

**Internal Service Fund Departments
Cost By Service Area
Adopted FY 2019**

Employee Benefit Fund
Self Insurance Fund
Custodial and Building Maintenance Fund
Fleet Operations Fund
Information Technology Fund
Community Relations Fund
Utility Customer Services Fund

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Employee Benefit Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|--|--------------|--|-----------------------|-------------|------------|------------------------------------|--|--|---|---|
| Employee Health/Wellness Division | 3.32 | \$214,297 | \$4,651 | \$315,808 | \$534,756 | \$534,756 | \$0 | | | |
| - Employee Required Drug Testing | 0.93 | \$66,327 | \$0 | \$27,885 | \$94,212 | \$94,212 | \$0 | Charter Article IV, Section 23; Chapter 19 Section 19-27; Article II of Admin Rules; federal Department of Transportation, Federal Transportation Administration and Federal Railroad Administration | Only local requirements for non-safety sensitive positions. | Includes coordination with three federal agencies and management of the required DOT random drug test program for 300+ CDL employees. Drug testing occurs for all pre- employment city job finalists, randoms, reasonable suspicion, and post accident. Coordinate 650 drug tests annually. |
| - Employee Required Physicals | 0.72 | \$44,687 | \$0 | \$146,019 | \$190,706 | \$190,706 | \$0 | Charter Article IV, Section 23; Chapter 19 Section 19-27; Article IV, Section D of Admin Rules; Department of Transportation, Federal Transportation Administration and Federal Railroad Administration | Only local requirements for non-safety sensitive positions. | Physical program for safety sensitive positions and DOT drivers. Police, Fire, transit drivers and DOT drivers are subject to pre-employment and ongoing medical physicals. Fire employees began receiving annual physicals in January 2017. Manage 400+ physicals per year. |
| - Maintenance of City Employee Fitness Center | 0.05 | \$3,644 | \$4,186 | \$4,628 | \$12,458 | \$12,458 | \$0 | None | Yes | Employee Wellness maintains access to and maintenance and upkeep of the Employee Fitness Center located in the basement of City Hall. Provide maintenance services for the fitness equipment located in that fitness center. |
| - Employee Immunization Program | 0.05 | \$2,710 | \$0 | \$22,958 | \$25,668 | \$25,668 | \$0 | CPOA and Local 1055 CBAs | Yes | Employee Wellness program pays for immunizations for employees. The largest expense to the immunization program is the annual flu shot program. Immunizations are also given for HepB, tetanus, TB, and rabies titers. 735 immunizations were given last year. |
| - Employee CPR/AED training | 0.41 | \$22,422 | \$0 | \$10,943 | \$33,365 | \$33,365 | \$0 | None | Yes | Employee Wellness manages/conducts the City general CPR/AED training program. 131 employees were certified last fiscal year. Itemized expenses include trainer certification, employee certifications and necessary equipment. |
| - EAP (Employee Assistance Program) | 0.16 | \$17,107 | \$0 | \$45,199 | \$62,306 | \$62,306 | \$0 | Local 1055 CBA | Yes | Contract cost for employee access to an Employee Assistance Program. Confidential counseling and referrals are available at no cost to employees. The program pays for up to eight visits per issue per year for every employee and for every employee family member. There were 801 employee contacts with the EAP program last year. |
| - Weight Watchers | 0.11 | \$5,240 | \$0 | \$6,628 | \$11,868 | \$11,868 | \$0 | None | Yes | Employee Wellness provides access to an at work Weight Watchers program. The City pays half the program cost for employees who participate. An average of 50-60 employees participate each year. |

Employee Benefit Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|---|--------------|--|-----------------------|--------------------|--------------------|------------------------------------|--|---|--|---|
| Employee Health/Wellness Division | 3.32 | \$214,297 | \$4,651 | \$315,808 | \$534,756 | \$534,756 | \$0 | | | |
| - Substance Abuse Professional (required by DOT) | 0.11 | \$7,845 | \$0 | \$1,630 | \$9,475 | \$9,475 | \$0 | Chapter 19 Section 19-27; Admin Rules Article II; federal Department of Transportation | Yes for non-DOT positions | Contract cost for Substance Abuse Professional services for the City second chance program. SAP services are required under federal DOT regulations. |
| - United Healthcare Wellness Credit | 0.07 | \$3,787 | \$0 | \$630 | \$4,417 | \$4,417 | \$0 | None | Yes | United Health Care grant for wellness programs. FY 2019 program provides employees incentives of \$100 gift card or one vacation day to participate in specific activities through the UHC Rally wellness program. 466 employees participated in this program last year. |
| - Miscellaneous Employee Wellness Programming | 0.72 | \$40,528 | \$465 | \$49,288 | \$90,281 | \$90,281 | \$0 | None | Yes | Employee Wellness partners with Parks and Recreation and the ARC to provide fitness class access, ARC memberships, ARC passes, and other wellness activities to encourage employee physical fitness. 96 employees enrolled in the ARC Membership/Pass program last year. |
| City University Division | 1.92 | \$141,184 | \$0 | \$121,511 | \$262,695 | \$262,695 | \$0 | | | |
| | | | | | | | | | | Staff of one Training Coordinator and part of a Training Assistant is included for City University programs. Centralized training for employees is the main function of this division. Training includes new employee orientation, customer service, Supervisor's Apprenticeship, The Manager's Journey, and other training as determined through a needs assessment with departments. A supervisor training series (STARS) was established in FY 2014 offering monthly training opportunities for City supervisors. A non-supervisory training series (LADDERS), was developed and launched in 2015 and is based on the same criteria as the STARS series. To date there have been over 300 STAR participants and 275 LADDERS participants. 300+ employees participate in new employee orientation each year. City U also coordinates the city tuition reimbursement program (Chapter 19-106). |
| - New Employee Orientation | 0.74 | \$52,969 | \$0 | \$6,609 | \$59,578 | \$59,578 | \$0 | Charter Article IV, Section 23; Chapter 19 Section 19-27; federal immigration laws and federal/state tax laws | Could reduce to new hire paperwork only. | All newly hired employees attend 1 1/2 days of orientation which are conducted in the City U training center. The Training Coordinator, City Manager, HR Director and representatives from Risk Management, I.T., etc. participate in orienting new employees to the City of Columbia. 4 hours of new employee orientation consists of customer service training and the second day consists of 4 hours of benefit enrollment and education presented by HR Technicians. |
| - STARS and LADDERS Programs | 0.51 | \$40,486 | \$0 | \$6,709 | \$47,195 | \$47,195 | \$0 | None | Yes | City Supervisor and aspiring supervisor training programs. |
| - Miscellaneous Employee Training | 0.67 | \$47,729 | \$0 | \$108,193 | \$155,922 | \$155,922 | \$0 | Chapter 19 Section 19-106 | Yes | Contracts with EdTrek, the Missouri Training Institute and other providers for course development and training, and the City's tuition reimbursement program. |
| Insurance Administration | 3.09 | \$212,854 | \$0 | \$1,326,081 | \$1,538,935 | \$1,538,935 | \$0 | | | |

Employee Benefit Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|--|--------------|--|-----------------------|--------------|--------------|------------------------------------|--|--|--|---|
| Employee Health/Wellness Division | 3.32 | \$214,297 | \$4,651 | \$315,808 | \$534,756 | \$534,756 | \$0 | | | |
| - Administrative services | 1.76 | \$112,819 | \$0 | \$19,670 | \$132,489 | \$132,489 | \$0 | Ordinance 19-110 and federal laws including but not limited to ACA, ADA, COBRA, HIPAA. | No | Staff of .20 Sr ASA, 1.5 Human Resource Technician, .5 Lead HR Tech, .25 HR Analyst, .5 HR Manager and .15 HR Director. Staff provides oversight of all self funded and fully insured voluntary benefit programs included in this division, vendor contract management and oversight, all annual benefit enrollment functions for employees and retirees, coordination of enrollment/disenrollment with vendors, enrollment census reconciliation, vendor billing reconciliation, employee benefit education, and compliance with federal regulations/reporting for the ACA, FMLA, ADA, COBRA, HIPAA, etc. No costs in this division are covered by premiums. |
| - FMLA Administration | 0.16 | \$13,624 | \$0 | \$45,450 | \$59,074 | \$59,074 | \$0 | Article III, Section A of Admin Rules and federal FMLA law. | Could move FMLA administration in house again, but that would increase staff need/costs. | Contract with FMLASource to administer FMLA eligibility, hours tracking, HIPAA compliance related to the law, supervisor and employee training. Manage an average of 575 cases per year. This process was contracted to improve City compliance with the federal law, and to eliminate PHI maintenance at the city (HIPAA). |
| - Consulting Services | 0.65 | \$52,056 | \$0 | \$85,000 | \$137,056 | \$137,056 | \$0 | Ordinance 19-110 and federal laws including but not limited to ACA, COBRA, HIPAA. | No | Includes: access to industry expertise on self funded medical/pharmacy plans management, benchmarking, funding forecasting, actuary services, plan renewals, carrier negotiations, etc. Compliance training included. Access to service for federal reporting of health care coverage to the IRS, required by the ACA. |
| - HSA Contribution | 0.53 | \$34,355 | \$0 | \$1,143,300 | \$1,177,655 | \$1,177,655 | \$0 | Ordinance 19-110 | Yes | Employer paid Health Savings Account (HSA) contributions for employee enrollment in the High Deductible Health Plan. |
| - Debt Service | 0.00 | \$0 | \$0 | \$32,661 | \$32,661 | \$32,661 | \$0 | Debt for building renovations - where it is paid form could be changed | Yes | Transfer to 2016 S.O. Bond Fund to pay for debt financing of office space for personnel assigned to all areas |
| Insurance | 0.00 | \$0 | \$0 | \$13,533,034 | \$13,533,034 | \$13,533,034 | \$0 | | | |
| - Medical Premiums and Stop Loss Premiums | 0.00 | \$0 | \$0 | \$409,156 | \$409,156 | \$409,156 | \$0 | Ordinance 19-110 | No | The City purchases reinsurance to help limit exposure to large medical claims. Medical and Pharmacy stop-loss coverage currently covers claims that exceed \$400,000 annually. |
| - Medical and Prescription Administrative Service Contracts Fees | 0.00 | \$0 | \$0 | \$264,000 | \$264,000 | \$264,000 | \$0 | Ordinance 19-110 | No | The City's medical and prescription drug are self funded. City and employee contributions cover the cost of all claims made by covered employees/non Medicare retirees and their dependents. For access to claims administration, formularies, and provider networks, the City contracts with industry vendors. The cost of those contracts are Administrative Service fees, paid on a per employee per month basis. This service allows the City to process medical and prescription claims, allow access to provider networks, prescription drug formularies, online access for employees and HR, access to care services such as Nurse Line and Virtual Visits, education and wellness materials, disease management programs. |

