

CITY OF ANCHORAGE

DEPARTMENT		ACCOUNT TITLE		ACCOUNT NUMBER		DETAIL		B	PAGE
Enterprise Activities		Administration		1002.90					C48
CODE NO.	EXPENDITURE CLASSIFICATION	1973 ACTUAL	1974 REVISED BUDGET	1975					
				REQUEST	RECOMMEND	APPROVED			
<u>PERSONAL SERVICES</u>									
8110	Salaries			47,630	47,630	50,380			
8130	Accrued Leave and Holiday			6,600	6,600	7,600			
8140	Liability and Workmen's Comp. Ins.			950	950	1,090			
8141	Retirement			3,890	3,890	4,460			
8142	Life Insurance			350	350	280			
8143	Medical Insurance			1,710	1,710	1,710			
8144	Social Security			1,550	1,550	1,580			
	Total			62,680	62,680	67,100			
<u>CONTRACTUAL</u>									
8211	Duplicating			300	300	300			
8221	Telephone, Telegraph, Switchboard			900	900	900			
8253	Private Vehicle Mileage			300	300	300			
8254	Space Rental			2,860	2,860	2,860			
8262	Repairs & Maintenance Other			500	500	500			
	Total			4,860	4,860	4,860			
<u>SUPPLIES</u>									
8303	Office Supplies			300	300	300			
	Totals			67,840	67,840	72,260			
8801	Reimbursable Charges to Others			(67,840)	(67,840)	(72,260)			
	Total Operating Budget			-0-	-0-	-0-			

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	PERSONNEL	C	PAGE
Enterprise Activities	Administration	1002.90			C49

CLASSIFICATION	RANGE	SALARY RATE	EMPLOYEES CURRENT *BUDGET	1975					
				* REQUEST	* RECOMMEND	* APPROVED			
Assistant City Manager Enterprise Activities	44	2966	1	1	39,151	1	39,151	1	41,800
Secretary	17	843-1029	1	1	12,442	1	12,442	1	12,776
			2	2	51,593	2	51,593	2	54,576
Less Accrued Holiday and Vacation Adjustment					(3,963)		(3,963)		(4,196)
TOTAL			2	2	47,630	2	47,630	2	50,380

* This column used for number of employees in each class.

COMMENTARY

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
Enterprise Activities	Administration	1002.90			C49

Department Request Manager Recommends Council Approved

The interfunds for the Assistant City Manager for Enterprise Activities is based on the following:

	<u>Agenda 30%</u>	<u>Personnel 20%</u>	<u>M&O Budget 25%</u>	<u>CIP 25%</u>	<u>Total</u>
Telephone	13.29	14.78	11.18	14.48	53.73
ML&P	6.69	2.50	4.62	6.90	20.71
Water	7.17	2.26	4.95	2.67	17.05
Port	<u>2.85</u>	<u>.46</u>	<u>4.25</u>	<u>.95</u>	<u>8.51</u>
	30.00	20.00	25.00	25.00	100

Telephone	36,450	36,450	38,820
M L & P	14,050	14,050	14,970
Water	11,570	11,570	12,320
Port	<u>5,770</u>	<u>5,770</u>	<u>6,150</u>
	67,840	67,840	72,260

DEPARTMENT UCS	ACCOUNT TITLE Administration	ACCOUNT NUMBER 1002.91	SUMMARY	A	PAGE C50
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ACCOUNT SUMMARY

EXPENDITURE CLASSIFICATION	1971	1972	1973	1974	1975		
	ACTUAL	ACTUAL	ACTUAL	REVISED BUDGET	REQUEST	RECOMMEND	APPROVED
Personal Services	9,510	21,900	26,827	26,430	30,140	30,140	32,150
Contractural		899	1,679	2,140	2,880	2,880	2,880
Supplies		172	54	100	100	100	100
Other Costs		-0-	-0-	-0-	-0-	-0-	-0-
Capital Outlay		2,681	-0-	-0-	-0-	-0-	-0-
	9,510	25,652	28,560	28,670	33,120	33,120	35,130
Less Interfund Charges	(9,510)	(25,784)	(28,560)	(28,670)	(33,120)	(33,120)	(35,130)
Total	-0-	(132)	-0-	-0-	-0-	-0-	-0-

PROBLEM

Coordination of Customer Service function with the City Utilities being served.

GOAL

In conjunction with Data Processing develop procedures to minimize duplication of information and effort and at the same time provide each utility with the maximum amount of information to their operation and management.

CITY OF ANCHORAGE

DEPARTMENT		ACCOUNT TITLE		ACCOUNT NUMBER		DETAIL		B	PAGE
UCS		ADMINISTRATION		1002.91					C51
CODE NO.	EXPENDITURE CLASSIFICATION	1973 ACTUAL	1974 REVISED BUDGET	1975					
				REQUEST	RECOMMEND	APPROVED			
<u>PERSONAL SERVICES</u>									
8110	Salaries	22,702	20,110	22,470	22,470	24,000			
8130	Accrued Vacation Adj.		2,740	3,400	3,400	3,640			
8140	Liability & Workmen's Comp. Insurance	216	330	490	490	520			
8141	Retirement Plans	2,227	1,580	1,970	1,970	2,130			
8142	Life Insurance	98	148	180	180	180			
8143	Medical Insurance	777	750	850	850	850			
8144	Social Security (FICA)	807	772	780	780	830			
	Total	26,827	26,430	30,140	30,140	32,150			
<u>CONTRACTUAL</u>									
8211	Duplicating	31	130	100	100	100			
8221	Telephone-Telegraph & Switchboard	450	480	480	480	480			
8235	Tuition Refunds			200	200	200			
8253	Private Vehicle Mileage			100	100	100			
8254	Space Rent - City Bldg.	610	680	150	150	150			
8262	Other Repairs & Maintenance	92	100	100	100	100			
8270	Travel	496	700	700	700	700			
8271	Dues & Subscriptions		50	50	50	50			
	Total	1,679	2,140	2,880	2,880	2,880			
<u>SUPPLIES</u>									
8303	Office Supplies & Postage	54	100	100	100	100			
<u>CAPITAL</u>									
8605	Machinery & Equipment			-0-	-0-	-0-			
	Totals	28,560	28,670	33,120	33,120	35,130			
<u>LESS CHARGES TO OTHERS</u>									
8801	Reimbursable Charges to Others	(28,560)	(28,670)	(33,120)	(33,120)	(35,130)			
	Total Operating Budget	-0-	-0-	-0-	-0-	-0-			

