

Administrative Services

About Administrative Services

The Administrative Services Department oversees and directs the operations of Finance, Human Resources, Sales Tax, Purchasing, Information Technology, Risk Management, Budget, the Public Information Office, Front Desk Reception, and the Safety/Wellness Programs.



2012 Budget Highlights

- Complete Deployment of Office 2010 and Windows 7
- Research a Contract Management System
- Develop and conduct an Aging Needs Assessment
- Implement the Performance Management Project (PMP)
- Implement a Grant Tracking Process
- Implement additional tax classes for the business community

*Reaching out with quality service and support
Reaching forward with innovative solutions*



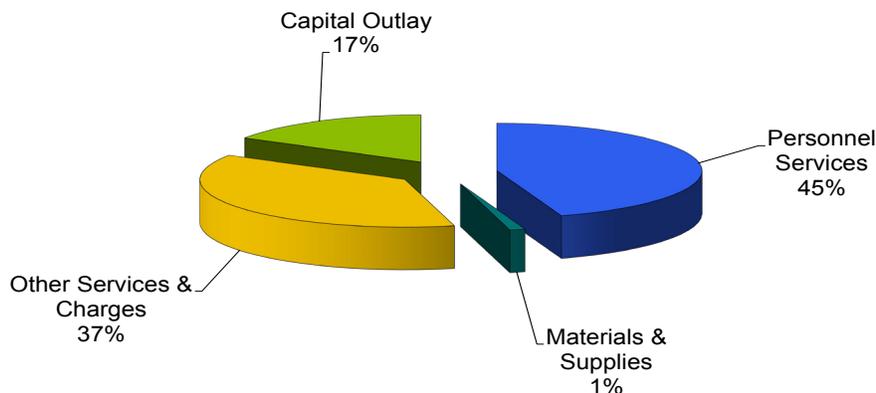
Administrative Services

Staffing and Financial Summary

	2009 Authorized	2010 Authorized	2011 Authorized	2012 Authorized
Finance	2.75	2.75	2.75	2.75
Administrative Services	4.013	4.125	4	4
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	20.263	20.375	20.25	20.25

	2010 Actual	2011 Adjusted	2011 Estimated	2012 Adopted
Personnel Services	\$1,441,421	\$1,475,822	\$1,477,202	\$1,509,900
Materials & Supplies	\$20,531	\$28,061	\$27,502	\$40,790
Other Services & Charges	\$814,355	\$912,784	\$922,968	\$1,257,547
Capital Outlay	\$258,970	\$230,450	\$212,450	\$552,875
TOTAL	\$2,535,277	\$2,647,117	\$2,640,122	\$3,361,112