Employee Benefit Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

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|--|--------------|--|-----------------------|-------------|-------------|------------------------------------|--|--|--|---|
| Employee Health/Wellness Division | 3.32 | \$214,297 | \$4,651 | \$315,808 | \$534,756 | \$534,756 | \$0 | | | |
| - Medical Claims | 0.00 | \$0 | \$0 | \$8,193,260 | \$8,193,260 | \$8,193,260 | \$0 | Ordinance 19-110 | No | Employee/Dependent, COBRA and Non Medicare retiree medical claims |
| - Pharmacy Claims | 0.00 | \$0 | \$0 | \$3,012,070 | \$3,012,070 | \$3,012,070 | \$0 | Ordinance 19-110 | No | Employee/Dependent, COBRA and Non Medicare retiree pharmacy claims |
| - Dental Premiums | 0.00 | \$0 | \$0 | \$888,000 | \$888,000 | \$888,000 | \$0 | Ordinance 19-110 | No | Vendor contract for dental insurance. Dental insurance is fully insured, fully paid by employees. City coordinates enrollment with the vendor, manages the contract, collects and remits premiums to the vendor. |
| - Dental ASO (Administrative Services Contracts) Fees | 0.00 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | Ordinance 19-110 | N/A, unless City eliminates this benefit or returns to the self insured model for dental | Vendor dental ASO fees through CY 2017. |
| - Dental Claims | 0.00 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | Ordinance 19-110 | N/A, unless City eliminates this benefit or returns to the self insured model for dental | Employee/Dependent, COBRA and Non Medicare retiree dental claims through CY 2017. |
| - Long Term Disability Insurance Premiums | 0.00 | \$0 | \$0 | \$218,238 | \$218,238 | \$218,238 | \$0 | Ordinance 19-110 | Yes | Employer paid long term disability insurance |
| - Life Insurance Premiums | 0.00 | \$0 | \$0 | \$295,610 | \$295,610 | \$295,610 | \$0 | Ordinance 19-110 | Yes | Vendor contract for life insurance. Includes employer paid basic employee life (up to \$50,000) and employee paid supplemental employee life, supplemental spouse life and basic dependent life for spouse and/or children. Cost for basic life provided by the City is recovered through payroll budgets. City coordinates enrollment with the vendor, manages the contract, collects and remits premiums to the vendor. |
| - Vision Insurance Premiums | 0.00 | \$0 | \$0 | \$112,000 | \$112,000 | \$112,000 | \$0 | None | Yes | Vendor contract for vision insurance. Vision insurance is fully insured, fully paid by employees. City coordinates enrollment with the vendor, manages the contract, collects and remits premiums to the vendor. |
| - Patient Centered Outcomes Research Institute Fee | 0.00 | \$0 | \$0 | \$6,700 | \$6,700 | \$6,700 | \$0 | Federal ACA. | No | Patient Centered Outcomes Research Institute Fees - comply with the Affordable Care Act. |
| - Voluntary Benefits | 0.00 | \$0 | \$0 | \$134,000 | \$134,000 | \$134,000 | \$0 | None | Yes | Vendor contract for Worksite Voluntary Benefits. Optional benefits are fully insured, fully paid by employees. Current coverage available includes accident, critical illness and supplemental health/hospitalization. City coordinates enrollment with the vendor, manages the contract, collects and remits premiums to the vendor. |
| Retiree Medicare Supplement Insurance Premiums | 0.00 | \$0 | \$0 | \$516,000 | \$516,000 | \$516,000 | \$0 | | | |
| - Retiree Medicare Supplement Insurance Premiums | 0.00 | \$0 | \$0 | \$516,000 | \$516,000 | \$516,000 | \$0 | GASB, OPEB | Unknown | Vendor contract for Medicare supplement/Part D plan. Fully insured, fully paid by retiree. City coordinates enrollment with the vendor, manages the contract, collects and remits premiums to the vendor. |
| Employee Recognition | 0.01 | \$843 | \$0 | \$59,000 | \$59,843 | \$59,843 | \$0 | | | |

Employee Benefit Fund (Supporting Activity - Internal Service Fund)
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|--|--------------|--|-----------------------|---------------------|---------------------|------------------------------------|--|--|--|--|
| Employee Health/Wellness Division | 3.32 | \$214,297 | \$4,651 | \$315,808 | \$534,756 | \$534,756 | \$0 | | | |
| - Employee Service Awards and Retirement Gifts | 0.01 | \$843 | \$0 | \$48,000 | \$48,843 | \$48,843 | \$0 | Admin Rules Article III | Yes | Service and retirement recognition program. The value of these awards is \$5 per year of service for service awards (given every five years) and \$5 per year for total years of service at retirement. |
| - Annual Employee Picnic | 0.00 | \$0 | \$0 | \$11,000 | \$11,000 | \$11,000 | \$0 | None | Yes | Expenses related to the annual employee picnic (food, supplies, etc). |
| Post Employment Health | | \$141,825 | \$0 | \$39,015 | \$180,840 | \$180,840 | \$0 | | | |
| - Patient Centered Outcomes Research Institute Fee for PEHP | 0.00 | \$0 | \$0 | \$1,015 | \$1,015 | \$1,015 | \$0 | ACA. In support of Ordinance 19-110 | No | Patient Centered Outcomes Research Institute Fees - comply with the Affordable Care Act. This is for active accounts of retired employees that have not yet been depleted. |
| - Financial Fees for PEHP program | 0.00 | \$0 | \$0 | \$38,000 | \$38,000 | \$38,000 | \$0 | IRS and plan document | Plan document can be amended with costs for legal fees, but unsure if able to dissolve the plan | Financial fees for PEHP program |
| - Retirement Sick Leave Payment | 0.00 | \$141,825 | \$0 | \$0 | \$141,825 | \$141,825 | \$0 | Chapter 19, IRS and plan document | Plan document can be amended with costs for legal fees, but unsure if able to dissolve the plan | Unused sick leave hours convert to \$2/hour at separation with 10+years of service and those funds are deposited in a PEHP for eligible employees. This program only applies to employees hired before September 30 2011. \$25/year administrative fee per PEHP account is paid by the City. |
| Cafeteria Plan | | \$0 | \$0 | \$2,756,500 | \$2,756,500 | \$2,756,500 | \$0 | | | |
| | 0.00 | \$0 | \$0 | \$2,756,500 | \$2,756,500 | \$2,756,500 | \$0 | IRS and plan document | Plan document can be amended with costs for legal fees, but unsure if able to discontinue the plan | Pass through of funds set aside by employees to pay 125 eligible medical costs. |
| - Cafeteria Plan Claims and Fees | | | | | | | | | | |
| 401A Admin Fees | | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | | | |
| - 401A Administration Fees | 0.00 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | IRS and plan document | Plan document can be amended with costs for legal fees, but unsure if able to discontinue this pension plan | Pass through of funds to pay 401a account fees |
| | | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | | | |
| | 0.00 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | | | |
| Total | 8.34 | \$711,003 | \$4,651 | \$18,666,949 | \$19,382,603 | \$19,382,603 | \$0 | | | |

| General Fund | All Other Funds | Total | % of Fees paid by General Fund |
|--------------|--------------------|-------|---|
| | | | |

Employee Benefit Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

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|--------------------------------------|--------------|--|-----------------------|-------------|------------|------------------------------------|--|--|--|-------|
| Employee Health/Wellness Division | 3.32 | \$214,297 | \$4,651 | \$315,808 | \$534,756 | \$534,756 | \$0 | | | |
| | | Insurance Admin Fees | | \$185,065 | \$214,589 | \$399,654 | 46.31% | | | |
| | | Employee Wellness Fees | | \$298,877 | \$263,428 | \$562,305 | 53.15% | | | |
| | | City U Fees | | \$136,136 | \$124,478 | \$260,614 | 52.24% | | | |

Self Insurance Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|--|--------------|--|--------------------|-------------|-------------|------------------------------|--|--|---|---|
| Claims Management | 0.91 | \$64,669 | \$0 | \$4,988,318 | \$5,052,987 | \$5,052,987 | \$0 | - City Ordinance Chapter 2, Sec 2-488 - 8 CSR 50-3.010 Rules Governing - Chapter 287 - Missouri Workers Compensation | No - Unless change is made in self-insurance status which will increase costs | Risk Management is responsible for the processing, monitoring, and assuring claims are handled in a consistent manner. Claims include workers' compensation, vehicle accidents involving City vehicles, liability claims and property claims. Risk Management handles an average of 150 workers' compensation, 135 vehicle, 160 liability and 24 property claims annually. Claims are handled for all City departments. For information on a break-down on claims by reviewing the Risk Management Annual report on the City's website. |
| Identify and Secure Insurance Coverage | 0.59 | \$62,889 | \$0 | \$1,399,730 | \$1,462,619 | \$1,462,619 | \$0 | - City Ordinance Chapter 2, Sec 2-488 | No - Unless change is made in City's self-insurance status, which will increase costs | While the City of Columbia does self insure most of its losses, excess coverage is purchased to cover potential losses that exceed the City's self insurance retention levels. Coverages include workers' compensation, property, and liability (auto, general, law enforcement, public officials), as well as special coverages including crime, airport, railroad, and health professional insurance. Annually, Risk Management works with a contracted insurance broker to identify the optimal insurance coverage at the best value. |
| Restitution | 0.50 | \$26,404 | \$0 | \$0 | \$26,404 | \$26,404 | \$0 | | | Risk Management assists multiple City operations with being reimbursed for damage to City property by third parties. These vehicle accidents damaging electrical systems, street signs, bridges, bus shelters, and multiple other properties. Annually, the restitution amount recovered averages \$75,000. |
| Departmental Contract Review and Certificate of Insurance Tracking | 0.35 | \$40,548 | \$0 | \$231,000 | \$271,548 | \$271,548 | \$0 | - Code of Ordinance - Sec 14.44 - Code of Ordinance Sec. 17-134 | No - Unless ordinance changes take place. | Risk Management works with Legal, Purchasing and all City departments to insure contracts protect the City by requiring the necessary insurance documentation. Contracts are reviewed to identify potential exposures to the City's assets. |