DEPARTMENT UCS	ACCOUNT TITLE Administration	ACCOUNT NUMBER 1002.91	PERSONNEL	C	PAGE C52
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CLASSIFICATION	RANGE	SALARY RATE	EMPLOYEES CURRENT *BUDGET	1975					
				* REQUEST	* RECOMMEND	* APPROVED			
Commercial Manager	36	1779-2165	1	1	24,344	1	24,344	1	26,000
Less Accrued Holiday and Vacation Adjustment					(1,874)		(1,874)		(2,000)
TOTAL			1	1	22,470	1	22,470	1	24,000

* This column used for number of employees in each class.

COMMENTARY

CITY OF ANCHORAGE

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
UCS	ADMINISTRATION	1002,91			C53

		Department Request	Manager Recommends	Council Approved
.8211	- <u>Duplicating</u> - Xerox	100	100	100
.8221	- <u>Telephone</u> - Telegraph & Switchboard	480	480	480
.8235	- <u>Tuition Refunds</u>	200	200	200
.8253	- <u>Private Vehicle Mileage</u>	100	100	100
.8254	- <u>Space Rent</u> - City Bldg.	1150	1150	1150
.8270	- <u>Travel</u>			
	Alaska Telephone Convention	250	250	250
	Pacific Northwest Power Seminar	450	450	450
		<u>700</u>	<u>700</u>	<u>700</u>
.8271	- <u>Dues & Subscriptions</u>	50	50	50
.8801	- <u>Less Charges to Others</u> - Distribution by number of employees			
	11% Tolls (7)	(3,640)	(3,640)	(3,860)
	69% Customer Service (45)	(22,850)	(22,850)	(24,240)
	20% Credit & Collections (13)	(6,630)	(6,630)	(7,030)
		<u>(33,120)</u>	<u>(33,120)</u>	<u>(35,130)</u>

DEPARTMENT UCS	ACCOUNT TITLE TOLL - SECTION	ACCOUNT NUMBER 1002.92	SUMMARY	A	PAGE C54
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ACCOUNT SUMMARY

EXPENDITURE CLASSIFICATION	1971	1972	1973	1974	1975		
	ACTUAL	ACTUAL	ACTUAL	REVISED BUDGET	REQUEST	RECOMMEND	APPROVED
Personal Services	52,895	61,638	71,918	85,050	97,440	97,460	100,270
Contractural	7,457	11,397	10,737	14,820	28,370	15,820	15,830
Supplies	405	513	768	1,000	1,000	1,000	1,000
Other Costs	-0-	-0-	-0-	-0-	41,320	41,320	41,320
Capital Outlay	130	634	238	590	3,050	3,050	3,050
	60,887	74,182	83,661	101,460	171,180	158,650	161,470
Less Interfund Charges	(60,887)	(73,522)	(83,661)	(101,460)	(171,180)	(158,650)	(161,470)
Total	-0-	660	-0-	-0-	-0-	-0-	-0-

CITY OF ANCHORAGE

DEPARTMENT		ACCOUNT TITLE		ACCOUNT NUMBER		DETAIL		B	PAGE
UCS		Tolls - Section		1002.92					C55
CODE NO.	EXPENDITURE CLASSIFICATION	1973	1974	1975					
		ACTUAL	REVISED BUDGET	REQUEST	RECOMMEND	APPROVED			
<u>PERSONAL SERVICES</u>									
8110	Salaries	61,178	62,280	67,990	67,750	69,860			
8120	Overtime	1,356	200	1,000	1,000	1,000			
8130	Accrued Vacation adjustment		8,490	10,310	10,400	10,600			
8140	Liability & Workmen's Comp. Insurance	595	830	1,470	1,450	1,530			
8141	Retirement Plans	2,073	4,530	5,880	6,070	6,270			
8142	Life Insurance	394	420	550	550	560			
8143	Medical Insurance	2,936	4,210	5,980	5,980	5,980			
8144	Social Security (FICA)	3,386	4,090	4,260	4,260	4,470			
	Total	71,918	85,050	97,440	97,460	100,270			
<u>CONTRACTUAL</u>									
8211	Duplicating	473	700	1,000	700	700			
8221	Telephone, Telegraph & Switchboard	2,311	2,500	2,890	2,890	2,890			
8235	Tuition Refunds			70	70	70			
8240	Administrative Overhead	5,458	4,610	3,850	3,850	3,860			
8241	Inter-Dept. Charges	120	3,730	5,950	5,700	5,700			
8252	Other Equipment Rental			10,780	-0-	-0-			
8254	Space Rent - City Bldg.	2,300	2,490	1,480	1,800	1,800			
8261	Repairs & Maintenance - City	-0-	400	1,900	120	120			
8262	Other Repairs & Maintenance	75	390	450	690	690			
	Total	10,737	14,820	28,370	15,820	15,830			
<u>SUPPLIES</u>									
8303	Office Supply & Postage	768	1,000	1,000	1,000	1,000			
<u>OTHER CHARGES</u>									
8450	Data Processing Charges	-0-	-0-	28,720	28,720	28,720			
8451	Data Processing Development	-0-	-0-	12,600	12,600	12,600			
	Total	-0-	-0-	41,320	41,320	41,320			

