

Customer Service

Org. 9614

<u>EXPENDITURES</u>	<u>FY 08-09 ACTUAL</u>	<u>FY 09-10 CURRENT BUDGET</u>	<u>FY 10-11 REQUESTED BUDGET</u>	<u>FY 10-11 RECOMMENDED BUDGET</u>
Personnel Services	\$808,164	\$ 843,904	\$ 864,301	\$855,433
Operating	128,880	143,529	121,641	121,628
Debt Service	6,584	4,662	2,739	2,739
Capital Outlay	0	17,800	38,130	38,130
Total	\$943,628	\$1,009,895	\$1,026,811	\$1,017,930
Full-Time Positions	16	16	16	16
Part-Time Positions	0	0	0	0

Purpose and Mission

The Customer Service division of Finance is responsible for account servicing and collection of payments due for utility services provided to approximately 24,000 accounts. Payment assistance, partnerships with local help groups for crisis intervention, and energy conservation awareness are part of our daily interactions with customers. We also investigate situations of theft of service and collect utility debts owed the City through the state tax garnishment NC Debt Setoff program. In FY 2009-10, we have collected to date a total of \$92,126 through this program. Customer fee revenue assessed and collected by Customer Service generally covers the cost of the division's operations. Customer Service is dedicated to providing expeditious, courteous and most effective service to the customers the City serves.

Budget Highlights

- Frozen Credit Representative position funded 2nd half of current FY2009-10 budget, but not filled due to budget constraints. Position is integral part of services provided to customers and is requested to be fully funded and filled.
- Two Revenue Collections Clerk and the Revenue Collections Supervisor positions are requested to be fully funded
- \$45,500 – Lockbox and online banking payment processing to facilitate expeditious and efficient customer service.
- \$18,500 – Capital Outlay – Replacement of failing drive-through payment window, workstation, outside lane pneumatic tube system and night depository.
- \$19,630 – Capital Outlay – Replacement of small pick up wrecked in 2008 with full-size truck with extended cab for securing meter tampering evidence. Garage loaner is in use. Purchase delayed in FY09 and FY10

POSITION SUMMARY

Fund: Electric
Department: Finance

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PERSONNEL

<u>Class Title</u>	<u>Grade</u>	<u>2009-10 Authorized</u>	<u>2010-11 Requested</u>	<u>2010-11 Recommended</u>
Customer Service				
Business Office Manager	20	1	1	1
Revenue Collections Supervisor	14	1	1	1
Utility Service Investigator	14	1	1	1
Payment Services Supervisor	11	1	1	1
Customer Service Representative	9	3	3	3
Credit Representative	9	2	2	2
Office Assistant III	9	4	4	4
Revenue Collections Clerk	8	1	1	1
Utility Service Specialist	7	2	2	2
		<hr/>		
Full-time		16	16	16
Part-time		0	0	0

Customer Service

TRAINING & TRAVEL REQUEST 2010-11

Account # 72130

Org. 9614

Projected Date(s) of Travel	Name of Event/Meeting	Location of Event/Meeting	Employees Involved (positions)	Projected Costs
Throughout FY 10-11	Customer Service Managers Forum	*Locations for all classes vary- Raleigh, Greenville, Wilson, Kinston, Washington, etc. All no more than 125 miles away	Business Office Manager	\$300
*Various customer service related 1-day seminars and workshops - typically hosted by NCLM, ElectriCities, etc.	Cash Controls, Workplace Violence or Robbery Prevention. One or two seminars or workshops.		Revenue Collections Supervisor	\$200
	Customer Service Managers Forum		Utility Service Investigator	\$150
	Cash Controls, Workplace Violence or Robbery Prevention. One or two seminars or workshops.		PaymentServices Supervisor	\$150
	Bankruptcy Workshop		(3)Customer Service Rep.	\$300
	Customer Service - "An Attitude - Not A Department"		(2)Credit Representative (1)Office Assistant II (2)Utility Service Specialist	\$500
	Cash Controls, Workplace Violence or Robbery Prevention. One seminar or workshop.		(4)Revenue Collections Clerk	\$400
TOTAL:				\$2,000

Customer Service

DUES & SUBSCRIPTIONS 2010-11
Account #73810

Org. 9614

Name of Organization	Projected Costs
Sun Journal	\$170
TOTAL:	\$170

CAPITAL OUTLAY SUMMARY

Fund: Electric
Department: Finance

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CAPITAL OUTLAY

<u>Item</u>	<u>New/ Replacement</u>	<u>2010-11 Request</u>	<u>2010-11 Recommended</u>
Customer Service			
(1) Drive-Thru Window Station	R	\$18,500	\$18,500
(1) Truck	R	<u>\$19,630</u>	<u>\$19,630</u>
Total		\$38,130	\$38,130

1. **PURPOSE:** CAPITAL **REASONS FOR REQUEST**
 (Check all that apply!) New Hardware New Program Routine Scheduled Replacement Economy of Operations
 Replacement Software Expanded Program Operation of New Capital Improvement Other useful life expired

2. **JUSTIFICATION:** Existing unit is over 50 years old and is failing. We are not sure how much longer the existing unit will last as replacement parts are no longer made and even used parts for repairs cannot be acquired. Approximately 4,500 payments are processed at the drive through window monthly. Mission critical service.