Self Insurance Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

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|------------------------|--------------|--|--------------------|--------------------|--------------------|------------------------------|--|---|--|--|
| Safety Loss Prevention | 0.95 | \$78,423 | \$0 | \$46,827 | \$125,250 | \$125,250 | \$0 | Safety Requirements found in CSR 50-3-100 Rules Governing Self Insurance | No - this requirement is necessary for self insurance status. Alternatives are purchasing the service which will exceed the current staff cost or elimination of self-insurance program which will increase costs. | Risk Management provides multiple resources to reduce the potential for losses and keep the City in compliance with federal, and state regulations. Resources include training, development of safety policies and procedures, department-specific safety programs, attendance at safety committee meetings and accident review meant to identify issues. Annually safety training is provided to over 1,500 employees. This training assists employees, especially those in operational areas in gaining the required 40 hours of annual training, Risk Management also assists with industrial hygiene monitoring, analysis, and training, as well as administering City facility and asset inspections and assisting with compliance to property insurance recommendations. |
| Total | 3.30 | \$272,933 | \$0 | \$6,665,875 | \$6,938,808 | \$6,938,808 | \$0 | | | |

| | General Fund | All Other Funds | Total | % of Fees paid by General Fund |
|------------------------|--------------|-----------------|-------------|--------------------------------|
| Self Insurance Charges | \$2,436,316 | \$3,784,051 | \$6,220,367 | 39.17% |

Custodial & Building Maintenance Fund (Supporting Activity - Internal Service Fund)

FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|-------------------------------------|--------------|--|-----------------------|-------------|------------|---------------------------------------|--|--|---|--|
| Management | 3.07 | \$214,998 | \$0 | \$110,062 | \$325,060 | \$325,060 | \$0 | | Yes | Department Oversight: Scheduling, Green Clean Training Financial Functions: budgeting, purchasing, accounts payable, invoicing, training, maintenance of contracts. Human Resources Functions: HR Liaison, timesheet entry, process and maintain work orders, purchasing related duties. Other: includes materials and supplies, intragovernmental charges, utilities, services & misc. |
| Building Maintenance | 4.00 | \$284,114 | \$0 | \$143,404 | \$427,518 | \$427,518 | \$0 | | Yes | Regular Maintenance: 13 buildings (219,182 sq ft); the retail and office space of the 5th/Walnut garage (13,511 sq ft); Fire Stations and Fire Academy (49,580 sq ft). Electrical: machines at the Landfill/MRF and the Salt Domes. Work Orders: approximately 1,500 work orders a year. |
| HVAC Preventative Maintenance | 1.00 | \$71,029 | | \$35,851 | \$106,880 | | | | Yes | 1) Cooling Towers: clean & inspect sump & nozzles, lubricate & inspect fan motors & louvers, inspect sump heater, inspect frame & connects, test alarm. 2) Air Handling Units & Compressors: lubricate nonsealed bearings & inspect fan motors, inspect & replace drive belts, clean condensate pans & coils, inspect condensate drains, frames & cabinet, check refrigerant & charge, test sequence of operations. |
| Plumbing Preventative Maintenance | 1 | \$71,029 | | \$35,851 | \$106,880 | | | | Yes | 1) Water Source Heat Pumps: replace filters, inspect condensation drains, circulation line, control, hot water distribution, piping, hangers & insulation, lubricate & inspect fan motors, clean air coils, calibrate thermostats, inspect & clean heat pump cabinets. 2) Water Heaters: inspect & clean pilot & burner assemblies temperature & pressure relief valves, inspect flues, tank & water lines for leaks/calcification, lumbricate & inspect circulation pumps. 3) Plumbing Systems: inspect sanitary fixtures, visible potable water and DWV lines for leaks & general conditions, inspect and test water service backflow devices and service all control valves. 4) Boilers: inspect & clean pilot, burner assemblies, temperature and pressure relief valves, inspect & test backflow devices, drain boilers & recharge, lubricate & inspect boiler circulation pumps, inspect & service hot water coils, inspect circulation lines, hangers & insulation. |
| Electrical Preventative Maintenance | 1 | \$71,029 | | \$35,851 | \$106,880 | | | | Yes | Inspect all electrical panels are secured & in good repair, electrical service grounding conductors for proper attachment to building, test all primary over-current & disconnecting devices, inspect that all electrical distribution panel circuits are labeled. |
| Roof Preventative Maintenance | 0.08 | \$5,682 | | \$2,868 | \$8,550 | | | | Yes | Inspect for deterioration & damage, roof drains & gutters, parapet walls & weather caps, roof penetrations such as a plumbing stacks, heating flues. |

Custodial & Building Maintenance Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

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|--|--------------|--|-----------------------|------------------|--------------------|---------------------------------------|--|--|---|--|
| Exterior & Interior Structures Preventative Maintenance | 0.80 | \$56,823 | | \$28,681 | \$85,504 | | | | Yes | 1) Exterior: Inspect wood & metal surfaces, window frames, doors, door frames, cornices, porches & trim, structural members for deterioration, foundation walls, exterior walls, cornices, belt courses, corbels trim, facing, decorative features, canopies, marquees, signs, awnings, fire escapes, standpipes, exhaust ducts, stairs, ramps, balconies, porches, decks, handrails, guard rail. 2) Interior: inspect for peeling paint, cracked or loose plaster, decayed wood, walking surfaces, interior stairwells & hand railings. 3) Construction Projects: routine miscellaneous construction projects, repairs, painting, assembling & moving furniture |
| Landscaping, Snow & Ice Removal | 0.12 | \$8,523 | | \$4,302 | \$12,825 | | | | Yes | 1) Landscaping: routine landscaping including plantings; weed control, mulching. 2) Snow & Ice: clear snow & ice from sidewalks around public buildings, apply snow melt solution |
| Custodial | 7.75 | \$438,148 | \$17,486 | \$277,845 | \$733,479 | \$733,479 | \$0 | | Yes | Custodial Services: 9 Buildings (130,492 sq ft) |
| Routine Cleaning of Public Buildings | 6.045 | \$341,755 | \$13,639 | \$216,719 | \$572,113 | | | | Yes | Dust & spot clean building & furniture surfaces, clean interior windows, clean & sanitize restrooms, drinking fountains, kitchen areas, refill paper towels, toilet tissue dispensers, change light bulbs, dust mop, sweep, damp mop & buff non-carpeted floors, strip & wax non-carpeted floors, vacuum & shampoo carpeted floors, remove carpet stains. |
| Trash, Recycling & Litter Control | 1.55 | \$87,280 | \$3,847 | \$55,569 | \$146,696 | | | | Yes | Empty trash & recycling receptacles, pick up litter inside and outside buildings; sweep outside walkways |
| Landscaping, Snow & Ice Removal | 0.155 | \$9,113 | \$0 | \$5,557 | \$14,670 | | | | Yes | Assist Building Maintenance staff with landscaping, snow & ice removal around public buildings |
| Utilities | 0.00 | \$0 | \$0 | \$344,134 | \$344,134 | \$344,134 | \$0 | | Yes | Building utility expenses are paid through this fund based on department usage. This is a pass-through cost. |
| Totals | 14.82 | \$937,261 | \$17,486 | \$875,445 | \$1,830,192 | \$1,830,192 | \$0 | | | |

100.00%

| | General Fund | Other Fund | Total | % of Fees paid by General Fund |
|---------------------------|--------------|------------|-----------|--------------------------------------|
| Custodial Fees | \$359,578 | \$148,544 | \$508,122 | 70.77% |
| Building Maintenance Fees | \$510,823 | \$211,066 | \$721,889 | 70.76% |
| Building Utility Fees | \$246,031 | \$97,775 | \$343,806 | 71.56% |

Fleet Operations Fund (Supporting Activity - Internal Service Funds)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|--------------------------------|--------------|--|-----------------------|-------------|-------------|---------------------------------------|---|--|--|---|
| Vehicle Repair and Maintenance | 41.23 | \$2,720,075 | \$0 | \$3,631,345 | \$6,351,420 | \$6,351,420 | \$0 | | Yes | <p>Fleet operations repairs and maintains all City owned vehicles and equipment. These figures represent the cost of personnel, with benefits, the cost of parts and accessories to perform repairs, and all other operating expenses associated with the repair and maintenance of the City fleet. The fleet consists of 1552 vehicles and equipment, with 946 of those being vehicles from cars to Class 8 (over the road) trucks and the remainder consists of specialized equipment and trailers.</p> <p>The Grissum Building, our central location, has 22 bays and also houses a large inventory of commonly used parts in the repair and maintenance of the fleet. In order to provide better service to our customers, this shop is open 24 hours a day from Monday at 5:00 am until Friday at 4:30 PM and 10 hours on Saturday. This helps us provide support to emergency services such as Police and Fire and also to meet the service requirements for the Transit department. We also operate a facility, Fleet West, on Business Loop 70 West which supports Parks and Recreation vehicles and several of the smaller departments throughout the city. In August, 2017, we added a third location at the Landfill which is a 6 bay, CNG compliant facility to focus on the repair and maintenance of the Solid Waste fleet.</p> <p>Fleet also establishes extra shifts during snow events to provide support to the Street department in its operations.</p> <p>Our labor rate is \$56 per hour and our parts markup is 25%, compared to an average labor rate of \$100 per hour and a parts markup of 50% by local repair shops. Due to these lower costs, it is estimated that the City departments will save approximately \$2,168,000 in FY 2018 by utilizing the centralized fleet operation versus obtaining the services out in the community.</p> |
| Fuel | | | | \$2,100,000 | \$2,100,000 | \$2,100,000 | \$0 | | | <p>Fleet will distribute approximately 1.1 million gallons of fuel in FY 2018. With a markup of 5% added to the \$2.8 million listed here, gives a total fuel cost to the departments served of \$2.94 million in FY 2018, for an average of \$2.64 per gallon. The average public pump price is approx. \$.50 a gallon above the Fleet price, which would average \$3.14 and would increase the cost of fuel to the departments to \$3.45 million. The total savings to the departments by purchasing through Fleet is approx. \$510,000.</p> <p>In August, 2014 Fleet opened a CG filling station in cooperation with Clean Energy, which provides fuel to the City fleet and also has pumps open to the public. Our current fleet has reached a level of 13% CNG fueled vehicles and we are almost to our goal of 15%.</p> |

