EXECUTIVE SUMMARY

2008 PROPOSED BUDGET - DEPARTMENT OF ADMINISTRATION

By the Legislative Reference Bureau - Research and Analysis Section

- 1. The 2008 Proposed Budget for the Department of Administration is \$8,732,821, an increase of \$884,242 or 11.26% from the 2007 Budget. (page 1)
- The 2008 Proposed Budget includes 107 authorized positions in the Department of Administration, a increase of 2 positions from 2007. Two DOA divisions CDGA and ITMD each gain one position. Total DOA personnel costs increase by 8.47%. (pages 1, 3 to 7)
- 3. The department's operating expenditures increase by 56.26% (\$261,391) under the Proposed Budget. An increase in Operating Expenditures are proposed for DOA-Business Operations Division. (pages 1 and 5)
- The 2008 Proposed Budget contains a number of position changes and reclassifications in the Information Technology Management Division. (pages 7 and 8)
- 5. The 2008 Proposed Budget includes 5 capital projects for the Department of Administration, 4 within ITMD. One is within the Office of Sustainability. (page 9)
- 6. The department's 2008 Proposed Budget includes several continuing initiatives that have no specific funding allocations and will be carried out by existing staff. (page 11)
- 7. Department of Administration revenues are projected to be \$4,422,200 in 2008, a 4.33% increase over the revenues projected in the 2007 Budget. (page 12)

SUMMARY 2008 PROPOSED BUDGET – DEPT. OF ADMINISTRATION By the Legislative Reference Bureau – Research & Analysis Section

Expense Category	2006 Actual	2007 Budget	% Change	2008 Proposed	% Change
Personnel Costs	\$6,462,156	\$6,272,519	-2.93%	\$6,804,235	+8.47%
Operating Expend.	\$592,591	\$464,560	-21.60%	\$725,951	+56.26%
Equipment Purch.	\$20,536	\$17,500	-14.78%	\$22,500	+28.57%
Special Funds	\$1,152,491	\$1,094,000	-5.07%	\$1,180,135	+7.87%
TOTAL	\$8,227,774	\$7,848,579	-4.60%	\$8,732,821	+11.26%
Capital	\$585,078	\$1,276,000	+118.09%	\$955,720	-25.10%
Positions	103	105	+1.94%	107	+1.90%

Department Function

The Department of Administration performs a wide variety of functions, many of which can be described as the "behind-the-scenes" activities of City government. The department's responsibilities include:

- 1. Working with other City departments to purchase the goods and services those departments need to perform their duties.
- 2. Developing the Mayor's budget.
- 3. Providing analysis and recommendations on fiscal and management issues that affect the City.
- 4. Representing the City's interests to the state and federal governments.
- 5. Overseeing the distribution of grant funds, particularly federal CDBG and HOME funds, to community-based organizations and City departments.
- 6. Assisting disadvantaged business enterprises in obtaining City and other government contracts.
- 7. Managing and coordinating the City's information and technology systems.
- 8. Providing printing and records management services for other City departments.

Departmental Mission

The mission of the Department of Administration is to make Milwaukee one of the nation's most attractive cities in which to live, work and do business through carrying out the functions described above.

