INFORMATION SYSTEMS DEPARTMENT (FUND)

The Information Systems Department serves as an internal service provider to all City departments. The department encompasses the City's computer technology and telecommunications systems. Departmental responsibilities include all television productions, security systems, special project management and support of all City computer systems including Finance and Police systems; planning, implementing and supporting all information system upgrades and replacements, including personal computers, servers, data networks; coordinating Internet services; providing service and maintenance of the City's telephone systems; management and support of GIS related activities throughout the City; and providing planning and oversight of the City's equipment replacement fund.

Information Systems Department Divisions:

Information Services Administration
Network and Personal Computer Support Services
Telephone Systems Program
GIS Support Systems
Office Equipment Replacement

Source and Use of Funds

INFORMATION SYSTEMS DEPARTMENT (573)					
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Revised	2006-2007 Proposed	Increase (Decrease)
Beginning Balance	2,128,951	1,763,727	1,763,727	1,853,372	475,770
Source of Funds					
Revenues					
Interest Earnings	30,479	47,600	47,600	47,600	0
Miscellaneous Revenue	38,100	0	0	0	0
Sales of Maps	340	0	90	100	10
Gain on Sale of Property	(20,152)	0	0	0	0
Total Revenues	**48,767**	**47,600**	**47,690**	**47,700**	**10**
Billings to Departments for:					
Computer (Information Services)	250,000	385,000	385,000	369,831	(15,169)
Computer (Network Support & PC's)	435,000	533,000	533,000	672,593	139,593
Long Distance (Telephone System)	9,369	15,000	15,000	0	(15,000)
Phone System (Telephone System)	109,990	113,000	113,000	157,169	44,169
Computer (GIS Support)	195,000	236,000	236,000	269,653	33,653
Equipment Replacement (Office Equip)	134,070	173,460	173,460	173,460	0
Total Billings to Departments	**1,133,429**	**1,455,460**	**1,455,460**	**1,642,706**	**187,246**
Transfers In from:					
General Fund	0	0	0	18,100	18,100
Compensated Absences	0	0	2,024	0	(2,024)
Water Fund	0	0	0	67,000	67,000
Sewer Fund	0	0	0	67,000	67,000
Storm Drain Fund	0	0	14,026	0	(14,026)
Total Transfers In	**0**	**0**	**16,050**	**152,100**	**136,050**
Total Source of Funds	**1,182,196**	**1,503,060**	**1,519,200**	**1,842,506**	**323,306**
Use of funds					
Information Services	663,164	334,490	319,952	378,691	58,739
Network Support & PC's	474,233	541,310	518,102	607,547	89,445
Telephone system	115,913	145,720	148,156	178,378	30,222
GIS Support Services	220,301	169,995	242,290	417,493	175,203
Office Equipment Replacements	73,809	108,400	219,055	321,100	102,045
Interfund Charges				160,713	160,713
Total Use of Funds	**1,547,420**	**1,299,915**	**1,447,555**	**2,063,922**	**616,367**
Actual/Est Ending Balance	**1,763,727**	**1,966,872**	**1,853,372**	**1,542,311**	**(311,061)**
FTE's		8	8	10	2

INFORMATION SERVICES ADMINISTRATION

Information Services Administration provides for the automation activities of the City. The primary responsibilities are in television productions, security systems, project management, support of City-wide network and Police systems.

2005-2006 Accomplishments

– Developed Business Continuity Plan
– Evaluated remote upgrades for police mobile units and purchased hardware and software for such
– Developed specifications for backup hardware for Police Department and purchased hardware and software
– New audio system in Council Chambers
– New DVD system in Council Chambers for better archiving of meetings
– New video surveillance system in Finance department
– Conducted 5 training classes on email and file management

2006-2007 Objectives

– Have security audit performed on network
– Evaluate wireless connections between remote facilities for data and possible voice transfer
– Install and test remote upgrades for police mobile units
– Begin testing of digital recorders for better archiving of meetings
– Begin development of Mutual Aid agreements with other East Contra Costa cities
– Create permanent Project Manager position
– Install video surveillance system in other City Hall locations for security
– Conduct 6 training classes on email and file management