CITY OF ANCHORAGE

DEPARTMENT		ACCOUNT TITLE	ACCOUNT NUMBER	DETAIL	B	PAGE
UCS		TOLLS - SECTION	1002.92			C56
CODE NO.	EXPENDITURE CLASSIFICATION	1973	1974	1975		
		ACTUAL	REVISED BUDGET	REQUEST	RECOMMEND	APPROVED
	<u>CAPITAL</u>					
8605	Machinery & Equipment	238	590	3,050	3,050	3,050
	Totals	83,661	101,460	171,180	158,650	161,470
	<u>LESS CHARGES TO OTHERS</u>					
8801	Reimbursable Charges to Others	(83,661)	(101,460)	(171,180)	(158,650)	(161,470)
	Total Operating Budget	-0-	-0-	-0-	-0-	-0-

DEPARTMENT		ACCOUNT TITLE		ACCOUNT NUMBER		PERSONNEL		C	PAGE
UCS		TOLL - SECTION		1002.92					057
CLASSIFICATION	RANGE	SALARY RATE	EMPLOYEES CURRENT *BUDGET	1975					
				*	REQUEST	*	RECOMMEND	*	APPROVED
Specialist in Charge	22	1,027-1,251	1	1	13,804	1	13,804	1	14,758
Clerk II	16	811-989	1	1	12,696	1	12,696	1	12,533
Clerk I	14	750-914	4	4	39,435	4	39,435	4	40,560
File Clerk	8	595-722	1	1	7,452	1	7,452	1	7,824
			7	7	73,387	7	73,387	7	75,675
Vacation Replacement					1,000		-0-		-0-
Less 1% Vacancy Rate					(744)		-0-		-0-
					73,643		73,387		75,675
Less Accrued Holiday and Vacation Adjustment					(5,653)		(5,637)		(5,815)
TOTAL			7	7	67,990	7	67,750	7	69,860
* This column used for number of employees in each class.									
COMMENTARY									

CITY OF ANCHORAGE

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
UCS	TOLLS - SECTION	1002.92			C58

			<u>Department Request</u>	<u>Manager Recommends</u>	<u>Council Approved</u>
.8211	- <u>Duplicating</u>		1,000	1,000	1,000
.8221	- <u>Telephone, Telegraph & Switchboard</u>				
	Switchboard		2,160		
	Switchboard Salaries		730		
			<u>2,890</u>	2,890	2,890
.8240	- <u>Administrative Overhead</u>				
	UCS - Administration		3,850	3,850	3,860
.8241	- <u>Inter-Department Charges</u>				
	Courier		400	400	400
	Microfilming Toll Registers & Message Charge				
	Tickets		5,000	5,000	5,000
	Moving Supplies		300	300	300
	Central Mailing		250	<u>-0-</u>	<u>-0-</u>
			<u>5,950</u>	<u>5,700</u>	<u>5,700</u>
.8251	- <u>City Owned Vehicles or Equipment</u>				
.8252	- <u>Other Vehicles or Equipment Rental</u>				
	6-Display Stations 3277 112/month	9 months	6,048		
	6-66 Key Typewriters 15/month	9 months	810		
	1-Printer 143/month	9 months	1,737		
	1-3271 Control Unit 183/month	9 months	1,047		
	Com. Equipment		392		
	Cable		250		
			<u>10,284</u>	-0-	-0-
	Installation Cost IBM		300		
	Frnt. Charges		200		
			<u>10,784</u>	-0-	-0-
.8254	- <u>Space Rental</u>		1,479	1,800	1,800
.8261	- <u>Repairs & Maintenance - City Forces</u>				
	Installation of cable for 6 additional CRT's		1,400		
	Misc.		500	120	120
			<u>1,900</u>		

CITY OF ANCHORAGE

DEPARTMENT UCS	ACCOUNT TITLE TOLLS - SECTION	ACCOUNT NUMBER 1002.92	COMMENTARY	D	PAGE 059
			<u>Department Request</u>	<u>Manager Recommends</u>	<u>Council Approved</u>
.8262	- <u>Other Repairs & Maintenance</u>				
	Office Machine Repair - Contracted		200	200	200
	Office Machine Repair - Not contracted		250	250	250
	Drapes & Carpets			240	240
.8303	- <u>Office Supplies & Postage</u>				
	Postage - Direct Charge to ATU				
	Operating Supplies		1,000	1,000	1,000
.8450	- <u>Data Processing Charges</u>				
	Toll History Information				
	Production & Maintenance		28,720	28,720	28,720
.8451	- <u>Data Processing Charges</u>				
	Toll History Information				
	Development		<u>12,600</u>	<u>12,600</u>	<u>12,600</u>
			41,320	41,320	41,320
.8605	- <u>Machinery & Equipment</u>				
	2-Microfische Readers		500		
	1-Chair		50		
	1-Microfische Reader Printer		<u>2,500</u>		
			3,050	3,050	3,050
.8801	- <u>Charges to Others</u>				
	Telephone Utility		(171,180)	(158,650)	(161,470)

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	SUMMARY	A	PAGE
UCS	UCS/CS	1002,93			C60

ACCOUNT SUMMARY

EXPENDITURE CLASSIFICATION	1971 ACTUAL	1972 ACTUAL	1973 ACTUAL	1974 REVISED BUDGET	1975		
					REQUEST	RECOMMEND	APPROVED
Personal Services	288,882	353,790	436,859	556,300	693,820	693,820	737,240
Contractual	39,975	74,032	89,830	133,460	172,800	139,460	139,550
Supplies	30,488	29,542	29,110	32,350	122,590	122,590	122,590
Other Costs	11,405	25,152	28,140	91,640	76,400	52,100	52,100
Capital Outlay	2,101	3,015	816	4,650	32,770	32,770	32,770
	372,851	485,531	584,755	818,400	1,098,380	1,040,740	1,084,250
Less Interfund Charges	(372,851)	(485,293)	(585,591)	(818,400)	(1,098,380)	(1,040,740)	(1,084,250)
Total	-0-	238	836	-0-	-0-	-0-	-0-

Needs or Problems

1. Inadequate Space for Customer Service Reps to Establish/Treat accounts.
2. Poor ventilation in Customer Service Area.

Program Goals

1. All manual revenue accounting data key punched and audited to enable us to proceed in 1975 with on line inquiry.
2. Upgraded terminal reliability by changing from 2260 to solid state 3270 terminals. This change has improved speed and dependability at a reduced cost per terminal.

