

FINANCE & ADMINISTRATION



GOAL: To administer City government in an effective and efficient manner, which maintains and promotes confidence in public officials; to ensure economical government services financed by a fair and equitable tax system; to provide sound management planning; to promote effective participation with intergovernmental units; and to be responsive to service needs of citizens by providing channels of communication.

COST CENTERS:

- Mayor and Council
- Convention and Tourism
- Economic Development

- City Manager
- Communications
- Information Technology
- Facilities Management

- Municipal Court
- Court Services

- Law

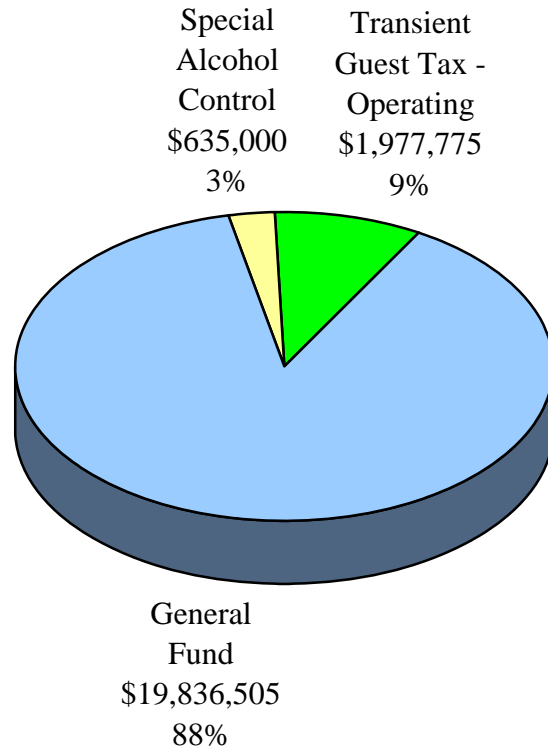
- Finance & Accounting
- City Clerk
- Citywide Contingency
- Transfer to Other Funds
- Bond and Interest

- Human Resources Services
- Payroll, HRIS & Administration

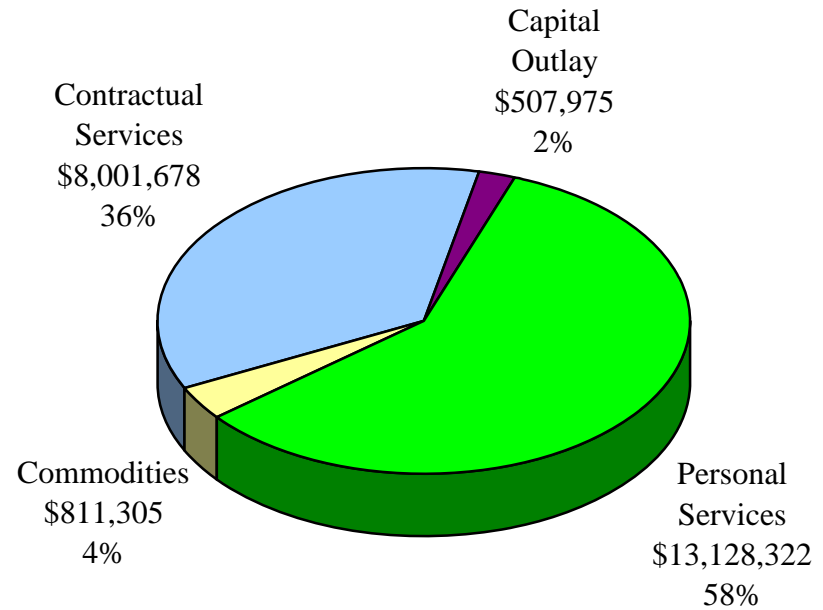
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2009 CITY OPERATING AND CONTRACTUAL EXPENDITURES BY FUND AND MAJOR PURPOSE

2009 Expenditures = \$22,449,280



FUNDS

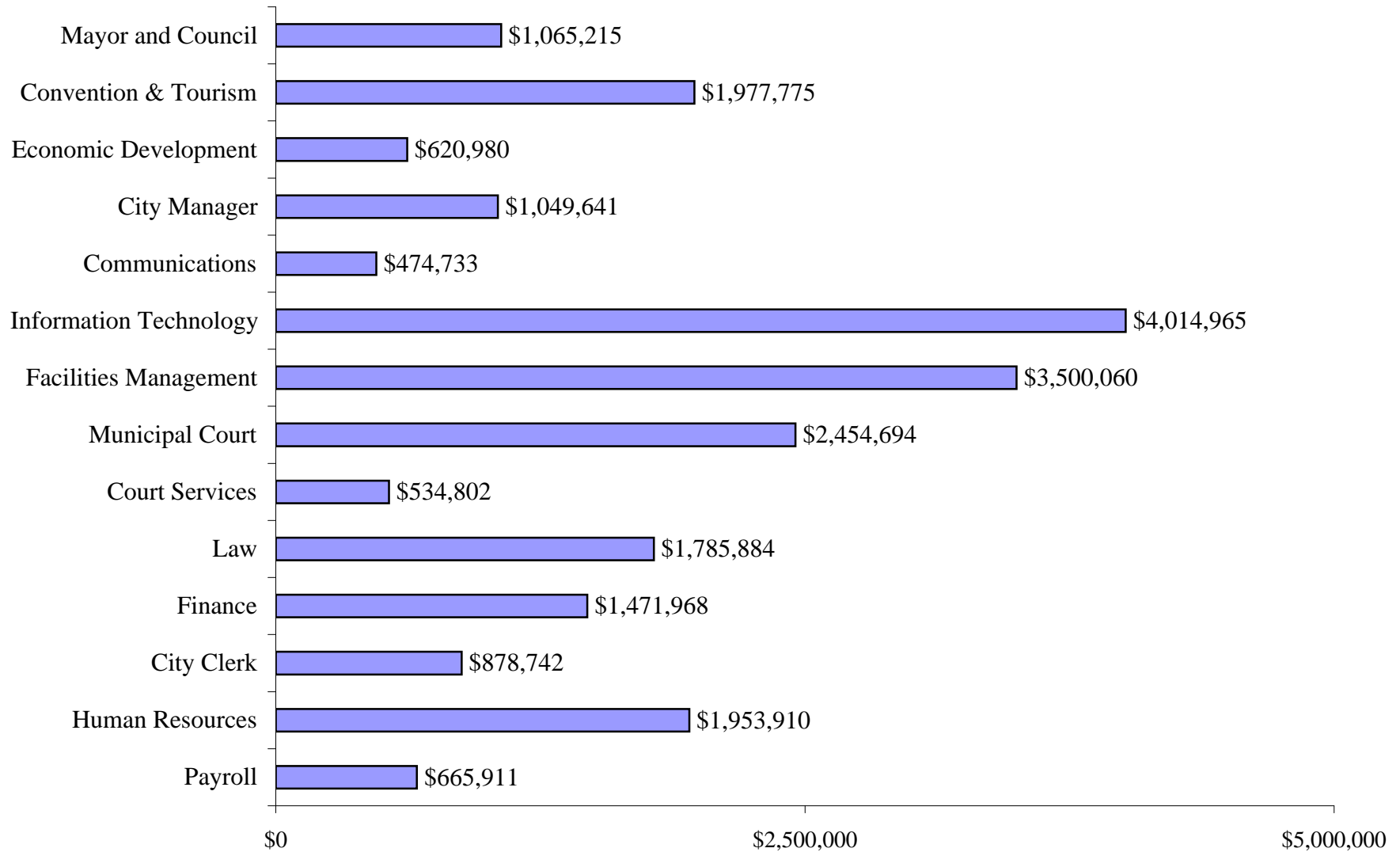


EXPENDITURE TYPE

Finance and Administration Goal Area

2009 OPERATING AND CONTRACTUAL EXPENDITURES

Finance & Administration Goal Area

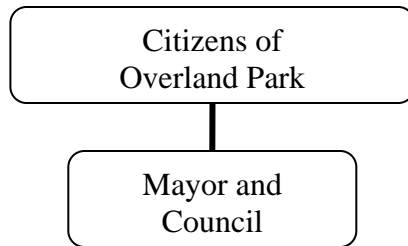


PROGRAM DESCRIPTION

The Governing Body consists of the Mayor and twelve councilmembers. The Mayor is elected at-large and serves a four-year term. Two councilmembers are elected from each of the City’s six wards and serve staggered four-year terms.

The Governing Body is responsible for providing direction to staff in policy determination, citizen participation and intergovernmental relations.

MAYOR AND COUNCIL - ORGANIZATIONAL CHART



MISSION STATEMENT

To effectively govern the City of Overland Park by:

- ❖ *Encouraging and expanding citizen participation in the community,*
- ❖ *Providing City staff with policy direction and*
- ❖ *Promoting cooperation and communication between the City and other government agencies.*

AGENCY LOCATOR

**Finance,
Administration and
Economic Development**
Mayor and Council
*Mayor and
Council ←*

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the Mayor and Council in 2009:

- *Encouraging and expanding citizen participation in the community:*
 - ◆ Promote substantive front-end citizen participation and input in policy decisions by scheduling public hearings on the formulation of the annual budget, Capital Improvements Program and federal grant applications.
 - ◆ Promote citizen participation by filling vacancies on City boards and commissions within thirty days of the expiration of terms and striving for geographical representation from various segments of the community.
 - ◆ Actively initiate communication regarding City policies, programs and services with residents, business owners and others. Respond promptly to requests and inquiries from citizens, businesses and organizations.

- *Providing City staff with policy direction:*
 - ◆ Provide City staff with direction for the provision of high quality services to the public by establishing and effectively implementing policies, goals and objectives.
 - ◆ Approve a 2010 Budget by August 2009 that provides the resources necessary to achieve City goals and objectives.
 - ◆ Approve a 2010-2014 Capital Improvements Program by March 2008 that provides the resources necessary to achieve the adopted goals and objectives of the City.

- *Promoting cooperation and communication between the City and other government agencies:*
 - ◆ Adopt a 2010 National and State Legislative Program by December 2009 that clearly identifies issues of concern to the City and possible legislative action to address these concerns.
 - ◆ Maintain membership and increase participation in the Mid-America Regional Council and other regional organizations. Support and encourage the development of regional approaches to address area-wide problems.
 - ◆ Maximize influence on legislative and financial issues through representation at various National League of Cities and League of Kansas Municipalities annual meetings.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Mayor and Council include:

- *Encouraging and expanding citizen participation in the community:*
 - ◆ Citizen Participation- Promoted citizen participation by filling vacancies on City boards and commissions

- *Providing City staff with policy direction:*
 - ◆ 2008 Budget – Approved a 2008 Budget by August 2007 that provided the resources necessary to achieve City goals and objectives.
 - ◆ 2009-2013 Capital Improvements Program – Approved a Capital Improvements Program by February 2008 that provided the resources necessary to achieve the adopted goals and objectives of the City.

