

DEVELOPMENT SERVICES

Activity Based Cost System



CORE SERVICES

Entitlements – Customer Support - Construction

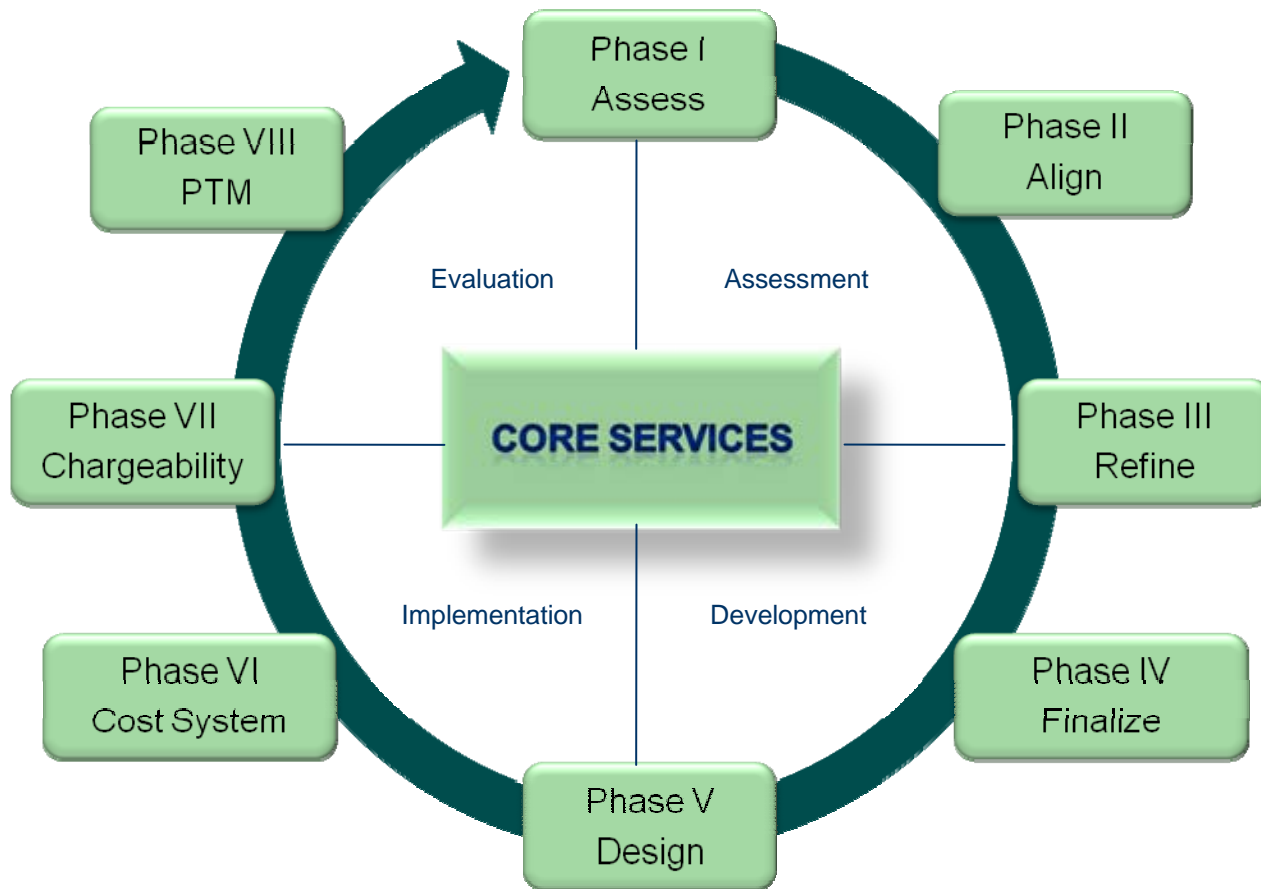
Vision, Mission, and Goals

- Vision
 - Prioritize core business functions and services which enable improved customer service, increase productivity, and ensure transparency
- Mission
 - Develop a customer-based business process by streamlining business functions and services, developing partnerships, and promoting products and services
- Goals
 - Establish an activity based cost system for tracking sources of revenue, cost recovery, process improvements, and asset allocation