Major GoalsGoal I

Install the additional 12 CRT terminals for fall utilization of Phase I programs and telephone revenue accounting copies.

Goal II

Implementing the revised utility bill with a cost savings in forms of \$5.96 per thousand bills. Ability to process a cycle of billing in less than 4 hours. Deletion of all manual processing as the toll statement is consolidated with the actual bill.

DEPARTMENT UCS	DIVISION UCS/CS	ACCOUNT TITLE	ACCOUNT NUMBER 1002.93	WORK PROGRAM	C61
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PERCENTAGE OF INCREASED ACTIVITY

Telephone Contacts 1973 thru 1974 (Actual 8 months)	19.84%
Customer Contacts 1973 thru 1974 (5 months estimated)	42.53%
Service Order Activity 1971 thru 1974 (5 months estimated)	26.52%
Utility Bills 1st 7 months 1973 - 340,299 -- 1st 7 months 1974 - 377,081	09.02%

Items Billed:			Actual Budget	Revised Budget		1973	1974	1975
<u>Actual 1973</u>	<u>Estimated 1974</u>	<u>Proposed 1975</u>	<u>1973</u>	<u>1974</u>	<u>1975</u>	<u>Cost Per Unit</u>		
1,337,094	1,571,115	1,759,649	584,755	818,400	1,084,250	43.7	52.1	61.6

COMPUTATION OF CUSTOMER SERVICE CHARGES TO OTHERS

	<u>Telephone</u>	<u>Electric</u>	<u>Water</u>	<u>Refuse</u>	<u>Total</u>
Number of service orders processed thru July 1974	47,663	7,890	6,554	4,923	67,030
Service Denial & Restoral Orders	<u>2,370</u>	<u>93</u>	<u>33</u>	---	<u>2,496</u>
TOTAL	50,033	7,983	6,587	4,923	69,526
Percent	71.97%	11.48%	9.47%	7.08%	100%

CITY OF ANCHORAGE

DEPARTMENT		ACCOUNT TITLE	ACCOUNT NUMBER	DETAIL	B	PAGE
UCS		UCS/CS	1002.93			662
CODE NO.	EXPENDITURE CLASSIFICATION	1973	1974	1975		
		ACTUAL	REVISED BUDGET	REQUEST	RECOMMEND	APPROVED
<u>PERSONAL SERVICES</u>						
8110	Salaries	381,001	405,290	494,650	494,650	522,510
8120	overtime	1,310	2,500	2,500	2,500	2,500
8130	Accrued Leave & Holiday		54,550	69,250	69,250	79,200
8140	Liability & Workman's Comp	3,700	6,390	10,880	10,880	11,320
8141	Retirement Plans	10,930	32,470	43,500	43,500	46,250
8142	Life Insurance	2,283	3,630	4,080	4,080	4,300
8143	Medical Insurance	16,913	25,450	38,390	38,390	38,390
8144	Social Security (FICA)	20,702	26,020	30,470	30,470	32,670
8150	Meal & Clothing Allowance	20	-0-	100	100	100
	Total	436,859	556,300	693,820	693,820	737,240
<u>CONTRACTUAL</u>						
8211	Duplicating	2,280	2,050	2,200	2,400	2,400
8221	Telephone, Telegraph & Switchboard	18,218	20,290	19,950	19,950	19,950
8235	Tuition Refunds	-0-	200	100	100	100
8236	School & Training Programs	-0-	300	100	100	100
8240	Administrative Overhead	22,499	29,790	24,150	24,150	24,240
8241	Inter-Fund Charges	5,261	4,450	3,450	3,590	3,590
8251	City Owned Vehicles & Equip	14,194	20,530	19,230	19,230	19,230
8252	Other Vehicles or Equip. Rented	4,957	22,740	74,190	39,440	39,440
8254	Space Rental - City Buildings	17,840	19,500	23,250	25,850	25,850
8261	Repairs & Maintenance - City Forces	3,234	10,900	3,000	-0-	-0-
8262	Other Repairs & Maintenance	768	2,560	3,070	4,600	4,600
8270	Travel	545	100	60	-0-	-0-
8271	Dues & Subscriptions	34	50	50	50	50
	Total	89,830	133,460	172,800	139,460	139,550
<u>SUPPLIES</u>						
8303	Office Supplies & Postage	29,110	32,350	122,590	122,590	122,590

CITY OF ANCHORAGE

DEPARTMENT		ACCOUNT TITLE		ACCOUNT NUMBER		DETAIL		B	PAGE
UCS		UCS/CS		1002.93					C63.
CODE NO.	EXPENDITURE CLASSIFICATION	1973	1974	1975					
		ACTUAL	REVISED BUDGET	REQUEST	RECOMMEND	APPROVED			
8436	Cost of Litigation	145	-0-	-0-	-0-	-0-			
8450	Data Processing Charges	12,040	39,100	43,300	43,300	43,300			
8451	Data Processing Development	15,955	52,540	33,100	8,800	8,800			
	Total	28,140	91,640	76,400	52,100	52,100			
	<u>CAPITAL</u>								
8605	Machinery & Equipment	816	4,650	32,770	32,770	32,770			
	Total	816	4,650	32,770	32,770	32,770			
	Totals	584,755	818,400	1,098,380	1,040,740	1,084,250			
	<u>LESS CHARGES TO OTHERS</u>								
8801	Reimbursable Charges to others	(584,755)	(818,400)	(1,098,380)	(1,040,740)	(1,084,250)			
	Total Operating Budget	-0-	-0-	-0-	-0-	-0-			