Historical Information

- 1. Between 2000 and 2005, the number of department employees decreased by 33 positions, from 138 to 105, largely through departmental restructuring and downsizing, rather than transferring functions to other City departments.
- 2. From 2001 through 2004, the department's budget funded 11 capital projects totaling \$3,373,595. The largest of these was the 2-year (2002 and 2003) Technology Fund initiative, which appropriated \$1.5 million to fund new technology projects in City departments that applied for the funds and met specific criteria.
 - The other large capital project was \$630,000 in the 2004 Budget for upgrading the City's financial system module to PeopleSoft Version 8. This gave the system greater ease of use associated with web-based application and ensured that the City will remain eligible for full PeopleSoft support.
- 3. The 2002 and 2003 Budgets included a special capital fund, the Technology Fund, referenced in Item #2, which was managed by the Department of Administration. The Technology Fund was discontinued with the 2004 Budget, although borrowing authority was carried over to 2004 and 2005. After applying for use of the Fund and fulfilling specific criteria, City departments were granted funding for new technology projects.
- 4. The 2003 Budget changed the name and scope of the Central Board of Purchases. It was renamed the Purchasing Appeals Board. This body provides due process to parties who wish to appeal the decisions of the Procurement Services Section of DOA-Business Operations Division. The Board convenes only when the Procurement Services Section receives such an appeal.
- 5. In 2004, the former Milwaukee Printing and Records (now Document Services) phased out several of its services (e.g., color copying), began contracting out for more of the City's printing needs and eliminated two full-time and two auxiliary positions. These changes were the result of more reasonable printing costs in the marketplace, more convenient copiers located in City departments and decreased reliance on "hard" copies of documents.
- 6. The 2004 Budget provided for the reorganization of the Department of Administration from five divisions to four Budget and Policy (now Budget and Management), Community Block Grant Administration, Business Operations and Information and Technology Management. This reorganization merged the Budget and Policy Division and the Intergovernmental Relations Division into the Budget and Management Division. Several positions were eliminated or reclassified, resulting in a total savings of approximately \$235,000.
- 7. Common Council File Number 040518, passed September 21, 2004, reestablished the Intergovernmental Relations Division. This Division is staffed by employees previously located in the Budget and Policy Division.

- 8. The Department's 2005 Budget included a proposal to develop a strategic and fiscal plan to provide a "three-year stability approach to the City's budget and programs" for the 2006-2008 period.
- 9. The 2005 Budget established the Office of Sustainability within the Department of Administration to work with policymakers throughout city government to ensure the City of Milwaukee achieves cost savings and sustainable environmental practices.
- 10. Common Council File Number 041396, passed February 22, 2005, clarified and expanded the responsibilities of the Chief Information Officer (ITMD) and the City Information Management Committee. It directed the Chief Information Officer to develop a City of Milwaukee information technology strategic plan and called for greater cooperation of City departments and agencies with DOA and the Chief Information Officer on information technology matters.

2008 BUDGET HIGHLIGHTS AND ISSUES

DOA - BUDGET AND MANAGEMENT DIVISION

Expense Category	2007 Budget	2008 Proposed Budget	Change
Personnel Costs	\$1,345,767	\$1,459,085	+8.42%
Operating Expend.	\$52,900	\$52,180	-1.36%
Equipment Purchases	5,500	\$5,000	-9.09%
Special Funds	\$0	\$0	0%
TOTAL	\$1,404,167	\$1,516,265	+7.98%
Positions	15	16	+1

Personnel

- 1. The 2008 Proposed Budget provides \$1,459,085 for personnel costs of the Budget and Management Division, an increase of \$113,318 or +8.42% from the 2007 Budget.
- 2. The position of Emergency Government Coordinator (SG 10) was retitled to Homeland Security Coordinator (SG 10). This position was reorganized and moved from the Community Development Grants Administration to its own division, the Homeland Security Division. The Homeland Security Coordinator is the only personnel in the Homeland Security Division.
- 3. The position of Homeland Security Coordinator is funded through the Urban Areas Security Initiative Program Grant available from the U.S. Department of Homeland Security. This position coordinates and oversees the City of Milwaukee's Urban Areas Security Initiative (UASI) Program Grant and related emergency government activities. The UASI grant was awarded to the Milwaukee Urban Area, which includes Milwaukee, Waukesha, Racine and

Ozaukee counties. The grant is used to enhance and prepare multi-jurisdictional responses to acts of terrorism and other critical incidents.

Operating Budget

The 2008 Proposed Budget provides \$52,180 for Operating Expenditures, a decrease of \$720 (-1.36%) from the 2007 Budget.

Equipment Purchases

The 2008 Proposed Budget includes \$5,000 for equipment, for replacement of 2 desktop computers and one projector.

DOA – COMMUNITY DEVELOPMENT GRANTS ADMINISTRATION DIVISION

The 2006 Budget established the position of Grant Compliance Manager (SG 9) within the Community Development Grants Administration. This individual has assisted DOA in working with City departments to identify grant opportunities, apply for grants, ensure compliance with grant requirements and evaluate opportunities for improving and streamlining current grant procedures. In 2006 the Grant Compliance Manager was successful in obtaining 5 grant awards with a total funding of \$779,520.

