

REQUEST FOR PROPOSALS: JOB ONE COMMITTEE FACILITATOR/TRAINER

Introduction

A. General Information

Mayor C. Kim Bracey has established nine (9) initiatives for the first nine (9) months of her four (4) year term. The first initiative is the Job One Initiative. The Job One Initiative makes customer service an essential, shared organizational value of all city departments with accountability measures, facility upgrades and incentives. Mayor Bracey's customer service pledge states, "We promise to make Customer Service our highest priority to ensure that all City residents, businesses, visitors and individuals and organizations helping to grow our City are treated with respect and have a voice in creating a thriving urban community."

The Job One Committee has been established to promote good external and internal customer service from City employees. The Committee is composed of fourteen (14) line and staff employees representing various City departments.

The City is seeking a consultant to act as a facilitator/trainer for the Job One Committee to assist the Committee to develop the below objectives. The successful consultant should be prepared to begin working with the Committee on or about August 01, 2010 to begin the development of the below objectives.

There is no expressed or implied obligation of the City of York to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

After reviewing the request for proposal, any inquiries should be addressed to Thomas Allen Ray, Deputy Business Administrator for Human Resources, 717.849.2323.

To be considered, one (1) signed original of the proposal must be received by Thomas Allen Ray, Deputy Business Administrator for Human Resources, 1 Marketway West, 3rd Floor, York, PA 17405 or tray@yorkcity.org by 5:00 p. m. on Monday, June 21, 2010. The City of York reserves the right to reject any and all proposals submitted.

During the evaluation process, the City of York reserves the right, to request additional information or clarifications on the proposals, or to allow corrections of errors and omissions. At the discretion of the City, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The City of York reserves the right to retain all proposals submitted and to use any ideas contained in the proposals regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically

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conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the engagement letter between the City and the selected firm.

B. Term of the Engagement

A one (1) year engagement is contemplated, subject to the satisfactory negotiation of terms and the concurrence of York City Council.

Nature of Services Required

- A. The City believes the interaction with internal and external customers is about (1) the importance of how we treat people in our interactive behaviors; (2) what we are willing to do to give people a satisfactory experience; and (3) to what extent are we willing to go to help fill a person's needs and/or solve their problems. There are two (2) basic questions that must be answered. First, are we polite to people. Second, are we willing to extend ourselves to give a satisfactory result to the person with whom we are dealing. The bottom line should be centered on making people feel they are important and we want to serve them.

The Committee has been charged with the following, to-wit:

1. Developing a vision and mission statement with core values for customer service.
2. Developing a strategy to implement #1.
3. Developing a customer service policy and guidelines.
4. Developing a customer service-training program for all City employees.
5. Providing customer service training to approximately 400 employees (some departments operate 24/7).
6. Developing measurable goals and objectives for supervisors at all levels to use for evaluating their employees, i. e., making customer service an integral part of the annual performance process.
7. Developing an incentive/reward system for employees exceeding the customer service model.

B. Proposals shall include, but not be limited to the following information, to-wit:

1. Company's qualifications
2. Name and qualifications of staff facilitator(s)
3. Approach to meeting the aforementioned objectives
4. What is included in the fee and what is the set fee? (See Attachment III)
5. Please note any exception responses and the reason for said exception(s).
6. Measurable results. How are we to measure the results?
7. What happens after the completion of the services provided? Will there be follow-up?

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Proposal Requirements

A. General Requirements

The purpose of the proposal is to demonstrate the qualifications, competency and capacity of the firms seeking to undertake the engagement in conformity with the requirements of this request for proposals, as such; the substance of proposals will carry more weight than their form or manner of presentation. The technical proposal should demonstrate the qualifications of the firm and of the particular staff to be assigned to this engagement. It should also specify an approach that will meet the requirements of the request for proposals.

The proposal should be prepared simply, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the request for proposals. While additional data may be presented, the following items number 1 through 8 must be included. These items represent the criteria on which the proposals will be evaluated.

B. Independence

The firm must provide an affirmative statement that it is independent of the City of York and all of the component units of the City of York.

C. Qualifications and Experience

The proposal should state the size of the firm, the size of the firm's consulting/training staff, the location of the office from which the work on this engagement is to be performed, and the number and nature of the staff to be used on the engagement.

If the proposer is a joint venture or consortium, the qualifications of each firm comprising the joint venture or consortium should be separately identified, and the firm that is to serve as the principal should be noted, if applicable.

D. Partner, Supervisory and Staff Qualifications and Experience

The firm should identify the principal supervisory and management staff, including engagement partners, managers, other supervisors and specialists who would be assigned to the engagement.

The firm should provide as much information as possible regarding the number, qualifications, experience, and training of specific staff to be assigned to this engagement. The firm should indicate how the quality of staff will be assured during the entire course of the engagement.

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E. Similar Engagements

For the principal staff that will be assigned responsibility for this engagement, list the most significant engagements (maximum 5) performed in the last three years that are similar to the engagement described in this request for proposals. Indicate the scope of work, date, engagement partners, size and the name and telephone number of the principal client contact.

Cost Proposal

A. Total All-Inclusive Maximum Price

The cost proposal should contain all pricing information relative to performing the engagement as described in this request for proposals. The total all-inclusive maximum price to be charged is to contain all direct and indirect costs, including out-of-pocket expenses.

The City of York will not be responsible for expenses incurred in preparing and submitting the technical proposal or the sealed cost bid. Such costs should not be included in the proposal.

B. Manner of Payment

Progress payments will be made on the basis of hours of work completed during the course of the engagement and out-of-pocket expenses incurred in accordance with the firm's bid. Progress payments will cover a period of not less than one calendar month.

Evaluation Procedures

A. Review Team

A minimum 3-member team will evaluate proposals submitted.

