

# GENERAL SERVICES

## Mission Statement

To provide administrative direction and operational support services for the City. The department strives to provide the highest level of services to all customers both internal and external.

## Description of Operations

The Department of General Services is comprised of the Purchasing Department, Central Stores, the Municipal Auditorium, the Payne Park Auditorium, the Federal Building, City Hall Maintenance, Duplicating and Mail Courier Departments.

The Department of General Services provides administrative direction and operational support services for the City of Sarasota, including property management and lease administration. The Purchasing and Central Stores divisions are responsible for the procurement of goods and services including construction and professional services, a direct purchase program, environmentally sensitive products and contract administration. Central Stores provides a low cost, convenient inventory of commonly used City supplies. City Hall Maintenance is responsible for the maintenance, operation and repair of City Hall buildings. The Duplicating Department provides a convenient in-house printing service to City departments. The Mail Courier Department, in addition to delivering mail, provides courier services as required. The Municipal Auditorium and the Payne Park Auditorium are available for lease by community residents, as well as providing a forum for City sponsored events.

## Department Expenditures by Cost Center

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
024611 GENERAL SERVICES ADMINISTRATION	180,701	209,605	221,200	0	221,200
024613 PURCHASING	142,343	168,966	181,844	0	181,844
024615 CAPITAL PROJECTS		660,807	424,767	0	424,767
024616 MAINTENANCE OF CITY HALL	436,811	456,353	469,653	0	469,653
024617 MAIL/COURIER SERVICE	123,019	126,073	126,156	0	126,156
024619 FEDERAL BUILDING	584,657	272,613	253,028	0	253,028
Totals	\$1,467,531	\$1,894,417	\$1,676,648	\$0	\$1,676,648

## Department Expenditures By Category

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
Personal Expenditures	489,862	543,526	572,587	0	572,587
Non Personal Expenditures	472,098	669,684	628,865	0	628,865
Capital Expenditures	84,639	255,400	24,600	0	24,600
Transfer Expenditures	420,932	425,807	450,596	0	450,596
Totals	\$1,467,531	\$1,894,417	\$1,676,648	\$0	\$1,676,648

## Personnel Summary

Actual Positions		11.38	11.38	0.00	11.38
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# GENERAL SERVICES

## Revenue Summary

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
INTERGOVERNMENTAL	0	8,000	0	0	0
RENTS & ROYALTIES	22,736	167,681	165,062	0	165,062
OTHER MISCELLANEOUS REVENUES	311	500	500	0	500
Totals	\$23,047	\$176,181	\$165,562	\$0	\$165,562

# GENERAL SERVICES

## GENERAL SERVICES ADMINISTRATION

### **Mission Statement**

To provide the City with administrative policy leadership and support service functions in areas such as administrative services, procurement, Construction management oversight, acquisition and disposal of real property, lease administration, travel, maintenance, project management, printing, mail services and facilities management.

### **Description of Operations**

The General Services Administration division provides the City of Sarasota with professional administrative direction, efficient operational support services and controls uniform central government processes. General Services reviews and revises city administrative regulations to ensure that the City operates efficiently and effectively and remains in compliance with Florida statutes. General Services is responsible for providing construction project management oversight of all facilities related construction projects. The department maintains and controls a database for all city owned and leased properties, procurement contracts and agreements. The department is responsible for administrative oversight for all city Requests for Proposal (RFP's), bids and purchase expenditures, the development of e-procurement, while also overseeing the renovation of city facilities. Additional areas of responsibility include, but are not limited to, administration of a comprehensive property management system, lease administration, a facilities space planning, City vehicle registrations, vehicle transfers, management of City Hall maintenance, a central stores division, duplicating, mail service, travel and reconciliation of travel for City employees, City switchboard operation, petty cash and petty cash custodians.

