



## Support Services

### Goals

Dedicated to providing customers and City departments with the highest quality administrative support services in the most cost-effective manner possible. Services provided are essential to ensure complete and accurate accounting of all financial transactions.

### Objectives

Provide customer service to all water and sewer customers.

Coordinate with the Finance Department to provide information requested for the annual audits to the City's independent auditors and provide account analyses, reconciliations, and Charter Schools' audit schedules.

Provide timely financial data to the Broward County School District.

Provide information and administrative support to other departments as needed.

### Major Functions and Activities

Support Services is comprised of the following sections:

~ UTILITIES ADMINISTRATIVE CUSTOMER SERVICES - This section generates billing information, collects revenues, and addresses all general customer inquiries related to water, sewer, and refuse services, which are provided to over 45,000 customer accounts.

~ CHARTER SCHOOLS BUDGETING - This section is responsible for the preparation of revenue and expenditure projections and budget instructions for the Charter Schools. This section controls expenditures within approved appropriations and prepares budget resolutions and budget adjustments.

This section also acts as a liaison between the Charter Schools and other departments throughout the City, thereby enabling the schools to concentrate their efforts on education.

~ CONSTRUCTION FUNDING – This section is responsible for accounting for financial resources to be used in the acquisition or construction of major capital facilities.

~ ADMINISTRATIVE SUPPORT – This section provides support to the City's administration in the form of

administrative requests, special projects, reviews, and presentations as well as administrative representation and support to various City-related functions.

### Budget Highlights

Continue to provide the highest level of administrative support to the City, Charter Schools, and Early Development Centers.

### Accomplishments

Provided quality customer service to over 46,400 utility accounts.

Received the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for the Charter Schools fiscal year beginning July 1, 2011. This is the seventh year that this award has been received for the Charter School Budget.

Inventoried and maintained \$113,795 in United States Department of Agriculture (USDA) commodities for the Charter School food service.

# Support Services Performance Measures

Indicator	2009-10		2010-11		2011-12	2012-13
	Actual	Goal	Actual	Goal	Goal	Goal
<b>Outputs</b>						
Number of utility customers assisted	72,594	60,000	95,680	65,000	70,000	100,000
<b>Effectiveness</b>						
Number of audit findings for the charter schools	0	0	0	0	0	0