

*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
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