



2009 Annual Report

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INTRODUCTION

CIO Message

2009 was a year of change for DOT.Comm. I was appointed the Chief Information Officer in January and created a new management team. We have implemented new policies, processes and technologies... all focused on improving customer service and the performance of our operations. This document highlights many of the technology changes we made. In addition we completely reviewed and updated our personnel policies and made many process improvements focused on project management, customer and internal communications, technology reviews, and performance management.

2009 was also a year of many successes. This annual report highlights some of them, but every month we received several "thank you" notes from our customers. We have the occasional issue as well, but the team is focused on keeping the technology running smoothly and completing our projects on time. We have begun to measure our performance in these areas and this report highlights several of them. Our performance does not yet meet our expectations, but we will continue to monitor the important services we deliver and work to achieve performance levels that exceed the expectations of our customers.

Financially, DOT.Comm was within ½ % of its budget goals. Revenue was under budget by \$110,000 (.9%) due to a reduction in CPAN revenue, lower than expected investment income, and delays in delivering some services.

Expenses were under budget by \$40,000 (.3 %). We implemented several changes that impacted our expense budget, including a restructuring of our organization that resulted in eliminating 13 positions. These changes were made to compensate for revenue shortfalls, acquire skills not currently available at DOT.Comm and to begin paying debt owed to the City and County. In 2009 we had a net surplus of \$112,000 which is applied to our working capital.

2010 is a year for new opportunity. We will continue working on the initiatives started in 2009, working towards maximizing the skills and resources at DOT.Comm. In addition, we are working with the City and County to acquire funding to begin updating our technical infrastructure. We plan to improve the network that connects our computers, replace many of our old computers and develop the capability to quickly recover our systems in the event of a disaster. We will utilize "green" technologies that decrease power consumption wherever possible. We will also add tools to help us automate, monitor and secure our computer infrastructure. The goal is to deliver quality service and affordable technology to our customers.

DOT.Comm's success is dependent on its employees. It doesn't matter how good our technology is, it takes people with a winning customer service attitude to be successful. The staff of DOT.Comm endured new leadership, higher expectations, new responsibilities, budget challenges and countless obstacles. Despite all of these challenges, they performed at a high level and our voluntary turnover was below 6%. I want to personally thank the team for their support and passion for success. Their help has been invaluable in moving the organization forward.

Charles "Duffy" Boyle
Chief Information Officer

ACTIVITIES

DOT.Comm provides services to over 60 City and County departments. Over the last year, the City and County have initiated and completed many information technology centric projects. DOT.Comm is privileged to be a part of these projects.

SUCCESS STORIES

All projects that DOT.Comm participates in are important, but we believe several need additional commentary due to the impact on the employees or the Citizens of Douglas County and the City of Omaha.

Below are Enterprise projects that impacted the majority of DOT.Comm customers:

- **Oracle Database Upgrade**
A team of City, County and DOT.Comm staff tested and upgraded the Oracle database. This upgrade was a major release upgrade and required significant testing by the customers and DOT.Comm. The overall project was deployed within budget.
- **Omaha-Douglas Connection - New Combined City/County Web Portal**
Early in 2009, the City and County jointly designed and implemented a Douglas-Omaha Connection portal. This portal provides for a single view into Omaha and Douglas County government. As part of this effort, DOT.Comm assisted the City and County departments in designing and providing updated content for departmental web pages. The City and County have a common look and feel to ensure easier and more effective web site navigation for citizens.
- **Avamar**
DOT.Comm received approval and funding to purchase a backup solution that uses current technology. DOT.Comm is trusted to ensure data is safe and secure and available in the event of a disaster. The Avamar solution was purchased and implemented over the summer/fall months. DOT.Comm is now capable of ensuring safe and secure backups with automated monitoring of the backup jobs. This project also included the hardware and software to ensure both a local and disaster recovery copy of the data. Customers can be confident the data is available if required.
- **HOJ and Civic Center Moves**
The Building Commission has been busy over the last year completing office moves and renovations. DOT.Comm staff has moved telephones, PCs and printers to ensure service is not disrupted during the construction. We anticipate having moved over 100 PCs and phones during these projects.
- **Symantec Endpoint Protection**
DOT.Comm upgraded the anti-virus protection to the current version of software. Over 3,000 PCs were upgraded to ensure a protected desktop environment.
- **Hosted DocCenter Imaging Services**
DOT.Comm successfully migrated the image services for Adult Probation and Douglas County Sheriff to the DocLanding platform enabling a web-based user interface accessing image data stored in DocCenter's hardened server environment.

The following projects were completed for individual customers:

