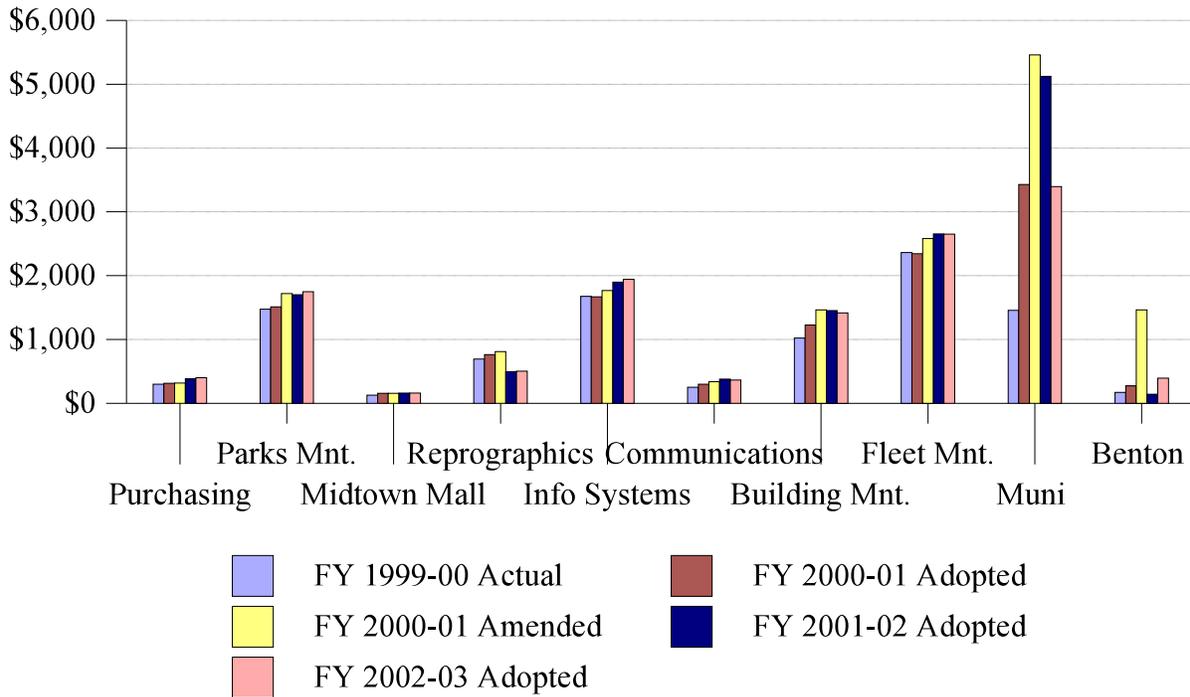


Support Services Department

Expenditure Comparisons (In Thousands)



CITY OF REDDING BIENNIAL BUDGET
FISCAL YEARS 2001-03
SUPPORT SERVICES DEPARTMENT

Overview

The Support Services Department's adopted budget for fiscal year 2001-02 totals \$14,395,440, a decrease of \$1,689,612 from the fiscal year 2000-01 amended budget. This decrease is primarily due to a reduction in capital outlay in the Airport Fund. The adopted budget for fiscal year 2002-03 totals \$12,984,760, a decrease of \$1,410,680 from the fiscal year 2001-02 adopted budget. This decrease is primarily due to a reduction in capital outlay in the Airport Fund.

Division	FY 1999-00	FY 2000-01	FY 2000-01	FY 2001-02	Change	FY 2002-03	Change
	Actual	Adopted	Amended	Adopted		Adopted	
Purchasing	\$ 298,346	\$ 314,570	\$ 319,394	\$ 383,240	\$ 63,846	\$ 402,020	\$ 18,780
Parks Maintenance	1,474,709	1,511,515	1,718,940	1,703,280	(15,660)	1,749,570	46,290
Midtown Mall	128,189	158,240	158,240	161,630	3,390	160,480	(1,150)
General Fund Subtotal	1,901,244	1,984,325	2,196,574	2,248,150	51,576	2,312,070	63,920
Municipal Airport	1,457,995	3,428,010	5,458,183	5,121,620	(336,563)	3,397,740	(1,723,880)
Benton Airport	172,056	272,815	1,464,104	142,700	(1,321,404)	393,330	250,630
Enterprise Fund Subtotal	1,630,051	3,700,825	6,922,287	5,264,320	(1,657,967)	3,791,070	(1,473,250)
Reprographics	693,564	763,710	811,372	498,470	(312,902)	504,410	5,940
Information Systems	1,677,241	1,668,110	1,767,525	1,898,560	131,035	1,944,440	45,880
Communications	251,171	300,605	340,151	378,300	38,149	364,320	(13,980)
Building Maintenance	1,023,141	1,226,095	1,465,367	1,453,210	(12,157)	1,416,340	(36,870)
Fleet Maintenance	2,362,300	2,346,035	2,581,776	2,654,430	72,654	2,652,110	(2,320)
Internal Service Funds Subtotal	6,007,417	6,304,555	6,966,191	6,882,970	(83,221)	6,881,620	(1,350)
Totals	\$ 9,538,712	\$ 11,989,705	\$ 16,085,052	\$ 14,395,440	\$ (1,689,612)	\$ 12,984,760	\$ (1,410,680)

The following table displays how the Department's budget is broken down between the major expenditure groups.

