



PUBLIC WORKS DIVISION

PUBLIC WORKS – DIVISION SUPPORT – 560 EXPENDITURES BY CATEGORY:

	Actuals FY 2006	Actuals FY 2007	Estimated FY 2008	Budget FY 2009	% Var	Budget FY 2010	% Var
Salary and Benefits	765,329	830,457	928,482	935,255	1%	935,255	0%
Operating Expense	55,152	53,880	78,714	86,600	10%	86,600	0%
Capital Expenditures	-	-	-	24,325	100%	24,325	0%
Carryovers	14,905	15,792	20,383	-	-100%	-	0%
PROG EXPENDITURES TOTAL	835,386	900,129	1,027,579	1,046,180	2%	1,046,180	0%

FUNDING SOURCE SUMMARY

General Fund	835,386	900,129	1,027,579	1,046,180	2%	1,046,180	0%
PROG FUNDING SOURCE TOTAL	835,386	900,129	1,027,579	1,046,180	2%	1,046,180	0%
Authorized Full-time Equivalents	12	12	12	14	17%	14	0%

Division Support Section

PURPOSE:

Division Support Section reports organizationally to the Deputy County Manager for Public Works Division, and provides financial and administrative services to the division and its five departments. Division Support also functions as the main point of contact with the public, other County departments, and external agencies.

Budget, Accounting, and Reporting

- Coordinates and prepares the annual and biennial budgets and quarterly reviews for the division, and tracks revenues;
- Prepares standard and custom financial reports, analyses, and projections, including accounting for bond funding;
- Accounts for capital assets and infrastructure for audit and financial reporting;

SERVICES PROVIDED:

Division Support Section provides financial and administrative services in the following areas:

Financial Document Processing

- Processes deposits, payment vouchers, purchase orders, budget transfers, journal entries, and petty cash transactions;
- Enters purchase requisitions or uses SPO cards to purchase office supplies and equipment, cell phones, postage, and duplicating services; reconciles SPO cards;
- Administers federal, state and local grants and funding agreements, and prepares grant reimbursement requests and grant reports;
- Processes the bi-weekly payroll, records project engineer time, and provides personnel assistance to supervisors and employees;

Public Works Division-Division Support

Systems Analysis and Administration

- Operates and maintains multiple existing financial systems and databases, and sets up new projects and accounts;
- Assists with implementation of new financial systems, training, and related updates of administrative instructions;

Oversight and Compliance

- Ensures compliance with financial policies and procedures, through routine inspection of documents and special reviews of controls;
- Manages close of the fiscal year by implementing County Finance instructions and cutoff dates for purchasing and payments;
- Coordinates agenda items for County Commission approval and ensures timely processing and quality control over these items;
- Oversees the legislative process and Public Works priorities, and tracks and analyses capital outlay appropriations and other bills;

PROGRAM HIGHLIGHTS AND MAJOR ACCOMPLISHMENTS:

Budget, Accounting, and Reporting

- Coordinated and prepared the biennial budget for Public Works Division for Fiscal Years 2009 and 2010. Provided new revenue summary form and description of revenue sources. Assisted with 2008 bond request and construction permit revenue.
- Managed and accounted for \$9.4 million in general obligation bonds authorized by voters in 2006 for road projects. Distributed approximately \$9 million of this funding to specific project accounts and identified priorities for remaining unallocated portion.
- Accounted for \$4.5 million in completed and capitalized construction projects at June 30, 2007, and \$44 million in assets under construction as of this date; there were no audit exceptions relating to this accounting.

Financial Document Processing

- Processed all financial documents in a timely and efficient manner, and paid the majority of invoices within 30 days; paid all construction payment applications within 21 days as required by law and contracts.
- Re-structured the grants administration function to focus on timely and accurate reimbursement requests and reports. For all of FY07, prepared 64 payment requests totaling to \$23.8 million; received reimbursements totaling to \$22.9 million. For first half of

Administrative Services

- Routes contracts for approval and maintains files and records of financial documents, and manages archiving and retention;
- Maintains personnel files and records for the division and all departments, and assists with the hiring process and personnel actions;
- Provides receptionist, central information, and special projects liaison services; and
- Prepares and implements a disaster recovery plan to provide continuity of operations in the event of an emergency.

FY08, prepared 66 payment requests totaling to \$25.4 million; received reimbursements totaling to \$21.1 million. This rate for FY08 effectively doubles that of the previous fiscal year.

Systems Analysis and Administration

- Participated in selection and implementation of the SAP Enterprise Resource Planning (ERP) system, by serving on the selection committee and providing staff as functional lead, ERP advocate, subject matter experts, and training team.
- Continued to operate and maintain multiple financial systems and databases, including the County MSA-GEAC system, USL Project Accounting system, Valley Utilities Project database; and designed and implemented a new grants management database.