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	PERSONNEL	C	PAGE
UCS	UCS/CS	1002.93			064

CLASSIFICATION	RANGE	SALARY RATE	EMPLOYEES CURRENT *BUDGET	1975					
				* REQUEST	* RECOMMEND	* APPROVED			
Customer Service Superv.	30	1405-1711	1	1	22,585	1	22,585	1	24,050
Spec. in Chg. - Cust. Serv.	25	1156-1405	2	2	34,208	2	34,208	2	34,850
Training Supervisor	25	1156-1405	1	1	13,884	1	13,884	1	15,530
Customer Service Rep. III	19	915-1112	3	3	40,990	3	40,990	3	44,680
Customer Service Rep. II	17	843-1029	25	25	301,915	25	301,915	25	324,660
Teletype Operator II	15	780-951	1	1	9,837	1	9,837	1	10,510
Customer Service Rep. I	14	751-915	4	4	40,927	4	40,927	4	43,680
Final Bill Clerk	14	751-915	1	1	10,128	1	10,128	1	10,510
Teletype Operator I	13	721-878	2	2	18,169	2	18,169	2	19,060
Clerk II	11	669-812	3	3	25,506	3	25,506	3	27,670
Clerk I	8	593-721	2	2	15,132	2	15,132	2	15,650
			45	45	533,281	45	533,281	45	571,850
Vacation Replacement for Customer Service Rep.					8,000		8,000		8,000
					541,281		541,281		579,850
Less 1% Salary Savings					(5,413)		(5,413)		(5,800)
			45	45	535,868		535,868		566,050
Less Accrued Holiday and Vacation Adjustment					(41,218)		(41,218)		(43,540)
TOTAL			45	45	494,650	45	494,650	45	522,510

* This column used for number of employees in each class.

COMMENTARY

CITY OF ANCHORAGE

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
UCS	UCS/CS	1002.93			065
			<u>Department Request</u>	<u>Manager Recommends</u>	<u>Council Approved</u>
.8120	- <u>Overtime</u> Overtime is necessary during our peak summer rush. In order to maintain office efficiency and properly serve the public		2,500	2,500	2,500
.8211	<u>Duplicating</u> Duplicating Forms Xerox		2,000 400 <u>2,400</u>	2,400	2,400
.8221	- <u>Telephone, Telegraph & Switchboard</u> Telephone Use Charge Switchboard Rental Switchboard Salaries Tolls Non Recurring Charges to Relocate Stations		12,500 4,100 3,100 50 200	19,950	19,950
.8235	- <u>Tuition Refunds</u> U of A or Anchorage Community College		100	100	100
.8236	- <u>School & Training Programs</u> US Civil Service Commission - Training courses applicable to supervisors and Customer Service Representatives		100	100	100
.8240	- <u>Administration Overhead</u> UCS Administration		24,150	24,150	24,240
.8241	- <u>Inter Fund Charges</u> Courier Grid Maps - Public Works Microfilm Accounts Receivable Registers Moving Supplies to Storage or Dump Office Furniture Maintenance & Relocation		1,200 500 1,000 250 500 <u>3,450</u>	1,340 500 1,000 250 500 <u>3,590</u>	3,590

CITY OF ANCHORAGE

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
UCS	UCS/CS	1002.93			C66
			<u>Department Request</u>	<u>Manager Recommends</u>	<u>Council Approved</u>
.8251	- <u>City Owned Equipment - Rental</u>				
	Telephone Cable Rental (Teletype)		770		
	Telephone Cable Rental (D.P. Terminals)		300		
	Telecommunications Equipment:				
	(3) Model 35 ASR @ 200.00 per mo.		7,200		
	(5) Model 35 SR @ 100.00 per mo.		6,000		
	(1) Model 35 Monitor @ 85.00 per mo		1,020		
	Common Equipment for all Teletypes @ 70.00 per mo		840		
	(3) Data sets @ 86.00 ea		3,100		
			<u>19,230</u>	19,230	19,230
.8252	- <u>Other Vehicles or Equipment - Rental</u>				
	(2) IBM Model 3271 control unit & features		16,500	8,250	
	(32) IBM 3277 Display stations & Key Boards 16		48,800	24,400	
	(1) IBM 3277 Display Stations & Key Boards for D. P.		2,000	2,000	
	(2) IBM 3286 Printers		4,600	4,600	
	Freight Charges for 12 Units		450	-0-	
	IBM Installation costs on 12 Terminals		1,650	-0-	
	(1) Pitney Bowes Postage Machine		190	190	
			<u>74,190</u>	<u>39,440</u>	39,440
.8254	- <u>Space Rental - City Bldgs.</u>		23,250	25,850	25,850
.8261	- <u>Repairs & Maintenance - City Forces</u>				
	Installation of cable for additional 12 CRT Terminals		3,000	-0-	-0-
	Misc. projects City Hall			720	720
.8262	- <u>Other Repairs & Maintenance</u>				
	Office Machine Repair - Contracted		500		
	Office Machine Repair - Not Contracted		300		
	Utility Bill Mailing Machine - Contract		1,920		
	Remington Model Reader Printer - Contract		350		
			<u>3,070</u>	3,070	3,070
	<u>Carpet & drapes</u>			1,530	1,530
.8270	- <u>Travel</u>				
	US Postal Customer Council - Luncheons & Meetings		60	-0-	-0-

