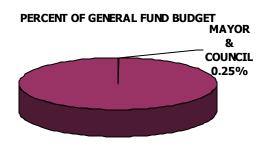


# SUPPORT SERVICES



<b>BUDGET INFORMATION</b>						
FY 2011-12 Budget	\$125,775					
FY 2000-11 Budget	\$128,175					
Percentage Change	(1.87%)					
FY 2011-12 FTE	0.00					
Change From FY 2010-11	0.00					



The City Council is the legislative and policy-making body for the City of West Des Moines. As elected representatives of the citizens, the City Council provides the policy direction and program guidance necessary to direct the community's economic, social, and physical development. The Mayor and two council members are elected at large, while the other three are elected by ward. The Mayor, with approval of the Council, appoints members of policy-making boards and commissions of the City. The major responsibilities of the City Council include enacting ordinances, setting property tax rates, approving City service levels, authorizing the budget, and participating in community economic development efforts.

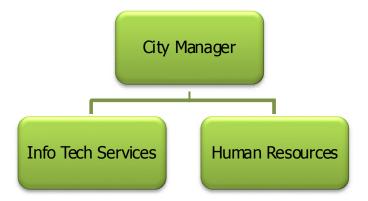
#### **Budget Objectives and Significant Information**

The FY 11-12 proposed budget for the council directive line item remains the same as FY 10-11 at \$25,000.



	BUDGET FY 2008-09	BUDGET FY 2009-10	BUDGET FY 2010-11	BUDGET FY 2011-12	INC(DEC) FY 2011-12 OVER FY 2010-11	% INC (DEC)
Expenditures by Object						
Personal Services						
Full-time Employees						
Elected Officials	\$59,226	\$56,958	\$59,000	\$59,400	\$400	0.68%
Contract Help						
Overtime						
Health, Dental, Life Insurance						
Retirement Contributions	4,567	4,515	7,900	9,450	1,550	19.62%
Other Pay						
<b>Total Personal Services</b>	\$63,794	\$61,473	\$66,900	\$68,850	\$1,950	2.91%
Supplies & Services						
Operating & Maintenance	\$19,948	\$35,790	\$45,875	\$42,525	(\$3,350)	(7.30%)
Conference, Travel & Training	10,707	8,474	11,900	11,900		
Utilities	385	333	1,000		(1,000)	(100.00%)
Contractual Obligations						
Donations to Agencies	1,941	782	2,500	2,500		
Non-Recurring/Non-Capital						
Total Supplies & Services	\$32,980	\$45,379	\$61,275	\$56,925	(\$4,350)	(7.01%)
Capital Outlay						
Replacement Charges						
Computer Hardware & Software						
Vehicles						
Miscellaneous Equipment						
Total Capital Outlay						
Lease/Purchase Payments						
Total Expenditures	\$96,774	\$106,852	\$128,175	\$125,775	(\$2,400)	(1.87%)





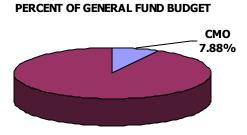
It is the responsibility of the **City Manager's Office** to provide the overall direction for the City organization in accordance with policies established by the City Council. Other responsibilities are to assure that the City operations are conducted economically, efficiently, and effectively and that the Council and citizens' concerns are addressed. This office also develops recommendations to the City Council for changes in programs, operations, and policies. In addition, the City Manager's office presents, reviews, and monitors the annual operating budget for the city. Personnel also staff a number of City boards and commissions ranging from external public advisory bodies to internal employee committees and represent the City as a member of the union contract negotiating team. The personnel also work with the City Council on community development issues and with metro area entities and agencies on joint concerns.

**Information Technology Services** supports the local and wide area networks of the City; as well as the personal computers, printers, and software used by the end users in all municipal facilities. The goal is to build a cost effective technology infrastructure than can quickly respond to the City's changing needs.

**Human Resources** provides a wide range of services to promote the City departments' workforce and work environment. These services include: recruiting, selecting, testing and hiring the City's workforce; implementing the city's compensation and benefit systems (which includes position descriptions, job evaluation structure, performance management systems, salary/benefit surveys, benefit enrollment, award programs, etc.); implementing the City's Safety and Wellness Programs, including the management of workers' compensation; oversight of employee/labor relations (which includes affirmative action, union negotiations, appeals process, development of human resources policies and procedures, etc.); and planning and directing City-wide training and development programs.