- ◆ Economic Development – Provided policy direction and support to activities designed to expand and develop a comprehensive economic development program.
- ◆ Vision Metcalf – Approved the study and initiated an implementation to begin setting the successful conditions for implementation of the plan to revitalized and regenerate the Metcalf Corridor.
- *Promoting cooperation and communication between the City and other government agencies:*
 - ◆ 2008 National and State Legislative Program – Adopted a 2008 National and State Legislative Program in December 2007 that clearly identified issues of concern to the City and possible legislative action to address these concerns.
 - ◆ Convention and Visitors Bureau (CVB) – Appointed a Convention and Tourism Committee to review recommended programs and expenditures of the CVB. Provided support to CVB operations, focusing on the promotion and solicitation of conventions and tourism within the City.

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$210,957	\$192,500	\$193,040
Commodities	12,260	8,850	10,775
Contractual	293,142	338,773	226,400
Capital Outlay	0	0	0
Transfers/Others	0	0	0
TOTAL	<u><u>\$516,359</u></u>	<u><u>\$540,123</u></u>	<u><u>\$430,215</u></u>
Special Alcohol Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	625,905	635,000	635,000
Capital Outlay	0	0	0
Transfers/Others	2,000	1,459,215	1,542,286
TOTAL	<u><u>\$627,905</u></u>	<u><u>\$2,094,215</u></u>	<u><u>\$2,177,286</u></u>

PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Mayor	1	1	1
Council President	1	1	1
Councilmembers	11	11	11
Total Full-time Employees:	<u><u>13</u></u>	<u><u>13</u></u>	<u><u>13</u></u>
Part-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
None	0.00	0.00	0.00
Total Part-time Employees:	<u><u>0.00</u></u>	<u><u>0.00</u></u>	<u><u>0.00</u></u>
TOTAL FTEs	<u><u>13.00</u></u>	<u><u>13.00</u></u>	<u><u>13.00</u></u>

PROGRAM DESCRIPTION

Transient Guest Tax is a 9% tax on guests occupying a room in a hotel or motel located within the City. Prior to July 2007, the tax rate was 6%.

All transient guest tax revenues are receipted into the Transient Guest Tax Funds. This funding is used to finance Economic Development activities within the City, such as Operations, Maintenance and Debt Service relating to the City’s Convention Center, Soccer Complex and funding for the Overland Park Convention and Visitors Bureau.

EXPENDITURES:

Transient Guest Tax Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	51,769	0	0
Capital Outlay	0	0	0
Transfers/Others	11,293,576	14,215,000	8,999,000
TOTAL	<u>\$11,345,345</u>	<u>\$14,215,000</u>	<u>\$8,999,000</u>
TGT Capital Improvements Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	92,000	0
Capital Outlay	0	0	0
Transfers/Others	3,810,623	6,425,000	10,770,419
TOTAL	<u>\$3,810,623</u>	<u>\$6,517,000</u>	<u>\$10,770,419</u>
TGT Operating Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	1,844,132	2,042,150	1,977,775
Capital Outlay	0	0	0
Transfers/Others	0	850	225
TOTAL	<u>\$1,844,132</u>	<u>\$2,043,000</u>	<u>\$1,978,000</u>

PROGRAM DESCRIPTION

The City of Overland Park provides funding to promote economic development activities by contracting with the Overland Park Economic Development Council and the Downtown Overland Park Partnership.

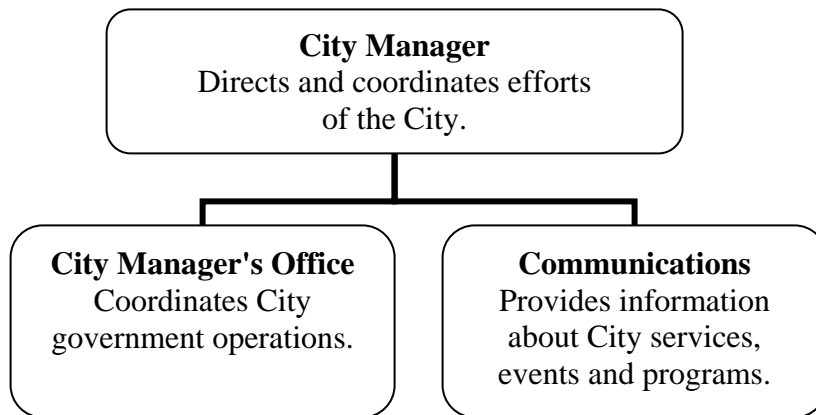
EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	553,021	621,000	620,980
Capital Outlay	0	0	0
Transfers/Others	0	0	0
TOTAL	<u><u>\$553,021</u></u>	<u><u>\$621,000</u></u>	<u><u>\$620,980</u></u>

PROGRAM DESCRIPTION

The City Manager's Office is the administrative branch of the City that manages the City's day-to-day operations and implements policies set by the Governing Body. The City Manager's Office is responsible for the general management of Citywide goals, objectives and policies established by the Governing Body, as they are implemented into the City's daily operations.

CITY MANAGER'S OFFICE - ORGANIZATIONAL CHART



MISSION STATEMENT

To administer, implement and ensure the delivery of customer-focused services to citizens, businesses, institutions, visitors and employees by:

- ❖ *Coordinating and managing City government operations.*

AGENCY LOCATOR

Finance, Administration and Economic Development
 City Manager's Office
 City Manager's Office ←
 Communications

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the City Manager's Office in 2009:

- *Coordinating and managing City government operations:*
 - ◆ Administer and implement the policies set forth by the Governing Body.
 - ◆ Prepare and present the 2010 Operating Budget and 2010-2014 Capital Improvements Program.
 - ◆ Coordinate and manage Citywide government operations.
 - ◆ Coordinate the development of the State and National Legislative Programs.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the City Manager's Office include:

- *Coordinating and managing City government operations:*
 - ◆ Leading Change – Continue to lead organizational efforts to rethink and redesign processes to achieve improvements in measures of performance such as cost, quality, service and speed, as well as to enhance current community service levels and safeguard the long-term financial health of the City.
 - ◆ Performance Measurement System – The City continues to utilize a Citywide performance measurement system as part of our management system. This information is used to gauge the organization's efficiency and responsiveness, improve performance and determine our effectiveness in meeting annual and long-term goals and objectives. During 2007 the City joined the ICMA Performance Measurement Consortium which will provide benchmarking information related to the City's performance.
 - ◆ Hotel and Convention Center – Coordinated operations of the Sheraton Hotel and Overland Park Convention Center.
 - ◆ 2009 Operating Budget and Capital Improvements Plan – Prepared and presented the City's 2009 Operating Budget and 2009-2013 Capital Improvements Program to maximize the decision-making ability of the Governing Body. Submitted a recommended budget that provides a balanced program of services, based on current financial limits, and sets forth financial strategies and plans for the future.
 - ◆ National Legislative Program – Coordinated the development of a National Legislative Program for Governing Body consideration and approval. Coordinated legislative activities and worked to influence legislation affecting the City during the 2007 federal legislative session.
 - ◆ State Legislative Program – Coordinated the formulation of a State Legislative Program for Governing Body consideration and approval. Coordinated legislative activities and worked to influence legislation affecting the City during the 2008 state legislative session.
 - ◆ Customer Service Initiatives – Continued to lead the City in efforts to improve customer service. Based on the third comparable Citywide citizen survey since 2001, satisfaction with city services increased. During 2008 and in cooperation with the Information Technology staff, a Customer Response/Service management system was developed to improve tracking of a response to on-calls for service by citizens of the City.

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$784,748	\$869,315	\$916,886
Commodities	20,541	15,900	12,000
Contractual	522,988	147,880	120,755
Capital Outlay	1,191	2,750	0
Transfers/Others	0	0	0
TOTAL	<u>\$1,329,468</u>	<u>\$1,035,845</u>	<u>\$1,049,641</u>

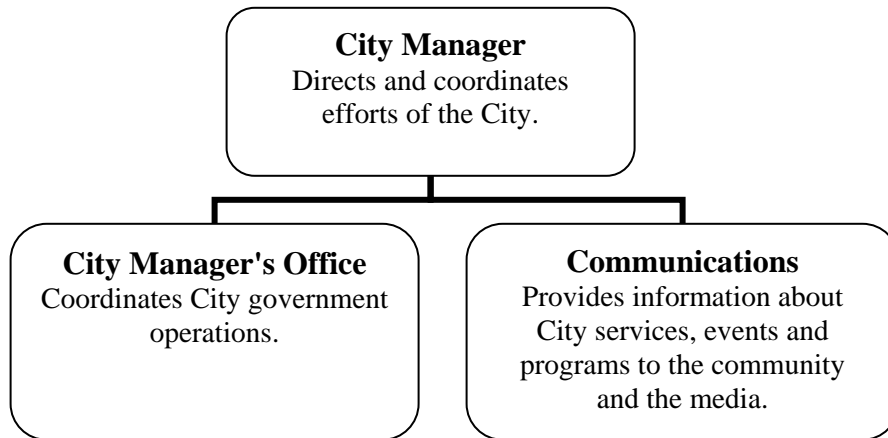
PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
City Manager	1	1	1
Deputy City Manager	1	1	1
Assistant City Manager	2	2	1
Assistant to the City Manager	0	0	1
Executive Assistant	2	2	2
Total Full-time Employees:	<u>6</u>	<u>6</u>	<u>6</u>
Part-Time			
Administrative Intern	0.48	0.48	0.41
Total Part-time Employees:	<u>0.48</u>	<u>0.48</u>	<u>0.41</u>

PROGRAM DESCRIPTION

The Communications Division of the City Manager’s Office is responsible for disseminating information to Overland Park citizens and the media about City services, events, and programs.