CITY OF REDDING BIENNIAL BUDGET
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Division		Personnel	Materials, Supplies, & Services	Capital Outlay	Debt Service	Total
Purchasing	FY 2002-03 Adopted	\$322,070	\$79,950	\$0	\$0	\$402,020
	FY 2001-02 Adopted	292,430	90,810	0	0	383,240
	FY 2000-01 Amended	239,740	75,984	3,670	0	319,394
Parks Maintenance	FY 2002-03 Adopted	1,164,030	585,540	0	0	1,749,570
	FY 2001-02 Adopted	1,121,230	582,050	0	0	1,703,280
	FY 2000-01 Amended	1,029,010	590,330	99,600	0	1,718,940
Midto wn Mall	FY 2002-03 Adopted	0	136,380	24,100	0	160,480
	FY 2001-02 Adopted	0	137,530	24,100	0	161,630
	FY 2000-01 Amended	3,500	140,640	14,100	0	158,240
Municipal Airport Operations	FY 2002-03 Adopted	537,880	697,860	1,949,900	212,100	3,397,740
	FY 2001-02 Adopted	515,760	670,400	3,727,780	207,680	5,121,620
	FY 2000-01 Amended	480,525	619,685	4,142,563	215,410	5,458,183
Benton Airport Operations	FY 2002-03 Adopted	12,900	68,920	250,000	61,510	393,330
	FY 2001-02 Adopted	12,800	67,360	0	62,540	142,700
	FY 2000-01 Amended	12,300	73,787	1,314,392	63,625	1,464,104
Reprographics	FY 2002-03 Adopted	230,220	149,240	124,950	0	504,410
	FY 2001-02 Adopted	215,740	150,530	132,200	0	498,470
	FY 2000-01 Amended	235,367	403,171	172,834	0	811,372
Information Systems	FY 2002-03 Adopted	1,323,260	476,510	144,670	0	1,944,440
	FY 2001-02 Adopted	1,265,650	476,380	156,530	0	1,898,560
	FY 2000-01 Amended	1,174,805	467,525	125,195	0	1,767,525
Communications	FY 2002-03 Adopted	142,090	199,060	23,170	0	364,320
	FY 2001-02 Adopted	132,850	209,410	36,040	0	378,300
	FY 2000-01 Amended	122,180	180,825	37,146	0	340,151
Building Maintenance	FY 2002-03 Adopted	406,130	1,010,210	0	0	1,416,340
	FY 2001-02 Adopted	386,930	1,059,860	6,420	0	1,453,210
	FY 2000-01 Amended	340,865	1,120,874	3,628	0	1,465,367
Fleet Maintenance	FY 2002-03 Adopted	1,032,010	1,620,100	0	0	2,652,110
	FY 2001-02 Adopted	991,190	1,658,240	5,000	0	2,654,430
	FY 2000-01 Amended	959,125	1,619,147	3,504	0	2,581,776
Totals	FY 2002-03 Adopted	\$ 5,170,590	\$ 5,023,770	\$ 2,516,790	\$273,610	\$ 12,984,760
	FY 2001-02 Adopted	\$ 4,934,580	\$ 5,102,570	\$ 4,088,070	\$270,220	\$ 14,395,440
	FY 2000-01 Amended	\$ 4,597,417	\$ 5,291,968	\$ 5,916,632	\$279,035	\$ 16,085,052

Capital Outlay

In fiscal year 2001-02 the Airports Fund budget includes the following for capital outlay at Redding Municipal Airport: Runway 16/34 Rehabilitation, Phase II (\$2,777,780) - This project will work in unison with Phase I for the total reconstruction of our main runway; Runway 34 Safety Area Culvert (\$550,000) -

CITY OF REDDING BIENNIAL BUDGET
FISCAL YEARS 2001-03

This is an open storm water drainage ditch within Runway 34's safety area. The FAA has mandated us to cover it to enhance safety; Taxiways C, D & E Rehabilitation (\$400,000) - Overlays of each taxiway will greatly extend the useful life of these taxiways. For fiscal year 2002-03 the Airports Fund includes the following for capital outlay: General Aviation Apron Repair (\$1,289,900) - The Municipal Airport needs to reconstruct its tie-down apron for smaller aircraft. The existing apron has severe cracks and is becoming a hazard; Emergency Systems Upgrades (\$100,000) - Upgrades are needed for emergency systems in the passenger screening area (x-ray and metal detector), ring down phone system from FAA Control Tower to SHASCOM, Fire Station 7 and Airport Manager's Office. The existing system is becoming less reliable; Land Acquisition (\$500,000) - There is an eight (8) acre parcel available that will be required to be purchased and pursuant to the Airport Master Plan, the main runway 16/34 at Redding Municipal Airport is extended 2000 feet to the north. The new land would be part of the runway's clear zone; Preliminary Design ARFF Facility (\$60,000) - Federal Aviation Administration regulations require Aircraft Rescue and Firefighting equipment be available in the event of an emergency. The current equipment bay was built in 1975. Existing RFD/ARFF crews currently sleep in a temporary mobile unit. Moreover, since the facility is a joint use (Engine 7 responds off Airport), crews must negotiate through active taxi lanes and aircraft movement areas when responding off Airport. A new location has been identified in the Airports' 1995 Master Plan and it will deal with all of these issues; Runway 15/33 Overrun Design (\$250,000) - The existing runway at Benton Airpark does not meet current FAA runway design standards with respect to its safety areas. Both FAA and Caltrans have requested enhancement of the safety areas. This project would allow for the design and more accurate cost estimates for the proposed construction. Ninety percent of the capital projects are funded by FAA grants. The Midtown Mall Division budgeted \$24,100 to replace roofing, gutters, lights, door enclosures, etc. in each fiscal year. Building Maintenance budgeted \$6,420 to purchase a lift to be used at the new City Hall. Information Systems has budgeted for the following items: \$75,000 per year Capital Lease Equipment for the upgrade of the City's AS/400 to the iSeries; \$32,000 for heterogeneous data base middleware application; Change Management Software for \$25,200; Lotus Notes licenses for \$8,000; External Disk Storage tower with eight disk drives for \$40,820 and an upgrade of the two Optical storage drives for \$10,000. The Parks Maintenance Division has requested a transfer to the rolling stock replacement fund in the amount of \$4,300 and \$54,530, respectively. Reprographics is budgeting for Capital Lease Equipment in the amount of \$120,200 and \$124,950, respectively. Twelve thousand dollars (\$12,000) has been budgeted to purchase the copier the City is now leasing.

Personnel

The Building Maintenance Division is requesting a Building Trades Maintenance position which specializes in heating and air-conditioning. A salary of \$56,588 and \$48,785 will be offset by a reduction in outside contracts (Specialized Service Account). The Fleet Maintenance Division is requesting an Equipment Mechanic position, the cost of which will be offset by doing work in-house that has been contracted out in the past and by O&M account adjustments. Purchasing is requesting an additional Buyer position, fully costed at approximately \$46,000. This cost will be offset by approximately 50 percent due to the reduction of one-half FTE in Reprographics and the reduction of one-quarter FTE staff in Purchasing's clerical support. Additional changes for Purchasing are monies now budgeted for the reclassification of one employee and a modest amount of overtime funded for clerical staff. Reprographics reduced personnel allocations by one-half FTE due to a restructuring in the division which offset one-half of the Buyer position in Purchasing.