- **Omaha Public Library and Parks & Recreation - New Facility**
The City of Omaha opened the Saddlebrook Library/Recreation Center, a shared use facility with the Omaha Public Schools. Technology needs such as voice, network, desktops, printers, etc. were coordinated to ensure a positive experience for the citizens.
- **Douglas County Treasurer - eGov**
The Treasurer's ePayment web site was enhanced to include the collection of delinquent tax payments. This enhancement completed the real property ePayment components that were planned for the Treasurer. DOT.Comm resources included the Web and Legacy teams.
- **Omaha Police Department - eGov**
The Omaha Police Department became the first City department to adopt ePayment services through US Bank. The new web site and ePayment component for police reports replaced an old hosted web site.
- **Register of Deeds - Electronic Recording**
With the implementation of Simple File, the Douglas County Register of Deeds became the first County in Nebraska to accept electronically submitted documents for recording. This new capability required changes to the current legacy system.
- **City Human Resources - Online Open Enrollment**
City of Omaha employees participate in an open enrollment process for benefits. In the past, this process was very labor intensive and not user friendly. The City requested assistance in developing and implementing an automated enrollment process that would reduce the manual steps. In November of 2009, the system was placed into production and all employees enrolled on-line with a significant reduction in the amount of time it takes to verify and process the enrollment choices.
- **Clerk of the District Court - Back scanning 3 million documents**
The current practice for the CDC is to scan documents into an imaging application so members of the court system and citizens can access the public records. Because scanning was not available prior to the 1990's, millions of documents remained in paper form. This project involved the hiring of a contractor to scan and verify 3 million documents. As the CDC migrates to the new imaging system, all documents will be available for access.
- **Department of Corrections - CMS Medical Database**
As part of requirements for a Corrections facility, inmate medical information was to be tracked and reported. DOT.Comm staff and Corrections staff have dedicated hundreds of hours in gathering requirements and documenting processes to automate the processes using current technology.
- **Juvenile Assessment Center - Case Management Application**
The JAC has been using a case management application that was not meeting the needs of their office. A vendor that specializes in Juvenile case managements applications was selected and a contract negotiated. The JAC, DOT.Comm and the vendor worked through application configuration, integration and training. The new application will provide a stable and functional application to improve the efficiency of this office.

DOT.Comm is very pleased to partner with the City and County to assist in streamlining government operations and providing the citizens easier access to information and services.

PROJECT STATISTICS

During 2009, DOT.Comm opened 151 potential projects and 98 customer projects were deployed during 2009. Figure 1 below shows a percentage breakdown of projects currently listed in the project database at the end of 2009. There are a total of 126 projects, of which 4 projects are on hold. Opportunities make up the majority of projects in the database, showing that our customers have more requests than we can actively work on with our current resource allocation. Projects that are in active and definition status have resources committed to the completion of the project.

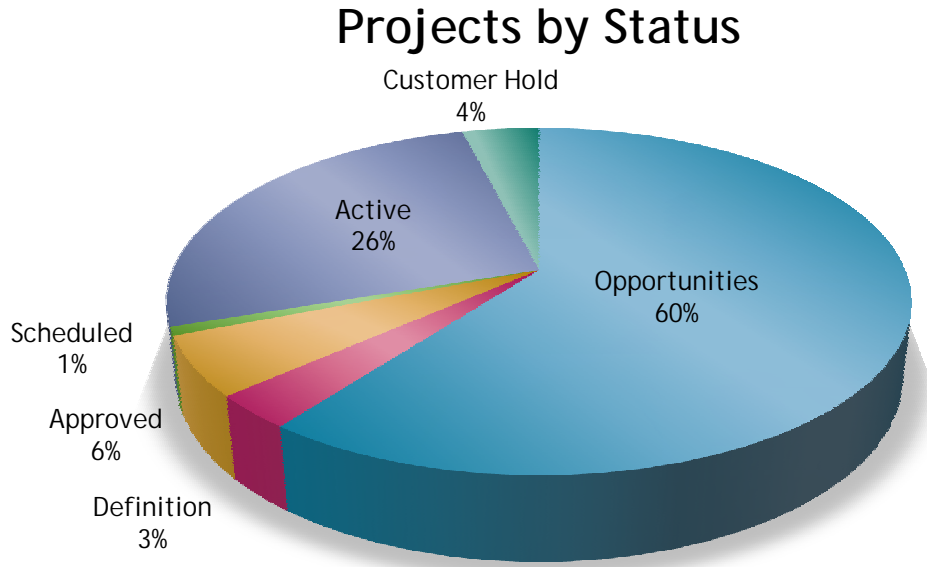


Figure 1

PROJECTS DEPLOYED

Below is a list of the customer projects that DOT.Comm deployed for City and County customers. The list includes everything from enterprise projects to small individual customer projects.

<u>Name</u>	<u>Description</u>
Aaronson	Create a web application to support City Human Resources yearly Open Enrollment process
Addison	Domestic Violence Council website re-write - includes content management functionality and an updated look of the website
Adler	County Clerk Auditing Work Paper Application - assist Clerk in implementing selected product - Auto Audit by Paisley
Alcoy	Allow City Payroll to create/print one-off checks
Allman	New website for City Planning Housing and Community Development
Alm	Re-write County HR website
Antill	Re-write City Clerk website
Anzi	Re-write City Human Resources website
Arcas	Re-write City Council website
Arriba	2009 College World Series

