

AGENDA
MAPLEWOOD CITY COUNCIL
MANAGER WORKSHOP
5:15 P.M. Monday, July 23, 2012
Council Chambers, City Hall

A. CALL TO ORDER

B. ROLL CALL

C. APPROVAL OF AGENDA

D. UNFINISHED BUSINESS

1. 2013 Department Budget Presentations
 - a. Finance
 - b. Information Technology
 - c. Citizen Services

E. NEW BUSINESS

F. ADJOURNMENT

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AGENDA REPORT

TO: James Antonen, City Manager
FROM: Gayle Bauman, Finance Manager
SUBJECT: 2013 Finance Department Budget Presentation
DATE: July 17, 2012 for July 23, 2012 workshop

INTRODUCTION

This item is being presented as part of the discussions on the 2013 Budget to provide more information on the priorities of the Finance Department.

DISCUSSION

The General Fund portion of the proposed Finance Department budget for 2013 is \$772,230. 78% of this total (\$604,910) is for personnel costs. The three other major expenditures in Finance are Audit Fees, Internal IT Charges and Investment Management Fees.

Finance is an internal service function and does not have a revenue source that is specifically attributed to it except for Investment Earnings and Management Fees which are driven by economic forces. Council recently approved an Investment Management Agreement with US Bank which will result in additional interest earnings to the City. It is proposed that the increase in investment earnings will offset the increased costs of the Finance Department for 2013. Also, we switched over to a new VISA purchasing card program in 2011 which comes with rebate incentives. New annual revenues from this program are about \$11,000.

Below is a table showing actual and budgeted expenditures for 2008-2013. The entire increase to our budget for 2013 is attributed to wages and benefits.

	2008 Actual	2009 Actual	2010 Actual	2011 Actual	2012 Budget	2013 Proposed
101-201 Administration	367,800	329,651	323,578	301,411	354,050	321,350
101-202 Accounting	349,758	362,808	356,528	387,863	403,190	450,880
GENERAL FUND	717,558	692,459	680,106	689,274	757,240	772,230
606-203 Ambulance	84,719	54,582	51,797	41,647	41,470	43,740
TOTAL	802,277	747,041	731,903	730,921	798,710	815,970

During 2010 and 2011, the department recognized vacancies in the Asst. Finance Manager and Administrative Assistant positions. These vacancies resulted in decreased expenditures for 2010 and 2011. The Administrative Assistant position was restructured and filled in April 2012. The department consists of 7 employees (5 full-time and 2 part-time).

Below is a partial listing of the workload indicators that we measure in the Finance Department. Most of them are staying pretty steady. The change in Number of Invoices Prepared is due to the outsourcing of Ambulance Billing.

	2008 Actual	2009 Actual	2010 Actual	2011 Actual	2012 Budget	2013 Proposed
# of Budget pages	300	318	348	362	360	360
# of CAFR pages	203	202	210	208	210	210
# of CIP pages	171	169	142	143	144	145
GFOA Budget Award	No	Yes	Yes	Yes	Yes	Yes
GFOA CAFR Award	Yes	Yes	Yes	Yes	Yes	Yes
# of Invoices prepared	3,065	725	463	459	450	460
# of Invoice paid	11,127	10,787	10,780	11,178	10,700	10,500
# of Payroll cks/dir dep	9,559	9,277	9,728	9,852	9,700	9,900

Department accomplishments and projects are as follows:

- Reviewed the 2012 budget and budget process at the Fall 2011 Town Hall meeting
- Updated the City's Purchasing Policies
- Went through the RFP process and hired new auditors
- Implemented GASB 54 which deals with fund balances
- Gathered and submitted information for our OPEB actuarial study
- Restructured the Administrative Assistant position and hired an employee
- Implemented cross training with the Accounting Technicians

RECOMMENDATION

No action is recommended as this is presented as information on review of proposed expenditures for 2013.

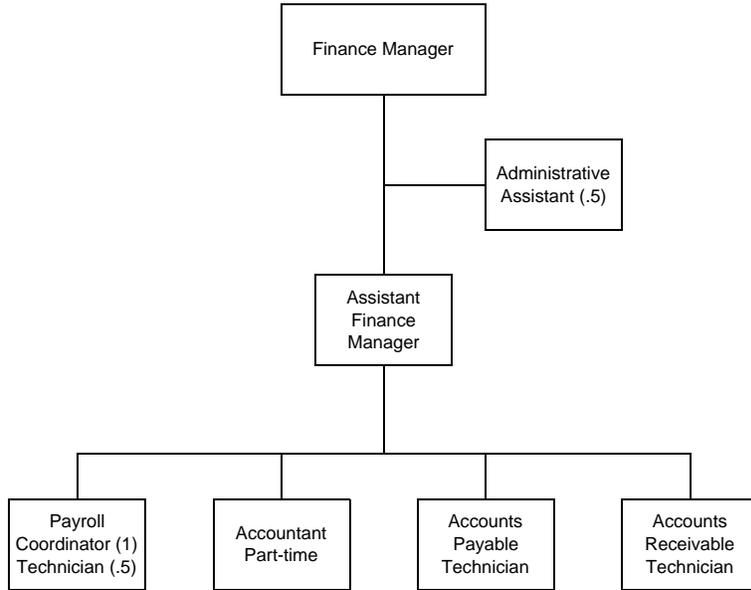
Attachment(s):

1. 2013 Budget pages

CITY OF MAPLEWOOD

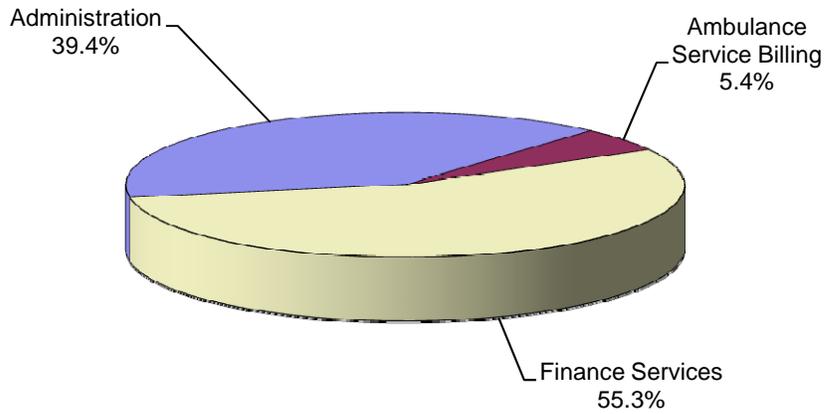
FINANCE

ORGANIZATION CHART

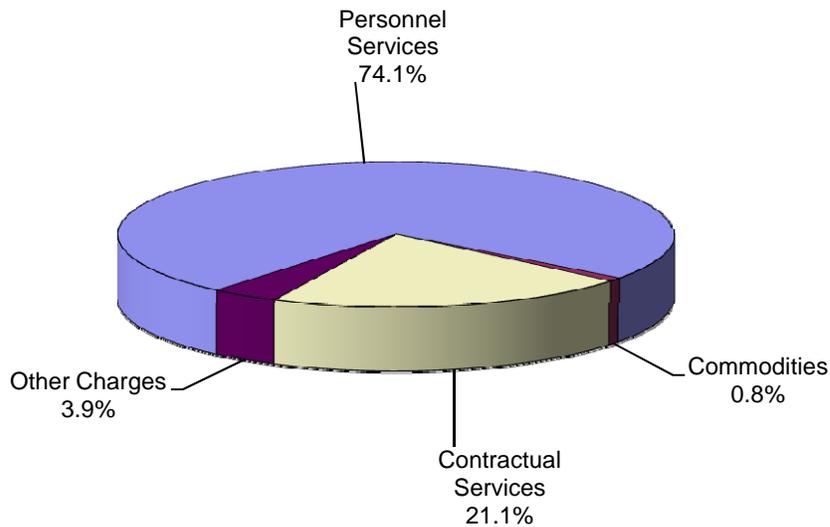


FINANCE BUDGET 2013

Total By Program

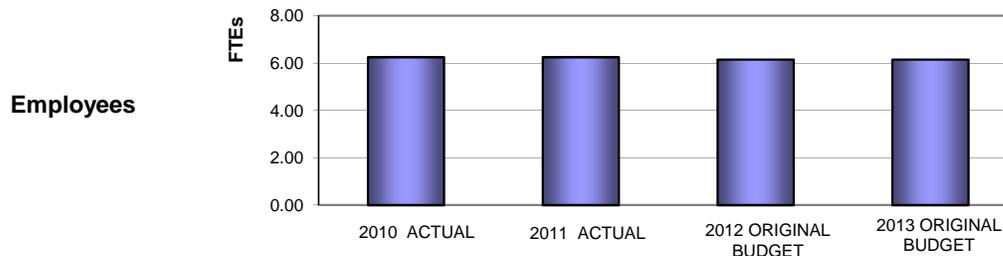
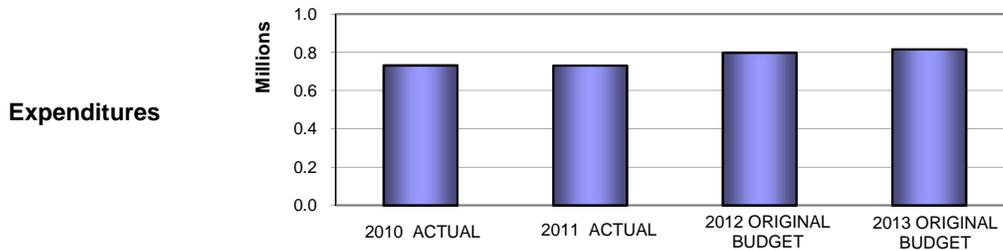