Fleet Operations Fund (Supporting Activity - Internal Service Funds)

FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|----------------------|--------------|--|-----------------------|-------------|-------------|---------------------------------------|---|--|--|---|
| Pool Vehicle Program | | | | \$46,713 | \$46,713 | \$46,713 | \$0 | | Yes | The Pool Program provides a wide range of vehicles and equipment for use by departments that typically do not have the budget to purchase the vehicle or equipment themselves. We maintain the Pool and charge the other departments a rental fee by the day or hour/miles, just like if they were renting from a rental service supplier. Fleet is responsible for all repairs and maintenance of the Pool and decides what types of vehicles and equipment the Pool contains. Most of the items in the Pool were low-use and needed to be removed from the fleet. |
| Totals | 41.23 | \$2,720,075 | \$0 | \$5,778,058 | \$8,498,133 | \$8,498,133 | \$0 | | | |

Information Technology Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | City's Strategic Plan IT Strategic Plan | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|-----------------------------|--------------|--|--------------------|------------------|------------------|------------------------------|--|---|---|--|--|
| Administration | 3.08 | \$398,349 | \$0 | \$375,419 | \$773,768 | \$773,768 | \$0 | | | | |
| Financial Management | 1.88 | \$238,735 | \$0 | \$46,165 | \$284,900 | \$284,900 | \$0 | IT-Strong Financial Mngt | No | Yes | Develop budgets that supports the strategic goals of the City while containing costs and eliminating waste. Manage spending and budget dollars throughout the fiscal year. Other duties include: Payroll, Purchasing, Procard reconciliation, Vendor management, Product acquisition, Software licensing and Computer inventory. |
| Leadership | 1.05 | \$133,336 | \$0 | \$25,784 | \$159,120 | \$159,120 | \$0 | CW-Operational Excellence | No | Yes | Admin provides leadership and guides the IT department in the following areas: Strategic Planning Project Management Communications Staffing Contract Review & Management Policy Creation & Management Process Creation & Management Business Analysis Service Design and Delivery Conflict Resolution Evaluations DR & BCP Records Management Oversight of daily operations |
| Community Outreach | 0.05 | \$6,349 | \$0 | \$1,228 | \$7,577 | \$7,577 | \$0 | IT-Community Outreach | No | Yes | Participates in local group of CIO's to discuss current events. Leadership team works with Boone County, Columbia Public School STEM Alliance, Columbia Area Career Center's Technical Advisory Board and Bryan University Technical Advisory Board. |
| Deputy City Manager | 0.10 | \$19,929 | | \$0 | | | | | No | Yes | Management and direction by Deputy City Manager |
| Intragovernmental Charges | 0.00 | | | \$10,879 | | | | | No | No | Self Insurance and Insurance |
| Maintenance | 0.00 | | | \$0 | | | | | No | | None |
| Miscellaneous - Contingency | 0.00 | | | \$100,000 | | | | | No | yes | To provide emergency items to supported departments that were not budgeted for |
| Capital Additions | 0.00 | | | \$0 | | | | | No | | None |
| Other | 0.00 | | | \$191,363 | | | | | No | No | Daniel Boone building payment \$162,195 and \$29,168 depreciation Payment on the Daniel Boone building must be made to pay off the 2016 Special Obligation Bonds |
| Phones | 1.07 | \$106,359 | \$0 | \$439,569 | \$545,928 | \$545,928 | \$0 | | | | |
| End User Management | 0.47 | \$46,469 | \$0 | \$163,187 | \$209,656 | \$209,656 | \$0 | CW-Operational Excellence | No | Yes | 1490 Lines / Devices Approx. 4.43 Million Inbound Calls per Year 5 Call Queues - Contact Center, Utility Billing, Parks Administration ,IT Helpdesk and Community Development Service Center 5 Voice Menus and Management of Telephone Greetings and Announcements for Contact Center, UCS, and Parks & Rec. 1086 Voice Mailbox Users End user Consultation |
| System Maintenance | 0.32 | \$31,560 | \$0 | \$110,827 | \$142,387 | \$142,387 | \$0 | CW-Operational Excellence | No | Yes | Software Upgrades Hardware Maintenance Patches and Security Update Maintain Replacement parts |
| Billing/Budget | 0.12 | \$11,680 | \$0 | \$41,015 | \$52,695 | \$52,695 | \$0 | IT-Strong Financial Mngt | No | Yes | Phone Billing Review Phone Billing Audit Budget Management Budget Preparation Supplemental Budgeting |
| Research/Development | 0.16 | \$16,650 | \$0 | \$58,468 | \$75,118 | \$75,118 | \$0 | CW-Operational Excellence | No | Yes | Maintain System Knowledge Research Emerging technologies Cost reduction Analysis System Redundancy Test New Technologies Continuing education |
| Intragovernmental Charges | 0.00 | | | \$112 | | | | | No | No | Self Insurance |

Information Technology Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | City's Strategic Plan IT Strategic Plan | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|-----------------------------------|--------------|--|--------------------|------------------|--------------------|------------------------------|--|---|---|--|---|
| Maintenance | 0.00 | | | \$53,000 | | | | | No | No | Annual maintenance on current phone system |
| Capital Additions | 0.00 | | | \$0 | | | | | | | None |
| Other | 0.00 | | | \$12,960 | | | | | No | No | Depreciation |
| Help Desk | 9.95 | \$667,891 | \$0 | \$476,177 | \$1,144,068 | \$1,144,068 | \$0 | | | | |
| End User Support | 3.32 | \$222,853 | \$0 | \$26,605 | \$249,458 | \$249,458 | \$0 | IT-Customer Service | No | Yes | Break/Fix Deployment - Replaced 269 Computers, 100 Monitors, Work Orders completed in FY18 - 5186 Software Support - 13,341 unique applications Inventory - 4077 pieces of equipment, 63 locations Documentation |
| Phone Support | 1.72 | \$115,455 | \$0 | \$13,784 | \$129,239 | \$129,239 | \$0 | IT-Customer Service | No | Yes | Phone handset service/replacement Moves Break/Fix |
| Public Safety Support | 0.92 | \$61,755 | \$0 | \$7,373 | \$69,129 | \$69,129 | \$0 | CW-Public Safety | Yes - FBI-CJIS (Federal Bureau of Investigation-Criminal Justice Information Services | Yes - On all items not related to CJIS. | Mobile Data Terminals Police and Fire Dispatch Records Management for Police Mugshot Fingerprinting Dictation VPN Connectivity for Mobile Data Terminals Incident Management Software for Fire Department Vehicle License/Registration and Driver's License Lookup for Police Department Police Internal Affairs DVR Systems Police Car Dash Cam Recording |
| Printer Support | 0.72 | \$48,330 | \$0 | \$5,770 | \$54,099 | \$54,099 | \$0 | IT-Customer Service | No | Yes | Break/Fix Install Drivers Maintenance Training |
| ERP System Support | 0.62 | \$41,617 | \$0 | \$4,969 | \$46,586 | \$46,586 | \$0 | IT-Customer Service | Yes - PCI DSS (Payment Card Industry Data Security Standard, MO Sunshine law | Yes - On all items not related to PCI or Sunshine | IBM Server Antivirus Notifications ERP Software Solution Document Management Workflow |
| Portable Computing Device Support | 0.52 | \$34,905 | \$0 | \$4,167 | \$39,072 | \$39,072 | \$0 | CW-Infrastructure | No | Yes | Testing, ordering, configuration, repair and training is provided. Mobile devices increase employee productivity when they are away from the office. iPad/iPhone Android Tablet/Phone Windows Tablets |
| Technical Training | 1.12 | \$75,180 | \$0 | \$8,976 | \$84,156 | \$84,156 | \$0 | CW-Operational Excellence | No | Yes | Develop training programs Manage IT related training programs Design curriculum Conduct training Document Processes Communication Research Support Projects |
| Asset Tracking | 1.01 | \$67,796 | \$0 | \$8,097 | \$75,893 | \$75,893 | \$0 | IT-Customer Service | No | Yes | Maintain an inventory of City owned equipment and software to facilitate operational efficiency, replacement planning, warranty/recall repairs, licensing and accountability of use. 6,000 + pieces of equipment Software Inventory |
| Intragovernmental Charges | 0.00 | | | \$4,152 | | | | | No | No | Self Insurance |
| Computer Deployment/Repl | 0.00 | | | \$342,020 | | | | | No | yes | Annual replacement of laptops, workstations, business class computers and monitors 5-7 year replacement schedule |
| Maintenance | 0.00 | | | \$20,420 | | | | | No | no | Annual maintenance |
| Capital Additions | 0.00 | | | \$15,500 | | | | | No | no | one-time supplemental approved items |