Babin	Upgrade the existing General Assistance website to the newest version of web content management
Back	County Wellness website - new site
Bain	Increase the field size to handle 1,000,000 in the Patient Bill
Baird	Upgrade existing Community Mental Health Center website to the newest version of web content management
Barker	Re-write Mayor's Office website
Barnes	City Finance website - rewrite site in current content management tool
Bartok	Library Lease 2009 - remove and return old PCs, configure and install new PCs
Baton	Purchasing - website addition, adding quotes section to current website
Bax	eGov: Delinquent property taxes via ePay
Bazzini	Upgrade the existing Juvenile Assessment Center website to the newest version of web content management
Beale	Upgrade the existing Long Term Care website to the newest version of web content management
Begun	Develop RFP for Recruitment and Applicant Tracking system, evaluate responses, select vendor, and implement application
Buck	Upgrade Oracle Time and Labor HXT11i to Release Update Pack 3
Buildit	Convert Building Commission to new City/County web template
Bull	Replace current Lotus Notes based Work Order System with new browser based system utilizing DB2
Burn	Re-write City Fire website
Bush	Corrections Inmate Accounting System - develop a web-based application to manage inmate accounts
Cadman	Rewrite of the County Administration website using the current web standard tools
Darwin	Document Collection Distribution for Oracle Account Structure
Debussy	Assist the DC Assessor's office with the valuation changes to the Real Property system and creating an abstract for the State of Nebraska
Deere	Rebuild of the Mayor's Hotline application
Dickinson	OPD Capacity Planning and Backup
DSH	Disproportionate Share Reimbursement
Eich	Rewrite the OHA website using a functional web content management solution
Elton	Upgrade Oracle database to 11g
Engineers	Move the Douglas County Engineering website to Joomla to improve customer ability to add/edit content
Environ	Convert Environmental Services to New City/County web template
e-Sponder	Publish RFP and evaluate proposals to implement resulting acquisition to support inter-agency event management
Field	Expand the property owner name field in IMS to accommodate multiple owners - add a free form text area for personal property legal description
Floyd	Desktop, voice and data services for the new Saddlebrook joint use facility (Omaha Public Library, Parks & Recreation and Omaha Public Schools)
Frequen	Create a City complaints Interface
Fuchs	City Prosecutor project to allow "ET" tickets to be processed in the traffic ticket system

Gilmour	Produce a Planning Department Lead Safe website
GISS	Create a new website for the Douglas County GIS department. The new site will be developed using the approved framework to enable departmentally manageable content.
Gregory	1st Half Tax Payments (State Tax Credit)
Grigny	NetMotion Wireless acquired Padcom in 2006 and is no longer supporting the Total Roam application. Upgrade to the newest mobile VPN application offered by NetMotion. This application is called Mobility XE and offers the same functionality of Total Roam.
Hawk	Upgrade OPD cruiser camera software
Korsakov	Assist the DC Assessor's office with the Homestead approval process
Lalo	Re-write Douglas County Emergency Management Agency's website in content manager
Lee	Redesign website for City Law Department
Logy	Create website for DC4DC Judge Bataillon to provide jury instructions to outstate judges
Lovett	Re-write Douglas County Corrections website in Joomla to increase user functionality and manageability
Lynch	Correct the NCJIS inmate database records to reflect accurate transfer into community programs and close expired records
Lyon	County Treasurer's 2009 Advertising for Tax Sale
MacCready	New website for Douglas County Youth Center
Malcolm	Create a new website for City Planning. This will be a redesign of the existing site using Joomla. This Project will include City Planning websites for Landmarks, Permits, Downtown MP and Urban Design.
Marley	DC Treasurer's 2009 Private Tax Sale
Mason	Design and develop a Corrections Department Inmate Property Management web application
Matter	Upgrade the Packetcluster Mobile application (MobileCop)
Memek	Integrate OPD websites
Michaels	Replace & upgrade existing hardware and software for scanning and microfilm
Mills	IBM Data Center move (Oracle Hosting) from Mesa, AZ to Phoenix, AZ
Muddywaters	Build a website for the Carter Lake water quality restoration cooperative project between the City PW Environmental Quality Department and Carter Lake. This will be a public information site to document the lake restoration project.
Neil	Redesign the Douglas County Sheriffs website
Paine	RFP for plate recognition hardware and software
Part	Build a parts tracking website. The site will track parts issued out of the central parts room to the district managers.
Pattywaters	Public Works Environmental Quality website development for World O Water
Pension Committee Website Rewrite	Rewrite the Pension Committee website in the current content management tool
Pepper	BOE Enhancements 2009
Pikepole	City Fire Requirements and RFP for a 4.9/2.4 Wireless Solution
Pooles	Convert Parks and Recreation website to new standard

Rasputin	Modify Past Records: If a charge is amended after initial contact by law enforcement, the amendment is not currently displayed on the past record until a disposition is posted for the charge.
Renoir	Public Works has requested a new telephone system at the Papio WWTP. Research and document telephony requirements for the Papio WWTP. Determine if direct purchase or RFP is required and then complete the purchase of a new phone system.
Riley	Add criminal warrants to the OPD website
Rossini	Upgrade DCHC billing software Quickfile to Internet version
Sagan	Erosion Control Application - moving application to Java platform
Salter	BOE 2009 - general support of PCs, phones and application support
Santana	Gather the Assessor's office requirements for a new call distribution and call detail reporting telephone system. Develop an RFP for vendors. Evaluate and select the best fit for the assessor's office goals and implement the selected solution.
Schwarz	Introduce bar code readers into the City Prosecutors Office. When project is completed, City Prosecutor will be able to track case folders via the arrest number.
Setti	Sheriff's Civil Papers Enhancements - The Sheriff has requested an application enhancement so that Civil Papers delivered to multiple persons at an address can be charged appropriate fees improving the Sheriff's process.
Sills	Reimage OPD cruiser/mobile laptops once all new patches and software are applied.
SimpliFile	Integrate e-Document filing with Register of Deeds document filing process
Spector	Corrections Department Medical Database application module - This is a plug-in to the base CMS web application to track inmate medical information and scheduling.
Steinbeck	Douglas County project to combine 4 different email systems and to enhance the feature set of current email/calendaring applications
Stewart	Corrections Department Automated Checkbook Application Module. This is a plug-in to the base web application developed under project Bush.
Street	Move the Public Works Streets website to Joomla
Terc	Comply with state statute 77-1736.06. This statute requires notification of political subunits regarding state property appeals and resulting tax revenue reductions.
Torke	CIB digital recorders and transcription
Vargas	Negotiate a contract for a Personal Property web application with Bottom Line, Inc. on behalf of the Douglas County Assessor and provide hosting services for the application
Verdi	Douglas County 4th District Court Clerk 2009 Jury Wheel
Vine	Jail Systems Consolidation Project to support the merger of Omaha Police Department's and Douglas County Department of Correction's jail facilities
Vivaldi	Create a website for the Veterans Service.
Waters	Develop a website for the PW Environmental Quality team regarding the storm water run-off program and permits process
Weber	Create a new website for the County Attorney
Whittle	Traffic - City Works Implementation. This project is for DOT.Comm's participation in the project to replace the Public Works Work Order System with City Works for the Traffic Department.
Williams	PW Old Erosion Program Archive Data Stability - Rewrite the retired erosion program database interface to current best practices and supportable scripting language. This is an internally initiated project.
Wrights	Convert Human Rights and Relations website to new standard