CITY OF ANCHORAGE

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
UCS	UCS/CS	1002.93			667
			<u>Department Request</u>	<u>Manager Recommends</u>	<u>Council Approved</u>
.8271	- <u>Dues & Subscriptions</u> Magazines and periodicals for Customer Reception Area		50	50	50
.8303	- <u>Office Supplies and Postage</u>				
	Service Orders 70M		1,800		
	Final Notices		6,750		
	Service Denials		2,100		
	Deposits		950		
	Accounts Receivable Registers		5,690		
	Utility Bills		6,000		
	Postage - Office Use		9,800		
	Operating Supplies		6,000		
	Postage - Utility Bill Mailing		72,000		
	Envelopes - Utility Bill Mailing		<u>11,500</u>		
			122,590	122,590	122,590
.8450	- <u>Data Processing Charges</u>				
	Production		34,300		
	Maintenance		<u>9,000</u>		
			43,300	43,300	43,300
.8451	- <u>Data Processing Development</u>				
	Accounts Receivable upgrade		24,600		
	Study automated Service Order		<u>8,500</u>		
			33,100	8,800	8,800
.8605	- <u>Machinery & Equipment</u>				
	2/3 cost of system 8 mailing machine		29,820		
	2 Microfische Viewer @ 225 ea for 42 power		450		
	1 Reader Printer for 42 Power		<u>2,500</u>		
			32,770	32,770	32,770
.8801	- <u>Reimbursable Charges to Others</u>				
	Telephone 71.97%		(790,500)	(749,020)	(780,340)
	ML&P 11.48%		(126,090)	(119,480)	(124,470)
	Water 9.47%		(104,020)	(98,560)	(102,680)
	Refuse 7.08%		<u>(77,770)</u>	<u>(73,680)</u>	<u>(76,760)</u>
			(1,098,380)	(1,040,740)	(1,084,250)

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	SUMMARY	A	PAGE
UCS	CREDIT & COLLECTIONS	1002,94			668

ACCOUNT SUMMARY

EXPENDITURE CLASSIFICATION	1971 ACTUAL	1972 ACTUAL	1973 ACTUAL	1974 REVISED BUDGET	1975		
					REQUEST	RECOMMEND	APPROVED
Personal Services	98,461	108,509	136,350	169,270	191,770	191,770	204,590
Contractual	40,294	55,130	65,300	49,080	74,930	62,250	62,280
Supplies	3,350	3,958	4,600	4,270	4,900	4,900	4,900
Other Costs				10,460	2,500	2,500	2,500
Capital Outlay	450	810	1,050	350	3,160	3,310	3,310
	142,555	168,407	207,300	233,430	277,710	264,730	277,580
Less Interfund Charges	(127,734)	(168,535)	(195,080)	(227,250)	(270,890)	(258,240)	(270,760)
Total	14,821	(128)	12,220	6,180	6,820	6,490	6,820

PROBLEM

Processing and working the large increase in work load. Control of the accounts is now all a manual function that takes a tremendous amount of paper work and time.

GOAL

An automatic system of reminders on final bill accounts to eliminate processing a large amount of form letters manually.

OBJECTIVE - 1975

Establish criteria with data processing as to which accounts to continue processing a final bill on each month. Also a means of stopping the monthly bill from D.P. when accounts are to be referred to others for further action.

CITY OF ANCHORAGE

DEPARTMENT	DIVISION	ACCOUNT TITLE	ACCOUNT NUMBER	WORK PROGRAM	
Finance	UCS Credit & Coll		1002.94		C69
<u>Program</u>			<u>Actual</u> 1973	<u>Estimated</u> 1974	<u>Projected</u> 1975
Dollars Recovered			764,729	1,059,603	1,400,000
Budget			183,400	221,510	270,550
Overhead Cost			23,900	11,920	7,030
Total Budget			207,300	233,430	277,580
Cost per Unit - Direct Cost			24.0¢	20.9¢	19.3¢
Indirect Cost (overhead)			3.1¢	1.1¢	0.5¢
Total			27.1¢	22.0¢	19.5¢
Total Billing (Utility & Misc. Bill for Collection)			39,266,266	42,015,000	45,300,000
Trans. to Reserve			286,108	350,000	400,000
% Trans. to Reserve			0.73%	0.83%	0.88%

DEPARTMENT Finance	DIVISION UCS Credit & Coll.	ACCOUNT TITLE	ACCOUNT NUMBER 1002.94	WORK PROGRAM C70
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COMPUTATION OF CREDIT & COLLECTION CHARGES TO OTHERS

	<u>Telephone</u>	<u>Electric</u>	<u>Water</u>	<u>Refuse</u>	<u>Port</u>	<u>Equip. Supply</u>	<u>Gen. Fund</u>	<u>Total</u>
Percent Misc. BFC Handled by Collector (24 months)	24.8%	32.2%	10.4%	11.6%	0.4%	3.2%	16.9%	100%
15% of total cost	3.7%	4.9%	1.6%	1.7%	.1%	0.5%	2.5%	15%
Percent Utilities handled by Collector	91.5%	5.8%	2.1%	0.6%				100%
85% of total costs	77.8%	4.9%	1.8%	0.5%				85%
Total Cost Distribution	81.5%	9.8%	3.4%	2.2%	0.1%	0.5%	2.5%	100%