B. Review of Proposals

The Review Team will use a point formula during the review process to score each technical proposal by each of the criteria described below. The full review Team will then convene to review and discuss these evaluations and combine individual scores to arrive at a composite technical score for each firm. Firms with unacceptably low technical scores will be eliminated from further consideration.

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The City of York reserves the right to reject any and all proposals submitted and request additional information from any proposing firm.

C. Evaluation Criteria

Proposals will be evaluated using three sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated and scored for both technical qualifications and price. The following represent the principal selection criteria that will be considered during the evaluation process.

1) Mandatory Elements

- a. The firm's professional personnel has received adequate continuing professional education within the preceding two years.
- b. The firm has no conflict of interest with regard to any other work performed by the firm for the City of York.
- c. The firm adhered to the instructions in this request for proposals in preparing and submitting the proposal.

2) Technical Elements (Maximum Points-75)

- a. Expertise and Experience (Maximum Points-45)
 - 1) The firm's past experience and performance on similar engagements.
 - 2) The quality of the firm's professional personnel to be assigned to the engagement and the quality of the firm's management support personnel to be available for technical assistance.

3) Facilitator/Training Approach (Maximum Points-30)

- a. Adequacy of proposed staffing plan for the engagement.
- b. Adequacy of communications with management.

4) Price (Maximum Points-25)

Cost will not be the primary factor in the selection of an audit firm.

ATTACHMENT I

CITY OF YORK EMPLOYEE DEMOGRAPHIC INFORMATION

**City of York
Employee Profile
Gender and Race**

FULL TIME EMPLOYEES

	Total	Admin	Com Dev	Econ Dev	P Works	Police	Fire
Male	275	16	11	3	73	106	66
White	225	12	7	2	50	96	58
Black	32	2	1	1	17	5	6
Hispanic	15	1	3		4	5	2
Asian/Pacific Islander	3	1			2		
American Indian							
Female	90	29	26	1	14	17	3
White	54	18	12		12	9	3
Black	22	8	5		2	7	
Hispanic	14	3	9	1		1	
Asian/Pacific Islander							
American Indian							

ELECTED OFFICIALS, PART TIME AND SEASONAL EMPLOYEES

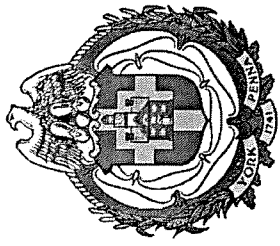
	Total	Admin	Com Dev	Econ Dev	P Works	Police	Fire
Male	20	7			1	12	
White	10	5				5	
Black	10	2			1	7	
Hispanic							
Asian/Pacific Islander							
American Indian							
Female	25	4	2		3	16	
White	12	3	1		2	6	
Black	9	1	1			7	
Hispanic	4				1	3	
Asian/Pacific Islander							
American Indian							

RESIDENCY

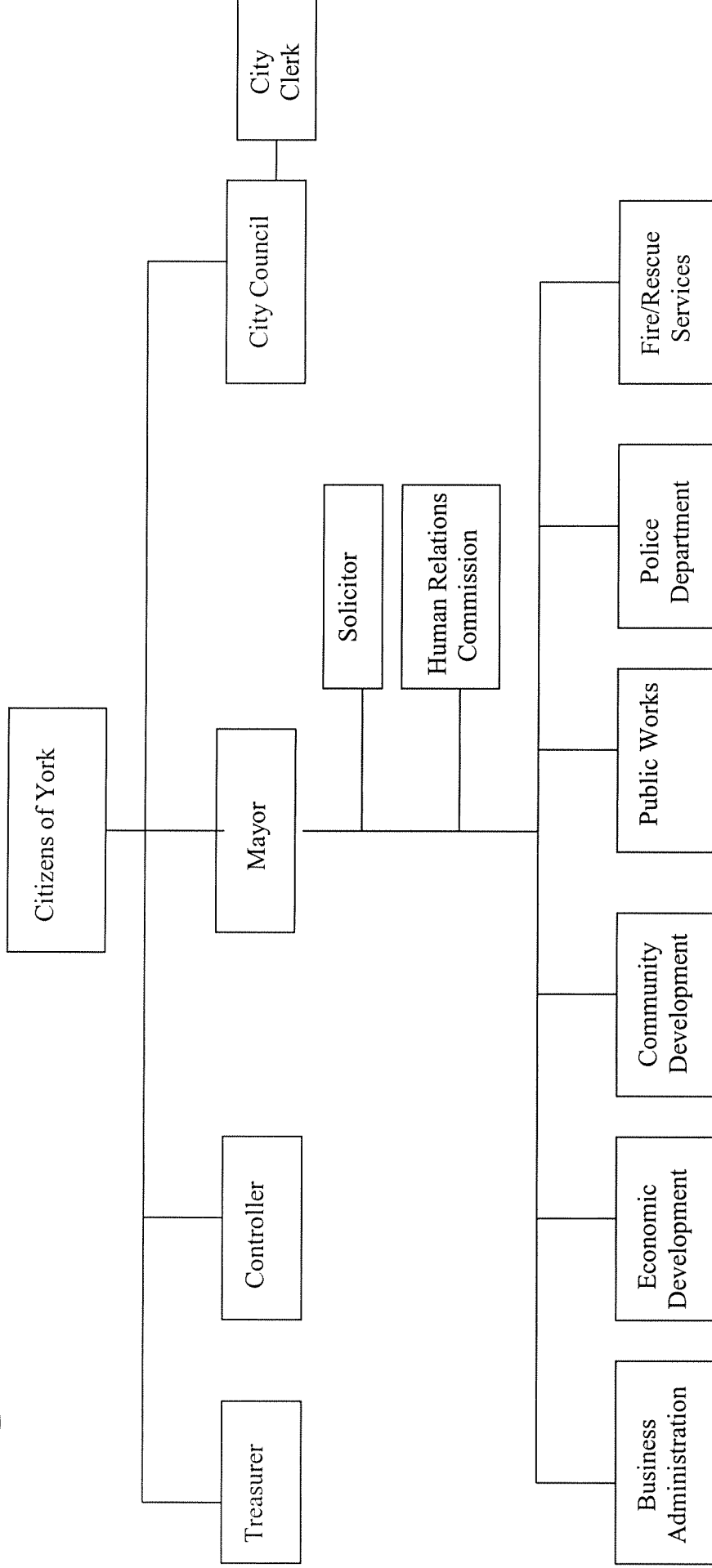
	Total	Admin	Com Dev	Econ Dev	P Works	Police	Fire
City Resident	205	50	33	4	54	41	23
Non - Resident	205	6	6		37	110	46