The Grant Compliance Manager has assisted several city departments on various grant opportunities. Two city departments successfully applied for 3 Coastal Management grants and one Save America's Treasures grant. DOA-ITMD has submitted 3 grant applications, one of which has been funded, one of which was not funded and one is pending. The Police Department submitted a Save Our Schools grant application for \$343,000. This application is pending as well. A Port security grant was successfully applied for, with an award of \$713,000.

In addition, the Grant Compliance Manager is also responsible for overseeing use of the eCivis grants locator system (see description in Special Purpose Accounts section on page 10) and for coordinating grant-based initiatives with non-profit organizations and other units of government. As of August 2007, over 100 city employees are on the eCivis listing, with about 30 daily or weekly users. In 2007, 2 training sessions were held. Since August 1, 2007 eCivis has signed on new users from MPL, MPD, MFD and other city departments. The cost of this position, \$88,028 (salary and benefits), is supported entirely by City operating funds.

In 2007, a new Grant Monitor (SG 6) position was added to CDGA, increasing the number of Grant Monitors to 7. This position is needed to ensure an appropriate level of oversight and monitoring of housing related activities.

All other personnel and operating expenses of the Community Development Grants Administration Division are wholly funded by the City's annual CDBG and HOME allocations. The 2008 Proposed Budget for the Division (excluding the Grant Compliance Manager position) is \$1,389,000; this

amount includes fringe benefits. \$984,000 of the total amount is CDBG funds and \$405,000 of the total amount is HOME funds.

DOA - BUSINESS OPERATIONS DIVISION

Expense Category	2007 Budget	2008 Proposed Budget	Change	
Personnel Costs	\$885,682	\$1,077,604	+21.66%	
Operating Expend.	\$63,110	\$203,483	+222.42%	
Equipment Purchases	\$0	\$0	0%	
Special Funds	\$41,000	\$41,000	0%	
TOTAL	\$989,792	\$1,322,087	+33.57%	
Positions	27	27	0	

Personnel

- 1. The 2008 Proposed Budget provides \$1,077,604 for personnel costs of the Budget Operations Division, an increase of \$191,922 or +21.66% from the 2007 Budget. The number of authorized positions in the Business Operations Division remains the same as in the 2007 Budget (27).
- 2. The increase in personnel costs will be the result of converting certain Document Services Section functions from a reimbursable basis to a non-reimbursable basis. Some components of Records and Mail services, including labor fees, will not be billed to departments on a reimbursable basis; rather, the cost will be budgeted on the tax levy. One exception will be grant-funded activities which will continue to be billed on a reimbursable basis and not shifted to the tax-levy funded budget.

Operating Budget

The 2007 Proposed Budget provides \$203,483 for Operating Expenditures, an increase of \$140,373 (+222.42%) from the 2007 Budget. The increase in operating expenditures will be the result of converting certain Document Services Section functions from a reimbursable basis to a non-reimbursable basis. Some components of Records and Mail services, including maintenance, lease, supplies and license fees, will not be billed to departments on a reimbursable basis; rather the cost will be budgeted on the tax levy.

The advantage of this change is that it will reduce the administrative work required to process interdepartmental billing for activities. Rather than charging for the services through reimbursable billings, the costs will be budgeted in the DOA operating budget. These changes reflect the estimated costs in the Document Services Section for records and mail services that will not be recovered through reimbursable billing.

Special Fund

The Division's Proposed 2008 Budget includes \$41,000 in a special fund to support the activities of the Emerging Business Enterprise Program. Specifically, this fund pays for the City's use of a private contractor for certification and re-certification of emerging business enterprises. This is the same level of funding that was provided in 2007.

DOA - INTERGOVERNMENTAL RELATIONS DIVISION

Expense Category	2007 Budget	2008 Proposed Budget	Change
Personnel Costs	\$537,581	\$521,116	-3.06%
Operating Expend.	\$47,300	\$46,575	-1.53%
Equipment Purchases	\$2,000	\$1,500	-3.01%
Special Funds	\$0	\$0	0
TOTAL	\$586,881	\$569,191	-3.01%
Positions	5	5	0

Personnel

- 1. The 2008 Proposed Budget provides \$521,116 for Personnel Costs of the Intergovernmental Relations Division, a decrease of \$16,465 (-3.06%) from the 2007 Budget.
- 2. No personnel changes are included in the 2008 Proposed Budget.