CITY OF REDDING BIENNIAL BUDGET
FISCAL YEARS 2001-03

Division		FY 1999-00	FY 2000-01	FY 2000-01	FY 2001-02	FY 2002-03		
		Actual	Adopted	Amended	Adopted	Change	Adopted	Change
Purchasing	F/T	5.00	5.00	5.00	6.00	1.00	6.00	0.00
	P/T	<u>0.75</u>	<u>0.75</u>	<u>0.75</u>	<u>0.60</u>	<u>(0.15)</u>	<u>0.60</u>	<u>0.00</u>
		5.75	5.75	5.75	6.60	0.85	6.60	0.00
Parks Maintenance	F/T	13.00	13.00	15.00	15.00	0.00	15.00	0.00
	P/T	<u>4.51</u>	<u>4.94</u>	<u>4.94</u>	<u>4.59</u>	<u>(0.35)</u>	<u>4.59</u>	<u>0.00</u>
		17.51	17.94	19.94	19.59	(0.35)	19.59	0.00
Airports	F/T	7.00	7.00	7.00	7.00	0.00	7.00	0.00
	P/T	<u>1.18</u>	<u>1.25</u>	<u>2.40</u>	<u>2.40</u>	<u>0.00</u>	<u>2.40</u>	<u>0.00</u>
		8.18	8.25	9.40	9.40	0.00	9.40	0.00
Reprographics	F/T	3.00	3.00	4.00	4.00	0.00	4.00	0.00
	P/T	<u>3.46</u>	<u>3.46</u>	<u>2.71</u>	<u>2.46</u>	<u>(0.25)</u>	<u>2.46</u>	<u>0.00</u>
		6.46	6.46	6.71	6.46	(0.25)	6.46	0.00
Information Systems	F/T	19.00	18.00	21.00	21.00	0.00	21.00	0.00
	P/T	<u>0.75</u>	<u>0.75</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
		19.75	18.75	21.00	21.00	0.00	21.00	0.00
Communications	F/T	2.00	2.00	2.00	2.00	0.00	2.00	0.00
	P/T	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
		2.00	2.00	2.00	2.00	0.00	2.00	0.00
Building Maintenance	F/T	5.00	5.00	5.00	6.00	1.00	6.00	0.00
	P/T	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
		5.00	5.00	5.00	6.00	1.00	6.00	0.00
Fleet Maintenance	F/T	15.00	15.00	15.00	16.00	1.00	16.00	0.00
	P/T	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
		15.00	15.00	15.00	16.00	1.00	16.00	0.00
Total	F/T	69.00	68.00	74.00	77.00	3.00	77.00	0.00
	P/T	<u>10.65</u>	<u>11.15</u>	<u>10.80</u>	<u>10.05</u>	<u>(0.75)</u>	<u>10.05</u>	<u>0.00</u>
		79.65	79.15	84.80	87.05	2.25	87.05	0.00

Significant Issues

Airports' request for fiscal year 2001-02 totals \$5,111,930 which is \$1,810,357 less than the amended budget of \$6,922,287 for fiscal year 2000-01. The decrease is due a decrease in capital projects. However, there are increases in the Airport's Fund O&M due to increases in interdepartmental charges associated with Fleet, Information Systems and Worker Compensation Insurance. The capital projects for fiscal year 2001-02 at Redding Municipal Airport include: Runway 16/34 /Reconstruction-Phase II, Runway 34 Safety Area Culvert and Taxing C, D & E Rehabilitation. For fiscal year 2002/03, the requested budget totals \$3,410,030 which is \$1,701,900 less than the 2001-02 budget of \$5111,930. This decrease is due to a decrease in capital projects. The capital projects for fiscal year 2002-03 at Redding Municipal Airport include: Emergency Systems Upgrades, Land Acquisition, Preliminary Design for the ARFF Facility, and Reconstruction of the General Aviation Apron. There is only one capital project at Benton Airpark for the same time frame. That project is the Runway 15/33 Safety Area Design. In the face of an aggressive capital improvement program, the Airports Division continues to maintain a positive cash flow through minimizing expenditures and maximizing revenues while servicing all of its debt. The Building Maintenance Division will be asked to perform duties at the Downtown Mall that currently are handled by Midtown Mall personnel, such as roof

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repair, lighting repairs, and the ongoing maintenance of the pavers located through the Mall. Through the addition of the Building Trades Maintenance position, Building Maintenance will concentrate on reducing electric and water usage not only at City Hall, but at all City buildings. Fleet Maintenance must keep up with State, Federal, and OSHA certifications, inspections, and very strict regulations so that we can continue to operate the City's fleet. Information Systems will be developing and implementing a new strategic direction for the use, access, and presentation of data located on the many servers (AS/400 and PC servers) throughout the network. When Federal and State governments mandate changes and programs, there is an extremely short time line for their implementation. The Parks Division will face ongoing challenges including increased maintenance associated with many new projects, which include extensive landscaping and water features. The following are just a few of the new areas the Parks Division will maintain: Civic Center grounds, Yuba Streetscape project, four new water features at the Civic Center, Stanford Estates Trail, North Market Street Landscaping at Benton Drive, the Plunge Renovation project, and the Clover Creek project. Purchasing will strive to maintain the same level of customer service and output by the Accounts Payable clerical staff, despite the one-quarter FTE reduction. Purchasing will continue to work with Information Systems and Finance to implement the State mandated EDD reporting requirements and modify our database as necessary. Reprographics is challenged to continue to maintain the current level of service to departments with one-half less an employee. This year the Reprographics Division will undertake a City-wide change-out of all copiers from digital to analog. Additionally, this Division is reviewing the contract for outsourcing mail services.

Airports Fund Financial Plan

Airport Fund (in Thousands)	FY 2001-02	FY 2002-03	FY 2003-04	FY 2004-05	FY 2005-06
Beginning Cash	\$ 1	\$ 73	\$ 53	\$ 28	\$ 241
Revenue	5,336	3,771	4,046	2,079	6,568
Expenditures	6,264	3,791	4,071	1,866	6,726
Ending cash (non-dedicated)	70	30	10	8	5
Ending cash (dedicated PFC's)	\$ 3	\$ 23	\$ 18	\$ 233	\$ 78

Status of 1999-2001 Goals and Objectives

Airports

Goal

To continue to develop and promote business at the City's Airports.

