

SUMMARY OF EXPENDITURES BY FUND: PROGRAM

Functional Area/Super Department/Program	General Fund	Special Revenue Funds	Debt Service Fund	Total Expenditures
<u>COUNTY ADMINISTRATION</u>				
<u>ASSESSOR</u>				
ADMINISTRATION	1,452,651			1,452,651
ASSESSOR STATUTORY MANDATES	7,002,055			7,002,055
TOTAL ASSESSOR	8,454,706			8,454,706
<u>BOARD OF SUPERVISORS</u>				
BOARD OF SUPERVISORS	1,922,807			1,922,807
TOTAL BOARD OF SUPERVISORS	1,922,807			1,922,807
<u>CLERK OF THE BOARD</u>				
ADMINISTRATION/MANAGEMENT	700,775			700,775
DOCUMENT & MICROGRAPHIC MGMT	546,734			546,734
TOTAL CLERK OF THE BOARD	1,247,509			1,247,509
<u>COMMUNICATIONS OFFICE</u>				
COMMUNICATIONS OFFICE	502,754			502,754
GRAPHIC SERVICES DESIGN	358,153			358,153
TOTAL COMMUNICATIONS OFFICE	860,907			860,907
<u>COUNTY ADMINISTRATOR</u>				
COUNTY ADMINISTRATOR	1,496,062			1,496,062
TOTAL COUNTY ADMINISTRATOR	1,496,062			1,496,062
<u>ELECTIONS</u>				
ELECTIONS	2,819,231	1,166,200		3,985,431
TOTAL ELECTIONS	2,819,231	1,166,200		3,985,431
<u>FINANCE & RISK MANAGEMENT</u>				
ADMINISTRATION	485,336			485,336
BUDGET	1,334,142			1,334,142
DEPARTMENTAL ANALYSIS	192,796			192,796
FINANCIAL CONTROL & REPORTING	1,116,722			1,116,722
FINANCIAL MANAGEMENT & AUDIT	402,745			402,745
FINANCIAL OPERATIONS	1,984,824			1,984,824
GRANTS MANAGEMENT	535,675			535,675
REVENUE MANAGEMENT	550,461	45,829		596,290
TOTAL FINANCE & RISK MANAGEMENT	6,602,701	45,829		6,648,530
<u>FORENSIC SCIENCE CENTER</u>				
FORENSIC SCIENCE CENTER	2,755,900	360,958		3,116,858
TOTAL FORENSIC SCIENCE CENTER	2,755,900	360,958		3,116,858
<u>HUMAN RESOURCES</u>				
BENEFITS/PERSONNEL/RECORDS/REPORTS	865,060			865,060
EXECUTIVE SERVICES/EMPLOYMENT RIGHTS	575,359			575,359
HR SPECIALIZED PROGRAMS	361,486			361,486
HR SUPPORT AND ANALYSIS	875,104			875,104
TOTAL HUMAN RESOURCES	2,677,009			2,677,009
<u>INFORMATION TECHNOLOGY</u>				
INFORMATION TECHNOLOGY	8,333,441			8,333,441
TOTAL INFORMATION TECHNOLOGY	8,333,441			8,333,441

SUMMARY OF EXPENDITURES BY FUND: PROGRAM

Functional Area/Super Department/Program	General Fund	Special Revenue Funds	Debt Service Fund	Total Expenditures
<u>NON DEPARTMENTAL</u>				
CONTINGENCY	44,288,540	22,376,589		66,665,129
DEBT SERVICE			100,824,209	100,824,209
EMPLOYEE BENEFIT LIABILITY FUND		1,000,000		1,000,000
GENERAL GOVERNMENT REVENUES	705,000			705,000
IMPROVEMENT DISTRICTS		9,243		9,243
NON DEPARTMENTAL	12,699,993	2,596,685		15,296,678
TOTAL NON DEPARTMENTAL	57,693,533	25,982,517	100,824,209	184,500,259
<u>OFC OF EMERG MGMT & HOMELAND SECURITY</u>				
OFC OF EMERG MGMT & HOMELAND SECURITY	513,074	1,098,818		1,611,892
TOTAL OFC OF EMERG MGMT & HOMELAND SECURITY	513,074	1,098,818		1,611,892
<u>PROCUREMENT</u>				
ADMINISTRATION	534,052			534,052
DESIGN & CONSTRUCTION	553,391			553,391
MATERIALS & SERVICES	848,564			848,564
VENDOR RELATIONS & SBE PROGRAM	245,000			245,000
TOTAL PROCUREMENT	2,181,007			2,181,007
<u>RECORDER</u>				
ADMINISTRATION	404,459			404,459
INFORMATION SERVICES		1,483,601		1,483,601
RECORDER DIVISION	732,153			732,153
VOTER REGISTRATION	1,411,098	192,000		1,603,098
TOTAL RECORDER	2,547,710	1,675,601		4,223,311
<u>TREASURER</u>				
TREASURER OPERATIONS	2,455,542	505,816		2,961,358
TOTAL TREASURER	2,455,542	505,816		2,961,358
TOTAL COUNTY ADMINISTRATION	102,561,139	30,835,739	100,824,209	234,221,087
INTERNAL SERVICE FUNDS -- INFORMATIONAL PURPOSES ONLY				
<u>FINANCE & RISK MANAGEMENT</u>				
GRAPHIC SERVICES PRODUCTION				933,485
RISK MANAGEMENT				19,057,356
TOTAL FINANCE & RISK MANAGEMENT				19,990,841
<u>INFORMATION TECHNOLOGY</u>				
TELECOMMUNICATIONS				4,799,147
TOTAL INTERNAL SERVICE - COUNTY ADMINISTRATION				24,789,988

SUMMARY OF REVENUES BY FUND: PROGRAM

Functional Area/Super Department/Program	General Fund	Special Revenue Funds	Debt Service Fund	Total Revenues
<u>COUNTY ADMINISTRATION</u>				
<u>ASSESSOR</u>				
ADMINISTRATION	3,000			3,000
TOTAL ASSESSOR	3,000			3,000
<u>CLERK OF THE BOARD</u>				
ADMINISTRATION/MANAGEMENT	2,100			2,100
TOTAL CLERK OF THE BOARD	2,100			2,100
<u>COMMUNICATIONS OFFICE</u>				
GRAPHIC SERVICES DESIGN	110,500			110,500
TOTAL COMMUNICATIONS OFFICE	110,500			110,500
<u>ELECTIONS</u>				
ELECTIONS	305,000	1,154,291		1,459,291
TOTAL ELECTIONS	305,000	1,154,291		1,459,291
<u>FINANCE & RISK MANAGEMENT</u>				
FINANCIAL OPERATIONS	31,000			31,000
TOTAL FINANCE & RISK MANAGEMENT	31,000			31,000
<u>FORENSIC SCIENCE CENTER</u>				
FORENSIC SCIENCE CENTER	994,900	360,958		1,355,858
TOTAL FORENSIC SCIENCE CENTER	994,900	360,958		1,355,858
<u>HUMAN RESOURCES</u>				
BENEFITS/PERSONNEL/RECORDS/REPORTS	1,500			1,500
TOTAL HUMAN RESOURCES	1,500			1,500
<u>INFORMATION TECHNOLOGY</u>				
INFORMATION TECHNOLOGY	502,166			502,166
TOTAL INFORMATION TECHNOLOGY	502,166			502,166
<u>NON DEPARTMENTAL</u>				
CONTINGENCY	4,625,000			4,625,000
DEBT SERVICE			65,603,403	65,603,403
GENERAL GOVERNMENT REVENUES	422,221,760			422,221,760
IMPROVEMENT DISTRICTS		264,884		264,884
NON DEPARTMENTAL	2,768,662			2,768,662
TOTAL NON DEPARTMENTAL	429,615,422	264,884	65,603,403	495,483,709
<u>OFC OF EMERG MGMT & HOMELAND SECURITY</u>				
OFC OF EMERG MGMT & HOMELAND SECURITY		1,098,818		1,098,818
TOTAL OFC OF EMERG MGMT & HOMELAND SECURITY		1,098,818		1,098,818
<u>PROCUREMENT</u>				
VENDOR RELATIONS & SBE PROGRAM	3,000			3,000
TOTAL PROCUREMENT	3,000			3,000

SUMMARY OF REVENUES BY FUND: PROGRAM

Functional Area/Super Department/Program	General Fund	Special Revenue Funds	Debt Service Fund	Total Revenues
<u>RECORDER</u>				
INFORMATION SERVICES		838,000		838,000
RECORDER DIVISION	1,986,100			1,986,100
VOTER REGISTRATION	319,900	184,960		504,860
TOTAL RECORDER	2,306,000	1,022,960		3,328,960
<u>TREASURER</u>				
TREASURER OPERATIONS	150	97,500		97,650
TOTAL TREASURER	150	97,500		97,650
TOTAL COUNTY ADMINISTRATION	433,874,738	3,999,411	65,603,403	503,477,552
INTERNAL SERVICE FUNDS -- INFORMATIONAL PURPOSES ONLY				
<u>FINANCE & RISK MANAGEMENT</u>				
GRAPHIC SERVICES PRODUCTION				990,000
RISK MANAGEMENT				19,574,650
TOTAL FINANCE & RISK MANAGEMENT				20,564,650
<u>INFORMATION TECHNOLOGY</u>				
TELECOMMUNICATIONS				4,836,816
TOTAL INTERNAL SERVICE - COUNTY ADMINISTRATION				25,401,466

SUMMARY OF FULL TIME EQUIVALENTS: PROGRAM

<u>Functional Area/Super Department/Programs</u>	<u>FTEs</u>
<u>COUNTY ADMINISTRATION</u>	
<u>ASSESSOR</u>	
ADMINISTRATION	25.0
ASSESSOR STATUTORY MANDATES	130.0
TOTAL ASSESSOR	<u>155.0</u>
<u>BOARD OF SUPERVISORS</u>	
BOARD OF SUPERVISORS	23.4
TOTAL BOARD OF SUPERVISORS	<u>23.4</u>
<u>CLERK OF THE BOARD</u>	
ADMINISTRATION/MANAGEMENT	7.0
DOCUMENT & MICROGRAPHIC MGMT	9.0
TOTAL CLERK OF THE BOARD	<u>16.0</u>
<u>COMMUNICATIONS OFFICE</u>	
COMMUNICATIONS OFFICE	6.0
GRAPHIC SERVICES DESIGN	4.4
TOTAL COMMUNICATIONS OFFICE	<u>10.4</u>
<u>COUNTY ADMINISTRATOR</u>	
COUNTY ADMINISTRATOR	11.8
TOTAL COUNTY ADMINISTRATOR	<u>11.8</u>
<u>ELECTIONS</u>	
ELECTIONS	16.0
TOTAL ELECTIONS	<u>16.0</u>
<u>FINANCE & RISK MANAGEMENT</u>	
ADMINISTRATION	14.0
BUDGET	13.5
DEPARTMENTAL ANALYSIS	24.0
FINANCIAL CONTROL & REPORTING	19.9
FINANCIAL MANAGEMENT & AUDIT	15.0
FINANCIAL OPERATIONS	33.0
FINANCIAL SERVICES - PHS	32.0
GRANTS MANAGEMENT	23.6
GRAPHIC SERVICES PRODUCTION	10.6
REVENUE MANAGEMENT	23.9
RISK MANAGEMENT	24.5
TOTAL FINANCE & RISK MANAGEMENT	<u>234.0</u>
<u>FORENSIC SCIENCE CENTER</u>	
FORENSIC SCIENCE CENTER	27.5
TOTAL FORENSIC SCIENCE CENTER	<u>27.5</u>

SUMMARY OF FULL TIME EQUIVALENTS: PROGRAM

<u>Functional Area/Super Department/Programs</u>	<u>FTEs</u>
<u>HUMAN RESOURCES</u>	
BENEFITS/PERSONNEL/RECORDS/REPORTS	13.4
EXECUTIVE SERVICES/EMPLOYMENT RIGHTS	8.2
HR SPECIALIZED PROGRAMS	5.2
HR SUPPORT AND ANALYSIS	22.3
TOTAL HUMAN RESOURCES	49.1
<u>INFORMATION TECHNOLOGY</u>	
INFORMATION TECHNOLOGY	150.0
TELECOMMUNICATIONS	22.0
TOTAL INFORMATION TECHNOLOGY	172.0
<u>OFC OF EMERG MGMT & HOMELAND SECURITY</u>	
OFC OF EMERG MGMT & HOMELAND SECURITY	11.4
TOTAL OFC OF EMERG MGMT & HOMELAND SECURITY	11.4
<u>PROCUREMENT</u>	
ADMINISTRATION	8.0
DESIGN & CONSTRUCTION	7.0
MATERIALS & SERVICES	11.6
VENDOR RELATIONS & SBE PROGRAM	4.0
TOTAL PROCUREMENT	30.6
<u>RECORDER</u>	
ADMINISTRATION	4.0
INFORMATION SERVICES	10.0
RECORDER DIVISION	17.0
VOTER REGISTRATION	14.0
TOTAL RECORDER	45.0
<u>TREASURER</u>	
TREASURER OPERATIONS	38.5
TOTAL TREASURER	38.5
TOTAL COUNTY ADMINISTRATION	840.7

Note: Slight variances between the sum of Program FTEs and the Department total are due to rounding.

Assessor

Expenditures: 8,454,706

Revenues: 3,000

FTEs 155.0

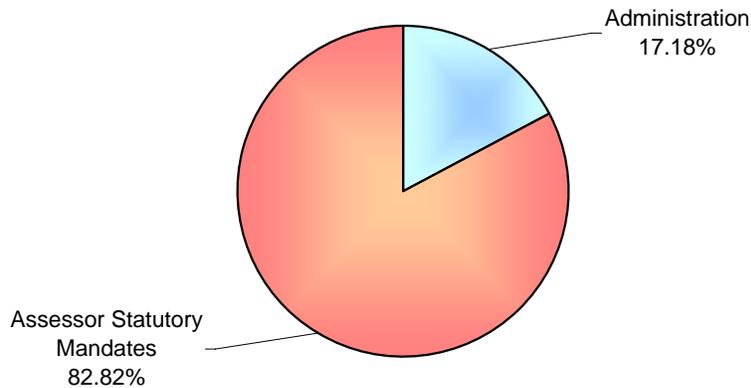
Function Statement:

Locate, identify, list, value, and defend all real and personal property in Pima County. Annually value and add to the tax roll all new construction, additions, changes in ownership, subdivisions, and parcel splits. Educate and assist the public in the valuation and appeals process.

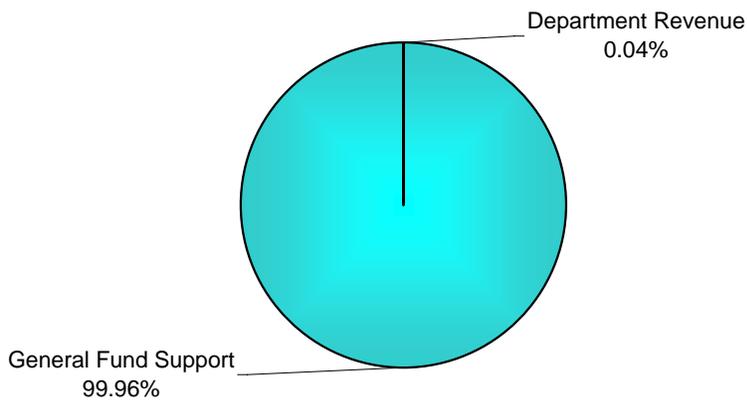
Mandates:

ARS Title 42: Taxation

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: ASSESSOR

<u>Expenditures by Program</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
ADMINISTRATION	1,610,919	1,441,026	1,452,651
ASSESSOR STATUTORY MANDATES	6,286,538	6,920,809	7,002,055
Total Expenditures	7,897,457	8,361,835	8,454,706
<u>Funding by Source</u>			
Revenues			
ADMINISTRATION	3,854	3,000	3,000
ASSESSOR STATUTORY MANDATES	908	0	0
Total Revenues	4,762	3,000	3,000
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	7,892,695	8,358,835	8,451,706
Total Program Funding	7,897,457	8,361,835	8,454,706
<u>Staffing (FTEs) by Program</u>			
ADMINISTRATION	22.0	26.0	25.0
ASSESSOR STATUTORY MANDATES	138.5	134.5	130.0
Total Staffing (FTEs)	160.5	160.5	155.0

Program Summary

Department: ASSESSOR
Program: ADMINISTRATION

Function

Provide administrative, managerial, and network support for all functions in the Pima County Assessor's Office.

Description of Services

Ensure compliance of statutory mandates. Administer, direct, and manage County personnel policies and procedures. Provide personnel and payroll services. Budget and monitor the use of public funds. Monitor procurement and operational services. Manage and direct information systems administration. Develop electronic methods to enhance processing of tabular and graphic data.

Program Goals and Objectives

- Ensure the proper and timely performance of all functions mandated to the Assessor by law
- Maintain a local area network system with current technologies

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
ARS Title 42 statutory mandates met	yes	yes	yes
Computer systems maintained and upgraded for most efficient operations possible	no	no	yes

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,157,290	1,098,364	1,226,452
SUPPLIES AND SERVICES	329,026	332,662	216,199
CAPITAL OUTLAY	124,603	10,000	10,000
Total Program Expenditures	1,610,919	1,441,026	1,452,651

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
MISCELLANEOUS	3,854	3,000	3,000
Operating Revenue Sub-Total	3,854	3,000	3,000
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	1,607,065	1,438,026	1,449,651
Total Program Funding	1,610,919	1,441,026	1,452,651

<u>Program Staffing (FTEs)</u>	<u>22.0</u>	<u>26.0</u>	<u>25.0</u>

Program Summary

Department: ASSESSOR

Program: ASSESSOR STATUTORY MANDATES

Function

Administer and direct statutory mandates, legislative changes, and Arizona Department of Revenue guidelines. Maintain and manage mandates of the Arizona Department of Commerce and the U.S. Department of Commerce.

Description of Services

Identify, classify, value, and list taxable property in Pima County. List, locate, value, and classify new construction and additions to both real and personal property. Accept, review, route, update and respond to petitions filed during the Administrative Appeal process, Notices of Error, and Notices of Claim. Defend established values during the Administrative Appeal, Notice of Error, and Notice of Change processes. Accept, review, and grant exemption status and legislative freeze to qualifying applicants as mandated. Maintain parcel maps, parcel file, and create and maintain all taxing authority boundaries.

Program Goals and Objectives

- Comply with statutory mandates
 - . Transmit personal property valuations to the county treasurer by August 25
 - . Mail personal property notices of value by August 30
 - . Rule on each petition for administrative review of personal property valuation or classification within twenty days after it is filed
 - . Identify real property subject to taxation by December 15
 - . Complete the assessment roll, attach the assessor's certificate, and deliver the certified roll and all assessment lists from which the roll was compiled to the Clerk of the Board of Supervisors by December 20
 - . Determine the full cash value of such property by January 1
 - . Transmit and certify to the property tax oversight commission and to the governing bodies of political subdivisions or districts in the County the values that are required to compute the levy limit by February 10
 - . Determine the limited property value of school districts and transmit the values to the county school superintendent by February 10
 - . Transmit to the staff of the joint legislative budget committee and to the governor's office of strategic planning and budgeting the values required to compute the truth in taxation rates by February 10
 - . Notify each purchaser or owner of record of real property's full cash value and the limited property value, if applicable, to be used for assessment purposes by March 1
 - . Process and respond to Exemption and Legislative Freeze requests
 - . Consider and rule on each petition for assessor review of improper real property valuation or classification by August 15

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Personal and real property valuations determined	yes	yes	yes
Taxpayers provided with notice of values for all personal and real property	yes	yes	yes
Assessment roll and lists prepared and delivered	yes	yes	yes
Values for levy limits, school districts, and truth in taxation rates prepared and transmitted	yes	yes	yes
Percent of responses made to Exemption and Legislative Freeze requests	100%	100%	100%
Percent of responses made to Administrative Appeals, Notices of Errors, and Notices of Claim	100%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	5,716,184	6,393,565	6,395,905
SUPPLIES AND SERVICES	570,354	527,244	606,150
Total Program Expenditures	6,286,538	6,920,809	7,002,055
<u>Program Funding by Source</u>			
Revenues			
MISCELLANEOUS	908	0	0
Operating Revenue Sub-Total	908	0	0
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	6,285,630	6,920,809	7,002,055
Total Program Funding	6,286,538	6,920,809	7,002,055
Program Staffing (FTEs)	138.5	134.5	130.0

Board of Supervisors

Expenditures: 1,922,807

FTEs 23.4

Revenues: 0

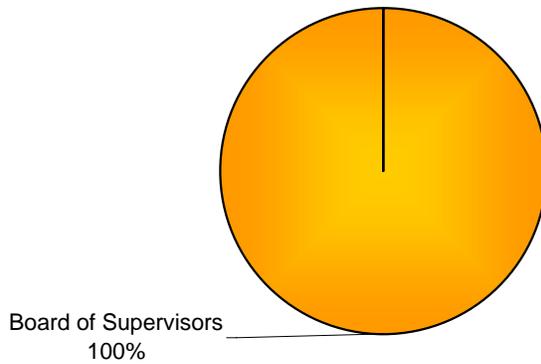
Function Statement:

Fulfill the duties and responsibilities set forth in Arizona Revised Statutes. Fund and maintain public health and safety. Lay out, maintain, and manage roads and bridges within the County. Provide health care and legal services to the indigent population of the County. Supervise the official conduct of all County officers charged with assessing, collecting, safekeeping, managing, or disbursing public revenues. Initiate and support state legislation beneficial to Pima County. Pursue federal and state funding to support services to County residents. Respond to constituents' problems, suggestions, inquiries, or complaints. Establish policies and goals to be carried out and achieved by County departments. Set spending limits and approve budgets of all County departments.