Yokio Acquire and implement Personnel Scheduling Software

DOT.Comm also completes internal projects that improve operational effectiveness and improve infrastructure services. Below is a list of internal DOT.Comm completed projects.

Adamz	Upgrade and replace existing frame relay data circuits with MetroE
Berners-Lee	Change ISP to Cox Cable for the web server farm
Dean	Convert all production work from Decision Analyzer to WebFocus or another alternative in order to cancel maintenance of Decision Analyzer. This should save DOT.Comm \$18K per year.
DOTComm Billing	DOT.Comm has requested the development of an automated invoice so they can bill individual customers within the City of Omaha and Douglas County.
Edgerton	Research and develop plan to reorganize the City of Omaha and Douglas County websites to provide citizens with a single website to access services from the City and County. This site will have a citizen focused design.
Forbes	Implement the EMC-Avamar Backup Solution.
Jobim	External Network Vulnerability Testing Service - project consists of implementation and one year of quarterly vulnerability tests provided by Solutionary, Inc. This project has been identified on the DOT.Comm list of technology initiatives for 2009.
Juniper	Implement the Juniper VPN solution - replacing Sonic Wall
Lodge	Encrypt all Douglas County and City TN3270 sessions that access the State of Nebraska VTR System.
McGraw	Relocate WebFocus software on RS6000's
Mouras	Upgrade DB2 from V7 to V8 on both the test and production systems
Nettles	Install New Release of WebFocus on z890
Paisley	Install Release 7.3 of File-Aid - currently running Release 7.1
Pizzetti	PTS Enhancements - Version 2009-1
Roentgen	Respond to FBI audit of March, 2007. Create policies and procedures for compliance. Bring into compliance connectivity to NCIC.
Vipa	Move network devices from SNA gateways and TCP/IP servers to TCP/IP ports on the mainframe OSA
Warlock	eGov - Determine infrastructure requirements, operational controls and reporting required to support the eGovernment initiative
Woods	Audit and assessment of internal servers

Overall Project Satisfaction

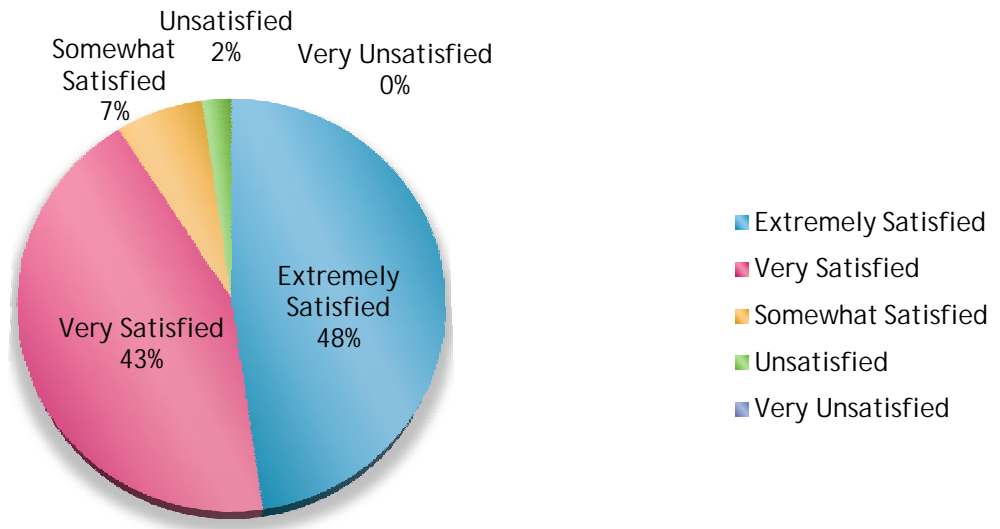


Figure 2

DOT.Comm provides our customers an opportunity to evaluate our performance after the completion of each project. Of the 98 customer projects completed, DOT.Comm received feedback on 45 projects (a 45.9% survey return rate). Figure 2 above, is reflective of the survey results submitted by our customers. Based on those results, DOT.Comm is performing above average in the execution of our projects. 91% of our customers were either very satisfied or extremely satisfied at the completion of the projects.

SERVICES DELIVERED

DOT.Comm works with all City and County departments to deliver core IT services. Many of those services are requested via phone, email or voicemail to the Service Desk. The Service Desk during 2009 received 50,629 requests for service, which averages approximately 22 requests per hour.

The Service Desk will attempt to resolve the request or will assign the ticket to another area within DOT.Comm. Below are graphical representations of the work completed for the various areas within DOT.Comm. Requests are broken into two basic categories:

- Incidents/Requests: Typically included in this category are requests for information and break/fix (something is broken and not working correctly)
- Change Orders: Included in this category are requests for service that require a configuration change to the current environment or application (i.e., I need a new field added to an application, installation of a new printer, moving a phone line, etc.)