Total 2012 Budget by Object

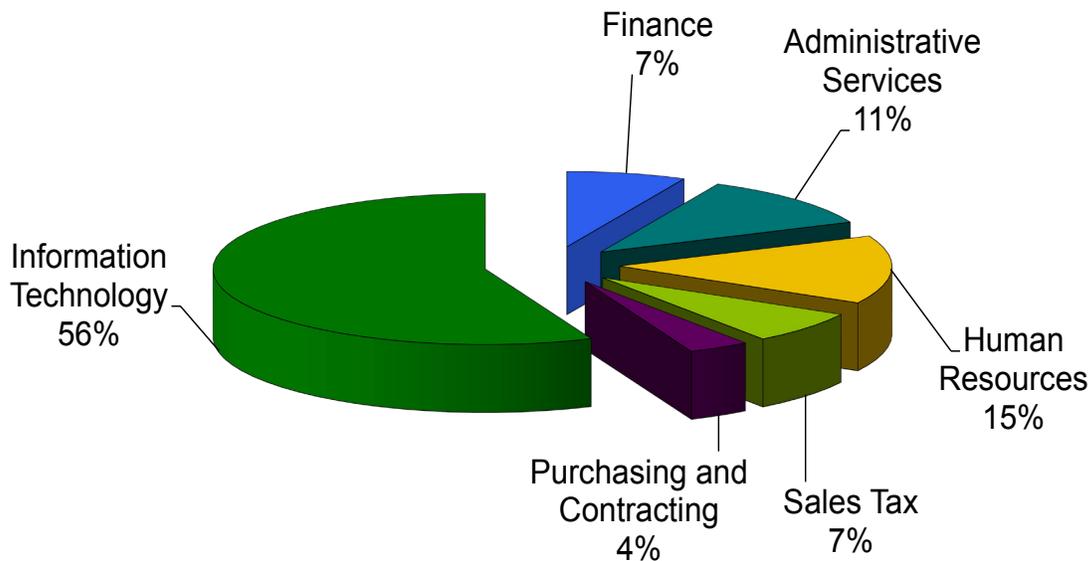


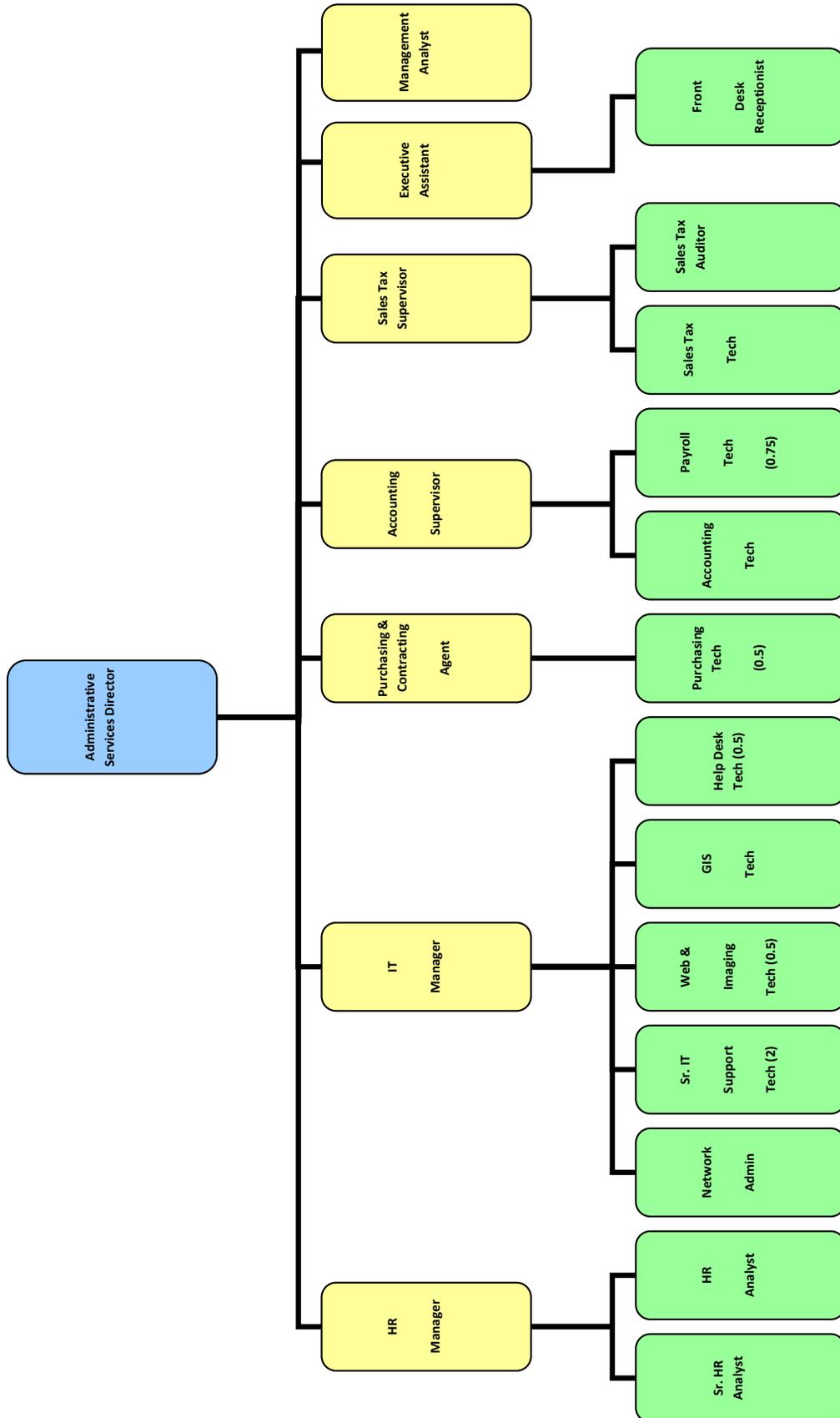
Administrative Services

Total Budget by Program

	2010 Actual	2011 Adjusted	2011 Estimated	2012 Adopted
Finance	\$214,464	\$230,892	\$230,892	\$238,328
Administrative Services	\$410,811	\$405,056	\$378,876	\$382,745
Human Resources	\$382,424	\$409,791	\$431,737	\$490,806
Sales Tax	\$197,901	\$228,623	\$228,085	\$233,051
Purchasing and Contracting	\$95,443	\$103,135	\$120,632	\$121,817
Information Technology	\$1,234,234	\$1,269,620	\$1,249,900	\$1,894,365
TOTAL	\$2,535,277	\$2,647,117	\$2,640,122	\$3,361,112

Total 2012 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, 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

2011 Achievements

- Partnered with City Manager's Office to develop a new Performance Management Program (PMP) (appraisal system)
- Finalized the Department Strategic Plan
- Co-coordinated with the Police Department media outreach/ planning efforts for the US Pro Cycling Event
- Redesigned the Civic Academy from an 11 week program to a 2 day session making the program more accessible to residents

2012 Objectives

- Development of a Pay for Performance System to be implemented in January 2013
- Assessment of City Compensation practices (City Council Strategic Goal - High Priority)