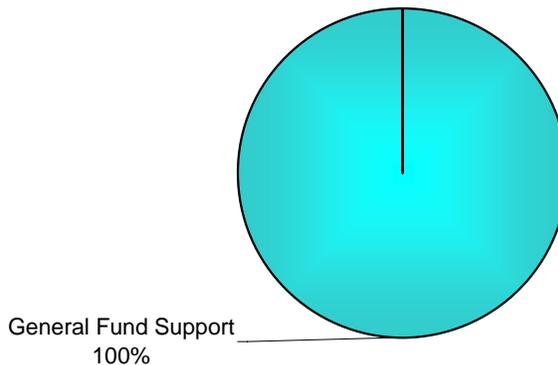
Mandates:

ARS Title 11, Chapter 2: Board of Supervisors

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: BOARD OF SUPERVISORS

<u>Expenditures by Program</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
BOARD OF SUPERVISORS	1,680,419	1,887,300	1,922,807
Total Expenditures	1,680,419	1,887,300	1,922,807
<u>Funding by Source</u>			
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	1,680,419	1,887,300	1,922,807
Total Program Funding	1,680,419	1,887,300	1,922,807
<u>Staffing (FTEs) by Program</u>			
BOARD OF SUPERVISORS	24.0	24.0	23.4
Total Staffing (FTEs)	24.0	24.0	23.4

Program Summary

Department: BOARD OF SUPERVISORS

Program: BOARD OF SUPERVISORS

Function

Fulfill the duties and responsibilities set forth in Arizona Revised Statute Title 11, Chapter 2.

Description of Services

Fund and maintain public health and safety. Lay out, maintain, and manage roads and bridges within the County. Provide health care and legal services to the indigent population of the County. Supervise the official conduct of all County officers charged with assessing, collecting, safekeeping, managing, or disbursing public funds. Initiate and support state legislation beneficial to Pima County. Pursue federal and state funding to support services to County residents. Respond to constituents' problems, suggestions, inquiries, or complaints. Establish policies and goals to be carried out and achieved by County departments. Set spending limits and approve budgets of all County departments. Levy taxes.

Program Goals and Objectives

- Adopt a balanced budget
- Manage growth in a way that provides maximum benefits to residents, minimizes future taxes, and achieves community and environmental goals
- Maintain a General Fund reserve at a minimum of five percent of General Fund Revenues
- Make economic development more effective, accountable, and regional
 - . Continue supporting Tucson Regional Economic Opportunities (TREO)/Job Path
 - . Partner with citizens to abate graffiti to protect neighborhoods and maintain quality of life
 - . Obtain a Section 10 permit under the Endangered Species Act from the U.S. Fish & Wildlife Service

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Meetings required by statute held on time	yes	yes	yes
Balanced budget adopted	yes	yes	yes
Primary tax rate	\$3.3133	\$3.3133	\$3.4178
Adopted primary property tax levy	\$297,723,590	\$296,197,333	\$284,023,289
Neutral primary tax levy as defined by Truth in Taxation statute adopted	no	yes	yes
General Fund reserve as a percentage of General Fund revenues	16.7%	11.0%	7.6%
County funding support for TREO/Job Path	\$719,110	\$644,130	\$721,473
County funding provided for graffiti abatement	yes	yes	yes
Section 10 Permit obtained	no	no	yes

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,575,614	1,673,814	1,710,177
SUPPLIES AND SERVICES	103,428	213,486	212,630
CAPITAL OUTLAY	1,377	0	0
Total Program Expenditures	1,680,419	1,887,300	1,922,807

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	1,680,419	1,887,300	1,922,807
Total Program Funding	1,680,419	1,887,300	1,922,807

<u>Program Staffing (FTEs)</u>	<u>24.0</u>	<u>24.0</u>	<u>23.4</u>
Program Staffing (FTEs)	24.0	24.0	23.4

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Clerk of the Board

Expenditures: 1,247,509

FTEs 16.0

Revenues: 2,100

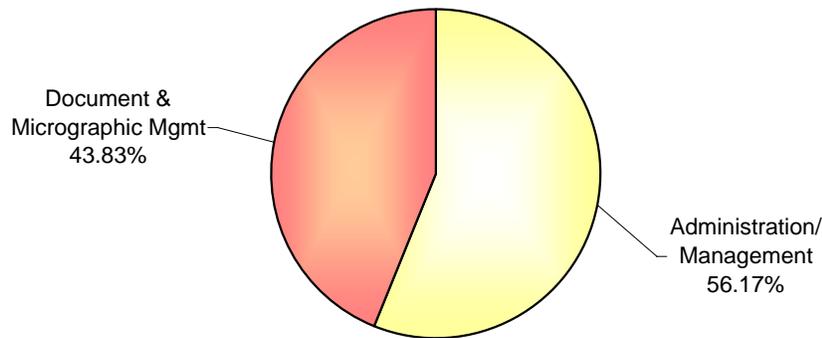
Function Statement:

Record, publish, preserve, and file all proceedings and accounts acted upon by the Board of Supervisors (Board). Administer the County Records Management Program. Process, preserve, and file all petitions, various licenses, and applications. Publicize amendments and codify ordinances for inclusion in the Pima County Code. Administer and direct compliance to requirements for boards, commissions, and committees. Discharge statutory requirements for special taxing districts and State Board of Equalization Hearing Officers. Perform all other duties required by law, rule, or order of the Board.

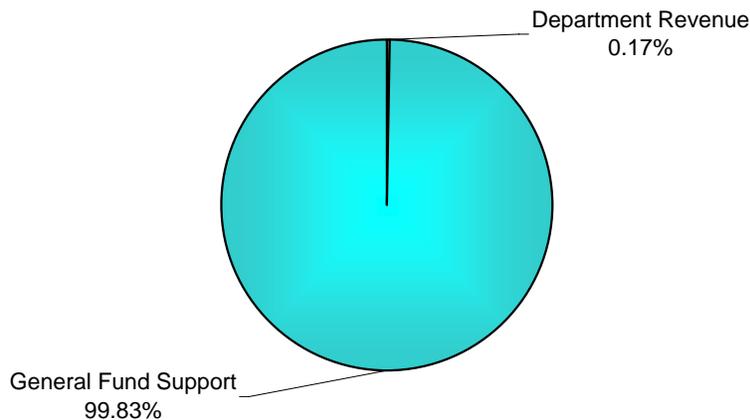
Mandates:

ARS Title 4: Alcoholic Beverages; Title 5: Amusements and Sports; Title 11: Counties; Title 12: Courts and Civil Proceedings; Title 35: Public Finances; Title 36: Public Health and Safety; Title 38: Public Officers and Employees; Title 39: Public Records, Printing and Notices; Title 41: State Government; Title 42: Taxation; and Title 48: Special Taxing Districts; Board of Supervisors' Policy C 4.2: Pima County Records Management Program

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: **CLERK OF THE BOARD**

<u>Expenditures by Program</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
ADMINISTRATION/MANAGEMENT	576,850	706,202	700,775
DOCUMENT & MICROGRAPHIC MGMT	530,036	538,146	546,734
Total Expenditures	1,106,886	1,244,348	1,247,509
<u>Funding by Source</u>			
Revenues			
ADMINISTRATION/MANAGEMENT	4,327	2,100	2,100
DOCUMENT & MICROGRAPHIC MGMT	21	0	0
Total Revenues	4,348	2,100	2,100
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	1,102,538	1,242,248	1,245,409
Total Program Funding	1,106,886	1,244,348	1,247,509
<u>Staffing (FTEs) by Program</u>			
ADMINISTRATION/MANAGEMENT	7.0	7.0	7.0
DOCUMENT & MICROGRAPHIC MGMT	10.0	9.0	9.0
Total Staffing (FTEs)	17.0	16.0	16.0

Program Summary

Department: CLERK OF THE BOARD

Program: ADMINISTRATION/MANAGEMENT

Function

Record and publish all proceedings of the Board of Supervisors (Board). Preserve and file all accounts acted upon by the Board. Process, preserve, and file all petitions, various licenses, and applications. Provide for the publication of the Pima County Code. Fulfill requirements of boards, commissions, and committees. Discharge statutory requirements for special taxing districts. Perform all other duties required by law, rule, or order of the Board.

Description of Services

Coordinate, prepare, and post the Board meeting agendas/addendums including e-agenda. Record and e-post digital audio from Board meetings. Transcribe and publish Board meeting minutes to the Internet. Transcribe and type verbatims. Process Board meeting paperwork for execution/recordation/distribution. Maintain permanent records of minutes, resolutions, and ordinances. Maintain indexing system for document research and retrieval. Provide for the publication of the Pima County Code. Receive and process litigation and claims. Fulfill/forward requests for public records. Process various types of liquor licenses, bingo, and fireworks permit applications. Provide coordinator training, maintain membership records, and officially post notices for all boards, commissions, and/or committees. Maintain, e-post, and distribute Board policies. Perform all duties relating to special taxing districts, i.e. creations/annexations and reporting requirements. Perform other duties as required by order of the Board.

Program Goals and Objectives

- Perform all duties within statutorily mandated deadlines
- Provide efficient and accurate responses to inquiries by County departments and the general public
- Develop applications and migrate documents to Countywide standard Document Management System (DMS)

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Notices/agendas posted as statutorily required	100%	100%	100%
Minutes prepared for approval as statutorily required	100%	100%	100%
Documents migrated to DMS	0%	25%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	460,484	482,152	494,288
SUPPLIES AND SERVICES	99,547	224,050	206,487
CAPITAL OUTLAY	16,819	0	0
Total Program Expenditures	576,850	706,202	700,775

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
INTERGOVERNMENTAL	2,847	2,000	2,000
CHARGES FOR SERVICES	232	100	100
MISCELLANEOUS	1,248	0	0
Operating Revenue Sub-Total	4,327	2,100	2,100
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	572,523	704,102	698,675
Total Program Funding	576,850	706,202	700,775

<u>Program Staffing (FTEs)</u>	<u>7.0</u>	<u>7.0</u>	<u>7.0</u>

Program Summary

Department: CLERK OF THE BOARD

Program: DOCUMENT & MICROGRAPHIC MGMT

Function

Provide an efficient and effective Pima County Records Management Program in accordance with Arizona Revised Statute 41-1346 and Board of Supervisors Policy C 4.2.

Description of Services

Administer the Pima County Records Management Program. Establish guidelines and training programs for County personnel. Provide efficient and cost effective storage of inactive records. Provide for and certify the destruction of confidential and non-confidential records. Assist departments in developing comprehensive records retention schedules. Provide guidance on document imaging implementation. Coordinate department migration of records into the Document Management System. Provide document capturing and microfilm scanning services to County departments and other local jurisdictions. Provide microfilm services for permanent records. Access, retrieve, and deliver records to departments upon request. Provide web-based records management services.

Program Goals and Objectives

- Reduce storage of long term paper records by preserving records on microfilm or digital image
- Create digital file to replace duplicate microfilm
- Reduce micrographic supply costs
- Implement the enterprise wide Document Management System in collaboration with IT Department
- Educate Department Record Coordinators about their responsibilities for program success.

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Reduction in paper records stored	2.0%	2.5%	3.0%
Digital files created to replace duplicate microfilm	2.0%	50.0%	80.0%
Reduction in micrographic supply costs due to imaging	n/a	2.1%	2.9%
Department Record Coordinators trained	64.0%	87.0%	100.0%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	456,125	456,412	462,888
SUPPLIES AND SERVICES	57,092	81,734	83,846
CAPITAL OUTLAY	16,819	0	0
Total Program Expenditures	530,036	538,146	546,734

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
MISCELLANEOUS	21	0	0
Operating Revenue Sub-Total	21	0	0
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	530,015	538,146	546,734
Total Program Funding	530,036	538,146	546,734

<u>Program Staffing (FTEs)</u>	<u>10.0</u>	<u>9.0</u>	<u>9.0</u>

Communications Office

Expenditures: 860,907

FTEs 10.4

Revenues: 110,500

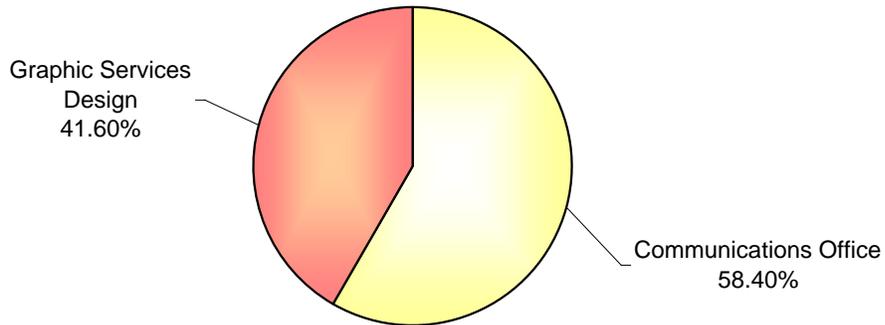
Function Statement:

Effectively communicate the various programs and services available to the public. Work with the Information Technology Department to develop a new interactive County website. Provide graphic design services to all County departments.

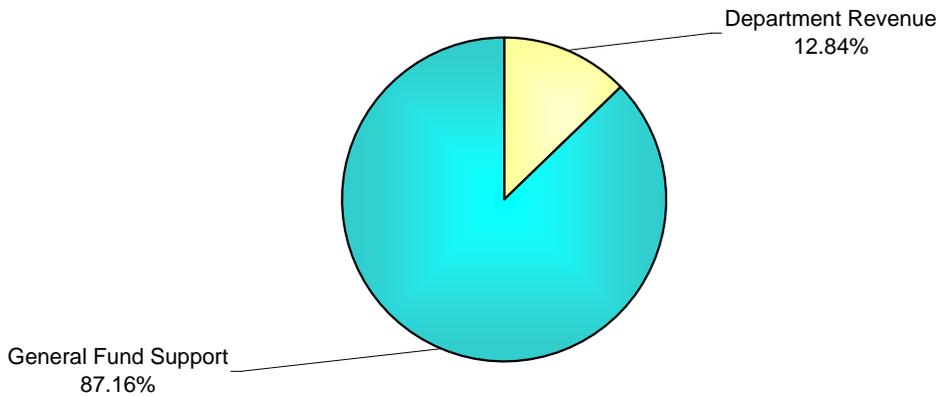
Mandates:

None

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: **COMMUNICATIONS OFFICE**

Expenditures by Program	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
COMMUNICATIONS OFFICE	0	0	502,754
GRAPHIC SERVICES DESIGN	530,129	460,849	358,153
Total Expenditures	530,129	460,849	860,907

Funding by Source

Revenues

GRAPHIC SERVICES DESIGN	148,523	125,700	110,500
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Total Revenues	148,523	125,700	110,500
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Net Operating Transfers In/(Out)	0	0	0
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Other Funding Sources	0	0	0
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Fund Balance Decrease/(Increase)	0	0	0
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General Fund Support	381,606	335,149	750,407
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Total Program Funding	530,129	460,849	860,907
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Staffing (FTEs) by Program

COMMUNICATIONS OFFICE	0.0	0.0	6.0
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GRAPHIC SERVICES DESIGN	6.0	5.5	4.4
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Total Staffing (FTEs)	6.0	5.5	10.4
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Program Summary

Department: COMMUNICATIONS OFFICE

Program: COMMUNICATIONS OFFICE

Function

Assist all Pima County departments to effectively communicate the various programs and services available to the public. Work with the Information Technology Department to develop a new customer oriented County website.

Description of Services

Coordinate, evaluate, and assist in the development of media releases made on the behalf of Pima County departments. These media releases are disseminated electronically via email and the Pima County website. Help determine branding and marketing needs and develop materials for departments and programs in Pima County. Provide departments with art direction for all visual and editorial needs. Create and enforce content governance policies to regulate information intended for the Pima County website and the general public.

(Note: The Communications Office was created during fiscal year 2010/11.)

Program Goals and Objectives

- Standardize the appearance and functionality of County websites
- Complete requests for media release from County departments within the timeframe set by the requesting departments

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Percent of websites standardized	n/a	n/a	80%
Percent of department media release requests completed within timeframe set by department	n/a	n/a	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	0	0	481,134
SUPPLIES AND SERVICES	0	0	21,620
Total Program Expenditures	0	0	502,754
<u>Program Funding by Source</u>			
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	0	0	502,754
Total Program Funding	0	0	502,754
Program Staffing (FTEs)	0.0	0.0	6.0

Program Summary

Department: COMMUNICATIONS OFFICE
Program: GRAPHIC SERVICES DESIGN

Function

Provide graphic design to all Pima County departments, County Administration, and the Board of Supervisors. Other governmental agencies, consultants, and the public often utilize many of these products.

Description of Services

Provide graphic design, computer graphics, desktop publishing, technical illustration, cartography, displays, and Web site design and development services. Utilize traditional and digital art media and illustration techniques. Manage all stages of publication production including layout, design, typography, editing, proofing, pre-press and printing processes, and costs. Other services include digital imaging, signage design, and the design and production of large exhibits.

(Note: Prior to fiscal year 2011/12 this program was presented as a program in the Graphic Services Department, which no longer exists.)

Program Goals and Objectives

- Minimize General Fund impact
 - . Increase graphic designer billable hours
 - . Decrease expenses
- Increase customer service satisfaction
 - . Track and reduce the number of customer complaints

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Decrease in General Fund impact	\$7,092	\$46,457	\$87,496
Graphic designer time billed	35%	40%	45%
Decrease in expenses	\$87,600	\$69,280	\$102,696
Number of customer complaints	4	3	2

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	368,004	383,625	323,349
SUPPLIES AND SERVICES	162,125	77,224	34,804
Total Program Expenditures	530,129	460,849	358,153

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
CHARGES FOR SERVICES	148,510	125,000	110,000
MISCELLANEOUS	13	700	500
Operating Revenue Sub-Total	148,523	125,700	110,500
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	381,606	335,149	247,653
Total Program Funding	530,129	460,849	358,153

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
	6.0	5.5	4.4

County Administrator

Expenditures: 1,496,062

FTEs 11.8

Revenues: 0

Function Statement:

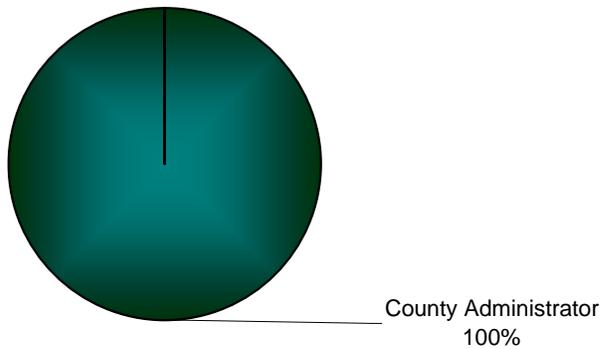
Carry out the policies and attain goals established by the Board of Supervisors. Provide information and technical assistance to the Board. Administer and oversee all non-elected official department operations. Provide management, coordination, and communication on all legislative issues and intergovernmental needs. Direct activities of the Office of Strategic Planning.

Mandates:

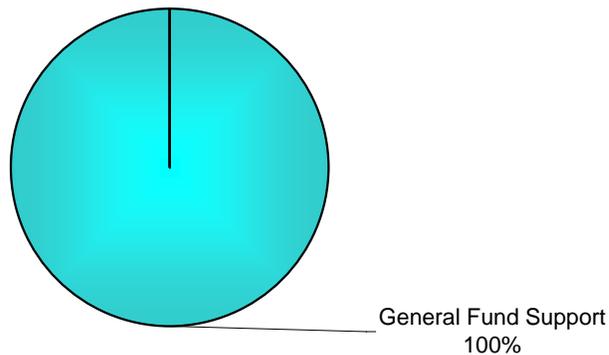
None

Note: As part of the reorganization of various administrative functions, the Office of Conservation, Science, and Environmental Policy and the Sustainability Program were consolidated into the new Office of Sustainability and Conservation in the Public Works functional area; and the Facilities Renewal Fund was moved to Facilities Management.

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: COUNTY ADMINISTRATOR

<u>Expenditures by Program</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
COUNTY ADMINISTRATOR	1,519,930	1,797,318	1,496,062
Total Expenditures	1,519,930	1,797,318	1,496,062
<u>Funding by Source</u>			
Revenues			
COUNTY ADMINISTRATOR	15,540	0	0
Total Revenues	15,540	0	0
Net Operating Transfers In/(Out)	(80,000)	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	81,153	0	0
General Fund Support	1,503,237	1,797,318	1,496,062
Total Program Funding	1,519,930	1,797,318	1,496,062
<u>Staffing (FTEs) by Program</u>			
COUNTY ADMINISTRATOR	17.8	17.8	11.8
Total Staffing (FTEs)	17.8	17.8	11.8

Program Summary

Department: COUNTY ADMINISTRATOR

Program: COUNTY ADMINISTRATOR

Function

Carry out the policies and attain goals established by the Board of Supervisors.

Description of Services

Administer and oversee all non-elected official department operations. Provide management, coordination, and communications on all legislative issues and intergovernmental needs.

Program Goals and Objectives

- Implement the Board of Supervisors' policies
 - . Complete mandated reports
 - . Review department budget requests and submit recommendations to the Board of Supervisors
- Preserve open space and public lands in order to maintain the sensitive desert environment
 - . Continue the acquisition of open space

Financial Highlights and Significant Issues

As part of the reorganization of various administrative functions, the Office of Conservation, Science, and Environmental Policy, the Sustainability Program, and four FTEs with funding of \$254,194 were consolidated into the new Office of Sustainability and Conservation in the Public Works functional area; and one FTE with funding of \$98,815 was moved to the new Communications Office.