Operating Budget

The 2008 Proposed Budget provides \$46,575 for Operating Expenditures, a decrease of \$725 (-1.53%) from the 2007 Budget.

Equipment Purchases

The 2008 Proposed Budget provides \$1,500 for equipment purchases. These funds will be used to replace one computer workstation.

DOA - INFORMATION AND TECHNOLOGY MANAGEMENT DIVISION

Expense Category	2007 Budget	2008 Proposed Budget	Change
Personnel Costs	\$3,417,507	\$3,658,402	+7.04%
Operating Expend.	\$301,250	\$423,713	+40.65%
Equipment Purchases	\$10,000	\$16,000	+60%
Special Funds	\$1,053,000	\$1,139,135	+8.17%
TOTAL	\$4,781,757	\$5,237,250	+9.52%
Positions	42	43	+1

Personnel

- 1. The 2008 Proposed Budget provides \$3,658,402 for personnel costs of the Information Technology Management Division an increase of \$240,895 or +7.04% from the 2007 Budget. The 2008 Proposed Budget authorizes 43 positions in ITMD, one additional position from the 2007 Budget.
- 2. The new position of Geographic Information Technician II (SR 602) created within the Citywide Information Systems Section will allow DOA to begin centralization of map data maintenance functions and provide more current data to citizens using web applications such as MapMilwaukee and My Milwaukee Home. This position will maintain zoning, historic district, planning boundary, and other citywide map resources. This vacant position is being transferred from the Department of City Development.
- 3. The 2008 Budget contains a number of position changes. One position of Operations Analyst was replaced by one position of Automated Systems Specialist which was reclassified in July 2007. The remaining classification requests currently await review in DER. These changes are designed to create greater equality among managers, and a career path for developer staff, and reflect organizational changes already in place within the division.

Three managerial positions would be reclassified to SG 13; the current classifications are Application Development Manager (SG 12), Enterprise Information Manager (SG 12), and Information Systems Manager (SG 15). The proposed change will create parity among ITMD's technical section leaders as these positions all share similar duties and responsibilities in different areas of the organization.

Reclassification of the Internet Services Coordinator position from a SG 6 to SG 7, reflects the critical nature of this position, as manager of the City website content management system.

4. In addition to reclassifications, there are several position changes.

One position of Office Supervisor I (SG 1) is replaced by one position of Office Supervisor II (SG 2) to reflect the transfer of additional administrative duties following the elimination of

one position of Project Assistant in 2004 and one position of Administrative Assistant in 2006, both following retirements.

One position of Systems Analyst – Sr. (SG 8) is replaced by one position of Applications Development Coordinator (SG 10). This change reflects assignment of additional responsibilities to a "lead" developer who helps coordinate activities of programmers and analysts within the Citywide Information Systems Section. Creation of this position will also create a career path for ITMD's developers and programmers where one does not currently exist.

One position of Operations Analyst (SR 595) is replaced by one position of Automated Systems Specialist (SR 598) to reflect increased responsibility in the Operations area working particularly with the IBM z9 e-server, due to an anticipated retirement of a System Analyst – Project Leader during 2008.

One position of Community Information Services Coordinator (SG 8) is replaced by one position of System Analyst – Sr. (SG 8) to reflect a shift in responsibilities within ITMD, as the Chief Information Officer increasingly serves as the information technology contact for elected officials, staff and citizens. Replacing the position of Community Information Services Coordinator with one position of System Analyst – Sr. addresses an immediate need in the operations area of Infrastructure and Technology Development Section.

Operating Budget

- 1. The 2008 Proposed Budget provides \$423,713 for ITMD's Operating Expenditures, an increase of \$122,463 (+40.65%) from the 2007 Budget.
- 2. The proposed increase in Operating Expenditures can be attributed primarily to substantial increase in Information Technology Services, which seeks \$381,750, an increase of 126,050 (+49.29%) from the 2007 Budget amount of \$255,700. The increase results from fees for Microsoft "Software Assurance" which keeps Exchange and Outlook e-mail software licenses current.