ATTACHMENT II

FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT



CITY OF YORK ORGANIZATIONAL CHART



FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

Please note the changes to the following information, to-wit:

1. The Director of Information Services position is currently vacant, but Mr. Brian Winters is serving as the interim Director.
2. Community Development Director position is vacant, but Mr. Kevin Schreiber is serving as the interim Director.
3. Wes Kahley has been appointed the Chief of Police replacing the former Commissioner.
4. Fire Chief John Senft will be retiring in July 2010 and Chief Steve Buffington has been named as his replacement.

ELECTED / APPOINTED POSITIONS

Council

City Council holds the legislative power of City Government in accordance with the Optional Third Class Charter Law of the Commonwealth of Pennsylvania. Every legislative act of Council is done by Ordinance or Resolution. Council is comprised of five members including one President. Council members are elected at-large and serve four-year terms.

Controller

The Controller is elected to a four-year term and provides financial oversight for the City. The Controller reviews all requests for expenditures prior to payment being made. The Controller works closely with the Mayor to execute all bonds, notes, contracts and written obligations of the City.

Treasurer

The Treasurer's Office is responsible for the collection of Real Estate Taxes, the enforcement of Act 93 of 1994 – the Fire Escrow Act- and the enforcement of unclaimed property in accordance with the Municipal Unclaimed Property Act 192 of 1992. The Treasurer's Office also administers the special tax programs such as the Keystone Opportunity Zone Program and the LERTA/RETAP Programs within the City limits. The Treasurer is elected to a four year term.

Mayor

As the Chief Executive of the City, it is the Mayor's responsibility to appoint department directors and oversee the operations of all departments. The Mayor sets the agenda for City initiatives and programs. The Mayor must sign all City contracts, notes and bonds. He is the City's spokesperson; he represents the City at public meetings and special events. The Mayor presents a budget to City Council for the coming year and reports on the condition and needs of the City government for the preceding year. The Mayor is elected to a four-year term.

ELECTED / APPOINTED POSITIONS

CONT'D

Solicitor

It is the responsibility of the Solicitor's Office to represent the City in all legal actions brought by or against the City and to render legal opinions to all City Officials. The Solicitor is appointed by the Mayor with the approval of City Council.

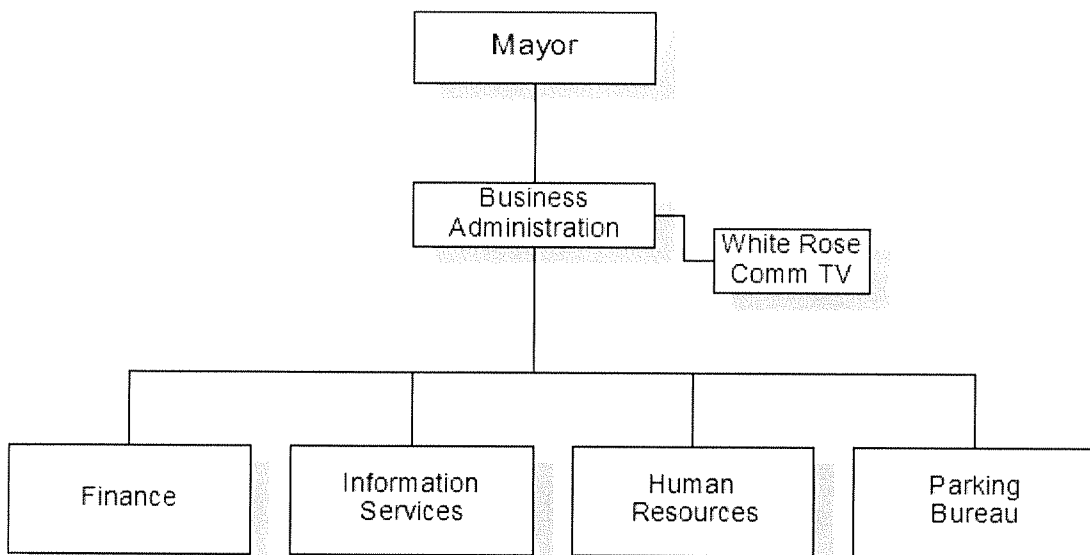
Human Relations

The Human Relations Commission's main function is to enforce the City's anti-discrimination ordinance, Article 185 of the Codified Ordinances. To monitor and report tension situations and promote diversity, equality and non-violence through education and outreach programs. The civil rights of all citizens are protected by the Human Relations Commission.

DEPARTMENT OF BUSINESS ADMINISTRATION

Michael J. O'Rourke, Esquire
Business Administrator

Business Administration coordinates the administrative functions of all departments within the City. The Business Administrator is the Chief Administrative Officer of the City and is appointed by the Mayor to oversee the divisions/bureaus listed below. Internal Services is comprised of five areas in Business Administration. The cost of providing these services is allocated throughout the City and will appear in each department's budget. Business Administration is the first component of Internal Services. White Rose Community Television is part of Business Administration.



Human Resources

All aspects of personnel management are the responsibility of Human Resources including recruitment and placement, equal employment opportunity, employee relations, attendance management, benefits and services, and personnel transactions and records. Monitoring personnel policies and procedures as well as maintaining a good working relationship with the collective bargaining units is an important part of Human Resources. This is the second area of Internal Services.