CITY MANAGER'S OFFICE - ORGANIZATIONAL CHART



MISSION STATEMENT

To communicate and provide information about City services, events and programs that highlight the image and quality of life in Overland Park by:

- ❖ *Providing community and media relations,*
- ❖ *Providing print and web-based information and*
- ❖ *Providing reception, switchboard and mail services.*

AGENCY LOCATOR

**Finance,
Administration and
Economic Development**
City Manager’s
Office
*City Manager’s
Office
Communications* ←

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the Communications Division in 2009:

- *Provide community and media relations:*
 - ◆ To communicate and provide information about City services, events and programs that highlight the image and quality of life in Overland Park for 2009 through the use of the City's web site, email newsletter, the Overview (newsletter mailed to all City residents), press releases, and other opportunities as they arise.
 - ◆ Communications Manager serves as the President-elect of a national organization: City, County Communications and Marketing Association (3CMA). Term begins in October 2008.

- *Provide print and web-based information:*
 - ◆ Continue to offer more e-services on the City's web site including limited use of video clips to market programs and news.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Communications Division include:

- *Provide community and media relations:*
 - ◆ Communications manager served as chair and worked with 3CMA to coordinate and conduct a national fall conference in 2007 in Kansas City, Mo, with more than 400 attending the 4 day conference.
 - ◆ Worked with elected officials from Overland Park and its sister city, Bietigheim-Bissingen, Germany to coordinate the City's official visit to Bietigheim-Bissingen, Germany.
 - ◆ Worked with City Manager's staff on public relations aspect of strategic visioning "Vision Metcalf" project.
 - ◆ Worked with staff members from the Economic Development Council, Overland Park Convention Center, and Overland Park Visitors Bureau on a branding campaign and coordinated with a consultant on the project.
 - ◆ The Communications Manager coordinated, led, and worked with the Police Department in June on national and local media coverage regarding a criminal case.
 - ◆ Worked with Information Technology Department on redesign of the City's website. Design work began in early 2008.

- *Provide print and Web-based information:*
 - ◆ Over 2.7 million visits were made to the City's Web site, www.opkansas.org, in 2007.
 - ◆ Overview, the residents' newsletter, is rated as the top primary source of information about City issues, services, and events for residents.
 - ◆ Several e-newsletters are available via opkansas.org. The number of subscribers for each newsletter is as follows: City Council Summary Action Sheet, 780; Planning Commission Agenda, 500; City Source, 1,192; Job Opportunities, 2,583; Orange Barrel Report, 733; Overview, the Residents' Newsletter, 1,188; and press releases, 1,490.
 - ◆ Sent out 142 news releases in 2007. 87 were either published or resulted in a broadcast from TV or radio.

PERFORMANCE INDICATORS

<u>Measure</u>	<u>2007 Actual</u>	<u>2008 Projected</u>	<u>2009 Target</u>
EFFECTIVENESS MEASURES			
Percent of residents rating the effectiveness of communication from the city as good or very good:	N/A	N/A	70%
Percent of residents rating city's efforts to keep residents informed as good or very good:	N/A	N/A	55%
Percent of residents rating the quality of life in Overland Park as good or very good:	N/A	N/A	91%
WORKLOAD MEASURES			
Number of visits to web site:	2,794,818	3,000,000	3,100,000
Number of copies of Overview distributed per issue:	291,325	292,000	293,000
Number of copies of City Source distributed per issue:			
·Print	12,700	12,500	12,000
·Via Web	55,371	58,000	60,000
Number of Media contacts per month:	600	50	55

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$273,581	\$277,541	\$285,628
Commodities	71,687	86,350	86,750
Contractual	141,002	102,803	102,355
Capital Outlay	15,311	4,750	0
Transfers/Others	0	0	0
TOTAL	<u>\$501,581</u>	<u>\$471,444</u>	<u>\$474,733</u>

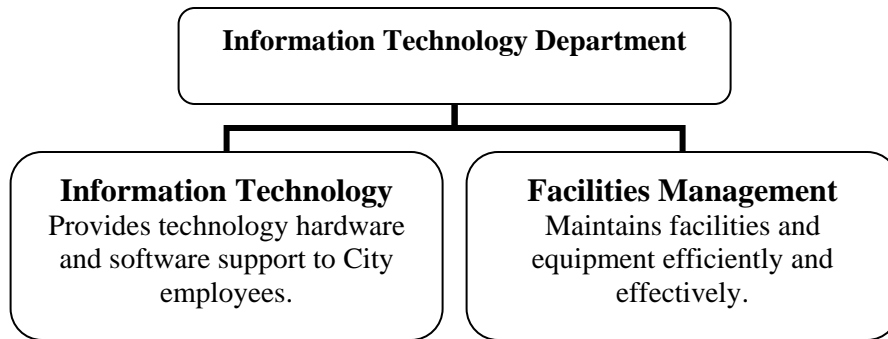
PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Manager, Communications	1	1	1
Communications Assistant	1	1	1
Switchboard Operator/Receptionist	1	1	1
Total Full-time Employees:	<u>3</u>	<u>3</u>	<u>3</u>
Part-Time			
Switchboard Operator/Receptionist	1.26	1.23	1.00
Total Part-time Employees:	<u>1.26</u>	<u>1.23</u>	<u>1.00</u>
TOTAL FTEs	<u>4.26</u>	<u>4.23</u>	<u>4.00</u>

PROGRAM DESCRIPTION

The Information Technology Department provides City employees with the services needed to meet technical needs.

INFORMATION TECHNOLOGY DEPARTMENT - ORGANIZATIONAL CHART



MISSION STATEMENT

To provide high-quality technology to City employees to enhance their ability to serve citizens by:

- ❖ *Providing and maintaining hardware, software and network services,*
- ❖ *Performing backups,*
- ❖ *Replacing equipment as appropriate and*
- ❖ *Maintaining phones, cell phones and pagers.*

AGENCY LOCATOR

Finance, Administration and Economic Development
 Information Technology
Information Technology ←
Facilities Management & Operations

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the Information Technology Department in 2009:

- *Provide and maintain hardware, software and network services:*
 - ◆ The Information Technology Department implemented a Project Portfolio Management system in 2007 for 2008 projects. The Project Portfolio Management system is a ranking of projects submitted to the Information Technology Department by the Executive Leadership Team. Projects for 2009 will not be ranked until June of 2008. It will be this ranking that will drive the 2009 IT Program Goals.

Listed below are 2008 projects that will not be completed until 2009:

- Web site redesign: This is a joint project between the Information Technology Department and the City Manager Department.
 - ERP Study outcomes: In 2008 a study of the financial application (JDEdwards) and the Human Resource application (PeopleSoft) will be completed. The results of this study could result in upgrading these two packages or converting one to the other or going to a completely new joint application.
 - Wireless Hot Spot at new Soccer Park: This project will require Information Technology to determine all equipment requirements and oversee installation of equipment and internet services at the new soccer park.
 - Create a method for uploading PD Training data into PeopleSoft
 - Implement PeopleSoft eManager Desktop
 - GeoRAID implementation for the SAN: This project will create two data centers with the City's data stored in both places, which will allow for quicker data recovery in the event of a disaster.
- *Replacing equipment as appropriate:*
 - ◆ Equipment Replacement
 - Replace identified desktop personnel computers and notebooks for City departments.
 - Replace mobile data computers in police vehicles according to a three-year replacement cycle.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Information Technology Department include:

- *Provide and maintain hardware, software and network services:*
 - ◆ The Information Technology Department implemented a Project Portfolio Management system in 2007 for 2008 projects. The Project Portfolio Management system is a ranking of projects submitted to the Information Technology Department by the Executive Leadership Team, which facilitates staffing and resource allocation based on project prioritization.
 - ◆ Network
 - Continue upgrading wireless access points
 - Continue to convert physical servers to virtual servers using VMWare.
 - Continue to enhance the disaster recovery capabilities.
 - Install NAC appliance to verify that equipment attached to the network is approved and cannot introduce hackers and virus to network

- ◆ Maintenance
 - Provided hardware and software maintenance for all installed IT equipment for all City departments.
 - Maintained network hardware and software, including communication lines and fiber optic cable.
 - Maintained City’s computer applications for all City departments.
- ◆ Application Support
 - Police, Intergraph; HR, PeopleSoft; Leisure Services, Class; Planning & Dev Services, Tidemark; Fire, FireHouse & Locution; Finance, Budget & Admin; JDE PeopleSoft; Citywide, Document Imaging, Court, Justice Systems
 - Contracted with GFOA to provide an ERP study.
 - Implement On-line benefits, leave requests and PAR using PeopleSoft HR application.
 - Implement E-ticketing for the Police Department and interface with the Court system.
- ◆ Council Relations and Support
 - Supported the technological needs of Council Members as they related to City business.
 - Continue to attend all meetings to provide technical support.
- ◆ Intranet/Internet
 - Designed and implemented a Customer Request System.
 - Issue Request for Proposal for redesign of OPKANSAS website.
- *Replacing equipment as appropriate:*
 - ◆ Equipment Replacement
 - In 2008, replaced approximately 80 personnel computers and 100 notebook computers.
 - In 2008, upgrade additional closet switches.

PERFORMANCE INDICATORS

Measure	2007 Actual	2008 Projected	2009 Target
EFFECTIVENESS MEASURES			
System availability, based on uptime of servers/network switches:	99.95%	99.9%	99.9%
Percent of employees rating the following as good or very good:			
·PC	92%	95%	95%
·City’s intranet system	97%	99%	99%
·Printers	91%	92%	92%
·Telephones	96%	97%	97%
·Voice mail system	96%	97%	97%
·Cell Phones	91%	90%	90%
·Pagers	93%	95%	95%
·Help Desk	97%	98%	98%
WORKLOAD MEASURES			
Number of PCs supported:	1,151	1,119	1,200
Number of help desk calls:	17,295	18,000	18,000
Number of new PCs installed/replaced:	142	100	100
Number of new Printers installed/replaced:	46	25	25

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$2,595,542	\$2,787,015	\$2,867,870
Commodities	23,854	32,250	32,250
Contractual	725,838	646,995	646,995
Capital Outlay	572,242	299,750	467,850
Transfers/Others	0	0	0
TOTAL	<u>\$3,917,476</u>	<u>\$3,766,010</u>	<u>\$4,014,965</u>