Equipment Purchases

The 2008 Proposed Budget provides \$16,000 for new ITMD computer equipment, an increase of \$6,000 (+60%) from the 2007 Budget.

Special Fund

The 2008 Proposed Budget includes \$1,139,135 in a special fund titled "Enterprise Resource Management." The 2008 Budget figure represents an 8.17% increase from 2007. This fund pays for support of the City's human resources and financial management systems, particularly license fees and hosting fees. For 2008, Oracle license maintenance fees will total \$652,000, while the fee for Crestone hosting services will be \$470,135. \$17,000 will be used for other costs such as training and equipment.

CAPITAL IMPROVEMENT PROJECTS

The 2008 Proposed Budget contains 5 capital projects for the Department of Administration;

- 1. Energy Challenge Fund The 2008 Proposed budget includes \$500,000 in capital funding to support the goal of helping city departments reduce energy consumption by 15% from 2008 to 2012, using 2005 city energy consumption as a baseline. Funds will be awarded to departments for capital projects that result in energy efficiencies or that use renewable energy or alternative fuel sources. Funds will be distributed based on projected reductions in energy use and demand charges and demonstration of project payback within a reasonable time period. The Environmental Sustainability Director will manage the Energy Challenge Fund.
- 2. <u>Server Consolidation/Storage Area Network</u> This is the third year of a three-year project to consolidate a proliferation of servers and corresponding separate, isolated storage areas on the City's IT system. The 2008 Proposed Budget provides \$24,000 in capital funding for this project; \$49,000 was appropriated in the 2007 Budget. This project is intended to reduce IT maintenance and support costs, increase efficiency and protect data. ITMD has consolidated servers from 16 departments and divisions, including the Mayor's Office, City Clerk's Office, Comptroller's Office, Assessor, DER and DOA. Consolidation of additional utility and department servers will continue in 2008.
- 3. Web Application Server The 2008 Proposed budget includes \$115,000 in capital funding to upgrade to a new Web server. The current server, an IBM RS6000, experiences outages approximately once each week and has exceeded its life expectancy. The outages render important City web applications such as E-Notify, E-Payment checks, E-Payment credit cards, E-service request, lobbyists application form, My Milwaukee Home and Where Do I Vote unavailable to users of the City website. Upgrading to a new server will allow for a change in operating system to a platform such as Microsoft Server or Linux as well as better performance of City web applications.
- 4. <u>Clustered Corporate Data Server</u> The 2008 Proposed budget includes \$204,860 in capital funding for a migration of the current corporate database from a single server to a 2-server cluster. A clustered server environment will ensure that the database remains reliable, redundant and scalable into the future. A single server corporate database failure will result in a disruption of E-government applications as well as to departments that depend on E-notify, E-services, licensing and GIS.
- 5. <u>E-Server Tape Subsystem</u> The 2008 Proposed budget includes \$111,860 in capital funding to replace the E-server Tape Subsystem. The E-Server tape subsystem is no longer being manufactured and the vendor will no longer provide parts after 2007. These tape drives backup the new IBM z9 e-server and provide support for critical Treasures Office applications and data as well as other e-server processing. Vender supported used equipment will be purchased for this project. This will reduce costs and eliminate the need to convert previously stored backups into a new tape format.

SPECIAL PURPOSE ACCOUNTS

The 2008 Proposed Budget includes 3 special purpose accounts to be administered by the Department of Administration:

E-Government Payment Systems SPA

This special purpose account provides funding for development and ongoing maintenance of applications that enable City residents and businesses to conduct business through the City's web site. Examples include online payment, via credit card or electronic check, of Health Department license fees, Municipal Court fines and property taxes.