Accomplishment

Enhanced the existing level of air carrier service at Redding Municipal Airport by executing a lease with Sun Air Express (formerly Ascot Aviation) that currently serves Sacramento and Oakland Airports with daily scheduled charter flights. Executed a Request for Proposals (RFP) in an attempt to contract with a consultant who would perform a complex air traffic/travel study and assist in the enhancement of aeronautical manufacturing.

CITY OF REDDING BIENNIAL BUDGET
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Improved the Division's financial position by lowering transfer from the General Fund.

Promoted the lease/or sale of surplus property at both airports, sold 10 acres of the Airport Business Park, and leased vacant facilities at Redding Municipal Airport.

Scheduled capital projects and carryover projects were all under construction or completed by June 30, 2001.

Building Maintenance

Goal

Continue working with the Electric Utility Department in establishing funding or financing to install new energy-efficient equipment for City-owned buildings.

Accomplishment

The contract was awarded to install energy efficient air-conditioning units and lighting at the Police Department and at all of the Fire Halls.

Goal

Continue working with the Civic Center Transition Team, including attending Transition Team meetings when scheduled and continue to review vendor submittals to minimize any possible building operation problems.

Accomplishment

The transition to the new Civic Center is complete.

Goal

Assist in organizing and coordination with City Departments for the moving of those Departments to the new Civic Center.

Accomplishment

This has been completed with minor interruptions of service and with very little frustration to employees.

Goal

Coordinate between contract vendors and the Project Manager to ensure warranty work on the Civic Center is completed as necessary.

Accomplishment

This project is complete with the exception of very few remaining warranty issues.

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Goal

Purchase, install and implement a building maintenance software program which will include tracking work requests from City departments and monitoring inventory costs.

Accomplishment

The software has been purchased, and implementation is in process.

Goal

Continue to work with the Midtown Mall Benefit Corporation to maintain the common areas of the Midtown Mall at the lowest possible cost.

Accomplishment

This goal has been achieved at a cost below that which was budgeted.

Goal

Prepare cost analysis of in-house janitorial staff, as well as heating and air-conditioning maintenance staff.

Accomplishment

This goal has been achieved. We have included in the budget the position of a Building Trades Maintenance Worker for the Civic Center, which will be paid for out of savings for contracted maintenance. Janitorial services for the Police Department will be bid in the near future.

Goal

Audit the Johnson Controls System to determine that the Civic Center is being maintained as efficiently as possible.

Accomplishment

This is being done on a daily basis. We are also going to upgrade the lighting control system to reduce the electrical usage even further.

Fleet Maintenance

Goal

Continue the City's compliance with required State programs.

Accomplishments

1. Continued to comply with the State-mandated gasoline smog program.

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2. Continued to comply with the State-mandated diesel smog program.
3. Performed and kept records of the State-mandated B. I. T. inspection program.
4. Performed and documented the OSHA-mandated 90-day crane inspections.
5. Coordinated the annual crane inspections.
6. Performed the 3,000-miles safety inspections on all police pursuit vehicles.

Goal

Provide department driver training.

Accomplishment

Continued to hold classes for all departments that utilize both medium and heavy trucks.

Goal

Continue to reduce fleet maintenance costs.

Accomplishments

1. Created a trailer preventative maintenance program.
2. Provided technical training for mechanics.
3. Continued to work with departmental liaisons to eliminate underutilization of equipment.
4. Absorbed an increase in the number of pieces of equipment without increasing personnel.
5. Implemented a system to better track costs of equipment to identify and replace those pieces of equipment with excessive maintenance and repair cost.

Goal

Maintain all City vehicles in compliance with safety requirements.

Accomplishments

1. Completed all aerial bucket truck inspections punctually and as required by OSHA.
2. Performed safety inspections of all police pursuit vehicles every 3,000 miles.

Goal

Help reduce the number of vehicle accidents.

Accomplishments

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1. Charged departments for costs associated with avoidable accidents.
2. Put on classes for all departments that used medium and heavy trucks.
3. Departments reduced their numbers of accidents.

Goal

Eliminate underutilized equipment.

Accomplishments

1. Continued to work with department liaisons to identify underutilized/obsolete equipment.
2. Eliminated old, high-cost vehicles by selling them as surplus equipment.
3. Worked with the Purchasing Division to receive the highest salvage value for surplus equipment.

Information Systems/Communications

Goal

Assist in the implementation and conversion of a communication system in the new Civic Center.

Accomplishment

A major accomplishment was achieved during the time period November 1999 through March 2000: the successful move-in of all the City Employees slated to occupy the new City Hall. This also included the startup of the new Network, Internet Access, Wide Area Network, cut over of all phone lines and installation of a new Key System for Customer Service, that included a lot of last minute modifications. A tremendous amount of effort went into preparing for the event and it was a very big success.

Goal

Provide high level of user support for AS/400 applications and network access.

Accomplishments

1. Y2K was a huge “non-event.” Due to the dedicated efforts of all Information Systems and Communications personnel the City’s systems and applications functioned as planned. This effort took thousands of hours away from other projects that we are just now starting to address. The Department Director assumed the role of Y2K Coordinator for all City departments and made numerous presentations to civic groups and other concerned citizens assuring them of the City’s excellent level of preparedness.

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2. Expanded Public Safety records incident reporting interface to a multi-agency system. This systems provides cross agency storage and access to police records in a common format. It also provides the necessary security and tracking needed for police records.
3. Implementation of the Mobil Data Solution for the Redding Police Department. This was a joint project between the City of Redding, Shasta County and the City of Anderson. It provides access to vehicle information and police records from the patrol cars in the field.
4. Conversion of the Department of Justice (DOJ) communications link from an analog bi-sync line to the mandated digital.
5. We have started using Electronic Fund Transfers for the payment of City Utility Bills. This allows the customers of the City Utilities to automatically pay their bills every month, without writing a check or sending anything back.
6. Successful implementation of multiple changes mandated by HUD. These changes were large and complex with very little advanced notice and consumed a large amount of staff time.
7. Utility customer billing inquiry and credit card payment via the Internet and Telephone. This service is scheduled for public access in May 2001.
8. Implementation of new Planning fees mandated by Council that are effective April 2001.
9. Acella Permits for Planning will be a on going project. First phase roll out will be completed by the end of June 2001.
10. Implementation of the new Fire Permit System complete with a GUI interface. This was received with great enthusiasm our users.