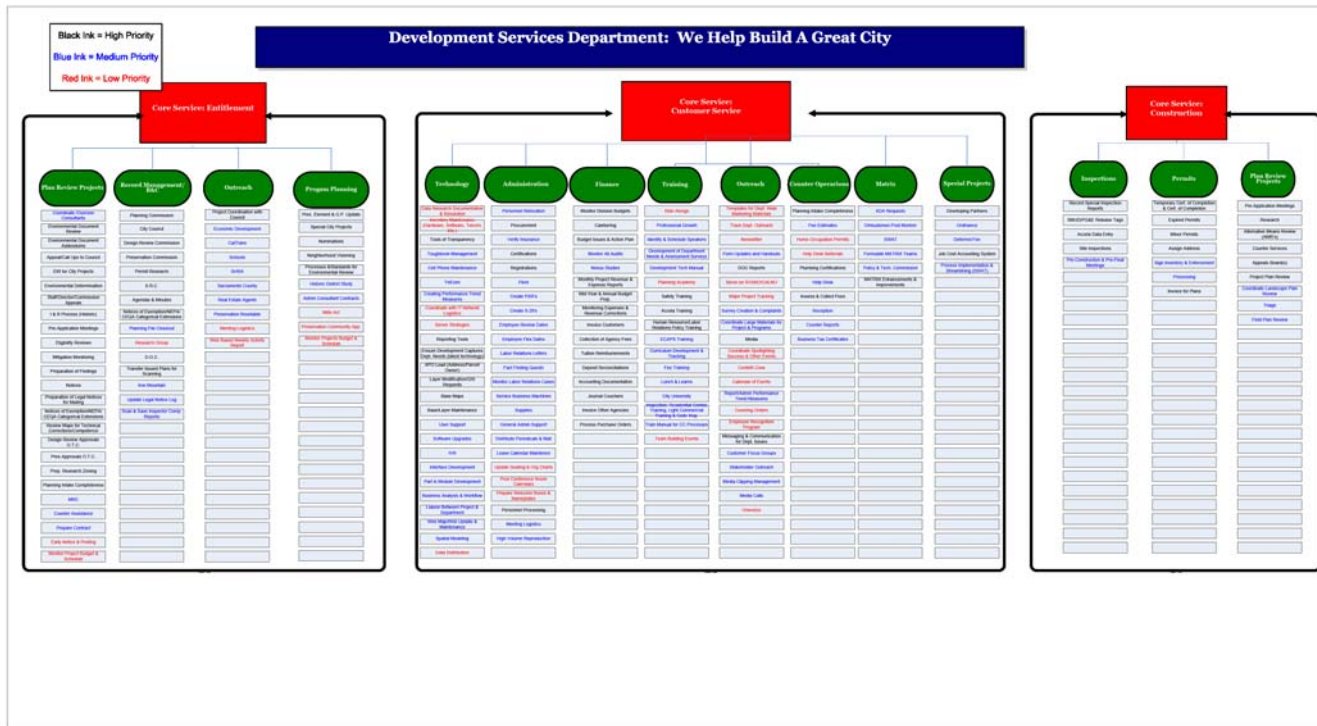
The Design Team

- Ron Bess, Junior Planner
- Carla Campos, Development Services Technician I
- Frances Chong, Administrative Officer
- Ryan Devore, Senior Engineer
- Janis Franklin, Program Specialist
- Steve Gorman, Chief Building Inspector
- Jennifer Hageman, Senior Planner
- Stephanie Hockman, Junior Planner
- Maureen McAleer, Senior Department Systems Specialist
- Ryan Pham, Support Services Manager
- Doug Pierson, Building Inspector III
- Gary Reynolds, Associate Civil Engineer
- Matt Sites, Assistant Architect

A Phased Approach



Stage IV



Program Codes - Overview

- Entitlements
 - Planning
 - Environmental
 - Design Review
 - Historical
- Customer Support
 - Administration
 - Boards and Commissions

Program Codes - Overview (cont.)

