

# Administrative Services

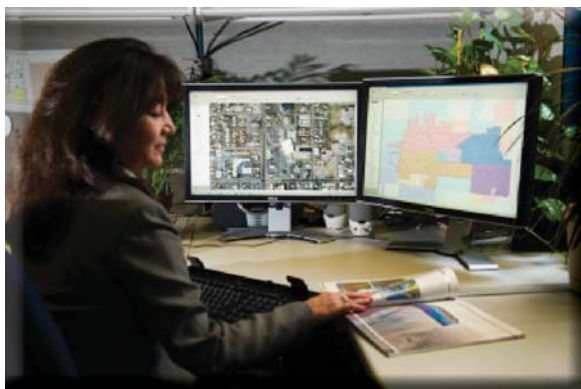
## About Administrative Services

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



### 2009 Budget Highlights

- Environmental Stewardship Task Force
- Sustainable Funding Committee
- URA Plan for portions of the I-70 Corridor
- Employee Health Assessment Program
- Agenda Packet Software Management Program



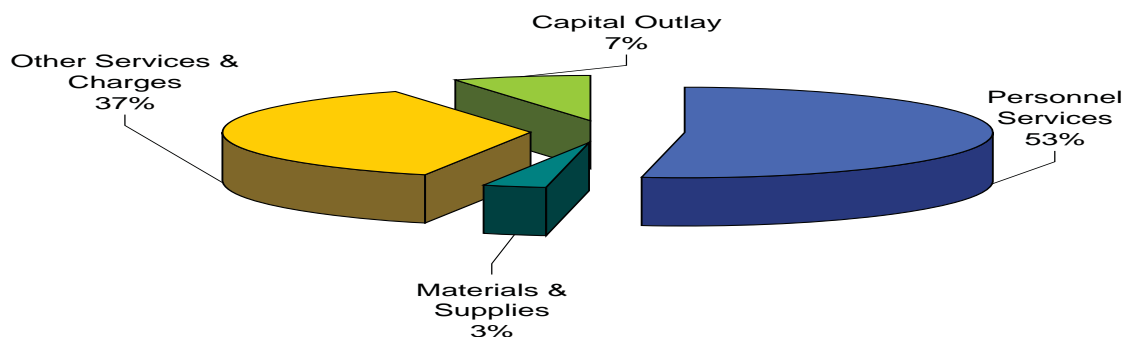
# Administrative Services

## Staffing and Financial Summary

	2006 Authorized	2007 Authorized	2008 Authorized	2009 Authorized
Finance	2.5	2.75	2.75	2.75
Administrative Services	2	3	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	5	6	6	6
<b>TOTAL</b>	<b>17</b>	<b>19.25</b>	<b>20.375</b>	<b>20.375</b>

	2007 Actual	2008 Adjusted	2008 Estimated	2009 Proposed
Personnel Services	\$1,363,867	\$1,530,942	\$1,454,345	\$1,543,973
Materials & Supplies	\$82,541	\$85,815	\$89,815	\$85,752
Other Services & Charges	\$842,936	\$1,115,692	\$1,100,848	\$1,025,345
Capital Outlay	\$236,906	\$259,315	\$259,225	\$193,850
<b>TOTAL</b>	<b>\$2,526,250</b>	<b>\$2,991,764</b>	<b>\$2,904,233</b>	<b>\$2,848,920</b>