DEPARTMENT OF BUSINESS ADMINISTRATION
CONT'D

Risk Management

Employee and retiree health care, workmens compensation and general liability insurance are just a few of the services provided by Risk Management which is part of Internal Services.

Finance

The main function of Finance is to maintain the City's accounting records, revenue, accounts payable, sewer/refuse, parking fines and payroll records in an organized and detailed manner. Information must be stored accurately and efficiently to allow easy retrieval. Finance coordinates and controls the City's finances in a manner that is compliant with State and Federal regulations.

Central Services

Central Services is the fourth component of Internal Services. Items such as postage, janitorial supplies and telephones are included in this segment. Services/supplies that are used city-wide are budgeted in this area to allow all departments/funds to share the expense.

Information Services

Management of the City's information system and information technology including the City's electronic mail, calendar system, Internet and Intranet web sites are the responsibility of Information Services. Employees in this division develop and distribute applications, components and utilities throughout all departments. They handle the administration, growth and maintenance of the City's network including all aspects of both hardware and software. Information Services is the fifth component of Internal Services.

Parking

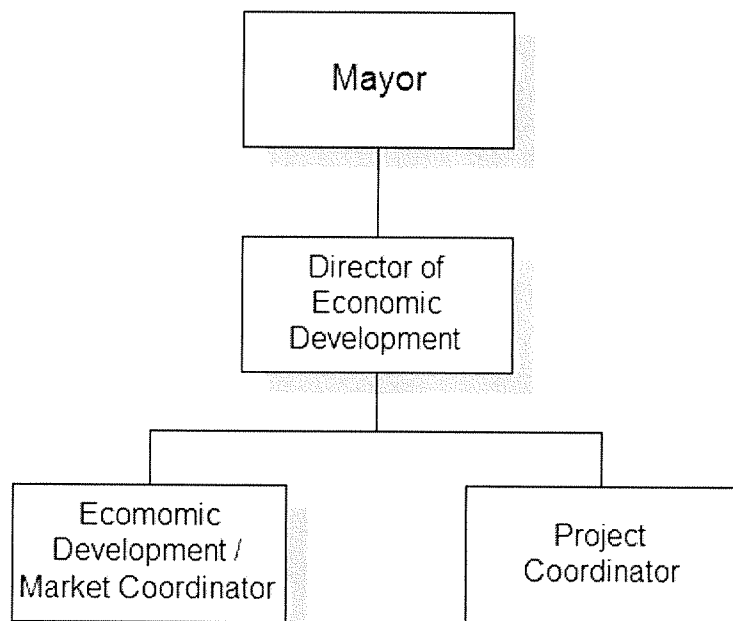
The primary responsibility of the Parking Bureau is to manage all of the parking facilities owned by the City of York General Authority and the City. The parking facilities include three parking garages and fourteen surface lots. The bureau is also responsible for meter collection and meter enforcement, meter installation and maintenance.

DEPARTMENT OF ECONOMIC DEVELOPMENT

Kevin J. Schreiber
Director

The Department of Economic Development is headed by a director appointed by the Mayor. The goal of the Economic Development Departments is to cultivate conditions which encourage a diversely vibrant economy throughout the City of York. The vision of the Department is to develop the City into a thriving business (i.e. medical, educational, industrial, commercial, service, and retail), residential, cultural, recreational, and tourist destination.

The City Redevelopment Authority falls under the direction of the Department of Economic Development. Improvement of neighborhoods citywide is the ultimate mission of the Redevelopment Authority.

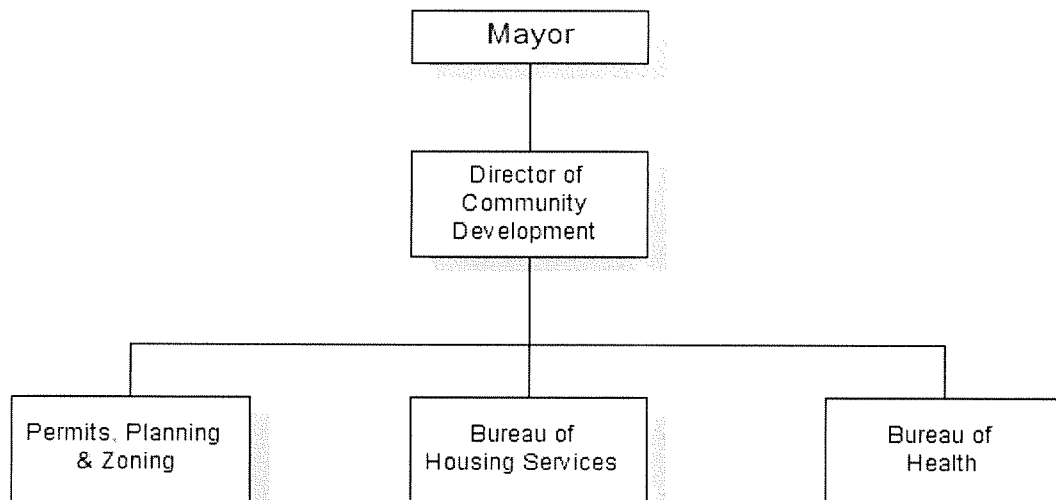


DEPARTMENT OF COMMUNITY DEVELOPMENT

Daniel S. Robinson
Director

The Department of Community Development is headed by a director appointed by the Mayor. The director oversees and provides guidance and management to all the bureaus listed below. The goal of the Community Development Department is to enhance the quality of life in the City through the development of strong neighborhoods while maintaining a vibrant quality of life for the residents.

The Department does this through ensuring the safety of buildings and structures; by promoting a healthy lifestyle for everyone and by ensuring safe and affordable housing opportunities exist through a vision that is consistent with the City's Strategic Comprehensive Plan.