- Customer Support (cont.)
 - Record Management
 - Counter Operations
 - Outreach
- Construction
 - Inspections
 - Permits
 - Plan review

Core Services

Core Service	Program	Task	Ecaps Code
Entitlement			21 21000
Customer Support			21300
Construction			21700

Program

Core Service	Program	Task	Ecaps Code
			21
Entitlement			21000
Customer Support			21300
Construction			21700
		Regular Inspections	21750
		FPP	21800
		TICKET	21850
		Permits	21900
		Plan Review Projects	21950

Tasks

Core Service	Program	Task	Ecaps Code	Definition
			21	
Construction			21700	
	Regular Inspections		21750	
	FPP		21800	
	TICKET		21850	
	Permits		21900	
	Plan Review Projects		21950	
		Alternate Means (AMR's)	21951	Includes initial discussion and review of alternate means request, code research time and board review/approval
		Commercial	21952	Review of all Matrix building type building plans, except Single Family Residential 1-2 Units and Subdivision Projects by specific disciplines, including electrical, plumbing, mechanical, fire, structural and life safety.
		Residential	21953	Review of Residential 1-2 Matrix type building plans by specific disciplines, including electrical, plumbing, mechanical, fire, structural and life safety. This includes master plan review.
		Landscape	21954	Review of commercial landscape plans for projects.
		Signs	21955	Review of sign permit application, plans & docs for compliance with city zoning & construction codes & ordinances



Timesheet

William Thomas

EmplID:

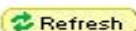
Job Title: Director of Development

Empl Rcd Nbr: 0

[Click for Instructions](#)

View By:

Date:



[<< Previous Week](#)

[Next Week >>](#)

Reported Hours: 40.00 Hours

Scheduled Hours: 40.00 Hours

[<< Previous Employee](#)

[Next Employee >>](#)

From Saturday 12/13/2008 to Friday 12/19/2008

[Timesheet](#) [Overrides](#) [Filter](#)

Sat 12/13	Sun 12/14	Mon 12/15	Tue 12/16	Wed 12/17	Thu 12/18	Fri 12/19	Total	Time Reporting Code	Taskgroup	Program CD
		4.00		4.00	1.00	4.00	13.00	REG - Regular	SAC_TASK	21401
		4.00			3.00		7.00	REG - Regular	SAC_TASK	21000
			4.00	2.00	4.00	4.00	14.00	REG - Regular	SAC_TASK	21361
			4.00				4.00	REG - Regular	SAC_TASK	21351
				2.00			2.00	REG - Regular	SAC_TASK	21362

Save for Later

Submit

Apply Rules

[Reported Time Status - click to hide](#)

Date	Status	Total	Time Reporting Code	Comments
12/15/2008	Submitted	8.00	REG	
12/16/2008	Submitted	8.00	REG	
12/17/2008	Submitted	8.00	REG	
12/18/2008	Submitted	8.00	REG	
12/19/2008	Submitted	8.00	REG	

[Reported Hours Summary - click to view](#)

[Balances - click to view](#)

Go To: [Manager Self Service](#)

[Time Management](#)

[Punch Timesheet](#)

[Return to Select Employee](#)

Outcomes

- Pilot performed by Design Team: October 1, 2008
 - Chance to audit and edit the Code Tree
 - Changed code line items & definitions based on user feedback
- “Go Live” date: November 1, 2008

Reports

- Ability to review useful reports
 - Delineate staff time distribution
 - Provide actual staff time costs vs. revenue
 - View highly impacted task codes
 - Staff time concentration
 - May redirect reorganization focus
 - May result in re-evaluation of process & procedure



City of Sacramento



Program Code Labor Detail Summary by Dept ID
DeptID: 21001211 thru 21001211
Date Worked: 10/1/2008 thru 12/26/2008