**Total 2009 Budget by Object**

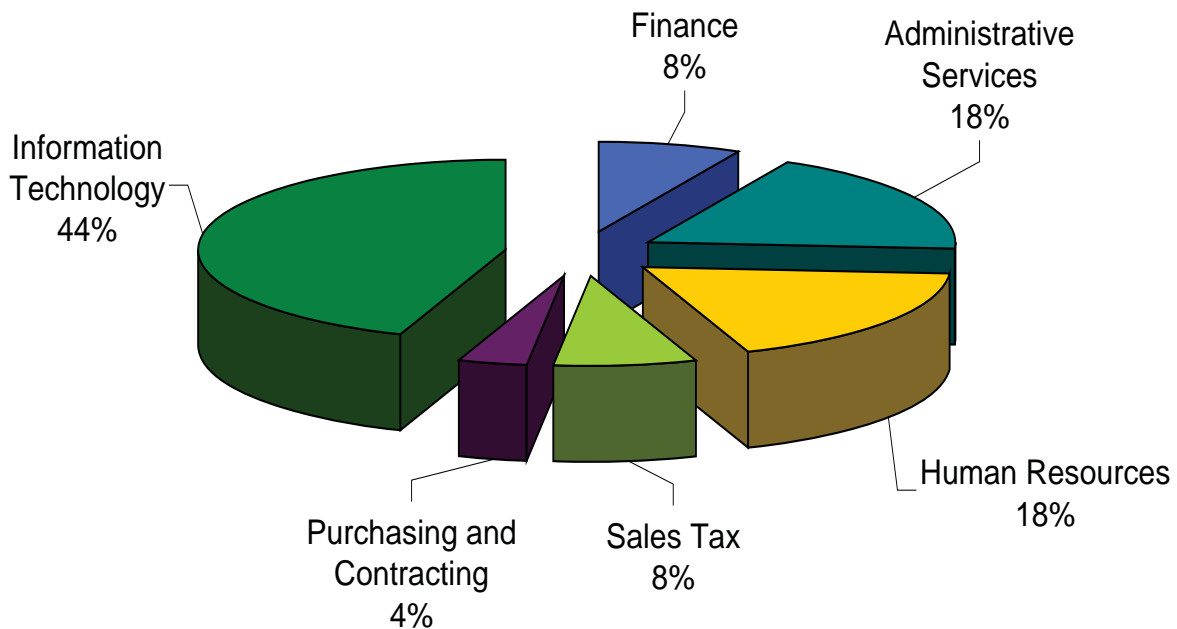


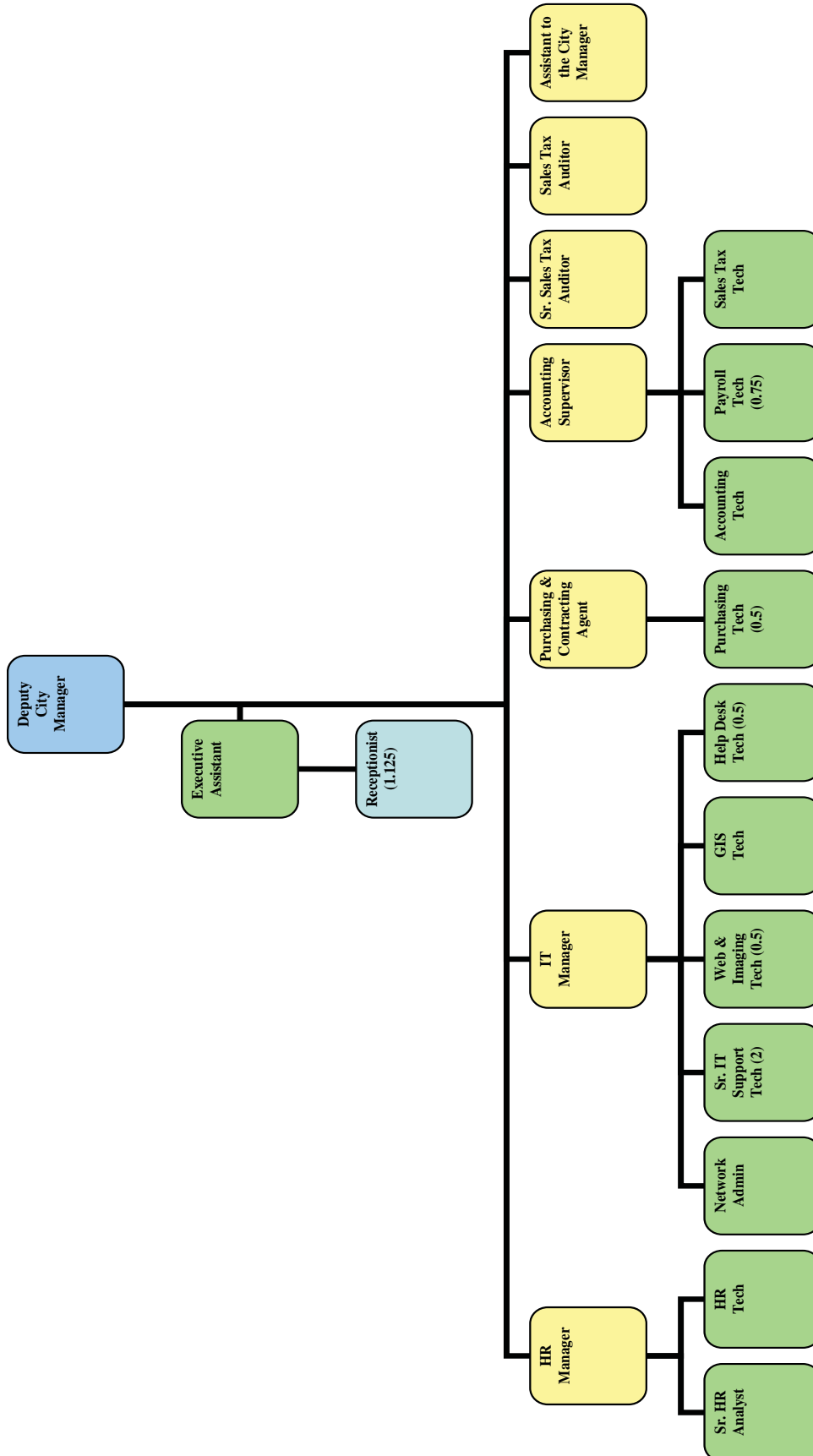
# Administrative Services

## Total Budget by Program

	2007 Actual	2008 Adjusted	2008 Estimated	2009 Proposed
Finance	\$195,936	\$211,295	\$211,456	\$223,074
Administrative Services	\$435,879	\$570,046	\$527,184	\$492,243
Human Resources	\$430,901	\$481,802	\$465,536	\$535,832
Sales Tax	\$197,666	\$212,527	\$211,651	\$223,129
Purchasing and Contracting	\$100,160	\$104,577	\$101,186	\$106,958
Information Technology	\$1,165,708	\$1,411,517	\$1,387,220	\$1,267,684
<b>TOTAL</b>	<b>\$2,526,250</b>	<b>\$2,991,764</b>	<b>\$2,904,233</b>	<b>\$2,848,920</b>

## Total Budget by Program







**ADMINISTRATIVE  
SERVICES  
PROGRAMS**

**Administrative Services**

Finance

Human Resources

Sales Tax

Purchasing and Contracting

Information Technology



**DID YOU KNOW**

*The City was a Savvey Award finalist for the development of the new Wheat Ridge brand and marketing logo.*

## Administrative Services

### Overview

- Perform administrative, supervisory and professional work in planning, coordinating and directing the operations of the Administrative Services 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.

### 2008 Achievements

- Selected as a Savvy Award finalist for the development of the Wheat Ridge brand and marketing logo by the national City/County Communications and Marketing Association (3CMA).
- Debuted four editions of the new "Top of the Hour" 30 minute magazine style show aimed at educating citizens about important issues in the community.
- Coordinated the second annual Wheat Ridge Civic Academy with increased participation.
- Implemented the first phase of the brand and marketing logo implementation.
- Transformed the Wheat Ridge Web site with a new design and increased functionality.
- Enhanced the look of Channel 8 with a new screen template.
- Coordinated the 2008 bi-annual Citizen Survey to assess citizen satisfaction with City services and programs.
- Assembled property at the S.E. corner of 44th Avenue and Wadsworth Boulevard for a future mixed-used development site.