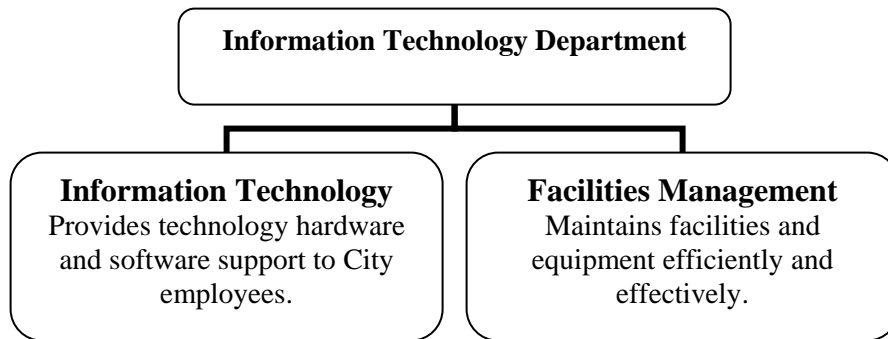
PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Information Technology Director	1	1	1
Asst. Director, Information Technology	1	1	1
Mgr., Applications & Development	1	1	1
Mgr., Technical Operations	1	1	1
Network Administrator	2	4	4
Senior Systems Analyst	2	0	0
Senior Programmer/Analyst	8	7	7
Programmer/Analyst	0	1	0
Associate PC Support Specialist	1	1	2
Senior Network Support Technician	1	1	1
Senior PC Support Specialist	3	3	2
Senior Help Desk Support Specialist	2	2	2
Programmer/Analyst	0	1	2
Project Manager	1	1	1
Total Full-time Employees:	<u>24</u>	<u>25</u>	<u>25</u>
Part-Time			
Programmer/Analyst, Senior	1.35	0.85	0.85
Administrative Assistant	0.50	0.50	0.50
Total Part-time Employees:	<u>1.85</u>	<u>1.35</u>	<u>1.35</u>
TOTAL FTEs	<u>25.85</u>	<u>26.35</u>	<u>26.35</u>

PROGRAM DESCRIPTION

The Facilities Management Division staff maintains the physical environment in which facility occupants work and conduct business with citizens and customers.

INFORMATION TECHNOLOGY DEPARTMENT - ORGANIZATIONAL CHART



MISSION STATEMENT

To provide a positive physical environment that is conducive to the efficient conduct of City business by:

- ❖ *Effectively maintaining facilities while minimizing operating costs.*

AGENCY LOCATOR

**Finance,
Administration and
Economic Development**
 Information
 Technology
*Information
 Technology
 Facilities
 Management &
 Operations* ←

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the Facilities Management Division in 2009:

- *Effectively maintain facilities and equipment while minimizing operating costs:*
 - ◆ Continue to monitor, evaluate, and upgrade systems to improve the energy efficiency of City facilities and equipment.
 - ◆ Work with Convention Center staff to ensure the proper care and operation of the Convention Center equipment and facilities.
 - ◆ Work with Sheraton Hotel staff to ensure the proper care and operation of the Hotel facilities.
 - ◆ Replace HVAC system Fire Station 2.
 - ◆ Establish air quality benchmarks at City Facilities.
 - ◆ Remodel existing areas as requested by City departments.
 - ◆ Replace carpet and tile flooring at several City facilities.
 - ◆ Replace roof system at Fire Station 2.
 - ◆ Replace the roof system Myron E. Scafe Building.
 - ◆ Replace overhead door systems at multiple city facilities.
 - ◆ Replace domestic hot water system Tomahawk Ridge Building .
 - ◆ Remodel kitchen at Fire Station 3.
 - ◆ Work with other City departments to promote teamwork and to increase productivity of City staff.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Facilities Management Division include:

- *Effectively maintain facilities and equipment while minimizing operating costs:*
 - ◆ Completed the remodel of office space to house the Probation Division.
 - ◆ Installed wireless sound system in W. Jack Sanders Justice Center Training Rooms.
 - ◆ Retrofit Fire Training Center upper level and Fire Station 4 with energy efficient lighting.
 - ◆ Coordinated construction of screen wall systems at Fire Station 1, Fire Station 2, and Fire Training Center.
 - ◆ Replaced overhead garage doors at Fire Station 4.
 - ◆ Replaced staircase in fire training tower at the Fire Training Center.
 - ◆ Upgraded closed-circuit TV system at Scafe Building and Sanders Justice Center to digital systems.
 - ◆ Coordinated and installed carpet and tile flooring at several City facilities.
 - ◆ Replaced HVAC units at Scafe Building.
 - ◆ Replaced the roof system City Hall.
 - ◆ Replaced carpet and refinished all wood surfaces in Sanders Justice Center courtrooms A & B.
 - ◆ Completed remodel projects in Planning & Development, Public Works-City Hall and Fire Station 4 kitchen.
 - ◆ Installed security card access system at Technical Classroom Building at Fire Training Center.

PERFORMANCE INDICATORS

<u>Measure</u>	<u>2007 Actual</u>	<u>2008 Projected</u>	<u>2009 Target</u>
EFFECTIVENESS MEASURES			
Percent of respondents rating the overall condition of the building and common areas as good or excellent:	82%	90%	95%
WORKLOAD MEASURES			
Number of square feet maintained:	462,200	462,000	462,000
Hours of preventative maintenance:	3,392	3,700	3,800
Hours of emergency repairs:	2,207	2,100	2,200
Hours of planned maintenance:	11,622	12,800	13,700

EXPENDITURES:

<u>General Fund</u>	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$841,700	\$950,100	\$971,617
Commodities	407,662	478,125	450,373
Contractual	1,961,032	2,030,193	2,037,945
Capital Outlay	242,961	173,500	40,125
Transfers/Others	0	0	0
TOTAL	<u>\$3,453,355</u>	<u>\$3,631,918</u>	<u>\$3,500,060</u>

PERSONNEL (full-time equivalent):

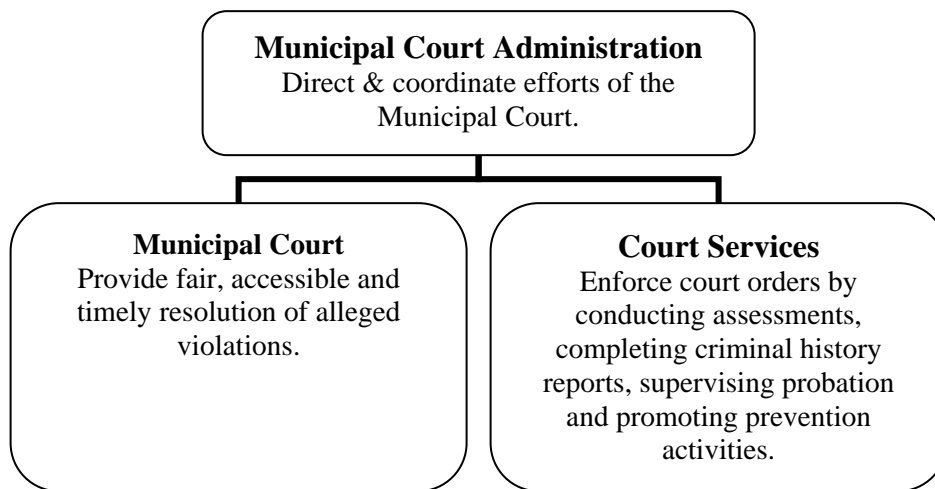
<u>Full-Time</u>	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Manager, Facilities Management	1	1	1
Supervisor, Facilities Management	2	2	2
Facilities Management Technician	1	1	1
Building Maintenance Worker II	3	4	4
Building Maintenance Worker I	4	3	3
Building Attendant	0	1	1
Total Full-time Employees:	<u>11</u>	<u>12</u>	<u>12</u>
Part-Time			
Total Part-time Employees:	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
TOTAL FTEs	<u>11.00</u>	<u>12.00</u>	<u>12.00</u>

PROGRAM DESCRIPTION

The Municipal Court is the judicial branch of the City. Traffic violations and violations of Overland Park City ordinances are handled in this court.

In the Municipal Court there are no jury trials. A judge under the Code of Criminal Procedure, the Code of Municipal Courts, the Kansas Rules of Evidence, and the Overland Park Municipal Code conducts all trials.

MUNICIPAL COURT - ORGANIZATIONAL CHART



MISSION STATEMENT

To provide fair, accessible and timely resolution of alleged violations in the Overland Park Municipal Court by:

- ❖ *Providing access to justice in an expeditious and timely manner,*
- ❖ *Ensuring equality, fairness and integrity,*
- ❖ *Ensuring court facilities are safe, accessible and convenient to use and*
- ❖ *Instilling public trust and confidence.*

AGENCY LOCATOR

Finance, Administration and Economic Development

Municipal Court
Municipal Court ←
Court Services

2009 PROGRAM GOALS

The City of Overland Park’s work plan contains several items that will direct the efforts of the Municipal Court in 2009:

- *Court facilities are safe, accessible and convenient to use:*
 - ◆ Review current procedures for providing interpreters to defendants; examine alternative approaches.
 - ◆ Implement public address system in courtroom A to ensure audibility of proceedings.

- *Providing access to justice in an expeditious and timely manner:*
 - ◆ Transition to electronic ticketing.
 - ◆ Review “time to disposition” for traffic cases.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Municipal Court include:

- *Providing access to justice in an expeditious and timely manner:*
 - ◆ Began transition to electronic ticketing, to be completed in 2009.

- *Court facilities are safe, accessible and convenient to use:*
 - ◆ Successfully implemented weapon screening program.