Information Technology Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | City's Strategic Plan IT Strategic Plan | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|---------------------|--------------|--|--------------------|-------------|-------------|------------------------------|--|---|---|--|--|
| Other | 0.00 | | | \$14,344 | | | | | No | no | Interest expense and depreciation |
| Applications | 10.00 | \$996,657 | \$0 | \$1,142,352 | \$2,139,009 | \$2,139,009 | \$0 | | | | |
| ERP Systems Support | 4.50 | \$448,496 | \$0 | \$48,069 | \$496,565 | \$496,565 | \$0 | CW-Operational Excellence | Yes - Federal-HIPAA (Health Insurance Portability and Accountability Act) | | ERP Support entails support, maintenance and troubleshooting all 45+ modules of our three ERP Systems (CIS Infinity, Tyler MUNIS, Tyler EnerGov) put in place by the multi-year COFERS project/initiative. TYLER TRANSPARENCY, TYLER MUNIS PROJECT & GRANT, TYLER MUNIS TCM ENTERPRISE, TYLER MUNIS INVENTORY, TYLER MUNIS TYLER INCIDENT MNGT, TYLER MUNIS CONTRACT MANAGEMENT, TYLER MUNIS TYLER FORMS PROCESSING, TYLER MUNIS ROLE TAILORED DASHBOARD, TYLER MUNIS CAFR STATEMENT BUILDER, TYLER MUNIS REQUISITIONS, TYLER MUNIS PURCHASE ORDERS, TYLER MUNIS FIXED ASSETS, TYLER MUNIS ACCT/GL/BUDGET/AP, TYLER MUNIS INTERFACE TO BMI TRACK, TYLER MUNIS TYLER REPORTING SERVICES, TYLER MUNIS CENTRAL PROPERTY FILE, TYLER MUNIS EPROCUREMENT, TYLER MUNIS BMI COLLECTIT INTERFACE, TYLER MUNIS MUNIS OFFICE, TYLER MUNIS TYLER CASHIERING, TYLER MUNIS HR MANAGEMENT, TYLER MUNIS TREASURY MANAGEMENT, TYLER MUNIS ACCOUNTS RECEIVABLES, TYLER MUNIS UB SPECIAL ASSESSMENTS, TYLER MUNIS PROFESSIONAL DEVELOPMENT, TYLER MUNIS GENERAL BILLING, TYLER MUNIS PAYROLL W/ESS, TYLER MUNIS WORK ORDERS, FLEET & FACILITY MNGT, TYLER MUNIS MAPLINK GIS INTEGRATION, TYLER MUNIS CITIZEN SELF SERVICE, TYLER MUNIS EMPLOYEE EXPENSE, TYLER ENERGOV CITIZEN BUSINESS LICENSE SOFTWARE, TYLER ENERGOV CITIZEN ACCESS PORTAL-LICENSING, TYLER ENERGOV CITIZEN PORTAL-LICENSING, TYLER ENERGOV ELECTRONIC PLAN REVIEW, TYLER ENERGOV GIS INTEGRATION, TYLER ENERGOV IG ENFORCE ANNUAL FEE, TYLER ENERGOV IG INSPECT ANNUAL FEE, TYLER ENERGOV IG WORKFORCE MOBILE, TYLER ENERGOV PERMITTING, CIS INFINITY MAINTENANCE, CIS INFINITY MOBILE, CIS INFINITY LINK, CIS INFINITY TELECONNECT |

Information Technology Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | City's Strategic Plan IT Strategic Plan | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|-------------------------------|--------------|--|--------------------|-------------|------------|------------------------------|--|---|--|--|---|
| Developed/Maintained software | 1.10 | \$109,632 | \$0 | \$11,750 | \$121,382 | \$121,382 | \$0 | CW-Operational Excellence | Yes - PCI DSS, FBI-CJIS, Federal-HIPAA (Health Insurance Portability and Accountability Act) | | Over 75 different major applications currently maintained 911 Police and Fire Dispatch Feeds, Airport Flight Data, Airport Tracking Information, Bank File, BlueBeam Prime, BlueBeam Revu, Cash Management, Cell Tracker, CIP (dotProject), City Council Tracker, Client Records, CPD K9 Tracker, CPD Vehicle Roster, Dental File, DOVE, Employee Directory, Energy Star, FCS (Field Collection System), File Publisher, FMLA Data Upload, Food Handler, Fuel Import, GIS Support, Granicus Legistar, Granicus Media Manager (streaming video), GraniteNET, Hardware Inventory, HFA, Home Energy Audit (PIE), HTE - Code Enforcement, HTE - Cash Receipts, HTE- Business License, HTE- GMBA, HTE-Building Permits, HTE-Planning & Engineering, Insight, Intel Reporting, IT Project Dashboard, Legistar meeting material data import, MailMan Listserv Data import, Mailscan, NewOn, NewOn Control Panel, Oak Tours, OCA Mailing List, Online Building Permit Fee Calculator, Online RED! Autopay Sign up, Online Utility Autopay Sign up, OptiView Document Management System, ParaPlan, Parking, Pension Calculation, People Admin, Phone Billing, Police Officer Scheduling System, Police Special Project, Rectrac Data Import, Rental Compliance System, Restaurant Inspections, RIM, Rule Your Attic, Sales Tax, SecTrack, SIMS Claims by Systema Software LLC, Star Performer Parking Spot Winner, Superior RMS, Tow Sheet Module, Trashbag Voucher program, USPS Tools, Utility Lookup, Vehicle Assessment, Voluntary Contribution Letters, W&L Dashboard to view Historical Data, WasteWorks, WasteWorks-Munis Invoice / Payment Bridge, Weather Data, WebTrac, Antero, Worker's Compensation Import, Reports, Security Requests |
| New Software Development | 1.60 | \$159,465 | \$0 | \$17,091 | \$176,556 | \$176,556 | \$0 | CW-Operational Excellence | Yes - PCI DSS, FBI-CJIS, Federal-HIPAA (Health Insurance Portability and Accountability Act) | | Development in the areas of Web and Mobile Applications (In House and Third Party), file transfers, database services, and report creation. Current Projects include: Cascade Upgrade, Assurix, Fulcrum, Munis 2018.1 Upgrade, Optiview to Windows, CIP Software (DNN replacement), Patagonia, CIS Infinity LINK, APOGEE, City Council Tracker, Police Shooting App, Numerous Reports for EnerGov, Finance, etc., Milsoft FTP upload for OMS, Court Text Notices |

Information Technology Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | City's Strategic Plan IT Strategic Plan | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|--|--------------|--|--------------------|-------------|-------------|------------------------------|--|---|--|--|--|
| Websites / Mobile Apps Maintained | 0.80 | \$79,733 | \$0 | \$8,546 | \$88,279 | \$88,279 | \$0 | IT-Customer Service | No | Yes | 19 different websites and 14 mobile applications maintained, updated and monitored: como.gov - City of Columbia Primary FlyCOU.com - Columbia Regional Airport Website MyColumbiaMo.com - City of Columbia Intranet Website newcenturyfund.org - Office of Volunteer Services Special Purpose Website ColumbiaREDI.com - Columbia REDI Website VisitColumbiaMo.com - Columbia Convention and Visitors Website mmswmd.org - Mid Missouri Solid Waste Management Website ColumbiaPowerPartners.com - Water and Light Special Purpose Website golfcolumbiamo.com - Parks & Rec Golf Courses GoComoTransit.com - Public Works Bus Services basicneedscoalition.org - Health Department Special Purpose Website BooneIndicators.com - Health Department Special Purpose Website ComoSnow.com - Public Works Vanity Domain for Snow Services ComoTrash.com - Public Works Vanity Domain for Trash Services booneimpact.org - Health Department, Boone, United Way Collaboration Group speakupcomo.com - City of Columbia Discussion Board lookaroundboone.com - Health Department Special Purpose Website Como200.com - Columbia Convention and Visitors Website meetings.como.gov/Legislation.aspx - View meeting materials for boards and commissions Mobile Apps - ColumbiaPD, ComoGov, ComoSports, ComoTrails, Visitors App, Fire Dispatch, Health Resources App, Re-collect, ParkMobile, Lake of Woods Golf, L.A. Nichols Golf, Public Art Guide, Bus Tracker, MUNIS ESS Mobile |
| Databases Servers and Databases Maintained | 2.00 | \$199,331 | \$0 | \$21,364 | \$220,695 | \$220,695 | \$0 | CW-Operational Excellence | Yes - PCI DSS, FBI-CJIS, Federal-HIPAA | | 29 SQL servers and 350+ databases maintained and monitored including high availability, always on functionality. The Always On Availability Groups feature is a disaster-recovery solution that provides an enterprise-level alternative to database mirroring. |
| Intragovernmental Charges | 0.00 | | | \$1,030 | | | | | No | No | Self Insurance |
| Maintenance | 0.00 | | | \$1,009,622 | | | | | No | No | Annual maintenance for all software listed in the ERP systems supported service area |
| Capital Additions | 0.00 | | | \$0 | | | | | No | No | |
| Other | 0.00 | | | \$24,880 | | | | | No | No | Depreciation |
| Infrastructure | 14.00 | \$1,248,394 | \$0 | \$1,349,172 | \$2,597,566 | \$2,597,566 | \$0 | | | | |
| Server Administration | 1.9 | \$169,425 | \$0 | \$66,525 | \$235,950 | \$235,950 | \$0 | CW-Infrastructure | Yes - PCI DSS, FBI-CJIS, NERC/CIP (North American Electric Reliability Corporation Critical Infrastructure Protection) | Yes - On all items not related to regulations | This design, implementation, management, and configuration covers the maintenance and engineering of all of the server services that infrastructure supports. This covers engineering and setup of new services, configuring and managing existing services, migrating existing services to new servers or hardware, replacing aging hardware with new hardware, and decommissioning expiring equipment. Multiple servers maintained for city wide applications Server Design, Configuration and Implementation Physical Windows Servers - 22 Virtual Windows Servers - 230 Physical Linux Servers - 4 Virtual Linux Servers - 60 Physical Hypervisor Servers - 19 Dispatch Servers - 8 Dispatch Virtual Servers Servers - 6 IBM Servers - 3 Total Servers Managed - 425 User Accounts - 2090 User Groups - 532 Email Accounts Managed - 1374 |