Total By Classification



**FINANCE
EXPENDITURE SUMMARY**

Total By Program	2010 ACTUAL	2011 ACTUAL	2012 ORIGINAL BUDGET	2013 BUDGET	PERCENT OVER(UNDER) 2012 BUDGET
Administration	\$323,578	\$301,411	\$354,050	\$321,350	-9.2%
Ambulance Service Billing	51,797	41,647	41,470	43,740	5.5%
Finance Services	356,528	387,863	403,190	450,880	11.8%
Totals	731,903	730,921	798,710	815,970	2.2%
Total By Classification					
Personnel Services	525,164	548,761	581,300	604,910	4.1%
Commodities	2,577	8,969	12,590	6,740	-46.5%
Contractual Services	180,827	147,904	172,820	172,320	-0.3%
Capital Outlay and Depreciation	0	0	0	0	N/A
Other Charges	23,335	25,287	32,000	32,000	0.0%
Totals	731,903	730,921	798,710	815,970	2.2%
Total By Fund					
General Fund	680,106	689,274	757,240	772,230	2.0%
Ambulance Service Fund	51,797	41,647	41,470	43,740	5.5%
Totals	\$731,903	\$730,921	\$798,710	\$815,970	2.2%
Number of Employees (FTE)	6.25	6.25	6.15	6.15	0.0%



FINANCE

MISSION STATEMENT

To provide quality financial services and to maintain the city's financial health and stability.

2013 OBJECTIVES

1. Arrange for the issuance of bonds to finance projects that will improve and expand the city's infrastructure of streets and utilities and explore opportunities for refunding of existing debt to move interest costs.
2. Maintain city's bond rating of AA1 from the credit rating agencies.
3. Prepare and distribute the Comprehensive Annual Financial Report for 2012 by May 27, 2013.
4. Prepare and distribute the 2014-2018 Capital Improvement Plan by June 24, 2013.
5. Prepare and distribute the proposed 2014 Budget for City Council review by August 26, 2013.
6. Submit 2012 CAFR to Government Finance Officers Association to receive the Certificate of Achievement for Excellence in Financial Reporting Award.
7. Submit 2013 Budget to Government Finance Officers Association to receive the Distinguished Budget Presentation Award.
8. Continue to review the city's system of internal controls so as to safeguard the city's assets.
9. Timely completion of the city's external audit with minimal audit adjusting entries.
10. Continued staff training, particularly in the areas of staff cross-training.

Department: Finance
Program: Administration

Fund # : 101
Program # : 201

Program Description

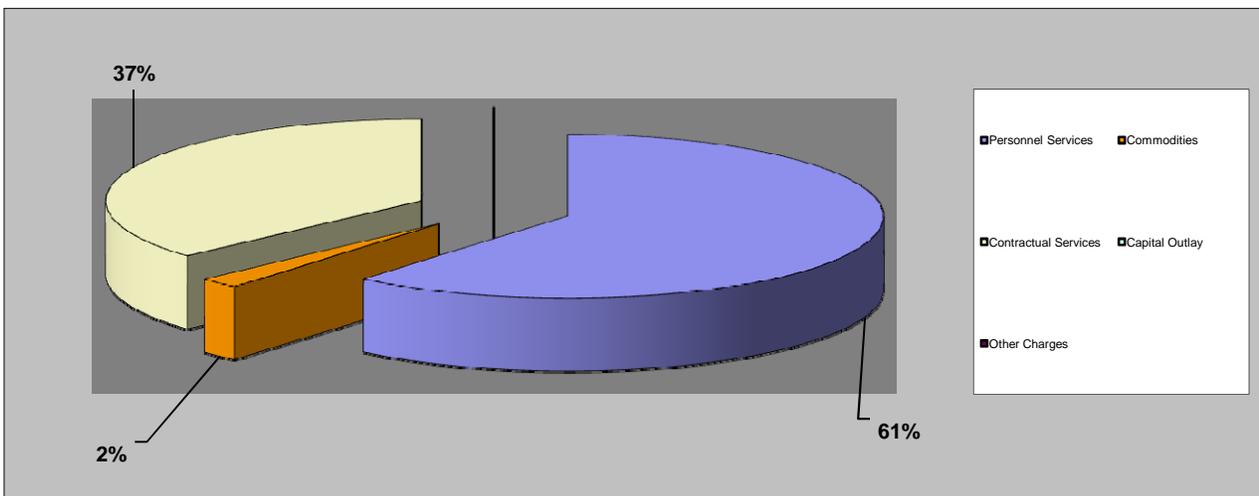
To manage department operations, borrow money to finance city expenditures, invest city money, prepare and monitor the annual city budget and prepare the annual update of the city's five-year capital improvement plan.

Program Expenditure Highlights

The decrease in personnel services is due to creation of a new position to replace the vacant Administrative Assistant position. The new position is split between this program and Finance Services (101-202). There is also an increase in internal I.T. charges and a decrease in fees for service over the 2012 Budget.

<u>Program Expenditures</u>	2010 ACTUAL	2011 ACTUAL	2012 BUDGET	2013 BUDGET
Personnel Services	\$ 183,889	\$ 192,245	\$ 222,430	\$ 196,610
Commodities	2,577	8,969	9,490	6,740
Contractual Services	137,111	100,197	122,130	118,000
Capital Outlay	-	-	-	-
Other Charges	1	-	-	-
Total	\$ 323,578	\$ 301,411	\$ 354,050	\$ 321,350
Percent Change	(-1.8%)	(-6.9%)	17.5%	(-9.2%)
Full-Time Equivalent positions	2.00	2.00	2.00	1.50

Program Expenditures by Classification



Department:	Finance	Fund #:	101
Program:	Administration	Program #:	201

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Number of pages in budget booklet	348	362	360	360
Number of pages in capital improvement plan booklet	142	143	144	145

COMMENTS

The number of pages in the budget booklet increased by 25% when the 2004 budget was prepared in 2003 and changed to a program-performance format. Since then the number of pages has not changed significantly.

The number of pages in the capital improvement plan booklet is affected by the number of projects that are included in it. No significant change in the number of projects is anticipated in 2012.

Department: Finance
Program: Ambulance Service Billing

Fund # : 606
Program # : 203

Program Description

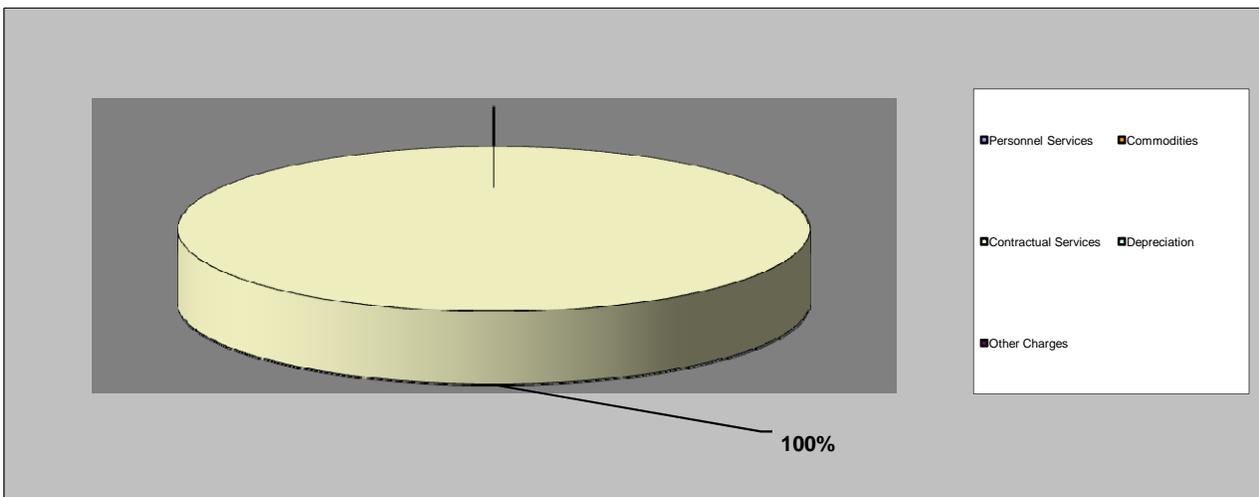
To bill, collect and account for ambulance service charges.

Program Expenditure Highlights

During 2009, ambulance service billing transitioned to an outside provider.

<u>Program Expenditures</u>	2010 <u>ACTUAL</u>	2011 <u>ACTUAL</u>	2012 <u>BUDGET</u>	2013 <u>BUDGET</u>
Personnel Services	\$ 13,254	\$ 424	\$ -	\$ -
Commodities	-	-	-	-
Contractual Services	38,543	41,223	41,470	43,740
Depreciation	-	-	-	-
Other Charges	-	-	-	-
Total	\$ 51,797	\$ 41,647	\$ 41,470	\$ 43,740
Percent Change	(-5.1%)	(-19.6%)	(-0.4%)	5.5%
Full-Time Equivalent positions	0.25	-	-	-

Program Expenditures by Classification



Department:	Finance	Fund #:	606
Program:	Ambulance Service Billing	Program #:	203

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Number of service calls billed	0	0	0	0
Number of payments posted	150	196	0	0
<u>EFFECTIVENESS INDICATORS</u>				
Percent of unpaid ambulance bills over two years old written off	N/A	N/A	N/A	N/A

COMMENTS

Ambulance service billing was turned over to an outside provider at the end of 2008. This program is being phased out.