PERFORMANCE INDICATORS

<u>Measure</u>	<u>2007 Actual</u>	<u>2008 Projected</u>	<u>2009 Target</u>
EFFECTIVENESS MEASURES			
Percent of survey respondents reporting they were treated with courtesy, respect and concern by:			
·Court Clerk	98%	99%	100%
·Municipal Judge	95%	96%	100%
Percent of cases dismissed due to constitutional speedy trial rules:	0%	0%	0%
WORKLOAD MEASURES			
Number of cases filed:	40,520	42,000	46,500
Number of cases closed:	31,048	32,500	37,500
Clearance rate:	77%	80%	80%
Total revenues collected:	\$4,523,928	\$4,950,000	\$4,900,000

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$1,462,238	\$1,599,464	\$1,660,372
Commodities	63,839	87,765	85,732
Contractual	662,000	706,557	708,590
Capital Outlay	51,764	9,500	0
Transfers/Others	0	0	0
TOTAL	<u>\$2,239,841</u>	<u>\$2,403,286</u>	<u>\$2,454,694</u>

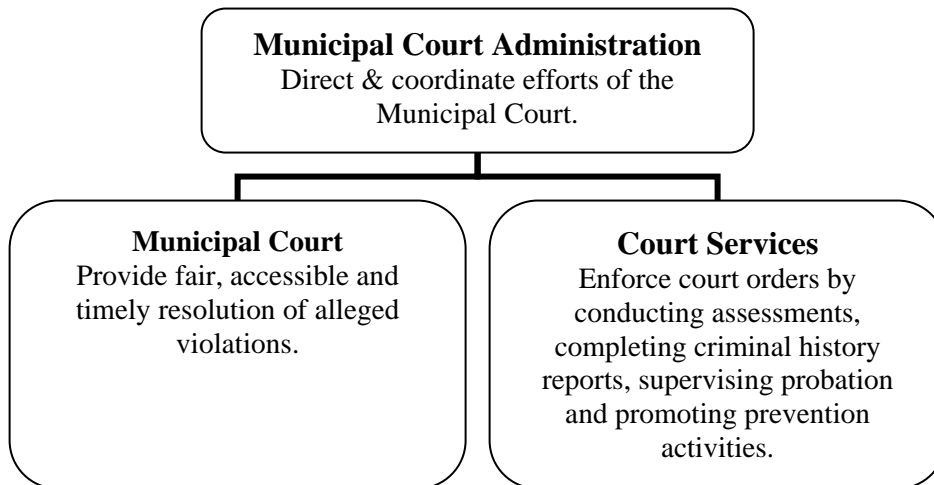
PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Presiding Judge	1	1	1
Municipal Court Judge	1	1	1
Court Administrator	1	1	1
Court Clerk, Deputy	1	1	1
Court Security Officer	4	3	3
Court Security Supervisor	0	1	1
Court Clerk, Senior	3	3	3
Court Clerk	10	10	10
Total Full-time Employees:	<u>21</u>	<u>21</u>	<u>21</u>
Part-Time			
Court Security Officer	0.58	0.58	0.58
Judge Pro Tem	0.17	0.17	0.26
Court Clerk	0.58	0.58	0.48
Total Part-time Employees:	<u>1.33</u>	<u>1.33</u>	<u>1.32</u>
TOTAL FTEs	<u>22.33</u>	<u>22.33</u>	<u>22.32</u>

PROGRAM DESCRIPTION

The Court Services Division of the Municipal Court provides service in four basic areas: Pre-Sentence Investigations and Drug Alcohol Evaluations, Monitoring and Supervision, Education Programs, and Community Outreach.

MUNICIPAL COURT - ORGANIZATIONAL CHART



MISSION STATEMENT

To enforce court orders by:

- ❖ *Conducting assessments,*
- ❖ *Completing criminal history reports,*
- ❖ *Supervising probation and*
- ❖ *Promoting prevention activities within the community.*

AGENCY LOCATOR

Finance, Administration and Economic Development
Municipal Court
Municipal Court
Court Services ←

2009 PROGRAM GOALS

The City of Overland Park’s work plan contains several items that will direct the efforts of the Court Services Division in 2009:

- *Conducting Assessments:*
 - ◆ Review metropolitan area urinalysis testing facilities to ensure high quality service delivery.
 - ◆ Review alternative drug and alcohol testing methods.

- *Supervising Probation:*
 - ◆ Effectively transition physical facility of Court Services offices to new space.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Court Services Division include:

- *Conducting assessments, completing criminal history reports and supervising probation:*
 - ◆ Determined recidivism rates increased by 5% in 2007. This number includes new charges on theft cases which carry a higher average rate. Future recidivism studies will isolate charges for a more accurate trend report.
 - ◆ Maintained structured monthly contact with 93% of persons on diversion and probation.
 - ◆ Completed 917 drug and alcohol evaluations.

- *Promoting prevention activities within the community:*
 - ◆ Completed transitioning responsibility for the “Wrong of Passage” program to the STOP Underage Drinking and Johnson County Regional Prevention Center organizations.

PERFORMANCE INDICATORS

<u>Measure</u>	<u>2007 Actual</u>	<u>2008 Projected</u>	<u>2009 Target</u>
EFFECTIVENESS MEASURES			
Percent of diversion/probation program participants that are involved with the court system again within two years:	30%	25%	25%
WORKLOAD MEASURES			
Number of assessments conducted:	917	950	1,000
Number of people monitored on diversion or probation:	1,407	1,600	1,600

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$480,503	\$510,812	\$533,292
Commodities	109	0	0
Contractual	6,344	0	1,510
Capital Outlay	0	1,750	0
Transfers/Others	0	0	0
TOTAL	<u>\$486,956</u>	<u>\$512,562</u>	<u>\$534,802</u>

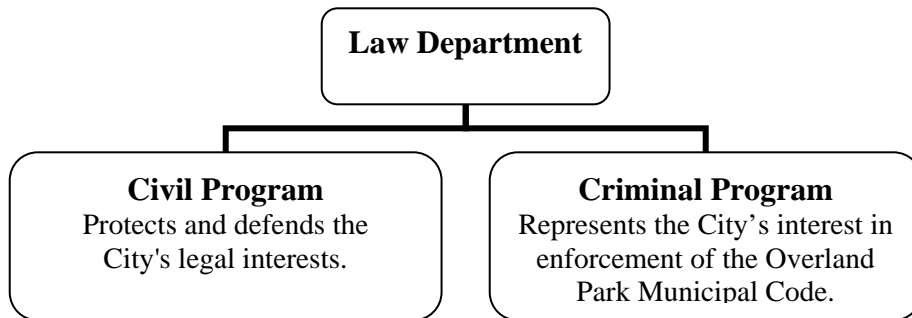
PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Court Services Supervisor	1	1	1
Substance Abuse Specialist	1	1	1
Court Security Officer	1	1	1
Probation Officer	3	3	3
Court Clerk	1	1	1
Total Full-time Employees:	<u>7</u>	<u>7</u>	<u>7</u>
Part-Time			
None			
Total Part-time Employees:	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
TOTAL FTEs	<u>7.00</u>	<u>7.00</u>	<u>7.00</u>

PROGRAM DESCRIPTION

The Law Department provides legal advice and counsel to the Governing Body, City Manager, City departments and City boards and commissions; attends all City Council Meetings and meetings of various committees, boards and commissions; drafts ordinances, resolutions, contracts, deeds, leases, advisory opinions and other legal instruments; and processes claims against the City and its officers and employees before state and federal judicial and administrative agencies in civil litigation proceedings.

LAW DEPARTMENT - ORGANIZATIONAL CHART



MISSION STATEMENT

To protect and defend the City's legal interests and to represent the City's interest in enforcement of the Overland Park Municipal Code by:

- ❖ *Preparation of appropriate legislative documents, contracts and opinions, and representation of the City in civil litigation,*
- ❖ *Provide legal expertise and assist in the development of policy and*
- ❖ *Prosecuting violations of the Municipal Code and managing the diversion and victim assistance programs.*

AGENCY LOCATOR

Finance, Administration and Economic Development
 Law
 Law ←

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the Law Department in 2009:

- *Preparation of appropriate legislative documents, contracts and opinions and representation of the City in civil litigation:*
 - ◆ Legal opinion service - Provide prompt legal opinion service to Council and City staff.
 - ◆ Legislative support service - Monitor all proposed state and federal legislation impacting municipalities.
 - ◆ Preparation of ordinance and administrative policies.
 - ◆ Provide legal assistance service and civil litigation support service.
- *Prosecuting violations of the Municipal Code and managing the diversion and victim assistance programs:*
 - ◆ Effectively and efficiently prosecute cases.
 - ◆ Effectively and efficiently manage criminal cases, to include diversion, probation, victim assistance and other related functions of the criminal justice system.
 - ◆ Assist the Police Department, code enforcement officers and other City staff in preparing cases for prosecution in the Municipal Court.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Law Department include:

- *Preparation of legislative documents, contracts and opinion and representation of the City in civil litigation:*
 - ◆ Represented the City in open records matters.
 - ◆ Provided legal support regarding claims filed against the City.
 - ◆ Provided legal support concerning personnel, pension and other human resources related matters.
 - ◆ Provided written and oral testimony to support the City's legislative program.
 - ◆ Provided legal advice to the Police Department concerning public protests, homeland security and emergency operations.
 - ◆ Provided legal advice concerning land use matters, public infrastructure projects, City related procurement matters and franchising issues.
 - ◆ Assisted in the development of ordinances and resolutions.
 - ◆ Provided legal support for public meetings.
- *Provide legal expertise and assist in the development of policy:*
 - ◆ Provided policy training for staff concerning City policies, including equal opportunity, anti-harassment, alcohol/drug use, commercial drivers' license standards and constitutional issues.
 - ◆ Generated a bi-monthly Overland Park Police Department legal bulletin to keep commissioned officers abreast of changes in the law.
- *Prosecuting violations of the Municipal Code and managing the diversion and victim assistance programs:*
 - ◆ Of the approximately 40,520 new cases filed in the Municipal Court during 2007, Law Department prosecutors processed 802 DUI cases and 39,718 non-DUI cases, including cases involving illegal drugs, substance abuse, thefts, violations of property maintenance and building codes and traffic offenses. The Prosecution Division also handled appeals to the District Court and administration of approximately 521 cases through the Department's Victim Assistance Program.

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$1,312,367	\$1,451,894	\$1,587,724
Commodities	20,189	28,165	28,100
Contractual	265,962	170,013	170,060
Capital Outlay	48	3,750	0
Transfers/Others	0	0	0
TOTAL	<u>\$1,598,566</u>	<u>\$1,653,822</u>	<u>\$1,785,884</u>

PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Director, Law/City Attorney	1	1	1
Deputy City Attorney	0	1	1
Assistant City Attorney, Sr.	3	2	3
Administrative Prosecutor	1	1	1
Prosecutor	2	3	3
Executive Legal Assistant	2	2	2
Legal Secretary	2	2	2
Administrative Clerk, Sr.	1	0	0
Administrative Clerk	0	1	1
Total Full-time Employees:	<u>12</u>	<u>13</u>	<u>14</u>
Part-Time			
Contract Attorney	0.48	0.48	0.00
Contract Prosecutor	0.50	0.00	0.00
Contract Victim Asst. Coordinator	0.50	0.50	0.50
Total Part-time Employees:	<u>1.48</u>	<u>0.98</u>	<u>0.50</u>
TOTAL FTEs	<u>13.48</u>	<u>13.98</u>	<u>14.50</u>

PROGRAM DESCRIPTION

The Finance Department administers the City's financial planning and budgeting systems. This information assists the City Council in making policy decisions about public funds and providing services in the most efficient and effective manner possible.

The Department is also responsible for safekeeping of funds, payment of City bills, and maintaining all financial records.