Information Technology Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | City's Strategic Plan IT Strategic Plan | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|-----------------------|--------------|--|--------------------|-------------|------------|------------------------------|--|---|---|--|--|
| Cyber Security | 1.75 | \$156,049 | \$0 | \$61,274 | \$217,323 | \$217,323 | \$0 | CW-Infrastructure | Yes - PCI DSS, NERC/CIP, FBI-CJIS | Yes - On all items not related to regulations | Threat Prevention Threat Detection Threat Response Identity Management Disaster Recovery and Business Continuity Backup size per week - 63TB End user security awareness End point protection |
| Network Engineering | 0.5 | \$44,586 | \$0 | \$17,507 | \$62,093 | \$62,093 | \$0 | CW-Infrastructure | No | Yes | This design, implementation, management, and configuration covers the maintenance and engineering of all of the network and wireless services that infrastructure supports. Network Design and Deployment Data Center Management - Power, HVAC Physical Cable Plant Switches Deployed - 160 Core Switches - 2 Buildings Connected - 66 Wireless Access Points - 100 Firewalls - 14 Subnets - 130 VPN Connections - 37 IPsec and 23 SSL Internet Connections - 2 Internet Domains Managed - 61 Telephony Support |
| Regulatory Compliance | 6.4 | \$570,693 | \$0 | \$224,088 | \$794,781 | \$794,781 | \$0 | CW-Infrastructure | Yes - NERC/CIP, FBI-CJIS, PCI DSS, Federal-HIPAA | No | NERC/CIP - NERC - North American Electric Reliability Corporation CIP - Critical Infrastructure Protection NERC/CIP is a regulatory requirement that Water and Light has to comply with CJIS -Criminal Justice Information Services CJIS is a regulatory requirement that the Police Department has to comply with. PCI - Payment Card Industry PCI is a regulatory requirement that the Finance Department maintains for the city, but it involves several city departments. HIPAA - Health Insurance Portability and Accountability Act requires appropriate safeguards are in place to protect the privacy of personal health information. |
| Public Safety Systems | 0.7 | \$62,420 | \$0 | \$24,510 | \$86,930 | \$86,930 | \$0 | CW-Public Safety | Yes - FBI-CJIS | Yes - On all items not related to CJIS | CPD Records5 Mobile Data Terminals143 Netmotion Mobility143 BlueTeam1 iStatus1 LETs1 Locality66 IAPro5 Informant1 FireHouse1 L332 WatchGuard24 LiveScan1 MugShot25 Wang Data6 PenLink1 Shift Notes1 Mules32 2FA/smartcard198 Poss1 Morpho Rapid ID18 |
| Storage | 0.6 | \$53,503 | \$0 | \$21,008 | \$74,511 | \$74,511 | \$0 | IT-Customer Service | No | Yes | Fibre Channel SANs - 10 Fibre Channel Switches - 14 Total Storage - 370TB |

Information Technology Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

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|---|--------------|--|--------------------|------------------|--------------------|------------------------------|--|---|---|--|--|
| DR/Backup | 0.7 | \$62,420 | | \$24,510 | \$86,930 | | | | No | Yes - This process is critical as stated in the notes | Backup process occurs every day for disaster recovery and business continuity reasons. Disaster recovery and business continuity is how we can keep track of critical support needs and what needs to be backed up and maintained so that we can run the city in a disaster. It tells us what needs to be backed, how frequently we need to back it up, what equipment is needed in a disaster situation, what is needed to recover from a disaster, and to restore functionality in case of a disaster. |
| Research/SOP/Education | 1 | \$89,171 | \$0 | \$35,014 | \$124,185 | \$124,185 | \$0 | CW-Operational Excellence | No | Yes | Research emerging technologies Develop SOPs and documentation Continuing Education |
| Physical Security | 0.45 | \$40,127 | \$0 | \$15,756 | \$55,883 | \$55,883 | \$0 | IT-Security | Yes - NERC/CIP, FBI-CJIS, Ordinance (Downtown cameras) | Yes - On all items not related to regulations | Electronic Door Lock Systems Digital Video Recording Systems |
| Intragovernmental Charges | 0.00 | | | \$3,486 | | | | | No | No | Self Insurance and fiber optics |
| Maintenance | 0.00 | | | \$382,170 | | | | | No | No | Annual maintenance on servers, IBM, google users, vulnerability softwares, antivirus software, APC units, EMS maintenance |
| Capital Additions | 0.00 | | | \$293,000 | | | | | No | No | One time supplemental expense - HVAC upgrade in data center, file auditing, GPO auditing, ITIL and endpoint detection and response software |
| Other | 0.00 | | | \$180,324 | | | | | No | No | depreciation |
| PMO | 5.00 | \$473,293 | \$0 | \$19,329 | \$492,622 | \$492,622 | \$0 | | | | |
| Strategic Initiative | 0.85 | \$80,460 | \$0 | \$3,222 | \$83,682 | \$83,682 | \$0 | CW-Operational Excellence | No | Yes | The PMO aligns the city's projects based on strategic planning. With that as our guide we are able to prioritize those projects with the most impact. |
| Utility Project Planning | 2.25 | \$212,982 | \$0 | \$8,527 | \$221,509 | \$221,509 | \$0 | CW-Infrastructure | No | Yes | With all the work being done by utilities across the city it can be a difficult process to master. We are able to help with this process by applying the principles of project management in a way to align the work in an orderly way allowing for maximum results and least impact. |
| City-wide Project Planning | 1.50 | \$141,988 | \$0 | \$5,685 | \$147,673 | \$147,673 | \$0 | CW-Infrastructure | No | Yes | The PMO office provides project support across the city. Several of the departments have their internal project managers and they routinely run internal projects. We assist those departments with standardized plans, templates, forms and a common reporting structure. This allows for better visibility across all projects. |
| Business Analysis and Process Improvement | 0.40 | \$37,863 | \$0 | \$1,516 | \$39,379 | \$39,379 | \$0 | CW-Operational Excellence | No | Yes | The PMO provides operational support across the city in several ways. We are available to do business process review. The answer may be new software and if so, we can guide our staff members through the process of purchasing their software. Sometimes software isn't required but maybe a rework of an internal process that doesn't match our newer way of doing something. |
| Intragovernmental Charges | 0.00 | | | \$379 | | | | | No | No | Self Insurance |
| GIS | 12.75 | \$962,644 | \$18,750 | \$277,405 | \$1,258,799 | \$1,258,799 | \$0 | | | | |

Information Technology Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | City's Strategic Plan IT Strategic Plan | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|--|--------------|--|--------------------|-------------|------------|------------------------------|--|---|---|--|---|
| Geospatial Services and Administration | 1.50 | \$108,708 | \$6,750 | \$19,766 | \$135,224 | \$135,224 | \$0 | CW-Infrastructure | | Yes | <p>Geospatial Services Coordination and Oversight: Facilitate coordination around GIS and related projects by increasing communication and collaboration between business units, outside organizations, and citizens so that City information and GIS resources are used effectively, efficiently, securely, and transparently.</p> <p>Data Maintenance, Analysis, and Training: Develop, provide, and maintain GIS data including buildings, infrastructure, and needs as requested by staff to support their duties. Support use of more than 1,000 data layers with analysis, tools, and training so that employees of City business units use data of high quality and become more efficient and accurate in their duties, analyses, and business processes.</p> <p>Requests: Respond to more than 1,000 annual requests from City staff (80%) and the public (20%) for hard copy, electronic, mobile, and interactive maps, data, and analysis of spatial data.</p> <p>Server Administration and Resources: Maintain and improve operation and security of GIS servers for internal and public-facing uses. Servers are used to store and make available data, communicate with public web maps, and facilitate mobile data collection of assets. This includes enterprise license agreement costs for GIS software used City-wide and administration of the gps tracking system for portions of the City vehicle fleet.</p> <p>Staffing: Geospatial Services Manager (0.50 FTE), GIS Supervisor (0.25 FTE), GIS Analysts (0. 50 FTE), GIS Specialist (0.25 FTE) Other costs include: hardware, software licenses, training, data access, paper and ink for plotter printer, materials and supplies and vehicle usage for fieldwork.</p> |
| Web Map Development and Support | 2.25 | \$173,187 | \$0 | \$29,651 | \$202,838 | \$202,838 | \$0 | CW-Infrastructure | | Yes | <p>GIS Analyst (1.5 FTE) GIS Specialist (0.75 FTE) develop and support web maps for the public including City View, Community Dashboard, Vision Zero, CATSO, CoMo Trails, Parking, Street Information, Critical Downstream Locations, Historic Properties, Special Tax Districts, Stormwater Projects, and Strategic Plan Neighborhoods. Applications developed and supported for City staff include mapping Right of Way and Flood Plain Development permits, Building plans, Bus stops stops and routes, Street and Traffic Control Signs/Signals/Fiber/mowing areas, Adopt a Spot, Clean up Columbia, Vector control, Sidewalk inspections, Winter Weather Operations Management, Parking Meter Hood Reservations, Solid Waste Container Inventory, Police Community Outreach Unit Data Collection, Utilities Viewer, Stormwater Infrastructure Records, and Sewer Maintenance Records. Other costs include: hardware, software licenses, data access, paper and ink for plotter printer, materials and supplies, training, and vehicle usage for fieldwork.</p> |
| Data Development | 1.00 | \$64,972 | \$12,000 | \$13,178 | \$90,150 | \$90,150 | \$0 | CW-Infrastructure | | Yes | <p>GIS Data Analyst (1.0 FTE) manage projects to procure updated aerial photography, elevation, topographic contours, land cover, and other base map data not maintained by City business processes. This includes managing the data acquired by City Drones. Staff review acquired data for acceptance and integrates data into existing workflows. Existing base maps are kept up to date and new maps are developed, such as the Natural Features, Natural Resources Inventory, and Slope maps available through the City View web map. Data resources are used to enhance other existing datasets, such as adding building height elevation to building structures data and maintaining data of impervious surfaces. Includes Natural Resources Inventory 2007-2017 Land Cover Update. Other costs include hardware, software licenses, data access, paper and ink for plotter printer, and training.</p> |

