues of the Enhanced Sales Tax Incentive Programs and Wheat Ridge Urban Renewal Authority programs
- Report tax revenue to Treasury in custom and standard formats

2009 Achievements

- Refined data converted to improved tax management software to ensure account accuracy, postal compliance and integrity of geographic reporting while providing quality services
- Served as a beta tester on improved tax management software
- Served as a beta tester for online taxpayer interface
- Established a statistical sampling program within audit to improve efficiency and compatibility with taxpayer concerns
- Increased cooperative education efforts with Colorado Department of Revenue to provide the utmost in relevance to local taxpayers while introducing outside taxpayers to Wheat Ridge
- Established a contact protocol for immediate response to taxpayers and potential taxpayers during all business hours
- Participated in migrating to new City website, providing enhanced comprehensive City tax information and tools
- Created an online tool for convenient taxpayer account updates

2010 Objectives

- Implement online filing for zero-balance returns
- Develop a phase-in plan for online filing of balance-due returns
- Prepare plan for online-payment option for tax returns and licensing
- Develop on-demand televised or webinar City tax courses

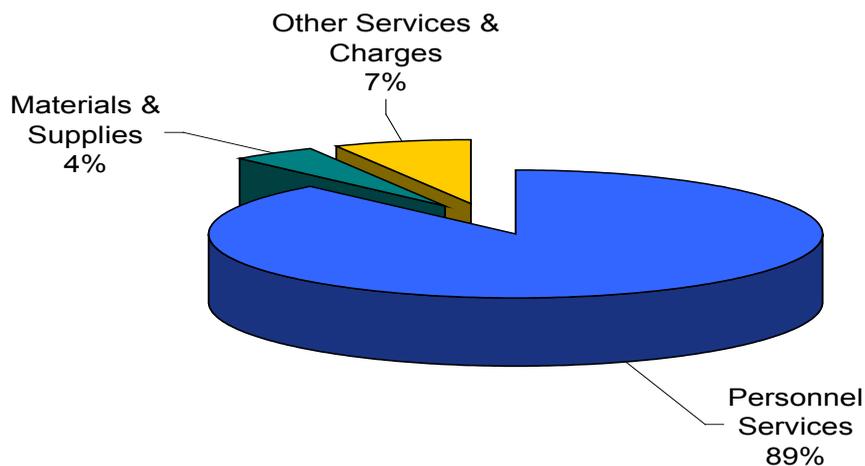
Sales Tax

Staffing and Financial Summary

	2007 Authorized	2008 Authorized	2009 Authorized	2010 Authorized
Sales Tax Supervisor	0	0	1	1
Senior Sales Tax Auditor	0	1	0	0
Sales Tax Auditor	2	1	1	1
Sales Tax Technician	1	1	1	1
TOTAL	3	3	3	3

	2008 Actual	2009 Adjusted	2009 Estimated	2010 Adopted
Personnel Services	\$189,042	\$194,158	\$192,586	\$194,782
Materials & Supplies	\$6,767	\$9,874	\$9,325	\$9,761
Other Services & Charges	\$11,837	\$19,097	\$12,849	\$15,705
Capital Outlay	\$0	\$0	\$0	\$0
TOTAL	\$207,646	\$223,129	\$214,760	\$220,248

Total 2010 Budget by Object



ADMINISTRATIVE SERVICES PROGRAM

Administrative Services

Finance

Human Resources

Sales Tax

Purchasing and Contracting

Information Technology



DID YOU KNOW

In 2009 the Purchasing office utilized technology, transparency and accountability by posting multi-year price agreements on the City website? The site receives more than 5,000 hits per month, each lasting an average of six minutes.

Purchasing and Contracting

Overview

- Manage and administer all procurement and contracting responsibilities: solicitations, contract administration, sole sourcing, and programs (cell phones, purchasing card, surplus, auctions, pagers and custodial services)
- Provide purchasing and contracting policy development, administration, guidance to employees, Council, other government agencies, suppliers and consultants
- Host and participate in cooperative bidding: MAPO, State Price Agreements, CEPC, WSCA, CDOT, US Communities, National IPA
- Prepare budget information for the purchasing division and central charges budget
- Provide vendor sourcing, assist with developing bid specifications and search for cost savings citywide
- Perform supervision, training, education

2009 Achievements

- Implemented an on-line performance survey to capture feedback on our processes, timeliness, and level of customer service
- Implemented FedEx Services as an exclusive vendor, provided required staff training and eliminated several accounting problems
- Collaborated with Colorado Public Purchasing Group and state purchasing to encourage Xcel Energy review practices with regard to use of purchasing cards
- Awarded bids with an estimated \$300,000 cost savings including slurry, Prospect water line replacement, and bank stabilization on Harlan
- Increased multi-year services contracts to include: abatement, print, demolition
- Participated on the RMGPA Board as the 2009 Historian Chair
- Established "Ghost P-Cards" for quick payments, efficiency, and increased rebates
- Updated the P-Card Program to include auto-reporting for benchmarking, created and updated new and existing policies, and researched the A/P control advanced