Department: Finance
Program: Finance Services

Fund # : 101
Program # : 202

Program Description

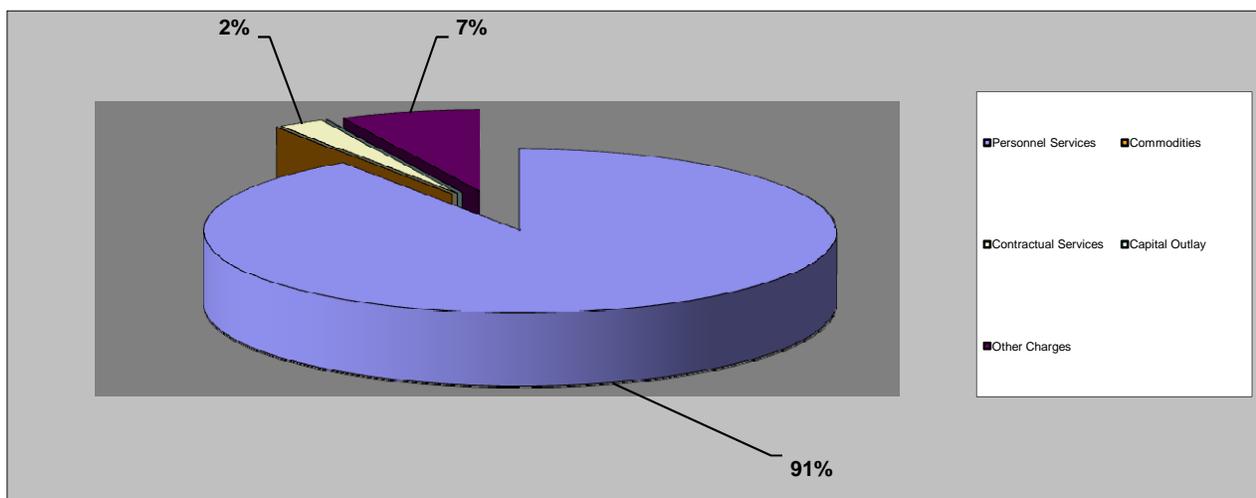
To collect and deposit revenues, disburse money to pay vendors and employees, maintain accounting records, prepare financial reports, maintain adequate insurance coverage, and assist with the preparation of the annual city budget and five-year capital improvement plan.

Program Expenditure Highlights

The increase in personnel services is due to the creation of a new position to fill a vacant position - of which 50% was classified to this program. A small increase is projected in contractual services.

<u>Program Expenditures</u>	2010 ACTUAL	2011 ACTUAL	2012 BUDGET	2013 BUDGET
Personnel Services	\$ 328,021	\$ 356,092	\$ 358,870	\$ 408,300
Commodities	-	-	3,100	-
Contractual Services	5,173	6,484	9,220	10,580
Capital Outlay	-	-	-	-
Other Charges	23,334	25,287	32,000	32,000
Total	\$ 356,528	\$ 387,863	\$ 403,190	\$ 450,880
Percent Change	(-1.7%)	8.8%	4.0%	11.8%
 Full-Time Equivalent positions	 4.00	 4.25	 4.15	 4.65

Program Expenditures by Classification



Department:	Finance	Fund #:	101
Program:	Finance Services	Program #:	202

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Number of invoices paid	10,780	11,178	10,700	10,500
Number of payroll checks and direct deposits	9,728	9,852	9,700	9,900
Number of pages in annual financial report	210	208	210	210
<u>EFFECTIVENESS INDICATORS</u>				
Receive the GFOA Certificate on the annual financial report	Yes	Yes	Yes	Yes
<u>EFFICIENCY MEASURES</u>				
Percent of invoices paid by purchasing cards	64%	69%	70%	70%
Percent of benefit earning employees paid by direct deposit	100%	100%	100%	100%

COMMENTS

The number of pages in the annual financial report fluctuates based upon the length of the notes to the financial statements, number of funds, and changes in generally accepted accounting principles.

The percent of benefit earning employees paid by direct deposit has gradually increased each year since 1995 when it was first offered as an option. Beginning in 2001, all new employees were required to enroll in the direct deposit program. All temporary/casual employees are strongly encouraged to enroll.

AGENDA REPORT

TO: City Manager, Jim Antonen
FROM: IT Director, Mychal Fowlds
SUBJECT: Presentation on 2013 IT Department Budget
DATE: July 16, 2010

Introduction

This item is being presented as part of the discussions on the 2013 Budget to provide more information on the priorities of the IT Department.

Discussion

The IT Departments 2013 budget requests are fairly similar to previous years. Both the IT and Building Operations divisions have only minor changes and they are described below.

As stated above the IT division has no major projects projected for 2013. Our budget proposal is very similar to 2012. It is worth noting that beginning in 2013 we hope to be fully integrated with the Metro-Inet group of cities. What this means budget wise is that we will fund a portion of the IT Technician position from Metro-Inet funds. We are also exploring other revenue opportunities and will hopefully look to implement some of them in the future as well.

The Building Operations budget shows no major changes in the proposed 2013 budget. We will continue to explore all possible efficiencies and will look for new revenue opportunities in 2013 as well.

Below is a table showing actual and budgeted expenditures for 2010-2013 for the two divisions.

	2010 Actual	2011 Actual	2012 Budget	2013 Proposed
101-115 Building Ops	486,963	490,860	548,720	551,030
703-118 IT Fund	682,464	664,908	786,840	779,150
TOTAL	1,169,427	1,155,768	1,335,560	1,330,180

In 2010 and 2011 we postponed some projects due to mid-year budget constraints. The budgets proposed for 2013 include those projects.

Below is a partial listing of the workload indicators that we measure in the IT Department. The majority of our indicators are staying consistent with past years. We have seen an increase in our responsiveness when the IT Technician position has been filled.

101-115 Building Ops Outputs/Workload

	2010 Actual	2011 Actual	2012 Budget	2013 Proposed
Number of work orders/tasks	1,132	1,327	1,456	1,537
Number of vendor calls	178	247	156	263
Service Calls	41	54	66	84

703-118 IT Outputs/Workload

Number of devices maintained	556	763	780	800
Number of workstations maintained	218	212	210	210
Number of help desk requests	1,851	1,902	1,950	2,000

Number of computers replaced	32	35	35	35
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Department accomplishments and projects are as follows:

- Continue to increase documentation of IT systems
- Continue documentation of IT policies & procedures
- Improve helpdesk responsiveness
- Improve support of City applications
- Continue to work with Building Operations to improve security at City buildings
- Continue to work with staff in taking full advantage of our document management system
- Evaluate and adjust as necessary our cost allocation process
- Explore new revenue streams
- Continue to explore working with other agencies to realize increased efficiencies
- Develop a core set of responsibilities for Building Operations

Recommendation

No action is recommended as this is presented as information on review of proposed expenditures for 2013.

Action Required

None.

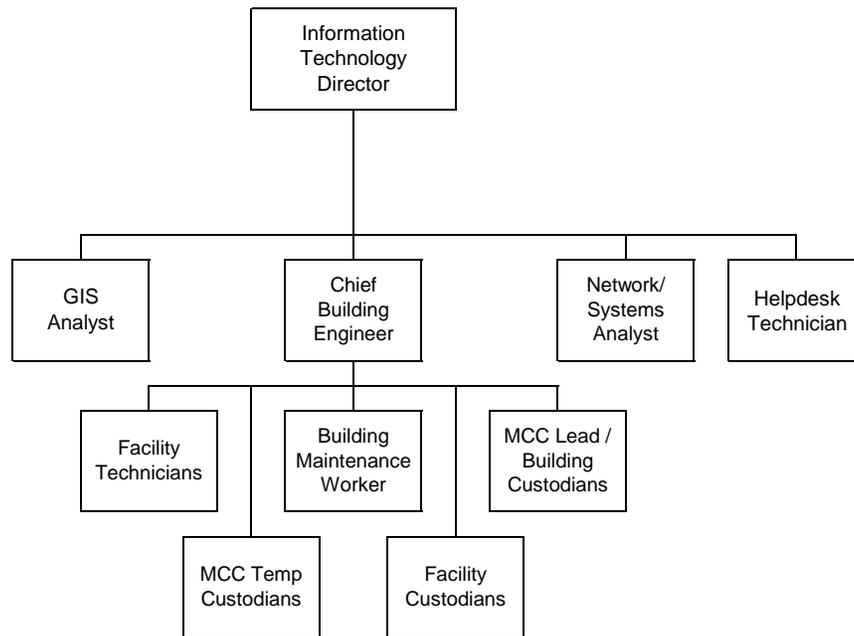
Attachments:

1. 2013 Budget Pages

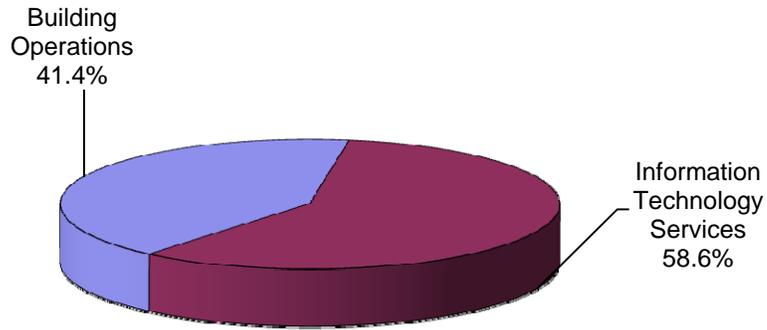
CITY OF MAPLEWOOD

INFORMATION TECHNOLOGY

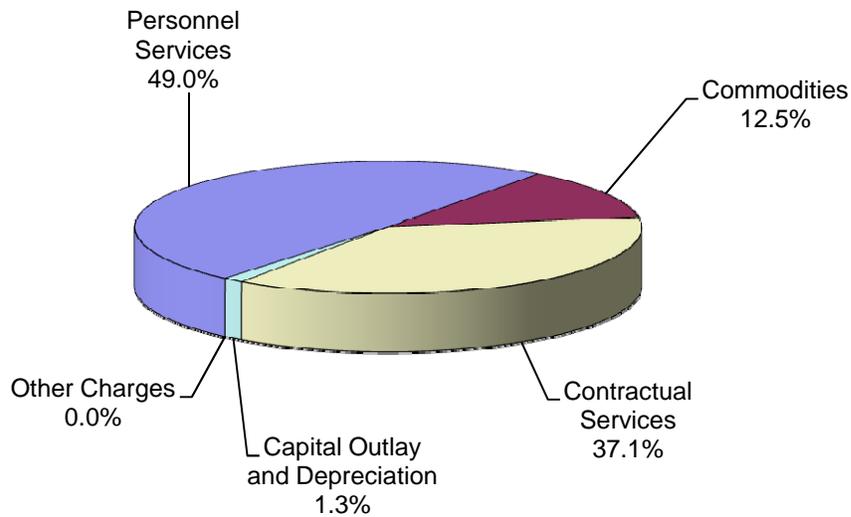
ORGANIZATION CHART



INFORMATION TECHNOLOGY BUDGET 2013 Total By Program

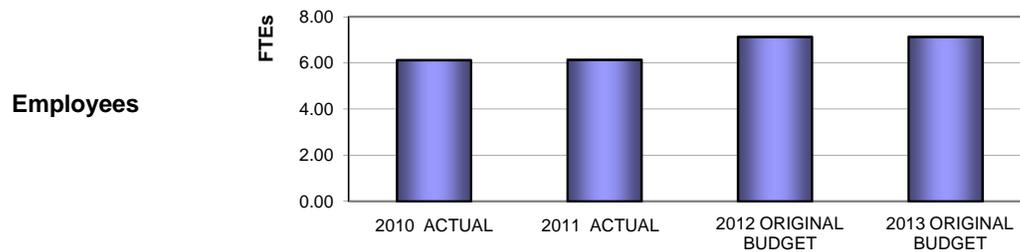
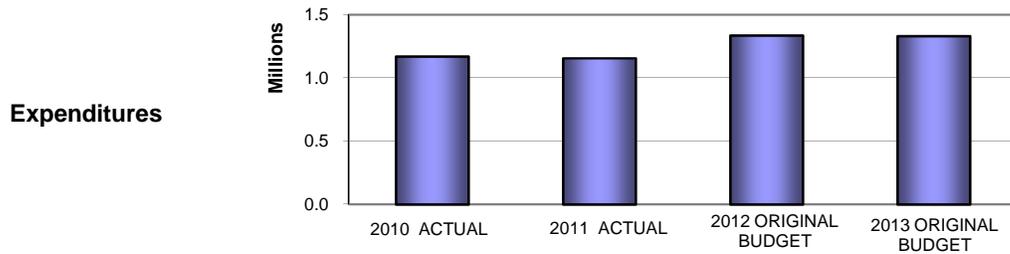


Total By Classification



**INFORMATION TECHNOLOGY
EXPENDITURE SUMMARY**

	2010 ACTUAL	2011 ACTUAL	2012 ORIGINAL BUDGET	2013 BUDGET	PERCENT OVER(UNDER) 2012 BUDGET
Total By Program					
Building Operations	\$486,963	\$490,860	\$548,720	\$551,030	0.4%
Information Technology Services	682,464	664,908	786,840	779,150	-1.0%
Totals	1,169,427	1,155,768	1,335,560	1,330,180	-0.4%
Total By Classification					
Personnel Services	508,321	542,140	644,960	652,040	1.1%
Commodities	176,591	143,519	160,840	166,480	3.5%
Contractual Services	437,478	431,694	493,830	493,970	0.0%
Capital Outlay and Depreciation	46,994	37,840	34,800	17,690	-49.2%
Other Charges	43	575	1,130	0	-100.0%
Totals	\$1,169,427	\$1,155,768	\$1,335,560	\$1,330,180	-0.4%
Total By Fund					
General Fund	486,963	490,860	548,720	551,030	0.4%
Information Technology Fund	682,464	664,908	786,840	779,150	-1.0%
Totals	\$1,169,427	\$1,155,768	\$1,335,560	\$1,330,180	-0.4%
Number of Employees (FTE)	6.12	6.13	7.13	7.13	0.0%



INFORMATION TECHNOLOGY

MISSION STATEMENT

To provide the most effective information technology and building operations services and support possible to the City of Maplewood staff and citizens.

2013 OBJECTIVES

1. Continue to increase documentation of IT systems
2. Continue documentation of IT policies & procedures
3. Improve helpdesk responsiveness
4. Improve support of City applications
5. Continue to work with Building Operations to improve security at City buildings
6. Continue to work with staff in taking full advantage of our document management system
7. Evaluate and adjust as necessary our cost allocation process
8. Explore new revenue streams
9. Continue to explore working with other agencies to realize increased efficiencies
10. Develop a core set of responsibilities for Building Operations

Department: Information Technology
Program: Building Operations

Fund # : 101
Program # : 115,110,117

Program Description

To provide a clean, well-maintained and comfortable environment for building users of the city hall, public works building and park maintenance building.

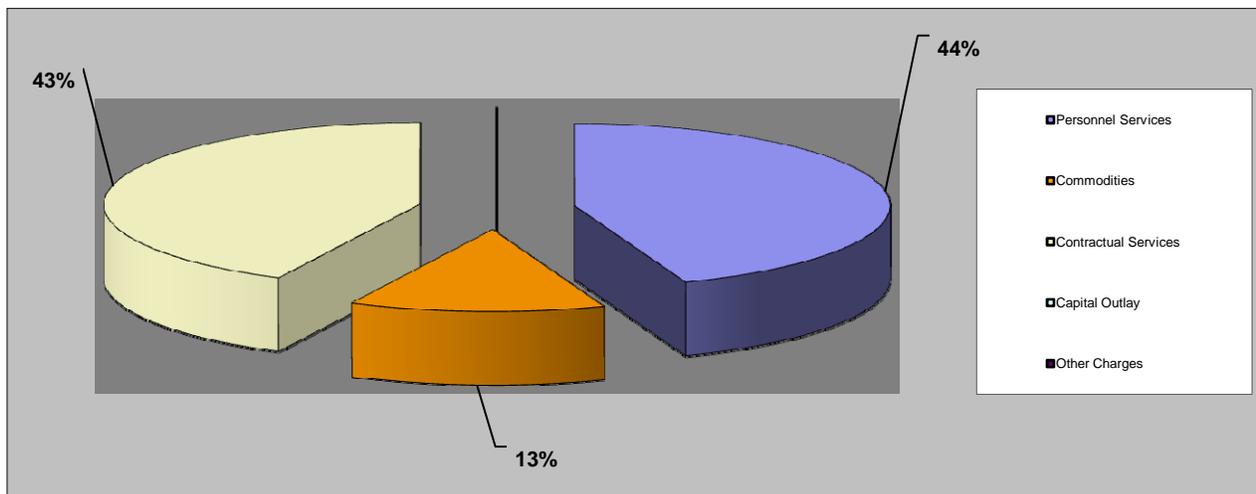
Program Expenditure Highlights

The decrease in personnel services is due to filling a vacant position with an entry level person.

The 3.13 (FTE) are .60 Chief Building Engineer, 1 Facility Technician, .90 Building Maintenance Worker, and .63 Part Time Building Maintenance Worker.

<u>Program Expenditures</u>	2010 ACTUAL	2011 ACTUAL	2012 BUDGET	2013 BUDGET
Personnel Services	\$ 219,234	\$ 218,951	\$ 246,470	\$ 243,990
Commodities	63,157	68,928	64,340	71,980
Contractual Services	201,883	193,633	237,910	235,060
Capital Outlay	2,689	9,348	-	-
Other Charges	-	-	-	-
Total	\$ 486,963	\$ 490,860	\$ 548,720	\$ 551,030
Percent Change	(-5.4%)	0.8%	11.8%	0.4%
 Full-Time Equivalent positions	 3.12	 3.13	 3.13	 3.13

Program Expenditures by Classification



Department: Information Technology **Fund #: 101**
Program: Building Operations **Program #: 115,110,117**

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Number of work orders/tasks	1,132	1,327	1456	1537
Number of vendor calls (Scheduled services & suppliers)	178	247	156	263
Service calls (Outside service companies & contractors)	41	54	66	84
Number of janitorial tasks complete	70,860	68,327	69,046	68,600
<u>EFFECTIVENESS INDICATORS</u>				
Percent of customer ratings that were good or excellent	92%	88%	91%	92%
Cost per sq. ft. (City Hall/Police/Public Works/Parks)	\$4.34	\$4.62	\$4.89	\$4.98 2% inc.
Contracted repairs & maintenance cost per sq. ft	\$0.72	\$0.86	\$0.75	\$0.94

COMMENTS

CITY HALL / POLICE DEPT.: 43,588 SQ. FT., PUBLIC WORKS: 58,750 SQ. FT. PARKS: 9,954 SQ. FT.