### 2009 Objectives

- Coordinate an Environmental Stewardship Task Force in 2009.
- Coordinate a Sustainable Funding Committee in 2009 consisting of citizens and business leaders who will work with senior management of the City to develop a long-range Sustainable Funding Plan.
- Complete conditions survey of I-70 and Kipling corridors and urban renewal plan for a portion of the I-70 corridor.
- Continue to pursue a development agreement for the S.E. corner of 44th Avenue and Wadsworth Boulevard.

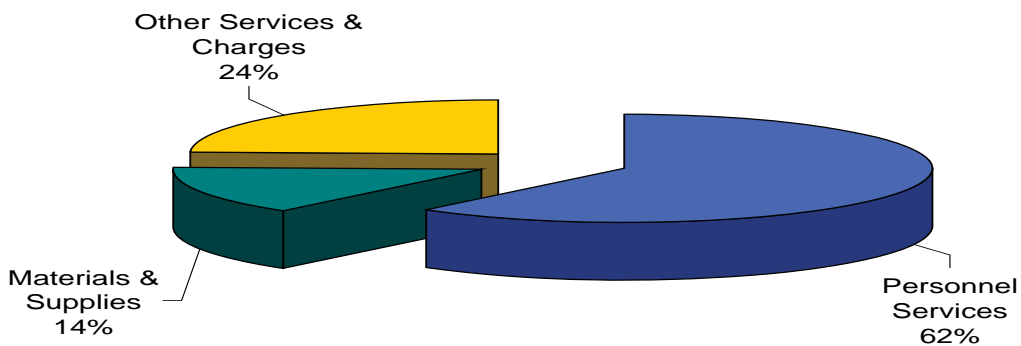
# Administrative Services

## Staffing and Financial Summary

	2006 Authorized	2007 Authorized	2008 Authorized	2009 Authorized
Deputy City Manager	1	1	1	1
Executive Assistant	1	1	1	1
Assistant to the City Manager	0	1	1	1
Receptionist	0	0	1.125	1.125
<b>TOTAL</b>	<b>2</b>	<b>3</b>	<b>4.125</b>	<b>4.125</b>

	2007 Actual	2008 Adjusted	2008 Estimated	2009 Adopted
Personnel Services	\$265,038	\$335,151	\$298,708	\$329,988
Materials & Supplies	\$60,847	\$65,500	\$70,000	\$66,580
Other Services & Charges	\$109,374	\$169,395	\$158,476	\$95,675
Capital Outlay	\$620	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$435,879</b>	<b>\$570,046</b>	<b>\$527,184</b>	<b>\$492,243</b>

**Total 2009 Budget by Object**



**ADMINISTRATIVE  
SERVICES  
PROGRAMS**

Administrative Services

**Finance**

Human Resources

Sales Tax

Purchasing and Contracting

Information Technology



**DID YOU KNOW**

*Under the City's Records Retention Program, the Finance Division destroys 45 boxes of documentation annually?*

## 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 all vendor and department inquiries regarding City-wide 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 and record acquisitions and dispositions of and prepare statement 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.

### 2008 Achievements

- Implemented credit card receipts for Community Development.
- Implemented use of Positive Pay.
- Implemented new data reporting to Fire & Police Pension Association.
- Participated in the implementation of the new City sales tax software.
- Implemented Government Accounting Standards Board (GASB) statements as required.

### 2009 Objectives

- Cross train on new City sales tax software.
- Assist with development and implementation of Long's Peak Public Improvement Fee.
- Implement Governmental Accounting Standards Board statements as required.
- Keep educated and apprised on constantly changing accounting and payroll requirements.