*Why is this
Cover in profiles
NCA 5 and 6
TEST.*

CITY OF ANCHORAGE

DEPARTMENT		ACCOUNT TITLE		ACCOUNT NUMBER		DETAIL		B	PAGE
UCS		CREDIT & COLLECTIONS		1002.94					C71
CODE NO.	EXPENDITURE CLASSIFICATION	1973	1974	1975					
		ACTUAL	REVISED BUDGET	REQUEST	RECOMMEND	APPROVED			
<u>PERSONAL SERVICES</u>									
8110	Salaries	118,875	125,100	136,800	136,800	146,760			
8120	Overtime	390	500	1,500	1,500	1,500			
8130	Accrued Vacation Adj.	-0-	17,060	20,750	20,750	22,250			
8140	Liability & Workmen's Comp.								
	Insurance	1,160	2,230	2,960	2,960	3,100			
8141	Retirement Plans	4,545	9,230	11,890	11,890	12,990			
8142	Life Insurance	762	920	1,090	1,090	1,150			
8143	Medical Insurance	5,062	7,300	9,380	9,380	9,380			
8144	Social Security (FICA)	5,515	6,930	7,300	7,300	7,360			
8150	Meal Allowance	-0-	-0-	100	100	100			
	Total	136,349	169,270	191,770	191,770	204,590			
<u>CONTRACTUAL</u>									
8211	Duplicating	819	700	1,500	1,500	1,500			
8214	Outside Collection Cost	23,297	15,000	30,000	30,000	30,000			
8215	Reimbursible Collection	2,329	5,000	5,000	5,000	5,000			
8221	Telephone, Telegraph & Switchboard	6,289	6,398	7,150	7,150	7,150			
8235	Tuition Refunds	30	-0-	250	250	250			
8240	Administrative Overhead	23,901	11,920	7,000	7,000	7,030			
8241	Inter-Depart. Charges	445	550	560	1,000	1,000			
8251	City Owned Vehicles or Equipment	1,080	1,140	2,520	2,520	2,520			
8252	Other Vehicles or Equipment Rental	-0-	-0-	12,680	-0-	-0-			
8254	Space Rent - City Bldgs.	6,800	7,340	5,760	6,460	6,460			
8261	Repairs & Maint. - City Forces	-0-	150	1,700	210	210			
8262	Other Repairs & Maint.	176	500	500	950	950			
8270	Travel	19	75	100	-0-	-0-			
8271	Dues & Subscriptions	117	310	210	210	210			
	Total	65,302	49,083	74,930	62,250	62,280			
<u>SUPPLIES</u>									
8303	Office Supplies & Postage	4,600	4,270	4,900	4,900	4,900			

CITY OF ANCHORAGE

DEPARTMENT		ACCOUNT TITLE		ACCOUNT NUMBER		DETAIL		B	PAGE
UCS		CREDIT & COLLECTIONS		1002,94					C72..
CODE NO.	EXPENDITURE CLASSIFICATION	1973	1974	1975					
		ACTUAL	REVISED BUDGET	REQUEST	RECOMMEND	APPROVED			
	<u>OTHER COSTS</u>								
8432	Contribution to Equipment & Supply	-0-	3,457	-0-	-0-	-0-			
8450	Data Processing Charges	-0-	4,200	2,500	2,500	2,500			
8451	Data Processing Development	-0-	2,800	-0-	-0-	-0-			
	Total	-0-	10,457	2,500	2,500	2,500			
	<u>CAPITAL</u>								
8605	Machinery & Equipment	1,046	350	3,610	3,310	3,310			
	Total	207,297	233,430	277,710	264,730	277,580			
	<u>LESS CHARGES TO OTHERS</u>								
8801	Reimbursable Charges to Others	(188,747)	(222,250)	(265,890)	(253,240)	(265,760)			
8803	Reimbursable Collection Costs	(6,329)	(5,000)	(5,000)	(5,000)	(5,000)			
	Total Operating Budget	12,220	6,180	6,820	6,490	6,820			

DEPARTMENT FINANCE	ACCOUNT TITLE UCS CREDIT & COLLECTION	ACCOUNT NUMBER 1002.94	PERSONNEL	C	PAGE C73
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CLASSIFICATION	RANGE	SALARY RATE	EMPLOYEES CURRENT *BUDGET	1975					
				* REQUEST	* RECOMMEND	* APPROVED			
Credit & Collection Super.	30	1407-1711	1	1	22,580	1	22,580	1	24,050
Collection Officer II	26	1204-1464	1	1	18,800	1	18,800	1	20,764
UCS Investigator	25	1158-1407	1	1	14,520	1	14,520	1	15,528
Collection Officer I	23	1069-1301	2	2	33,550	2	33,550	2	35,104
Document Process Clerk	18	880-1069	1	1	12,170	1	12,170	1	13,419
Collection Clerk	16	811-989	1	1	11,590	1	11,590	1	12,776
Final Bill Clerk	14	750-914	1	1	9,860	1	9,860	1	10,512
Clerk III	13	722-880	1	1	9,000	1	9,000	1	9,528
Clerk II	11	669-811	1	1	8,390	1	8,390	1	9,072
Clerk I	9	617-750	1	1	7,770	1	7,770	1	8,232
					148,230	11	148,230	11	158,985
Less Accrued Holiday and Vacation Adjustment					(11,430)		(11,430)		(11,430)
TOTAL			11	11	136,800	11	136,800	11	146,760

* This column used for number of employees in each class.

COMMENTARY

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CITY OF ANCHORAGE

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE	
UCS	CREDIT & COLLECTIONS	1002.94			C74	
				<u>Department Request</u>	<u>Manager Recommends</u>	<u>Council Approved</u>
.8120	- <u>Overtime</u> Necessary for collection investigator in order to get civil process served, odd hours are only time service can be made in some cases. Also needed to meet deadlines established and workload is such that it cannot be accomplished during normal hours			1,500	1,500	1,500
.8150	- <u>Meal Allowance</u> Must be paid in some instances for overtime work			100	100	100
.8211	- <u>Duplicating</u> Copier charges have increased due to use of the copier to speed the work required in processing collection agent referrals			900		
	Duplicating charges for form letters, office forms, scratch pads, etc. increase necessary due to extreme increase in work load.			600		
				<u>1,500</u>	1,500	1,500
.8214	- <u>Outside Collection Costs</u> Percentage charges paid to collection agencies for accounts they collect. This cost has doubled over what was projected for 1974.			30,000	30,000	30,000
.8215	- <u>Reimbursable Collection Cost</u> Court Costs, service fees, attorney fees, etc. These costs are added to amount due from the debtor			5,000	5,000	5,000