Permits, Planning and Zoning

The Bureau of Permits, Planning and Zoning is responsible for all aspects of planning, development and construction codes. This Bureau conducts inspections, investigates complaints, reviews plans, holds public hearings, issues permits and certificates of use and occupancy. Licenses are issued for all health and food related establishments. The Bureau provides short-range and long-range planning expertise in the areas of housing, economic development, transportation, land use, urban design and public and civic infrastructure. The staff provides routine planning and engineering assistance to other City departments, agencies, neighborhood organizations and citizens. Mandated activities include the review of subdivision and land development plans, zoning applications, sewer planning modules and environmental reviews.

DEPARTMENT OF COMMUNITY DEVELOPMENT
CONT'D

Health

The Bureau of Health provides public health services in the City of York. These services are designed to complement traditional health care by focusing primarily on prevention. Health Bureau staff provide administrative services and Clinical services are provided at the Health Bureau Annex. In the community, staff provides educational activities, home visits, additional immunization clinics, environmental inspections and environmental health interventions. The Bureau develops an annual health plan, which is submitted to Pennsylvania Department of Health and the bureau assesses the health care needs of York City residents.

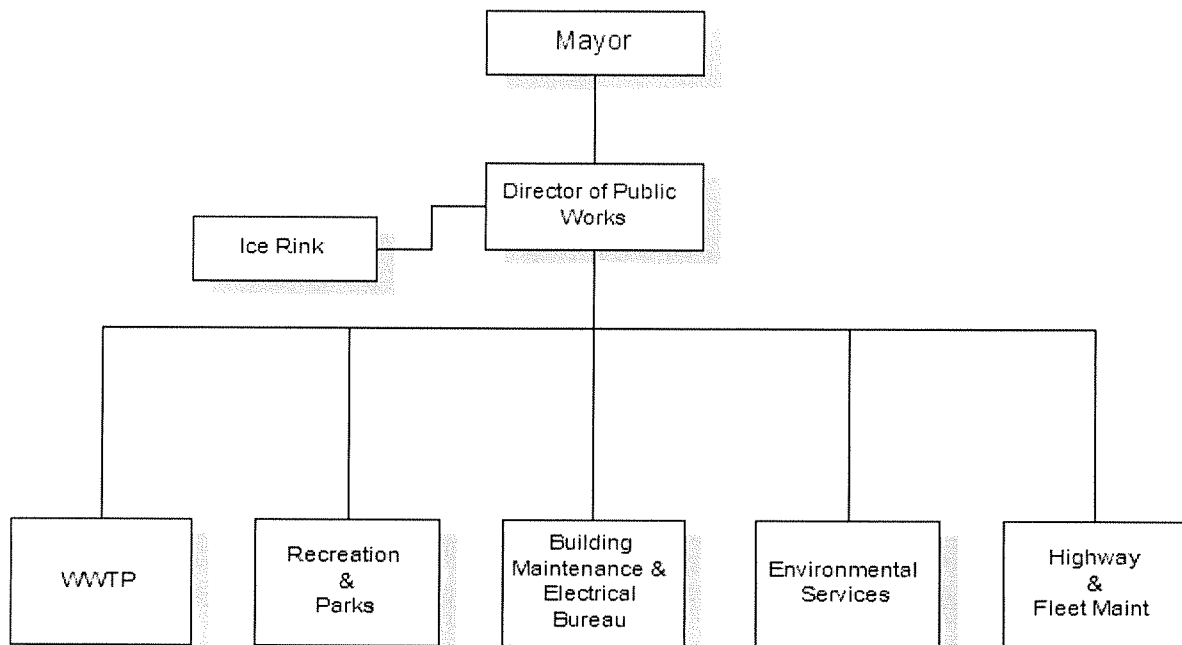
Housing

The Bureau of Housing Services primarily benefits low- and moderate-income households through the homeownership and rehabilitation programs funded by the U. S. Department of Housing and Urban Development. Home ownership programs include the First Time Homebuyer Downpayment and Closing Cost Assistance Program (the "3/2" Program), and Mortgage Credit Certificate Program. Rehabilitation programs include Critical Needs assistance for home owners, and the Owner Occupied Rehabilitation Program. The bureau endeavors to develop strong neighborhoods through the preservation of the existing housing stock, the creation of home ownership opportunities, construction of new housing, and the promotion of the physical, economic and social welfare of the residents.

DEPARTMENT OF PUBLIC WORKS

James E. Gross
Director

The Public Works Department is headed by a director appointed by the Mayor. The director has supervision and charge of the bureaus and divisions listed below. The mission of the Department of Public Works is to provide safe, clean, healthy, and productive buildings, infrastructure, programs and services as efficiently as possible for the People of York.



Highway

The Highway Bureau provides City residents and visitors with services, which will maintain safe traffic flow, directional signs/street markings and clean thoroughfares. The Bureau meets the special requirements of highway maintenance.

Buildings/Electrical

The Buildings and Electrical Bureau provides safe buildings and streets for the employees and citizens of York. Duties include maintenance and monitoring of 600 City-owned streetlights, 3,100 GPU street lights, 9 Gamewell fire alarm circuits, 47 City-owned buildings/facilities and 102 signalized intersections and their associated wiring, signs and cabinetry.

DEPARTMENT OF PUBLIC WORKS

CONT'D

Fleet

The Fleet Division maintains the city vehicle fleet to the highest standards possible within the fiscal constraints.

Environmental Services

The Environmental Services division works to provide a clean and beautiful City. Management of the refuse/recycling contracts and grants, large item collection and the yard waste collection program are a few of the services offered.

Recreation / Parks

The Recreation & Parks Bureau provides recreation programs and events to individuals and families, coordinates activities and facilities within the Department and with other various groups. The Bureau maintains all City parks and recreation facilities.