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Board requests met	yes	yes	yes
Mandated reports completed	yes	yes	yes
Department budget requests reviewed	yes	yes	yes
Natural area acres acquired as part of the Conservation Acquisition Program	822	292	300

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,395,527	1,501,083	1,217,761
SUPPLIES AND SERVICES	107,522	296,235	278,301
CAPITAL OUTLAY	16,881	0	0
Total Program Expenditures	1,519,930	1,797,318	1,496,062
<u>Program Funding by Source</u>			
Revenues			
INTERGOVERNMENTAL	15,818	0	0
INTEREST	(278)	0	0
Grant Revenue Sub-Total	15,540	0	0
Net Operating Transfers In/(Out)	(80,000)	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	81,153	0	0
General Fund Support	1,503,237	1,797,318	1,496,062
Total Program Funding	1,519,930	1,797,318	1,496,062
Program Staffing (FTEs)	17.8	17.8	11.8

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Elections

Expenditures: 3,985,431

Revenues: 1,459,291

FTEs 16.0

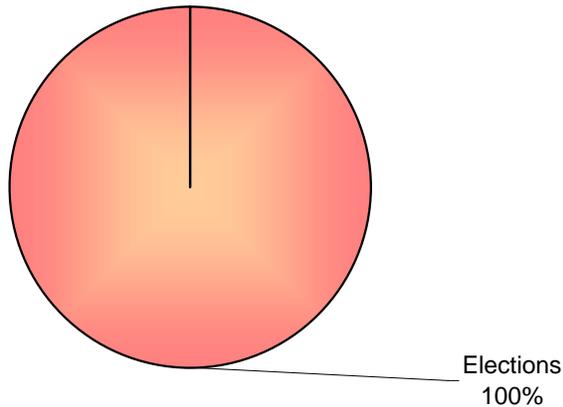
Function Statement:

Conduct fair, honest, and efficient elections pursuant to all federal and state laws and regulations. Provide election support to all jurisdictions (cities, towns, school districts, fire districts, and any other special district within Pima County). Serve as the filing office for candidate nomination filings and campaign finance reports. Responsible for all reprecincting and redistricting as required by the Board of Supervisors. Conduct community outreach to the Native American community. Provide assistance to ensure compliance with the Americans with Disabilities Act and the Voting Rights Act.

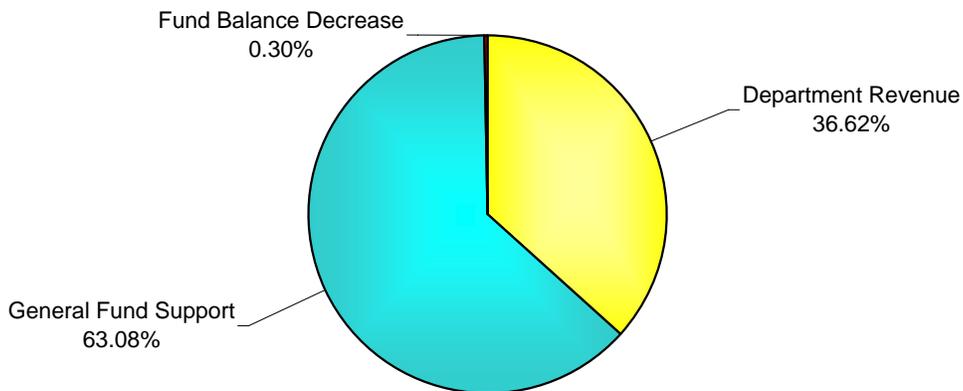
Mandates:

ARS Title 16: Elections and Electors

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: ELECTIONS

<u>Expenditures by Program</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
ELECTIONS	3,174,912	7,097,383	3,985,431
Total Expenditures	3,174,912	7,097,383	3,985,431
<u>Funding by Source</u>			
Revenues			
ELECTIONS	2,097,457	2,389,291	1,459,291
Total Revenues	2,097,457	2,389,291	1,459,291
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(12,775)	19,000	11,909
General Fund Support	1,090,230	4,689,092	2,514,231
Total Program Funding	3,174,912	7,097,383	3,985,431
<u>Staffing (FTEs) by Program</u>			
ELECTIONS	17.0	16.0	16.0
Total Staffing (FTEs)	17.0	16.0	16.0

Program Summary

Department: ELECTIONS

Program: ELECTIONS

Function

Conduct fair, honest, and efficient elections pursuant to all federal and state laws and regulations. Provide election support to all jurisdictions that contract with the County.

Description of Services

Conduct fair, honest, and efficient elections pursuant to all federal and state laws and regulations. Provide election support to all jurisdictions (cities, towns, schools, fire districts, and any other special districts within Pima County) that contract with the County. Serve as the filing office for candidates' nomination filings. Serve as the filing office for campaign finance reports. Responsible for redefining precincts and redistricting as required by the Board of Supervisors (BOS). Conduct community outreach and assistance to ensure compliance with the Americans with Disabilities Act (ADA) and the Voting Rights Act.

Program Goals and Objectives

- Conduct fair and open elections
- Comply with all federal and state mandates and statutes
- Continue election integrity reform efforts
- Improve elections security
- Improve communications with political party chairpersons

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Sample ballots mailed on time	100%	100%	100%
Polling places ADA compliant	100%	100%	100%
Polling places with voting devices for visually impaired voters	100%	100%	100%
Criminal history checks performed on prospective employees	50%	100%	100%
Elections software systems, programs, and databases independently tested and verified	100%	100%	100%
Voted, spoiled, and blank ballots tracked and logged	100%	100%	100%
Twice the required number of precincts ballots hand-counted to verify computer tabulation	yes	yes	yes
Election databases released immediately after the BOS canvasses an official election	yes	yes	yes
Monthly meetings with political party chairpersons held	yes	yes	yes

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,988,379	2,894,371	1,753,664
SUPPLIES AND SERVICES	1,173,019	3,074,812	1,090,567
CAPITAL OUTLAY	13,514	1,128,200	1,141,200
Total Program Expenditures	3,174,912	7,097,383	3,985,431

Program Funding by Source

Revenues			
INTERGOVERNMENTAL	2,065,461	1,230,000	300,000
CHARGES FOR SERVICES	14,922	5,000	5,000
MISCELLANEOUS	4,299	0	0
Operating Revenue Sub-Total	2,084,682	1,235,000	305,000
INTERGOVERNMENTAL	0	1,154,291	1,154,291
INTEREST	12,775	0	0
Grant Revenue Sub-Total	12,775	1,154,291	1,154,291
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(12,775)	19,000	11,909
General Fund Support	1,090,230	4,689,092	2,514,231
Total Program Funding	3,174,912	7,097,383	3,985,431

Program Staffing (FTEs)	17.0	16.0	16.0
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Finance & Risk Management

Expenditures: 26,639,371

FTEs 234.0

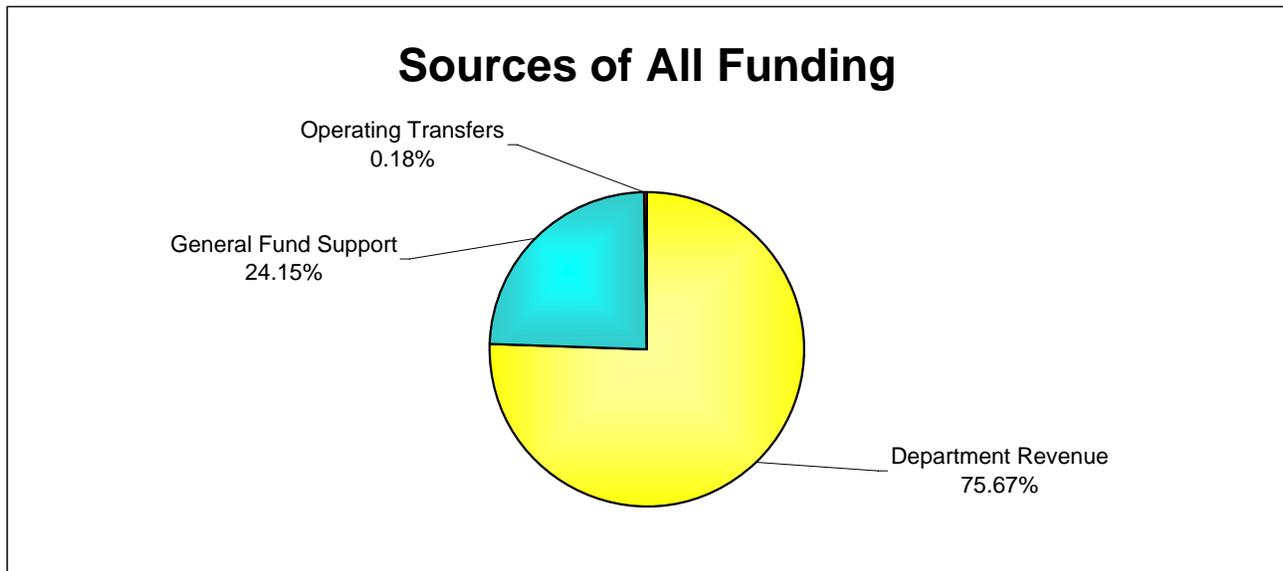
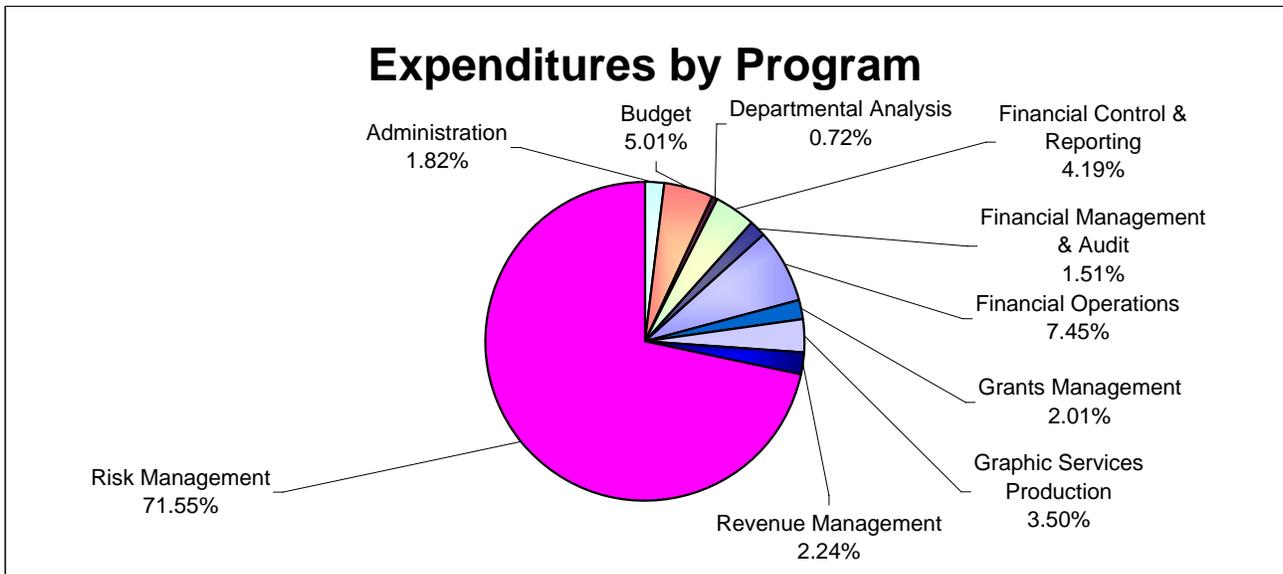
Revenues: 20,595,650

Function Statement:

Provide centralized financial and risk management services for the County. Financial and risk management operations include administration, bond financing, budget development and monitoring, tax levy and rate compilation, tax assembly coordination, financial statement preparation, financial systems control, accounts payable and receivable, payroll processing, grants oversight, records maintenance, mail services, workers' compensation, loss control and prevention, internal audit, cash management, delinquent accounts collection, and formation and collection functions of improvement districts.

Mandates:

ARS Title 11: Counties, Title 23: Labor, Title 34: Public Buildings and Improvements, Title 38: Public Officers and Employees, Title 41: State Government, and Title 42: Taxation; and Pima County Code 3.04: Risk Management



Department Summary by Program

Department: **FINANCE & RISK MANAGEMENT**

Expenditures by Program	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
ADMINISTRATION	694,994	497,419	485,336
BUDGET	1,430,634	1,402,747	1,334,142
DEPARTMENTAL ANALYSIS	33,437	233,538	192,796
FINANCIAL CONTROL & REPORTING	1,283,639	1,059,786	1,116,722
FINANCIAL MANAGEMENT & AUDIT	778,998	453,037	402,745
FINANCIAL OPERATIONS	1,834,538	1,820,966	1,984,824
FINANCIAL SERVICES - PHS	207	0	0
GRANTS MANAGEMENT	37,601	556,065	535,675
GRAPHIC SERVICES PRODUCTION	1,016,073	965,972	933,485
REVENUE MANAGEMENT	76,750	589,727	596,290
RISK MANAGEMENT	17,157,169	20,436,398	19,057,356
SYSTEMS	937,922	0	0
Total Expenditures	25,281,962	28,015,655	26,639,371

Funding by Source

Revenues

ADMINISTRATION	845	0	0
FINANCIAL MANAGEMENT & AUDIT	(1,367)	0	0
FINANCIAL OPERATIONS	33,027	21,600	31,000
GRAPHIC SERVICES PRODUCTION	1,133,240	977,000	990,000
REVENUE MANAGEMENT	770	0	0
RISK MANAGEMENT	19,985,081	21,989,725	19,574,650
Total Revenues	21,151,596	22,988,325	20,595,650
Net Operating Transfers In/(Out)	(8,962)	49,000	(55,432)
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(2,878,357)	(1,553,537)	(472,548)
General Fund Support	7,017,685	6,531,867	6,571,701
Total Program Funding	25,281,962	28,015,655	26,639,371

Staffing (FTEs) by Program

ADMINISTRATION	9.0	8.5	14.0
BUDGET	14.0	14.5	13.5
DEPARTMENTAL ANALYSIS	0.0	31.5	24.0
FINANCIAL CONTROL & REPORTING	20.9	20.0	19.9
FINANCIAL MANAGEMENT & AUDIT	12.0	17.0	15.0
FINANCIAL OPERATIONS	31.0	34.6	33.0
FINANCIAL SERVICES - PHS	0.0	38.0	32.0
GRANTS MANAGEMENT	0.0	24.0	23.6
GRAPHIC SERVICES PRODUCTION	9.6	10.1	10.6
REVENUE MANAGEMENT	0.0	24.0	23.9
RISK MANAGEMENT	24.5	24.5	24.5
SYSTEMS	12.1	0.0	0.0
Total Staffing (FTEs)	133.1	246.7	234.0

Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: ADMINISTRATION

Function

Plan, organize, direct, and manage the operation of the Department of Finance and Risk Management.

Description of Services

Process payroll and accounts payable, collect delinquent receivables, monitor cash position for all County departments, administer the County's long term debt, perform internal audits, and prepare internal and external financial reports. Coordinate and monitor County budgets. Coordinate mail services. Monitor risk factors affecting finances and work force.

Program Goals and Objectives

- Respond promptly to requests from the Board of Supervisors, County Administrator, and departments for financial information
 - . Complete special reports, investigations, and analyses as directed by the County Administrator
- Enhance the County's financial stability
 - . Ensure department expenditures do not exceed funding sources
 - . Prepare debt packages for the underwriters to obtain the most advantageous interest rate possible for bonds, Water Infrastructure Finance Authority (WIFA) loans, and improvement district bonds
 - . Maintain the County's average AA Bond Rating
- Provide timely, accurate, and reliable financial information to the Board of Supervisors, County Administrator, department directors, and the public
 - . Disseminate information through the use of the Internet and Intranet
 - . Make annual budgets, comprehensive annual financial reports, single audit reports, selected department financial statements, loan agreements, and other reports and information easily available by posting on the Internet
 - . Make critical procedures easily available to departments by posting on the County Intranet
- Install integrated Countywide program for asset management, procurement, and work order management

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Special reports/analyses/investigations completed	3	3	3
Debt packages prepared	3	2	4
Average Fitch Pima County Bond Rating	AA	AA	AA
Financial information and reports available on Internet	100%	100%	100%
Critical procedures available on Internet	95%	95%	100%
Budgeted timelines for installation of Countywide system met	n/a	95%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	540,195	377,901	426,962
SUPPLIES AND SERVICES	82,254	108,578	51,374
CAPITAL OUTLAY	72,545	10,940	7,000
Total Program Expenditures	694,994	497,419	485,336

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
MISCELLANEOUS	845	0	0
Operating Revenue Sub-Total	845	0	0
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	694,149	497,419	485,336
Total Program Funding	694,994	497,419	485,336

Program Staffing (FTEs)	9.0	8.5	14.0
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Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: BUDGET

Function

Develop and monitor Pima County's annual budget. Manage Pima County's annual property tax assembly process.

Description of Services

Produce the Recommended, Tentative, and Adopted Budget schedules and books. Monitor the budget and compile monthly revenue and expenditure forecasts. Respond to management's requests for financial analyses and reports. Compile the property tax levies and rates, and prepare budgets for road maintenance and street lighting improvement districts. Work with the Assessor's and Treasurer's offices to produce the property tax roll extension, print and mail property tax statements to property owners, and answer taxpayer queries via the taxpayer telephone hotline.

Program Goals and Objectives

- Prepare/publish budget schedules/books in a timely manner
 - . Ensure budget schedules/books are prepared by due dates established by the County Administrator
- Publish a budget document that satisfies the Government Finance Officers Association (GFOA) guidelines for effective budget presentation
 - . Achieve rating of proficient/outstanding for each of the GFOA review criteria
 - . Receive the GFOA Distinguished Budget Presentation Award
- Provide County residents timely and accurate information regarding real and secured personal property taxes
 - . Compile tax rates/levies by the legislated due date
 - . Print and mail more than 400,000 tax statements at least 17 days before the tax due date
 - . Provide informational service via the taxpayer telephone hotline, with no taxpayer complaints about such service
- Prepare reliable budget projections
 - . Prepare General Fund budget projections within 1% of year-end audited actual revenues and expenditures

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Budget schedules/books produced by due dates	yes	yes	yes
GFOA review criteria rating of proficient/outstanding	89 of 93	93 of 93	93 of 93
GFOA Budget Presentation Award received	yes	yes	yes
Tax rates/levies compiled by due date	yes	yes	yes
Days tax statements mailed prior to taxes due	8	17	17
Taxpayer complaints received re: telephone hotline	0	0	0
FYE projection vs CAFR actual (General Fund)	<1.2%	<1.0%	<1.0%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,119,556	1,035,719	964,248
SUPPLIES AND SERVICES	311,078	367,028	367,094
CAPITAL OUTLAY	0	0	2,800
Total Program Expenditures	1,430,634	1,402,747	1,334,142

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	1,430,634	1,402,747	1,334,142
Total Program Funding	1,430,634	1,402,747	1,334,142

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
	14.0	14.5	13.5

Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: DEPARTMENTAL ANALYSIS

Function

Provide accounting, budgeting, and analysis services to County departments that do not report to elected officials.

Description of Services

Assist departments with annual budget preparation. Analyze revenue and expenditures for budget compliance, errors, and long-term trends. Assist departments with cash, revenue, and expenditure projections and budget variance explanations. Provide departments with functional monthly and periodic reports to improve planning, control, and operational monitoring. Provide accounting problem research and assistance as requested.

Program Goals and Objectives

- Provide timely, accurate, and reliable information and reports to department management and other users
- . Perform special projects as requested
- . Submit annual budget requests by due date
- . Submit monthly projections by due date
- . Complete department planning and control reports on time

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Special projects completed	4	10	12
Percent of annual budget requests submitted by due date	72%	75%	100%
Percent of monthly projections submitted by due date	88%	90%	100%
Percent of department planning and control reports completed on time	96%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	14,528	193,736	159,941
SUPPLIES AND SERVICES	17,237	29,002	26,055
CAPITAL OUTLAY	1,672	10,800	6,800
Total Program Expenditures	33,437	233,538	192,796

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	33,437	233,538	192,796
Total Program Funding	33,437	233,538	192,796

Program Staffing (FTEs)	0.0	31.5	24.0
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Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: FINANCIAL CONTROL & REPORTING

Function

Perform centralized financial reporting and accounting/finance functions for Pima County departments and funds. Monitor compliance with generally accepted accounting principles, policies, procedures, and federal, state, County laws and regulations. Serve as centralized point of coordination and contact for County financial and compliance audits.

Description of Services

Monitor financial activity of County funds and departments. Prepare, monitor and/or review interim and year-end financial statements for Regional Wastewater Reclamation Department, Development Services, Stadium District, Self Insurance Trust Fund, School Reserve Fund, and all accruals necessary for issuing financial statements in the Comprehensive Annual Financial Report (CAFR). Ensure all County financial statements are in compliance with U.S. generally accepted accounting principles (GAAP). Monitor implementation of all Governmental Accounting Standards Board (GASB) pronouncements. Prepare various schedules and calculations in support of the production of all audited financial statements, including the CAFR. Prepare and file external and internal annual financial reports (e.g., Chief Financial Officer letter, Landfill Closure/Postclosure, Expenditure Limitation Report, Special District Reports, and the Indirect Cost Allocation Report). Reconcile cash, property tax revenues, and investments with the records of the Pima County Treasurer. Respond to management's requests for financial analyses and reports.