Overland Park has a long-standing record of fiscal responsibility based upon sound financial planning and budgeting. These factors have helped the City earn a triple-A bond rating from Standard and Poor's and Moody's Investors Service every year since 1987.

FINANCE DEPARTMENT

Financial Management
Promotes the efficient and effective use of the City's financial resources and maintains the financial health of the City.

MISSION STATEMENT

To promote the efficient and effective use of the City's financial resources and maintain the financial health of the City by:

- ❖ *Developing, implementing and monitoring annual operating and capital improvements program budgets through the use of proper financial accounting, analysis and reporting,*
- ❖ *Planning and evaluating the City's financial position through the use of a five-year financial plan,*
- ❖ *Directing the cash management of City funds and*
- ❖ *Providing financial direction to City departments.*

AGENCY LOCATOR

Finance and, Administration
*Finance Department ←
City Clerk*

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the Finance Department in 2009:

- *Providing Financial support and direction to City departments:*
 - ◆ Provide quarterly training of City employees on the City's financial management software.
 - ◆ Review the financial reporting information requirements of all City departments and improve on the reporting capabilities of E1 to all City departments.
 - ◆ Develop, implement, and monitor financial procedures for the City's Transportation Development Districts and Tax Increment Financing Districts.
 - ◆ Issue a Request for Proposal (RFP) for a collection agency to assist the Finance Department in the collection of debts owed by individuals or businesses to the City.
- *Developing, implementing and monitoring annual operating and capital improvements program budgets through the use of proper financial accounting, analysis and reporting:*
 - ◆ Upgrade the City's financial management software.
 - ◆ Earn the GFOA Certificate of Excellence for Financial Reporting for the 2008 financial statements and the GFOA Award for the 2009 Budget.
 - ◆ Monitor 2009 Budget, develop 2010 Budget, and create 2011-2015 CIP forecast.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Finance Department include:

- *Providing Financial support and direction to City departments:*
 - ◆ Trained City employees on the City's financial management software.
 - ◆ Imaged Accounts Payable invoices to provide improved and easy access of paid invoices by the Finance Department and outside departments.
 - ◆ Reviewed and updated all Finance Department related administrative policies.
- *Developing, implementing and monitoring annual operating and capital improvements program budgets through the use of proper financial accounting, analysis and reporting:*
 - ◆ Received the GFOA Certificate of Achievement for the 2006 and 2007 Financial Statements and GFOA Award for the 2008 Operating Budget document.
 - ◆ Coordinated development of the 2008 and 2009 Budgets and 2009-2013 five year Financial Plan and Capital Improvements Program.
 - ◆ Issued a RFP for the annual audit of the City's Comprehensive Annual Financial Report.
 - ◆ Prepared the Financial and Economic Trend Report and Cost Recovery Study.
- *Directing the cash management of City funds:*
 - ◆ Updated the City's investment policy.
 - ◆ Issued a RFP for the City's banking depository and credit card services.
- *Planning and evaluating the City's financial position through the use of a five-year financial plan:*
 - ◆ Implemented a new software program for the five year financial plan that provides easier maintenance, reporting and scenario capabilities.

PERFORMANCE INDICATORS

<u>Measure</u>	<u>2007 Actual</u>	<u>2008 Projected</u>	<u>2009 Target</u>
EFFECTIVENESS MEASURES			
Percent variance between budgeted and actual:			
·General fund revenues	99%	100%	100%
·Expenditures	96%	95%	95%
Accuracy rate in forecasting annual city revenue estimates:			
·Sales tax	92%	100%	100%
·All other non-sales tax revenues	106%	100%	100%
Percent of available funds invested:	95%	94%	94%
Investment interest rate earned as a % of:			
· 6 month T bill rate	100%	94%	100%
· Kansas Municipal Investment Pool Benchmark Rate	125%	100%	100%
Percent of vendors paid within 30 days from date of invoice:	50%	70%	70%
EFFICIENCY/WORKLOAD MEASURES			
General Fund Operating expenditures per capita:	\$468	\$471	\$472
General Fund Revenues per capita:	\$608	\$539	\$592
Debt per capita:	\$1,160	\$1,041	\$1,187
Number of checks, ACH & Wire payments:	12,687	11,000	11,000
Average value of funds invested:	\$130M	\$135M	\$145M
Number of Internal Audits Prepared:	54	45	45

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$1,102,506	\$1,276,594	\$1,274,346
Commodities	19,369	18,460	18,150
Contractual	147,976	179,162	179,472
Capital Outlay	11,615	8,500	0
Transfers/Others	0	0	0
TOTAL	<u>\$1,281,466</u>	<u>\$1,482,716</u>	<u>\$1,471,968</u>

PERSONNEL (full-time equivalent):

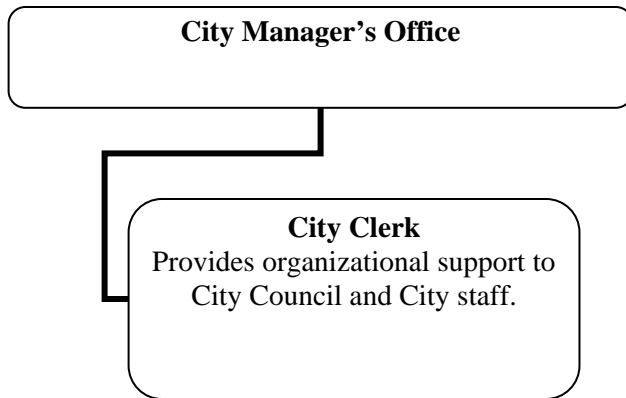
Full-Time	<u>2007 Budget</u>	<u>2008 Budget*</u>	<u>2009 Budget</u>
Chief Financial Officer	0	1	1
Manager, Finance & Accounting	1	0	0
Assistant Chief Financial Officer	0	1	1
Manager, Budget	1	0	0
Internal Auditor	1	1	1
Finance & Accounting Supervisor	0	2	2
Senior Accountant	0	2	0
Accountant II	4	2	3
Accountant I	3	2	3
Accounting Associate	0	0	1
Senior Accounting Clerk	4	4	3
Total Full-time Employees:	<u>14</u>	<u>15</u>	<u>15</u>
Part-Time			
Document Imaging Clerk	0.00	0.00	0.40
Total Part-time Employees:	<u>0.00</u>	<u>0.00</u>	<u>0.40</u>
TOTAL FTEs	<u>14.00</u>	<u>15.00</u>	<u>15.40</u>

* Cost Center 151 was eliminated in 2007. The 2008 Budget reflects the transfer of one position from CC151 to CC152.

PROGRAM DESCRIPTION

The City Clerk’s Division prepares City Council agendas; records and maintains all Council records, proceedings and ordinances; provides information concerning Council proceedings and ordinances to the general public and other City departments; and issues various licenses and permits including animal, cereal malt beverage, drinking establishment, private club, caterer and massage therapy.

CITY CLERK DIVISION



MISSION STATEMENT

To provide organizational support to City Council and City staff by:

- ❖ *Providing an accurate record of Council, Committee and Planning Commission meetings,*
- ❖ *Performing records management and contract administration,*
- ❖ *Processing applications for licenses and permits,*
- ❖ *Facilitating the City's risk management program and*
- ❖ *Responding to customer service requests.*

AGENCY LOCATOR

Finance and Administration
Finance & Accounting
City Clerk ←

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the City Clerk Division in 2009:

- *Providing an accurate record of Council, Committee and Planning Commission meetings:*
 - ◆ Complete meeting minute transcription so corrections are required on less than 5 percent of the minutes transcribed.
- *Performing records management and contract administration:*
 - ◆ Respond to requests for records within three days of requests 100 percent of the time.
- *Processing applications for licenses and permits:*
 - ◆ On average, issue animal licenses within 10 days of receipt; special animal permits within 30 days of receipt; drinking establishments, caterers, and private clubs within 15 days of receipt; cereal malt beverage licenses within 13 days of receipt; retail liquor licenses within 3 days of receipt; and massage licenses within 10 days of receipt.
 - ◆ Use the GeoNotify System to advise residents of delinquent animal licenses and to facilitate compliance with the ordinance by September 15.
- *Facilitating the City's risk management program:*
 - ◆ Forward all claims information received to the City's risk manager within 24 hours of receipt and continue to maintain a database of all claims received.
- *Responding to customer service requests:*
 - ◆ Survey one licensing area to review for possible process improvements by October 2009.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the City Clerk Division include:

- *Providing an accurate record of Council, Committee and Planning Commission meetings:*
 - ◆ Transcribed 286 hours of meeting minutes during 2007 with 99 percent accuracy.
- *Performing records management and contract administration:*
 - ◆ Completed annual review of records management policy including retention schedules and designated records custodians in conformance with the Kansas Open Records Act.
 - ◆ All 2005 and 2006 City Clerk records have been entered into the imaging system. Contracts will be completed in the first quarter of 2008.
 - ◆ Processed 68 resolutions, 62 ordinances, 59 bid openings, 292 contracts and 331 legal advertisements during 2007.
- *Processing applications for licenses and permits:*
 - ◆ Successfully used GeoNotify system to contact delinquent pet licensees and used results to update address database for mailing of 2008 licensing statements.
 - ◆ Partnered with homes associations to ensure that new residents were advised of animal licensing requirements and increased enforcement efforts by Animal Control division.
 - ◆ Met with Police Department staff to review Alarm administration process for possible improvements.

