

INTERNAL SERVICE FUNDS

Internal Service Funds are operated on a cost-reimbursement basis used to account for financing of services provided by one department or agency to other departments of the City. The City's only internal service fund is Information Technology.

- The Information Technology Fund provides a central computer system, telecommunications, and Geographic Information Systems (GIS) for the benefit of all City Departments.

City of Punta Gorda
Information Technology Fund
Revenue and Expense Comparison
Actual FY 2014 through Budget FY 2017

An Internal Service Fund is operated on a cost-reimbursement basis used to account for the financing of services provided by one department or agency to other departments of the City. Information Technology provides a computer network infrastructure and geographic information system for the benefit of all City Departments.

	Actual FY 2014	Actual FY 2015	Budget FY 2016	Projected FY 2016	Budget FY 2017
Revenues:					
Charges for Services	\$ 1,011,587	\$ 1,169,446	\$ 1,168,120	\$ 1,185,031	\$ 1,168,125
Miscellaneous Revenue	3,123	8,322	1,500	1,500	1,500
	<u>1,014,710</u>	<u>1,177,768</u>	<u>1,169,620</u>	<u>1,186,531</u>	<u>1,169,625</u>
Projected Carryover-Beg	22,763	100,792	181,618	193,891	133,932
Prior Year Encumbrances	10,570	91,995		42,294	
Prior Yr Re-Appropriation	198,700	127,000		173,630	
Total Revenues	<u><u>\$ 1,246,743</u></u>	<u><u>\$ 1,497,555</u></u>	<u><u>\$ 1,351,238</u></u>	<u><u>\$ 1,596,346</u></u>	<u><u>\$ 1,303,557</u></u>
Expenses:					
Personnel Services	\$ 341,570	\$ 385,909	\$ 420,080	\$ 418,806	\$ 430,689
Operating Expenses	479,398	551,976	595,773	747,543	601,371
Capital Outlay	105,988	115,251	215,000	288,100	159,000
Transfer-1% Local Option Sales Tax	<u>926,956</u>	<u>1,087,740</u>	<u>1,230,853</u>	<u>1,462,414</u>	<u>1,191,060</u>
Projected Carryover-End	<u>319,787</u>	<u>409,815</u>	<u>120,385</u>	<u>133,932</u>	<u>112,497</u>
Total Expenses	<u><u>\$ 1,246,743</u></u>	<u><u>\$ 1,497,555</u></u>	<u><u>\$ 1,351,238</u></u>	<u><u>\$ 1,596,346</u></u>	<u><u>\$ 1,303,557</u></u>

The Actual FY 2014 and Actual FY 2015 columns are based on comparison to budget (non-GAAP) and therefore include principal payments on debt, capital asset acquisitions, cash received from the sale of fixed assets, and projected carryovers and do not include depreciation, gain or loss on sale of fixed assets, contributed capital, asset transfers, and insurance recovery for assets.

**CITY OF PUNTA GORDA, FLORIDA
BUDGET FY 2017
INFORMATION TECHNOLOGY**

REVENUES

	ACCOUNT DESCRIPTION	ACTUAL FY 2014	ACTUAL FY 2015	BUDGET FY 2016	PROJECTED FY 2016	BUDGET FY 2017
20-01	GENERAL FUND	747,974	843,876	842,550	850,515	852,960
20-04	PUNTA GORDA ISL CANAL DST	4,669	5,010	5,010	5,010	9,700
20-16	CHAR HBR NATL ESTUARY PRG	0	14,000	14,000	14,000	14,500
20-26	UTILITIES O M & R	208,860	247,690	247,690	256,636	228,900
20-50	SANITATION/REFUSE COLLECT	13,905	16,270	16,270	16,270	13,805
20-51	BUILDING FUND	36,179	42,600	42,600	42,600	48,260
*	GENERAL GOVERNMENT	1,011,587	1,169,446	1,168,120	1,185,031	1,168,125
10-00	INTEREST ON INVESTMENTS	217	944	0	0	0
41-00	SURPLUS FURN, FIXT, EQPT	0	1,385	0	0	0
90-00	MISCELLANEOUS REVENUE	2,906	5,993	1,500	1,500	1,500
	MISCELLANEOUS REVENUE	3,123	8,322	1,500	1,500	1,500
90-01	PROJ CARRYOVER-BEGINNING	0	0	181,618	193,891	133,932
90-02	PRIOR YEAR ENCUMBRANCES	0	0	0	42,294	0
90-05	PRIOR YR RE-APPROPRIATION	0	0	0	173,630	0
*	BEGINNING RESERVES	0	0	181,618	409,815	133,932
		1,014,710	1,177,768	1,351,238	1,596,346	1,303,557

The Actual FY 2014 and Actual FY 2015 columns are based on GAAP and therefore do not include principal payments on debt, capital asset acquisitions, cash received from the sale of fixed assets, and projected carryovers and does include depreciation, gain or loss on sale of fixed assets, contributed capital, asset transfers, and insurance recovery for assets.