BUDGET INFORMATION						
FY 2011-12 Budget	\$3,903,765					
FY 2010-11 Budget	\$3,691,671					
Percentage Change	5.75%					
FY 2011-12 FTE	18.00					
Change From FY 2010-11	(0.50)					



### **Budget Objectives and Significant Information**

Supplemental Requests include:

- \$110,000 phone system/network replacement. This will be the second year of a five year lease/purchase. Many components within the current system are no longer supported by the manufacturer.
- \$40,000 for managed services such as a document management solution and an IT project management solution.



Part-time Employees Contract Help Overtime Health, Dental, Life Insurance Retirement Contributions Other Pay	1,183,952 24,331					
Full-time Employees \$ Part-time Employees Contract Help Overtime Health, Dental, Life Insurance Retirement Contributions Other Pay						
Part-time Employees Contract Help Overtime Health, Dental, Life Insurance Retirement Contributions Other Pay						
Contract Help Overtime Health, Dental, Life Insurance Retirement Contributions Other Pay	24,331	1,432,547	\$1,471,950	\$1,496,000	\$24,050	1.63%
Overtime Health, Dental, Life Insurance Retirement Contributions Other Pay		22,600	20,100	20,750	650	3.23%
Health, Dental, Life Insurance Retirement Contributions Other Pay						
Retirement Contributions Other Pay	1,540	4,582	850	900	50	5.88%
Other Pay	154,215	186,900	258,500	283,935	25,435	9.84%
· —	215,079	253,026	272,600	283,800	11,200	4.11%
Total Personal Services \$1	11,351	10,369	9,250	19,070	9,820	106.16%
	,590,469	\$1,910,024	\$2,033,250	\$2,104,455	\$71,205	3.50%
Supplies & Services						
Operating & Maintenance	\$766,587	\$729,776	\$888,196	\$1,085,960	\$197,764	22.27%
Conference, Travel & Training	43,253	28,443	65,115	59,850	(5,265)	(8.09%)
Utilities	42,820	56,726	34,760	10,000	(24,760)	(71.23%)
Contractual Obligations	137,345	173,826	119,500	209,500	90,000	75.31%
Donations to Agencies						
Non-Recurring/Non-Capital	23,542	56,849				
Total Supplies & Services \$1,	,013,547	\$1,045,620	\$1,107,571	\$1,365,310	\$257,739	23.27%
Capital Outlay						
Replacement Charges						
Computer Hardware & Software	\$287,470	\$462,124	\$50,850	\$100,000	\$49,150	96.66%
Vehicles						
Miscellaneous Equipment		797	500,000	224,000	(\$276,000)	(55.2%)
Total Capital Outlay \$	287,470	462,921	\$550,850	\$324,000	(\$226,850)	(41.18%)
Lease/Purchase Payments						
Total Expenditures \$2				\$110,000	110,000	100%