- Development of an Aging Population Needs Assessment and Plan (City Council Strategic Goal – High Priority)
- Implement the Performance Management Project system (new appraisal system)
- Develop Services Priorities and Funding Project (City Council Strategic Goal – High Priority)

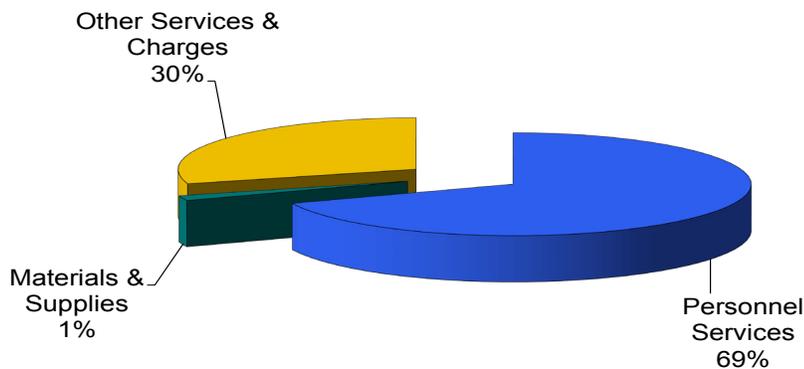
Administrative Services

Staffing and Financial Summary

	2009 Authorized	2010 Authorized	2011 Authorized	2012 Authorized
Deputy City Manager	1	1	1	0
Administrative Services Director				1
Executive Assistant	1	1	1	1
Assistant to the City Manager	1	1	1	0
Management Analyst				1
Receptionist	1.125	1.125	1	1
TOTAL	4.125	4.125	4	4

	2010 Actual	2011 Adjusted	2011 Estimated	2012 Adopted
Personnel Services	\$265,536	\$260,141	\$256,369	\$263,565
Materials & Supplies	\$2,246	\$6,000	\$5,979	\$6,000
Other Services & Charges	\$143,029	\$138,915	\$116,528	\$113,180
Capital Outlay	\$0	\$0	\$0	\$0
TOTAL	\$410,811	\$405,056	\$378,876	\$382,745

Total 2012 Budget by Object



**ADMINISTRATIVE
SERVICES
PROGRAMS**

Administrative Services

Finance

Human Resources

Sales Tax

Purchasing and Contracting

Information Technology



DID YOU KNOW

Finance processed 1,145 building rebate checks to home owners as a result of the 2009 storm damage?