INFORMATION SERVICES ADMINISTRATION (573-1410)					
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Revised	2006-2007 Proposed	Increase (Decrease)
Source of Funds					
Interest Earnings	30,479	47,600	47,600	47,600	0
Billings to Departments	250,000	385,000	385,000	369,831	0
Misc. Revenue	38,100	0	0	0	0
Transfers In	0	0	16,050	134,000	0
Gain on Sale of Property	(20,152)				
Total Source of Funds	**503,579**	**580,600**	**439,664**	**580,600**	**0**
Use of Funds					
Expenses					
Personnel	372,998	276,060	271,672	268,101	(3,571)
Supplies & Services	290,165	58,430	48,280	110,510	62,230
Total Expenses	**663,163**	**334,490**	**319,952**	**378,691**	**58,739**
Interfund Charges				79,935	79,935
Total Use of Funds	**663,163**	**334,490**	**319,952**	**458,626**	**138,674**
Total FTE's	2.10	2.10	2.10	2.10*	0.00
*Additional Staffing Request for Info Systems Project Manager (Re-authorization required)					

NETWORK AND PERSONAL COMPUTER SUPPORT SERVICES

Network and Personal Computer Support Services is responsible for the operating environment and customer support of the City's personal computers, servers, data networks and Internet services.

2005-2006 Accomplishments

− Completed computer training room at Corporation Yard
− Video and audio surveillance in interview rooms at Police Station
− Changed web hosting company and moved web server to Arizona for site failure protection
− Finished upgrade of City of Antioch website
− Tested and installed software for better maintenance of personal computers
− Installed kiosk outside of Personnel for access to job listings
− Replaced 4 servers
− Replaced 86 computers
− Increased redundancy of domain name servers

2006-2007 Objectives

− Develop specifications for server room at police station.
− Support 244 computers and 15 servers.
− Purchase and install software for remote software upgrades of mobile data Police computers
− Install paging system in City Hall for security
− Begin evaluation of virtual servers for production use
− Develop redundancy for City email

SOURCE AND USE OF FUNDS

NETWORK AND PERSONAL COMPUTER SUPPORT SERVICES (573-1420)					
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Revised	2006-2007 Proposed	Increase (Decrease)
Source of Funds					
Billings to Departments	435,000	533,000	533,000	672,593	139,593
Total Source of Funds	**435,000**	**533,000**	**533,000**	**672,593**	**139,593**
Use of Funds					
Expenses					
Personnel	301,914	323,000	326,952	325,515	(1,437)
Supplies & Services	172,319	218,310	191,150	282,032	90,882
Total Expenses	**474,233**	**541,310**	**518,102**	**607,547**	**89,554**
Interfund Charge				46,261	46,261
Total Use of Funds	**474,233**	**541,310**	**518,102**	**653,808**	**135,706**
Total FTE's	3.45	3.45	3.45	3.45	0

TELEPHONE SYSTEMS SERVICES

Telephone Systems Services provides service and maintenance of the City's telephone systems.

2005-2006 Accomplishments

− 99.8% uptime of telephone switches
− Installed Interactive Voice Response to queue callers
− Installed new voice mail system, for more robust performance and to assist caller queuing

2006-2007 Objectives

− Begin evaluation of Voice Over Internet Protocol (VOIP) over next 24 month time line for possible replacement of existing telephone system.
− Uptime of 99.6% of telephone switches

Source and Use of Funds

TELEPHONE SYSTEMS SERVICES (573-1430)					
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Revised	2006-2007 Proposed	Increase (Decrease)
Source of Funds					
Billings to Dept. Long Distance	9,358	15,000	15,000		0
Billings to Dept. Phones	109,990	113,000	113,000		0
Billings to Departments				157,169	157,169
Total Source of Funds	**119,348**	**128,000**	**128,000**	**157,169**	**29,169**
Use of Funds					
Expenses					
Personnel	41,414	43,910	46,846	46,509	(337)
Supplies & Services	74,499	101,810	101,310	131,869	30,559
Total Expenses	**115,913**	**145,720**	**148,156**	**178,378**	**30,222**
Interfund Charges				11,605	11,605
Total Use of Funds	**115,913**	**145,720**	**148,156**	**189,983**	**41,827**
Total FTE's	0.45	0.45	0.45	0.45	0

GIS SUPPORT SYSTEMS

GIS Support systems is responsible for the management and support of GIS-related activities throughout the City's different departments. Major activities include design, development, and maintenance of numerous spatial databases, acquisition and data conversion of assessor parcel data from Contra Costa County's Public Works Department, GIS data linkage to internal software applications, as well as management of all GIS data exchanged between the City and outside consultants or contractors. The GIS division also provides support to all departments for GIS software applications over the City's internal network.