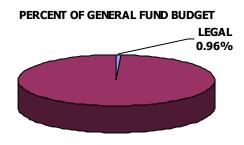


### **Personnel Summary**

	BUDGET FY 2008-09	BUDGET FY 2009-10	BUDGET FY 2010-11	BUDGET FY 2011-12	CHANGE FROM FY 2010-11
Full-time Employees					
City Manager					
City Manager	1.00	1.00	1.00	1.00	0.00
Deputy City Manager	0.00	0.00	0.00	1.00	1.00
Assistant City Manager	1.00	1.00	1.00	0.00	(1.00)
Executive Assistant	1.00	1.00	1.00	1.00	0.00
Management Assistant	1.00	1.00	1.00	1.00	0.00
Human Resources					
Human Resources Director	0.00	0.00	1.00	1.00	0.00
Human Resources Manager	1.00	1.00	0.00	0.00	0.00
Human Resources Administrator	2.00	2.00	2.00	2.00	0.00
Administrative Assistant	1.00	1.00	1.00	1.00	0.00
Information Services					
IT Services Director/CIO	0.00	0.00	1.00	1.00	0.00
Information Services Manager	1.00	1.00	0.00	0.00	0.00
Management Analyst	1.00	1.00	1.00	0.00	(1.00)
Enterprise Applications Manager	0.00	0.00	1.00	1.00	0.00
Senior Network Analyst	4.00	4.00	1.00	0.00	(1.00)
Computer Aided Dispatch Administrator	1.00	1.00	0.00	0.00	0.00
IT Specialist - Desktop Manage- ment	0.00	0.00	0.00	1.00	1.00
IT Specialist - Public Safety	0.00	0.00	1.00	2.00	1.00
IT Specialist - Server Management	0.00	0.00	0.00	1.00	1.00
Network Analyst	0.00	0.00	1.00	1.00	0.00
Network Operations Manager	0.00	0.00	1.00	1.00	0.00
End User Support Specialist	1.00	1.00	1.00	0.00	(1.00)
GIS Coordinator	1.00	1.00	1.00	1.00	0.00
GIS Analyst	1.00	1.00	1.00	1.00	0.00
Total Full-time Employees	18.00	18.00	18.00	18.00	0.00
Part-time Employees					
Human Resources					
Secretary	0.50	0.50	0.50	0.00	(0.50)
Total Part-time Employees	0.50	0.50	0.50	0.00	(0.50)
<b>Total Authorized Personnel</b>	18.50	18.50	18.50	18.00	(0.50)



<b>BUDGET INFORMATION</b>						
FY 2011-12 Budget	\$472,845					
FY 2010-11 Budget	\$447,631					
Percentage Change	5.63%					
FY 2011-12 FTE	3.00					
Change From FY 2010-11	0.00					



The City Attorney is responsible for all aspects of legal services to the Mayor, City Council, administrative staff, and appointed boards and commissions. This includes the drafting of opinion letters, contracts, and the review of ordinances, resolutions and agreements. The City Attorney represents the City in judicial and administrative proceedings and attends City Council and other meetings as necessary to address legal issues which arise.

#### **Budget Objectives and Significant Information**

The budget objectives in the City of West Des Moines Legal Department for the 2011-12 fiscal year are to increase the level of legal services provided to the City without substantially increasing expenditures. The legal department will continue to attempt to reduce the need for outside counsel by fully utilizing current personnel, using legal services available through internship programs provided by Drake University and the University of Iowa Law Schools, and increasing the efficiency and productivity of the office staff through office management training and computer-assisted office management. The department is also moving toward the longer term goal of reducing total expenditures by redirecting expenditures from outside counsel to in-house personnel.



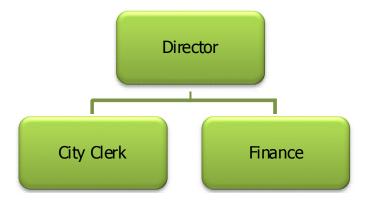
	ACTUAL FY 2008-09	ACTUAL FY 2009-10	BUDGET FY 2010-11	BUDGET FY 2011-12	INC(DEC) FY 2011-12 OVER FY 2010-11	% INC (DEC)
Expenditures by Object						
Personal Services						
Full-time Employees	\$267,574	279,588	\$278,500	290,700	\$12,200	4.38%
Part-time Employees						
Contract Help						
Overtime						
Health, Dental, Life Insurance	36,773	28,461	44,500	48,900	4,400	9.89%
Retirement Contributions	37,255	39,414	42,600	47,850	5,250	12.32%
Other Pay	700	700	700	2,170	1,470	300.10%
<b>Total Personal Services</b>	\$342,303	\$348,163	\$366,300	\$389,620	\$23,320	6.37%
Supplies & Services						
Operating & Maintenance	\$142,610	\$82,548	\$77,401	\$79,225	\$1,824	2.36%
Conference, Travel & Training	432	1,634	3,230	3,800	570	17.65%
Utilities	295	213	700	200	(500)	(71.43%)
Contractual Obligations						
Donations to Agencies						
Non-Recurring/Non-Capital						
Total Supplies & Services	\$143,337	\$84,395	\$81,331	\$83,225	\$1,894	2.37%
Capital Outlay						
Replacement Charges						
Computer Hardware & Software						
Vehicles						
Miscellaneous Equipment						
Total Capital Outlay						
Lease/Purchase Payments						
Total Expenditures	\$485,640	\$432,558	\$447,631	\$472,845	\$25,214	5.63%
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### **Personnel Summary**

	BUDGET FY 2008-09	BUDGET FY 2009-10	BUDGET FY 2010-11	BUDGET FY 2011-12	CHANGE FROM FY 2010-11
Full-time Employees					
City Attorney	1.00	1.00	1.00	1.00	0.00
Assistant City Attorney	1.00	1.00	1.00	1.00	0.00
Administrative Secretary	1.00	1.00	1.00	1.00	0.00
<b>Total Full-time Employees</b>	3.00	3.00	3.00	3.00	0.00
<b>Total Authorized Personnel</b>	3.00	3.00	3.00	3.00	0.00





The Finance Department provides both internal and external services for the City of West Des Moines. These services are broken down into four cost centers.