The proposed funding level for 2008 is \$60,000, an increase of \$35,000 (+140%) from the 2007 Budget. In 2008, this special purpose account will be used primarily to pay for electronic check transaction fees imposed by banks for payment processing, as well as for base monthly maintenance fees paid to U.S. Bank. It also pays for technical support for the City web site's Content Management System (CMS) and license fees for web-related software. In 2008 the E-government SPA will allocate funds as follows: software licenses (\$15,000), CMS maintenance and support (\$25,000), CMS updates and enhancements (\$15,000) and automatic check handling transaction fees (\$5,000).

eCivis Grants Locator SPA

Proposed funding level for this special purpose account for 2008 is \$25,468. This is a 10.25% increase from 2007. In 2005, the City purchased the eCivis grants locator software to assist City departments in locating grants that may be available to support their functions. For 2008, SPA funding is provided to maintain this service. City employees can use eCivis to perform customized grant searches, receive e-mail notifications of grant opportunities and obtain assistance in writing grant applications. According to eCivis tracking, over 100 city staff are on eCivis listing and about 30 are daily or weekly users.

Wages Supplement Fund SPA

This fund acts as a "savings account" for City salary and fringe benefit costs while labor contracts are pending. It provides the funding needed for increases in salaries and fringe benefits resulting from contract settlements. The 2008 Proposed Budget includes \$22,500,000 in the Wages Supplement Fund, an increase of \$12,780,000 (+131.48%) from the amount budgeted for 2007, due to pending labor contracts.

OTHER INITIATIVES

The 2008 Proposed Budget for the Department of Administration contains several other initiatives that have no direct budgetary impact. These initiatives, which will be carried out by existing department staff, include:

- 1. <u>Multi-Year Strategic and Fiscal Plan</u> The 2008 Proposed Budget reflects the third year of a three-year strategic and fiscal plan that the Budget and Management Division has developed to provide a "three-year stability approach for the City's budget and programs" during the 2006-2008 budget years.
- 2. Office of Sustainability —The Office of Sustainability works with other city departments in implementing the recommendations of the Mayor's Green Team. The Office has been involved in efforts to protect Lake Michigan, including serving on a Legislative Council Special Committee to draft legislation adopting the Great Lakes Water Resource Compact. In 2008, the Office will continue to coordinate training for building facility managers on energy efficiency as well as coordinating ongoing energy audits of city facilities. The Office will continue to work with the Department of City Development on the City's economic development plan on ways to enhance the "green" sector of Milwaukee's economy.
- 3. <u>Accountability in Management (AIM)</u> For 2008, DOA will continue coordinating implementation of this initiative. The Mayor uses AIM to support specific improvements in participating departments. The following 13 city departments meet regularly with the Mayor: Assessor, DCD, DER, DNS, DOA, DPW, Election Commission, Fire Department, Health Department, Library, Police Department, Port, and the Fire and Police Commission. Some improvements made as a result of AIM include:
 - Upgrading the E-Notify service to include verified criminal offenses by location.
 - Reviewing the Library's Sick Leave Control Program as a model for how departments should use their control plans.
 - Improving capital projects reporting and monitoring for major capital projects.
 - Establishing response time goals and performance tracking for pothole filling, missed garbage collections, missed recycling collections, special collections and nuisance litter cleanup.
- 4. <u>Homeland Security Coordinator</u> The 2007 Budget included the position of Emergency Government Coordinator, which was re-titled to Homeland Security Coordinator during 2007. This position coordinates and oversees the City of Milwaukee's Urban Areas Security Initiative (UASI) Program grant and related emergency government activities. The Coordinator also oversees strengthening critical infrastructure, expanding regional collaboration, strengthening interoperable communications, and enhancing detection, capacity and response to emergency events. During 2008 the Coordinator will continue to work with city departments to develop continuity of operations plans as well as helping to develop a mass evacuation plan and a city emergency response plan.

DEPARTMENT REVENUES

The 2008 Proposed Budget projects that the Department of Administration will receive \$4,422,200 in revenues, an increase of \$183,900 (4.33%) from the \$4,238,300 projected in the 2007 Budget. Major revenue sources for 2008 are as follows:

Revenue Category	2006 Actual	2007 Budget	Change	2008 Estimated	Change
Contract to provide services to MPS	\$3,737,000	\$3,864,000	+3.28%	\$3,998,700	+3.48%
Property Sales	\$516,782	\$262,500	-4.92%	\$336,200	+2.80%
Other Charges for Services	\$66,373	\$111,800	+68.44%	\$87,300	-21.91%
TOTAL	\$4,320,155	\$4,238,300	-1.89%	\$4,422,200	+4.33%

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