### **Strategic Concern - Fiscal Responsibility**

#### **Strategy**

Develop New Revenue Sources

<b>Task</b>	<b>Current Funding</b>	<b>Fiscal Year Completed</b>	<b>Funds Required</b>
Sell surplus City property to increase tax rolls. Status - Continually monitoring inventory and identifying and gaining approval when property is identified as surplus.	Yes	2005	\$0

<b>Description</b>	<b>Indicator</b>	<b>Status</b>			
	Reduced inventory of City-owned property.	Continue to review property inventory and receive market costs for surplus property to increase tax rolls			
<b>Description</b>	<b>Unit</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>
<b>Effectiveness Measure</b>					
Properties reduced	Number	n/a	n/a	5	5

### **Strategic Concern - Arts, Culture and Entertainment**

#### **Strategy**

Determine City Involvement in Conference Center

<b>Task</b>	<b>Current Funding</b>	<b>Fiscal Year Completed</b>	<b>Funds Required</b>
Liaise with County to determine outcome of County's Feasibility Study. Status - County has begun to study the issue	Yes	2005	\$0
Evaluate inventory of City-owned public assembly facilities. Status - Present inventory in place. Will work with County upon receipt of additional information.	Yes	2005	\$0
Work with all interested, countywide partners to evaluate best location. Status - Will remain involved in all discussions with County and internal staff pertaining to property and City facilities	Yes	2005	\$0

# GENERAL SERVICES

## GENERAL SERVICES ADMINISTRATION

### Strategic Concern - Public Space and Recreation

#### Strategy

Implement Adopted Plans and Neighborhood Action Strategies

Task	Current Funding	Fiscal Year Completed	Funds Required
Acquire properties.	Yes	2005	\$0
Status - Property inventory maintained. Continue liaison with internal and external staff and City Commission for approval upon identification of new opportunities.			

### Strategic Concern - Operational Focus

#### Strategy

To anticipate and develop appropriate administrative strategies for the City of Sarasota by providing guidance and operational procedures for all aspects of City government while elevating the quality of support services to all City departments.

#### Task

To provide administrative and technical management support to increase the levels of service provided to both internal and external customers.

To dispose of property to generate revenue and enhance the tax rolls.

Continue to review, and where necessary, revise the City's administrative regulations to allow the City to operate efficiently and effectively and streamline processes.

To oversee and administer the City's leaseholds and contracts to ensure compliance with requirements.

Provide construction project management for the City Hall Annex Renovation project to ensure proper expenditure of city funds.

To review and maintain a database for city vehicles.

To review and approve all travel requests and audit all travel reconciliations as per administration regulation to ensure the efficient use of City funds and to act as a check and balance for compliance.

To acquire property in furtherance of the city's development goals which may include affordable housing goals.

Description	Unit	FY2002	FY2003	FY2004	FY2005
<b>Output Measure</b>					
Vehicles registered	Number	75	83	90	95
Employees trained at orientation	Number	n/a	90	75	75
Travel requests processed	Number	2,600	3,000	3,150	3,200
<b>Effectiveness Measure</b>					
Properties managed	Number	n/a	198	204	204
Property appraisals conducted	Number	6	7	10	15
Admin regs created or revised	Number	3	5	3	5
Property leases managed	Number	44	48	51	52
Grant funding secured	Dollars	\$40,000	\$350,000	n/a	n/a
Travel reconciliations audited	Number	2,600	3,000	3,200	3,250
Funds generated-City asset disposal	Dollars	\$48,000	n/a	n/a	n/a
<b>Efficiency Measure</b>					
Switchboard calls per month	Number	1,150	1,350	1,200	1,350

**GENERAL SERVICES  
GENERAL SERVICES ADMINISTRATION**

**Expenditures By Category**

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
Personal Expenditures	155,262	180,033	187,428	0	187,428
Non Personal Expenditures	21,623	28,272	32,472	0	32,472
Capital Expenditures	3,816	1,300	1,300	0	1,300
Totals	\$180,701	\$209,605	\$221,200	\$0	\$221,200

**Personnel Summary**

Actual Positions		2.63	2.63	0.00	2.63
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**Revenue Summary**

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
OTHER MISCELLANEOUS REVENUES	48	0	0	0	0
Totals	\$48	\$0	\$0	\$0	\$0

# GENERAL SERVICES PURCHASING

## Mission Statement

To develop, advocate and evaluate procurement policies and guidelines to establish service contracts, materials management, acquisition of supplies, furniture, vehicles, computers and equipment that City employees need to do their jobs.