2005-2006 Accomplishments

- Completion of the Storm Water Asset Inventory Project.
- Computerized Maintenance Management System (CMMS) Project initiation, implementation, training, and data conversion, with a link to the City's GIS-based asset inventory.
- Successful implementation and maintenance of the GIS street centerline files used by the Data 911 dispatch software and Automated Vehicle Location (AVL) system used by the Police Department.
- Successful upgrade of GIS software from version 8.3 to 9.0 across the City's internal computer network.

2006-2007 Objectives

- Update the Sanitary Sewer System Asset Inventory.
- Update the Water System Asset Inventory. This update will include all new subdivision improvements, capital improvement projects, commercial improvements within public easements, and public works projects.
- Update all data included on the Economic Development and Internal GIS Web Sites.
- Completion of street centerline intersection maintenance project for the Police Department.
- Continued maintenance, training and support for all City departments utilizing GIS.

Source and Use of Funds

GIS SUPPORT SYSTEMS (573-1435)					
	2004-2005 Actual	**2005-2006 Budgeted**	**2005-2006 Revised**	**2006-2007 Proposed**	**Increase (Decrease)**
Source of Funds					
Sales of Maps and Plans	340	0	100	100	0
Billings to Dept. Computer	195,000	236,000	236,000	269,653	0
Total Source of Funds	**195,340**	**236,000**	**236,115**	**269,753**	**33,638**
Use of Funds					
Expenses					
Personnel	178,782	195,360	201,060	332,366	131,306
Supplies & Services	41,519	41,230	41,230	85,097	43,867
Total Expenses	**220,301**	**236,590**	**242,290**	**417,493**	**175,203**
Interfund Charges				11,022	11,022
Total Use of Funds	**220,301**	**236,590**	**242,290**	**428,485**	**186,195**
Total FTE's	2.00	2.00	2.00	4.00*	2.00
*Additional Staffing Request for 1 Comm. Dev. Technician & 1 Data Entry Specialist					

OFFICE EQUIPMENT REPLACEMENT

Office Equipment Replacement is the holding fund for charges paid by departments throughout the City to provide the means to pay for the orderly replacement of obsolete office equipment, computers and major software items.

2005-2006 Accomplishments

− Started development of Equipment Replacement Policy

2006-2007 Objectives

− Maintain a (1) year reserve for equipment replacement.
− Complete Equipment Replacement Policy.

OFFICE EQUIPMENT REPLACEMENT (573-1440)					
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Revised	2006-2007 Proposed	Increase (Decrease)
Source of Funds					
Equip Replacement Charges	134,070	173,460	173,460	173,460	0
Transfers In				18,100	18,100
Total Source of Funds	**134,070**	**173,460**	**173,460**	**191,560**	**18,100**
Use of Funds					
Expenses					
Personnel	0	0	0	0	0
Supplies & Services	73,809	251,700	219,055	321,100	102,045
Total Expenses	**73,809**	**251,700**	**219,055**	**321,100**	**102,045**
Interfund charges				11,890	11,890
Total Use of Funds	**73,809**	**251,700**	**219,055**	**332,990**	**113,935**
Total FTE's	0.00	0.00	0.00	0.00	0

LOSS CONTROL FUND

The Loss Control Program provides consultation services to City departments in the area of workers' compensation claim cost control and compliance with California OSHA requirements. Staff in this fund is also responsible for assisting departments in maintaining a safe workplace for employees by managing an aggressive health and safety program.

2005-2006 Accomplishments

- Re-tooled the Public Works safety program, which included identifying areas of risks to employees which had previously been unaddressed.

- Created and implemented a safety compliance check and incentive program for Public Works Crews, targeting key OSHA requirements for their environment.

- The Loss Control program continues to hold workers' compensation cost down, and has reduced our workers' compensation litigation rate down from 12% to 4%, resulting in a significant savings in premium.