**CITY OF PUNTA GORDA, FLORIDA
BUDGET FY 2017
INFORMATION TECHNOLOGY - Dept. 0251**

FUNCTION:

Information Technology (IT) supports the use of technology in all City Departments to streamline their processes improving the efficiency and timeliness of their response to the various needs in the City. This involves support in 6 major areas: business systems, network administration, telecommunications, hardware/software support, data analysis and Geospatial Information Systems (GIS). This division of the City Manager's Office is responsible for the integrity, security and accessibility of the data stored within the City's technology and is consistently working to insure continuous improvement in making data easier to retrieve and use allowing it to better drive the decision making process.

ACCOMPLISHMENTS: (FY 2016 Planned: 22 defined projects, 32 maintenance/work items)

- Updated IT Strategic Plan focusing on implementing emerging technologies where able
- Creation of multiple electronic work flows improving process efficiency for various departments
- Implementation of an eProcurement solution integrating vendor management, solicitations and contract management
- Completion of City Web Site Redesign
- Implementation of VoIP telecommunications solution
- Implementation of an IVR option for Billing and Collections
- Implementation of upgraded Click2Gov payment processing module
- Continue the 4 year replacement lifecycle for desktop computers
- Implemented power management for all City computers reducing computer use of power by more than half
- Assisted Utilities department with establishing GIS mapping of all infrastructure
- Assisted City Clerk's Office with streamlining of several processes
- Implementation of electronic work flows for Leave/Absence Requests and Overtime Management
- Completed Road Re-Surface Maps
- Completed the Historic Resources Survey
- Implemented Complete Street Program
- Continue to partner with private entities in developing a bicycle/walker friendly community
- Developed relationships with other area GIS users such as Charlotte County and the Charlotte County Sheriff's Office to facilitate improved use of GIS
- The responsibility for the management of the GIS systems was turned over to the Information Technology Division

BUDGET NARRATIVE:

On average, IT receives 300 helpdesk requests per month and has on average 80 open work orders at a time. In the upcoming fiscal year IT will continue to support the City's computer needs with the best service possible with our current staffing levels.

Our goals for the coming year include:

- Complete projects currently in progress from FY 2016
- Implement Patch Management solution to automate and better manage patching and updating of City computers and systems

**CITY OF PUNTA GORDA, FLORIDA
BUDGET FY 2017
INFORMATION TECHNOLOGY - Dept. 0251**

BUDGET NARRATIVE (continued):

- Implement faster, replicable backup methodology for City data
- Continue our work with other community agencies enhancing the City's Internet presence
- Upgrade switches for outlying sites such as Fire Station
- Improve data sharing with the public;
- Continue to automate City work flows
- Explore alternatives to Naviline interface to SunGard business systems
- Continue the equipment replacement cycle for desktops and laptops
- GIS goals are to:
 - Improve overall use of the GIS system
 - Continue consolidation and maintenance of required GIS data into one geodatabase in order to implement proper municipal GIS and public distribution
 - Increase training for "in-house" staff in a variety of GIS applications
 - Assist and support department GIS initiative's data sets and map interfaces such as:
 - Sidewalk Priorities – Public Works
 - Park Amenities – Urban Design
 - Park Enhancements – Urban Design
 - Comprehensive Plan – Urban Design
 - Seawall Assessment Program – Public Works
 - Tree Surveys – Urban Design
 - Water and Wastewater Infrastructure – Utilities
 - Stormwater Infrastructure – Public Works
 - Streetlights Inventory – Public Works
 - Paving Program – Public Works
 - Lot Mowing – Urban Design
 - Signage Inventory and Reflectivity – Public Works

CITY OF PUNTA GORDA, FLORIDA
BUDGET FY 2017
INFORMATION TECHNOLOGY - Dept. 0251
Key Performance Measures

STRATEGIC PRIORITIES AND GOALS

PRIORITY: FINANCIAL/ECONOMIC SUSTAINABILITY

Goal: Identify sustainable spending policies and appropriate technologies to support business operations

PRIORITY: INFRASTRUCTURE SUSTAINABILITY

Goal: Maximize use of new technology in applicable areas

Goal: Apply best management practices & systems in infrastructure maintenance

Goal: Establish a long-range plan that ensures infrastructure is in place to meet projected growth demands.