DOT.Comm provides services for the following areas. Summary descriptions are included for each area within DOT.Comm.

- Desktop Support: Technical support for PCs, printers, scanners and monitors which includes hardware and software.
- Voice Systems Support: Technical support for land and wireless devices (including PDAs and smartphones).
- Network: Technical support for network access (local and wide-area), internet, server maintenance and administration.
- Business Applications: Programming and analyst support for in-house developed applications and commercial off-the-shelf applications. This also includes support and maintenance for websites hosted by DOT.Comm.

WORK REQUESTS COMPLETED

Examples of work completed by the Desktop Support group are listed below:

- 395 New PCs installed
- 600 New users provisioned for network and applications access
- 58,950 pounds of surplus equipment removed from user departments

Desktop Support

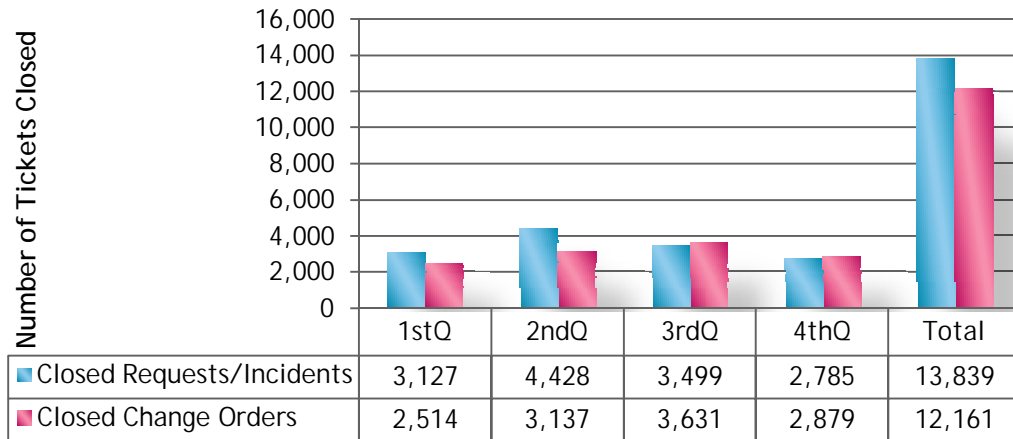


Figure 3

Examples of the services that the Voice Systems Support team provides are listed below:

- 184 phone and data cables installed
- 850 wireless phones and aircards converted to Verizon

Voice Systems Support

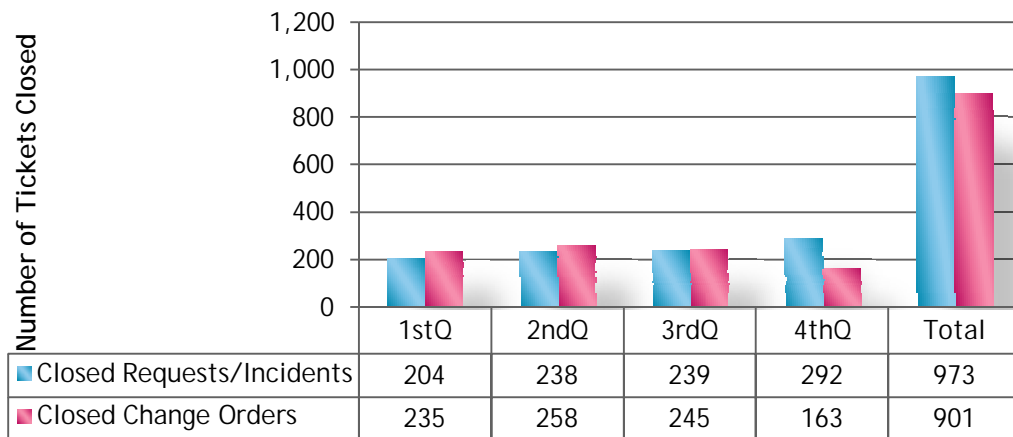


Figure 4

Examples of the services that the Network team provides are listed below:

- 5,902 email mailboxes are maintained and managed
- 217 servers are backed up using the Avamar solution which equates to over 13 Terabytes of data (error rate on backup jobs is less than 1%)
- 75+ network connections

Network

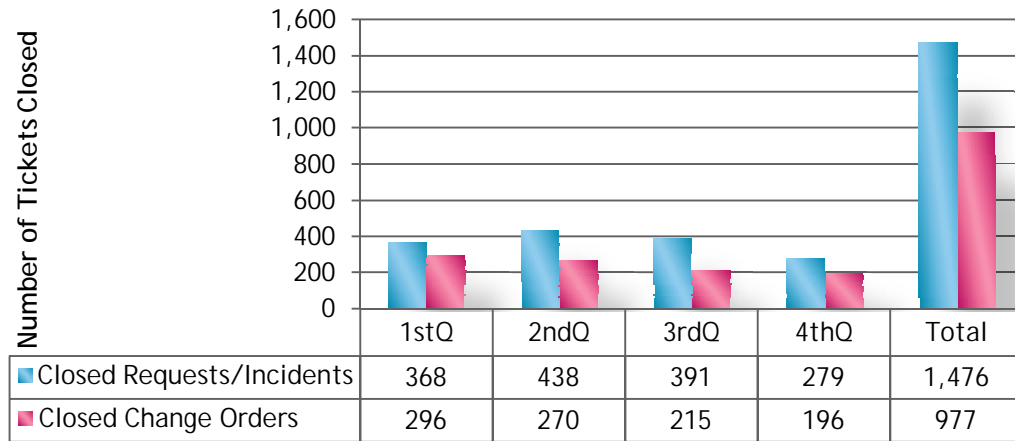


Figure 5

When resolving break/fix issues or responding to change order requests on tickets, the Business Application support team must update or enhance production applications. This team utilizes a change approval process for changes requested to any production environment. During 2009, the Business Applications Management Team approved 1,334 Production Modification Requests (PMR's).