Administrative Services

- Re-organized Division Support Section, upgraded two positions and transferred in a third position, hired two term positions as backfill for employees detailed to the SAP-ERP project, filled two vacancies due to promotions, and hired new Section Manager effective October 1, 2007.
- Developed a Continuity of Operations Plan (COOP) for essential financial and administrative support functions. Documented policies and procedures for all tasks and positions. Obtained access to a remote worksite and successfully tested the COOP.

COUNTY GOAL: Bernalillo County will provide residents with safe, efficient well maintained County infrastructure and transportation networks.

SERVICE IMPROVEMENT GOALS & OBJECTIVES:

FY09

- Track, reconcile and report on revenues monthly and quarterly.
- Review and close out old accounts for closed projects and transfer budget balances to suspense accounts on a quarterly basis.
- Pay at least 80% of capital and operating fund invoices within 30 days of invoice date as required by state statute.
- Pay 100% of construction payment applications within 21 days as required by state statute and contract terms.
- Review and close out invalid purchase orders monthly to restore line item balances.
- Prepare and submit at least 75 current reimbursement requests to federal, state and local grantors and funding sources per fiscal year, on a monthly basis, including partial payments for cash flow.
- Prepare and submit 100% of grant reports to grantor agencies by the due date.
- Keep payroll and personnel records up to date and files current in the Payroll/Timekeeper office and in the Executive Assistant office.
- Set up new projects and accounts for legislative and other projects by July 1 of each year, or within three days of request.
- Review accounting cycle internal controls on a rotating basis every quarter.
- Manage files and records 100% in accordance with retention schedules while working towards a paperless office environment.
- Respond to customer requests for information or assistance within 24 hours, in at least 95% of cases; develop a tracking system to manage customer relations.

FY10

- Track, reconcile and report on revenues monthly and quarterly.
- Review and close out old accounts for closed projects and transfer budget balances to suspense accounts on a quarterly basis.
- Pay at least 80% of capital and operating fund invoices within 30 days of invoice date as required by state statute.
- Pay 100% of construction payment applications within 21 days as required by state statute and contract terms.
- Review and close out invalid purchase orders monthly to restore line item balances.
- Prepare and submit at least 75 current reimbursement requests to federal, state and local grantors and funding sources per fiscal year, on a monthly basis, including partial payments for cash flow.
 - Prepare and submit 100% of grant reports to grantor agencies by the due date.
- Keep payroll and personnel records up to date and files current in the Payroll/Timekeeper office and in the Executive Assistant office.
- Set up new projects and accounts for legislative and other projects by July 1 of each year, or within three days of request.
- Review accounting cycle internal controls on a rotating basis every quarter.
- Manage files and records 100% in accordance with retention schedules while working towards a paperless office environment.
- Respond to customer requests for information or assistance within 24 hours, in at least 95% of cases; develop a tracking system to manage customer relations.

Public Works Division-Division Support

PERFORMANCE DATA:

Performance Measures	Actual FY 2006	Actual FY 2007	Estimated FY 2008	Target FY 2009	Target FY 2010
Reconcile and report revenues monthly	-*	-*	4	12	12
Dispose of old accounts quarterly	-*	-*	1	4	4
Pay at least 80% of invoices within 30 days	-*	-*	60%	80%	80%
Pay 100% of contractors within 21 days	100%	100%	100%	100%	100%
Close out invalid PO's monthly	-*	-*	1	12	12
Prepare at least 75 current reimbursement requests annually	-*	64	100	75	75
Submit 100% of grant reports to grantor agencies by the due date	-*	-*	100%	100%	100%
Keep payroll and personnel records up to date and files current	-*	-*	131	131	131
Review accounting cycle internal controls on a rotating basis every quarter	-*	-*	2	4	4
Manage records according to retention schedules and work towards paperless office	-*	-*	50%	100%	100%
Respond to customers in 24 hours	-*	-*	90%	95%	95%

* Performance Measure was not being recorded.



DIVISION SUPPORT PUBLIC WORKS INFORMATION TECHNOLOGIES

PURPOSE:

The general mission of the Public Works Information Technologies program (*PWIT*) is to provide a coherent, reliable and comprehensive electronic working environment for the five departments of Planning and Geographical Information Resources, Technical Engineering Services, Operations & Maintenance, Fleet-Facilities and Solid Waste. In order to fulfill this mission, staff has a number of responsibilities which include: management of the core division servers, network, Voice-Over-IP telephony, training, specification, selection, acquisition and integration of new information technology architectures and products. Staff will also provide basic network and telephony services to all County divisions who are located at the 2400 Broadway SE campus.