PRIORITY: PARTNERSHIPS, COMMUNICATION & COLLABORATION

Goal: Emphasize transparency in City operations, reporting, and activities

PRIORITY: MARKETING

Goal: Optimize expertise of regional and local partners (i.e. Charlotte Harbor Tourism Bureau, Chambers of Commerce, Realtor Association, tourism-oriented private sector) to achieve stated objectives

MISSION AND OBJECTIVES

Lead the City of Punta Gorda by facilitating creative technological solutions, enabling City staff to perform their day-to-day tasks more efficiently promoting electronic (green) initiatives and mobile computing and allowing the citizens of Punta Gorda to access City services and information via the Internet to support transparency in government.

INITIATIVES AND ACTION ITEMS

- Ensure efficient response to user technical issues and requests
- Provide project management services for IT project implementation and development
- Maintain high availability for Application, Internet, Network, and Telecommunication services
- Clearly define the support and maintenance of GIS software and hardware as a service of the IT division
- Increase the effective use of all benefits received through our enterprise license for GIS software from ESRI, Inc.
- Develop an internal GIS users group to ensure information sharing, maximize the effectiveness of training and coordinate the use of GIS throughout the City
- Establish a good working relationship with GIS elements of surrounding jurisdictions
- Manage accessibility, integrity and recoverability of all data layers (parcels, streets, zoning and land use, etc.)
- Coordinate and facilitate interdepartmental resources to eliminate duplication and waste of resources
- Identify the need for new datasets and manage their development
- Incorporate GIS into the new City website through interactive maps

**CITY OF PUNTA GORDA, FLORIDA
BUDGET FY 2017
INFORMATION TECHNOLOGY - Dept. 0251
Key Performance Measures**

INITIATIVES AND ACTION ITEMS (continued)

Indicator	Prior Year Actuals		Projected	Proposed
	FY 2014	FY 2015	FY 2016	FY 2017
Output:				
# of Users	250	255	255	262
# of Applications	165	180	190	195
# of Projects	25	28	16	14
# of Work Orders Open per month (avg)	300	300	280	275
Efficiency:				
% System Availability				
AS400	99.9%	99.9%	99.9%	99.9%
Network	99.9%	99.9%	99.9%	99.9%
Telecommunications	99.9%	99.9%	99.9%	99.9%
Service Quality:				
% Work Orders Closed	98%	96%	98%	98%
Avg days response to Urgent Requests	.5	.5	.3	.3
Outcome:				
% projects completed	85%	96%	95%	95%
Improve use of training credits available through our enterprise license	N/A*	N/A*	33%	45%
Establish regular meetings of internal GIS user group to guide City's use of GIS	N/A*	N/A*	2	3
Formation of regional GIS users group with members from several area jurisdictions that meets at least annually (number of meetings)	N/A*	N/A*	1	1
Improved presence of interactive GIS mapping on the new City website (Number of maps)	N/A*	N/A*	2	4

*Due to refocusing of GIS in FY 2016 new baselines for performance measurement were set

RESULTS

IT has a total of 16 projects; 3 are complete, 13 are in progress. The total number of Work Orders opened from October 1, 2014 – September 30, 2015, was 3,320; total number of Work Orders Closed is 3,200. Thus far in this year, 1,100 work orders have been opened, and 980 have been closed. IT is at full staffing levels and will complete large enterprise wide projects (VoIP, and Web Site Redesign) in 2016 to bring the City's infrastructure and IT services up to date. They look to continue this improvement into FY 2017 and beyond allowing for improvements in business processes, work flows and access to data to drive decision making. The state of the art infrastructure will fuel innovations throughout the departments of the City.