The role of the **City Clerk's Office** is to provide the City Council with efficient and effective administrative assistance, coordinating the legislative process to allow the City Council to meet and support the needs of the citizens of West Des Moines. To that end, the Clerk's Office prepares meeting agendas, records minutes, publishes proceedings, prepares legal notices, has custody of bonds and contracts, and certifies special assessments. Staff also issues licenses and permits, serves as the liaison with the county commissioner during municipal elections, provides public information and notifications on a variety of topics. Due to the City Manager search currently underway, the City Clerk staff temporarily report to the interim City Manager. The permanent organizational reporting structure will be determined after the hiring of the new City Manager.

The **Finance** cost center provides financial support services, budgeting, risk management, asset management, and mailing/courier services to all City departments. Staff is responsible for the accurate and timely reporting of all financial transactions. This includes such duties as processing accounts payable, payroll, property tax and special assessment receipts, grant receipts, bond proceeds, payment of principal and interest on debt, maintaining detailed records of the City's assets, and numerous other accounting transactions. The financial reports generated enable the City to make educated decisions regarding cash and debt management, and monitor the City's budget and financial position.

The **Print Shop** also falls within the Finance department. The individual staffing this cost center was transferred to the Public Works department during FY 03-04. However, this cost center is still used for the purchase and inventory of paper stock for the entire City.

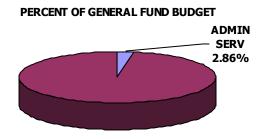
**Risk Management** seeks to protect the City against adverse impacts to its financial and tangible assets. Risks that the City cannot financially assume are transferred through the purchase of adequate property, liability, workman's compensation and automobile insurance or similar coverage(s).







<b>BUDGET INFORMATION</b>						
FY 2011-12 Budget	\$1,418,960					
FY 2010-11 Budget	\$1,334,395					
Percentage Change	6.34%					
FY 2011-12 FTE	9.75					
Change From FY 2010-11	0.00					



### **Balanced Scorecard**

Perspective	Strategic Objectives	Performanc e Measures	Actual 2006	Actual 2007	Actual 2008	Actual 2009	Actual 2010
<del>-</del>	Resource Man	agement					
Manage Financial Resources	Maintain/ Improve Bond Rating	General Obliga- tion Bond Rat- ings from Moody's and Standard & Poor's	Moody's Aa1 S&P AAA	Moody's Aa1 S&P AAA	Moody's Aa1 S&P AAA	Moody's Aa1 S&P AAA	Moody's Aaa S&P AAA



	ACTUAL FY 2008-09	ACTUAL FY 2009-10	BUDGET FY 2010-11	BUDGET FY 2011-12	INC(DEC) FY 2011-12 OVER FY 2010-11	% INC (DEC)
Expenditures by Object						
Personal Services						
Full-time Employees	\$522,680	595,566	\$598,000	\$603,000	\$5,000	0.84%
Part-time Employees	75,897	36,305	37,200	38,400	1,200	3.23%
Contract Help						
Overtime	12,960	11,056	14,800	15,400	600	1.05%
Health, Dental, Life Insurance	78,465	92,383	96,900	106,430	9,530	9.83%
Retirement Contributions	85,449	91,784	103,250	107,500	4,250	4.12%
Other Pay	4,865	4,450	4,650	5,750	1,100	23.66%
<b>Total Personal Services</b>	\$780,315	\$831,544	\$854,800	\$876,480	\$21,680	2.54%
Supplies & Services						
Operating & Maintenance	\$298,351	\$322,524	\$397,550	\$413,900	16,350	4.11%
Conference, Travel & Training	9,128	8,414	7,790	8,150	360	4.62%
Utilities	56,301	59,713	68,755	65,830	(2,925)	(4.25%)
Contractual Obligations	7,823	6,333	2,000	6,000	4,000	200.00%
Donations to Agencies						
Non-Recurring/Non-Capital		4,760				
Total Supplies & Services	\$371,603	\$401,744	\$476,095	\$493,880	17,785	3.74%
Capital Outlay						
Replacement Charges	\$3,444	3,462	\$3,500	\$3,600	\$100	2.86%
Computer Hardware & Software						
Vehicles						
Miscellaneous Equipment				45,000	45,000	100.00%
Total Capital Outlay	\$3,444	3,462	\$3,500	\$48,600	\$45,100	1288.57%
Lease/Purchase Payments						
Total Expenditures	\$1,155,362	\$1,236,750	\$1,334,395	\$1,418,960	\$84,565	6.34%