Business Applications

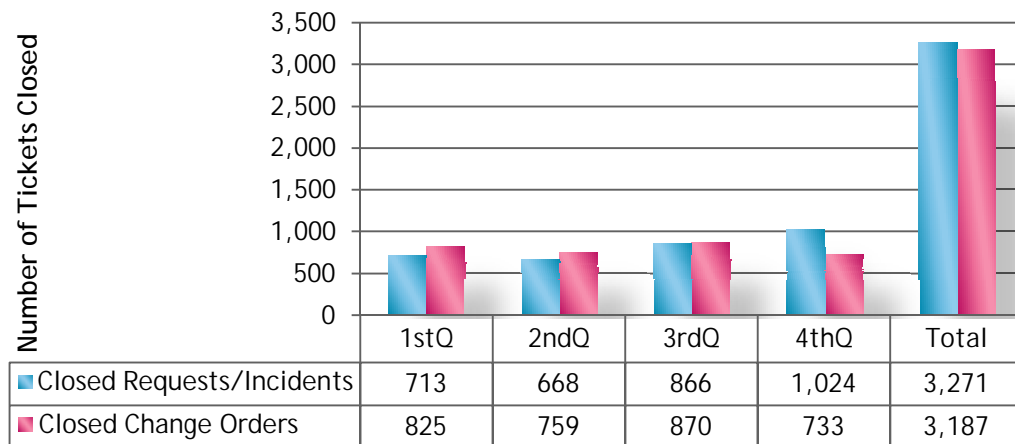


Figure 6

In 2009, DOT.Comm also created a new department called Security & Governance. This department has focused on many internal process improvements within DOT.Comm, but has also been active in the development of the Computer Use and Electronic Information Security Policy. Below are some activities that this department has lead and completed.

- Quarterly external network vulnerability scanning implemented.
- Biweekly meetings to monitor and track vulnerability remediation efforts.
- Weekly project reviews attended by the executive team and all project managers to review the progress of critical projects and projects within 60 days of deployment.
- Technology review board established to review new technology deployments and related topics. Review board meetings are scheduled twice each month.
- Monthly executive security reviews.
- Policy, procedure and process inventory.
- Implemented standards for review, approval, and publication of policies, procedures, and related organizational documents.
- Inventoried DOT.Comm business processes.
- Conducted annual security awareness briefing for all DOT.Comm staff.
- Implemented security briefing process for all new hires.
- Developed draft computer and electronic information security policy in collaboration with DOT.Comm User Committee.
- Performed audit of security configuration of DOT.Comm servers.

OUTAGE INFORMATION

DOT.Comm placed a focus on providing services that are available and stable. During 2009, DOT.Comm expanded reporting on outages. Outage summaries are provided each month at the DOT.Comm Board meetings and User Committee meetings. DOT.Comm is categorizing outages to identify trends so that root cause resolutions may be implemented. The average number of outages per month in 2008 was approximately 17 and in 2009 this number rose to 18 (a 6% increase).

Although DOT.Comm is responsible for all outages that occur, an additional focus has been placed on outages that are directly attributable to DOT.Comm hardware, software and staff. In the 1st half of 2009, DOT.Comm averaged 15 outages per month that were directly attributable to DOT.Comm. In the 2nd half of the year, that average dropped to 12 outages per month. This is a reduction of 20% that we believe is a direct result of additional prevention measures and a determination to identify the root cause and implement the appropriate solution.

Figure 7 (below) represents the outages per month. Each month is broken down by the number of outages attributable to DOT.Comm and those outages that are attributable to 3rd party service providers or others (i.e., construction work that cuts a circuit and disrupts service to a City/County facility).