Program Goals and Objectives

- Meet December 31st deadline for submitting the County's audited Comprehensive Annual Financial Report for the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting
- . Complete Wastewater Reclamation, Development Services, Stadium District, Local Transportation Assistance Fund II, and Risk Management audits by 10/31
- Ensure all County financial statements are in compliance with GAAP
- Issue two indirect cost allocations for internal use and for use by federal grants

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
GFOA financial reporting award received	yes	yes	yes
Wastewater Reclamation, Development Services, Stadium District, Local Transportation Assistance Fund II, and Risk Management audits completed by 10/31	yes	yes	yes
Quarterly financial statements issued for Wastewater Reclamation, Development Services, and Risk Management	75%	50%	100%
County financial statements in compliance with GAAP	yes	yes	yes
Indirect cost allocations issued	yes	yes	yes

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,243,807	1,015,874	1,066,774
SUPPLIES AND SERVICES	38,902	43,912	45,748
CAPITAL OUTLAY	930	0	4,200
Total Program Expenditures	1,283,639	1,059,786	1,116,722
<u>Program Funding by Source</u>			
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	1,283,639	1,059,786	1,116,722
Total Program Funding	1,283,639	1,059,786	1,116,722

Program Staffing (FTEs)	20.9	20.0	19.9
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Program Summary

Department: FINANCE & RISK MANAGEMENT
Program: FINANCIAL MANAGEMENT & AUDIT

Function

Perform centralized cash analysis function for County departments. Review, analyze and report Capital Improvement Program activity and ensure that internal control processes are in place and functioning.

Description of Services

Review and analyze County cash position; review, analyze and report all Capital Improvement Program activity; and conduct routine Countywide, operational, system, and financial audits pertaining to all County departments.

Program Goals and Objectives

- Prepare and analyze monthly cash flow components for the major County departments
- Perform internal audits on high risk areas
- Prepare the Annual Bond Update Reports for the Bond Advisory Committee

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Departmental cash flow analyses prepared	20	19	19
High risk audits completed	10	5	5
Annual Bond Update Reports prepared	2	2	2

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	746,651	408,447	326,285
SUPPLIES AND SERVICES	23,146	34,590	76,460
CAPITAL OUTLAY	9,201	10,000	0
Total Program Expenditures	778,998	453,037	402,745

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
INTERGOVERNMENTAL	(2,353)	0	0
MISCELLANEOUS	986	0	0
Operating Revenue Sub-Total	(1,367)	0	0
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	780,365	453,037	402,745
Total Program Funding	778,998	453,037	402,745

<u>Program Staffing (FTEs)</u>	<u>12.0</u>	<u>17.0</u>	<u>15.0</u>

Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: FINANCIAL OPERATIONS

Function

Perform centralized payment functions of payroll and accounts payable. Distribute county mail and maintain county records.

Description of Services

Process accounts payable and payroll transactions in the County's financial management systems accurately and in a timely manner. Perform accounts payable functions, including paying, researching, and auditing claims. Perform payroll functions, including paying County employees and researching problems. Distribute incoming and outgoing mail accurately, in a timely manner, and in accordance with federal regulations. Print, fold, seal, and mail all County expense and payroll warrants, 1099s, and W2s. Maintain records according to the County's Retention Schedule.

Program Goals and Objectives

- Provide excellent customer service to vendors, public and employees
- Provide accurate and timely payment information to vendors and employees
- Meet statutory deadlines for payroll

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
1099s mailed by statutory due date	100%	100%	100%
County payroll and expense warrants processed timely and accurately	100%	100%	100%
Records maintained within assigned retention schedules	yes	yes	yes
Employees paid in accordance with federal timelines	yes	yes	yes

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,662,768	1,666,254	1,777,994
SUPPLIES AND SERVICES	171,770	146,712	199,830
CAPITAL OUTLAY	0	8,000	7,000
Total Program Expenditures	1,834,538	1,820,966	1,984,824

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
MISCELLANEOUS	33,027	21,600	31,000
Operating Revenue Sub-Total	33,027	21,600	31,000
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	1,801,511	1,799,366	1,953,824
Total Program Funding	1,834,538	1,820,966	1,984,824

<u>Program Staffing (FTEs)</u>	<u>31.0</u>	<u>34.6</u>	<u>33.0</u>

Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: FINANCIAL SERVICES - PHS

Function

Provide accounting and claims processing services to Pima Health System & Services (PHS).

Description of Services

Provide monthly financial statements, quarterly Arizona Health Care Cost Containment System (AHCCCS) financial reports, annual financial audit, daily claims processing, revenue and expenditure projections, and periodic analysis as requested.

(Note: Personnel providing financial services to PHS occupy Finance Department positions. Their costs will be transferred to PHS through September 30, 2011, when Pima County's contract with the State ends. Beginning October 1, 2011, costs for AHCCCS closure activities will be transferred to the PHS Transition special revenue fund.)

Program Goals and Objectives

- Close out PHS business

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
PHS business closed out	n/a	n/a	yes

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	(64)	0	0
SUPPLIES AND SERVICES	271	(7,300)	0
CAPITAL OUTLAY	0	7,300	0
Total Program Expenditures	207	0	0

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	207	0	0
Total Program Funding	207	0	0

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Program Staffing (FTEs)	0.0	38.0	32.0

Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: GRANTS MANAGEMENT

Function

Plan, organize, and manage the financial and compliance elements of Pima County's grants.

Description of Services

Provide grant acquisition consultation, grant financial processing and administration, grant compliance facilitation, and grant technical support across Pima County's special revenue and general fund departments.

Program Goals and Objectives

- Protect the interests of Pima County through centralized management of grant financial and compliance requirements
- . Assure full compliance with grant fiscal requirements by providing grant financial administration functions (accounting, cash flow management, expense monitoring, record keeping, reporting, fiscal closeout)
- . Assure grant compliance by responding to audits, monitoring corrective action plans, assuring purchasing compliance, assuring regulatory and reporting compliance, and completing sub-recipient monitoring
- . Meet the March 31st deadline for filing the Schedule of Expenditures and Federal Awards (SEFA) as determined by Office of Management and Budget Circular A-133 Subpart C.320

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Sub-recipient monitoring fulfilled	no	yes	yes
SEFA deadline met	yes	yes	yes
Grant reimbursement requests submitted on time	85%	90%	100%
Single audit free of findings	yes	no	yes

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	31,817	527,428	503,205
SUPPLIES AND SERVICES	5,784	28,637	32,470
Total Program Expenditures	37,601	556,065	535,675

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	37,601	556,065	535,675
Total Program Funding	37,601	556,065	535,675

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
	0.0	24.0	23.6

Program Summary

Department: FINANCE & RISK MANAGEMENT
Program: GRAPHIC SERVICES PRODUCTION

Function

Provide high-speed digital black & white and color printing/copying, including file manipulation; offset printing; finishing and bindery services. Provide color and black & white large-format scanning and printing, and provide bindery services. The public and consultants often utilize these products.

Description of Services

Provide high-speed digital black & white and color printing/copying, including file manipulation, and offset press printing. Provide finishing and bindery services including collating, folding, and comb, velo, coil, tape, and steel edge binding, drilling, punching, and numbering services. Provide forms design, digital color and black & white scanning, file manipulation, large format scan/copy/print, and drymounting onto foam core. Provide pick-up and delivery service to all downtown County departments.

(Note: Graphic Services Production was moved to the operational control of the Budget Division of Finance & Risk Management during fiscal year 2010/11.)

Program Goals and Objectives

- Increase revenues
- Increase customer service satisfaction
 - . Maintain quality control through Process Mapping
 - . Ensure press jobs are ready within 10 days
 - . Track and reduce the number of customer complaints

Program Performance Measures	FY2009/2010 Actual	FY2010/2011 Estimated	FY2011/2012 Planned
Revenues increased	yes	no	yes
Quality Control - number of jobs reworked in-house	6	0	0
Press jobs ready in 10 days	96%	95%	100%
Number of customer complaints	7	4	3

Program Expenditures by Object	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
PERSONAL SERVICES	534,347	532,276	580,349
SUPPLIES AND SERVICES	479,306	433,696	353,136
CAPITAL OUTLAY	2,420	0	0
Total Program Expenditures	1,016,073	965,972	933,485

Program Funding by Source

Revenues			
CHARGES FOR SERVICES	1,131,243	970,000	988,000
INTEREST	1,997	2,000	2,000
MISCELLANEOUS	0	5,000	0
Special Programs Revenue Sub-Total	1,133,240	977,000	990,000
Net Operating Transfers In/(Out)	0	0	(2,184)
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(117,167)	(11,028)	(54,331)
General Fund Support	0	0	0
Total Program Funding	1,016,073	965,972	933,485

Program Staffing (FTEs)	9.6	10.1	10.6
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Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: REVENUE MANAGEMENT

Function

Establish accounts receivables, manage, collect, and account for debts owed to Pima County for a variety of services.

Description of Services

Establish accounts receivable and billing. Account for receivables and distribute collected funds. Provide for collection and enforcement of delinquent accounts. Manage revenue contracts. Provide formation services and fiscal monitoring of all phases of the Improvement District process.

Program Goals and Objectives

- Develop and implement new strategies to reduce outstanding accounts receivable balances and increase collections by 2% per year
- Implement innovation where feasible to increase speed and accuracy of receipt posting

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Collections increase	2%	2%	2%
Average number of days to credit revenue to appropriate department	10	3	2

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	63,499	542,072	560,830
SUPPLIES AND SERVICES	12,321	34,155	25,660
CAPITAL OUTLAY	930	13,500	9,800
Total Program Expenditures	76,750	589,727	596,290

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
MISCELLANEOUS	247	0	0
Operating Revenue Sub-Total	247	0	0
INTEREST	523	0	0
Special Programs Revenue Sub-Total	523	0	0
Net Operating Transfers In/(Out)	50,000	49,000	48,265
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	7,760	10,818	(2,436)
General Fund Support	18,220	529,909	550,461
Total Program Funding	76,750	589,727	596,290

Program Staffing (FTEs)	0.0	24.0	23.9
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Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: RISK MANAGEMENT

Function

Direct the risk management program for the County, Regional Flood Control District, Stadium District, and Library District. This includes insurance procurement, trust fund management, risk analysis, safety/loss prevention consultations, inspections, and training. Manage Workers' Compensation and Occupational Medicine programs. Comply with environmental, Occupational Safety and Health Administration, and other related laws and regulations. Adjust tort and property claims, manage environmental and tort litigation, and provide funding for losses. Fund unemployment insurance and self-insured employee dental benefits.

Description of Services

Manage the County's trust fund and administer the self-insurance and insurance programs. Administer a comprehensive risk reduction program. Protect and conserve the County's human, financial, and physical assets. Provide funding to pay for losses without large disruptions of departmental budgets. Minimize the county's total net cost of Risk Management functions. Allocate Risk Management costs to County departments using appropriate methodology. Represent the County for reimbursements from insurance carriers. Provide safety, loss prevention, and industrial hygiene regulatory administration, training, inspection, and consulting. Conduct safety investigations and analyses. Identify safety improvements for regulatory compliance and employee/citizen safety. Provide technical support on environmental issues. Manage liability and workers' compensation programs including adjust, defend, and fund liability and workers' compensation claims. Provide medical surveillance to County departments and employees.

Program Goals and Objectives

- Comply with appropriate laws, rules, and policies
- Reduce/prevent losses to the County and its employees
- Investigate, adjust, and pay claims using industry best practices
- Manage lawsuits and administrative actions to protect the interests of the County
- Manage program and related funds with minimum disruption to the County's overall budget
- Procure insurance in a timely manner striking a balance between cost and coverage
- Begin workers' compensation lost time investigations within 3 days of notice
- Provide occupational medical surveillance and services required by law, rule, or policy
- Provide safety services to departments in support of departmental safety/loss prevention
- Support County Attorney's Civil Division through funding and claims management

Program Performance Measures	FY2009/2010 Actual	FY2010/2011 Estimated	FY2011/2012 Planned
Insurance procured before renewal date	yes	yes	yes
Safety audits conducted for County departments	35	20	20
Statement of Values updated annually	yes	yes	yes
Liability claim forms sent within 3 business days of request	95%	98%	100%
Workers' Compensation lost time investigations begun within 3 days of notice	95%	95%	100%
Workers' Compensation claims accepted or denied within the statutory period	100%	100%	100%

Program Expenditures by Object	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
PERSONAL SERVICES	1,675,489	2,390,368	2,222,579
SUPPLIES AND SERVICES	15,481,680	18,046,030	16,834,777
Total Program Expenditures	17,157,169	20,436,398	19,057,356

Program Funding by Source

Revenues

INTERGOVERNMENTAL	35,017	0	0
CHARGES FOR SERVICES	19,343,442	21,272,325	19,035,648
INTEREST	550,356	700,000	521,602
MISCELLANEOUS	56,266	17,400	17,400

Special Programs Revenue Sub-Total **19,985,081** **21,989,725** **19,574,650**

Net Operating Transfers In/(Out)	(58,962)	0	(101,513)
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(2,768,950)	(1,553,327)	(415,781)

Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: RISK MANAGEMENT

General Fund Support	0	0	0
Total Program Funding	<u>17,157,169</u>	<u>20,436,398</u>	<u>19,057,356</u>
Program Staffing (FTEs)	24.5	24.5	24.5

Program Summary

Department: FINANCE & RISK MANAGEMENT

Program: SYSTEMS

Function

Provide technical support and development services related to County financial systems.

Description of Services

Provide technical support for each of the County financial systems in the form of end-user support, development, and planning. Document requirements. Plan and execute projects. Respond to end-user requests for support. Manage all hardware and software requests. Manage security. Monitor compliance with documented Change Management procedures. Coordinate information technology (IT) activities with the Information Technology department and other County departments.

(Note: During fiscal year 2009/10 the Financial Systems function and personnel were transferred from Finance to Information Technology. Information here is presented for historical purposes only.)

Program Goals and Objectives

- Reduce number of production mainframe jobs related to Finance ending unexpectedly or with unexpected results to four or less
- Increase to 85 percent projects completed on time
- Respond to Help Desk requests within one hour
- Complete 95 percent of Help Desk requests within one business day
- Complete the annual IT Audit by the Auditor General with zero material findings

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Number of jobs ending unexepectedly or with unexpected results	n/a	n/a	n/a
Projects completed on time	n/a	n/a	n/a
Responses made to Help Desk requests within 1 hour	n/a	n/a	n/a
Help Desk requests completed within 1 business day	n/a	n/a	n/a
Material findings in IT Audit	n/a	n/a	n/a

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	653,107	0	0
SUPPLIES AND SERVICES	284,815	0	0
Total Program Expenditures	937,922	0	0

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	937,922	0	0
Total Program Funding	937,922	0	0

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Program Staffing (FTEs)	12.1	0.0	0.0

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Forensic Science Center

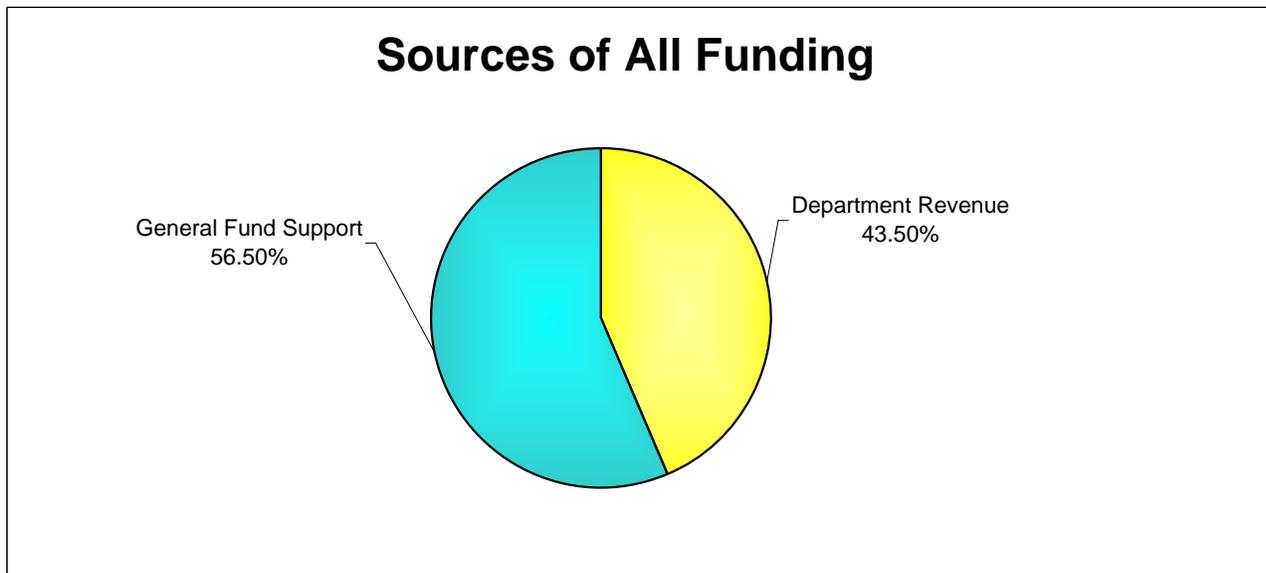
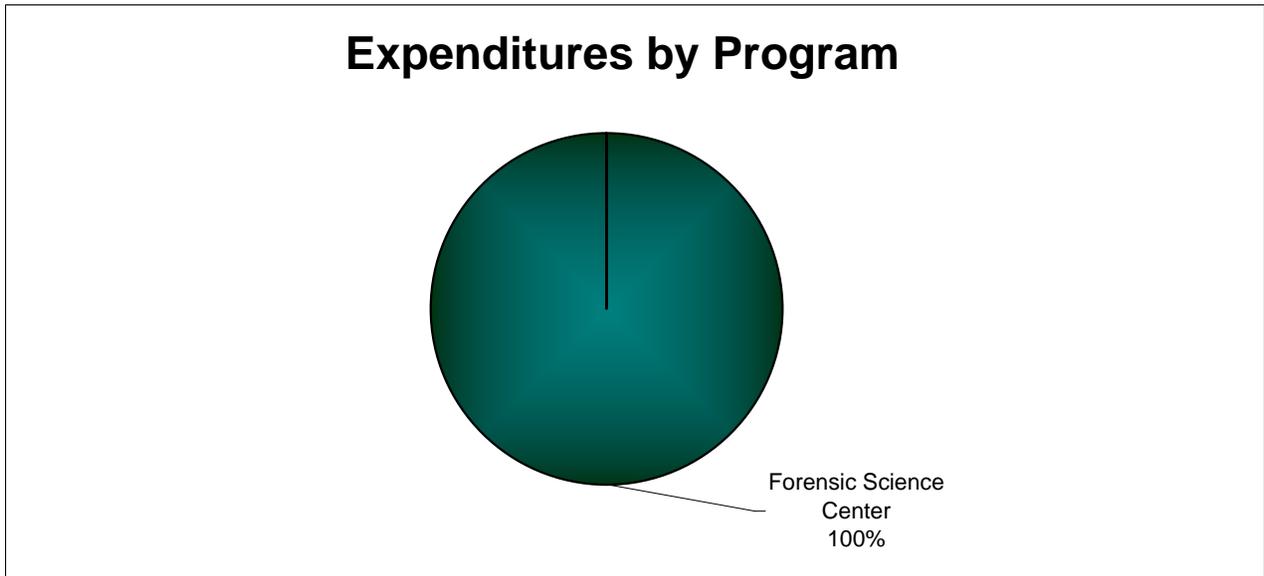
Expenditures: 3,116,858

FTEs 27.5

Revenues: 1,355,858

Function Statement: Perform investigations regarding individuals whose deaths are under the jurisdiction of the office of the Medical Examiner.

Mandates: ARS Title 11, Chapter 3, Article 12: County Medical Examiner



Department Summary by Program

Department: FORENSIC SCIENCE CENTER

<u>Expenditures by Program</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
FORENSIC SCIENCE CENTER	2,819,016	2,738,675	3,116,858
Total Expenditures	2,819,016	2,738,675	3,116,858
<u>Funding by Source</u>			
Revenues			
FORENSIC SCIENCE CENTER	1,291,375	997,600	1,355,858
Total Revenues	1,291,375	997,600	1,355,858
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	83,318	39,220	0
General Fund Support	1,444,323	1,701,855	1,761,000
Total Program Funding	2,819,016	2,738,675	3,116,858
<u>Staffing (FTEs) by Program</u>			
FORENSIC SCIENCE CENTER	27.0	27.0	27.5
Total Staffing (FTEs)	27.0	27.0	27.5

Program Summary

Department: FORENSIC SCIENCE CENTER
Program: FORENSIC SCIENCE CENTER

Function

Perform investigations regarding individuals whose deaths are under the jurisdiction of the Office of the Medical Examiner as mandated by ARS Title 11, Chapter 3, Article 12: County Medical Examiner.

Description of Services

Perform death investigation functions to include autopsies, certifying cause and manner of death, information gathering, report preparation, and court testimony. Provide these services, upon request and for a fee, to other counties in Arizona.