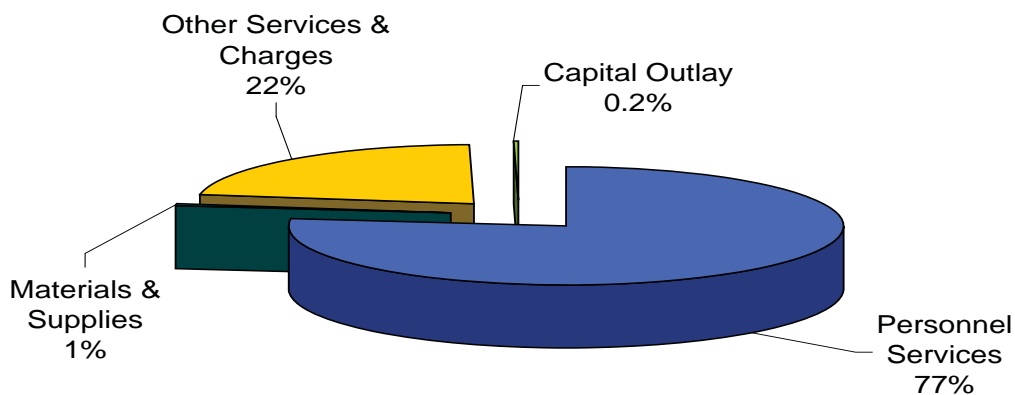
# Finance

## Staffing and Financial Summary

	2006 Authorized	2007 Authorized	2008 Authorized	2009 Authorized
Accounting Supervisor	1	1	1	1
Accounting Technician	1	1	1	1
Payroll Technician	0.5	0.75	0.75	0.75
<b>TOTAL</b>	<b>2.5</b>	<b>2.75</b>	<b>2.75</b>	<b>2.75</b>

	2007 Actual	2008 Adjusted	2008 Estimated	2009 Adopted
Personnel Services	\$151,367	\$165,864	\$165,125	\$171,799
Materials & Supplies	\$1,078	\$1,261	\$1,261	\$1,300
Other Services & Charges	\$43,491	\$44,170	\$45,070	\$49,425
Capital Outlay	\$0	\$0	\$0	\$550
<b>TOTAL</b>	<b>\$195,936</b>	<b>\$211,295</b>	<b>\$211,456</b>	<b>\$223,074</b>

**Total 2009 Budget by Object**



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**DID YOU KNOW**

*For the year 2008, approximately 1,600 employment applications will have been processed by HR. Our City employment web page will have received approximately 75,000 visits.*

## Human Resources

### Overview

- Oversee personnel functions such as resource administration, job classification and compensation, employee relations, recruitment, selection, and retention of employees.
- 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 administration, Worker's Compensation, Unemployment, Employee Assistance Program, Employee Recognition, Safety Program and Wellness Program.
- Conduct compensation surveys (wages and benefits) and provide recommendations based on results of analysis.
- Prepare city-wide salaries and benefits budget information

### 2008 Achievements

- Completed analysis on 2008 salary market and made recommendations for the Classification/Pay Plans; implemented adjustments.
- Performed analysis on health benefits.
- Changed retirement plan and provider for civilian staff to improve the investment opportunities.
- Provided staffing services for 2008; streamlined all aspects of the hiring process; decreased recruitment costs; developed a new selection assessment tool that measures position dimensions; developed recruitment matrices and implemented citywide e-recruitment services.
- Automated benefits enrollment process and employment application process.
- Developed and implemented a formal supervisory training program; promoted brown-bag training program on subject of interest; promoted the on-line safety training program.
- Participated in the development of the City's new website.
- Responded to complaints involving harassment and discrimination.

### 2009 Objectives

- Provide pay and benefit projections for budget.
- Continue active participation in Employee Recognition Committee.
- Continue maintaining worker's compensation insurance at lower rate.
- Continue improving recruitment practices; enhance the employee orientation program.
- Implement employee health assessment program.