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 with comprehensive annual financial report
- Monitor, enforce, and recommend adjustments to financial accounting controls
- Provide accurate and timely monthly financial information

2011 Achievements

- Implemented electronic payroll notice of deposits for employees
- Implemented ACH and credit card receipts with Sales Tax Division for sales tax collections in the City financial management system
- Assisted Purchasing Division with the conversion of the VISA management system software
- Reviewed employee taxable benefits provided by the City in accordance with IRS Code
- Implemented Government Accounting Standards Board statements as required

2012 Objectives

- Implement a new grant tracking process
- Streamline payments made via check to electronic Visa payments
- Implement ACH and credit card receipts for building permit & court collections into FMS system
- Reconcile City's fixed assets and streamline accountability
- Implement Governmental Accounting Standards Board statements as required

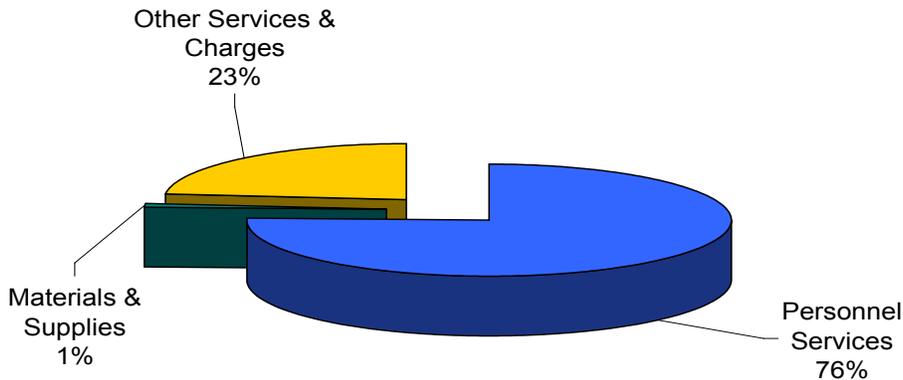
Finance

Staffing and Financial Summary

	2009 Authorized	2010 Authorized	2011 Authorized	2012 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

	2010 Actual	2011 Adjusted	2011 Estimated	2012 Adopted
Personnel Services	\$171,071	\$173,133	\$173,133	\$180,228
Materials & Supplies	\$335	\$3,059	\$3,059	\$2,400
Other Services & Charges	\$43,058	\$54,700	\$54,700	\$55,700
Capital Outlay	\$0	\$0	\$0	\$0
TOTAL	\$214,464	\$230,892	\$230,892	\$238,328

Total 2012 Budget by Object



**ADMINISTRATIVE
SERVICES
PROGRAMS**

Administrative Services

Finance

Human Resources

Sales Tax

Purchasing and Contracting

Information Technology



DID YOU KNOW

The cultural analysis resulted in the creation of a new performance evaluation system that will strengthen our City culture?

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 Citywide 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

2011 Achievements

- Partnered with the City Manager's Office and departments to develop the new Performance Management Program (PMP)
- Partnered with all departments to create a new recognition program supporting the City's culture and core values
- Developed handbook and trained on recruitment processes and procedures for non-sworn positions; partnered with Police Department to develop and implement new hiring assessment process
- Served on the Board of the Colorado Public Human Resources Association
- Streamlined the FLMA/Workers' Compensation processes

2012 Objectives

- Implement the new Performance Management Program (appraisal system) and training for employees
- Rollout the new Employee Recognition and Appreciation Program
- Assist with the Assessment of City Compensation practices (City Council Strategic Goal - High Priority)
- Electronic timesheet