The number of work orders relates to help desk requests by facility and verbal requests. Vendor calls are for scheduled services and suppliers. Service calls relate to outside service companies or contractors. This number will start to increase as the internal maintenance staff has not increased to take on more of these tasks. The effectiveness indicators number is now tied to square footage of the related facilities. Staff has started to support the Nature Center and Fire Departments Help Requests on a more regular basis.

Department: Information Technology
Program: Information Technology Services

Fund # : 703
Program # : 118

Program Description

To provide and support internal information systems and create external interfaces that facilitates access to city information.

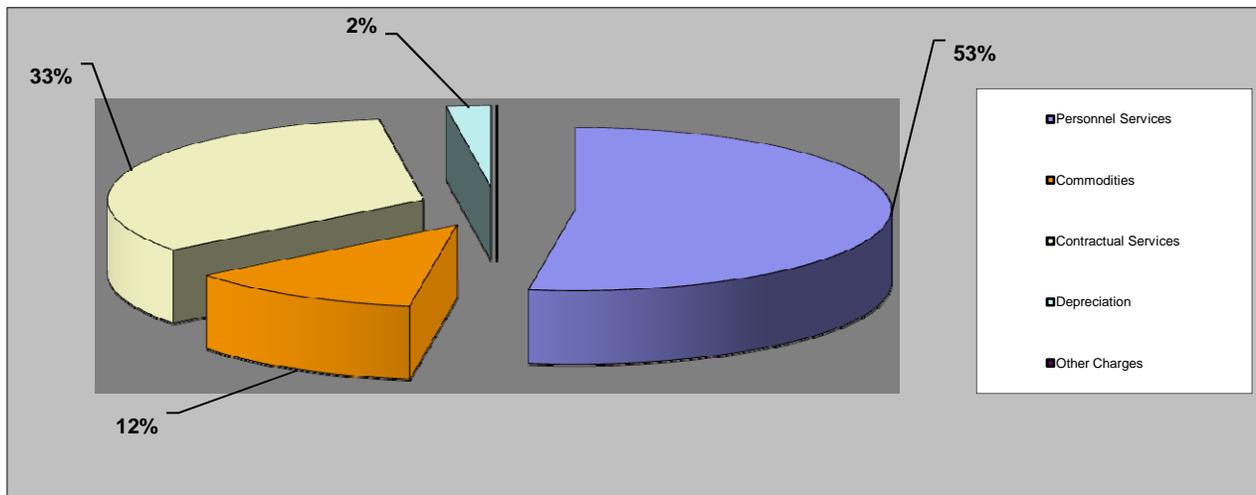
Program Expenditure Highlights

The increase in personnel services is due to pay increases and an increase in the cost of benefits.

Due to the lack of high dollar expenditures over the past 5 years, we've seen a large decrease in depreciation and this has allowed us to absorb part of the cost of obtaining additional helpdesk services.

<u>Program Expenditures</u>	2010 ACTUAL	2011 ACTUAL	2012 BUDGET	2013 BUDGET
Personnel Services	\$ 289,087	\$ 323,189	\$ 398,490	\$ 408,050
Commodities	113,434	74,591	96,500	94,500
Contractual Services	235,595	238,061	255,920	258,910
Depreciation	44,305	28,492	34,800	17,690
Other Charges	43	575	1,130	-
Total	\$ 682,464	\$ 664,908	\$ 786,840	\$ 779,150
Percent Change	(-5.3%)	(-2.6%)	18.3%	(-1.0%)
Less charges to other depts.	(593,670)	(593,678)	(643,680)	(693,680)
Net Total	88,794	71,230	143,160	85,470
Full-Time Equivalent positions	3.00	3.00	4.00	4.00

Program Expenditures by Classification



Department: Information Technology **Fund #:** 703
Program: Information Technology Services **Program #:** 118

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Number of devices maintained	556	763	780	800
Number of workstations maintained	218	212	210	210
Number of help desk requests	1,851	1,902	1,950	2,000
Number of computers replaced	32	35	35	35
<u>EFFECTIVENESS INDICATORS</u>				
Percent of help desk service calls resolved within 24 hrs	56%	58%	65%	70%
Percent of internal customers rating services as good or excellent	83%	87%	90%	92%
Number of web page hits by external users	780,218	884,049	899,781	910,000
<u>Efficiency Measures</u>				
IT wage and benefit expenditures per workstation	\$1,326	\$1,524	\$1,897	\$1,792

COMMENTS

Estimates for Outputs/Workload in 2013 stay consistent with 2012.

By filling the IT Technician position we've seen improvements in all of our Effectiveness Indicators. By looking at new revenue streams and cost sharing opportunities in 2012 and 2013 we hope to reduce our cost per workstation.

MEMORANDUM

To: City Manager Antonen
Assistant City Manager Ahl

From: Karen Guilfoile, Citizen Services Director

Re: 2013 City Council Budget Presentation

Date: July 16, 2012

Following is information on the 2013 operating budget for the Citizens Service Department.

	2012 <u>Budget</u>	2013 <u>Budget</u>
Personnel Services	\$ 834,000	\$ 846,830
Commodities	24,800	22,000
Contractual Services	259,710	277,520
Other Charges	<u>0</u>	<u>0</u>
Total	<u>\$ 1,118,510</u>	<u>\$ 1,146,350</u>
Percent Change		2.49%

Brief Description of the Department

The Department includes the following Divisions: City Clerk Administration, Deputy Registrar, and Elections. Included in City Clerk Administration is Marketing and Advertising. Also, the Department manages the Taste of Maplewood/July 4th Light It Up Event and serves as staff liaison to the Human Rights Commission. Personnel and related costs are 74% of the total budget.

The Department has remained consistent in the number of personnel with an FTE equivalent of around 10.25.

Performance Measurements

Citizen Services is a customer service department that responds to the needs of constituents in requesting data, meeting related information, business licenses, miscellaneous permits, motor vehicle related transactions, managing elections, including the significant increase in absentee voting and related duties, marketing projects, special events, Maplewood Monthly, etc.

Department performance is measured by response times to requests, how many transactions are performed from year to year, and obtaining revenue goals through services provided.

2013 Budget Request

The submitted 2013 proposed budget is \$27,840 over the 2012 original budget. The only significant change in the 2013 proposed budget is that all Marketing & Advertising costs related to the Maplewood Monthly and Consultant fees are now included in the Citizen Services Administrative budget.

The Department is funded by the General Fund. Department revenues for the 2013 Budget for business licenses, motor vehicle, passport processing and advertising are estimated at approximately \$957,780. It is noteworthy that Department revenues have increased in excess of \$90,000 since the 2009 actual revenues. This continual increase in revenues is due to business licenses and an increase in Motor Vehicle revenues due to legislation passed in 2011 increasing motor vehicle registration and title transfer fees.

Reductions Agreed to in Budget Meetings with the City Manager

To reduce the 2013 proposed budget to the 2012 original budget, the 2013 proposed budget would need to be cut by \$27,840. If required by the council, I would propose that the Maplewood Monthly be published ten times in 2013 instead of the 12 proposed and each monthly edition be eight pages in length.

CITIZEN SERVICES

MISSION STATEMENT

To maintain records, administer elections, issue all licenses and passports in a timely and efficient manner and provide citizens with requested data.

To promote the City through print and media and assist other departments in promoting their activities and programs through innovative advertising, online ads, email and print newsletters to Maplewood and surrounding areas.

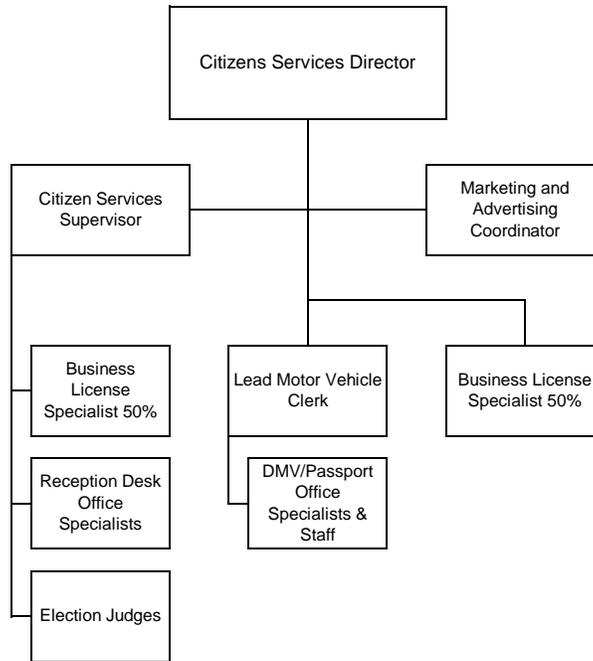
2013 OBJECTIVES

1. 100% of completed council agendas and agenda packets provided 4 days in advance of meetings and 100% of legal notices prepared, posted and or published with legal deadlines.
2. Streamline the agenda and minute process using software that allows the user to track an agenda item from its creation, approvals and recommendations, readying documents such as agreements, contracts, ordinances and resolutions for proper storage for retention purposed and for improved transparency.
3. Facilitate updates to the City Code of Ordinances through Municipal Code on a quarterly basis or as needed.
4. Revise the Retention Schedule reflecting changes in the 2012 legislative session and train departments in current Data Practice Laws and Practices and retention practices.
5. Continue working with local auto dealers, bands and credit unions in Maplewood and surrounding areas performing deputy registrar work.
6. Conduct the 2013 Local Municipal Election cycle and be involved in the selection of election equipment in conjunction with Ramsey County.
7. Continue to work with local and surrounding business and the use of social networking for marketing and advertising purposes.
8. Act as the Department liaison for Human Rights Commission assisting the Commission in projects and events as needed.
9. Conduct the annual July 4th "Lite It Up" fireworks event at Hazelwood Park.