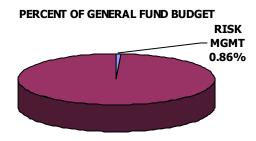


### **Personnel Summary**

	BUDGET FY 2008-09	BUDGET FY 2009-10	BUDGET FY 2010-11	BUDGET FY 2011-12	CHANGE FROM FY 2010-11
Full-time Employees					
City Clerk's Office					
Deputy City Clerk	1.00	1.00	1.00	1.00	0.00
Finance					
Finance Director	0.00	0.00	0.00	1.00	1.00
Director of Administrative Services	1.00	1.00	1.00	0.00	(1.00)
Accounting Manager	1.00	1.00	1.00	1.00	0.00
Budget Manager	0.00	0.00	1.00	0.00	(1.00)
Budget Analyst	1.00	1.00	0.00	1.00	1.00
Accountant	1.00	1.00	1.00	1.00	0.00
Account Clerk	1.00	1.00	2.00	2.00	0.00
Payroll Specialist	1.00	1.00	1.00	1.00	0.00
Administrative Secretary	1.00	1.00	1.00	1.00	0.00
Total Full-time Employees	8.00	8.00	9.00	9.00	0.00
Part-time Employees					
Finance					
Courier	0.75	0.75	0.75	0.75	0.00
Clerk	0.75	0.75	0.00	0.00	0.00
Total Part-time Employees	1.50	1.50	.75	.75	0.00
Total Authorized Personnel	9.50	9.50	9.75	9.75	0.00



<b>BUDGET INFORMATION</b>				
FY 2011-12 Budget	\$428,000			
FY 2010-11 Budget	\$800,000			
Percentage Change	(46.50%)			
FY 2011-12 FTE	0.00			
Change From FY 2010-11	0.00			



### **Activity Description**

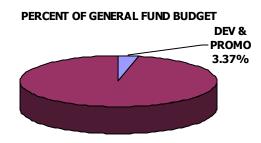
Risk management seeks to protect the City against adverse impacts to its financial and tangible assets. Risks that the City cannot financially assume are transferred through the purchase of adequate property, liability, workman's compensation, and automobile insurance or similar coverage(s).



	ACTUAL FY 2008-09	ACTUAL FY 2009-10	BUDGET FY 2010-11	BUDGET FY 2011-12	INC(DEC) FY 2011-12 OVER FY 2010-11	% INC (DEC)
Expenditures by Object						
Personal Services						
Full-time Employees						
Part-time Employees						
Contract Help						
Overtime						
Health, Dental, Life Insurance						
Retirement Contributions						
Other Pay						
<b>Total Personal Services</b>						
Supplies & Services						
Operating & Maintenance	\$309,586	\$362,108	\$800,000	\$428,000	(\$372,000))	(46.50%)
Conference, Travel & Training						
Utilities						
Contractual Obligations						
Donations to Agencies						
Non-Recurring/Non-Capital						
Total Supplies & Services	\$309,586	362,108	\$800,000	\$428,000	(\$372,000)	(46.50%)
Capital Outlay						
Replacement Charges						
Computer Hardware & Software						
Vehicles						
Miscellaneous Equipment						
Total Capital Outlay						
Lease/Purchase Payments						
Total Expenditures	\$309,586	\$362,108	\$800,000	\$428,000	(\$372,000)	(46.50%)



<b>BUDGET INFORMATION</b>					
FY 2011-12 Budget	\$1,671489				
FY 2010-11 Budget	\$1,715,454				
Percentage Change	(2.56%)				
FY 2011-12 FTE	0.00				
Change From FY 2010-11	0.00				



#### **Activity Description**

The goal of this activity is to enhance the physical and cultural ambience of the City and metropolitan area by marketing the City and providing an appealing environment for visitors and the citizens of West Des Moines. This activity is financed entirely by Hotel/Motel tax revenues.

