

*Blue highlighted programs moved up 1 Quartile after including Equity in the scoring (better aligned)

*Green highlighted programs moved down 1 Quartile after including Equity in the scoring (less aligned)

Governance Programs

Program	Quartile	Department	Division
Budgeting	1	Finance	Budget
CIP Development	1	Finance	Budget
Regulatory Compliance - HR	1	Shared Services	Human Resources
Compensation Administration	1	Shared Services	Human Resources
Purchasing Services	1	Shared Services	Purchasing
Employee / Labor Relations	1	Shared Services	Human Resources
Council Meeting Administration	1	City Council	City Council
Benefits Administration	1	Shared Services	Human Resources
Records Management	1	Shared Services	Human Resources
Website	1	Shared Services	ETS
Leadership & Supervision - CMO	1	City Manager	City Manager
Security Systems	1	Shared Services	ETS
Staffing and Recruitment	1	Shared Services	Human Resources
Council Meeting Administration - CMO	1	City Manager	City Manager
Contract Administration	1	Shared Services	Purchasing
Disaster Recovery	1	Shared Services	Recovery Office
Council Agenda Management	1	Shared Services	City Clerk
Collective Bargaining	1	Shared Services	Human Resources
Applications	1	Shared Services	ETS
Payroll Processing	1	Finance	Accounting
Council Administrative Support	1	City Council	City Council
Additional Appropriations	1	Finance	Budget
Records Management--Central Records and File Management	1	Shared Services	City Clerk
Records Management--Citywide Records Program Administration	1	Shared Services	City Clerk
Facilities Maintenance, Safety, and Security	1	External Services	Facilities Maintenance
CIP Amendments	1	Finance	Budget
Debt Management/Capital Funding	1	Finance	Finance Administration
Citywide Projects Support - CMO	2	City Manager	City Manager
Leadership & Supervision	2	Shared Services	City Clerk
Records Management--Open Records Research Requests	2	Shared Services	City Clerk
Loss Control (Claims)	2	Finance	Risk Management
Device Management & Support	2	Shared Services	ETS
Server Infrastructure	2	Shared Services	ETS
Network Reliability	2	Shared Services	ETS
Daily deposit/Balancing/Banking	2	Finance	Finance Administration
Vehicle Purchases/ Vehicle Salvage	2	Shared Services	Fleet
Vehicle Infrastructure Management	2	Shared Services	Fleet
Training and Development/Organizational Development	2	Shared Services	Human Resources
Pension Administration	2	Finance	Finance Administration
Loss Prevention	2	Finance	Risk Management
Citywide Projects Support	2	Shared Services	City Clerk
ETS Leadership and Support	2	Shared Services	ETS
Fuel Infrastructure Management	2	Shared Services	Fleet
Legal Advice and Support	2	City Attorney	City Attorney
Boards & Commissions Support - AIPP	2	Community Services	Museum - Art in Public Places
Financial Reporting	2	Finance	Accounting
Investments	2	Finance	Finance Administration
Cashiering/cash receipts	2	Finance	Finance Administration
Contracts	2	City Attorney	City Attorney
Debt Management/Capital Funding	2	Finance	Accounting
Citywide Projects Support - Recovery Office	2	Shared Services	Recovery Office
Risk Management	2	Finance	Risk Management
Boards & Commissions Support	2	Shared Services	City Clerk
Internal Controls	2	Finance	Accounting
P-Card Program	2	Shared Services	Purchasing
Phone System	2	Shared Services	ETS
Budget and Fleet Lease Rates	2	Shared Services	Fleet
Volunteer Management - HR	2	Shared Services	Human Resources
Collective Bargaining - Finance	2	Finance	Finance Administration
Banking Services	2	Finance	Finance Administration
Boards & Commissions Support - CDBG	2	Community Services	Housing and Community Investment
Collective Bargaining - CAO	2	City Attorney	City Attorney
Boards & Commissions Support - CS Director	2	Community Services	CS Director
Fiscal Analysis	2	Finance	Budget
Emergency Management - Risk	2	Finance	Risk Management
Radio and Radio Infrastructure Management	2	Shared Services	Fleet
Accidents	2	Shared Services	Fleet
Utilities	2	External Services	Facilities Maintenance
Ordinances	3	City Attorney	City Attorney
Council Administrative Support - CMO	3	City Manager	City Manager