Program Goals and Objectives

- Maintain the highest possible quality death investigation standards
- . Respond to requests for body removal within 60-90 minutes no less than 75% of the time
- . Complete at least 95% of cremation authorizations within 2 days
- . Prepare a minimum of 95% of reports within 3-4 weeks
- . Respond to at least 90% of outside personnel, families, etc. within 2 days

Program Performance Measures	FY2009/2010 Actual	FY2010/2011 Estimated	FY2011/2012 Planned
Requests to remove bodies responded to within 60-90 minutes	60%	70%	75%
Cremation authorization completed within 2 days	75%	80%	95%
Reports prepared within 3-4 weeks	70%	90%	95%
Respond to outside personnel, families, etc. within 2 days	80%	85%	90%

Program Expenditures by Object	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
PERSONAL SERVICES	2,337,417	2,316,522	2,376,916
SUPPLIES AND SERVICES	449,715	418,149	735,938
CAPITAL OUTLAY	31,884	4,004	4,004
Total Program Expenditures	2,819,016	2,738,675	3,116,858
Program Funding by Source			
Revenues			
CHARGES FOR SERVICES	1,250,229	993,200	993,200
INTEREST	1,774	0	0
MISCELLANEOUS	5,764	4,300	1,700
Operating Revenue Sub-Total	1,257,767	997,500	994,900
INTERGOVERNMENTAL	14,600	0	360,958
INTEREST	0	100	0
MISCELLANEOUS	19,008	0	0
Grant Revenue Sub-Total	33,608	100	360,958
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	83,318	39,220	0
General Fund Support	1,444,323	1,701,855	1,761,000
Total Program Funding	2,819,016	2,738,675	3,116,858
Program Staffing (FTEs)	27.0	27.0	27.5

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Human Resources

Expenditures: 2,677,009

Revenues: 1,500

FTEs 49.1

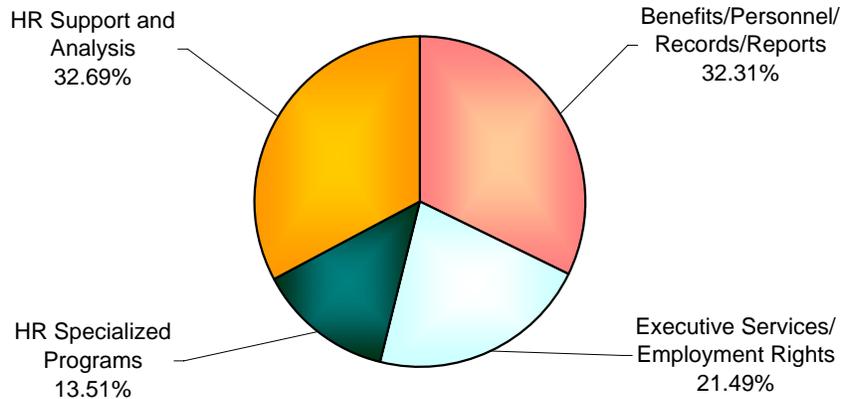
Function Statement:

Recruit and retain a highly committed, highly competent, and results-oriented workforce and provide various employment related services and activities. Services include, but are not limited to, recruitment and selection, employment rights, classification and compensation, benefits administration, management training, personnel records management, and federal, state, and local labor reporting.

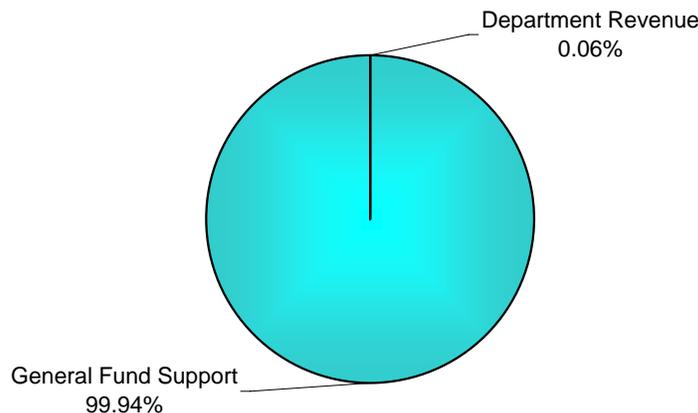
Mandates:

ARS Title 11-351: Definitions; Title 11-352: Adoption of Limited County Employee Merit System by Resolution; Removal of Certain Administrative Positions by Resolution; Title 11-353: County Employee Merit System Commission; Members; Terms; Vacancies; Title 11-354: Powers and Duties of the Commission; Title 11-355: Minimum Qualifications for Employment; and Title 11-356: Dismissal, Suspension or Reduction in Rank of Employees; Appeals; Hearings

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: **HUMAN RESOURCES**

Expenditures by Program	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
BENEFITS/PERSONNEL/RECORDS/REPORTS	885,492	902,368	865,060
EXECUTIVE SERVICES/EMPLOYMENT RIGHTS	675,966	552,843	575,359
HR SPECIALIZED PROGRAMS	103,685	394,847	361,486
HR SUPPORT AND ANALYSIS	825,102	815,779	875,104
Total Expenditures	2,490,245	2,665,837	2,677,009

Funding by Source

Revenues

BENEFITS/PERSONNEL/RECORDS/REPORTS	15,231	1,500	1,500
EXECUTIVE SERVICES/EMPLOYMENT RIGHTS	262	0	0
Total Revenues	15,493	1,500	1,500
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	2,474,752	2,664,337	2,675,509
Total Program Funding	2,490,245	2,665,837	2,677,009

Staffing (FTEs) by Program

BENEFITS/PERSONNEL/RECORDS/REPORTS	13.9	15.3	13.4
EXECUTIVE SERVICES/EMPLOYMENT RIGHTS	7.7	7.5	8.2
HR SPECIALIZED PROGRAMS	1.1	5.7	5.2
HR SUPPORT AND ANALYSIS	14.3	22.6	22.3
Total Staffing (FTEs)	37.0	51.1	49.1

Program Summary

Department: HUMAN RESOURCES

Program: BENEFITS/PERSONNEL/RECORDS/REPORTS

Function

Partner with clients by providing the best and most affordable options for medical care, dental, life insurance, and other ancillary services. Counsel and coordinate retirement benefits and long-term disability matters with employees and the State. Maintain official employee personnel records both by hardcopy and automated information programs, process personnel action forms, automate and maintain Equal Employment Opportunity (EEO) and veterans data and reports, and manage the employee discount and bus pass programs.

Description of Services

Provide benefits advocacy and administration; contract development, negotiations and renewal activity; benefits open enrollment and special program coverage. Supervise the day-to-day activity for maintaining official personnel files, respond to subpoenas, process personnel action forms, and manage the employee discount program. Automate and report on the EEO and veterans composition as required by federal law.

Program Goals and Objectives

- Manage the employee benefits programs to provide the best available benefits, insurance coverage and associated costs
- Provide wellness and employee assistance programs in conjunction with our healthcare provider and other benefits programs for employee well being
- Manage employee official personnel, benefits, and insurance records and ensure that documents are maintained in a confidential manner
- Ensure official personnel records and files are maintained pursuant to the State Retention and Disposition Schedule
- Ensure the timely and accurate filing of Federal reports pertaining to EEO and veterans

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Average combined medical benefits cost per employee	\$6,187	\$6,604	\$7,713
Percent of covered employees needing Human Resources intervention for health matters	1.25%	1.00%	.75%
Wellness events - total attendance	22,889	22,000	22,000
Personnel records reviewed for compliance with State Retention and Disposition Schedule	1,648	1,750	1,200

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	817,741	826,788	788,330
SUPPLIES AND SERVICES	65,653	73,080	74,230
CAPITAL OUTLAY	2,098	2,500	2,500
Total Program Expenditures	885,492	902,368	865,060

Program Funding by Source

Revenues			
CHARGES FOR SERVICES	1,106	1,000	1,000
MISCELLANEOUS	14,125	500	500
Operating Revenue Sub-Total	15,231	1,500	1,500
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	870,261	900,868	863,560
Total Program Funding	885,492	902,368	865,060

Program Staffing (FTEs)	13.9	15.3	13.4
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Program Summary

Department: HUMAN RESOURCES

Program: EXECUTIVE SERVICES/EMPLOYMENT RIGHTS

Function

Partner with clients by providing direction and approval of employment-related services to include, but not limited to, Merit System Rules and Personnel Policies (MSR/PP) development and interpretation, mandatory training, affirmative action reporting, employee relations, recruitment, benefits, classification, compensation, Family and Medical Leave Administration and e-Verify services, performance appraisal, records management, and administration of the Americans with Disability Act (ADA). Serve as the official interpreters of the MSR/PP and other policies and procedures related to personnel administration.

Description of Services

Direct Human Resources (HR) activities and serve as the final authority for all HR decisions and recommendations to the County Administrator and the Board of Supervisors. Direct all financial obligations for the department. Serve as the custodian of official personnel records and official Secretary to the Merit System Commission. Employment Rights activities include MSR/PP interpretation and review; employee relations such as investigating, handling and assisting with grievances and appeals processes; mediation and layoff services; and HR-ADA administration.

Program Goals and Objectives

- Ensure Pima County is in total compliance with federal, state, and local laws relating to human resources by identifying, investigating, and recommending corrective action for potential violations in a timely fashion
- Provide employment opportunities to all segments of the population residing or wishing to reside in Pima County and surrounding areas
- Ensure all departments and staff are provided the quality assistance they need to direct and manage the County workforce and to effectively work as a Pima County employee
- Provide quality assistance and guidance with employment-related matters throughout the County
- Provide reasonable accommodations for applicants and employees in compliance with the Americans with Disabilities Act Amendments Act

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Equal Employment Opportunity (EEO) minority composition	39%	39%	41%
County's employee turnover rate	10.2%	13.7%	13.7%
Percent of EEO reports filed in compliance with federal law	100%	100%	100%
ADA requests for accommodation	77	80	85
Percent of ADA requests resulting in accommodations	82%	82%	85%
Appeals filed	12	19	20
MSR/PP interpretations/assists	2,820	3,000	3,150

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	574,708	446,405	469,329
SUPPLIES AND SERVICES	98,342	102,188	103,530
CAPITAL OUTLAY	2,916	4,250	2,500
Total Program Expenditures	675,966	552,843	575,359

Program Funding by Source

Revenues			
MISCELLANEOUS	262	0	0
Operating Revenue Sub-Total	262	0	0
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	675,704	552,843	575,359
Total Program Funding	675,966	552,843	575,359

Program Staffing (FTEs)	7.7	7.5	8.2
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Program Summary

Department: HUMAN RESOURCES

Program: HR SPECIALIZED PROGRAMS

Function

Partner with clients by providing employment-related services and activities to include mandatory training services, a County-wide performance appraisal system, and trainee program review and approval. Administer the Family and Medical Leave Act (FMLA) and E-verify processes. Develop and monitor the departmental budget. Consult with departments and employees on matters related to employee relations that are in need of correction and develop specialized training programs, as needed.

Description of Services

Train managers and supervisors on federal, state, and County mandates and procedures. Develop and maintain the performance appraisal and trainee programs. E-verify all new hires in compliance with federal and state laws. Review, approve, monitor, and assist County employees with FMLA needs. Train managers and supervisors regarding applicable laws and the procedures for compliance.

Program Goals and Objectives

- Train managers and supervisors to ensure uniform and consistent application of personnel administration, laws, rules, and policies
- Provide certification of Family and Medical Leave
- Ensure total compliance with the E-verify process

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Management and special training request attendees	1,492	1,485	1,946
FMLA requests	1,892	1,981	2,074
FMLA requests approved	1,575	1,598	1,727
New hires processed through E-Verify	1,598	1,708	1,861

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	98,661	389,037	351,429
SUPPLIES AND SERVICES	2,108	5,810	10,057
CAPITAL OUTLAY	2,916	0	0
Total Program Expenditures	103,685	394,847	361,486

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	103,685	394,847	361,486
Total Program Funding	103,685	394,847	361,486

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Program Staffing (FTEs)	1.1	5.7	5.2

Program Summary

Department: HUMAN RESOURCES
Program: HR SUPPORT AND ANALYSIS

Function

Partner with clients by providing employment-related services and activities to include recruiting and retaining a highly committed, highly competent, and results oriented workforce. Services include, but are not limited to, staffing and testing services, classification and compensation review and assignments, and market studies. Provide staff to certain large departments in need of direct personnel assistance to ensure quality and timely service.

Description of Services

Develop recruitment and selection plans for vacant positions. Review and advertise requests to fill positions. Screen and test applicants. Develop and maintain wage/salary structures through the use of job classifications, internal equity, and external market value considerations. Perform position audits and major classification studies, market evaluations, salary surveys and compensation review. Manage and monitor the Human Resources workforce assigned to large departments with particular emphasis on the public works and health areas.

Program Goals and Objectives

- Market Pima County as an employer of choice by attracting qualified applicants to fill vacant positions in order to maintain proper and quality levels of public service
- Complete certificate of eligible applicants lists within 12 days of closing date
- Assist departments in selecting a qualified applicant within 50 days of closing date to ensure the continuance of needed services
- Ensure equal pay for equal work via a fair and equitable compensation plan
- Ensure all County employees are working within properly defined classifications
- Complete position audits and reallocations in 40 calendar days

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Average calendar days to complete certified list of qualified job applicants	13	12	12
Average calendar days to fill vacancies	66	53	50
Applications received/reviewed	24,560	27,000	28,000
Classification/compensation audit reviews performed	326	300	375
Average calendar days to complete reallocations	38	40	40
Department assists provided	960	1,000	1,240

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	774,904	758,459	811,934
SUPPLIES AND SERVICES	44,367	56,070	61,920
CAPITAL OUTLAY	5,831	1,250	1,250
Total Program Expenditures	825,102	815,779	875,104

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	825,102	815,779	875,104
Total Program Funding	825,102	815,779	875,104

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
	14.3	22.6	22.3

Information Technology

Expenditures: 17,931,735

FTEs 172.0

Revenues: 5,338,982

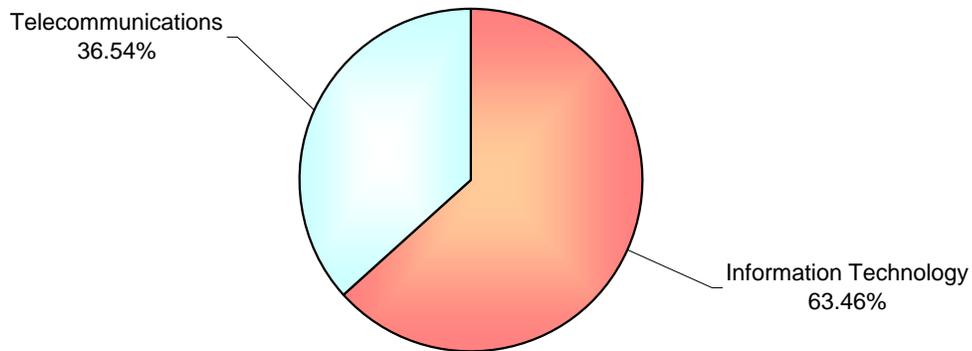
Function Statement:

Manage the County's computer and network processing, wireless (radio) communications, and telecommunications environment. Direct and manage the development and ongoing maintenance support of application systems and the acquisition and licensing of associated computer hardware/software. Develop and implement information technology standards and security procedures. Manage franchise licensing and contract coordination for cable, fiber, cellular, and competitive local exchange carriers. Provide access to an eLearning environment. Provide a central service desk function for computer hardware and application software problem resolution. Coordinate Pima County Information Technology activities with various agencies and the general public.

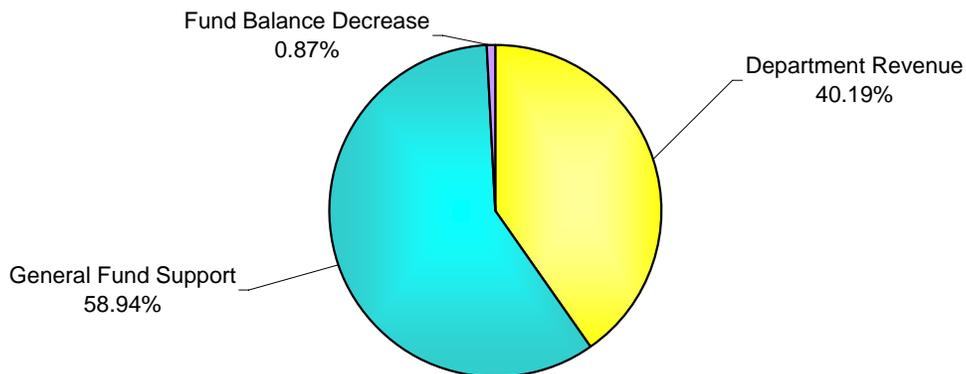
Mandates:

None

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: INFORMATION TECHNOLOGY

Expenditures by Program	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
INFORMATION TECHNOLOGY	8,519,025	9,131,314	8,333,441
IT ENHANCEMENT	76	1,930,000	0
TELECOMMUNICATIONS	4,258,509	4,850,064	4,799,147
Total Expenditures	12,777,610	15,911,378	13,132,588

Funding by Source

Revenues

INFORMATION TECHNOLOGY	621,785	417,812	502,166
IT ENHANCEMENT	134,377	0	0
TELECOMMUNICATIONS	4,640,726	4,528,529	4,836,816
Total Revenues	5,396,888	4,946,341	5,338,982
Net Operating Transfers In/(Out)	(169,847)	1,493,711	(125,422)
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(346,671)	757,824	87,753
General Fund Support	7,897,240	8,713,502	7,831,275
Total Program Funding	12,777,610	15,911,378	13,132,588

Staffing (FTEs) by Program

INFORMATION TECHNOLOGY	105.0	177.0	150.0
TELECOMMUNICATIONS	23.0	23.0	22.0
Total Staffing (FTEs)	128.0	200.0	172.0

Program Summary

Department: INFORMATION TECHNOLOGY

Program: INFORMATION TECHNOLOGY

Function

Manage the County's computer and network processing environment. Direct and manage the development and ongoing maintenance support of application systems and the acquisition and licensing of associated computer hardware/software. Develop and implement information technology standards and security procedures. Manage franchise licensing and contract coordination for cable, fiber, cellular, and competitive local exchange carriers. Provide access to an eLearning environment and assist in the development of County employees in the use of computer software and hardware. Provide a central service desk function for computer hardware and application software service requests and incident resolution. Coordinate Pima County IT activities with various agencies and the general public.

Description of Services

Provide a high-speed, secure, and cost effective electronic data communications network and a global e-mail facility for Pima County. Provide online transaction processing, offline processing, database services, central data communications, high-speed laser printing services, forms design, and security for accessing stored data. Maintain the Pima County Internet Web and Intranet sites and assist departments in providing content to these sites. Maintain e-commerce services. Provide technical assistance to client departments in the areas of project management, applications development, procurement, training services, and implementation of required technology. Provide eLearning environment used to educate County employees on computer and software application usage. Coordinate and monitor the acquisition of computer hardware and software for County departments using standardized configurations and specifications. Install new computer hardware and software for County departments and clients. Coordinate and administer contracts for antennas, cellular telephone towers, competitive local exchange carriers (CLECs), and cable companies using County facilities and rights of way. Coordinate all County cell phone contracts and usage.

Program Goals and Objectives

- Ensure critical electronic information resources are available 24/7/365
- Maintain 100% online system availability (excluding scheduled maintenance)
- Maintain 100% storage/servers availability (excluding scheduled maintenance)
- Resolve critical outages within 4 hours
- Resolve citizen complaints against cable companies within two business days
- Achieve a rate of at least 95% of customers satisfied during the service desk incident closeout process

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Scheduled outages per year	12	12	12
Online system availability (excluding scheduled maintenance)	99%	99%	100%
Storage/server availability (excluding scheduled maintenance)	99%	99%	100%
Critical outage situations resolved within 4 hours	85%	95%	100%
Citizen complaints against cable companies resolved within two business days	99%	99%	99%
Percent of customers satisfied in service desk incident close out process	95%	95%	95%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	6,543,728	6,407,081	5,184,927
SUPPLIES AND SERVICES	1,665,243	2,415,605	2,792,314
CAPITAL OUTLAY	310,054	308,628	356,200
Total Program Expenditures	8,519,025	9,131,314	8,333,441

Program Funding by Source

Revenues

CHARGES FOR SERVICES	0	0	22,525
MISCELLANEOUS	621,785	417,812	479,641
Operating Revenue Sub-Total	621,785	417,812	502,166

Program Summary

Department: INFORMATION TECHNOLOGY
 Program: INFORMATION TECHNOLOGY

Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	7,897,240	8,713,502	7,831,275
Total Program Funding	<u><u>8,519,025</u></u>	<u><u>9,131,314</u></u>	<u><u>8,333,441</u></u>
<hr/>			
Program Staffing (FTEs)	<u>105.0</u>	<u>177.0</u>	<u>150.0</u>

Program Summary

Department: INFORMATION TECHNOLOGY

Program: IT ENHANCEMENT

Function

Address the ongoing need to maintain, enhance, and expand the County's information systems by funding approved information technology improvements.

Description of Services

Provide a source of funding for various specific information technology projects designated during the County's budget process.

Program Goals and Objectives

- Provide funds for approved information technology improvements

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
New projects funded	0	2	3
Projects completed	0	1	1

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
SUPPLIES AND SERVICES	76	1,930,000	0
Total Program Expenditures	76	1,930,000	0

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
INTEREST	6,606	0	0
MISCELLANEOUS	127,771	0	0
Special Programs Revenue Sub-Total	134,377	0	0
Net Operating Transfers In/(Out)	(150,000)	1,500,000	(115,000)
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	15,699	430,000	115,000
General Fund Support	0	0	0
Total Program Funding	76	1,930,000	0

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Program Staffing (FTEs)	0.0	0.0	0.0

Program Summary

Department: INFORMATION TECHNOLOGY

Program: TELECOMMUNICATIONS

Function

Provide communications services (voice, data, and wireless) for Pima County government. Provide for the planning, installation, and maintenance of the County's high-speed network and storage infrastructure. Provide wireless communications services, including radio, for Pima County government and subscribing agencies.