2010 Objectives

- Proactively explore trends and changes in the marketplace to improve efficiency, customer service, and best practices that result in cost savings and efficiencies

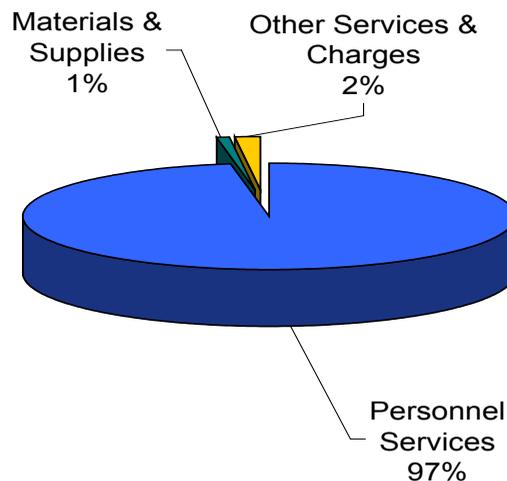
Purchasing and Contracting

Staffing and Financial Summary

	2007 Authorized	2008 Authorized	2009 Authorized	2010 Authorized
Purchasing & Contracting Agent	1	1	1	1
Senior Staff Assistant	0.5	0	0	0
Purchasing Technician	0	0.5	0.5	0.5
TOTAL	1.5	1.5	1.5	1.5

	2008 Actual	2009 Adjusted	2009 Estimated	2010 Adopted
Personnel Services	\$96,847	\$100,938	\$97,973	\$99,751
Materials & Supplies	\$787	\$800	\$800	\$700
Other Services & Charges	\$5,497	\$5,220	\$1,970	\$1,770
Capital Outlay	\$0	\$0	\$0	\$0
TOTAL	\$103,131	\$106,958	\$100,743	\$102,221

Total 2010 Budget by Object



**ADMINISTRATIVE
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- Administrative Services
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Information Technology



DID YOU KNOW

The six-person IT/GIS staff has a total of 117 years of IT experience, and more than 52 of those years are with the City of Wheat Ridge?

Information Technology

Overview

- Responsible for strategic information technology planning to support City’s strategic plan
- Procure, install, maintain and provide security for City computers
- Make decisions on software running on City computers
- Responsible for inventories of computers and their software
- Install hardware/software on the City server computers
- Assist departments with special software project requests
- Provide backup and disaster recovery for server and phone systems- manage moves, additions and deletions of all telephone equipment

2009 Achievements

- Continued to build staff expertise and certification in Cisco products
- Pursued solutions to enhance the public’s access to City information
- Designed and installed Intranet site application
- Continued development of Geographical Information Systems (GIS)
- Updated the Information Technology Strategic Plan
- Maintained all software licensing to current updated legal status
- Expanded utilization of existing software and modules
- Implemented fixed assets Web-enabled program for Finance
- Implemented barcodes and label system for Court dockets
- Implemented DMV electronic records interface for Courts
- Implemented Police Department case management program
- Implemented CDL swipe interface in Patrol cars
- Implemented Channel 8 video streaming to Website
- Implemented Records to Court for automatic case creation
- Implemented Probation module
- Upgraded ShoreTel phone system

2010 Objectives

- Continue to install ESRI GIS web application for public access
- Continue to pursue solutions to enhance the public’s access to City information
- Continue to develop document imaging archives on the web
- Evaluate Office 2010 and Windows 7 for deployment
- Renegotiate Microsoft Enterprise Agreement
- Renegotiate Qwest Point to Point Metro Optical Ethernet connections
- Develop a GIS data-sharing policy for public and intergovernmental agencies access to City GIS data

Information Technology

Staffing and Financial Summary

	2007 Authorized	2008 Authorized	2009 Authorized	2010 Authorized
IT Manager	1	1	1	1
Network Administrator	1	1	1	1
Sr. IT Support Technician	2	2	2	2
GIS Technician	1	1	1	1
Web & Imaging Technician	0.5	0.5	0.5	0.5
Help Desk Technician	0.5	0.5	0.5	0.5
TOTAL	6	6	6	6

	2008 Actual	2009 Adjusted	2009 Estimated	2010 Adopted
Personnel Services	\$472,892	\$468,259	\$470,130	\$468,669
Materials & Supplies	\$8,278	\$5,950	\$5,955	\$4,550
Other Services & Charges	\$631,405	\$602,040	\$483,267	\$515,675
Capital Outlay	\$243,658	\$208,300	\$160,200	\$237,950
TOTAL	\$1,356,233	\$1,284,549	\$1,119,552	\$1,226,844

Total 2010 Budget by Object