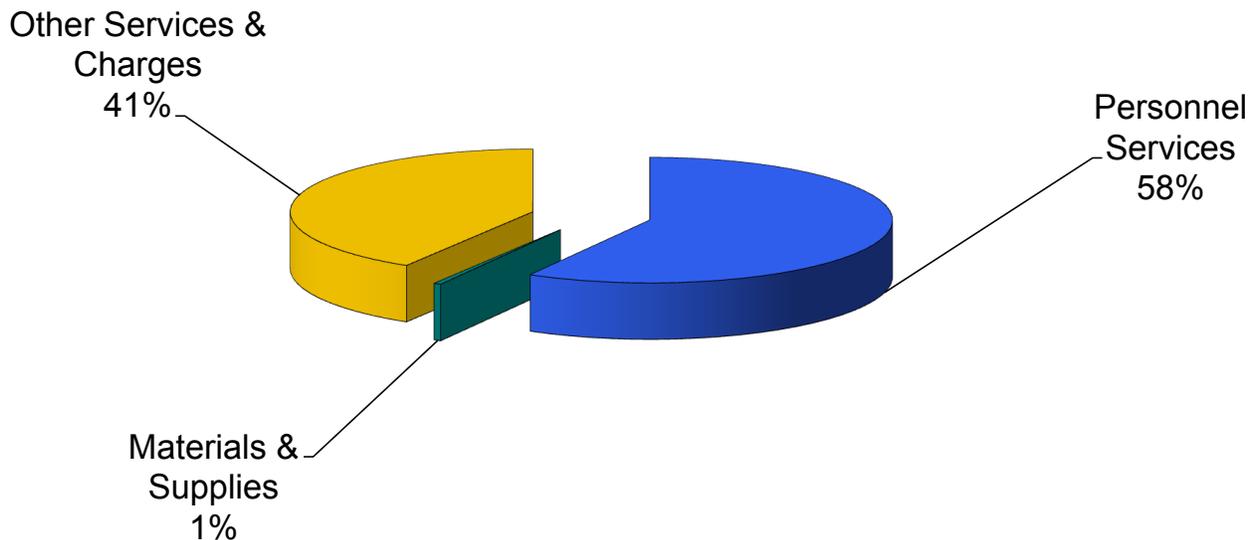
Human Resources

Staffing and Financial Summary

	2009 Authorized	2010 Authorized	2011 Authorized	2012 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

	2010 Actual	2011 Adjusted	2011 Estimated	2012 Adopted
Personnel Services	\$268,007	\$280,013	\$280,013	\$285,648
Materials & Supplies	\$2,787	\$2,950	\$2,950	\$2,450
Other Services & Charges	\$111,630	\$126,828	\$148,774	\$202,708
Capital Outlay	\$0	\$0	\$0	\$0
TOTAL	\$382,424	\$409,791	\$431,737	\$490,806

Total 2012 Budget by Object



**ADMINISTRATIVE
SERVICES
PROGRAMS**

Administrative Services

Finance

Human Resources

Sales Tax

Purchasing and Contracting

Information Technology



DID YOU KNOW

In 2011, the Sales Tax Division processed more than 21,000 tax returns; 233 occupation tax returns; 3,300 business licenses; 302 new licenses?

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 taxpayers 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

2011 Achievements

- Improved customer service through increased phone and letter contacts, one-to-one education, self-help offerings, online filing, and increased use of the tax software to automate all tax types
- Partnered with Finance and IT to provide online filing and payment options via credit card and ACH
- Assisted in the development of the medical marijuana ordinance and licensing process
- Migrated liquor occupation licensing to the automated system creating greater efficiencies in processing information
- Migrated telephone occupation tax to the automated system creating greater efficiencies in processing information
- Implemented a graduated licensing delinquency code
- Reinstated a massage parlor licensing program based on changes in state law

2012 Objectives

- Establish an online renewal program to improve information upkeep and to provide 24/7 access to customers
- Electronically integrate City licensing systems for enhanced access to information and greater efficiencies
- Assess cost savings of an outsourced production and mailing of license renewals for improved service
- Determine the development costs and the most critical needs for a City tax and licensing webinar program