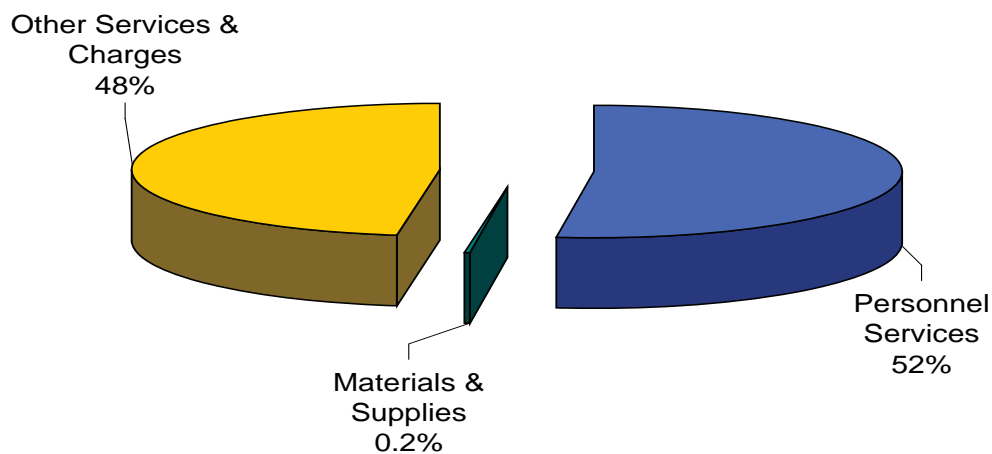
# Human Resources

## Staffing and Financial Summary

	2006 Authorized	2007 Authorized	2008 Authorized	2009 Authorized
HR Manager	1	1	1	1
HR Representative	1	1	1	1
HR Technician	1	1	1	1
<b>TOTAL</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>

	2007 Actual	2008 Adjusted	2008 Estimated	2009 Adopted
Personnel Services	\$253,374	\$275,704	\$262,838	\$278,831
Materials & Supplies	\$1,918	\$1,700	\$1,200	\$1,248
Other Services & Charges	\$159,955	\$204,398	\$201,498	\$255,753
Capital Outlay	\$15,654	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$430,901</b>	<b>\$481,802</b>	<b>\$465,536</b>	<b>\$535,832</b>

### Total 2009 Budget by Object



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Administrative Services

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Purchasing and Contracting

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**DID YOU KNOW**

*The national annual internet retail sales approximates 4% of the total. In Wheat Ridge the annual tax loss to internet sales may be \$650,400.*

## Sales Tax

### Overview

- Advise public about licensing requirements and procedures.
- Administer licensing of all business activity, liquor occupations, exempt institutions and massage therapy practices.
- Advise parties on City's 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 taxes.
- Investigate and collect delinquent tax through due process.
- 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.

### 2008 Achievements

- Improved customer service by implementing more reliable tax and licensing recording and reporting software.
- Augmented customer service by refining data within taxpayer records prior to implementing new software.
- Boosted amenable compliance options by creating a voluntary tax disclosure program in line with national standards.
- Maintained complete compliance with State-mandated lawful presence documentation of new individual licensees.
- Increased taxpayer awareness potential by coordinating with the State to present regular and special-topic joint tax education workshops.
- Advanced the availability of comprehensive 24-hour City tax information by improving and reorganizing the tax web pages.
- Continued to effect improvement in compliance via increased audit and enforcement presence.
- Enhanced customer learning opportunities beyond City tax by including access to other jurisdictional and research portals via the tax web pages.

### 2009 Objectives

- Continue to provide current and relevant service by maintaining awareness of national and regional tax, licensing and compliance concerns.
- Establish a statistical sampling program within audit to improve efficiency and compatibility with taxpayer concerns.
- Develop and implement the Cabela's PIF.

