

Financial Services



# FINANCIAL SERVICES SUMMARY F.0.00.00.00

#### Description

THE MISSION OF THE FINANCE DIVISION IS TO PROVIDE FINANCIAL EXPERTISE AND QUALITY INFORMATION TO COUNCIL, MANAGEMENT, DEPARTMENTS, CITIZENS, AND RATEPAYERS IN CONFORMITY WITH GENERALLY ACCEPTED ACCOUNTING PRINCIPLES AND STATUTORY AND LEGAL REQUIREMENTS AND POLICIES.

FINANCE PROVIDES TAX BILLING AND COLLECTION SERVICES, ACCOUNTING AND PAYROLL SERVICES, PROCUREMENT SERVICES, BUDGETING, FINANCIAL PLANNING AND FINANCIAL INFORMATION SYSTEMS SUPPORT IN A PROMPT, COURTEOUS AND COST EFFECTIVE MANNER.

	Description	2009 Actual	2009 Budget	2010 Basic Budget	% 2009 Budget
PERSONNEL	Full Time Positions Temp. & Part Time Hours Overtime Hours Crew Hours Volunteers		55.00 4,137.00 1,565.00	55.00 6,878.00 1,735.00	66.3 10.9
rures	Salaries & Benefits Materials & Operating Expenses Equipment Expenses Energy Costs	4,464,468 282,255 110,900	4,318,887 295,129 110,900	4,569,514 298,080 112,009	5.8 1.0 1.0
EXPENDITURES	Purchased/Contract Services Debenture Costs / Insurance and Taxes Professional Development & Training Grants - Transfer Payments Provisions to Reserves/Capital Internal Recoveries	3,153,275 1,437,933 85,269 3,000,000 1,426,962 -2,760,635	3,188,408 1,062,907 85,436 3,000,000 1,426,962 -2,760,635	3,106,078 1,071,656 86,291 1,000,000 1,448,327 -2,863,457	-2.6 .8 1.0 -66.7 1.5 3.7
1	TOTAL EXPENDITURES	11,200,427	10,727,994	8,828,498	-17.7
SE	Levies Provincial Grants Federal Grants	-53,486	-53,487	-47,382	-11.4
REVENUES	User Fees Licensing & Lease Revenues	-225,619	-232,228	-201,510	-13.2
REV	Investment Earnings Contribution from Reserves Other Revenues	-10,200 -3,937,849 -77,325	-10,200 -3,428,509 -123,074	-10,200 -1,342,741 -119,610	-60.8 -2.8
1	TOTAL REVENUE	-4,304,479	-3,847,498	-1,721,443	-55.3
ı	NET BUDGET	6,895,948	6,880,496	7,107,055	3.3



# FINANCIAL SERVICES ADMINISTRATION F.A.05.00.000

#### Description

TO SUPERVISE AND COORDINATE THE ACTIVITIES OF THE FINANCIAL SERVICES DIVISION. THE SECTION INCLUDES THE CHIEF FINANCIAL OFFICER, AS WELL AS SECRETERIAL AND CLERICAL SUPPORT FOR THE ENTIRE FINANCE DIVISON.

Description	2009 Actual	2009 Budget	2010 Basic Budget	% 2009 Budget
Full Time Positions Temp. & Part Time Hours Overtime Hours Crew Hours Volunteers		5.00	5.00	
Salaries & Benefits Materials & Operating Expenses Equipment Expenses Energy Costs	406,247 116,224	394,913 123,337	409,021 124,570	3.6 1.0
Equipment Expenses Energy Costs Purchased/Contract Services Debenture Costs / Insurance and Taxes Professional Development & Training Grants - Transfer Payments Provisions to Reserves/Capital Internal Recoveries	138,482 13,996	113,224	104,120 14,136	-8.0 1.0
TOTAL EXPENDITURES	674,949	645,470	651,847	1.0
Levies Provincial Grants Federal Grants User Fees Licensing & Lease Revenues Investment Earnings Contribution from Reserves Other Revenues	-35,458			
TOTAL REVENUE	-35,458			
NET BUDGET	639,491	645,470	651,847	1.0