## Description of Operations

Purchasing, a division of the Department of General Services, is responsible for the management of all procurement of goods and services, including construction and professional services. The division is also responsible for ensuring that the procurement methods utilized provide for fair and equitable competition and comply with all Federal, State and local regulations. Some of the major duties of the division include the review and approval of all purchase orders, the preparation of bid specifications, competitive sealed bidding, contract administration, development of E-procurement, the acquisition and disposal of real property and the disposal of obsolete and surplus material.

This division is also responsible for administrative oversight of the City's central stores operation.

### Strategic Concern - Fiscal Responsibility

#### Strategy

Pursue Millage-Neutral Budget

Task	Current Funding	Fiscal Year Completed	Funds Required
Implement CIP Direct Purchase Plan. Status - Continue to emphasize program to contractors and increase savings.	Yes	2005	\$0

<u>Indicator</u>	<u>Status</u>
CIP Direct Purchase Plan in place.	The indicator represents approximately 6% savings on construction contracts.

  

Description	Unit	FY2002	FY2003	FY2004	FY2005
<b>Effectiveness Measure</b>					
Tax dollars saved	Dollars	n/a	n/a	\$30,000	\$50,000

### Strategic Concern - Operational Focus

#### Strategy

Develop a buyer-supplier relationship that focuses on a cohesive partnership arrangement to solidify stable and long term sources of supply while increasing the effectiveness and efficiency of Purchasing's performance.

#### Task

- Initiate a Purchasing Card for use by the Central Stores division and Purchasing for annual ordering
- Continuous review of processes and procedures for streamlining and efficiencies
- To increase participation with Cooperative Purchasing bids to ensure best pricing for the City.
- Continually enhance and update electronic capability for procurement opportunities and status reporting for internal and external users.
- Enhance and update "How To " purchasing manual for internal customers.
- Provide how to do business seminars for consultants, contractors, suppliers and vendors to simplify process
- Provide professional level training for procurement staff to increase effectiveness
- To maintain an up to date web page with all procurement opportunities.

### Strategic Concern - Operational Focus

#### Strategy

Create a more favorable environment for vendors when doing business with the City by creating and administering uniform procedures including web based procurement, in accordance with Federal, State, local and National Institute of Governmental Purchasing and Uniform Commercial Code regulations and standards.

# GENERAL SERVICES PURCHASING

## Task

To incorporate environmentally preferable purchasing measures and procedures into City purchasing policies.  
 To continue encouragement of minority business enterprise bidders.  
 To increase the bid threshold to mirror Category Two of the Florida State statutes, presently \$25,000.  
 To increase responsiveness to the needs of internal departments.  
 To promote the use of Demandstar and coordinate procedures for electronic bid notification and solicitation.

Description	Unit	FY2002	FY2003	FY2004	FY2005
<b>Output Measure</b>					
Purchase orders processed	Number	5,800	6,800	7,250	7,400
Dollar value of purchases	Dollars	\$45m	\$45m	\$55m	\$65m
Consultant bids/rfp's	Number	n/a	12	15	15
Equip/Supply bids	Number	n/a	26	30	35
Construction/Service bids	Number	n/a	23	25	30
Contracts administered	Number	n/a	47	60	72
Pre-bid meetings	Number	n/a	n/a	40	45
Evaluation committee meetings	Number	n/a	n/a	10	12
Cooperative meetings	Number	n/a	4	6	8
<b>Efficiency Measure</b>					
Responses to bids/RFP's	Number	800	900	1,050	1,100
Postage savings/electronic bid notice	Dollars	n/a	n/a	\$1,510	\$1,700
Duplicating savings/Demandstar	Dollars	n/a	n/a	\$9,447	\$10,497
Proper PO's processed w/i 24 hrs	Percent	n/a	n/a	100	100
Purchasing manual employee training	Number	n/a	n/a	180	180

## Expenditures By Category

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
Personal Expenditures	129,010	140,366	152,544	0	152,544
Non Personal Expenditures	11,794	23,500	23,500	0	23,500
Capital Expenditures	1,539	5,100	5,800	0	5,800
<b>Totals</b>	<b>\$142,343</b>	<b>\$168,966</b>	<b>\$181,844</b>	<b>\$0</b>	<b>\$181,844</b>

## Personnel Summary

Actual Positions	3.75	3.75	0.00	3.75
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## Revenue Summary

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
OTHER MISCELLANEOUS REVENUES	102	0	0	0	0
<b>Totals</b>	<b>\$102</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

# GENERAL SERVICES CAPITAL PROJECTS

## Mission Statement

This cost center was established to provide a separate cost center for capital projects in City facilities and to provide a cost center to report Federal Building debt service payments. This year, the dollars are to renovate the City Hall complex.