Description of Services

Provide voice (telephone), data, data storage, and wireless radio communication networks, and associated services to Pima County departments. Develop and maintain inventories of equipment and infrastructure diagrams for the purpose of determining capacity and developing long range plans for network growth. Participate in the planning for wiring new and remodeled facilities to ensure they meet current and future communications requirements. Provide Internet connectivity and install and manage firewall and virus protection software. Assist in the development and management of Countywide fiber and wireless networks.

Program Goals and Objectives

- Provide the highest quality voice and data services at the lowest possible cost
- Ensure quality customer service
 - . Document all service orders
 - . Initiate repairs within 4 hours of service request
- Maintain 24/7/365 network availability (excluding scheduled maintenance or facility power outages)
- Maintain 24/7/365 Internet availability (excluding scheduled maintenance)
- Maintain 24/7/365 wireless network availability (excluding scheduled maintenance)
- Repair or replace radios used for essential County services in one day

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Service orders documented	100%	100%	100%
Repairs initiated within 4 hours of request	100%	100%	100%
Network availability (excluding scheduled maintenance)	99%	99%	100%
Internet availability (excluding scheduled maintenance)	99%	99%	100%
Wireless network availability (excluding scheduled maintenance)	100%	100%	100%
Radios used for essential County services repaired or replaced in one day	100%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,158,899	1,523,729	1,580,501
SUPPLIES AND SERVICES	2,853,474	3,313,212	3,213,846
CAPITAL OUTLAY	246,136	13,123	4,800
Total Program Expenditures	4,258,509	4,850,064	4,799,147

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
CHARGES FOR SERVICES	4,495,247	4,466,524	4,749,474
INTEREST	51,859	0	9,602
MISCELLANEOUS	93,620	62,005	77,740
Special Programs Revenue Sub-Total	4,640,726	4,528,529	4,836,816
Net Operating Transfers In/(Out)	(19,847)	(6,289)	(10,422)
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(362,370)	327,824	(27,247)
General Fund Support	0	0	0
Total Program Funding	4,258,509	4,850,064	4,799,147

Program Staffing (FTEs)	23.0	23.0	22.0
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Non Departmental

Expenditures: 184,500,259

Revenues: 73,261,949

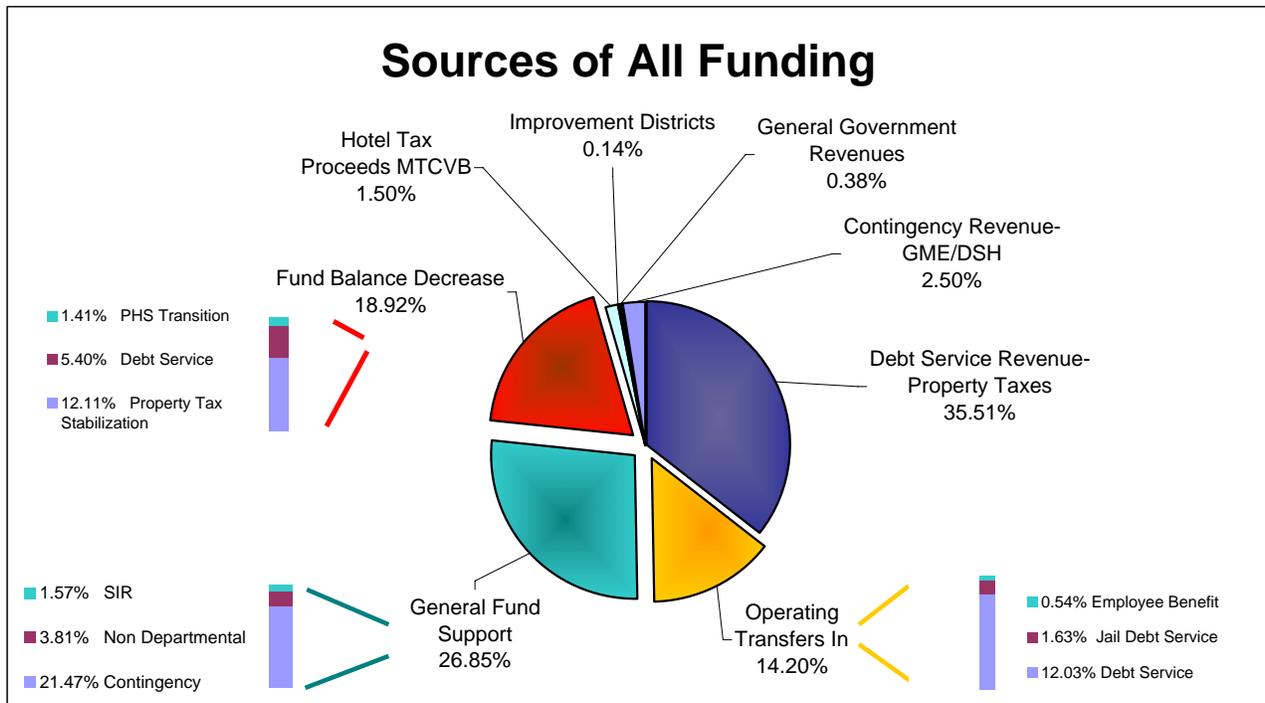
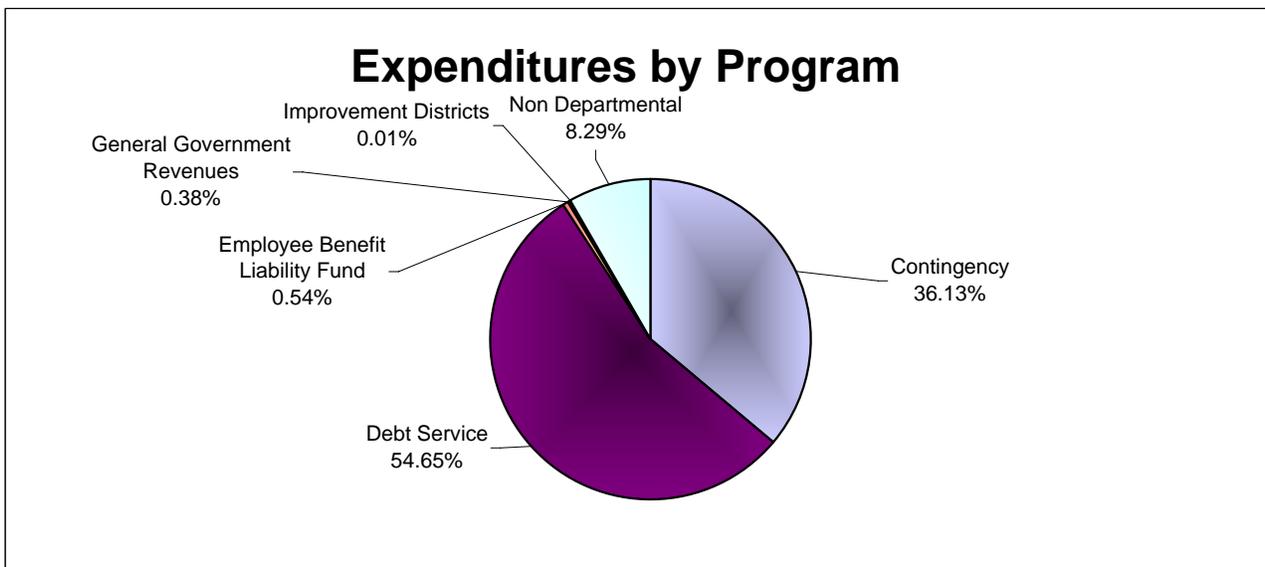
FTEs 0.0

Function Statement:

Record and report the receipt, transfer, and payment transactions for Non Departmental, General Government Revenues, Contingency, General Fund Debt Service, Debt Service, Employee Benefit Liability Fund, and Improvement Districts activities. (Note: Total revenue for this department amounts to \$495,483,709 with \$422,221,760 coming from general government revenues used to support General Fund operations. The difference between these amounts, or \$73,261,949, is the amount to be considered as departmental revenue.)

Mandates:

None



Department Summary by Program

Department: **NON DEPARTMENTAL**

<u>Expenditures by Program</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
CONTINGENCY	605,809	65,393,042	66,665,129
DEBT SERVICE	106,589,894	106,277,555	100,824,209
EMPLOYEE BENEFIT LIABILITY FUND	1,000,000	1,000,000	1,000,000
GENERAL FUND DEBT SERVICE	5,871,511	5,918,285	0
GENERAL GOVERNMENT REVENUES	217,759	705,000	705,000
IMPROVEMENT DISTRICTS	34,077	28,705	9,243
NON DEPARTMENTAL	9,039,591	13,187,962	15,296,678
Total Expenditures	123,358,641	192,510,549	184,500,259
<u>Funding by Source</u>			
Revenues			
CONTINGENCY	734,079	0	4,625,000
DEBT SERVICE	70,339,027	69,778,801	65,603,403
GENERAL FUND DEBT SERVICE	107	25,000	0
GENERAL GOVERNMENT REVENUES	444,982,842	433,847,518	422,221,760
IMPROVEMENT DISTRICTS	537,206	303,619	264,884
NON DEPARTMENTAL	2,819,114	2,565,463	2,768,662
Total Revenues	519,412,375	506,520,401	495,483,709
Net Operating Transfers In/(Out)	20,732,523	1,613,144	2,758,617
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(3,917,287)	14,798,762	34,701,381
General Fund Support	(412,868,970)	(330,421,758)	(348,443,448)
Total Program Funding	123,358,641	192,510,549	184,500,259
<u>Staffing (FTEs) by Program</u>			
Total Staffing (FTEs)	0.0	0.0	0.0

Program Summary

Department: NON DEPARTMENTAL

Program: CONTINGENCY

Function

Provide funding for emergencies or unforeseen needs that may arise during the year. Provide reserve funds for programs/projects which may be implemented during the fiscal year.

Description of Services

Account for all transactions which occur throughout the year within various detail funds. The Budget Stabilization Fund was established to address potential deficits and tentative funding needs in County departments. The Property Tax Stabilization Special Revenue Fund was established in fiscal year 2006/07 to provide for future stabilization of the primary and combined property tax rates. The Tax Reduction and Debt Retirement Fund was established to reduce cash flow borrowing and to reduce or offset future property tax rate increases. Carryover items and unreserved contingency funding are also reflected in this program.

Program Goals and Objectives

- Keep the Board of Supervisors informed of the status of funds throughout the year

Financial Highlights and Significant Issues

General Fund Reserve is budgeted at \$34,774,388.

Unreserved contingency funds of \$744,994 are included in the budget to provide flexibility for the Board to respond to changing needs and unforeseen circumstances. Reserved contingency funds of \$170,000 are included for the purchase of the Community Performing Arts Center furniture, fixtures, and equipment.

The Budget Stabilization Fund provides for the following expenditures:

Graduate Medical Education/DSH	\$ 4,625,000
Stadium District Operations	1,500,000
Development Services' Countywide Planning	1,000,000
Solid Waste Operating Services	800,000
Total	\$ 7,925,000

Carryovers from Fiscal Year 2010/11:

Juvenile Court - Facilities Projects	\$ 210,956
County Attorney - IT Equipment	200,000
Superior Court - Facilities Projects	119,535
Community Services - Summer Internship	102,947
Community Dev. & Neighbor. Cons. - El Banco	20,000
Community & Econ. Develop. - Outside Agencies	16,275
Superintendent of Schools - Facilities Projects	4,445
Total	\$ 674,158

The Property Tax Stabilization Special Revenue Fund includes \$22,376,589 to mitigate future property tax increases.

Program Performance Measures

	FY2009/2010 Actual	FY2010/2011 Estimated	FY2011/2012 Planned
Monthly accounting reconciliations performed	12	12	12
Status report updated for each transaction	yes	yes	yes

Program Expenditures by Object

	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
PERSONAL SERVICES	105,168	0	0
SUPPLIES AND SERVICES	500,641	65,393,042	66,665,129
Total Program Expenditures	605,809	65,393,042	66,665,129

Program Summary

Department: **NON DEPARTMENTAL**

Program: **CONTINGENCY**

Program Funding by Source

Revenues			
INTERGOVERNMENTAL	263,018	0	4,625,000
CHARGES FOR SERVICES	4,546	0	0
FINES AND FORFEITS	123,870	0	0
INTEREST	10,289	0	0
MISCELLANEOUS	128,975	0	0
MEMO REVENUE	203,364	0	0
Operating Revenue Sub-Total	734,062	0	4,625,000
INTEREST	17	0	0
Special Programs Revenue Sub-Total	17	0	0
Net Operating Transfers In/(Out)	(3,573,578)	22,354,490	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	3,574,059	0	22,376,589
General Fund Support	(128,751)	43,038,552	39,663,540
Total Program Funding	605,809	65,393,042	66,665,129
<hr/>			
Program Staffing (FTEs)	0.0	0.0	0.0

Program Summary

Department: NON DEPARTMENTAL

Program: DEBT SERVICE

Function

Account for the accumulation of resources for the payment of general long term debt principal and interest.

Description of Services

Manage the debt for the Regional Flood Control District, Transportation bonds, General Obligation bonds, and the lease purchases of the Public Works Building, the Justice Building, and the County jail facility. Debt for the Justice Building and the County jail facility lease purchases that was previously managed in General Fund Debt Service will be managed in Debt Service effective fiscal year 2011/12. (Note: See the Long Term Debt Service Schedule portion, in the Supplemental Information section, for the Reconciliation of Long Term Debt to Budgeted Debt Service Expenditures.)

Program Goals and Objectives

- Account for long term debt and provide payment in an accurate and timely manner

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Transactions accurately recorded	100%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
SUPPLIES AND SERVICES	106,589,894	106,277,555	100,824,209
Total Program Expenditures	106,589,894	106,277,555	100,824,209

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
TAXES	69,324,973	68,771,301	65,603,403
INTERGOVERNMENTAL	77,755	7,500	0
INTEREST	936,299	1,000,000	0
Operating Revenue Sub-Total	70,339,027	69,778,801	65,603,403
Net Operating Transfers In/(Out)	43,277,224	21,425,078	25,237,058
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(7,026,357)	15,073,676	9,983,748
General Fund Support	0	0	0
Total Program Funding	106,589,894	106,277,555	100,824,209

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
	0.0	0.0	0.0

Program Summary

Department: NON DEPARTMENTAL

Program: EMPLOYEE BENEFIT LIABILITY FUND

Function

Provide a centralized account to fund employee benefit payoffs.

Description of Services

Consolidate into one centralized account the payoff to terminating and retiring employees of up to 240 hours of unused vacation leave and the allowable percentage of accumulated sick leave, as provided by Pima County Personnel Policies.

Program Goals and Objectives

- Ensure that appropriate funds are budgeted to cover payoffs to employees required by County policies

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Required employee payoffs funded	yes	yes	yes

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,000,000	1,000,000	1,000,000
Total Program Expenditures	1,000,000	1,000,000	1,000,000

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	1,000,000	1,000,000	1,000,000
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	0	0	0
Total Program Funding	1,000,000	1,000,000	1,000,000

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
	0.0	0.0	0.0

Program Summary

Department: NON DEPARTMENTAL

Program: GENERAL FUND DEBT SERVICE

Function

Record and report the annual debt service on major General Fund lease purchases.

Description of Services

Manage the debt service pertaining to the lease purchase of the County jail facility, the Bank of America Plaza, the Justice Building Project, and the Jackson Learning Center Project.

(Note: Effective fiscal year 2011/12 the debt service previously budgeted in General Fund Debt Service will be budgeted in Debt Service. Information here is presented for historical purposes only.)

Program Goals and Objectives

- Manage the General Fund debt service and provide payment in an accurate and timely manner

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Transactions accurately recorded	100%	100%	n/a

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
SUPPLIES AND SERVICES	5,871,511	5,918,285	0
Total Program Expenditures	5,871,511	5,918,285	0

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
INTEREST	107	25,000	0
Operating Revenue Sub-Total	107	25,000	0
Net Operating Transfers In/(Out)	3,012,935	3,009,185	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	2,858,469	2,884,100	0
Total Program Funding	5,871,511	5,918,285	0

Program Staffing (FTEs)	0.0	0.0	0.0
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Program Summary

Department: NON DEPARTMENTAL

Program: GENERAL GOVERNMENT REVENUES

Function

Record all revenues associated with the General Fund that are not generated by specific departments.

Description of Services

Forecast and monitor General Fund revenues and advise County management of any anticipated changes in revenue or the County's revenue base. (Note: See the Summary of Other Financing Sources and Interfund Transfers, in the State Reports section, for details regarding Net Operating Transfers Out.)

Program Goals and Objectives

- Provide timely and accurate revenue information to County management
- Ensure that earned revenues are actually received

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Revenue status reports produced	9	9	9

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
SUPPLIES AND SERVICES	217,759	705,000	705,000
Total Program Expenditures	217,759	705,000	705,000

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
TAXES	304,425,773	301,372,635	287,132,878
LICENSES & PERMITS	2,714,553	2,446,532	2,587,500
INTERGOVERNMENTAL	117,950,403	112,260,804	114,365,179
CHARGES FOR SERVICES	18,613,153	16,590,967	17,326,203
INTEREST	1,115,294	796,580	430,000
MISCELLANEOUS	163,666	380,000	380,000
Operating Revenue Sub-Total	444,982,842	433,847,518	422,221,760
Net Operating Transfers In/(Out)	(25,110,777)	(46,175,609)	(23,478,441)
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	(419,654,306)	(386,966,909)	(398,038,319)
Total Program Funding	217,759	705,000	705,000

Program Staffing (FTEs)	0.0	0.0	0.0
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Program Summary

Department: NON DEPARTMENTAL
Program: IMPROVEMENT DISTRICTS

Function

Account for the accumulation and the transfer of funds for repayment of interfund loans for Improvement Districts.

Description of Services

Accumulate funds for La Cholla Boulevard and Hayhook Ranch Improvement Districts to repay appropriate County departments for interfund loans.

Program Goals and Objectives

- Account for Improvement District interfund loan funds accumulation and transfer to proper County departments

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Transactions accurately recorded	100%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
SUPPLIES AND SERVICES	34,077	28,705	9,243
Total Program Expenditures	34,077	28,705	9,243

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
SPECIAL ASSESSMENT	535,666	303,619	264,884
INTEREST	1,540	0	0
Special Programs Revenue Sub-Total	537,206	303,619	264,884
Net Operating Transfers In/(Out)	(38,140)	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(464,989)	(274,914)	(255,641)
General Fund Support	0	0	0
Total Program Funding	34,077	28,705	9,243

Program Staffing (FTEs)	0.0	0.0	0.0
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Program Summary

Department: NON DEPARTMENTAL

Program: NON DEPARTMENTAL

Function

Budget and provide for expenditure and/or revenue authority for specified General Fund programs, projects, and items for which no direct responsibility has been assigned to any single department. Report the General Fund portion of self insurance reserve (SIR) payments.

Description of Services

Report the receipt of the Transient Lodging Excise Tax revenues and the payment of \$2,768,662 to the Metropolitan Tucson Convention & Visitors Bureau (MTCVB). This tax is only charged to hotels/motels located in unincorporated areas of Pima County. Provide expenditure authority for dues to the County Supervisors Association of \$91,935 and the U.S. Mexico Border Counties Coalition of \$12,608, and Lobbyist costs of \$42,700. Provide expenditure authority of \$90,249 for Special Projects, \$21,799 for Bond Oversight, \$2,896,340 for the General Fund portion of self insurance costs, and \$6,775,700 for state mandated county contribution. Special revenue funding of \$2,596,685 for Pima Health System closure activity after September 30, 2011 is budgeted in this program.