# DEBT & CONTRIBUTION TO CAPITAL F.A.07.00.00.00

#### Description

TO REFLECT GRANT CONTRIBUTIONS TO SUDBURY REGIONAL HOSPITAL AND COLLECTION OF FRONTAGE CHARGES, WHICH ARE IN TURN CHARGED BACK TO THE APPROPRIATE COST CENTRES. ANY FRONTAGE CHARGES COLLECTED THAT ARE NOT RELATED TO DEBT REPAYMENT ARE CREDITED TO THE APPROPRIATE RESERVE FUND (I.E. WATER, WASTE WATER).

Description	2009 Actual	2009 Budget	2010 Basic Budget	% 2009 Budget
Full Time Positions Temp. & Part Time Hours Overtime Hours Crew Hours Volunteers				
Salaries & Benefits Materials & Operating Expenses Equipment Expenses Energy Costs Purchased/Contract Services Debenture Costs / Insurance and Taxes Professional Development & Training Grants - Transfer Payments Provisions to Reserves/Capital Internal Recoveries	-1 3,000,000 53,487	3,000,000 53,487	1,000,000 47,382	-66.7 -11.4
TOTAL EXPENDITURES	3,053,486	3,053,487	1,047,382	-65.7
Levies Provincial Grants Federal Grants User Fees Licensing & Lease Revenues Investment Earnings Contribution from Reserves Other Revenues	-2,000,000	-53,487	-47,382	-11.4
TOTAL REVENUE	-2,053,486	-2,053,487	-47,382	-97.7
NET BUDGET	1,000,000	1,000,000	1,000,000	

# DEBT & CONTRIBUTION TO CAPITAL F.A.07.00.00.00

Variance Explanations:					
Grants-Transfer Payments and Contribution from Reserve  The \$2,000,000 one time funding for the St. Joseph's long term care facility provided for in the 2009 budget has been removed from the 2010 budget.					



### FINANCIAL SUPPORT & BUDGETING F.B.08.05.00.00

#### Description

THE MAIN FUNCTIONS OF THE FINANCIAL SUPPORT & BUDGETING SECTION ARE TO PLAN, DIRECT AND PROVIDE OVERALL SUPERVISION OF THE OPERATING AND CAPITAL BUDGET PROCESSES, AND TO PROVIDE SUPPORT AND CUSTOMER SERVICE TO OPERATING DEPARTMENTS IN ALL FINANCIAL RELATED MATTERS.

#### THIS INCLUDES:

- PREPARING THE CORPORATE OPERATING AND CAPITAL BUDGETS AND THE ONGOING MONITORING AND VARIANCE ANALYSIS DURING THE YEAR;
- ASSISTING AND SUPPORTING DEPARTMENTS WITH FINANCIAL PLANNING, MONTHLY REPORTING, VARIANCE ANALYSIS AND BUDGET PREPARATION;
- ANALYZING THE IMPÁCT OF PROVINCIAL CHANGES ON GRANT FUNDING AND PROGRAM COSTS:
- PROVIDING FINANCIAL AND ANALYTICAL SUPPORT TO OPERATING DEPARTMENTS FOR SPECIAL PROJECTS;
- ASSISTING IN THE DEVELOPMENT OF THE LONG TERM FINANCIAL PLAN AND CO-ORDINATING THE SAME WITH THE OPERATING DEPARTMENTS; ASSISTING IN THE COMPLETION OF YEAR-END WORKING PAPERS, FINANCIAL
- INFORMATION RETURNS AND FINANCIAL STATEMENTS;
  ASSISTING IN THE CO-ORDINATION OF CGS'S PARTICIPATION IN THE ONTARIO MUNICIPAL BENCHMARKING INITIATIVE (OMBI) RELATIVE TO FINANCIAL ISSUES;