Information Technology Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | City's Strategic Plan IT Strategic Plan | Federal, State, or Local Mandate (Ordinance) - List the source that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|------------------------------|--------------|--|--------------------|--------------------|--------------------|------------------------------|--|---|--|--|--|
| Addressing | 1.00 | \$76,972 | \$0 | \$13,178 | \$90,150 | \$90,150 | \$0 | CW-Infrastructure | Federal - Census Bureau operates under Title 13 and Title 26 of the US Code.Mandated by the US Consitution NENA 911 https://www.transportation.gov/gis/national-address-database/national-address-database-0 | Yes -However, an accurate address database is needed for decennial Census and for 911 | Addressing Specialist (0.75 FTE), and Geospatial Services Manager (0.25 FTE), perform professional technical and regulatory work designing, assigning, communicating, and maintaining accurate and authoritative addresses for the City in multiple databases. Address data supports and improves business processes and operations for public safety, permitting, licensing, service provision, billing, and streets and traffic, as well as creating good wayfinding and ease of navigation through the City. Work includes implementing and managing coordinated address databases in the new COFERs software systems. Other costs include hardware, software licenses, data access, training, and vehicle usage for fieldwork. |
| Community Development GIS | 1.25 | \$96,215 | \$0 | \$16,473 | \$112,688 | | | CW-Infrastructure | Local- https://library.municode.com/mo/columbia/code/s/code_of_ordinances?nodeId=PTIICOOR_CH29UNDECO_ART1GEP_R_S29-1.4OFZOMA | Yes, however, we are required to keep up a data record for Zoning, City Limits, and Wards. | GIS Technician (1.0 FTE) and Geospatial Services Manager (0.25 FTE) Data Maintenance, Analysis, and Training: Develop, provide, and maintain GIS data. Many triggers are council driven such as maintaining Zoning, City Limits, Annexation history, Wards and Solid Waste routes. Custom analysis for future land use, census trends. Maintains database bor planning and zoning cases. Other costs include hardware, software licenses, data access, paper and ink for plotter printer, and training. |
| Water, Fiber, & Electric GIS | 5.75 | \$442,590 | \$0 | \$75,774 | \$518,364 | \$518,364 | \$0 | CW-Infrastructure | Federal -NERC | No - This infrastructure is needed for Outage Management and overall maintenance | GIS Supervisor (.75 FTE), GIS Specialists (2.0 FTE), Engineering Technicians (2.0 FTE one vacancy, covering with GIS Tech) and GIS Technician (1.0 FTE) maintain GIS data and systems used to manage water, fiber, and electric assets and infrastructure. This includes developing new tools and improved processes to better access information from systems, as well as modeling to improve planning and operation of infrastructure systems. Other costs include hardware, software, and training. |
| Intragovernmental Charges | 0.00 | | | \$13,650 | | | | | No | No | Fiber Optics, Self Insurance, Insurance |
| Maintenance | 0.00 | | | \$93,139 | | | | | No | No | Annual maintenance on ESRI software, LIDAR, GIS consortium and Transcad |
| Capital Additions | 0.00 | | | \$0 | | | | | No | No | None |
| Other | 0.00 | | | \$2,596 | | | | | No | No | Depreciation |
| Totals | 55.85 | \$4,853,587 | \$18,750 | \$4,079,423 | \$8,951,760 | \$8,951,760 | \$0 | | | | |

| | General Fund | All Other Funds | Total | % of Fees paid by General Fund |
|---------------------------|--------------|-----------------|-------------|--------------------------------|
| IT Support Fees | \$2,494,819 | \$3,710,563 | \$6,205,382 | 40.20% |
| Computer Replacement Fees | \$265,749 | \$155,967 | \$421,716 | 63.02% |
| GIS Fees | \$452,299 | \$645,336 | \$1,097,635 | 41.21% |

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Community Relations Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | Federal, State, or Local Mandate (Ordinance) - List the source and section that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|---|--------------|--|-----------------------|------------------|--------------------|---------------------------------------|--|--|---|--|
| Community Relations Administration | 14.62 | \$980,410 | \$12,918 | \$290,367 | \$1,283,695 | \$1,283,695 | \$0 | | | |
| - Department Administration | 0.80 | \$114,030 | \$12,918 | \$76,339 | \$203,287 | \$203,287 | \$0 | | | Community Relations provides a suite of internal and external communications services to all fourteen city departments including copy editing, graphic design, digital media, social media, print media, video and the Contact Center. |
| - Media Relations | 5.14 | \$299,368 | \$0 | \$19,300 | \$318,668 | \$318,668 | \$0 | No mandate | Yes | This is the core group of communicators who provide timely and topical information to citizens |
| - Marketing (Revenue Generation) | 1.70 | \$108,141 | \$0 | \$1,500 | \$109,641 | \$109,641 | \$0 | No mandate | Yes | Marketing transit, airport, parking, and the utilities is a critical communications challenge to ensure citizens are aware of issues which have an effect on their everyday life. |
| - Graphic Design for Publications and Digital Media | 0.72 | \$46,312 | \$0 | \$6,848 | \$53,160 | \$53,160 | \$0 | No mandate | Yes | Graphic designers produce the visual content for publications and social media. Graphics and video are often the engine behind engagement. |
| - Legislative Relations | 0.27 | \$30,673 | \$0 | \$0 | \$30,673 | \$30,673 | \$0 | No mandate | Yes | Many legislative initiatives at the state level have the potential to significantly impact municipal government operations and revenue. 2019 will have a dozen or more significant topics which must be monitored. |
| - Journey to Excellence | 1.20 | \$95,837 | \$0 | \$0 | \$95,837 | \$95,837 | \$0 | No mandate | Yes | A priority of the former city manager, we will need to see what course the new city manager and council set for this goal. |
| - Website Content and Maintenance | 1.64 | \$85,344 | \$0 | \$0 | \$85,344 | \$85,344 | \$0 | No mandate | Yes | The 2018 City survey shows a 5% drop in citizens opinion that the current website provides useful information. The site is old and not mobile friendly. In 2019 a priority is a complete rebuild of the website. |
| - Social Media content and response | 0.95 | \$52,798 | \$0 | \$0 | \$52,798 | \$52,798 | \$0 | No mandate | Yes | The 2018 City survey showed 41% of citizens find social media useful in both communications and engagement. |
| - Training other employees | 0.16 | \$7,181 | \$0 | \$0 | \$7,181 | \$7,181 | \$0 | No mandate | Yes | As new team members are brought onto the team, they must be trained. Training to achieve proficiency can range from 6 months to 18 months depending on the position the team member is in. |
| - City Source Monthly Newsletter | 0.60 | \$36,448 | \$0 | \$51,500 | \$87,948 | \$87,948 | \$0 | No mandate | Yes | The 2018 city survey shows that 64% of citizens receive their information on city operations and events from this monthly publication placed in each utility customer bill and available online. |
| | 0.93 | \$46,796 | \$0 | \$67,000 | \$113,796 | \$113,796 | \$0 | No mandate | Yes | This is an annual publication which highlights the accomplishments and priorities of the pervious and coming year. Staff is considering changing this to a quarterly or semi-annual publication to be more topical. |
| - Annual Citizens Handbook | | | | | | | | | | |
| - Annual Citizen Survey | 0.36 | \$42,386 | \$0 | \$30,000 | \$72,386 | \$72,386 | \$0 | No mandate | Yes | This is a benchmark survey the City has used for almost 20 years to gauge citizen sentiment and priorities. |
| - Sunshine Law Administration | 0.15 | \$15,096 | \$0 | \$37,880 | \$52,976 | \$52,976 | \$0 | RsMO 610 | No | Missouri state law mandate that we must respond to requests for records within 72 hours. |
| Document and Support Services | 1.73 | \$107,945 | \$0 | \$212,999 | \$320,944 | \$320,944 | \$0 | | | |
| - Printing Services | 0.76 | \$46,488 | \$0 | \$79,459 | \$125,947 | \$125,947 | \$0 | No mandate | Yes | DSC provides printing services to all departments at a low and competitive cost. |
| - Mailroom Services | 0.97 | \$61,457 | \$0 | \$133,540 | \$194,997 | \$194,997 | \$0 | No mandate | Yes | DSC sorts, distributes and provides shipping assistance to all city departments. |
| City Channel | 4.00 | \$246,188 | \$22,079 | \$167,273 | \$435,540 | \$435,540 | \$0 | | | |