Goal

Provide assistance to the Electric Utility to adjust to deregulation.

Accomplishment

A successful installation and conversion of Utility Billing information from the old application to the new Orcom application. We met our deadlines, billing was not interrupted and the cash flow continued. Every project of this size has it's share of problems, however from a technology standpoint this was a successful endeavor. We are continuing to make improvements to this system.

Goal

Provide cost effective computer solutions to enhance the efficiency of operating departments.

Accomplishments

1. Implementation of Police Records Imaging for the Redding Police Department. This provides for permanent storage and retrieval of reports generated by RPD. We have started Computer Output to Laser Disk (COLD) storage of reports for Records and Housing. Imaging for Code Enforcement and

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Building will be rolled out in May,2001.

2. The Credit Card program has been very successful. The Customer Service Representatives are able to accept credit cards at the front counter or over the phone. The City Treasurer and Permit Center are expansions of this program.
3. Implementation of a T1 circuit for Internet usage. Increasing this bandwidth has enabled the City to better utilize this vital link for the Electric Utility Power Plant, Map serving via the MapGuide Server, posting of the Council Agenda and Action Items, thousands of daily e-mail communications and the dissemination of information by City Departments and Divisions. Departmental staff keeps their information current and relevant.

Goal

Analyze cost effectiveness of performing certain radio communications work in-house versus outsourcing.

Accomplishment

The analysis was completed and through that process we were able negotiate lower rates with the vendor. The margin is close and if the vendor makes too large a upward shift in rates this option will again be viable.

Parks Maintenance

Goal

Assist the Recreation Division in developing a plan for the renovation of the Redding Plunge.

Accomplishment

The Parks Division has and will continue to work closely with the Recreation Division on the Plunge Renovation Plan. The end result will be a modern aquatic park that meets current safety standards, has lower operating costs due to increased efficiency, will attract competition swim meets, and will create a pleasing environment where families can spend quality time. This exciting renovation project is scheduled to start this fall.

Goal

Work closely with the Public Works Department on the construction and installation of 37,000 square feet of new landscaping on the Market Street/Cypress Avenue medians.

Accomplishment

The completed South Market medians enhance the beauty of this section of roadway. The Parks Division assumed maintenance responsibilities for the medians on February 23, 2001.

Goal

Continue renovating the surfacing material at all City Playgrounds.

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Accomplishment

The Parks Division has completed renovating the playground surfacing material at nineteen of the City's twenty-one playgrounds. The remaining sites still in need of renovation are Lake Redding and Caldwell Parks. The bark surfacing material provides an excellent fall zone, is much cooler and cleaner than the previous sand surfacing material and it meets A.D.A. accessibility requirements.

Goal

Properly maintain the City's Landscape Maintenance Districts.

Accomplishment

The Parks Division has worked closely with Taylor Made Landscaping to ensure that the landscape districts are being maintained to City standards. Three new landscape districts were added during fiscal year 1999-2000.

Goal

Work closely with the Recreation Division to plan the Millennium Celebration.

Accomplishment

The Millennium Celebration was a well-organized event. The community thoroughly enjoyed themselves at this event.

Goal

Work closely with the Civic Center Committee.

Accomplishment

The Parks Division has worked closely with the Civic Center Committee to ensure that the eight acres of landscaping around the Civic Center are installed per the specifications and that it meets the City's standards for quality. The Division will assume maintenance responsibilities during the summer of 2001.

Goal

Work closely with the Redevelopment Division and the Downtown Revitalization Committee on the Yuba Streetscape Project.

Accomplishment

The Parks Division has worked closely with Redevelopment and the landscape architect to ensure that this project meets City standards.

Goal

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Work closely with the Art in Public Places Committee

Accomplishment

The Parks Division installed lighting inside of the metal salmon sculptures that are located on the Market/Cypress medians. The lighting enhances the beauty of these wonderful pieces of art.

Goal

Work closely with the Public Works Department, Cal Trans and Redevelopment on the North Market landscape improvement project

Accomplishment

The Parks Division has worked closely with the agencies to ensure that future maintenance issues are addressed. The estimated construction date is estimated to be sometime in 2003 or 2004.

Other Significant Parks Maintenance Accomplishments

1. On July 21, 2000, Fantasy Fountain, which is located in Enterprise Community Park, was dedicated and opened to the public. Parks staff recently completed the construction of 250 lineal feet of wood slat fencing around Fantasy Fountain.
2. The Parks Division worked closely with the Electric Department on the installation of a Solar Display Panel as well as solar panel placement on the roofs of the lower restroom and pavilion at Enterprise Community Park.
3. The Parks Division made several significant improvements at Mary Lake. The largest task, which was contracted out, was the removal of approximately 2/3 of the dead trees that were in and around the lake. The Parks Division installed dog litter bag boxes, mowed weeds, pruned brush and constructed two islands. The lake looks great and the residents seem to be pleased with the improvements.
4. The Division developed a new rolling replacement stock plan that covers fiscal year 2004-2008. This plan will allow the Division to replace equipment that is worn out or not reliable.
5. On October 18, 2000 the Parks Division assumed assigned maintenance responsibilities at the Market Street Demonstration Block. The maintenance responsibilities will be shared by Parks, Streets, P/W Electric Technicians and the Electric Department.
6. The Parks Division has made significant improvements to the landscaping at the Transfer Station and at the Corporation Yard.
7. The Parks Division and Planning Division were able to develop a landscape plan for the corner of Market Street and Pine Street, which came to fruition with the installation of the landscaping.
8. The Parks Division worked closely with the Community Service Department to help prepare for and

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host the National Trails Symposium which took place on September 21 through September 26, 2000.

9. The Parks Division assumed maintenance responsibilities for the new Hilltop Trail. The trail was dedicated on September 22, 2000. This half mile trail extension allows trail users to gain access to the Sacramento River Trail from Hilltop Drive.
10. Through community donations and supplemented by City funds, two beautiful and unique water features were added to the Civic Center plaza.