Wastewater Treatment Plant

The Wastewater Treatment Plant safeguards the environment and public health by maintaining the highest level of treatment at the lowest attainable cost to the customers. The plant treats and disposes the residuals removed from wastewater in a manner that meets the standards mandated by the PA Dept of Environmental Protection and the US Environmental Protection Agency.

MIPP

The Municipal Industrial Pretreatment Program provides the service of inspecting and monitoring the industrial wastewater generated by the community. The program ensures that the sewer users are in compliance with all applicable local and federal regulations. MIPP also monitors compliance and when necessary issues citations or executes stronger enforcement measures.

The Sewer Maintenance Division repairs, cleans and inspects the collection system. They provide utility marking, flood pump station monitoring and operation of the bascule dam.

DEPARTMENT OF POLICE

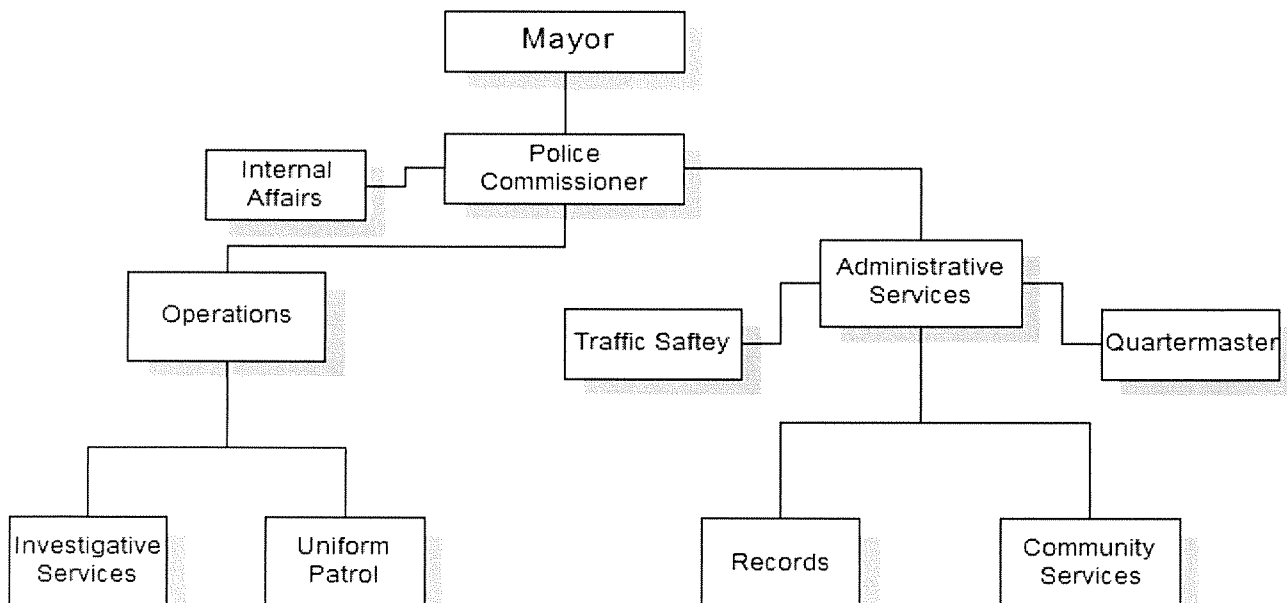
Mark Whitman
Commissioner

The Police Department of the City of York is committed to providing professional, efficient law enforcement services, the prevention and reduction of crime and investigating and solving those crimes. This is accomplished by partnering with the community and by utilizing resources to the greatest extent possible.

The Police Department of the City of York has the responsibility of protecting life and property in the City of York and providing professional, dedicated law enforcement services throughout the City.

The department is comprised of the Operations Division, Uniformed Patrol, Investigative Services, Administrative Services, Community Services, Traffic Safety and Police Records.

Inspectional Services (Internal Affairs) is responsible for all internal investigations and background checks on prospective employees and is directly under the direction and control of the Police Commissioner.