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Governance Programs

Program	Quartile	Department	Division
Boards & Commissions Support - PDS	3	External Services	Planning and Development Services
Boards & Commissions Support - Airport	3	External Services	Airport
Audit Coordination	3	Finance	Accounting
Vehicle Repairs, Vehicle Sublet, and Vehicle Preventive Maintenance	3	Shared Services	Fleet
Council Administrative Support - CAO	3	City Attorney	City Attorney
Environmental Response	3	Finance	Risk Management
Litigation	3	City Attorney	City Attorney
Citywide Projects Support - City Council	3	City Council	City Council
Leadership & Supervision - Finance	3	Finance	Finance Administration
Collections Activity	3	Finance	Utility Billing
Calculating and Producing Monthly Bills	3	Finance	Utility Billing
Boards & Commissions Support - CYF	3	Community Services	Children, Youth and Families
Council Support	3	Shared Services	City Clerk
Boards & Commissions Support - Museum	3	Community Services	Museum
Accounts Payable	3	Finance	Accounting
Database Management	3	Shared Services	Fleet
Pension Elections	3	Shared Services	City Clerk
Compressed Natural Gas (CNG) Fueling Management	3	Shared Services	Fleet
Customer Satisfaction Survey	3	City Manager	City Manager
Sales Tax Collections	3	Finance	Finance Administration
GID Support	3	Finance	Finance Administration
Surplus Disposal	3	Shared Services	Purchasing
LDDA Support - Finance	3	Finance	Finance Administration
Citywide Projects Support - CAO	3	City Attorney	City Attorney
Fuel Management	3	Shared Services	Fleet
Accounts Receivable/Collections	3	Finance	Accounting
Federal and State Regulatory Reporting	3	Shared Services	Fleet
Building and Infrastructure Management	3	Shared Services	Fleet
Sick Conversion	3	City Manager	Non Departmental
Boards & Commissions Support - Rec	3	Community Services	Recreation
Records Management--Recording	3	Shared Services	City Clerk
Legislative Affairs - CMO	4	City Manager	City Manager
Boards & Commissions Support - Golf	4	Community Services	Recreation Golf
Licensing	4	Finance	Finance Administration
Sales Tax Auditing	4	Finance	Finance Administration
Parts Management	4	Shared Services	Fleet
Employee Recognition	4	City Manager	Non Departmental
Parts Purchase and Inventory	4	Shared Services	Fleet
Sales Tax Customer Service	4	Finance	Finance Administration
Processing Returns	4	Finance	Finance Administration
Peer Support	4	Public Safety	Public Safety Administration
Legislative Affairs	4	Shared Services	City Clerk
Bad Debt	4	City Manager	Non Departmental
Recognition Program	4	Shared Services	Human Resources
Tuition Reimbursement	4	Shared Services	Human Resources
Vendor Maintenance & Outreach	4	Shared Services	Purchasing
Employee Activities	4	City Manager	Non Departmental
Connecting and Disconnecting Service	4	Finance	Utility Billing
Cell Phones	4	Shared Services	Purchasing
Information Desk	4	Finance	Finance Administration
Sales Tax Reporting	4	Finance	Finance Administration
Wellness	4	Finance	Risk Management
Process City Mail	4	Finance	Utility Billing
Collections	4	City Attorney	City Attorney
Bankruptcy	4	City Attorney	City Attorney
Lease of Employee Parking Downtown	4	External Services	Facilities Maintenance
Airport Management - City Clerk	4	Shared Services	City Clerk
Pool Cars	4	Finance	Finance Administration
Citywide Projects Support - Communications	4	Shared Services	Communications
Leadership & Supervision - Communications	4	Shared Services	Communications
Council Administrative Support - Communications	4	Shared Services	Communications