Purchasing

Goal

Increase CAL-Card individual purchase allowance from \$750.00 to \$1,000.00, and increase convenience blanket vendor individual purchase maximum from \$750.00 to \$1,000.00.

Accomplishment

Implemented the intended changes for both programs, thereby allowing employees greater purchasing flexibility, while reducing the number of Accounts Payable checks issued.

Goal

Update Purchasing Manual regarding changes to CAL-Card and blanket vendor program.

Accomplishment

Purchasing Manual updated as needed and informative memos issued to keep employees apprised of current policy and procedures.

Goal

Update General Conditions for formal bid documents

Accomplishment

This is a work in progress. Terms and Conditions were first updated for the Purchase Order and Request for Quotation forms, as they have the highest volume of use. Purchasing is now to tackle condensing the roughly 40 versions of General Conditions down to two.

Goal

Continue to explore ways to streamline purchasing procedures.

Accomplishment

Purchasing participated in the revision of the Request for Demand Manual, and worked with the Director of Support Services to draft meaningful changes to the City's purchasing policies, and their related City Ordinances. Worked with Information Systems to change programming in AS400 Requisition module to allow purchasing to remove approval on a requisition, thereby allowing requestors to get back into the document and make necessary changes. This has cut down on the number of extra memos needing to be sent

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to Purchasing to “explain” requisitions.

Other Significant Purchasing Accomplishments

Developed the Purchasing Website from a simple narrative of operations, to a tool for the City to increase open competition and improve vendor relations.

Reprographics

Goal

Prepare RFP, and procure and install new digital photocopiers to replace the City’s analog machines.

Accomplishment

The RFP has been prepared and processed. The new digital photocopiers will be installed over the next two fiscal years.

Goal

Implement digital work orders for requesting forms, photocopy services, printing and requests for paper to cut back on paper consumption as well as allow customers to provide more information with their requests..

Accomplishment

Digital work orders will be implemented over the next two fiscal years.

Goal

Continue to provide our customers with cost effective, high quality graphic design services, offset printing, full photocopy services and full delivery services available to all departments.

Accomplishment

Customers are highly satisfied and special projects such as the State of the City Report and economic development/marketing materials are of highest quality.

Performance Measures and Workload Indicators

AIRPORTS

Workload Indicators	1999-00 Actual	2000-01 Estimated	2001-02 Projected	2002-03 Projected
Enplanements/Deplanements Totals	136,051	140,132	144,336	148,665
Aircraft Operations Totals	76,439	77,968	79,527	81,118
Autos Parked in Public Lot Totals	75,463	76,977	78,517	80,087
Acres of Land Leased	703	704	705	706
Acres of Land Sold	4	10	2	2
Aircraft (total) T-hangars/open/tie-down leases	193	196	200	206
Facility and Ground Leases	31	31	33	34
Ground Lease Amendments and Renewals	8	10	10	11

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BUILDING MAINTENANCE

Workload Indicators	1999-00 Actual	2000-01 Estimated	2001-02 Projected	2002-03 Projected
Area (Sq ft) Serviced/Maintained	453,727	453,727	453,727	453,727
Major Repair/Maintenance Work Orders	350	350	350	350
Number of Buildings	34	34	34	34
Number of A/C Units Maintained	170	170	170	170

FLEET MAINTENANCE

Workload Indicators	1999-00 Actual	2000-01 Estimated	2001-02 Projected	2002-03 Projected
Repair Orders (All)	8,284	7,939	8,629	8,974
Number - City Units	856*	921*	925*	935*
Personal Computer/Training Programs	4	4	4	4
Supervisory Training Classes	5	5	5	5

*Includes non-licensed vehicles and other gas-powered equipment that the Fleet Maintenance Division maintains.

INFORMATION SYSTEMS

Workload Indicators	1999-00 Actual	2000-01 Estimated	2001-02 Projected	2002-03 Projected
COR400 - 24hr/day	99+%	99+%	99+%	99+%
RPD400 - 24hr/day	99+%	99+%	99+%	99+%
IPS400 - 24hr/day	99+%	99+%	99+%	99+%
Network Domain Controllers - 24hr/day	99+%	99+%	99+%	99+%
Internet Service - 24hr/day	99+%	99+%	99+%	99+%
Number of e-mail accounts	400	500	550	600
Number of Service Calls	1,787	2,200	1,750	1,850

PARKS MAINTENANCE

Workload Indicators	1999-00 Actual	2000-01 Estimated	2001-02 Projected	2002-03 Projected
Improved Park Sites	33	33	33	34
Improved Acres	201.10	201.10	213.10	273.10
Unimproved Park Sites	32	33	33	33
Unimproved Acres	327.97	345.45	345.47	345.47

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Workload Indicators	1999-00 Actual	2000-01 Estimated	2001-02 Projected	2002-03 Projected
Miles of Trails	15.49	15.49	15.99	16.49
Athletic Facilities	8	8	8	9
Acres of Athletic Facilities	19.25	19.25	19.25	54.25
Landsca ped Areas (other than park sites)	26	27	28	28
Acres of Landscaped Areas (other than park sites)	11.66	11.84	11.88	11.88
Soccer Fields	3	3	3	7
Water Features	1	2	3	3
City Facilities acres (grounds around City buildings)	18.33	26.33	26.33	26.33
Landscape Maintenance Districts	29	32	33	34
Boat Ramp Facilities (acres)	10.10	10.10	10.10	10.10

PURCHASING

Workload Indicators	1999-00 Actual	2000-01 Estimated	2001-02 Projected	2002-03 Projected
Standard P.O. Transactions*	2,773	2,842	2,913	2,985
Blanket P.O. Transactions*	14,749	15,648	16,039	16,440
Quotation Requests Distributed*	2,529	2,210***	1,989	2,038
Formal Bids and RFPs Opened*	101	96	98	101
Formal Contract Payments*	212**	N/A	N/A	N/A
CAL-Card Transactions*	13,105	13,760	14,173	14,598
Total \$ of Acquisitions*	\$19,479,018	\$18,456,408	\$19,102,382	\$19,770,965

*Based on calendar year

**As of 07/01/2000 all Contract Payments were returned to Finance Division

*** Trend of reduced numbers based on assumption of proposed revisions to Purchasing policy and related City Ordinances being approved by City Council

REPROGRAPHICS

Workload Indicators	1999-00 Actual	2000-01 Estimate	2001-02 Projected	2002-03 Projected
Photocopies Reproduced	2,321,886	2,400,000	2,500,000	2,800,000

2001-2003 Goals and Objectives

Airports

Goal

To continue to develop and promote business at the City's Airports.