CUUCTCR8

Program Code	Program Code Description	Employee	Job Description	Total Hours	Total Labor	Total Benefit	Total Overhead	Total Expense
21752	CONST:REGINSP:TRAVEL		Building Inspector III	10.00	374.81	133.09	0.00	507.90
			Total for Program Code	10.00	374.81	133.09	0.00	507.90
21753	CONST:REGINSP:ROUTING		Building Inspector III	13.00	487.26	173.01	0.00	660.27
			Total for Program Code	13.00	487.26	173.01	0.00	660.27
21902	CONST:PERMITS:EXPIRED		Building Inspector III	5.75	215.52	76.54	0.00	292.06
			Total for Program Code	5.75	215.52	76.54	0.00	292.06
21950	CONST:PLAN REVIEW PROJECTS		Chief Building Inspector	1.00	42.79	16.77	0.00	59.56
			Senior Engineer	7.00	373.98	146.56	0.00	520.54
			Total for Program Code	8.00	416.77	163.33	0.00	580.10
21952	CONST:PLANREV:COMMERCIAL		Associate Civil Engineer	78.75	3,607.74	1,246.48	0.00	4,854.22
			Total for Program Code	78.75	3,607.74	1,246.48	0.00	4,854.22
Total for Deptid - 21001211				659.00	29,104.38	10,656.34	0.00	39,760.72



City of Sacramento



Program Code Labor Detail Report by Employee

Employee Name

Employee ID

CUCTR3

Date Worked: 10/1/2008 thru 12/31/2008

Program Code	DESCR.B	Activity	Project	Class Code	Date Worked	TRC	Total Hours	Total Labor	Total Benefits	Total Overhead	Total Expense
21452	CS:TRAIN-PROF GROWTH				10/20/2008	REG	1.00	28.22	10.02	0.00	38.24
					Subtotal for Activity		1.00	28.22	10.02	0.00	38.24
					Total Labor for Program Code		1.00	28.22	10.02	0.00	38.24
21552	CS:CNTR:CONSTRUCTION APPS				10/20/2008	REG	3.00	84.67	30.07	0.00	114.74
	CS:CNTR:CONSTRUCTION APPS				10/21/2008	REG	6.00	169.34	60.13	0.00	229.47
	CS:CNTR:CONSTRUCTION APPS				10/22/2008	REG	6.50	183.45	65.14	0.00	248.59
	CS:CNTR:CONSTRUCTION APPS				10/23/2008	REG	5.75	162.28	57.63	0.00	219.91
	CS:CNTR:CONSTRUCTION APPS				10/24/2008	REG	5.75	162.28	57.63	0.00	219.91
					Subtotal for Activity		27.00	762.02	270.60	0.00	1,032.62
					Total Labor for Program Code		27.00	762.02	270.60	0.00	1,032.62
21554	CS:CNTR:INQUIRIES AND HELPLINE				10/20/2008	REG	4.00	112.89	40.09	0.00	152.98
	CS:CNTR:INQUIRIES AND HELPLINE				10/21/2008	REG	2.00	56.45	20.05	0.00	76.50
	CS:CNTR:INQUIRIES AND HELPLINE				10/22/2008	REG	1.50	42.33	15.03	0.00	57.36
	CS:CNTR:INQUIRIES AND HELPLINE				10/23/2008	REG	2.25	63.50	22.55	0.00	86.05
	CS:CNTR:INQUIRIES AND HELPLINE				10/24/2008	REG	2.25	63.50	22.55	0.00	86.05
					Subtotal for Activity		12.00	338.67	120.27	0.00	458.94
					Total Labor for Program Code		12.00	338.67	120.27	0.00	458.94
					Total by Employee		40.00	1,128.91	400.89	0.00	1,529.80

Supervisory Review

- Financial/Labor system supervisor approvals required
 - Gives supervisors ability to review how staff is spending their time
 - Useful for evaluation and proper direction of duties

Support

- “Super User” – Design team member
- “Power User” – Backup team member
- Quarterly advisory group meetings
 - Follow up on required changes and explore refinements

Staff Reaction

- Concerns
 - Belief that this is micromanagement tactic
 - Feel imposition of added duties
 - Do not see how this is a solution to budgetary problems

Staff Reaction

- Positive Feedback
 - Recognize efforts to improve efficiency
 - Recognize need to justify staffing requirements

Q & A