3. **DESCRIPTION OF ITEM REQUESTED:** *Drive through window station*

Quantity	Item(s)	Estimated Date of Purchase	Estimated Life	Unit Cost	Total Cost	Annual Cost if Lease/Purchase	Estimated Annual Maintenance Cost	Offsetting Value
1	<p>Window stainless exterior and Drawer, bullet proof glass: Turnkey Removal, Disposal, Rough Opening, Modifications & Freight/Installation</p> <p>Remote Units: One Remote Lane and Two Tellers Air Flow Kit, Camera Kit Includes Electric and Audio Installation. Installation using existing countertop.</p> <p>SED Depository: 125-SED Envelope Depository Create Rough Opening & Install</p>	7/1/10	10 years +	\$8,670	\$18,435 (Rounded to \$18,500)	N/A	\$200	
				\$7,982				
				\$1,783				

4. **DESCRIPTION OF ITEM(S) TO BE REPLACED:**

Quantity	Item(s)	Vehicle / Asset Numbers	Model Year	Actual Mileage	Condition Code	Disposition Code	Trade/Salvage Value	Estimated Annual Maintenance Cost
1	Existing drive through window, remote delivery unit, audio and envelope depository		1959	N/A	2, 5	F	0	

CONDITION CODE		DISPOSITION CODE		Director of Finance: _____		Date: _____
1 Wrecked/Damaged	5 Obsolete, parts no longer available	A. Scrap	E. Transfer to another Department	Garage: N/A	_____	Date: _____
2 Poor		B. Trade	F Other	City Manager: _____	_____	Date: _____
3 Fair	6 Other	C Sell		_____	_____	Date: _____
4 Good		D Place in reserve		_____	_____	Date: _____

Department: Finance

SUPPLEMENTAL EQUIPMENT REQUEST

Division: Customer Service

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1. PURPOSE:		CAPITAL		REASONS FOR REQUEST					
<i>(Check all that apply!)</i>		<input type="checkbox"/> New	<input type="checkbox"/> Hardware	<input type="checkbox"/> New Program	<input type="checkbox"/> Routine Scheduled Replacement	<input type="checkbox"/> Economy of Operations			
		<input checked="" type="checkbox"/> Replacement	<input type="checkbox"/> Software	<input type="checkbox"/> Expanded Program	<input type="checkbox"/> Operation of New Capital Improvement	<input checked="" type="checkbox"/> Other Vehicle Wrecked			
2. JUSTIFICATION:									
Replacement of K1, a 2002 Ford Ranger pick-up wrecked in 4/08 with a full-sized truck that can better handle terrain and with an extended cab for storing evidence. Loaner vehicle from Garage is currently being used. Quote from Cella Ford.									
3. DESCRIPTION OF ITEM REQUESTED:									
Quantity	Item(s)	Estimated Date of Purchase	Estimated Life	Unit Cost	Total Cost	Annual Cost if Lease/Purchase	Estimated Annual Maintenance Cost	Offsetting Value	
1	2010 Ford F150 full size, standard bed, super cab 1/2 ton pickup. Sprayed bed liner, 2 60" side mount tool boxes.		7yrs./100,000miles		\$19,628	n/a	\$2100	n/a	
4. DESCRIPTION OF ITEM(S) TO BE REPLACED:									
Quantity	Item(s)	Vehicle / Asset Numbers	Model Year	Actual Mileage	Condition Code	Disposition Code	Trade/Salvage Value	Estimated Annual Maintenance Cost	
1	2002 Ford Ranger Pick-up	VO756	2002	n/a	1	A	N/A	N/A	
Wrecked April 2008									
CONDITION CODE			DISPOSITION CODE			APPROVED BY:			
1 Wrecked/Damaged	5 Obsolete, parts no longer available	A. Scrap	E. Transfer to another Department	Director of Finance:		Date:			
2. Poor	6 Other	B. Trade	F. Other	Garage:		Date: 4/15/10			
3 Fair		C. Sell		City Manager:		Date:			
4 Good		D. Place in reserve							

Each request should be submitted on a separate form. (FY 2010-11)