- Implemented the RN First Call/Company Nurse Program which allows injured employees to contact a registered nurse and receive medical advice.

- Completed Level II of the MPA's Loss Control Accreditation Program, which awards the City with $2,000 for addressing key loss control issues designed to reduce workplace injuries and identify hazards.

2006-2007 Objectives

- Continue claims cost reduction efforts and maintain the 4% litigation rate in workers' compensation.

- Complete Level III of the Municipal Pooling Authority's (MPA) Control Accreditation Program.

- Continue to maintain the city-wide employee wellness and safety program that reduces workplace injuries and encourages employee health and fitness.

Source and Use of Funds

LOSS CONTROL FUND (580-1160)					
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Projected	2006-2007 Proposed	Increase (Decrease)
Beginning Balance	102,354	807	807	143,401	142,594
Source of Funds					
Interest Earnings	1,386	0	0	0	0
Billings to Departments	1,481,281	1,580,000	1,580,000	1,120,000	(460,000)
Reimbursement-Comp Absences	501	0	0	0	0
Total Revenue	1,483,168	1,580,000	1,580,000	1,120,000	(460,000)
Transfer In Comp Abs	0	0	45	0	(45)
Transfer In Storm Drain	0	0	3	0	(3)
Total Source of Funds	1,483,168	1,580,000	1,580,048	1,120,000	(460,048)
Use of funds					
Personnel	98,528	107,280	109,504	115,101	7,821
Supplies & Services	1,486,187	1,327,950	1,327,950	1,141,594	-186,663
Total Expenses	1,584,715	1,435,230	1,437,454	1,256,695	(180,759)
City Wide Admin	0	0	0	21,383	21,383
Total Use of Funds	1,584,715	1,435,230	1,437,454	1,278,078	(159,376)
Actual/Est Ending Balance	807	145,577	143,401	(14,677)	(128,724)
FTE's	1.00	1.00	1.00	1.00	0.00

POST RETIREMENT MEDICAL FUNDS

Post Retirement Medical Funds are used to pay post retirement medical benefits for retirees under the following separate fund categories: Police, Miscellaneous and Management employees. Benefits are based on each group's related memorandum of understanding.

RETIREE MEDICAL FUNDS – MANAGEMENT (579-1250)				
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Revised	2006-2007 Proposed	Increase (Decrease)
Beginning Balance	**1,256,198**	**1,390,098**	**1,390,098**	**1,508,151**	**118,053**
Source of Funds					
Interest Earnings	25,595	54,500	54,500	54,500	0
Trust Deposits	413,714	425,000	463,204	470,000	6,796
Total Revenue	**439,309**	**479,500**	**517,704**	**524,500**	**6,796**
Transfer In	42,662	0	5,556	0	(5,556)
Total Source of Funds	**481,971**	**479,500**	**523,260**	**524,500**	**1,240**
Use of funds					
Personnel	339,898	350,000	401,937	402,000	63
Supplies & Services	8,173	3,270	3,270	3,270	0
Total Expenses	**348,071**	**353,270**	**405,207**	**405,270**	**63**
City Wide Admin	0	0	0	7,187	7,187
Total Use of Funds	**348,071**	**353,270**	**405,207**	**412,457**	**7,250**
Actual/Est Ending Balance	**1,390,098**	**1,516,328**	**1,508,151**	**1,620,194**	**112,043**

RETIREE MEDICAL FUNDS – MISCELLANEOUS (578-1250)				
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Revised	2006-2007 Proposed	Increase (Decrease)
Beginning Balance	2,062,194	2,172,293	2,172,293	2,508,524	336,231
Source of Funds					
Interest Earnings	42,552	88,000	88,000	88,000	0
Trust Deposits	280,166	285,000	468,949	470,000	1,051
Total Revenue	**322,718**	**373,000**	**556,949**	**558,000**	**1,051**
Transfer in from Storm Drain	0	0	9,562	0	(9,562)
Total Source of Funds	**322,718**	**373,000**	**566,511**	**558,000**	**(8,511)**
Use of funds					
Personnel	190,877	225,000	225,000	225,000	0
Supplies & Services	21,742	5,280	5,280	5,280	0
Total Expenses	**212,619**	**230,280**	**230,280**	**230,280**	**0**
City Wide Admin	0	0	0	4,058	4,058
Total Use of Funds	**212,619**	**230,280**	**230,280**	**234,338**	**4,058**
Actual/Est Ending Balance	**2,172,293**	**2,315,013**	**2,508,524**	**2,832,186**	**323,662**