Objectives

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1. Maintain existing level of air carrier service.
2. Promote enhanced airline service at Redding Municipal Airport.
3. Improve the Division's financial position by lowering the transfer from the General Fund.
4. Promote the leasing and/or selling of surplus property at both airports.
5. Complete scheduled capital projects and carryover projects by June 30, 2002.

Goal

To continue to develop and promote business at the City's airports.

Objectives

1. Maintain existing level of air carrier service.
2. Promote enhanced airline service at Redding Municipal Airport.
3. Promote the leasing and/or selling of surplus property at both airports.
4. Complete scheduled capital projects and carryover projects by June 30, 2003.

Goal

Improve the Division's financial position by lowering the transfer from the General Fund.

Objectives

1. Review existing fee schedule and recommend appropriate modifications.
2. Promote the leasing and/or selling of surplus property at both airports.
3. Closely monitor all expenditures.

Building Maintenance

Goal

Ensure that warranty issues at the new Civic Center are brought to a logical conclusion.

Objective

Ensure that all systems at the new Civic Center work as they were designed to work.

Goal

Work with outside janitorial contractors to maintain the cleanliness of all City buildings.

Objective

Ensure that all City buildings' cleanliness does not deteriorate over time.

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Goal

Perform minor building maintenance projects as they are required to maintain the like-new appearance of the new Civic Center.

Objective

Inspect the new Civic Center monthly to assess maintenance needs and perform maintenance as needed to maintain the “new building feeling.”

Goal

Minimize the utility usage in all City buildings, especially the new Civic Center.

Objective

Lower utility bills by programming the Johnson Controls Lighting and Air-conditioning System to work as efficiently as possible.

Goal

Continue to work with the Midtown Mall Benefit Corporation to maintain the common areas of the Midtown Mall at the lowest possible cost.

Objective

Ensure that the Midtown Mall is well maintained at a reasonably low cost.

Fleet Maintenance

Goal

Continue the City’s compliance with required State programs.

Objectives

1. Continue to comply with the State-mandated gasoline smog program.
2. Continue to comply with the State-mandated diesel smog program.
3. Perform and keep records of the State-mandated B.I.T. inspection program.
4. Perform and document the OSHA-mandated 90-day crane inspections.
5. Coordinate the annual crane inspection.
6. Perform the 3,000-miles safety inspections on all police pursuit vehicles.

Goal

Department driver training.

Objective

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Continue to hold equipment inspection classes for all departments that utilize both medium and heavy trucks.

Goal

Continue to reduce fleet maintenance costs.

Objectives

1. Provide more technical training for mechanics.
2. Continue to work with departmental liaisons to eliminate underutilized equipment.
3. Based on study findings, perform new police car/equipment installations in-house at a lesser rate than out-sourcing.

Information Systems

Goal

Provide high level of user support for applications and network access.

Objectives

1. Provide support for key projects, including the Building Permit system, public safety records system, City records imaging, public safety initiatives (EOC), Customer Services, Processing of retiree's Electronic Funds Transfer (EFT) for group health payments and completion of the Accounts Payable Project for Finance and Purchasing via our contract programmer.
2. Work closely with the Information Systems Users Committee to complete priority projects on time.
1. Expand network access to City employees not currently on the LAN.

Goal

Provide assistance to the Orcom Utility Project.

Objectives

1. Assign a least one full time Analyst/Programmer for interaction with Customer Service.
2. Aid in defining new methods of interaction with Customer Service Representatives and the public.

Goal

Provide cost effective computer solutions to enhance the efficiency of operating departments.

Objectives

1. Aid in providing "self service" to the public via the Internet and Telephone.

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2. Expand imaging system to Customer Service and Purchasing.
3. Research “reverse auctions” for acquisition of frequently used items.
4. Enhance and expand Internet applications for all City Departments.

Goal

Create a communications plan for the conversion of the City’s radio system.

Objectives

1. Ensure all items are accounted for and the cost identified.
2. Indicate a preferred time line for the conversion of all radios.

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Parks Maintenance

Goal

Work closely with the design firm and the Public Works Department on the planning and construction of the Clovercreek Project.

Objective

To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.

Goal

Work closely with the Redevelopment Department and the Public Works Department in the design and construction of the 12.5 acre Parkview Riverfront Park & Trail Project. This project has a tentative completion date of July 2002

Objective

To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.

Goal

Replace the play structure at Cascade Park

Objective

The Parks Division has applied for a playground replacement grant that is being offered by the Integrated Waste Management Board. The grants will be given out in May of 2001. If we are successful in acquiring the grant, we will install a new play structure late summer/early fall of 2001.

Goal

Work closely with Redevelopment Department and the Public Works Department on the Yuba Street streetscape project. This project is scheduled to start in April of 2001 and be completed in June of 2001.

Objective

To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.

Goal

Work closely with Redevelopment Department and the Public Works Department on the South Market/Ellis Street landscape project.

Objective

To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.

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Goal

Work closely with Recreation Division, Community Services Department and Public Works Department on the \$2,705,902 Plunge Renovation Project.

Objectives

1. To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.
2. To ensure that the new chlorination system is user friendly, safe for staff to operate, and meets the requirements for public pool chlorination.

Goal

Work closely with Turtle Bay, the Public Works Department and the Kiewit Pacific Company on the Turtle Bat Pedestrian Bridge Project. It is estimated that this project will be completed fall of 2002.

Objective

To ensure that the City and Turtle Bay receives a quality project that will enhance the beauty of the area and to ensure that future maintenance issues are addressed.

Goal

Work closely with the Redevelopment Department, Public Works Department and Cal Trans on the North Market Street Landscape Project.

Objective

To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.

Goal

Work closely with Recreation Division, Community Services Department and Public Works Department on the Sports Complex Project. It is estimated that this project will cost \$11,114,000.