PERFORMANCE INDICATORS

<u>Measure</u>	<u>2007 Actual</u>	<u>2008 Projected</u>	<u>2009 Target</u>
EFFECTIVENESS MEASURES			
Percent of customers rating the following as good or excellent:			
·Quality of customer service	100%	95%	95%
·Courtesy/friendliness of staff	100%	100%	95%
·Timeliness/speed of service	100%	100%	95%
·Meeting of expectations	100%	100%	95%
Average number of days to transcribe and distribute minutes for review:			
·City Council	53	60	30
·Committee	52	60	30
·Planning Commission	20	20	15
·Other	48	60	30
Average number of days to issue licenses and permits from time of receipt of application to mailing:			
·Animal license	5	10	10
·Special animal permits	30	15	15
·Dangerous animal permits	16	7	7
·Drinking establishments, caterers, & private clubs	15	21	21
·Cereal Malt Beverage (CMB) license	13	14	14
·Retail liquor license	3	14	14
·Massage therapy permits	10	21	21
WORKLOAD MEASURES			
Number of permits and licenses processed per FTE:	NA	7,000	7,000
Number of licenses and permits issued:			
·Animal license	18,599	20,000	23,500
·Special animal permits	324	250	250
·Dangerous animal permits	11	20	20
·Drinking establishments, caterers, and private clubs	211	190	190
·Cereal Malt Beverage (CMB) license	78	90	90
·Retail liquor license	30	30	30
·Massage therapist permits	344	350	350
Hours of meetings for which minutes were transcribed:	286	NA	NA

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$663,758	\$740,840	\$728,692
Commodities	31,977	39,500	39,150
Contractual	85,756	110,550	110,900
Capital Outlay	369	4,000	0
Transfers/Others	0	0	0
TOTAL	<u>\$781,860</u>	<u>\$894,890</u>	<u>\$878,742</u>

PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget*</u>	<u>2009 Budget</u>
City Clerk	1	1	1
Assistant City Clerk	1	1	1
Administrative Assistant	1	2	1
Recording Secretary	4	4	4
Customer Service Representative, Sr.	2	2	2
Customer Service Representative	1	1	1
Total Full-time Employees:	<u>10</u>	<u>11</u>	<u>10</u>
Part-Time			
Customer Service Representative	0.60	0.60	0.60
Document Imaging Clerk	0.00	0.00	0.18
Total Part-time Employees:	<u>0.60</u>	<u>0.60</u>	<u>0.78</u>
TOTAL FTEs	<u>10.60</u>	<u>11.60</u>	<u>10.78</u>

* Cost Center 151 was eliminated in 2007. The 2008 Budget reflects the transfer of one position from CC151 to CC153.

PROGRAM DESCRIPTION

The City of Overland Park budgets contingency funds to be used for unexpected expenditures throughout the year. At the end of the budget year, General Fund expenditures charged to the contingency account are then transferred to the appropriate accounts from which the expenditures should have occurred. Following are contingency allocations for the City’s primary operating funds.

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	0	0
Capital Outlay	0	0	0
Transfers/Others	0	4,868,000	4,100,000
TOTAL	\$0	\$4,868,000	\$4,100,000
Fire Service Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	0	0
Capital Outlay	9,087	0	0
Transfers/Others	0	478,300	474,400
TOTAL	\$9,087	\$478,300	\$474,400
Stormwater Utility Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	0	0
Capital Outlay	94,000	0	0
Transfers/Others	0	166,629	176,052
TOTAL	\$94,000	\$166,629	\$176,052
Golf Course Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	0	0
Capital Outlay	10,785	0	0
Transfers/Others	0	1,076,948	620,999
TOTAL	\$10,785	\$1,076,948	\$620,999

PROGRAM DESCRIPTION

Kansas State Law requires that all transfers from the City’s General Fund be budgeted. Funding is transferred from the General Fund to other funds, such as the Bond and Interest Fund, the Fire Service Fund, special revenues funds and the Capital Projects Fund, from where the money is then expended. Following are transfer allocations for the City’s primary operating funds.

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	0	0
Capital Outlay	0	0	0
Transfers/Others	22,496,660	82,487,697	66,121,112
TOTAL	<u>\$22,496,660</u>	<u>\$82,487,697</u>	<u>\$66,121,112</u>
Fire Service Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	0	0
Capital Outlay	0	0	0
Transfers/Others	1,203,722	976,396	1,536,327
TOTAL	<u>\$1,203,722</u>	<u>\$976,396</u>	<u>\$1,536,327</u>
Stormwater Utility Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	0	0
Capital Outlay	0	0	0
Transfers/Others	4,496,984	3,016,934	3,470,650
TOTAL	<u>\$4,496,984</u>	<u>\$3,016,934</u>	<u>\$3,470,650</u>
Golf Course Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	706	0	0
Contractual	14,000	0	0
Capital Outlay	325,423	0	0
Transfers/Others	274,900	846,000	774,400
TOTAL	<u>\$615,029</u>	<u>\$846,000</u>	<u>\$774,400</u>

PROGRAM DESCRIPTION

The City of Overland Park budgets the vast majority of the City's bond and interest payments out of the Bond and Interest Fund. This fund is used to account for the payment of debt service costs associated with the City's general long-term debt. Revenue is transferred into this fund from the City's General Fund.

The Golf Course Fund, as an enterprise fund, is responsible for debt service of its bond issuances. Bond and interest payments for golf course related issuances are paid out of the Golf Course Fund.

EXPENDITURES:

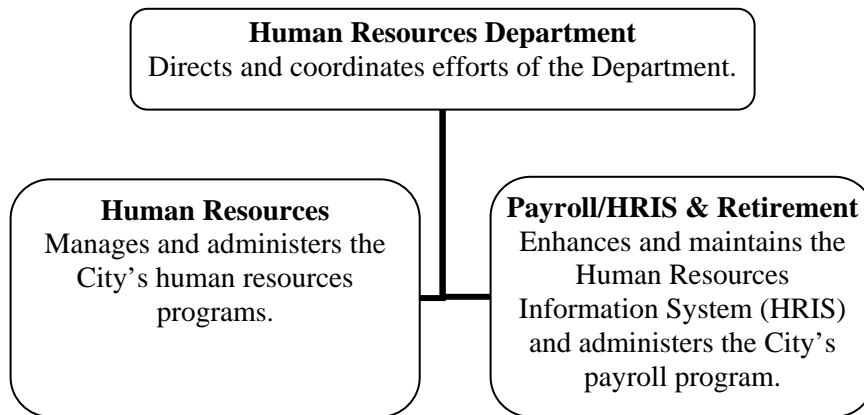
Bond and Interest Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	0	0
Capital Outlay	0	0	0
Transfers/Others	17,683,284	25,120,000	25,830,000
TOTAL	<u>\$17,683,284</u>	<u>\$25,120,000</u>	<u>\$25,830,000</u>
Golf Course Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$0	\$0	\$0
Commodities	0	0	0
Contractual	0	0	0
Capital Outlay	0	0	0
Transfers/Others	134,726	135,420	135,855
TOTAL	<u>\$134,726</u>	<u>\$135,420</u>	<u>\$135,855</u>

PROGRAM DESCRIPTION

The Human Resources Department is comprised of two cost centers: Human Resources and Payroll/HRIS/Retirement.

The Human Resources Division manages the human resources management programs for the City including: employment, employer-employee relations, compensation administration, benefits administration, safety loss and prevention, workers' compensation, and employee training and development.

HUMAN RESOURCES - ORGANIZATIONAL CHART



MISSION STATEMENT

To provide a comprehensive human resources programs and services by:

- ❖ *Providing effective selection and screening programs, providing conflict resolution alternatives and by providing a positive forum for recognition*

To provide a competitive and financially responsive compensation and benefits program by:

- ❖ *Conducting annual market analyses,*
- ❖ *Managing, negotiating and implementing new benefit contracts,*
- ❖ *Serving as a training resource.*

To prevent human and economic loss by:

- ❖ *Educating and influencing employees work behaviors to adopt safety and loss prevention practices and*
- ❖ *To provide effective training and development to City staff.*

AGENCY LOCATOR

Finance, Administration and Economic Development

Human Resources
 Human Resources ◀
 Payroll/ HRIS

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the Human Resources Division in 2009:

- *Provide comprehensive human resources programs and services:*
 - ◆ Design and implement a citywide Diversity Program strategy that includes diversity training.
 - ◆ Continue to coordinate and facilitate the City's Supervisory Development and Leadership Forum Programs.
 - ◆ Assist with the implementation of PeopleSoft's "e" Manager desktop applications and an application that provides organizational charting utilizing PeopleSoft's reporting relationships.
 - ◆ Conduct Spring and Fall Focus meetings for supervisors to inform them of current City issues including updates on policies, safety, project teams and upcoming events.

- *Provide a competitive and financially responsive compensation and benefits program:*
 - ◆ Negotiate and implement new contracts for the City's Self-Funded Group Health Plan, Dental Plan, Life Insurance Plan, Employee Assistance Program, Wellness, and Third Party Administrative Services for the City's Flexible Spending Accounts.
 - ◆ Conduct annual market surveys and perform analysis of wage rates for the entire City to assure that the City's rates of pay remain competitive.
 - ◆ Coordinate the FAED Committee's performance and compensation review of Municipal Court Judges.
 - ◆ Continue to review cost-saving strategies to control health care costs.

- *Prevent human and economic loss:*
 - ◆ Accident/Incident Reporting & Investigation; conduct detailed and thorough investigations on accidents (initial and follow-up) with the focus on establishing the root cause and prevention of future occurrences.
 - ◆ Audit current and potential confined spaces and conduct training to increase employee awareness.
 - ◆ Develop and implement an Ergonomics Emphasis program, evaluate ergonomic injury trends, and conduct training to reduce repetitive injuries.
 - ◆ Implement Physical Capacity Profile for current employees in high risk jobs to identify individuals who can not safely perform the essential functions of their job.
 - ◆ Conduct a Hazard analysis for all high risk jobs.
 - ◆ Establish and maintain a strong "Safety Culture" throughout the City by focusing on safety awareness, training and accountability.
 - Reduce injury/illness frequency rate 5%.
 - Reduce vehicular frequency rate by 10%.
 - Reduce injury/illness severity rate by 10%
 - Reduce lost time incident rate by 15%.
 - Reduce lost time hours by 25%.
 - Reduce workers compensation total cost by 15%.
 - Zero permanent disabilities and fatalities.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Human Resources Division include:

- *Provide comprehensive human resources programs and services:*
 - ◆ Coordinated the FAED Committee's 2008 performance and compensation review of Municipal Court Judges.
 - ◆ Coordinated National Incident Management System training for all employees.
 - ◆ Coordinated the Mayor's 5k Run.
 - ◆ Updated training pages of OPNet so employees could view course descriptions, take training needs assessments, submit training requests, and complete course evaluations online.
 - ◆ Coordinated and facilitated the City's 2007 Leadership Forum Class.
 - ◆ Assisted with the implementation of the City's eBenefits application for on-line employee benefits enrollments.
 - ◆ Implemented the Human Resources Information Technology Strategy, including the PeopleSoft Candidate Gateway, Talent Acquisition Manager, and eManager program modules.
 - ◆ Implemented a document management program for the department.