Community Relations Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

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|--|--------------|--|--------------------|------------------|------------------|------------------------------|--|---|--|--|
| - City Channel Services | 0.13 | \$10,655 | \$1,895 | \$141,273 | \$153,823 | \$153,823 | \$0 | | | City Channel provides audio and video production services to all city departments, including REDI and the CMO. City Channel produces radio and television advertising, public service announcements, internal training video, and a steady stream of informational, promotional videos driven by the communications needs of departments, Citizen Survey data, and the Strategic Plan. |
| - Departmental Public Relations | 3.08 | \$179,228 | \$10,092 | \$1,000 | \$190,320 | \$190,320 | \$0 | No mandate | | Audio and video production and graphic design services for the City Manager's office, REDI, and all city departments. |
| - Live Broadcast - Public Meeting Bodies | 0.07 | \$5,058 | \$0 | \$0 | \$5,058 | \$5,058 | \$0 | No mandate | | Creative and technical services — graphic design, web publishing, cable programming. |
| - Press Conference & Special Events | 0.08 | \$6,457 | \$0 | \$0 | \$6,457 | \$6,457 | \$0 | No mandate | | Creative and technical services — graphic design, web publishing, cable programming. |
| - Internal Production & Creative Services | 0.35 | \$20,960 | \$0 | \$0 | \$20,960 | \$20,960 | \$0 | No mandate | | Creative and technical support for special events such as Columbia Values Diversity Celebration, TEDx events, Fair Housing and Lending Seminar, Midwest Columbia Land Trust Convening. |
| - 24-hour cable broadcast & Web publishing | 0.23 | \$17,369 | \$10,092 | \$0 | \$27,461 | \$27,461 | \$0 | No mandate | | Technical support and program scheduling, publishing online video, maintenance of social media accounts and como.gov website. |
| - ADA compliance | 0.08 | \$6,461 | \$0 | \$25,000 | \$31,461 | \$31,461 | \$0 | Federal ADA | | Sign language interpreter and closed captioning services and equipment. |
| Event Services | 2.05 | \$141,054 | \$17,055 | \$20,976 | \$179,085 | \$179,085 | \$0 | | | |
| - Event Services | 0.47 | \$40,272 | \$0 | \$20,976 | \$61,248 | \$61,248 | \$0 | No mandate | | Event Services manages public meeting rooms on the first floor of Columbia's Government Center, providing setup and technical support for each room. ES maintains audiovisual and broadcast equipment and arranges for repair or replacement of equipment when necessary. All live-broadcast events are staffed with ES employees as Master Control. |
| - Meeting Room Support Services | 0.88 | \$49,954 | \$13,265 | \$0 | \$63,219 | \$63,219 | \$0 | No mandate | | Scheduling, setup and teardown, maintenance of public meeting spaces. Technical support for off-site meetings. |
| - Live Broadcast - Public Meeting Bodies | 0.38 | \$26,612 | \$0 | \$0 | \$26,612 | \$26,612 | \$0 | No mandate | | Technical support for recording and publishing of, and live broadcast and streaming of City Council, Planning and Zoning Commission, Board of Adjustment, and special public bodies, e. g., Mayor's Task Force on Infrastructure. |
| - Press Conferences & Special Events | 0.20 | \$14,486 | \$1,895 | \$0 | \$16,381 | \$16,381 | \$0 | No mandate | | Technical support for special events such as Columbia Values Diversity Celebration, Fair Housing and Lending Seminar, Midwest Columbia Land Trust Convening, State of the City Address, press conferences and public forums, etc. |
| - Internal Audio and Video Production | 0.14 | \$9,730 | \$1,895 | \$0 | \$11,625 | \$11,625 | \$0 | No mandate | | Technical support for, recording and publishing of internal training events. |
| Contact Center | 11.16 | \$578,102 | \$0 | \$123,414 | \$701,516 | \$701,516 | \$0 | | | |
| - Transit Dispatch | 0.82 | \$39,125 | \$0 | \$0 | \$39,125 | \$39,125 | \$0 | No mandate | Yes | CC provides assistance to transit services by acting as dispatch for customers. |
| - Quality Control | 0.58 | \$33,172 | \$0 | \$0 | \$33,172 | \$33,172 | \$0 | No mandate | Yes | QA is measured in the internal operations along with tracking call types to determine specific departmental trends and additional resources for customers. |
| - Certified Tourism Ambassador | 0.33 | \$17,145 | \$0 | \$0 | \$17,145 | \$17,145 | \$0 | No mandate | Yes | All CC CSRs are required to become CTAs. |
| - Hotel Information | 0.18 | \$8,767 | \$0 | \$0 | \$8,767 | \$8,767 | \$0 | No mandate | Yes | CC assists CVB in providing hotel information to customers. |
| - Events | 0.42 | \$20,033 | \$0 | \$0 | \$20,033 | \$20,033 | \$0 | No mandate | Yes | CC provides event information to customers and processes event requests. |
| - Department-specific Administration | 1.38 | \$65,762 | \$0 | \$0 | \$65,762 | \$65,762 | \$0 | No mandate | Yes | CC position was reclassified as a Sr. ASA for the entire department. |

Community Relations Fund (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

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|----------------------------------|--------------|--|--------------------|------------------|--------------------|------------------------------|--|---|--|---|
| - Subject Matter Training | 0.81 | \$45,376 | \$0 | \$0 | \$45,376 | \$45,376 | \$0 | No mandate | Yes | CC receives subject matter training from other departments to prepare for specific types of calls. |
| - Assist Citizens | 1.88 | \$91,896 | \$0 | \$0 | \$91,896 | \$91,896 | \$0 | No mandate | Yes | Per the 2012 - 2015 Strategic Plan, the CC was formed to provide more efficient service to citizens and make it easier for customers to find information. |
| - Social Equity | 0.02 | \$2,106 | \$0 | \$0 | \$2,106 | \$2,106 | \$0 | No mandate | Yes | CC offers several ways for all of our citizens to be able to connect with City services. Feedback regarding needed information is provided to departments based on customer trends. |
| - Customer Service Training | 0.02 | \$2,106 | \$0 | \$0 | \$2,106 | \$2,106 | \$0 | No mandate | Yes | The assistant director is a certified Service with Principles trainer. |
| - Employee Engagement | 0.12 | \$6,823 | \$0 | \$0 | \$6,823 | \$6,823 | \$0 | No mandate | Yes | CC also offers the same service to internal customers (City employees). |
| - Knowledge Base Development | 0.04 | \$4,211 | \$0 | \$0 | \$4,211 | \$4,211 | \$0 | No mandate | Yes | The CC has built an internal knowledge base that will be used for the external facing CSS portal. Statistics collected in the CC will help shape the redesign of the City's website and future knowledge base software. |
| - Web Chat | 0.40 | \$18,869 | \$0 | \$0 | \$18,869 | \$18,869 | \$0 | No mandate | Yes | The CC offers web chat as an option for communication with customers. |
| - Internal Committees | 0.07 | \$5,572 | \$0 | \$0 | \$5,572 | \$5,572 | \$0 | No mandate | Yes | Currently, CC employees serve on approximately 10 internal committees |
| - Supervising | 0.37 | \$29,200 | \$0 | \$0 | \$29,200 | \$29,200 | \$0 | No mandate | Yes | One employee supervises 9 CC employees. |
| - Coaching | 0.24 | \$18,075 | \$0 | \$0 | \$18,075 | \$18,075 | \$0 | No mandate | Yes | CC conducts ongoing coaching of the CSRs, as well as TIM training for all City employees, as needed. |
| - Marketing | 0.04 | \$4,209 | \$0 | \$0 | \$4,209 | \$4,209 | \$0 | No mandate | Yes | CC provides marketing support for various City events and markets 874-CITY. |
| - Contact Center - Calls | 3.46 | \$165,655 | \$0 | \$123,414 | \$289,069 | \$289,069 | \$0 | No mandate | Yes | Citizen Survey and CC stats show that the majority of citizens contact the City via calls. This also fulfills the City's Core Values of Service and Communication. |
| Total Community Relations | 33.56 | \$2,053,699 | \$52,052 | \$815,029 | \$2,920,780 | \$2,920,780 | \$0 | | | |

| | General Fund | All Other Funds | Total | % of Fees paid by General Fund |
|---------------------|------------------|--------------------|--------------------|--------------------------------|
| Base Fees | \$339,430 | \$273,478 | \$612,908 | 55.38% |
| PIO Fees | \$216,978 | \$397,606 | \$614,584 | 35.30% |
| Contact Center Fees | \$134,947 | \$550,903 | \$685,850 | 19.68% |
| | \$691,355 | \$1,221,987 | \$1,913,342 | 36.13% |

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Utility Customer Service Funds (Supporting Activity - Internal Service Fund)
FY 2019 Adopted Budget

| Service Area: | FTE Utilized | Full Time Position Costs (Salary + Benefits) | Temp Help Utilized | Other Costs | Total Cost | Total Dedicated Sources Used | Total Discretionary (General Sources) Used | Federal, State, or Local Mandate (Ordinance) - List the source and section that requires this service | Can Council change this? (Yes/No) Explain if necessary | Notes |
|---|--------------|---|-----------------------|--------------------|--------------------|---------------------------------|---|--|---|---|
| Totals | 17.45 | \$1,006,857 | \$16,793 | \$2,054,374 | \$3,078,024 | | | | | |
| Processing and maintaining utility accounts | 14.45 | \$833,758 | \$16,793 | \$199,537 | \$1,050,088 | \$1,050,088 | \$0 | Sec. 27 | No | |
| Billing statements | 0.00 | \$0 | \$0 | \$698,000 | \$698,000 | \$698,000 | \$0 | Sec. 27-18 | No | |
| Utility assistance | 0.10 | \$5,770 | \$0 | \$0 | \$5,770 | \$5,770 | \$0 | Sec. 27-25, 27-26 | No | |
| Settlement agreements | 0.50 | \$28,850 | \$0 | \$0 | \$28,850 | \$28,850 | \$0 | Sec. 27-23 | No | |
| Collections | 0.70 | \$40,390 | \$0 | \$239,357 | \$279,747 | \$279,747 | \$0 | Sec. 27-19 | No | |
| Customer communication | 0.50 | \$28,850 | \$0 | \$14,280 | \$43,130 | \$43,130 | \$0 | | Yes | UCS posts articles in City Source and other publications and inputs customer requests. UCS directly interacts with customers in person, by phone and email. |
| Service orders | 0.50 | \$28,850 | \$0 | \$0 | \$28,850 | \$28,850 | \$0 | | | |
| Training | 0.00 | \$0 | \$0 | \$32,200 | \$32,200 | \$32,200 | \$0 | Sec. 27-19(k) | | |
| Bankruptcies | 0.50 | \$28,850 | \$0 | \$0 | \$28,850 | \$28,850 | \$0 | State bankruptcy laws | No | |
| Landlord Reversion Program | 0.10 | \$5,770 | \$0 | \$0 | \$5,770 | \$5,770 | \$0 | Sec. 27-20(b). | No | |
| Community outreach | 0.10 | \$5,770 | \$0 | \$71,000 | \$76,770 | \$76,770 | \$0 | No | Yes | UCS posts notifications to the public. |
| CIS | 0.00 | \$0 | \$0 | \$600,000 | \$600,000 | \$600,000 | \$0 | Sec. 27 | Yes | |
| Payment processing | 0.00 | \$0 | \$0 | \$200,000 | \$200,000 | \$200,000 | \$0 | Sec. 27-19(m) | No | |
| TOTALS | 17.45 | \$1,006,857 | \$16,793 | \$2,054,374 | \$3,078,024 | \$3,078,024 | \$0 | | | |

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