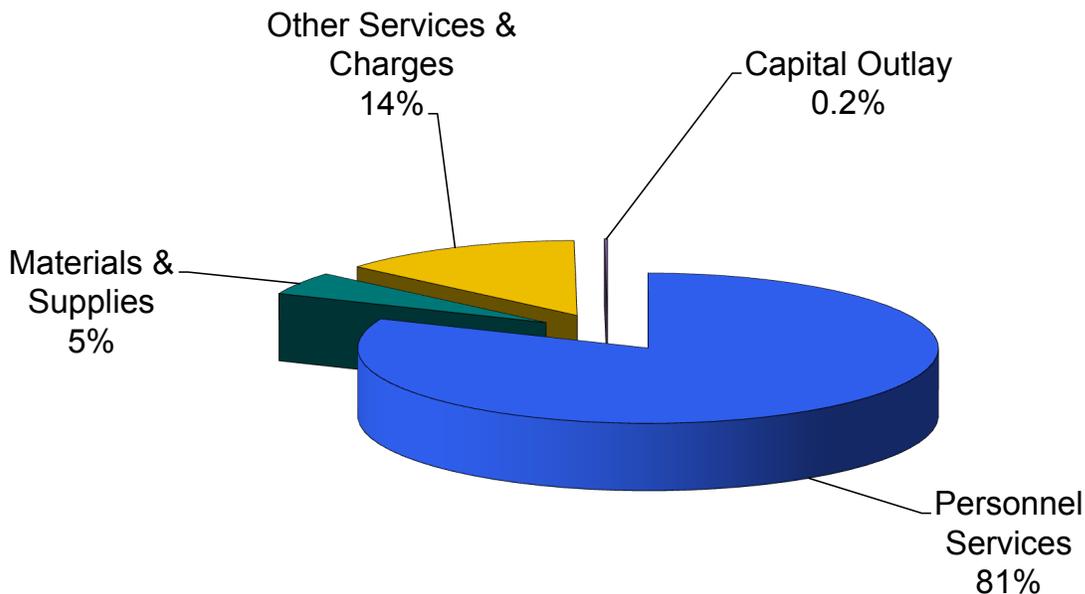
Sales Tax

Staffing and Financial Summary

	2009 Authorized	2010 Authorized	2011 Authorized	2012 Authorized
Sales Tax Supervisor	0	1	1	1
Senior Sales Tax Auditor	1	0	0	0
Sales Tax Auditor	1	1	1	1
Sales Tax Technician	1	1	1	1
TOTAL	3	3	3	3

	2010 Actual	2011 Adjusted	2011 Estimated	2012 Adopted
Personnel Services	\$179,045	\$186,985	\$186,635	\$189,572
Materials & Supplies	\$8,733	\$10,002	\$9,814	\$11,490
Other Services & Charges	\$10,123	\$31,636	\$31,636	\$31,589
Capital Outlay	\$0	\$0	\$0	\$400
TOTAL	\$197,901	\$228,623	\$228,085	\$233,051

Total 2012 Budget by Object



**ADMINISTRATIVE
SERVICES
PROGRAM**

Administrative Services

Finance

Human Resources

Sales Tax

**Purchasing and
Contracting**

Information Technology



DID YOU KNOW

*The Purchasing Staff
recycles, reuses and
rethinks paper usage?*

Purchasing and Contracting

Overview

- Manage all procurement transactions: supplier sourcing, contract administration, purchasing card program, communication program, custodial services requirements, surplus disposal, establish, and revise purchasing policies and procedures
- Develop and maintain effective relationships with suppliers to facilitate sound business transactions and enhance future acquisitions
- Evaluate requests for purchase of supplies, equipment, and professional services to determine appropriate procurement method
- Work with departments to develop technical bid specifications or statement of work for Request for Bids/Proposals, scheduling, interviews, negotiations, cost analysis, and delivery
- Ensure compliance with all relevant procedures and contract requirements including documentation, change orders, performance, review of claims, payments, and final contract closeouts
- Conduct on-going City-wide training
- Oversee consultant and supplier related activities for on-call and other multi-year agreements

2011 Achievements

- Expanded the Purchasing Card Revenue Share Program
- Coordinated the approval of the AP Control Program in moving forward with implementation. The program will provide payment efficiency, cost savings, and revenue share
- Implemented the new VISA System which consolidates both old systems into one and allows for more efficiency and customized functions
- Introduced the "Vendor Day Program" allowing vendors to meet the Purchasing Staff and discuss how to do business with the City