	Description	2009 Actual	2009 Budget	2010 Basic Budget	% 2009 Budget
PERSONNEL	Full Time Positions Temp. & Part Time Hours Overtime Hours Crew Hours Volunteers		6.00 700.00	6.00 700.00	
EXPENDITURES	Salaries & Benefits Materials & Operating Expenses Equipment Expenses Energy Costs Purchased/Contract Services Debenture Costs / Insurance and Taxes Professional Development & Training Grants - Transfer Payments Provisions to Reserves/Capital Internal Recoveries	482,579 2,613 -516,098	512,018 4,080 -516,098	525,213 4,121 -529,334	1.0
	TOTAL EXPENDITURES	-30,906			
REVENUES	Levies Provincial Grants Federal Grants User Fees Licensing & Lease Revenues Investment Earnings Contribution from Reserves Other Revenues				
	TOTAL REVENUE				
	NET BUDGET	-30,906			



### FINANCIAL PLANNING & POLICY F.B.08.08.00.00

#### **Description**

INITIATIVES.

THE PRINCIPAL FUNCTIONS OF THE FINANCIAL PLANNING & POLICY SECTION ARE

- DEVELOP APPROPRIATE FINANCIAL POLICY RECOMMENDATIONS FOR CONSIDERATION OF COUNCIL;
- ANALYZE THE IMPACT OF PROVINCIAL LEGISLATIVE CHANGES, SUCH AS OMPF (ONTARIO MUNICIPAL PARTNERSHIP FUND) ENTITLEMENTS AND TAX POLICY ÌSSUES
- MAINTAIN THE LONG TERM FINANCIAL PLAN APPROVED BY COUNCIL; ANALYZE THE ASSESSMENT ROLLS TO ENSURE ALL PROPERTIES ARE PAYING THEIR SHARE OF TAXATION;
- DEVELOP ALL RATES INCLUDING AREA RATES FOR TAXATION; OVERSEE THE MUNICIPALITY'S CASH MANAGEMENT AND INVESTMENT PROGRAM; ADMINISTER THE MUNICIPALITY'S EXISTING DEBT PROGRAM AND FUTURE DEBT
- MANAGE THE MUNICIPALITY'S INSURANCE AND RISK MANAGEMENT PROGRAM, ENABLING ADEQUATE COVERAGE AND RECOMMENDING RISK MANAGEMENT

Description	n	2009 Actual	2009 Budget	2010 Basic Budget	% 2009 Budget
Full Time Positions Temp. & Part Time Overtime Hours Crew Hours Volunteers	Hours		4.00 300.00	4.00 300.00	
Salaries & Benefits Materials & Operation Equipment Expense		387,219 110,900	370,917	385,119 112,009	3.8
Energy Costs Purchased/Contract	Services nsurance and Taxes pment & Training	1,739,676 1,437,934 8,500	1,777,786 1,062,907 3,150	1,907,232 1,071,656 3,182	7.3 .8 1.0
Provisions to Reser		1,373,475 -191,420	1,373,475 -191,420	1,400,945 -247,189	2.0 29.1
TOTAL EXPENDITU	RES	4,866,284	4,507,715	4,632,954	2.8
Levies Provincial Grants Federal Grants User Fees Licensing & Lease Investment Earning Contribution from R Other Revenues	s	-14,534 -1,294,001 -483	-947,000 -41,437	- 965, 940 - 42, 984	2.0 3.7
TOTAL REVENUE		-1,309,018	-988,437	-1,008,924	2.1
NET BUDGET		3,557,266	3,519,278	3,624,030	3.0

# FINANCIAL PLANNING & POLICY F.B.08.08.00.00

### **Performance Measurements**:

OMBI Performance Benchmarks						
		CGS Result				
Description of Measure	2006	2007	2008	2008		
Gross Investment Yield	4.2%	4.6%	3.8%	4.1%		
Average Yield over 3 Years			4.2%	4.2%		
Portfolio as a Percentage of Municipal Operating and Capital Expenditures	37.4%	42.7%	45.9%	53.4%		
MER (Management Expense Ratio)	0.02%	0.02%	0.01%	0.04%		
Weighted Average Term (in years)	1.5	1.8	1.9	3.4		