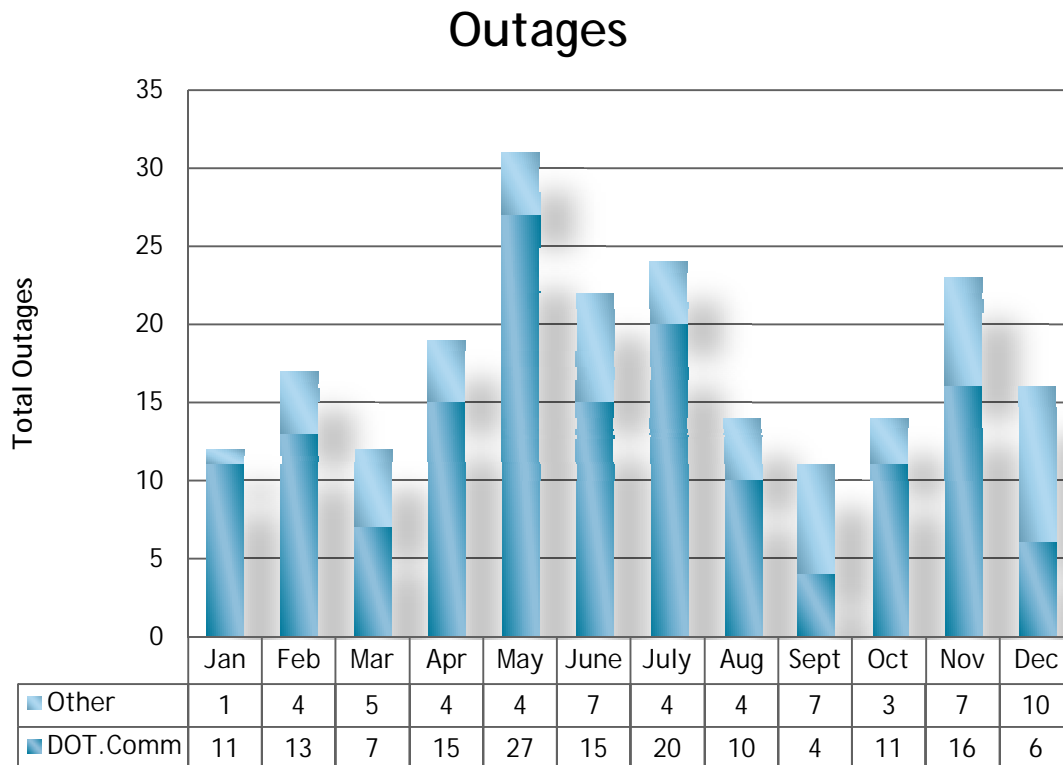


Figure 7

COST OF OPERATIONS

2009 UNAUDITED FINANCIAL STATEMENT

	YTD <i>Obligated</i>	YTD <i>Budget</i>	YTD <i>Variance</i>
Revenue Recognized			
56615 BASE SERVICES -	(11,199,871.35)	(11,379,005.00)	(179,133.65) ¹
56617 CAPITOL RESOURCE	(150,000.00)	(150,000.00)	0.00
56622 CPAN	(380,508.57)	(410,352.00)	(29,843.43)
56624 GRANTS	(69,558.34)	0.00	69,558.34
56625 IT SERVICES	(64,326.52)	(24,000.00)	40,326.52
58112 INVESTMENT INCOM	(1,332.41)	(12,000.00)	(10,667.59)
Total Revenue	<u>(11,865,597.19)</u>	<u>(11,975,357.00)</u>	<u>(109,759.81)</u>
Total Expenditures	<u>11,753,541.78</u>	<u>11,793,802.00</u>	<u>40,260.22</u>
Net	<u>(112,055.41)</u>	<u>(181,555.00)</u>	<u>(69,499.59)</u>
Expenses			
Salaries & Wages Regular Employees			
41111 PAYROLL CLASSIFI	6,473,006.08	6,709,695.00	236,688.92 ²
41116 UNCLASSIFIED PAR	1,143.00	0.00	(1,143.00)
41118 UNCLASSIFIED SEA	44,288.39	0.00	(44,288.39)
41123 SHIFT DIFFERENTI	7,089.58	8,820.00	1,730.42
41124 OVERTIME PAY	23,166.09	23,520.00	353.91
41125 HOLIDAY PAY	15,109.60	0.00	(15,109.60)
41127 CALL IN PAY	5,844.49	4,900.00	(944.49)
41131 ANNUAL & SICK LV	57,027.56	0.00	(57,027.56)
41132 COMPENSATED TIME	182.46	0.00	(182.46)
41141 COMP TIME USED	5,679.51	0.00	(5,679.51)
TOTAL	6,632,536.76	6,746,935.00	114,398.24
Fringe Benefits			
41311 PENSION EMPLOYER	422,078.27	441,646.00	19,567.73
41321 SOCIAL SECURITY	476,732.62	503,913.00	27,180.38
41331 HEALTH & ACCIDEN	1,078,879.24	980,231.00	(98,648.24) ³
41333 HEALTH & ACCDT I	(114,142.08)	(98,023.00)	16,119.08
41341 LIFE INSURANCE E	22,561.91	18,899.00	(3,662.91)
41351 DENTAL INSURANCE	58,536.28	57,666.00	(870.28)
41353 DENTAL INSURANCE	(5,982.75)	(5,767.00)	215.75
41361 WORKER'S COMPENS	68,151.00	40,000.00	(28,151.00)
41362 UNEMPLOYMENT COM	14,075.05	14,129.00	53.95
TOTAL	2,020,889.54	1,952,694.00	(68,195.54)
Personal Services	8,653,426.30	8,699,629.00	46,202.70