CITY OF MAPLEWOOD

CITIZEN SERVICES

ORGANIZATION CHART

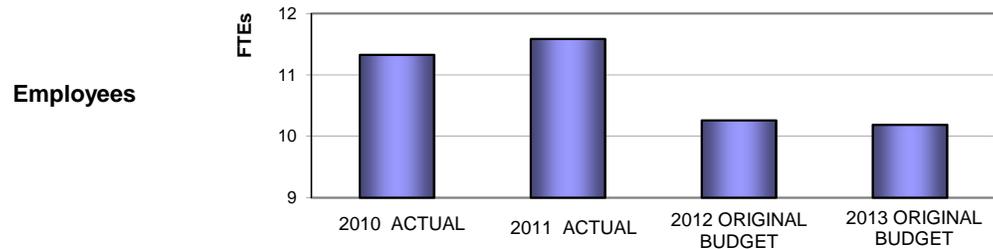
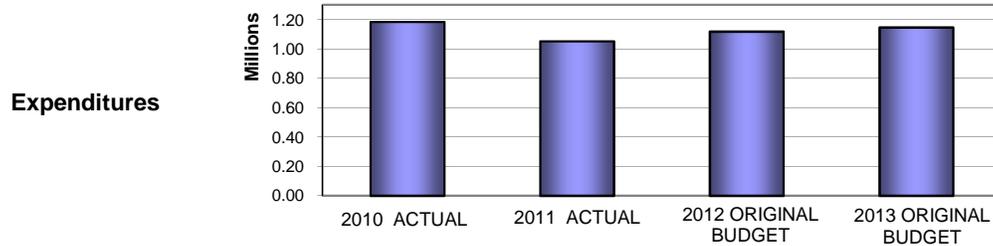


**City Of Maplewood
Citizen Services Department Revenues**

Revenues	2009	2010	2011	2012	2013
	Actual	Actual	Actual	Budget	Budget
3201-Liquor	\$203,498	\$229,353	\$227,891	\$215,000	\$210,500
3203-Cigarette	5,500	19,250	9,750	9,000	9,250
3204-Entertainment-Amusement	4,116	4,468	4,213	4,450	4,200
3205-General Business – CS ONLY	104,441	106,276	115,949	105,000	115,000
3208-Garbage & Rubbish Removal	2,318	2,193	2,064	2,300	2,060
3209-Service & Repair Stations	12,444	13,565	12,789	12,600	12,700
3210-Business Registration Fee	7,560	5,840	5,120	5,000	5,100
3219-Miscellaneous (License-All CS)	23,132	21,318	19,836	20,000	20,000
3306-Animal	10,988	3,326	8,263	3,300	8,200
3319-Miscellaneous (Permits) – CS ONLY	11,679	10,953	13,903	10,800	13,900
3610-Election Services	90	15	30	0	0
3613-General-Motor Vehicle Fees	268,001	268,997	306,916	375,000	375,000
3614-General Govt. Drivers Lic Fees	93,220	91,745	87,875	92,000	87,870
3615-DNR Filing Fees	8,576	9,702	8,625	8,400	9,000
3617-Passport Fees	83,669	79,645	71,175	90,000	70,000
3811-Advertising Fees	28,522	12,431	12,880	15,000	15,000
Total	\$867,753	\$879,076	\$907,278	\$967,850	\$957,780
Percent Change From Previous Year	-4.28%	1.30%	3.21%	6.68%	-1.04%

**CITIZEN SERVICES
EXPENDITURE SUMMARY**

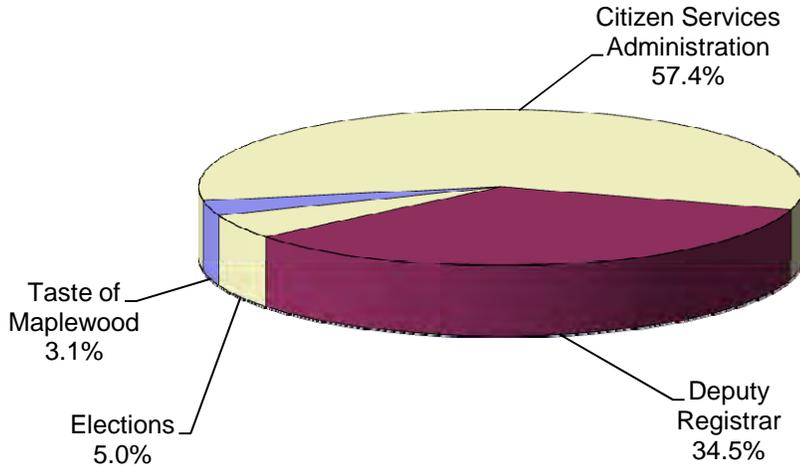
	2010 ACTUAL	2011 ACTUAL	2012 ORIGINAL BUDGET	2013 BUDGET	PERCENT OVER(UNDER) 2012 BUDGET
Total By Program					
Citizen Services Administration	\$481,358	\$587,248	\$618,980	\$658,440	6.4%
Deputy Registrar	375,267	382,415	393,890	395,180	0.3%
Elections	66,387	57,873	64,640	57,310	-11.3%
Marketing/Advertising	169,585	0	0	0	N/A
Taste of Maplewood	92,184	24,968	41,000	35,420	-13.6%
Totals	1,184,781	1,052,504	1,118,510	1,146,350	2.5%
Total By Classification					
Personnel Services	863,115	857,925	834,000	846,830	1.5%
Commodities	24,455	11,091	24,800	22,000	-11.3%
Contractual Services	290,800	179,365	259,710	277,520	6.9%
Capital Outlay and Depreciation	0	0	0	0	N/A
Other Charges	6,411	4,123	0	0	N/A
Totals	1,184,781	1,052,504	1,118,510	1,146,350	2.5%
Total By Fund					
General Fund	1,092,597	1,027,536	1,077,510	1,110,930	3.1%
Taste of Maplewood	92,184	24,968	41,000	35,420	-13.6%
Totals	\$1,184,781	\$1,052,504	\$1,118,510	\$1,146,350	2.5%
Number of Employees (FTE)	11.33	11.59	10.26	10.19	-0.7%



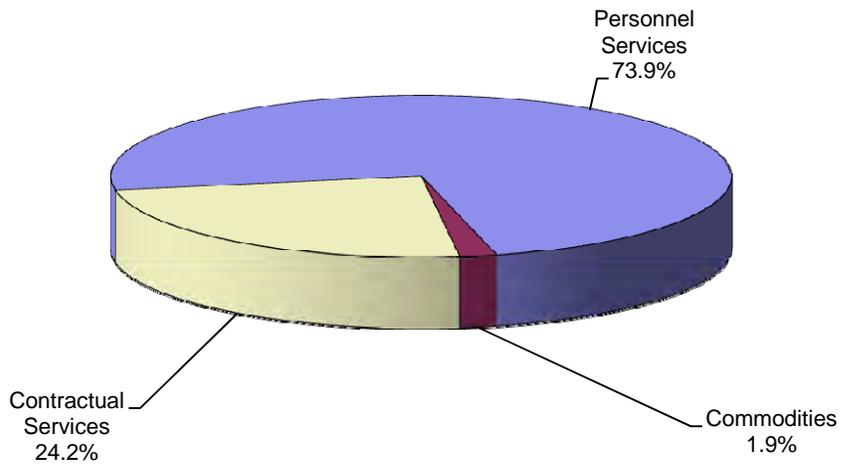
CITIZEN SERVICES

BUDGET 2013

Total By Program



Total By Classification



Department: Citizen Services
Program: Administration

Fund # : 101
Program # : 301

Program Description

To maintain accurate and complete permanent city records, to manage the issuance and processing of business licenses and permits in a timely and efficient manner, produce the Maplewood Monthly to keep the citizenry informed and provide marketing and advertising expertise to all city departments and to oversee the general management to all department operations.