Objective

To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.

Goal

Replace the Timberform Playstructure at Alta Mesa Park.

Objectives

1. The Parks Division will write specifications for a replacement playstructure.
2. Parks Division will purchase and install the new playstructure purchased from the successful bidder in the fall of 2003.

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Goal

The Parks Division will take over maintenance responsibilities for the new Parkview Riverfront Park & Trail Project. It is estimated that this project will cost \$450,000.

Objective

To ensure that the area is well maintained, litter cleaned up, trash cans emptied, trail clean, weeds cut, etc.

Goal

The Division will continue to work closely with Turtle Bay, the Public Works Department and the Kiewit Pacific Company on the Turtle Bay Pedestrian Bridge Project. It is estimated that this project will be completed fall of 2002.

Objective

To ensure that the City and Turtle Bay receives a quality project that will enhance the beauty of the area and to ensure that future maintenance issues are addressed.

Goal

Work closely with the Community Services Department and Public Works on the renovation of Tiger Field. It is estimated that this project will cost \$2,100,000.

Objective

To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.

Goal

Work closely with the Community Services Department and Public Works on the following trail improvement projects:

1. Gold Run Creek and Buenaventura Boulevard Trail (estimated cost \$875,000)
2. River Trail to Rail Trail (estimated cost \$233,000)
3. Jenny Creek and Westside Trail Connection Trail (estimated cost \$395,000)

Objective

To ensure that the City receives a quality projects that will enhance the beauty of the project areas and to ensure that maintenance issues are addressed.

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Goal

Work closely with the Community Services Department and Public Works on the Lake Redding Boat Ramp Renovation Project. Phase one of this project will include a new restroom facility and new boarding floats. Phase two will include a new boat ramp, pylons, parking lot improvements, landscaping and a shade structure. This exciting project will dramatically improve access to the Sacramento River. It is estimated that this project will cost \$1,065,000.

Objective

To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.

Goal

Work closely with the Community Services Department and Public Works on the Turtle Bay Boat Ramp Renovation Project. This exciting project will dramatically improve access to the Sacramento River. It is estimated that this project will cost \$113,740.

Objective

To ensure that the City receives a quality project that will enhance the beauty of the area and to ensure that maintenance issues are addressed.

Purchasing

Goal

Update City's Terms and Conditions used for formal bids and proposals.

Objective

To bring up to current industry standards our Terms and Conditions, to reduce the number of versions on file from nearly 40 down to two versions (bids, and proposals) that can capture at least 80% of City's needs (augmented by various riders as may be required). It is also important to have the new documents reference their revision date for control purposes.

Goal

Continue to improve the Purchasing Division's website, its content and the ability for users to download quotation, bid or proposal packages, including 8.5 x 11" drawings.

Objective

Have designated Buyer continue training in this area and solicit necessary help from GIS and IS. Set up a scanner and dedicated PC in the office to enable documents in the AS400 system (quotes), and drawings to be scanned and then transferred to the website.

Goal

Search for a more effective and profitable way for the City to dispose of its surplus materials.

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Objective

Research alternative sources providing on and off-site auction services, and compare to the current program in place. Research feasibility of using a web-based auction service, in general and, and in comparing programs offered by various service providers.

Goal

Continue to explore alternative methods and technologies available in the procurement industry that may result in better value for purchases made by the City (both the cost of the product or service sought, and the City's cost of handling the transaction cycle).

Objective

Explore the potential of web-based reverse auctions through various host organizations, as well as the growing number of web-based cooperatives set up to aid government and municipalities with informal quotes and formal bids.

Goal

In an effort to reduce cycle time to procure goods and services, obtain City Council approval to increase staff's purchasing authority level, and then revise policy and procedures accordingly.

Objective

Set allowed dollar limits higher for autonomous procurement efforts; train staff in revised policy and procedures, giving them the basic tools to operate under the revised format; update City Ordinance code to incorporate the changes.

Goal

Update the Purchasing Manual.

Objective

Update the manual to reflect changes in City Ordinance (upon Council approval). In addition, create a quick reference guide of Purchasing "rules" for City employees to use.

Unmet Needs

1. Gravity feeder sewer hookup	\$ 300,000
2. Vehicle replacement	50,000
3. New tractor	43,000
4. Deferred maintenance on City owned buildings	300,000
5. Resurface pavement	85,000
6. Expand airport security to 24-hours a day	45,000
7. Remove and replace external terminal building signage	15,000
8. Enhance landscaping at both Airports	8,500
9. Drainage ditch improvements	7,500
10. Convert overhead utilities to underground within hangar area	25,000
11. Drainage improvement to retention pond	20,000
12. Resurface automobile parking lots at Benton Airpark	200,000

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13. Aerial lift	7,000
14. Two-way communications - equipment/annual service costs	3,400
15. 20-ton jack	1,200
16. Systems Analyst/Programmer	68,000
17. Network Administrator	75,000
18. Network Management Software	50,000
19. New and Legacy application to Web/GUI Development Software	300,000
20. Expand Wide Area Network (WAN) to all Fire Halls (T1 line)	50,000
21. Monthly PacBell for Fire Hall T1 lines (7)	1,670/month
22. Microwave Communication Link - Hill 900 to South Fork Mountain	65,000
23. Radio Communications Technician	75,000
24. Upgrade Domino Service	75,000
25. Replacement Vehicles for Communications (2)	40,000
26. New Communications Vault/Antenna on South Fork Mountain	350,000
27. Resurface the parking lot at T.R. Woods Park	20,000
28. Repair the asphalt on the Sacramento River Trail	10,000
29. Resurface the tennis courts at South City Park	45,000
30. Additional tree trimming crew (one Tree Trimmer, one Public Works Maintenance Worker, one aerial lift truck, and one brush chipper)	246,062
31. Replacement of five playground structures that do not meet ADA accessibility requirements	75,000
32. Curb replacement in Lake Redding Park	20,000
33. Road repair in Caldwell and Lake Redding Parks	40,000
34. Public Works Maintenance Worker for the purpose of maintaining newly acquired landscaped areas	37,000
35. Resurface the tennis courts at Alta Mesa and Buckeye Parks	50,000
36. Resurface parking lot at Alta Mesa Park	35,000
37. ADA improvements for existing restroom facilities	40,000

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Notes