As we take on responsibility for the support of Geospatial Information Systems (GIS) we expect to be able to accomplish the following objectives:

- Improve and increased knowledge of how to better use GIS tools
- Clearly define goals and objectives for the future use of GIS throughout the city
- Improve data quality
- Improve use of GIS in City information sharing
- Better understand our use of GIS and the use of GIS in other jurisdictions

**CITY OF PUNTA GORDA, FLORIDA
BUDGET FY 2017
INFORMATION TECHNOLOGY SUMMARY**

Operating Budget

Expenditure Category Summary	Actual FY 2014	Actual FY 2015	Budget FY 2016	Projected FY 2016	Budget FY 2017*
Personnel Services	341,570	415,089	420,080	418,806	430,689
Operating	608,236	657,733	564,773	716,543	601,371
Capital Outlay	0	0	215,000	288,100	159,000
Debt Service	0	0	0	0	0
Transfers	0	34,604	0	7,965	0
Other	0	0	0	0	0
Projected Carryover	0	0	120,385	133,932	112,497
Total	949,806	1,107,426	1,320,238	1,565,346	1,303,557

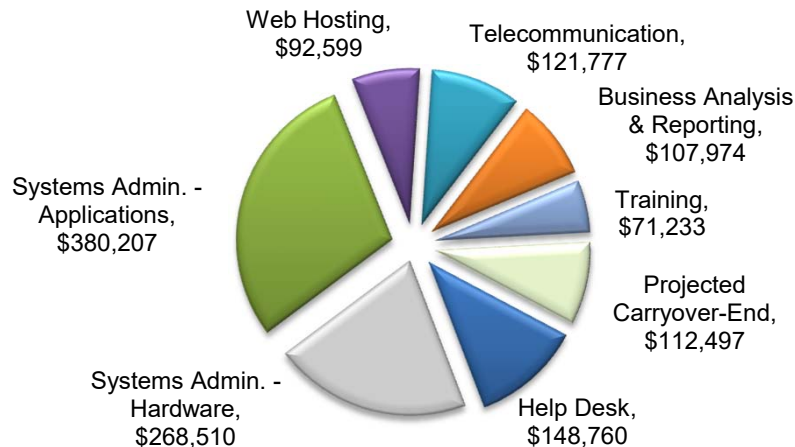
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Position Summary

Job Title	Amended Authorized FY 2014	Amended Authorized FY 2015	Authorized FY 2016	Amended Authorized FY 2016	Budget FY 2017
IT Manager	1	1	1	1	1
IT Analyst I	1	1	1	1	1
Systems Analyst	1	1	1	1	1
Network Analyst	1	1	1	1	1
Computer Support Specialist	1	1	1	1	1
Total	5	5	5	5	5

*FY 2017 Information Technology division now includes Geographic Information Systems which was previously a separate division.

Service Costs



**INFORMATION TECHNOLOGY FUND
COMPUTER SYSTEM REPLACEMENT AND IMPROVEMENT PROGRAM
FY 2017
(All figures in thousands of dollars)**

PROJECT IDENTIFICATION	TOTAL PROJECT COST	Prior Years' Funding	FY 2017
INTERFUND TRANSFERS:			
Expand Virtual Capacity	48	24	24
OSSI Server	53	48	5
Computer Replacement	158	83	75
WTP/WWTP Connectivity	10		10
Laishley Marina Wireless Network and Connection	9		9
City EOC/ Training Room	20		20
SunGard EDGE (Naviline Upgrade)	16		16
Total Interfund Transfers		155	159
1% SALES TAX FUNDING:			
VoIP Phone	250	250	
Council Chamber Video Equipment Replacement	50	50	
Total 1% Sales Tax Funding		300	-
TOTAL		455	159

**CITY OF PUNTA GORDA, FLORIDA
BUDGET FY 2017
GEOGRAPHIC INFORMATION SYSTEMS SUMMARY**

Operating Budget

Expenditure Category Summary	Actual FY 2014	Actual FY 2015	Budget FY 2016	Projected FY 2016	Budget FY 2017*
Personnel Services	0	0	0	0	0
Operating	25,956	25,478	31,000	31,000	0
Capital Outlay	0	0	0	0	0
Total	<u>25,956</u>	<u>25,478</u>	<u>31,000</u>	<u>31,000</u>	<u>0</u>

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Position Summary

Job Title	Amended Authorized FY 2014	Amended Authorized FY 2015	Authorized FY 2016	Amended Authorized FY 2016	Budget FY 2017*
County GIS Contract & Support from Urban Design	yes	yes	yes	yes	

*FY 2017 Geographic Information Systems will no longer be a separate division. They are now combined with Information Technology division