## Description of Operations

In FY 2004, the General Services Department created a new cost center to reflect debt service on the Federal Building and capital projects/enhancements. These items were separated from the operating cost centers as they distort the comparability of the financial numbers due to their variability from year to year.

## Strategic Concern - Operational Focus

### Strategy

#### Task

To renovate and upgrade the City Hall complex into a full functioning facility ready to meet the needs of the constituency.

## Expenditures By Category

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
Capital Expenditures	0	235,000	0	0	0
Transfer Expenditures	0	425,807	424,767	0	424,767
Totals	\$0	\$660,807	\$424,767	\$0	\$424,767

## Personnel Summary

Actual Positions	0.00	0.00	0.00	0.00
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# GENERAL SERVICES MAINTENANCE OF CITY HALL

## Mission Statement

City Hall Maintenance is responsible for providing professional facilities management services to City Hall, Annex, and selected outlying facilities. This includes providing a clean, safe and comfortable environment for all City employees and the general public.

## Description of Operations

City Hall Maintenance is responsible for providing facilities management for City facilities including City Hall, annex, Federal building. This cost center is responsible for providing all facilities management functions such as building security, fire safety, janitorial services and all contract work including miscellaneous structural repairs, painting, air conditioning, heating, plumbing and electrical work. Labor required for the preparation and cleanup of building renovations, set-up and cleanup for public meetings and securing the property following commission meetings is provided by the Maintenance Division. The Maintenance division recommends and coordinates major repairs to ensure the structural integrity of our buildings of responsibility. Maintenance staff is crossed trained to perform duties in any of the complexes.

General Services Maintenance is also responsible for the upkeep of of the Rosemary, MLK sub-stations, and Central Records facility, Public Works Administration center located on 12th Street.

## Strategic Concern - Operational Focus

### Strategy

To provide an environmentally friendly City Hall and Annex complex by purchasing and using green cleaning products.

### Task

To provide security in the form of a security access card system to City Hall and Annex buildings during the renovation period.

To provide a high level of janitorial services and to use environment friendly green cleaning products.

To continue to maintain the City Hall complex in a class A condition.

To successfully manage the City Hall/Annex construction renovation project for departments remaining in these buildings. This includes space analysis, design, construction management and budget control.

Description	Unit	FY2002	FY2003	FY2004	FY2005
<b>Input Measure</b>					
Square feet maintained	Number	n/a	55,000	55,000	55,000
<b>Output Measure</b>					
Service requests received per month	Number	n/a	n/a	50	55
CC meetings proctored by staff	Number	n/a	48	48	58
<b>Effectiveness Measure</b>					
PM's completed on schedule	Percent	n/a	100	100	100
Service requests completed per month	Number	n/a	n/a	50	55
<b>Efficiency Measure</b>					
Unscheduled events preparation	Number	n/a	16	16	24
HVAC contractor requests per month	Number	n/a	10	6	2

## Expenditures By Category

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
Personal Expenditures	107,145	99,685	95,233	0	95,233
Non Personal Expenditures	284,063	348,668	335,591	0	335,591
Capital Expenditures	45,603	8,000	13,000	0	13,000
Transfer Expenditures	0	0	25,829	0	25,829
Totals	\$436,811	\$456,353	\$469,653	\$0	\$469,653

## Personnel Summary

Actual Positions	2.00	2.00	0.00	2.00
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# GENERAL SERVICES MAIL/COURIER SERVICE

## Mission Statement

To provide internal and external mail delivery with courier service for City departments as required.