City of New Bern Budget
Fiscal Year 2010-11

Fund:	Electric Fund	Number of Full-Time Equivilant Employees:			16	
Department:	Finance	Number of New Positions Requested			0	
Organization:	Customer Service	Number of New Positions Recommended			0	
		Actual	Current	Estimated	Department	
		Last Year	Budget	Entire Year	Request	
Account Number	Description	FY2008-09	FY2009-10	FY2009-10	FY2010-11	
					Manager's	
					Recommended	
					FY2010-11	
5311-9614-61101-755	Salaries - Regular	480,642	539,937	511,022	552,590	552,590
5311-9614-61102-755	Salaries - Holiday	16,605	0	0	0	0
5311-9614-61103-755	Salaries - Vacation	18,805	0	0	0	0
5311-9614-61104-755	Salaries - Sick	17,315	0	0	0	0
5311-9614-61121-755	Salaries - Overtime	34,182	33,000	30,600	30,000	30,000
5311-9614-61141-755	Salaries - Call Back	657	650	700	700	700
5311-9614-61181-755	Salaries - Taxable Benefits	963	3,302	3,183	3,302	3,302
Salaries Sub-Total		569,169	576,889	545,505	586,592	586,592
5311-9614-62110-755	Social Security Tax	35,017	35,768	33,742	36,369	36,369
5311-9614-62112-755	Medicare Tax	8,189	8,365	7,900	8,506	8,506
5311-9614-62210-755	State Retirement	26,908	28,268	26,580	37,836	37,836
5311-9614-62220-755	401K	32,884	34,614	32,541	34,998	29,330
5311-9614-62810-755	Health/Life Insurance	135,997	160,000	160,000	160,000	156,800
Fringe Benefits Sub-Total		238,995	267,015	260,763	277,709	268,841
Personnel Services		808,164	843,904	806,268	864,301	855,433
5311-9614-71190-755	Other Professional Services	242	500	0	0	0
Professional Services		242	500	0	0	0
5311-9614-72130-755	Employee Travel & Training	316	5,000	567	2,000	2,000
5311-9614-72210-755	Telephone Service	1,985	580	346	0	0
5311-9614-72310-755	Utilities	26,820	27,200	28,900	29,400	29,400
5311-9614-72410-755	Printing	596	2,100	600	2,100	2,100
5311-9614-72520-755	R & M - Equipment	0	200	0	6,000	6,000
5311-9614-72532-755	Central Garage Charges	4,240	6,199	4,730	6,199	6,186
5311-9614-72820-755	Temporary Help Services	17,346	5,000	45,611	5,000	5,000
5311-9614-72890-755	Miscellaneous Other Services	46,992	45,500	44,000	45,500	45,500
Current Obligations & Services		98,295	91,779	124,754	96,199	96,186
5311-9614-73130-755	Copier Rental	4,451	4,460	4,451	4,460	4,460
5311-9614-73160-755	Lease Payments-Computers	3,354	4,170	2,903	772	772
5311-9614-73190-755	Miscellaneous Other Rentals	240	240	240	240	240
5311-9614-73210-755	Service & Maintenance Contracts	832	800	600	600	600
5311-9614-73810-755	Dues & Subscriptions	131	140	131	170	170
5311-9614-73910-755	Refunds of Overpayments	122	500	0	0	0

City of New Bern Budget
Fiscal Year 2010-11

Account Number	Description	Actual Last Year FY2008-09	Current Budget FY2009-10	Estimated Entire Year FY2009-10	Department Request FY2010-11	Manager's Recommended FY2010-11
Fixed Charges & Other Services		9,130	10,310	8,325	6,242	6,242
5311-9614-74110-755	Uniforms	200	2,110	841	2,100	2,100
5311-9614-74120-755	Janitorial Supplies	377	1,000	440	1,000	1,000
5311-9614-74510-755	Central Fuel Charges	4,850	6,350	4,250	6,000	6,000
5311-9614-74610-755	Office Supplies & Materials	3,199	4,500	2,550	3,500	3,500
5311-9614-74910-755	Other Supplies & Materials	10,917	20,660	700	2,000	2,000
5311-9614-74930-755	IT Supplies	462	5,100	1,450	3,100	3,100
5311-9614-74944-755	Fuel Charges Non-Highway	1,208	1,220	1,200	1,500	1,500
Supplies & Materials		21,213	40,940	11,431	19,200	19,200
5311-9614-75190-750	Other Equipment	0	0	0	18,500	18,500
5311-9614-75210-750	Motor Vehicles	0	17,800	0	19,630	19,630
Capital Expenses		0	17,800	0	38,130	38,130
5311-9614-77101-790	I/P Principal Payments	5,912	4,201	4,200	2,373	2,373
5311-9614-77201-795	I/P Interest Payments	672	461	461	366	366
Installment Payments		6,584	4,662	4,661	2,739	2,739
Customer Service TOTALS:		943,628	1,009,895	955,439	1,026,811	1,017,930