Program Expenditure Highlights

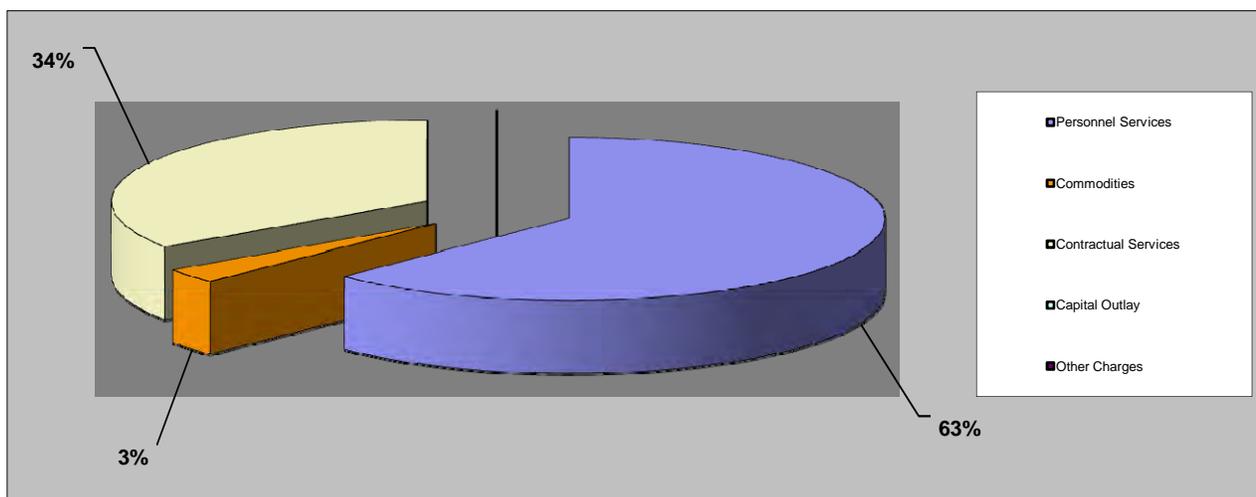
The increase in personnel services is due to the reallocation of some hours from the Deputy Registrar program to the Administration program, pay increases, and an increase in the cost of benefits.

The increase in contractual services is due to costs associated with the publication of the Maplewood Monthly. The City is proposing to increase the annual number of publications from 8 to 10.

It is to be noted that the increase in the 2011 budget was due to the Marketing program being moved to the Citizen Services Administration budget which includes costs associated with the publication of the Maplewood Monthly.

<u>Program Expenditures</u>	2010 ACTUAL	2011 ACTUAL	2012 BUDGET	2013 BUDGET
Personnel Services	\$ 370,165	\$ 431,428	\$ 391,800	\$ 412,490
Commodities	13,225	7,706	23,200	19,200
Contractual Services	91,557	144,001	203,980	226,750
Capital Outlay	-	-	-	-
Other Charges	6,411	4,113	-	-
Total	\$ 481,358	\$ 587,248	\$ 618,980	\$ 658,440
Percent Change	0.7%	22.0%	5.4%	6.4%
Full-Time Equivalent positions	4.30	5.57	4.26	4.39

Program Expenditures by Classification



Department:	Citizen Services	Fund #:	101
Program:	Administration	Program #:	301

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Agenda reports	632	652	630	525
Pages of minutes	549	480	560	550
Number of ordinances	15	8	8	8
Number of resolutions	298	164	290	240
Business licenses / permits / registrations / dog-cat licenses	2,124	1,175	2,000	2,000
Annual marketing agreements	20	21	10	18
Number of marketing projects	300	325	350	200
Testimonial marketing	8	8	8-10	6
<u>EFFECTIVENESS INDICATORS</u>				
Percentage of licenses, permits issued by deadline	99%	99%	99%	99%
Maintain revenue sources	94%	99%	99%	99%
Percentage of marketing projects completed	98%	100%	98%	99%
Testimonials used in marketing materials	70%	70%	80%	80%
Business contacts for the purpose of ad revenue and partnerships	60%	80%	80%	80%
<u>EFFICIENCY MEASURES</u>				
Revenue changes from previous year	8%	1%	-7.5%	3.5%
Projects are completed on time and in a professional manner	100%	100%	100%	100%

COMMENTS

Administrative workload remains steady in all areas. Business licensing and permits numbers remain consistent. Marketing projects have decreased due to implementing more social media opportunities.

Department: Citizen Services
Program: Deputy Registrar

Fund # : 101
Program # : 303

Program Description

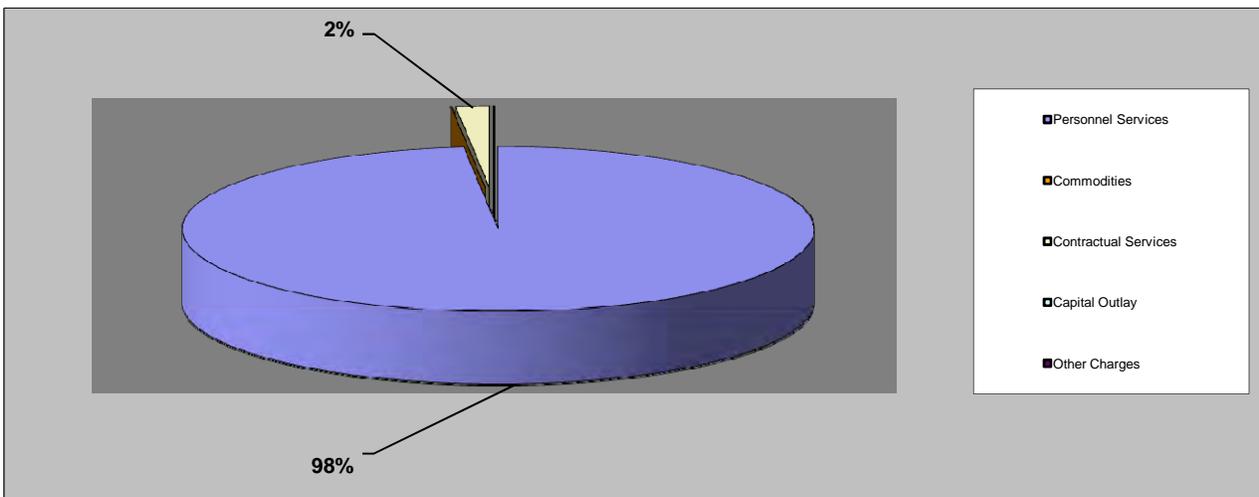
To present a courteous, service-oriented team providing a high level of accuracy and efficiency.

Program Expenditure Highlights

No significant change in the Deputy Registrar budget for 2013.

<u>Program Expenditures</u>	2010 ACTUAL	2011 ACTUAL	2012 BUDGET	2013 BUDGET
Personnel Services	\$ 372,397	\$ 379,397	\$ 388,370	\$ 388,390
Commodities	-	-	-	-
Contractual Services	2,870	3,018	5,520	6,790
Capital Outlay	-	-	-	-
Other Charges	-	-	-	-
Total	\$ 375,267	\$ 382,415	\$ 393,890	\$ 395,180
Percent Change	1.0%	1.9%	3.0%	0.3%
 Full-Time Equivalent positions	 6.03	 6.02	 6.00	 5.80

Program Expenditures by Classification



Department:	Citizen Services	Fund #:	101
Program:	Deputy Registrar	Program #:	303

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Number of motor vehicle transactions	50,691	50,038	51,500	51,000
Number of driver's license transactions	19,481	17,457	21,000	17,500
Number of passports processed	2,200	1,993	2,100	2,000
<u>EFFECTIVENESS INDICATORS</u>				
Initial accuracy rate on motor vehicle reports reconciled	98%	98%	98%	98%
Initial accuracy rate on driver's license reports reconciled	98%	98%	98%	98%

COMMENTS

Number of transactions remains steady in all areas of motor vehicle and DNR. Passport activity has decreased due to the Federal Passport Card that can be used for entry into Canada.

Driver's license transactions have decreased due to Federal guidelines prohibiting State Motor Vehicle Departments that are also house a Federal Passport Facility to process first-time drivers licenses and passports at the same facility. The City opted to continue processing passports as that option is more revenue producing than first-time drivers licenses.

Department: Citizen Services
Program: Elections

Fund # : 101
Program # : 304

Program Description

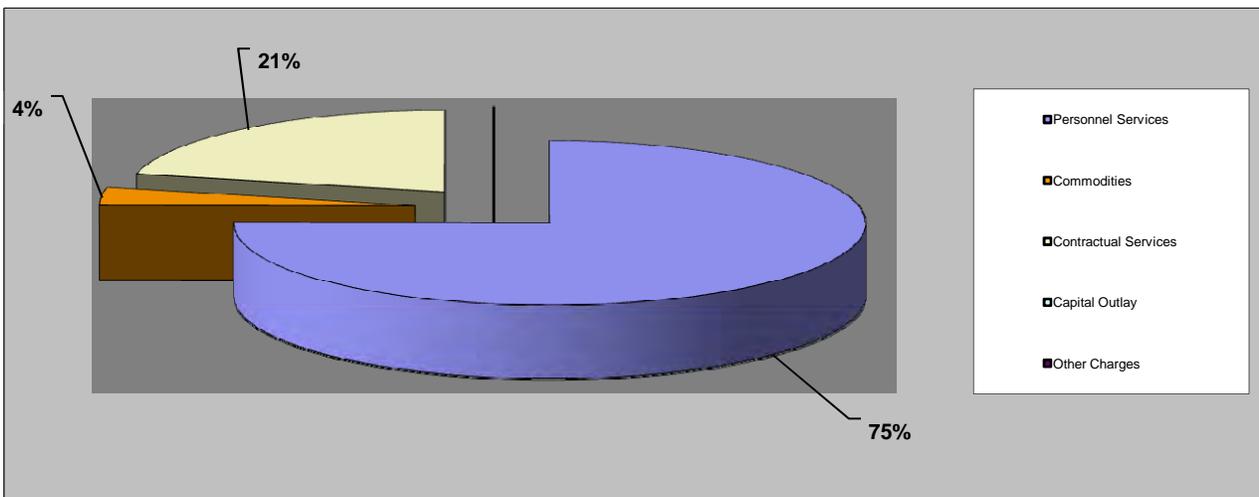
To manage all municipal, federal and state elections focusing on legal compliance and integrity.