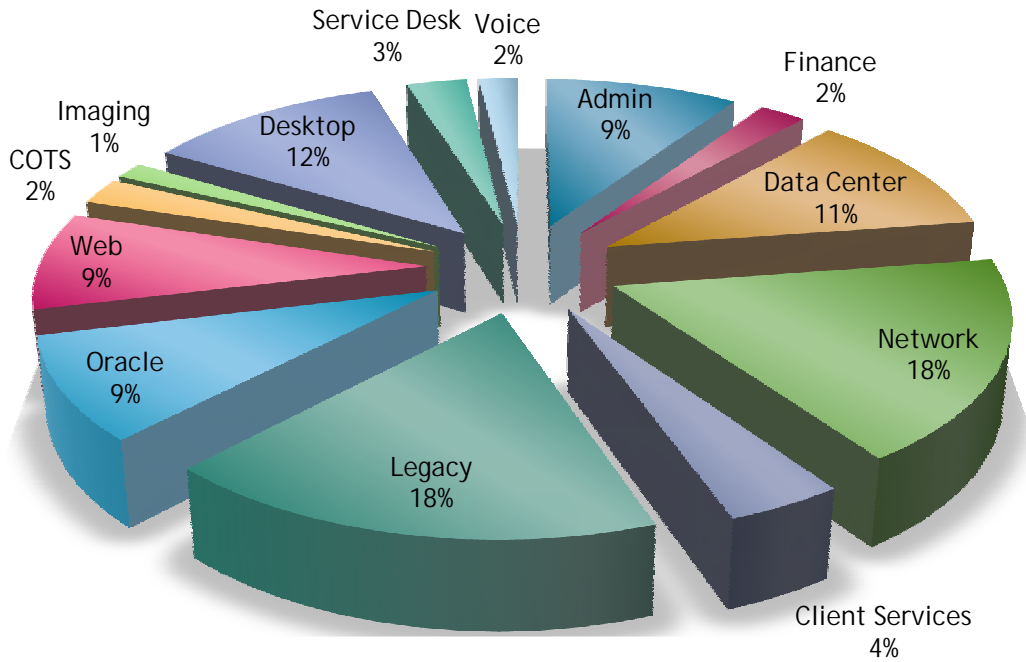
	YTD Obligated	YTD Budget	YTD Variance
Purchased Services			
42111 AUTO ALLOWANCE R	18,515.21	25,400.00	6,884.79
42112 ADVERTISING	94.20	1,800.00	1,705.80
42121 TRAVEL AND SUBSI	12,347.52	20,500.00	8,152.48
42223 POSTAGE AND HAND	621.77	1,090.00	468.23
42239 PROFESSIONAL FEE	138,662.21	55,000.00	(83,662.21) ⁴
42247 HAULING AND DUMP	6,581.71	8,000.00	1,418.29
42266 INFORMATION TECH	327,284.50	295,904.00	(31,380.50)
42411 MAINTENANCE CONT	1,069,238.02	1,043,364.00	(25,874.02)
42418 M&R - OFFICE BLD	16,905.30	14,539.00	(2,366.30)
42425 M&R - TRANSPORT	320.89	0.00	(320.89)
42431 MAINTENANCE & RE	20,554.82	25,650.00	5,095.18
42453 RENT PARKING	1,242.65	1,030.00	(212.65)
42474 RENT OFFICE EQUI	102,467.58	87,600.00	(14,867.58)
42521 GAS SERVICE	2,997.48	1,957.00	(1,040.48)
42541 VOICE COMMUNICAT	51,662.07	52,980.00	1,317.93
42542 DATA COMMUNICATI	718,272.38	739,456.00	21,183.62
42543 CELLULAR PHONE C	13,354.36	7,704.00	(5,650.36)
42544 PAGER SERVICES	3,534.89	4,635.00	1,100.11
42819 LIABILITY INSURA	23,158.00	33,990.00	10,832.00
42852 MEMBERSHIP DUES	8,597.00	9,370.00	773.00
42853 TUITION	2,626.68	2,000.00	(626.68)
42855 TRAINING	31,687.80	62,900.00	31,212.20
TOTAL	2,570,727.04	2,494,869.00	(75,858.04)
Supplies			
43211 ELECTRICAL SUPPL	506.39	0.00	(506.39)
43226 AUTO REPAIR PART	237.32	0.00	(237.32)
43244 GASOLINE	643.93	0.00	(643.93)
43311 OFFICE SUPPLIES	32,222.16	35,445.00	3,222.84
43316 COMPT PARTS,SOFT	61,116.84	82,160.00	21,043.16
43317 COMPT PARTS,SOFT	14,922.04	10,800.00	(4,122.04)
43926 OTHER SUPPLIES	941.48	500.00	(441.48)
TOTAL	110,590.16	128,905.00	18,314.84
Equipment			
44111 FURNITURE & FIXT	6,645.13	12,649.00	6,003.87
44113 MICROCOMPUTERS A	42,487.77	35,235.00	(7,252.77)
44114 NETWORK COMPUTER	60,767.45	108,000.00	47,232.55
44115 TELEPHONE EQUIPM	(57.40)	0.00	57.40
44212 COMPUTER EQUIPME	6,781.09	7,500.00	718.91
TOTAL	116,624.04	163,384.00	46,759.96
Capital			
45116 CAPITAL COSTS -	14,077.70	0.00	(14,077.70)
TOTAL	14,077.70	0.00	(14,077.70)

	<i>YTD Obligated</i>	<i>YTD Budget</i>	<i>YTD Variance</i>
Other Non-Personal			
46112 BAD DEBT EXPENSE	0.00	9,270.00	9,270.00
46211 DEPRECIATION EXP	270,737.84	275,000.00	4,262.16
46317 INTEREST ON NOTE	3,579.45	15,450.00	11,870.55
46723 MISCELLANEOUS DI	13,779.25	7,295.00	(6,484.25)
TOTAL	288,096.54	307,015.00	18,918.46
Total Expenses	<u>11,753,541.78</u>	<u>11,793,802.00</u>	<u>40,260.22</u>
Net	<u>(112,055.41)</u>	<u>(181,555.00)</u>	<u>(69,499.59)</u>

Notes:

- ¹ Revenue was below budget due to the timing of staff additions, a budgeted increase but no approved increase for County Non-General Fund customers and a lower than budgeted increase for the County General Fund Customers.
- ² Payroll is under budget due to positions not being filled, and a reduction of staff in a complete restructuring of the organization.
- ³ Health Insurance over budget due to changes to employee coverage and additional staff electing insurance.
- ⁴ DOT.Comm used external consultants to provide analysis on Service Desk and Desktop sourcing as well as an assessment and RFP on the Mainframe sourcing.

2009 Expense Percentage by Service Area



2009 Expenses by Major Category