- *Provide a competitive and financially responsive compensation and benefits program:*
 - ◆ Conducted annual salary surveys of local and national public employers.
 - ◆ Conducted a senior management salary survey.
 - ◆ Developed and distributed "Employee Benefits" statements.
 - ◆ Developed and implemented Health Reimbursement Accounts for employees, retirees, and governing body members covered by the City's Health Plan in 2007.
 - ◆ Implemented a web-based, rewards, and recognition program.
 - ◆ Negotiated and implemented dental, life, health, employee assistance, and wellness agreements.
 - ◆ Negotiated and implemented a third party administrative services agreement related to the City's flexible spending accounts and health reimbursement arrangements.
 - ◆ Negotiated and executed a benefits consulting agreement.
 - ◆ Continued to research and implement cost-saving strategies connected to controlling health care expenses, including implementing a premium Health Insurancediscount for non-tobacco users.
 - ◆ Researched and implemented a tobacco cessation program.
 - ◆ Assisted with a comprehensive review of the City's Self-Funded Health Plan and its Dental Plan that included a benchmarking study; a review of each Plan's Benefits Design, financial status, and projections, contribution strategy, and funding.

- *Prevent human and economic loss:*
 - ◆ Random breath alcohol & drug testing met federal requirements to ensure the public safety and reduce or eliminate the use of drugs and alcohol in the workplace. Administered fourteen random breath alcohol tests and fifty-eight drug screen tests.
 - ◆ Promoted safety awareness through the 2007 Mid-year Safety Event. This event led the effort of reducing injuries, human suffering, and reducing financial cost. This event also recognized employees that participated in disaster recovery in New Orleans and Greensburg.
 - ◆ Implemented quarterly Defensive Driving for employees with preventable vehicle incidents and new hires to reduce frequency of accidents. Coordinated mandatory Department of Transportation physical qualification testing for all commercial drivers.
 - ◆ Partnered with State of Kansas (Department of Labor) to conduct safety facility audits with Overland Park Golf Course, St. Andrews Golf Course, and Deanna Rose Children's Farmstead.
 - ◆ Implemented Essential Job Function testing for new hires in high risk jobs in an effort to identify pre-existing conditions/injuries and the severity of those conditions.

PERFORMANCE INDICATORS

Measure	2007 Actual	2008 Projected	2009 Target
EFFECTIVENESS MEASURES			
Employee turnover rate	6.40%	5.75%	5.75%
Employees rating the City's benefit package satisfactory or above:	88%	95%	95%
Workforce that represents diverse populations:	8.17%	9%	10%
Personnel problems/issues resolved without a formal filing:	100%	100%	100%
Percent of cases resolved:	71%	100%	100%
·In-house	61%	80%	80%
·By outside agency	39%	20%	20%
Average number of days from recruitment until hiring:			
·Management	59	60	60
·Commissioned	30	60	30
·Firefighters/Paramedics	71	85	85
·Non-commissioned	55	60	60
Injury/Illness severity rate:	\$0.06	\$8.00	\$7.00
Workers' compensation cost per \$100 of payroll:	\$0.45	\$0.60	\$0.55
Eligible workforce participating in training/development activities:	50%	100%	80%
Eligible employees participating in wellness program:	80%	82%	80%
Ratio of dollars spent on health claims from wellness participants compared with non-participants:	\$1:02:\$1	\$1:\$1.50	\$1:\$1.50
EFFICIENCY/WORKLOAD MEASURES			
Average benefit cost per employee (per payroll dollar):			
·Commissioned Employees	\$0.36	\$0.42	\$0.39
·Fire Safety Employees	\$0.44	\$0.47	\$0.47
·All other	\$0.41	\$0.41	\$0.43
Full-time employees receiving benefits:	858	889	894
·Commissioned Employees	253	255	261
·Fire Safety Employees	142	146	148
·All other	463	488	485
Number of vacancies filled:			
·Management	8	10	4
·Commissioned	26	25	25
·Firefighters/Paramedics	6	8	4
·Non-commissioned	63	60	60
·Part-time/temporary	464	575	350

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$1,431,711	\$1,405,705	\$1,489,814
Commodities	28,938	29,805	29,925
Contractual	416,275	434,291	434,171
Capital Outlay	723	12,700	0
Transfers/Others	0	0	0
TOTAL	<u>\$1,877,647</u>	<u>\$1,882,501</u>	<u>\$1,953,910</u>

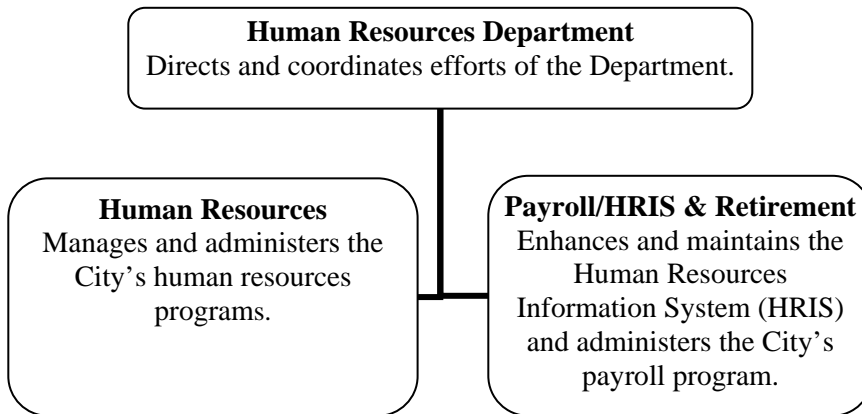
PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Director, Human Resources	1	1	1
Manager, Personnel Services	1	1	1
Manager, Employee Relations/EEO	1	1	1
Compensation Specialist, Senior	1	1	1
Employee Relations Specialist	1	1	1
Human Resources Assistant, Senior	2	2	2
Human Resources Representative	1	1	1
Benefits Coordinator	1	1	1
Employment Specialist	1	1	1
Executive Secretary	1	1	1
Total Full-time Employees:	<u>11</u>	<u>11</u>	<u>11</u>
Part-Time			
On Trak Students	0.52	0.52	0.38
Training & Development Specialist	1.00	1.00	1.00
Safety & Loss Prevention Admin.	0.96	0.96	0.96
Total Part-time Employees:	<u>2.48</u>	<u>2.48</u>	<u>2.34</u>
TOTAL FTEs	<u>13.48</u>	<u>13.48</u>	<u>13.34</u>

PROGRAM DESCRIPTION

The Payroll/HRIS & Retirement Plans Divisions administer the City payroll, retirement and deferred compensation programs.

HUMAN RESOURCES - ORGANIZATIONAL CHART



MISSION STATEMENT

To administer the City's payroll program, provide retirement plans, and design and oversee the maintenance of the information contained within the City's Human Resources Information System (HRIS) by:

- ❖ *Preparing, distributing and documenting all payroll, direct deposits and payroll tax disbursements,*
- ❖ *Providing staff support of all retirement and deferred compensation programs and*
- ❖ *Providing technical support to HRIS users.*

AGENCY LOCATOR

**Finance,
Administration and
Economic Development**
Human Resources
*Human
Resources
Payroll/ HRIS ←*

2009 PROGRAM GOALS

The City of Overland Park's work plan contains several items that will direct the efforts of the Payroll/HRIS and Retirement Plans Divisions in 2009:

- *Preparing, disbursing, and documenting all payroll checks, direct deposits, and payroll tax disbursements:*
 - ◆ Report accurate tax information to federal, state, and local taxing authorities. Provide City management with salary and benefits reports for budget and planning responsibilities.
- *Providing retirement and deferred compensation programs:*
 - ◆ Provide employees with information necessary to set retirement income goals.
- *Providing technical and administrative support to HRIS users:*
 - ◆ Incorporate technology into Human Resources functions in order to gain greater efficiencies.
 - ◆ Analyze and implement HRIS workflow processes. Research strategies to redesign and streamline current processes.

2007-2008 PROGRAM ACCOMPLISHMENTS

Recent accomplishments of the Payroll/Retirement/HRIS Division include:

- *Preparing, disbursing, and documenting all payroll checks, direct deposits, and payroll tax disbursements:*
 - ◆ Successfully administered a \$56,378,730 payroll including the production of 25,742 pay vouchers and 4,275 payroll checks.
- *Providing retirement and deferred compensation programs:*
 - ◆ Coordinated and provided staff support for the \$38.6 million Municipal Employees Pension Plan.
 - ◆ Coordinated and provided staff support for the \$48.9 million Police Department Retirement Plan.
 - ◆ Coordinated and provided staff support for the \$16.1 million Fire Department Retirement Plan.
 - ◆ Coordinated and provided staff support for the \$11.3 million ING Deferred Compensation Plan.
 - ◆ Coordinated and provided staff support for the \$8.8 million ICMA Deferred Compensation Plan.
 - ◆ Provided staff support for the Kansas Public Employees Retirement System.
- *Providing technical and administrative support to HRIS users:*
 - ◆ Enhanced employee self-service by implementing online open enrollment eBenefits module.
 - ◆ Implemented the Human Resources Information System Strategic Plan by enhancing employee self-service and implementing PeopleSoft Candidate Gateway and Talent Acquisition Manager modules.

PERFORMANCE INDICATORS

<u>Measure</u>	<u>2007 Actual</u>	<u>2008 Projected</u>	<u>2009 Target</u>
EFFECTIVENESS MEASURES			
Percent of pay disbursements issued accurately:	95%	95%	95%
WORKLOAD MEASURES			
Number of employment records maintained:	11,529	18,500	18,500
Number of self-service users:	1,062	1,180	1,180
Total number of payroll disbursements issued:	30,017	31,000	31,500
Total amount of all disbursements:	\$56,378,730	\$58,423,553	\$60,468,377

EXPENDITURES:

General Fund	<u>2007 Actual</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Personal Services	\$553,373	\$591,325	\$619,041
Commodities	9,639	22,935	18,100
Contractual	10,920	23,935	28,770
Capital Outlay	-1,438	5,000	0
Transfers/Others	0	0	0
TOTAL	<u>\$572,494</u>	<u>\$643,195</u>	<u>\$665,911</u>

PERSONNEL (full-time equivalent):

Full-Time	<u>2007 Budget</u>	<u>2008 Budget</u>	<u>2009 Budget</u>
Manager, Payroll, HRIS & Admin	1	1	1
Manager, Retirement Plans	1	1	1
Payroll Coordinator	1	1	1
HRIS/Payroll Specialist	1	1	1
Retirement Plans Assistant, Senior	1	1	1
Records Technician	1	1	1
Total Full-time Employees:	<u>6</u>	<u>6</u>	<u>6</u>
Part-Time			
Payroll Assistant	0.55	0.55	0.55
Total Part-time Employees:	<u>0.55</u>	<u>0.55</u>	<u>0.55</u>
TOTAL FTEs	<u>6.55</u>	<u>6.55</u>	<u>6.55</u>