## Description of Operations

This cost center provides scheduled mail and courier service for all City departments and special deliveries on an as needed basis to conduct City business. Through utilization of the bulk rate mail service provider, the City will save approximately \$14,000 this year in postage.

Water utility invoices and other public information are mailed monthly to the public. The public information mailed consists of Van Wezel brochures, neighborhood information, community news letters and public service notices.

## Strategic Concern - Operational Focus

### Strategy

To provide efficient, timely and courteous mail and courier service to all City agencies.

### Task

To continue reducing postage cost to the City through the City's contracted bulk mail service. Savings projected at \$15,000 for FY 05.

To collect and deliver mail to all City departments and the U.S.Post Office at least twice daily.

To provide courier service to City Hall, Annex, Federal Buildings and other locations as required.

To provide assistance to City departments for special mailings, certified mail and bulk mailings by use of the folding machine, inserter machine and postage machine.

Description	Unit	FY2002	FY2003	FY2004	FY2005
<b>Output Measure</b>					
Pieces of mail handled	Number	1,100,000	1,200,000	1,250,000	1,280,000
Mail deliveries/day	Number	2	2	2	2
Post office trips per day	Number	n/a	n/a	3	3
<b>Effectiveness Measure</b>					
Special courier deliveries/month	Number	n/a	27	10	16
Number of departments receiving mail	Number	n/a	24	26	27
<b>Efficiency Measure</b>					
Postage savings through Access Mail	Dollars	n/a	\$6,700	\$14,000	\$15,000

## Expenditures By Category

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
Personal Expenditures	45,363	44,727	47,065	0	47,065
Non Personal Expenditures	77,656	81,346	79,091	0	79,091
Capital Expenditures	0	0	0	0	0
<b>Totals</b>	<b>\$123,019</b>	<b>\$126,073</b>	<b>\$126,156</b>	<b>\$0</b>	<b>\$126,156</b>

## Personnel Summary

Actual Positions	1.00	1.00	0.00	1.00
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**GENERAL SERVICES  
MAIL/COURIER SERVICE**

**Revenue Summary**

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
INTERGOVERNMENTAL	0	8,000	0	0	0
Totals	\$0	\$8,000	\$0	\$0	\$0

# GENERAL SERVICES FEDERAL BUILDING

## Mission Statement

To provide facilities management services to the historic City Federal building. To provide operational support for all mechanical services. To meet the customer service needs of the occupants and guests to the building, including but not limited to janitorial, vending and cafeteria management, security, and maintenance support.

## Description of Operations

The historic Federal Building, built in 1934, was the first post office in Sarasota. In October, 2000 the building was purchased by the City of Sarasota to be renovated for use as an annex to City Hall. The renovation and restoration of the building is complete. City departments relocated to the newly finished facility in June 2003.

The department is responsible for providing facilities management support services to all occupants and guests of the city. This will include all customer support operations such as janitorial, cafeteria and vending management, security, meeting support, response to alarms and scheduled preventative maintenance tasks. This budget includes a full year of operating costs, offset by the revenue from the OHCD and SBNEP departments.

## Strategic Concern - Operational Focus

### Strategy

Continually monitor the most cost effective and efficient means of building operation.

### Task

To provide and use all green cleaning products for the health and environment of our internal and external customers.  
Provide a safe, clean and comfortable environment for employees and our customers.

Description	Unit	FY2002	FY2003	FY2004	FY2005
<b>Effectiveness Measure</b>					
Janitorial cost/sq. ft.	Dollars	n/a	n/a	\$1.10	\$1.10
Grant funding secured	Dollars	\$40,000	\$350,000	n/a	n/a

## Expenditures By Category

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
Personal Expenditures	53,082	78,715	90,317	0	90,317
Non Personal Expenditures	76,962	187,898	158,211	0	158,211
Capital Expenditures	33,681	6,000	4,500	0	4,500
Transfer Expenditures	420,932	0	0	0	0
Totals	\$584,657	\$272,613	\$253,028	\$0	\$253,028

## Personnel Summary

Actual Positions	2.00	2.00	0.00	2.00
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## Revenue Summary

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
RENTS & ROYALTIES	22,593	167,181	164,562	0	164,562
Totals	\$22,593	\$167,181	\$164,562	\$0	\$164,562