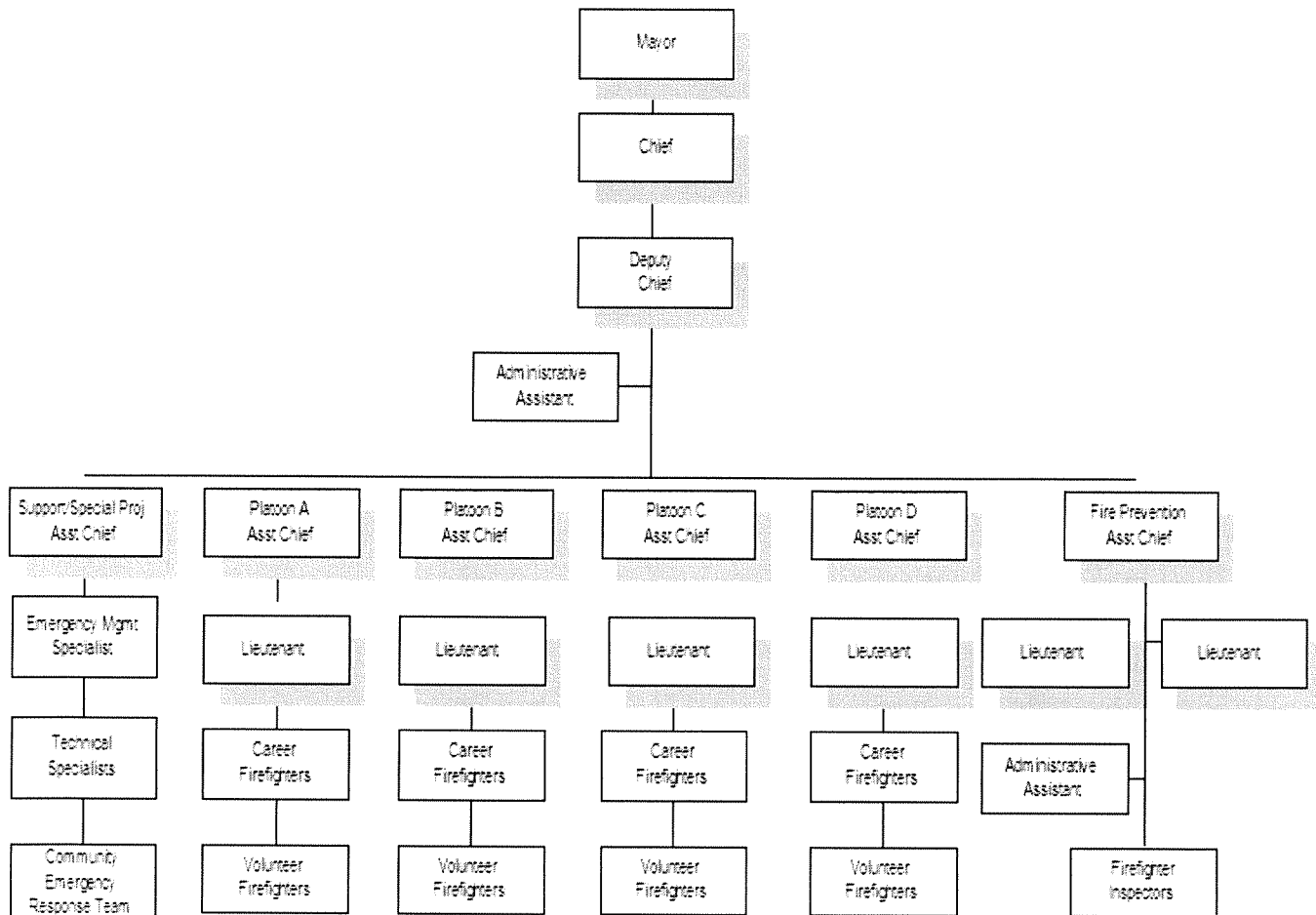


DEPARTMENT OF FIRE/RESCUE SERVICES

John S. Senft
Chief

The Department of Fire / Rescue Services provides effective response to situations that threaten the safety and health of the citizens of York due to fire, hazardous conditions, environmental emergencies, medical emergencies and similar events. The Department prides itself with the pro-active approach to prevent fires and injuries through educational programs and the administration of applicable codes.

Property inspections and licensing of all tenant-occupied residential properties are the responsibility of the Department as well as various Emergency Management activities.



FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

DEPARTMENT	JOB CLASSIFICATION	BUDGETED POSITIONS
CITY COUNCIL	City Clerk	1
<i>Subtotal</i>		<i>1</i>
DEPARTMENT TOTAL		1
CONTROLLER	City Contoroller	1
	Deputy Controller	1
<i>Subtotal</i>		<i>2</i>
DEPARTMENT TOTAL		2
TREASURER	City Treasurer	1
	Deputy City Treasurer	1
	Clerk Treasurer	1
<i>Subtotal</i>		<i>3</i>
DEPARTMENT TOTAL		3
MAYOR	Mayor	1
	Executive Administrator	1
	Administrative Aide	1
<i>Subtotal</i>		<i>3</i>
DEPARTMENT TOTAL		3
SOLICITOR	Assitant Solicitor	2
	Legal Assistant	1
<i>Subtotal</i>		<i>3</i>

FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

DEPARTMENT	JOB CLASSIFICATION	BUDGETED POSITIONS
DEPARTMENT TOTAL		3
HUMAN RELATIONS	Executive Director	1
	Human Relations Representative	1
	Administrative intake Support Specialist	1
<i>Subtotal</i>		3
DEPARTMENT TOTAL		3
DEPARTMENT OF BUSINESS ADMINISTRATION	Business Administrator	1
	Administrative Assistant/Confidential Secretary	1
	Project Manager for WRCT	1
	Grant Coordinator	1
	Station Manager	1
<i>Subtotal</i>		5
Human Resources	Director of Human Resources	1
	Human Resources Benefit Specialist	1
	Human Resources Generalist	1
	Administrative Assistant	1
<i>Subtotal</i>		4
Finance	Finance Director	1
	City Accountant	1
	Payroll/Revenue Supervisor	1
	Clerk II Cashier	1
	Financial Analyst	1
	Accounting Assistant	1

FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

DEPARTMENT	JOB CLASSIFICATION	BUDGETED POSITIONS
<i>Subtotal</i>		6
Central Services	Administrative Support Specialist	1
<i>Subtotal</i>		1
Information Services	Director of Information Services	1
	Senior Programmer	1
	Programmer	1
	GIS Technician	1
	Senior Technician	1
	Technician	1
<i>Subtotal</i>		6
Parking	Parking Bureau Manager	1
	Assistant Parking Bureau Manager	1
	Part-Time Cashier	3
	Full-time Cashier	3
	Part-time Parking Enforcement Officer	1
	Seasonal Parking Enforcement Officer	2
	Full-time Parking Enforcement Officer	5
	Parti-time Parking Attendant	5
	Laborer	1
	Meter Service Person	1
	Part-time Meter Service Person	1
	Custodian	1
	Part-time Parking Bureau Mechanic	1
	Partim-time Janitor	1
<i>Subtotal</i>		27
DEPARTMENT TOTAL		49

FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

DEPARTMENT	JOB CLASSIFICATION	BUDGETED POSITIONS
DEPARTMENT OF ECONOMIC DEVELOPMENT	Director of Economic Development	1
	Economic Development Redevelopment Coordinator	1
	Project Coordinator	1
	Administrative Assistant/Confidential Secretary	1
<i>Subtotal</i>		4
DEPARTMENT TOTAL		4
DEPARTMENT OF COMMUNITY DEVELOPMENT	Director of Community Development	1
	Administrative Assistant	1
<i>Subtotal</i>		2
Permits, Planning & Zoning	Building Code Official	1
	Planner	1
	Complaint Investigator	1
	Zoning Officer	1
	Property Maintenance Inspector	4
	Permits Technician	1
	Office Coordinator	1
<i>Subtotal</i>		10
Health	Director of Health	1
	Assistant Bureau Director	1

FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

DEPARTMENT	JOB CLASSIFICATION	BUDGETED POSITIONS
	Bioterrorism Coordinator	1
	Director of public Health Nursing	1
	Community Health Nurse II	3
	Health Bureau Operations Coordinator	1
	Disadvantaged & Poverty Outreach Worker	2
	Deputy Health Bureau Operations Coordinator	1
	Health Education Specialist	3
	Epidemiology Research Specialist	1
	Lead Program Coordinator	1
	Immunization Outreach Worker	1
	Lead Technician II	1
	Lead Technician I/Medical Assistant	1
	Medical Assistant	1
	Part-time Janitor	1
<i>Subtotal</i>		<i>21</i>
Housing	Deputy Director of Community Development for Housing	1
	Home Compliance Specialist	1
	Program Compliance Specialist	1
	Program Funding Analyst	1
	Housing Program Coordinator	1
	Rehabilitation Specialist	1
	Program Delivery Specialist	1
	Office Coordinator	1
<i>Subtotal</i>		<i>8</i>
DEPARTMENT TOTAL		41

FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

DEPARTMENT	JOB CLASSIFICATION	BUDGETED POSITIONS
DEPARTMENT OF PUBLIC WORKS	Director of Public Works	1
	Operations Manager	1
	Secretary	1
<i>Subtotal</i>		3
Highway	Highway Superintendent	1
	Concrete Worker I	1
	Equipment Operator I	2
	Equipment Operator II	5
	Equipment Operator III	1
	Administrative Assistant	1
<i>Subtotal</i>		11
Building/Electrical Maintenance	Building Maintenance Superintendent	1
	Electrical Technician I	1
	Maintenance Electrician II	1
	Lineman	3
	Maintenance Crew Leader	1
	Maintenance Worker II	1
	Painter II	1
	Custodian	1
	Part-time Janitor	2
<i>Subtotal</i>		12
Fleet	Auto Mechanic I	2
	Auto Mechanic II	1
<i>Subtotal</i>		3
Environmental Services	Recreation/Parks Director	1

FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

DEPARTMENT	JOB CLASSIFICATION	BUDGETED POSITIONS
	Environmental Management Specialist	1
	Parks/Sanitation Superintendent	1
	Labor Crew Leader	1
	Downtown Maintenance Worker	1
	Laborer	1
	Part-time Large Item Attendant	1
	Seasonal	3
<i>Subtotal</i>		<i>10</i>
Recreation/Parks	Athletic Director	1
	Forester Crew Leader	1
	Equipment Operator II	5
	Parks Utility Technician	3
	Laborer	2
	Youth Program Coordinator	1
	Custodian	1
<i>Subtotal</i>		<i>14</i>
Wasterwater Treatment Plant	General Manager	1
	Operations Manager	1
	Senior Chemist	1
	Chemist	3
	Operations Shift Supervisor	3
	Process Control Manager	1
	Filter Dryer Operator	3
	Maintenance Mechanic II	4
	Maintenance Crew Leader	1
	Plant Operator I	1
	Plant Operator II	11
	Inventory & Record Manager	1

FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

DEPARTMENT	JOB CLASSIFICATION	BUDGETED POSITIONS
<i>Subtotal</i>	Data Entry Clerk	1
		32
Municipal Industrial Pretreatment Program (MIPP)	Pretreatment Permit/Compliance Manager	2
<i>Subtotal</i>		2
Sewer Maintenance	Sewer Maintenance Supervisor	1
	Maintenance Worker II	2
	Wastewater Collection System Operator II	4
<i>Subtotal</i>		7
DEPARTMENT TOTAL		94
POLICE DEPARTMENT	Chief of police	1
	Captain	2
	Lieutenant	6
	Inspector	1
	Sergeant	12
	Detective 1st Class	3
	Corporal	1
	Detective	9
	Police Office	70
	Police Records Supervisor	1
	Police Service Coordinator	1
	Neighborhood Development Coordinator	1
	Crime Prevention Coordinator	1
	Police Quartermaster	1
	Property/Evidence	1

FISCAL YEAR 2010 BUDGETED POSITIONS BY DEPARTMENT

DEPARTMENT	JOB CLASSIFICATION	BUDGETED POSITIONS
	Police Comp. Technician/Administration	1
	Animal Control Officer	1
	Community Police Outpost Clerk	3
	Crossing Guard	24
	Clerk II	5
	Court Administrator	1
	Data Entry Clerk	1
	Office Coordinator	1
<i>Subtotal</i>		<i>148</i>
DEPARTMENT TOTAL		148
FIRE DEPARTMENT	Fire Chief	1
	Deputy Fire Chief	1
	Assistant chief	6
	Lieutenant	6
	Firefighter	53
	Administrative Assistant	2
<i>Subtotal</i>		<i>69</i>
DEPARTMENT TOTAL		69
GRAND TOTAL		420

ATTACHMENT III
FEE PROPOSAL SHEET

ATTACHMENT III: JOB ONE COMMITTEE FACILITATOR FEE SHEET

OBJECTIVES	NUMBER OF SESSIONS	SESSION HOURS PER EMPLOYEE	FEE (all inclusive)
Developing a vision and mission statement with core values for customer service			
Developing a strategy to implement #1			
Developing a customer service policy & guidelines			
Developing a customer service training program for all City employees			
Provide customer-service training to approximately 400 employees (some employees work 24/7)			
Developing measurable goals and objectives for supervisors at all levels to use for evaluating their employee, i. e., making customer service an integral part of the annual performance process			
Developing an incentive/reward system for employees exceeding the customer service model			
TOTAL			

Name of Firm

Address

Contact Telephone Number

Name of Contact (please Print)

Signature of Authorized Firm Representative