RETIREE MEDICAL FUNDS – POLICE (577-1250)				
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Revised	2006-2007 Proposed	Increase (Decrease)
Beginning Balance	1,521,142	1,529,704	1,529,704	1,774,896	245,192
Source of Funds					
Interest Earnings	31,397	63,300	63,300	63,300	0
Trust Deposits	116,111	125,000	302,069	305,000	2,931
Total Revenue	**147,508**	**188,300**	**365,369**	**368,300**	**2,931**
Transfer in from Storm Drain	0	0	8,623	0	(8,623)
Total Source of Funds	**147,508**	**188,300**	**373,992**	**368,300**	**5,692**
Use of funds					
Personnel	98,707	125,000	125,000	125,000	0
Supplies & Services	9,517	3,800	3,800	3,800	0
Other	30,722	0	0	0	0
Total Expenses	**138,946**	**128,800**	**128,800**	**128,800**	**0**
City Wide Admin	0	0	0	3,938	3,938
Total Use of Funds	**138,946**	**128,800**	**128,800**	**132,738**	**3,938**
Actual/Est Ending Balance	**1,529,704**	**1,589,204**	**1,777,896**	**2,010,458**	**232,562**

VEHICLE EQUIPMENT MAINTENANCE FUND

Vehicle Repair and Replacement is included in the Equipment Maintenance Fund. The fund accounts for the maintenance and replacement of vehicles and equipment used by all City departments. The source of revenue for this fund is rental fees charged to the various departments.

Fleet Services is responsible for all maintenance and repairs of the City's fleet of vehicles and equipment, including small municipal equipment such as mowers, saws, blowers and edgers. Fleet services provides the following services: support to other divisions in the form of design and fabrication; develops equipment and contract work specifications; purchases vehicles; arranges for disposal of retired vehicles and equipment, provides fueling services to the City's fleet; provides a variety of reports and schedules for other departments.

Source and Use of Funds

EQUIPMENT MAINTENANCE FUND (570-2610) Vehicle Repair and Replacement (Fleet Services)					
	2004-2005 Actual	2005-2006 Budgeted	2005-2006 Revised	2006-2007 Proposed	Increase (Decrease)
Beginning Balance	**3,782,699**	**3,333,632**	**3,333,632**	**2,909,883**	**(76,644)**
Source of Funds					
Revenue					
Interest Earnings	71,485	90,000	90,000	90,000	0
Miscellaneous Revenue	833	0	0	0	0
Miscellaneous Refunds	25,157	20,000	20,000	20,000	0
Equipment Replacement Charges	480,120	475,000	475,000	475,000	0
Billings to Departments	419,109	550,000	563,000	565,000	2,000
Gain on Sale of Property	3,525	15,000	34,000	15,000	(19,000)
Total Revenue	**1,000,229**	**1,150,000**	**1,182,000**	**1,165,000**	**(17,000)**
Transfer In					
Water Fund	37,832	0	0	0	0
General Fund	0	0	0	20,000	20,000
Compensated Absence Fund	0	0	314	0	(314)
Storm Drain Deposit	0	0	44,912	0	(44,912)
Total Transfers In	**37,832**	**0**	**45,226**	**20,000**	**(45,226)**
Total Source of Funds	**1,038,061**	**1,150,000**	**1,227,226**	**1,185,000**	**(42,226)**
Use of funds					
Personnel	315,207	455,120	449,215	476,693	27,478
Supplies & Services	1,171,921	1,301,340	1,201,760	1,275,454	73,694
City Wide Admin	0	0	0	112,010	112,010
Total Use of Funds	**1,487,128**	**1,756,460**	**1,650,975**	**1,864,157**	**213,182**
Actual/Est Ending Balance	**3,333,632**	**2,727,172**	**2,909,883**	**2,230,726**	**(679,157)**
FTE's	5.00	5.00	5.00	5.00	0.00