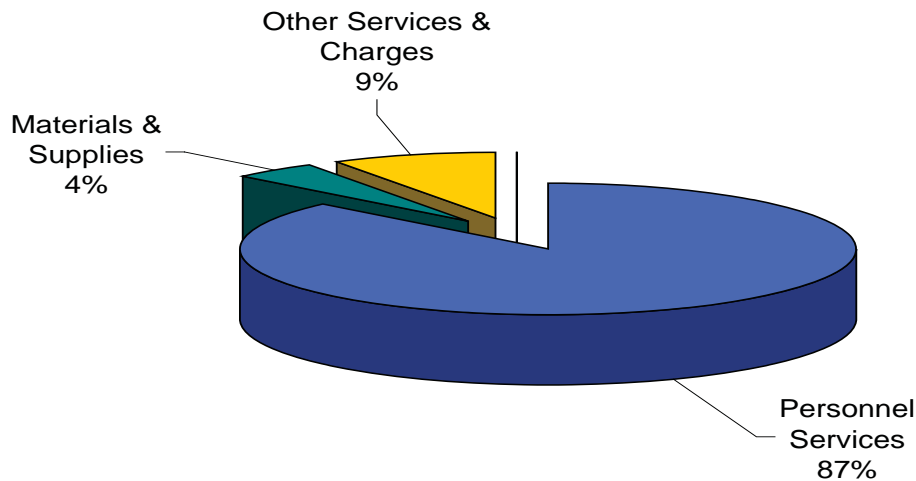
# Sales Tax

## Staffing and Financial Summary

	2006 Authorized	2007 Authorized	2008 Authorized	2009 Authorized
Senior Sales Tax Auditor	0	0	1	1
Sales Tax Auditor	2	2	1	1
Sales Tax Technician	1	1	1	1
<b>TOTAL</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>

	2007 Actual	2008 Adjusted	2008 Estimated	2009 Adopted
Personnel Services	\$177,777	\$187,701	\$186,825	\$194,158
Materials & Supplies	\$7,433	\$9,104	\$9,104	\$9,874
Other Services & Charges	\$11,926	\$15,722	\$15,722	\$19,097
Capital Outlay	\$530	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$197,666</b>	<b>\$212,527</b>	<b>\$211,651</b>	<b>\$223,129</b>

**Total 2009 Budget by Object**



**ADMINISTRATIVE  
SERVICES  
PROGRAM**

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Finance

Human Resources

Sales Tax

**Purchasing and  
Contracting**

Information Technology



**DID YOU KNOW**

*The City of Wheat Ridge along with several other government purchasing officials were invited to witness the signing of the "March is Government Purchasing Month" Proclamation by Governor Ritter.*

## Purchasing and Contracting

### Overview

- Assist staff on various methods of purchasing laws and polices.
- Prepare and solicit bids, requests for proposals and requests for information.
- Educate and assist suppliers on how to do business with the City.
- Utilize cooperative bids i.e. State Price Agreements, MAPO, CEPC, WSCA, CDOT, US Communities.
- Conduct formal bid openings, manage evaluation process and re-view council action forms for awards.
- Prepare and manage contract renewal agreements.
- Manage the citywide cell phone and pager programs.
- Administer the citywide purchasing card program.
- Manage the citywide custodial services agreements.
- Manage the citywide surplus and auction program.

### 2008 Achievements

- Oversaw the procurement functions such as formal and informal solicitations, contract administration, sole sourcing, purchasing card program, cell phone and pager program, custodial services citywide program and surplus/auction program.
- Directed purchasing and contracting policy development, administration, direction, and guidance to employees, council, other government agencies, suppliers and consultants.
- Hosted and participated in Cooperative Bidding: State Price Agreements, MAPO, CEPC, WSCA, CDOT, US Communities, National IPA.
- Prepared budget information for division and some general operating accounts. Assist departments citywide with overall increases or decreases in goods, services and construction.
- Provided vendor sourcing and assisted departments with writing bid specifications and proposal scopes of work.
- Performed supervisory, training, education and planning for staff.

### 2009 Objectives

- Continue to improve the Division efficiency, customer service, best practices and cost savings.
- Assist departments citywide with overall increases or decreases in goods, services and construction.