SERVICES PROVIDED:

Management, configuration, troubleshooting of all network, server and data transmission facilities / devices providing the Public Works Division infrastructure. Central management of server and desktop services, software, and security, providing appropriate updates and replacement. Cooperation, coordination, communication, and training with all division departments involving evaluation and implementation of existing and appropriate emerging technologies to assist department priorities. Serve as technical advisors, coordinators for division departments when interfacing with other County Divisions, or other public and private agencies.

PROGRAM HIGHLIGHTS AND MAJOR ACCOMPLISHMENTS:

- Implementation and deployment of VMware Virtual environment for server and desktop services. This has reduced physical server deployments from six (6) to two (2) and allowed for additional server deployments with no additional hardware. Reduced maintenance and support costs, heating, cooling and power requirements, and system administrative overhead for physical servers..
- Standardization of Public Works Division data storage for both network services and server requirements. Network and server storage is now allocated from a central repository, which can be redistributed and expanded based on need, independent of individual server hardware utilizing dedicated iSCSI and network resources.
- Implementation of Windows Deployment Services (WDS) in production "Virtual" environment for both desktop and server builds. Effectively reduced desktop and server builds/rebuilds and deployments from 8 hours to 20 minutes.
- Successful migration and deployment of new GIS server hardware and SDE software in standardized storage and virtual environment. New deployment reduces server space, power and cooling requirements while improving speed and data storage capabilities.
- Implementation network infrastructure and wireless bridge network connection from Solid Waste East Area Transfer facility to County Network for increased communication capability and improved productivity. Implementation of network based cameras and recording capability at East Area Transfer facility.
- Coordination and technical support fiber inclusion in Isleta construction project. This fiber placement will result in better communication facilities for the County along part of the Isleta corridor including Public Works devices, Sheriff's Office and West Side Community Center.
- Development and successful test of a Public Works Division Information Technologies Continuity of Operations (COOP) plan providing data and phone availability to all departments within the Public Works Division.

COUNTY GOAL: Bernalillo County will provide residents with safe, efficient well maintained County infrastructure and transportation networks.

DIVISION SUPPORT-PUBLIC WORKS INFORMATION TECHNOLOGIES

DEPARTMENTAL OBJECTIVES:

FY09

GOAL: Provide a reliable and secure information technologies work environment that remains fully operational and ready to meet business demands of Public Works Division employees enabling, consistent productivity.

- Deployment of GIS server hardware and SDE software County IT network core location for initial test and eventual production.
- With County IT replacement support, replace 30+ Pentium III desktops to support newer requirements.
- Continue deployment of document image storage to improve benefit to Public Works Division.
- Test deployment of network based Intrusion Detection System to monitor network activity internal to the 2400 Broadway Campus for any potential security or suspect activity. Production planned for FY10
- Test and initial deployment of 802.1x network access control, specifically for wireless network access.
- Continue Public Works Division Information Technologies Continuity of Operations (COOP) plan and Public

Works network structure to improve data and communications connectivity covering a broader range of disaster recovery (DR).

FY10

GOAL: Provide a reliable and secure information technologies work environment that remains fully operational and ready to meet business demands of Public Works Division employees, enabling consistent productivity.

- Production deployment of network based Intrusion Detection System started in FY09.
- Evaluate server operating system refresh and upgrades utilizing Windows 2008.
- Begin evaluation and testing of IPv6 networking protocol, with potential production deployment in Public Works division network.
- Continued development of Public Works Division Information Technologies Continuity of Operations (COOP) plan and Public Works network structure to improve data and communications connectivity covering a broader range of disaster recovery (DR).

PERFORMANCE DATA:

Performance Measures	Actual FY 2006	Actual FY 2007	Estimated FY 2008	Target FY 2009	Target FY 2010
Server Availability (uptime percent)	99.85% ¹	99.05% ²	99.93% ³	99.87%	99.87%
Service Availability (uptime percent)	NA ⁴	NA ⁴	96.86% ⁵	99.87%	98.87%

Server Availability uptime percent measures the AVERAGE uptime across sixty-six (66) server and network devices (e.g. device is turned on and responds to basic network). This uptime may be inclusive of necessary downtime for server and network upgrades and repair.

Service Availability uptime percent measures the AVERAGE uptime across ninety-eight (98) monitored SERVICES expected to be running on servers (e.g. Web Services, Domain Name Services, etc.) This uptime may be inclusive of necessary downtime for server and service upgrades and repair.

Any discrepancies between Server Availability and Service Availability are results from a server qualified as “up” but the service that the server is responsible for may be “down” or unavailable.

NOTES:

- 1 Incomplete data as server/device monitoring was not implemented for the entire FY2006
- 2 FY2007 had 2 general power outages and 2 computer room air conditioning failures
- 3 99.93% translates to approximately 6 hours / year of downtime AVERAGE per device.
- 4 Data for Service Availability for FY2006/FY2007 was not collected
- 5 See above note regarding discrepancies between Server Availability and Service Availability