CITY OF ANCHORAGE

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
UCS	CREDIT & COLLECTION	1002,94			G75
			Department Request	Manager Recommends	Council Approved
.8221	- <u>Telephone, Telegraph, Switchboard</u>				
	Switchboard Rental		1,040		
	Switchboard Use		5,610		
	Toll and Telegram Charges		500		
			<u>7,150</u>	7,150	7,150
.8236	- <u>School & Training Programs</u>				
	USA Civil Service Training Courses		100		
	Management Seminar		75		
	Credit Association Seminar		75		
			<u>250</u>	250	250
.8240	- <u>Administration Overhead</u>		7,000	7,000	7,030
.8241	- <u>Inter-Department Charges</u>				
	Courier		160	600	
	Microfilm Collectors Registers		350	350	
	Moving Office Furniture		50	50	
			<u>560</u>	<u>1,000</u>	1,000
.8251	- <u>City Owned Vehicle & Equipment</u>				
	Collection Investigators Vehicle		2,220	2,220	
	Telephone Cable Rental - D.P. Terminals		300	300	
			<u>2,520</u>	<u>2,520</u>	2,520
.8252	- <u>Other Vehicle & Equipment - Rental</u>				
	1-Control Unit		1,650		
	7-Display Stations 3277 \$112/month 9/month		7,060		
	7-66 Key Typewriters 15/month 9/month		940		
	1-Printer 3286 193/month 9/month		1,740		
	Communication Equipment, Devise Adapters		390		
	Cable		300		
	Installation Cost		400		
	Freight Charges		200		
			<u>12,680</u>	-0-	-0-

CITY OF ANCHORAGE

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
UCS	CREDIT & COLLECTIONS	1002.94			C76

	Department Request	Manager Recommends	Council Approved
.8254 - <u>Space Rent - City Buildings</u>	5,760	6,460	6,460
.8261 - <u>Repairs and Maintenance - City Forces</u>			
Installation charges for 7 CRT's, 3277	1,500	-0-	-0-
Other repair and maintenance	200	210	210
	<u>1,700</u>	<u>210</u>	<u>210</u>
.8262 - <u>Other Repair and Maintenance</u>			
Office Machine Repair - Contracted	400	400	400
Office Machine Repair - Not contracted	100	100	100
Carpet & drapes		450	450
		<u>950</u>	<u>950</u>
.8270 - <u>Travel</u>			
Business Meetings	100	-0-	-0-
.8271 - <u>Dues & Subscriptions</u>			
Anchorage City Directory	125		
Greater Anchorage Credit Assoc. Dues	25		
Anchorage Credit Bureau dues	25		
Other Subscriptions	35		
	<u>210</u>	210	210
.8303 - <u>Office Supplies & Postage</u>			
Operating Supplies	2,000		
Postage Due Credit	100		
Postage Meter			
Regular Mail	1,800		
Certified Mail	1,000		
	<u>4,900</u>	4,900	4,900
.8450 - <u>Data Processing Charges</u>			
Charge Off Registers	1,000	1,000	1,000
Telephone Credit Card Control	1,500	1,500	1,500
	<u>2,500</u>	<u>2,500</u>	<u>2,500</u>

CITY OF ANCHORAGE

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
UCS	CREDIT & COLLECTION	1002.94			C77

	<u>Department Request</u>	<u>Manager Recommends</u>	<u>Council Approved</u>
.8605 - <u>Machinery & Equipment</u>			
4-Side Chairs @ \$50.00	200	100	100
4-Typist Chairs @ \$105.00 as replacements for swivel chairs that have worn out. Control #'s 02193, 02225, 02100, 02112. The backs have lost support, and the fabric and coverings have worn through on some.	420	420	420
1-Swivel chair w/o arms @ \$105.00 and 1 desk, double pedestal w/60x30 top @ \$287.00 needed for the Clerk II hired through the PEP program. These costs can be counted toward the 10% in kind contribution requirement of the PEP Program	390	390	390
2-Adding Machines, electric add and subtract @ \$156.00 cost on 1 is also countable as in kind contribution to Pep Program	310	310	310
3-Typewriters, Electric, IBM Selectric I @ \$580.00, Replacements for: (1) Olivette Electric Control #00502 (1) Olivette Electric Control #02226 The Olivette's do not function well under heavy use. They give poor copy by skipping spaces or striking over letters and giving inconsistent striking pressure on the paper. Both have malfunctioned and shorted out causing electric shocks to the operators.			
1-Royal Electric, control #02180 This is a very old machine and is continually in need of repair. The keys lock down on occasion and the carriage will lock and not move. The cost of one of these can be countable toward the in kind contribution for the Pep Program	1,740	1,740	1,740
6-heavy glass tops for the desks in the office. These are needed for having ready reference of often used numbers and will help in keeping the desk tops clean	200	-0-	-0-
1-Microfische Reader needed for reading of the smaller size fische	230	230	230

CITY OF ANCHORAGE

DEPARTMENT UCS	ACCOUNT TITLE CREDIT & COLLECTION	ACCOUNT NUMBER	COMMENTARY	D	PAGE C78
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Interchangeable Lens for the Recordak Printer to
print smaller size fische

<u>Department Request</u>	<u>Manager Recommends</u>	<u>Council Approved</u>
<u>120</u> 3,610	<u>120</u> 3,610	<u>120</u> 3,610

DEPARTMENT	ACCOUNT TITLE	ACCOUNT NUMBER	COMMENTARY	D	PAGE
UCS	CREDIT & COLLECTION	1002.94			C79

			<u>Department Request</u>	<u>Manager Recommends</u>	<u>Council Approved</u>
.8801	-	<u>Reimbursable Charges to Others</u>			
		Telephone 81.5%	(222,260)	(211,680)	(222,150)
		ML&P 9.8%	(26,730)	(25,450)	(26,710)
		Water 3.4%	(9,270)	(8,830)	(9,270)
		Refuse 2.2%	(6,000)	(5,720)	(6,000)
		Port .1%	(270)	(260)	(270)
		Equip & Supply .5%	(1,360)	(1,300)	(1,360)
			(265,890)	(253,240)	(265,750)
		Gen. Fund 2.5%	6,820	6,490	6,820
.8803	-	<u>Reimbursable Collection Cost</u>	(5,000)	(5,000)	(5,000)