2012 Objectives

- Hire a Purchasing Agent
- Research a contract tracking management system

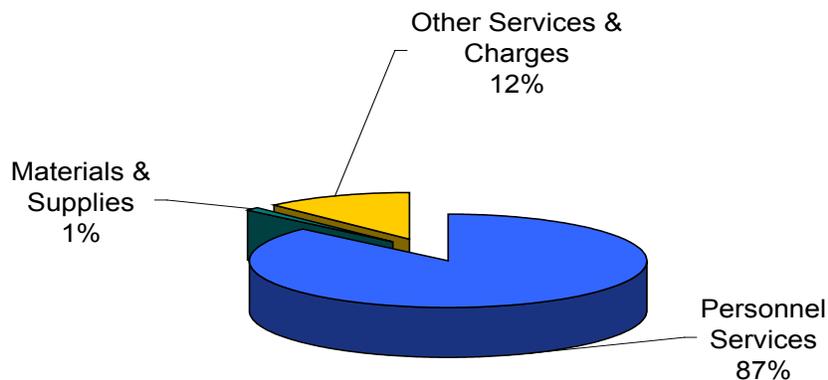
Purchasing and Contracting

Staffing and Financial Summary

	2009 Authorized	2010 Authorized	2011 Authorized	2012 Authorized
Purchasing & Contracting Agent	1	1	1	1
Senior Staff Assistant	0	0	0	0
Purchasing Technician	0.5	0.5	0.5	0.5
TOTAL	1.5	1.5	1.5	1.5

	2010 Actual	2011 Adjusted	2011 Estimated	2012 Adopted
Personnel Services	\$94,029	\$99,505	\$105,052	\$105,887
Materials & Supplies	\$372	\$1,500	\$1,150	\$1,500
Other Services & Charges	\$1,042	\$2,130	\$14,430	\$14,430
Capital Outlay	\$0	\$0	\$0	\$0
TOTAL	\$95,443	\$103,135	\$120,632	\$121,817

Total 2012 Budget by Object



**ADMINISTRATIVE
SERVICES
PROGRAMS**

Administrative Services

Finance

Human Resources

Sales Tax

Purchasing and Contracting

Information Technology



DID YOU KNOW

Our 24 hour video surveillance system stores 12 Terabytes of data over 30 days?

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

2011 Achievements

- Updated 2011 IT Strategic plan
- Updated ShoreTel phone system software, the software used for making phone calls and call routing
- Updated GIS software to generate planning and zoning maps
- Updated Cartegraph software to track service requests online
- Updated SQL Server software, which is used to run Cartegraph & Graphical Information Systems
- Updated Records Management and Computer Aided Dispatch System, which is used to manage the PD records and handle 911 calls
- Implemented server virtualization for cost savings of hardware, the software used to virtualize servers for printing and infrastructure
- Implemented online payments for Sales Tax Public Website
- Implemented the PD internal affairs database which is used to track and manage officer performance issues
- Implemented redundancy in core network, the software and hardware to make all computers talk to one another
- Maintained software licenses compliance
- Managed infrastructure upgrades and replacements to Microsoft Server 2008-R2
- Re-engineered and upgraded video surveillance system to secure the premises and remote sites
- Began deployment of Windows 7 and Office 2010 to increase productivity, communications, and record keeping

2012 Objectives

- Complete deployment of Office 2010 and Windows 7
- Replace aging and obsolete core network gear
- Finalize disaster recovery and continuity plans

Information Technology

Staffing and Financial Summary

	2009 Authorized	2010 Authorized	2011 Authorized	2012 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

	2010 Actual	2011 Adjusted	2011 Estimated	2012 Adopted
Personnel Services	\$463,733	\$476,045	\$476,000	\$485,000
Materials & Supplies	\$6,058	\$4,550	\$4,550	\$16,950
Other Services & Charges	\$505,473	\$558,575	\$556,900	\$839,940
Capital Outlay	\$258,970	\$230,450	\$212,450	\$552,475
TOTAL	\$1,234,234	\$1,269,620	\$1,249,900	\$1,894,365

Total 2012 Budget by Object