Program Goals and Objectives

- Provide and account for all Non Departmental activities

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Transactions accurately recorded	100%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	27,984	631,416	26,100
SUPPLIES AND SERVICES	9,011,607	12,556,546	15,270,578
Total Program Expenditures	9,039,591	13,187,962	15,296,678

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
INTERGOVERNMENTAL	2,818,514	2,565,463	2,768,662
MISCELLANEOUS	600	0	0
Operating Revenue Sub-Total	2,819,114	2,565,463	2,768,662
Net Operating Transfers In/(Out)	2,164,859	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	2,596,685
General Fund Support	4,055,618	10,622,499	9,931,331
Total Program Funding	9,039,591	13,187,962	15,296,678

<u>Program Staffing (FTEs)</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>
	0.0	0.0	0.0

Office of Emergency Mgmt & Homeland Security

Expenditures: 1,611,892

FTEs 11.4

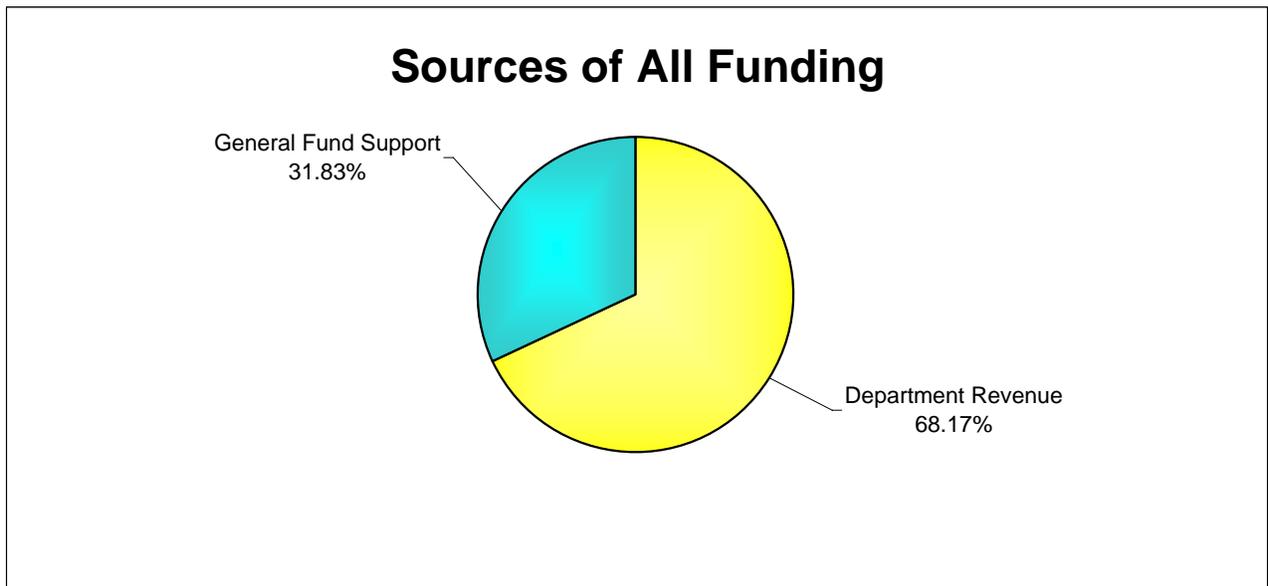
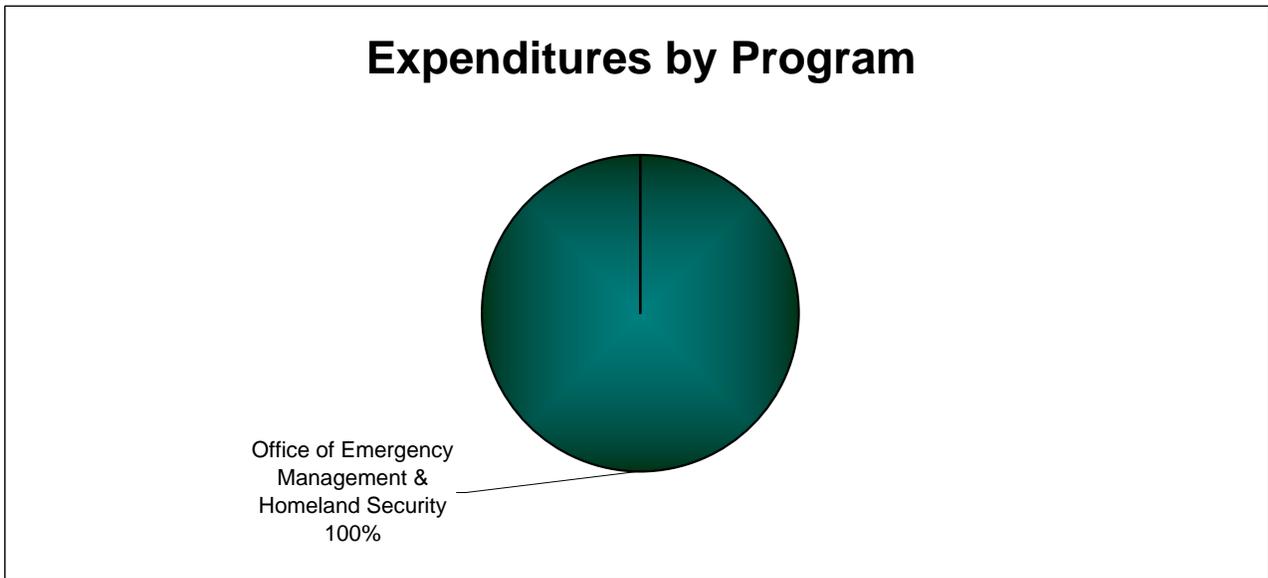
Revenues: 1,098,818

Function Statement:

Establish and maintain the highest possible quality emergency prevention, preparedness, response, mitigation and recovery function to protect the lives and property of the residents of Pima County in the event of a natural or man-made disaster through planning; the conduct of training and exercises; the establishment and maintenance of a state-of-the-art Emergency Operations Center; and coordination and communications with all departments within Pima County, emergency response agencies at the local, state, tribal, and federal level, and the public at large.

Mandates:

ARS Title 26, Chapter 2: Emergency Management



Department Summary by Program

Department: **OFC OF EMERG MGMT & HOMELAND SECURITY**

<u>Expenditures by Program</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
OFC OF EMERG MGMT & HOMELAND SECURITY	0	0	1,611,892
Total Expenditures	0	0	1,611,892
<u>Funding by Source</u>			
Revenues			
OFC OF EMERG MGMT & HOMELAND SECURITY	0	0	1,098,818
Total Revenues	0	0	1,098,818
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	0	0	513,074
Total Program Funding	0	0	1,611,892
<u>Staffing (FTEs) by Program</u>			
OFC OF EMERG MGMT & HOMELAND SECURITY	0.0	0.0	11.4
Total Staffing (FTEs)	0.0	0.0	11.4

Program Summary

Department: OFC OF EMERG MGMT & HOMELAND SECURITY

Program: OFC OF EMERG MGMT & HOMELAND SECURITY

Function

Prevent and/or mitigate the loss of life and reduce property damage to the citizens of Pima County resulting from both human-caused and natural disasters in accordance with Arizona Revised Statutes Title 26 and Pima County Code Title 19.

Description of Services

Provide professional emergency management services including planning and prevention, protection, response and recovery activities and training to protect lives, property and the environment in the event of a disaster. Develop County emergency response and mitigation plans. Coordinate with and assist other jurisdictions within the County, the State, the region and at the federal level to develop coordinated, interoperable response capabilities to ensure the highest level of individual and agency preparedness to respond to and recover from a disaster. Perform all emergency management tasks required by law and local mandate. Comply with Homeland Security Presidential Directives, National Incident Management System and National Response Plan, National Infrastructure Protection Plan, and National Preparedness Goals and Guidance. Provide emergency response and management training opportunities to trainers throughout the jurisdiction. Maintain and operate a state-of-the-art Emergency Operations Center (EOC).

(Note: In fiscal year 2009/10 this department was presented as a program in Health, and historical information is found there.)

Program Goals and Objectives

- Ensure that all jurisdictions within Pima County have access to accurate, complete information and systems, including communications, command and control and date, to enable them to respond to large emergency situations and/or threats to homeland security quickly, efficiently and effectively to safeguard the lives and property of the citizens of Pima County
- Maintain a state-of-the-art EOC to ensure County and local jurisdictions have the ability to communicate and operate in a coordinated fashion to implement emergency plans and to operate in any emergency including coordination with state, regional and federal emergency response organizations and with the public
- Maintain the EOC in a state of constant readiness
- Open and make operational the EOC within one hour of notification by the Board of Supervisors, the County Administrator, or a municipality within Pima County
- Implement a state-of-the-art, web-based EOC functionality to enable users to interface with the EOC from remote locations
- Reduce response and recovery costs to the County by providing comprehensive disaster response plans and on-going mitigation projects to prevent or mitigate the loss of life and damage to property resulting from a disaster
- Maintain a comprehensive, coordinated County emergency response plan that provides for the survival of the maximum number of people within the borders of Pima County and minimizes damage to property in the event of a natural or human-caused disaster
- Coordinate, conduct, and participate in regular, realistic emergency response exercises for County agencies and local jurisdictions
- Assist County agencies to maintain multi-hazard mitigation plans that enable them to minimize the effect of potential disasters on the life and property of County residents, businesses and public entities
- Provide regular, quality training in emergency management to emergency response agencies, municipalities, and County departments
- Facilitate attendance for local responders to federal and state emergency management training courses

Program Performance Measures	FY2009/2010 Actual	FY2010/2011 Estimated	FY2011/2012 Planned
Exercises conducted	n/a	n/a	24
Community Emergency Response Team (CERT) classes	n/a	n/a	25
Citizens trained in CERT	n/a	n/a	300
Business presentations	n/a	n/a	25
Civic presentations	n/a	n/a	15
Neighborhood presentations	n/a	n/a	12
Events for community planning and preparedness activities and exercises	n/a	n/a	400

Program Expenditures by Object	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
PERSONAL SERVICES	0	0	914,558
SUPPLIES AND SERVICES	0	0	697,334
Total Program Expenditures	0	0	1,611,892
Program Funding by Source			
Revenues			
INTERGOVERNMENTAL	0	0	1,098,818
Grant Revenue Sub-Total	0	0	1,098,818

Program Summary

Department: OFC OF EMERG MGMT & HOMELAND SECURITY

Program: OFC OF EMERG MGMT & HOMELAND SECURITY

Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	0	0	513,074
Total Program Funding	<u>0</u>	<u>0</u>	<u>1,611,892</u>
<hr/>			
Program Staffing (FTEs)	0.0	0.0	11.4

Procurement

Expenditures: 2,181,007

FTEs 30.6

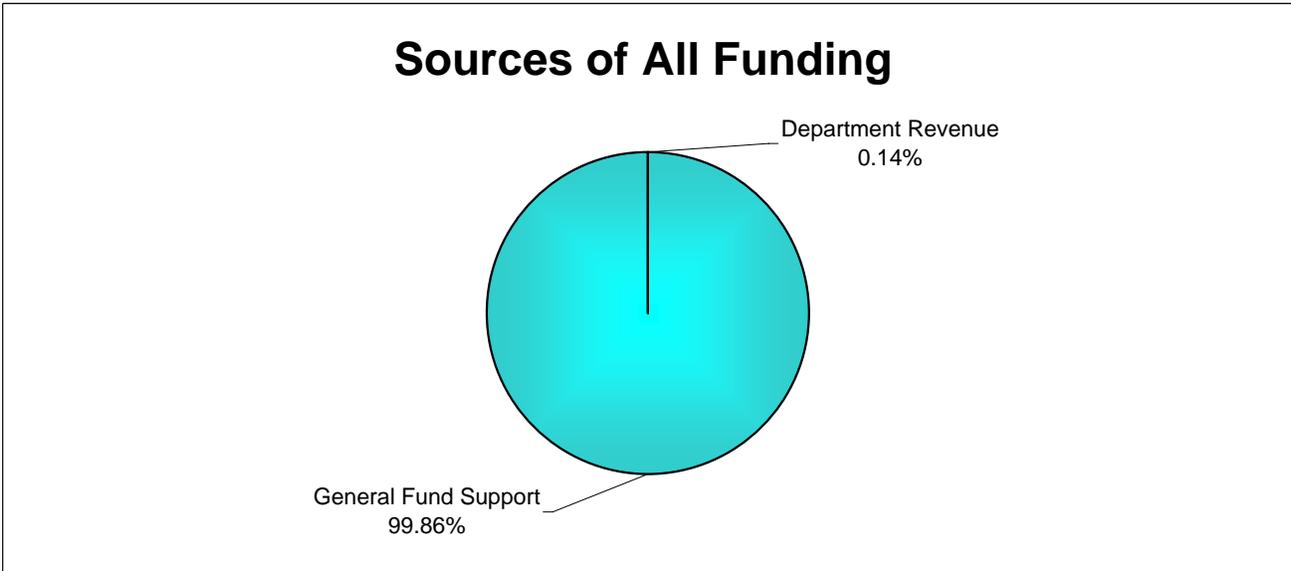
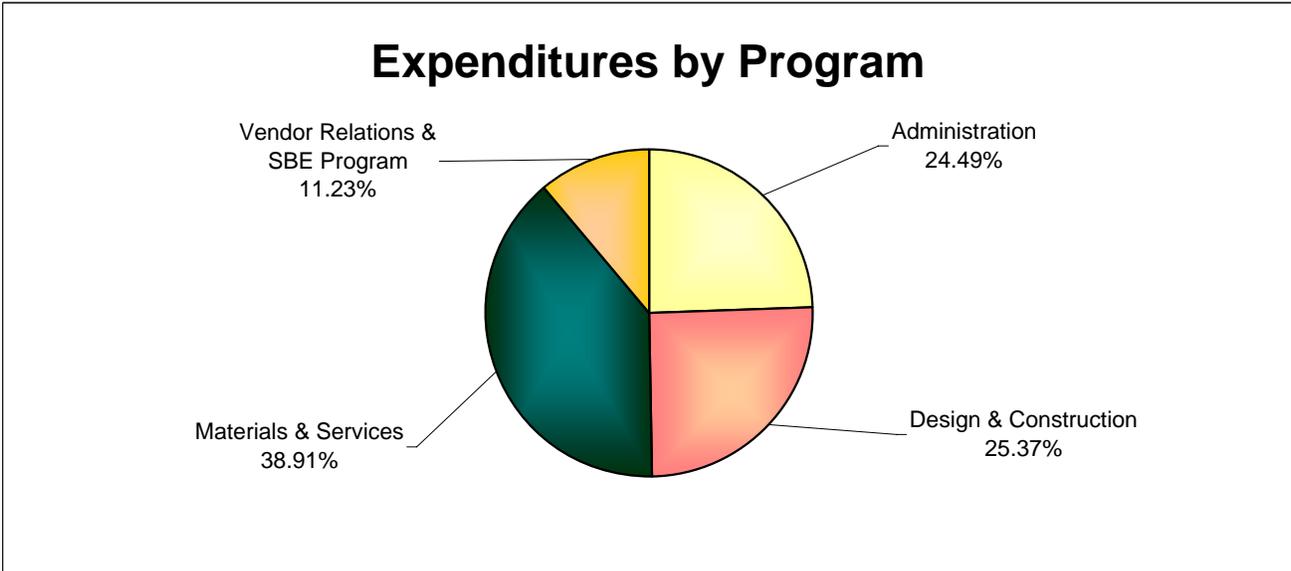
Revenues: 3,000

Function Statement:

Procure all materials and services for County departments, except as specified by delegation pursuant to the procurement code or under the small purchase procedure. Administer the County Small Business Enterprise (SBE) Program in accordance with County Code requirements for outreach, price preference, subcontractor goals, and compliance review. Ensure compliance with the Pima County Living Wage Ordinance 2002-1 through assistance, review, and monitoring of eligible Pima County contracts. Manage the contracts review approval process. Provide vendor/business assistance and education to vendors concerning bid preparation, bonds and insurance, and the conduct of business with the County. Track and monitor all County contracts.

Mandates:

ARS Title 11: Counties, Title 34: Public Buildings and Improvements; Pima County Code Title 11: Procurement Code, Title 20: The Small Business Enterprise Participation Program; and Board of Supervisors Policy D29 Purchasing/Printing



Department Summary by Program

Department: **PROCUREMENT**

Expenditures by Program	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
ADMINISTRATION	525,754	508,250	534,052
DESIGN & CONSTRUCTION	537,058	525,203	553,391
MATERIALS & SERVICES	851,939	856,447	848,564
VENDOR RELATIONS & SBE PROGRAM	239,637	234,251	245,000
Total Expenditures	2,154,388	2,124,151	2,181,007

Funding by Source

Revenues

ADMINISTRATION	58	0	0
DESIGN & CONSTRUCTION	249	3,000	0
MATERIALS & SERVICES	1,648	0	0
VENDOR RELATIONS & SBE PROGRAM	2,216	0	3,000

Total Revenues	4,171	3,000	3,000
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	2,150,217	2,121,151	2,178,007
Total Program Funding	2,154,388	2,124,151	2,181,007

Staffing (FTEs) by Program

ADMINISTRATION	9.0	8.0	8.0
DESIGN & CONSTRUCTION	7.0	7.0	7.0
MATERIALS & SERVICES	11.8	11.8	11.6
VENDOR RELATIONS & SBE PROGRAM	4.0	4.0	4.0
Total Staffing (FTEs)	31.8	30.8	30.6

Program Summary

Department: PROCUREMENT
Program: ADMINISTRATION

Function

Administer all functions of the department. Provide support to each function to meet the needs of the department. Conduct contracts review, provide training, ensure compliance with policies and procedures, administer PCard Program, and support County Enterprise Business System, and Vendor Registration and Messaging Portal.

Description of Services

Provide general management for all aspects of the Procurement function in Pima County, as defined in the Pima County Code and Board of Supervisors Policies. Implement practice, competency and systems changes, and associated training, to promote retention of employees and generate significant productivity improvements. Identify enhancement projects that are also expected to be of value to other departments. Provide services to other agencies and the community in general. Participate in cooperative alliances to identify collaborative procurement opportunities, leverage procurement volume and agency productivity, establish purchase agreements that may be utilized by other regional public procurement agencies, and exchange and promote the use of advanced and strategic practices and initiatives. Provide a centralized control point where all contracts are reviewed for compliance with the Pima County Procurement Code, policies, and procedures prior to execution. Oversee contracts processing and enter relevant data into the County Enterprise Business System. Provide contracts training to departments. Maintain and distribute the Procurement Policy and Procedures Manual. Administer the County PCard Program and implement Countywide as a strategy to reduce Finance Department payment transactions, improve visibility of purchased items, and provide opportunities to consolidate and bid like items for improved pricing and control. Upgrade and maintain the department systems for vendors, users, County Enterprise Business System, and electronic contracts. Maintain and update the department Internet and Intranet websites. Maintain Pima County's Intranet home page. Publish solicitations, notice of awards, and other related documents online. Maintain the PCard website for card administrators and users. Arrange and setup multi-media presentations for County departments. Coordinate online reverse and surplus property auctions. Conduct online Countywide and vendor satisfaction surveys. Provide long term Internet and Intranet strategy planning and IT project management. Serve on Countywide e-Government/Systems committee.

Program Goals and Objectives

- Provide Countywide training and assistance with purchasing policies and procedures
- Ensure compliance with PCard policy
 - . Review online PCard transactions within 24 hours of posting
 - . Review PCard transaction documentation for compliance to policy within 5 days of receipt
- Generate General Fund revenue through PCard rebate

Program Performance Measures	FY2009/2010 Actual	FY2010/2011 Estimated	FY2011/2012 Planned
Training sessions provided	73	76	75
Policies/procedures updated/improved	n/a	n/a	6
Percent of online PCard transactions reviewed within 24 hours of posting	n/a	100%	100%
Percent of online PCard transactions reviewed for compliance to policy within 5 days of receipt of documentation	n/a	100%	100%
PCard rebate generated	\$75,351	\$69,500	\$70,750

Program Expenditures by Object	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
PERSONAL SERVICES	501,147	486,065	519,732
SUPPLIES AND SERVICES	15,293	14,685	14,320
CAPITAL OUTLAY	9,314	7,500	0
Total Program Expenditures	525,754	508,250	534,052

Program Funding by Source

Revenues

MISCELLANEOUS	58	0	0
Operating Revenue Sub-Total	58	0	0

Program Summary

Department: **PROCUREMENT**
 Program: **ADMINISTRATION**

Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	525,696	508,250	534,052
Total Program Funding	<u><u>525,754</u></u>	<u><u>508,250</u></u>	<u><u>534,052</u></u>

Program Staffing (FTEs)	9.0	8.0	8.0
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Program Summary

Department: PROCUREMENT
Program: DESIGN & CONSTRUCTION

Function

Procure design, construction, and related services for all County departments. Consult with Public Works departments and Facilities Management regarding solicitations, project management, and contracts administration.

Description of Services

Procure construction, architectural, engineering, and related services for the Public Works, Facilities Management, Wastewater Reclamation, Transportation, Environmental Quality, Development Services, Natural Resources, Parks and Recreation, and the Regional Flood Control District. Identify salient issues and unique characteristics associated with each alternative project delivery methods (APDM) project. In conjunction with the County Attorney, research, develop, or tailor correspondingly appropriate solicitation and contract language for both consulting and construction contracts. Manage the procurement and evaluation process, draft award documents, and manage the contract signature process, while ensuring consistency with law and policy. Process all change orders and amendments for construction, architectural, engineering, and related contracts. Craft appropriate documents. Assign and manage the appropriate approval/signature process.

Program Goals and Objectives

- Maintain service to client departments
 - . Limit the number of requisitions greater than 90 days old at an average of no more than 1 per week
- Update policies/procedures as necessary

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Average requisitions more than 90 days old per week	2	1	1
Policies/procedures updated/improved	1	1	5

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	526,006	509,806	539,863
SUPPLIES AND SERVICES	11,052	15,397	13,528
Total Program Expenditures	537,058	525,203	553,391

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
MISCELLANEOUS	249	3,000	0
Operating Revenue Sub-Total	249	3,000	0
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	536,809	522,203	553,391
Total Program Funding	537,058	525,203	553,391

<u>Program Staffing (FTEs)</u>	<u>7.0</u>	<u>7.0</u>	<u>7.0</u>

Program Summary

Department: PROCUREMENT

Program: MATERIALS & SERVICES

Function

Provide tactical and strategic guidance to all County departments regarding centralized procurement and decentralized purchasing on a wide variety of materials and complex services, with the exception of Design and Construction Services. Act as the central interpretive authority regarding Procurement policy, code, procedure, and practice.

Description of Services

Establish and maintain purchase agreements for all County departments utilizing specifications provided by the requesting department(s) and procurement processes prescribed by the Pima County Procurement Code and Board of Supervisors Procurement Policies. Procure all materials and services required by the County with the exception of construction related requirements that are procured by the Design and Construction Division. Implement practice and competency improvements and continuous improvement processes to offset the increasing number of purchase requisitions and improve current performance. Provide to all County departments formal training, guidance, and support regarding their procurement related responsibilities. Develop specifications which significantly impact costs and supplier performance and comply with procurement related law, policy, and procedures. Perform periodic audits of operating department procurement and purchasing activities and provide guidance regarding desirable corrective actions to department directors, heads, and elected officials. Develop procurement procedures and make recommendations to the County Administrator regarding procurement related processes and Administrative Procedures.