Program Expenditure Highlights

2013 is not a presidential election year.

<u>Program Expenditures</u>	2010 ACTUAL	2011 ACTUAL	2012 BUDGET	2013 BUDGET
Personnel Services	\$ 55,470	\$ 43,845	\$ 53,830	\$ 43,030
Commodities	2,322	3,020	1,600	2,000
Contractual Services	8,595	11,008	9,210	12,280
Capital Outlay	-	-	-	-
Other Charges	-	-	-	-
Total	\$ 66,387	\$ 57,873	\$ 64,640	\$ 57,310
Percent Change	(-2.6%)	(-12.8%)	11.7%	(-11.3%)
Full-Time Equivalent positions	-	-	-	-

Program Expenditures by Classification



Department:	Citizen Services	Fund #:	101
Program:	Elections	Program #:	304

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Number of registered voters	23,764	21,815	27,000	24,000
Election judges trained	190	186	200	180
Number of ballots cast	14,355	5,959	26,000	8,000
Number of absentee ballots transmitted	1,022	312	2,800	300
Number of absentee ballots returned by voter	930	266	2,600	250
Number of absentee ballots rejected	50	12	100	5
<u>EFFECTIVENESS INDICATORS</u>				
Eligible voter turnout	62%	27%	85%	30%

COMMENTS

Decrease 2013 Outputs/Workloads is due to 2013 being a local election.

Department: Citizen Services
Program: Marketing & Advertising

Fund # : 101
Program # : 111

Program Description

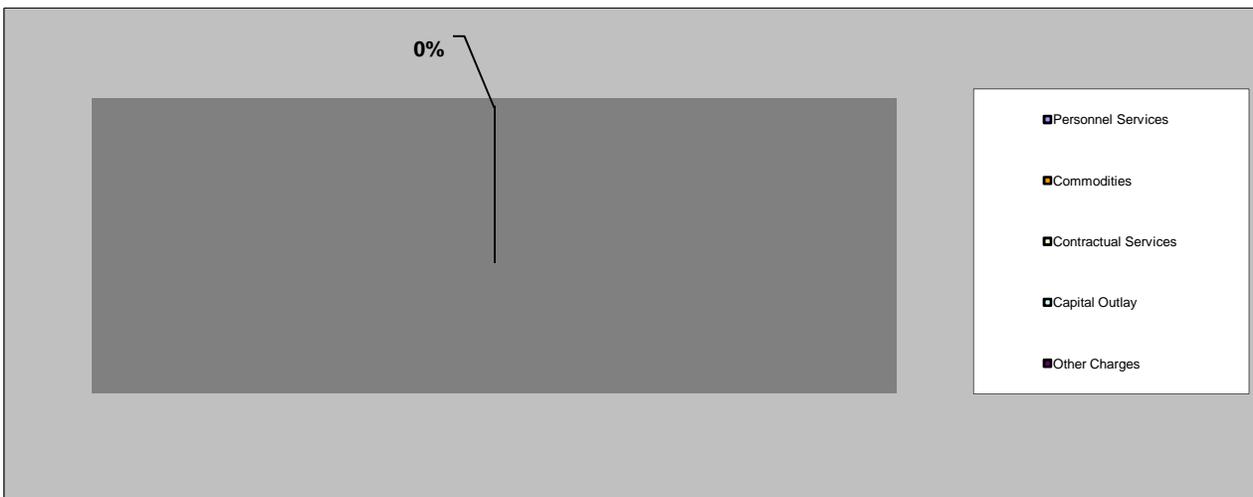
This program has been moved to Citizen Services Administration.

Program Expenditure Highlights

This program has been included in the Citizen Services Administration program beginning in 2011.

<u>Program Expenditures</u>	2010 <u>ACTUAL</u>	2011 <u>ACTUAL</u>	2012 <u>BUDGET</u>	2013 <u>BUDGET</u>
Personnel Services	\$ 59,423	\$ -	\$ -	\$ -
Commodities	1,444	-	-	-
Contractual Services	108,718	-	-	-
Capital Outlay	-	-	-	-
Other Charges	-	-	-	-
Total	\$ 169,585	\$ -	\$ -	\$ -
Percent Change	(-21.6%)	(-100.0%)	#DIV/0!	#DIV/0!
Full-Time Equivalent positions	1.00	-	-	-

Program Expenditures by Classification



Department:	Citizen Services	Fund #:	101
Program:	Marketing & Advertising	Program #:	111

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Annual marketing agreements	20	21	N/A	N/A
Number of marketing projects	300	325	N/A	N/A
Testimonial marketing	8-10	8	N/A	N/A
<u>EFFECTIVENESS INDICATORS</u>				
Revenue increases from year to year	20%	3.6%	N/A	N/A
Percentage of marketing projects completed	98%	98%	N/A	N/A
Testimonials used in marketing materials	70%	60%	N/A	N/A
Business contacts for the purpose of ad revenue and partnerships	60%	70%	N/A	N/A
<u>EFFICIENCY MEASURES</u>				
Revenue increases	25%	22%	N/A	N/A
Projects are completed on time and in a professional manner	100%	100%	N/A	N/A
Testimonial marketing increases the effectiveness of the promotion and brings in additional revenue	70%	60%	N/A	N/A

COMMENTS

This program was moved to the Citizen Services Administration program in the 2012 budget.

Department: Citizen Services
Program: Taste of Maplewood

Fund # : 220
Program # : 000

Program Description

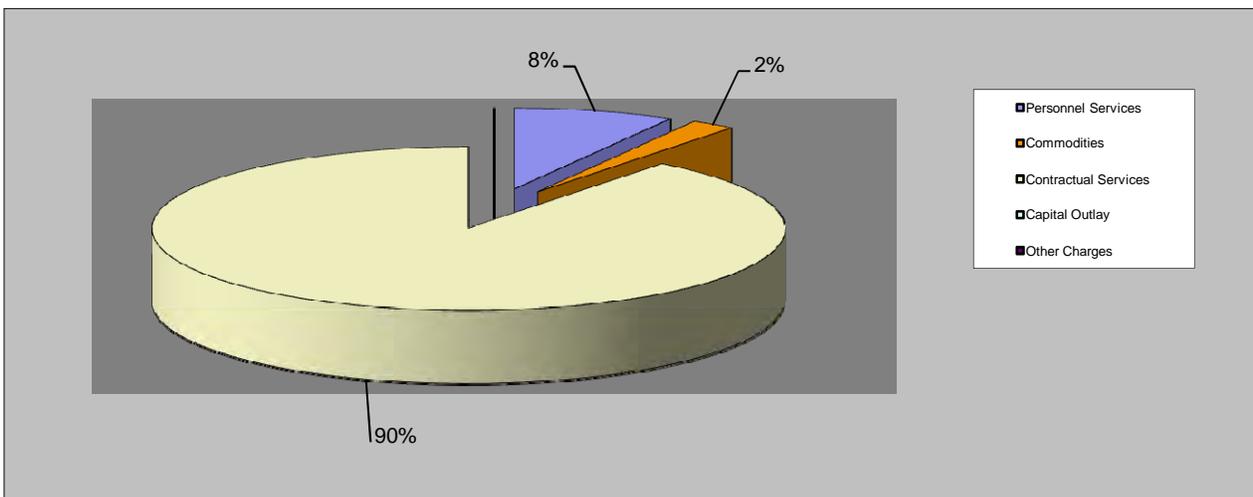
To hold a city-wide event for the purpose of bringing the community at large together to showcase area restaurants, businesses, crafters and city departments.

Program Expenditure Highlights

The Taste of Maplewood is budgeted and additionally subsidized by funds solicited by participating vendors and sponsors. Beginning in 2012 the City moved the event to July 4th and brought back its firework display.

<u>Program Expenditures</u>	2010 ACTUAL	2011 ACTUAL	2012 BUDGET	2013 BUDGET
Personnel Services	\$ 5,660	\$ 3,255	\$ -	\$ 2,920
Commodities	7,464	365	-	800
Contractual Services	79,060	21,338	41,000	31,700
Capital Outlay	-	-	-	-
Other Charges	-	10	-	-
Total	\$ 92,184	\$ 24,968	\$ 41,000	\$ 35,420
Percent Change	138.1%	(-72.9%)	64.2%	(-13.6%)
Full-Time Equivalent positions	-	-	-	-

Program Expenditures by Classification



Department:	Citizen Services	Fund #:	220
Program:	Light it Up – July 4th Event	Program #:	000

Performance Measures	2010 Actual	2011 Actual	2012 Estimate	2013 Estimate
<u>OUTPUTS/WORKLOAD</u>				
Number of vendors	114	24	12	10
Number of business sponsors	15	11	3	10
Number of media sponsors	3	3	2	2
Number of waste/recycling containers	50/50	50/50	50/50	50/50
<u>EFFECTIVENESS INDICATORS</u>				
Citizens attending the event (approximate)	8,500	3,000	7,000	10,000
Percentage of waste recycled	40%	60%	65%	70%

COMMENTS

The Taste of Maplewood has been downsized for 2012 and plans are to move the event to July 4th and incorporate a fireworks display in future years. Staff continues to work to make the event more sustainable by providing recycling bins and educational information on the importance of recycling.