

**COUNTY OF MADERA
BUDGET UNIT EXPENDITURE DETAIL
BUDGET FOR THE FISCAL YEAR 2014-15**

Department: **ADMINISTRATION**
 311 CUSTOMER SVC CTR (02150)
 Function: **General**
 Activity: **Customer Service/Call Center**
 Fund: **General**

<u>ACCOUNT CLASSIFICATION</u>	<u>ACTUAL EXPENDITURES 2012-13</u>	<u>BOARD APPROVED EXPENDITURES 2013-14</u>	<u>DEPARTMENT REQUEST 2014-15</u>	<u>CAO RECOMMENDED 2014-15</u>
SALARIES & EMPLOYEE BENEFITS				
710102 Permanent Salaries	132,385	111,833	98,551	98,551
710103 Extra Help	3,580	0	22,000	22,000
710200 Retirement	38,123	30,480	30,566	30,566
710300 Health Insurance	18,903	22,657	23,610	23,610
710400 Workers' Compensation Insurance	733	146	518	518
TOTAL SALARIES & EMPLOYEE BENEFITS	193,723	165,116	175,245	175,245
SERVICES & SUPPLIES				
720300 Communications	10,044	9,480	11,200	11,200
720600 Insurance	122	59	0	0
720800 Maintenance - Equipment	2,861	0	0	0
721300 Office Expense	10,284	1,500	1,000	1,000
721400 Professional & Specialized Services	68,687	18,360	13,052	13,052
721500 Publication & Legal Notices	475	0	0	0
721600 Rents/Leases - Equipment	0	1,980	1,980	1,980
721900 Special Departmental Expense	21,478	0	0	0
722000 Transportation & Travel	0	2,000	1,500	1,500
TOTAL SERVICES & SUPPLIES	113,951	33,379	28,732	28,732
INTRAFUND TRANSFER				
770100 Intrafund Transfer *	0	-10,000	0	0
TOTAL INTRAFUND TRANSFER	0	-10,000	0	0
TOTAL - 311 CUSTOMER SERVICE CENTER	307,674	188,495	203,977	203,977

* Reflected as Intrafund Revenue in the Departmental Budget Narrative effective 2014-2015 Fiscal Year

311 CUSTOMER SERVICE CENTER

COMMENTS

In 2011-12, as approved by the Board of Supervisors, County Administration and the County’s Information Technology Department worked together to develop and implement the County’s 311 Call Center /Citizen Request Management (311/CRM) system (along with assistance from all County departments) to improve customer service delivery county-wide.

On April 3, 2012, the staffing plan for the 311/CRM Customer Service Center was adopted by the Board of Supervisors, essentially dissolving the Revenue Services Department and reallocating three positions to the 311/CRM Customer Service Center and two positions to Probation Administration, along with the previous responsibilities for Revenue Services split between Probation Administration for criminal justice related matters, and the balance of responsibilities incorporated into the 311/CRM Customer Service Center. The reallocation of staff was effective June 1, 2012.

The 311/CRM Customer Service Center officially began serving the citizens of Madera County on August 1, 2012. The 311/CRM operations are administered by the County Administrative Office.

<u>REVENUE</u>	<u>Actual</u> <u>2012-13</u>	<u>Estimated</u> <u>2013-14</u>	<u>Projected</u> <u>2014-15</u>
Collection Fees	\$ 2,600	\$ 3,000	\$ 2,500
Interfund/Intrafund Revenue	<u>14,863</u>	<u>10,000</u>	<u>32,200</u>
Total Revenue	\$17,463	\$13,000	\$34,700

STAFFING

<u>Permanent</u>	2013-14 Authorized		2014-15 Recommended	
	<u>Funded</u>	<u>Unfunded</u>	<u>Funded</u>	<u>Unfunded</u>
Program Assistant I/II	2	1	2	1
Senior Program Assistant	<u>1</u>	-	<u>1</u>	-
Total Permanent Staff	3	1	3	1

311 CUSTOMER SERVICE CENTER

SALARIES & EMPLOYEE BENEFITS

- 710102** **Permanent Salaries** (\$98,551) are recommended reduced \$13,282 based on the cost of recommended staffing.
- 710103** **Extra Help** (\$22,000) is recommended to fund a part-time (30-hours per week) Program Assistant I to assist with taking walk-in utility payments and assist with the 311 call volume during peak hours. This cost is fully offset through revenues received from Special Districts for utility payment services.
- 710200** **Retirement** reflects the County's anticipated contribution to Social Security and the Public Employees' Retirement System.
- 710300** **Health Insurance** is based on the employer's share of health insurance premiums.
- 710400** **Workers' Compensation** reflects the Department's contribution to the County's Self-Insurance Internal Service Fund.

SERVICES & SUPPLIES

- 720300** **Communications** (\$11,200) is recommended increased \$1,720 based on actual expenditures for the monthly telephone access for the 311 service center, and to fund the programming of an additional AT&T central office in outlying area of Madera County for 311 calls.
- 721300** **Office Expense** (\$1,000) is recommended reduced \$500 based on actual and projected costs for basic office expenses.
- 721400** **Professional & Specialized Services** (\$13,052) is recommended reduced \$5,308 for the collection costs in the recovery of delinquent non-criminal justice related debts, including commission fees for outside collection agency services (\$1,500); shared cost with Probation for a skip tracing tool called Accurant (\$800); and the collections' computer system maintenance contract for five licenses (\$6,752). Also included in this account is \$4,000 for the software support agreements for the 311 call center.
- 721600** **Rents/Leases – Equipment** (\$1,980) is recommended unchanged for the lease of the department's network copier/printer.
- 722000** **Transportation & Travel** (\$1,500) is recommended reduced \$500 for staff training.