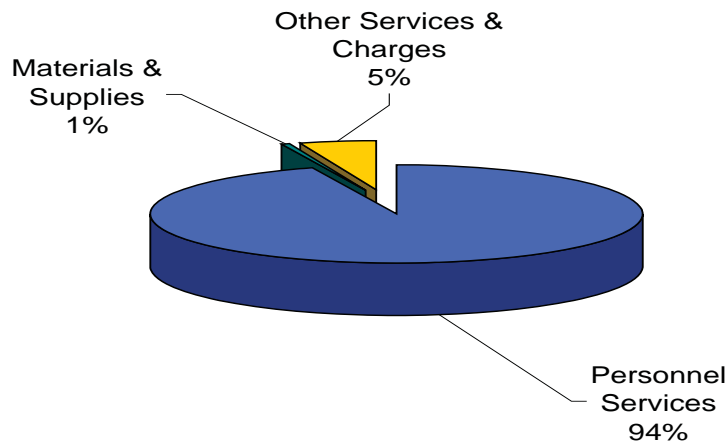
# Purchasing and Contracting

## Staffing and Financial Summary

	2006 Authorized	2007 Authorized	2008 Authorized	2009 Authorized
Purchasing & Contracting Agent	1	1	1	1
Senior Staff Assistant	0.5	0.5	0	0
Purchasing Technician	0	0	0.5	0.5
<b>TOTAL</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>

	2007 Actual	2008 Adjusted	2008 Estimated	2009 Adopted
Personnel Services	\$94,652	\$97,332	\$94,166	\$100,938
Materials & Supplies	\$862	\$800	\$800	\$800
Other Services & Charges	\$4,646	\$6,445	\$6,220	\$5,220
Capital Outlay	\$0	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$100,160</b>	<b>\$104,577</b>	<b>\$101,186</b>	<b>\$106,958</b>

**Total 2009 Budget by Object**



**ADMINISTRATIVE  
SERVICES  
PROGRAMS**

Administrative Services

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**Information Technology**



*DID YOU KNOW*

The City runs 25 computer servers that generate a total of 21,464 watts of heat per hour and require a total of 5.5 tons of air conditioned cooling.

## Information Technology

### Overview

- Responsible for strategic Information Technology planning to support city's strategic plan.
- Responsible for the procurement, installation, maintenance and security of all City computers.
- Responsible for 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.
- Responsible for backup and disaster recovery of both server and telephone systems.
- Responsible for all telephone equipment.

### 2008 Achievements

- Designed, purchased, and installed new web site application.
- Developed Document Imaging Archives on the Web.
- Continued the development of Geographical Information Systems (GIS).
- Implemented contingency and disaster recover plan.
- Replaced five legacy servers.
- Updated the Information Technology Strategic Plan.
- Enhanced enterprise wide Code Enforcement application.
- Participated in Colorado Wireless Communities wireless initiatives.

### 2009 Objectives

- Install new Agenda Packet management software.
- Install Point to Point 10 Mb connection to all remote sites.
- Continue to pursue solutions to enhance the public's access to City information.
- Design, purchase and install new web site applications.
- Develop Document Imaging Archives on the Web.



# Information Technology

## Staffing and Financial Summary

	2006 Authorized	2007 Authorized	2008 Authorized	2009 Authorized
IT Manager	1	1	1	1
Network Administrator	1	1	1	1
Sr. IT Support Technician	2	2	2	2
Personal Computer Technician	0	0	0	0
GIS Technician	0	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
<b>TOTAL</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>

	2007 Actual	2008 Adjusted	2008 Estimated	2009 Adopted
Personnel Services	\$421,659	\$469,190	\$446,683	\$468,259
Materials & Supplies	\$10,403	\$7,450	\$7,450	\$5,950
Other Services & Charges	\$513,544	\$675,562	\$673,862	\$600,175
Capital Outlay	\$220,102	\$259,315	\$259,225	\$193,300
<b>TOTAL</b>	<b>\$1,165,708</b>	<b>\$1,411,517</b>	<b>\$1,387,220</b>	<b>\$1,267,684</b>

**Total 2009 Budget by Object**