#### **Budget Objectives and Significant Information**

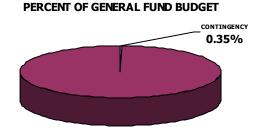
West Des Moines continues to be a metropolitan leader in the distribution of Hotel/Motel Tax Revenues. In FY 11-12, the City plans to distribute 2/7ths of hotel/motel tax collections to the Convention and Visitors Bureau, 2/7ths to BRAVO and 2/7ths will be transferred to City programs, leaving 1/7th for distribution to West Des Moines and metropolitan based activities. Specific allocations will be made by the City Council in the spring of 2011. Recent City Council action designated discretionary fund revenues in excess of total funds revenue of \$2,550,000 are to be channeled towards a public arts program.



	ACTUAL FY 2008-09	ACTUAL FY 2009-10	BUDGET FY 2010-11	BUDGET FY 2011-12	INC(DEC) FY 2011-12 OVER FY 2010-11	% INC (DEC)
Expenditures by Object						
Personal Services						
Full-time Employees						
Part-time Employees						
Contract Help						
Overtime						
Health, Dental, Life Insurance						
Retirement Contributions						
Other Pay						
<b>Total Personal Services</b>						
Supplies & Services						
Operating & Maintenance	\$32,329	\$33,599				
Conference, Travel & Training						
Utilities						
Contractual Obligations						
Donations to Agencies	1,673,055	1,651,022	1,715,454	1,671,489	(43,965)	(2.56%)
Non-Recurring/Non-Capital						
Total Supplies & Services	\$1,705,384	\$1,684,621	\$1,715,454	\$1,671,489	(\$43,954)	(2.56%)
Capital Outlay						
Replacement Charges						
Computer Hardware & Software						
Vehicles						
Miscellaneous Equipment						
Total Capital Outlay						
Lease/Purchase Payments						
Total Expenditures	\$1,730,384	\$1,684,621	\$1,715,454	\$1,671,489	(\$43,954)	(2.56%)
	-					



<b>BUDGET INFORMATION</b>				
FY 2011-12 Budget	\$171,000			
FY 2010-11 Budget	\$171,000			
Percentage Change	0.00%			
FY 2011-12 FTE	0.00			
Change From FY 2010-11	0.00			



### **Activity Description**

The City Contingency is comprised of the following elements: funds designated by the City Council for unforeseen circumstances special issues and, funds designated for recognition payments for the City's volunteer personnel.

Through the careful use of Contingency funds the City Council is able to respond to needs and opportunities which were not foreseen at the time the budget was prepared. At the end of each fiscal year, the unused portion of the City Contingency reverts back to the General Fund balance.



	ACTUAL FY 2008-09	ACTUAL FY 2009-10	BUDGET FY 2010-11	BUDGET FY 2011-12	INC(DEC) FY 2011-12 OVER FY 2010-11	% INC (DEC)
Expenditures by Object						
Personal Services						
Full-time Employees						
Part-time Employees	\$10,800	\$9,800	\$21,000	\$21,000		
Contract Help						
Overtime						
Health, Dental, Life Insurance						
Retirement Contributions						
Other Pay						
<b>Total Personal Services</b>	\$10,800	\$9,800	\$21,000	\$21,000		
Supplies & Services						
Operating & Maintenance	\$27,396	\$58,446	\$150,000	\$150,000		
Conference, Travel & Training						
Utilities						
Contractual Obligations						
Donations to Agencies						
Non-Recurring/Non-Capital						
<b>Total Supplies &amp; Services</b>	\$27,396	\$58,446	\$150,000	\$150,000		
Capital Outlay						
Replacement Charges						
Computer Hardware & Software						
Vehicles						
Miscellaneous Equipment						
Total Capital Outlay						
Lease/Purchase Payments						
Total Expenditures	\$38,196	\$68,246	\$171,000	\$171,000		