Program Goals and Objectives

- Maintain service to client departments
 - . Limit the number of requisitions greater than 90 days old at an average of no more than 2 per week
- Continue to receive the Outstanding Agency Accreditation Achievement Award from the National Institute of Governmental Purchasing
- Continue to receive the Achievement of Excellence in Procurement Award from the National Purchasing Institute
- Update policies/procedures as necessary

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Average requisitions more than 90 days old per week	1.5	1.5	2.0
Outstanding Agency Accreditation Achievement Award received	yes	yes	yes
Achievement of Excellence in Procurement Award received	yes	yes	yes
Policies/procedures updated/improved	n/a	n/a	3

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	823,676	829,369	831,128
SUPPLIES AND SERVICES	20,002	19,578	17,436
CAPITAL OUTLAY	8,261	7,500	0
Total Program Expenditures	851,939	856,447	848,564

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
MISCELLANEOUS	1,648	0	0
Operating Revenue Sub-Total	1,648	0	0
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	850,291	856,447	848,564
Total Program Funding	851,939	856,447	848,564

<u>Program Staffing (FTEs)</u>	<u>11.8</u>	<u>11.8</u>	<u>11.6</u>

Program Summary

Department: PROCUREMENT

Program: VENDOR RELATIONS & SBE PROGRAM

Function

Manage Pima County Vendor Relations, Small Business Enterprise (SBE), and Living Wage Compliance programs as mandated by Pima County Ordinances 1997-44 and 2002-1. Ensure compliance with the Living Wage Ordinance through assistance, review, and monitoring of eligible Pima County contracts. Assist Pima County departments with SBE compliance in design and construction projects and in the procurement of goods and services. Monitor expenses and procurement opportunities offered in County SBE efforts.

Description of Services

SBE Program: Provide SBEs with assistance in conducting business with Pima County, including notification of procurement opportunities, bid preparation, training, bonding, and insurance information. Review all County construction projects for SBE participation. Set individual project goals. Attend pre-bid and pre-construction meetings to facilitate SBE utilization and reporting on eligible projects. Evaluate SBE participation in professional service and architectural and engineering (A & E) contract proposals and assign points in the evaluation process. Maintain a list of certified SBE businesses. Assist SBE vendors in certification efforts with the city of Tucson. Conduct training seminars and community outreach events for current and prospective County vendors. Sponsor, attend, and participate in trade shows, committees, and training events open to the entire business community to increase Pima County business participation.

Living Wage Program: Provide for compliance with the adopted Living Wage Ordinance No. 2002-1 which mandates a living wage requirement for inclusion in County contracts for specific services utilized by Pima County Government. Provide for the review and monitoring of eligible contracts under covered services with Pima County.

Vendor Relations: Maintain and update the Pima County Vendor Registration Database, which provides current vendor information to assist in procurement opportunities to all departments in Pima County. Provide education and vendor assistance through collaborative outreach events with state and local agencies. Conduct training and/or seminars to educate vendors regarding the process of how to do business with Pima County.

Living Wage, SBE and Disadvantaged Business Enterprise (DBE) Compliance: Review all County projects with SBE/DBE participation goals, and track prime contractor performance, payments, and program compliance as outlined in Ordinance 1997-44. Monitor payment and SBE utilization of A & E and professional services contracts for contractor performance evaluations. Ensure program compliance through on-site visit compliance investigations and through contract payment review and verification.

Program Goals and Objectives

- Maintain SBE local vendors in database
- Maintain SBE vendor training programs provided
- Review projects for SBE/DBE goals
- Review projects for SBE/DBE compliance
- Maintain certified SBE vendors
- Review Living Wage contracts
- Continue on-site Living Wage compliance visits
- Increase County vendors in database
- Update policies/procedures as necessary

Program Performance Measures	FY2009/2010 Actual	FY2010/2011 Estimated	FY2011/2012 Planned
Minority-owned SBE vendors in database	58	60	60
Woman-owned SBE vendors in database	52	60	60
Non-MWBE SBE vendors in database	56	60	60
SBE vendor training programs provided	12	10	10
Projects reviewed for SBE/DBE goals	59	60	60
Projects reviewed for SBE/DBE compliance	56	60	60
Pima County sponsored SBE outreach activities	7	7	7
Certified SBE vendors	166	180	180
Living Wage contracts reviewed	29	29	29
On-site Living Wage compliance visits	16	16	16
County vendors in database	6,495	6,800	7,000
Policies/Procedures updated/improved	n/a	n/a	2

Program Summary

Department: **PROCUREMENT**

Program: **VENDOR RELATIONS & SBE PROGRAM**

	Actual FY2009/2010	Adopted FY2010/2011	Adopted FY2011/2012
Program Expenditures by Object			
PERSONAL SERVICES	230,677	224,276	235,921
SUPPLIES AND SERVICES	8,960	9,975	9,079
Total Program Expenditures	239,637	234,251	245,000
Program Funding by Source			
Revenues			
MISCELLANEOUS	2,216	0	3,000
Operating Revenue Sub-Total	2,216	0	3,000
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	237,421	234,251	242,000
Total Program Funding	239,637	234,251	245,000
Program Staffing (FTEs)	4.0	4.0	4.0

Recorder

Expenditures: 4,223,311

Revenues: 3,328,960

FTEs 45.0

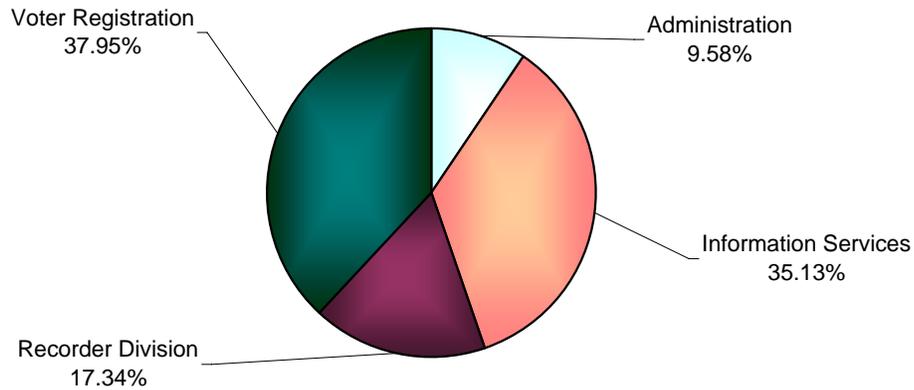
Function Statement:

Ensure prompt and efficient imaging and indexing of documents presented for public recording. Provide for the expeditious retrieval and reproduction of documents previously recorded. Maintain voter registration rolls. Conduct early voting activity and other election related activities.

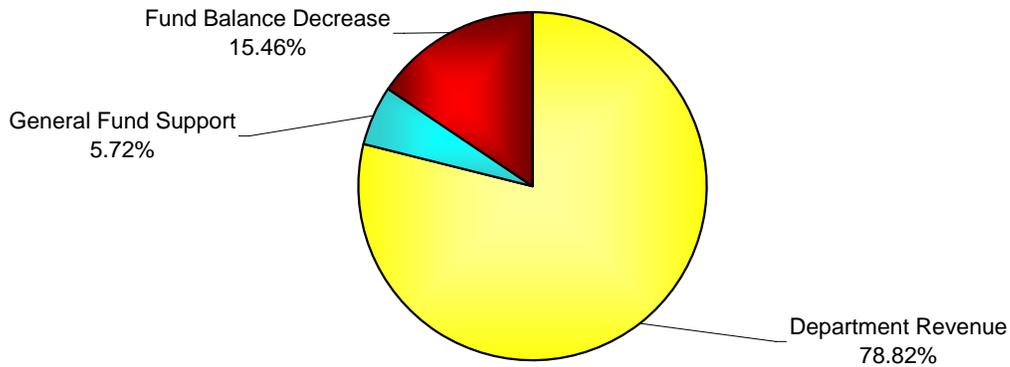
Mandates:

ARS Title 11: Counties; Title 16: Elections and Electors; Title 19: Initiative, Referendum and Recall; Title 39: Public Records, Printing and Notices; and Title 48: Special Taxing Districts

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: RECORDER

Expenditures by Program	FY2009/2010 Actual	FY2010/2011 Adopted	FY2011/2012 Adopted
ADMINISTRATION	348,835	409,655	404,459
INFORMATION SERVICES	1,005,899	1,315,285	1,483,601
RECORDER DIVISION	666,151	724,603	732,153
VOTER REGISTRATION	1,562,300	2,263,428	1,603,098
Total Expenditures	3,583,185	4,712,971	4,223,311

Funding by Source

Revenues

INFORMATION SERVICES	890,225	896,600	838,000
RECORDER DIVISION	1,966,560	1,952,575	1,986,100
VOTER REGISTRATION	1,273,634	291,150	504,860
Total Revenues	4,130,419	3,140,325	3,328,960
Net Operating Transfers In/(Out)	(150,000)	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	263,281	421,325	652,641
General Fund Support	(660,515)	1,151,321	241,710
Total Program Funding	3,583,185	4,712,971	4,223,311

Staffing (FTEs) by Program

ADMINISTRATION	4.0	4.0	4.0
INFORMATION SERVICES	10.5	10.5	10.0
RECORDER DIVISION	17.0	16.8	17.0
VOTER REGISTRATION	18.8	30.5	14.0
Total Staffing (FTEs)	50.3	61.8	45.0

Program Summary

Department: RECORDER

Program: ADMINISTRATION

Function

Provide management oversight, budget, and personnel services to all programs in the Pima County Recorder's office.

Description of Services

Ensure compliance with statutory mandates. Set the policies for the department and implement those policies. Hire, supervise, monitor, and evaluate personnel. Plan the activities of the department. Budget and monitor the use of public funds. Purchase adequate resources, equipment, and supplies for the department.

Program Goals and Objectives

- Ensure statutory mandates, in both the Voter Registration and Document Recording divisions of the department, are met at all times
- Ensure public funds allocated are expended in compliance with County policy and state law
- Procure adequate equipment, supplies, and resources to enable the employees of the department to perform their functions

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Statutory mandates under Title 16 of the Arizona Revised Statutes met	100%	100%	100%
Statutory mandates under Title 11 of the Arizona Revised Statutes met	100%	100%	100%
All supplies and materials purchased so that there is no downtime due to a shortage	100%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	344,802	402,205	396,659
SUPPLIES AND SERVICES	4,033	7,450	7,800
Total Program Expenditures	348,835	409,655	404,459

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	348,835	409,655	404,459
Total Program Funding	348,835	409,655	404,459

<u>Program Staffing (FTEs)</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Program Staffing (FTEs)	4.0	4.0	4.0

Program Summary

Department: RECORDER

Program: INFORMATION SERVICES

Function

Modernize and keep the document storage and retrieval systems current with technology. Maintain optimum uptime on the online system and the voter registration system.

Description of Services

Update and maintain the document storage and retrieval systems pursuant to ARS 11-475.01. Keep the local area network operating with no unscheduled downtime. Make annual changes to programming for voter registration to comply with changes in statutes and variations in election requirements for jurisdictions affected. Perform annual changes to recording and voter registration software required by manufacturer's modifications and updates. Modify existing recording system to upgrade programming language and database system to allow for digitization of all documents recorded in Pima County. Provide for system security including off site backup of all data and prevention of unauthorized access to records and confidential information.

Program Goals and Objectives

- Keep local area network operating with no unscheduled downtime
- Make annual changes to programming for voter registration to comply with changes in statutes and variations in election requirements for jurisdictions affected
- Perform annual changes to recording and voter registration software required by manufacturer's modifications and updates
- Complete modification of database and computer programming language modernization project to allow for full electronic retrieval of all documents recorded in Pima County by 2012

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Computer system uptime	99%	100%	100%
Voter registration program modified as required by statute or jurisdiction prior to next election	100%	100%	100%
Computer programs upgraded within 1 year after release of new version	90%	95%	100%
Computer system maintained and upgraded for most efficient operations possible	85%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	620,321	683,160	700,151
SUPPLIES AND SERVICES	342,194	527,125	621,450
CAPITAL OUTLAY	43,384	105,000	162,000
Total Program Expenditures	1,005,899	1,315,285	1,483,601

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
CHARGES FOR SERVICES	858,228	855,250	832,500
INTEREST	31,997	41,350	5,500
Special Programs Revenue Sub-Total	890,225	896,600	838,000
Net Operating Transfers In/(Out)	(150,000)	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	265,674	418,685	645,601
General Fund Support	0	0	0
Total Program Funding	1,005,899	1,315,285	1,483,601

<u>Program Staffing (FTEs)</u>	<u>10.5</u>	<u>10.5</u>	<u>10.0</u>

Program Summary

Department: RECORDER
Program: RECORDER DIVISION

Function

Provide quality service to the public by ensuring prompt and efficient recording and filing of documents presented for public record and expeditious retrieval and reproduction of documents in accordance with statutory requirements.

Description of Services

Receive, record, index, maintain, and permanently preserve all instruments presented for recording as a public document as mandated by ARS Title 11. Maintain a public access area for all recorded documents to allow convenient public inspection of all documents.

Program Goals and Objectives

- Enter all information for recording each document with attention to accuracy, then check each entry by another operator, perform a third check, electronically image, and return through the mail room
- Record all documents presented on the day of receipt (statutory requirement) with the second checking completed no later than the next business day after receipt
- Complete cashiering close out daily with no overage/shortage
- Process all documents completely through the mailroom and return within 5 work days
- Assist members of public visiting public access area within an average of 5 minutes

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Documents recorded day of receipt	100%	100%	100%
Documents reviewed for accuracy (2nd check)	100%	100%	100%
Accuracy rate for recorded documents	99%	100%	100%
Pages microfilmed and digitized	100%	100%	100%
Documents returned by mail/private courier	100%	100%	100%
Days to process document and return to originator	5	5	5
Customers served within 5 minutes	100%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	564,403	567,553	582,097
SUPPLIES AND SERVICES	101,748	157,050	150,056
Total Program Expenditures	666,151	724,603	732,153

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
CHARGES FOR SERVICES	1,787,187	1,770,250	1,810,500
MISCELLANEOUS	179,373	182,325	175,600
Operating Revenue Sub-Total	1,966,560	1,952,575	1,986,100
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	0	0	0
General Fund Support	(1,300,409)	(1,227,972)	(1,253,947)
Total Program Funding	666,151	724,603	732,153

Program Staffing (FTEs)	17.0	16.8	17.0
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Program Summary

Department: RECORDER
Program: VOTER REGISTRATION

Function

Provide quality service to the public by promptly registering or making changes to voter files and maintaining voter files in an orderly and efficient manner. Conduct early voting in an orderly and efficient manner while providing quality service. Verify signatures on petitions for recall, initiative, referendum, annexations, or challenged candidates for office.

Description of Services

Protect the rights of all eligible voters by conducting early voting in compliance with state and federal law and preserving all voted ballots for tabulation by the Division of Elections. Maintain voter registration rolls as mandated in accordance with ARS Title 16 in an efficient and cost effective manner for Pima County and all taxing districts within Pima County (schools, fire districts, water districts, cities, and towns).

Program Goals and Objectives

- Enter information from voter registration affidavits into the voter registration computer system correctly and digitize affidavits
- File original affidavits correctly as mandated by state law
- Mail voter registration cards, generated by information entered, within 30 days (ARS Title 16-163)
- Issue and mail early ballots within 48 hours after request (ARS Title 16-542)
- Accurately issue early ballots by U.S. Mail and at remote voting sites
- Issue early ballots and receive voted ballots, validate each, and turn over to Pima County Elections Division for tabulation within mandated time allowed (ARS Title 16)

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Voter registration affidavits processed	100%	100%	100%
Ballots issued, mailed, and validated within statutory requirements	100%	100%	100%
Political parties satisfied with service	100%	100%	100%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	713,948	1,001,414	541,063
SUPPLIES AND SERVICES	848,352	1,262,014	1,062,035
Total Program Expenditures	1,562,300	2,263,428	1,603,098

Program Funding by Source

Revenues			
INTERGOVERNMENTAL	564,619	0	0
CHARGES FOR SERVICES	706,622	103,790	319,900
Operating Revenue Sub-Total	1,271,241	103,790	319,900
INTERGOVERNMENTAL	0	184,360	184,360
INTEREST	2,393	3,000	600
Special Programs Revenue Sub-Total	2,393	187,360	184,960
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(2,393)	2,640	7,040
General Fund Support	291,059	1,969,638	1,091,198
Total Program Funding	1,562,300	2,263,428	1,603,098

Program Staffing (FTEs)	18.8	30.5	14.0
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Treasurer

Expenditures: 2,961,358

Revenues: 97,650

FTEs 38.5

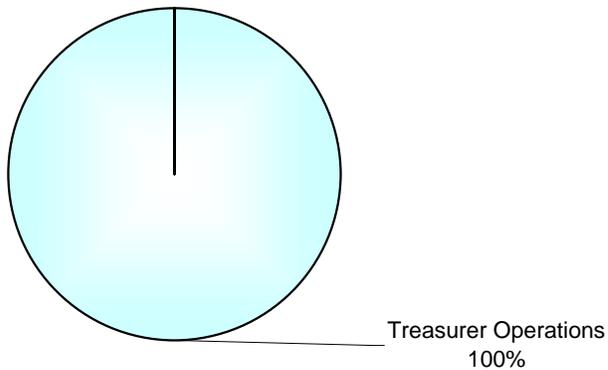
Function Statement:

Serve as Treasurer for Pima County and its political subdivisions. Act as custodian of public funds and ex officio tax collector. Duties include custody, collection, disbursement, and investment of public funds and the collection and distribution of property taxes.

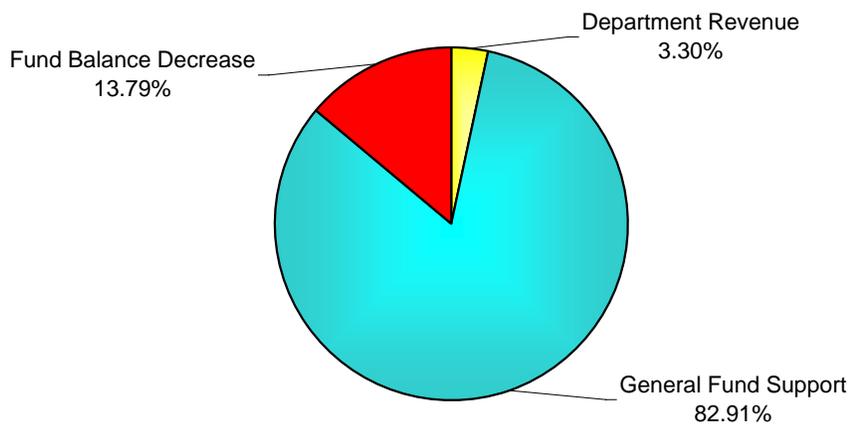
Mandates:

ARS Title 11: Counties; Title 35: Public Finances; and Title 42: Taxation

Expenditures by Program



Sources of All Funding



Department Summary by Program

Department: **TREASURER**

<u>Expenditures by Program</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
TREASURER OPERATIONS	2,059,685	3,055,238	2,961,358
Total Expenditures	2,059,685	3,055,238	2,961,358
<u>Funding by Source</u>			
Revenues			
TREASURER OPERATIONS	107,709	107,650	97,650
Total Revenues	107,709	107,650	97,650
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(66,274)	504,047	408,316
General Fund Support	2,018,250	2,443,541	2,455,392
Total Program Funding	2,059,685	3,055,238	2,961,358
<u>Staffing (FTEs) by Program</u>			
TREASURER OPERATIONS	40.0	38.6	38.5
Total Staffing (FTEs)	40.0	38.6	38.5

Program Summary

Department: TREASURER
Program: TREASURER OPERATIONS

Function

Serve as the custodian of public monies and as ex officio tax collector as mandated by Arizona Revised Statutes.

Description of Services

Account for the collection, custody, and disbursement of public revenue and report the same to the Board of Supervisors. Collect and distribute taxes. Accept deposits, clear warrants, and provide investment services to Pima County and its political subdivisions.

Program Goals and Objectives

- Process tax payments within three days of receipt
- Meet or exceed established investment benchmarks
- Develop and implement an integrated information system to provide on-line banking and tax collection services to Pima County departments, political subdivisions, other agencies, and individuals

<u>Program Performance Measures</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Estimated</u>	<u>FY2011/2012 Planned</u>
Days not compliant with 3 day tax payment processing	10	8	8
Months meeting or exceeding investment benchmarks	12	12	12
Percent completed of tax collection system	60%	70%	95%

<u>Program Expenditures by Object</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
PERSONAL SERVICES	1,712,456	1,990,960	2,001,289
SUPPLIES AND SERVICES	321,112	781,253	706,579
CAPITAL OUTLAY	26,117	283,025	253,490
Total Program Expenditures	2,059,685	3,055,238	2,961,358

<u>Program Funding by Source</u>	<u>FY2009/2010 Actual</u>	<u>FY2010/2011 Adopted</u>	<u>FY2011/2012 Adopted</u>
Revenues			
CHARGES FOR SERVICES	25	150	150
Operating Revenue Sub-Total	25	150	150
CHARGES FOR SERVICES	58,570	50,000	50,000
INTEREST	7,077	7,500	2,500
MISCELLANEOUS	42,037	50,000	45,000
Special Programs Revenue Sub-Total	107,684	107,500	97,500
Net Operating Transfers In/(Out)	0	0	0
Other Funding Sources	0	0	0
Fund Balance Decrease/(Increase)	(66,274)	504,047	408,316
General Fund Support	2,018,250	2,443,541	2,455,392
Total Program Funding	2,059,685	3,055,238	2,961,358

<u>Program Staffing (FTEs)</u>	<u>40.0</u>	<u>38.6</u>	<u>38.5</u>

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