### **ACCOUNTING SERVICES** F.B.10.00.00.00

#### Description

THE PRINCIPAL FUNCTIONS OF ACCOUNTING SERVICES:

PROVIDE GENERAL ACCOUNTING SERVICES FOR THE CORPORATION, INCLUDING MAINTAINING ITS FINANCIAL RECORDS, OVERSEEING THE ACCOUNTS PAYABLE FUNCTION AND THE COLLECTION OF REVENUES, ENSURING THE PREPARATION OF MONTHLY SUBSTITUTION AND SALES TAX CAMBAS, AND PREPARATION OF MONTHLY SUBSTITUTION AND SALES TAX CAMBAS, AND PREPARATION OF THE PROPERTY OF THE PRO FINANCIAL STATEMENTS AND FINANCIAL INFORMATION RETURNS AS REQUIRED BY LEGISLATION;

OVERSEE THE PAYROLL FUNCTION, INCLUDING MAINTAINING THE WAGE AND PAYROLL RECORDS AND ENSURING THE APPROPRIATE PAYROLL REMITTANCES AND FILING OF REPORTS AS REQUIRED BY LEGISLATION;
THE ABOVE TWO AREAS ARE CURRENTLY USING THE PEOPLESOFT SOFTWARE. AS THIS SYSTEM IS NOT ONLY COMPLEX BUT ALSO DYNAMIC, THERE IS A CONTINUOUS EFFORT REQUIRED TO TEST BOTH ONGOING CHANGES TO CURRENT APPLICATION. APPLICATION AND TO RESEARCH AND TEST NEW APPLICATIONS.

OVERSEE THE CONTRACT WITH THE GREATER SUDBURY UTILITIES FOR THE

BILLING AND COLLECTION FUNCTION FOR WATER AND WASTEWATER REVENUES. COORDINATE THE CORPORATE EFFORT TO MEET THE REQUIREMENT TO ACCOUNT FOR CAPITAL ASSETS ON THE FULL ACCRUAL BASIS THROUGH THE NEWLY

FORMED TANGIBLE CAPITAL ASSETS SECTION.
THIS SECTION IS RESPONSIBLE TO INVENTORY CGS'S CAPITAL ASSETS, THESE ASSETS, SET CAPITAL ASSET POLICIES, PROVIDE IN CONJUNCTION WITH INFORMATION TECHNOLOGY A SYSTEMS SOLUTION TO ACCOUNT FOR CAPITAL ASSETS. THIS DEPARTMENT ALSO ESTABLISHES BUSINESS PROCESSES FOR CAPTURING CAPITAL ASSET ADDITIONS AND DISPOSALS.

Description	2009 Actual	2009 Budget	2010 Basic Budget	% 2009 Budget
Full Time Positions Temp. & Part Time Hours Overtime Hours Crew Hours Volunteers		20.00 2,919.00 465.00	20.00 3,833.00 465.00	31.3
Salaries & Benefits Materials & Operating Expenses Equipment Expenses Energy Costs	1,588,324 21,092	1,519,346 18,904	1,607,690 19,093	5.8 1.0
Purchased/Contract Services	1,257,784	1,288,739	1,085,981	-15.7
Equipment Expenses Energy Costs Purchased/Contract Services Debenture Costs / Insurance and Taxes Professional Development & Training Grants - Transfer Payments Provisions to Reserves/Capital	4,338	4,338	4,381	1.0
Internal Recoveries	-1,584,494	-1,584,494	-1,605,425	1.3
TOTAL EXPENDITURES	1,287,044	1,246,833	1,111,720	-10.8
Levies Provincial Grants Federal Grants				
User Fees	-7,476	-19,791		
Federal Grants User Fees Licensing & Lease Revenues Investment Earnings Contribution from Reserves Other Revenues	-10,200 -512,190 -69,154	-10,200 -481,509 -70,358	-10,200 -292,288 -68,858	-39.3 -2.1
TOTAL REVENUE	-599,020	-581,858	-371,346	-36.2
NET BUDGET	688,024	664,975	740,374	11.3

# ACCOUNTING SERVICES F.B.10.00.00.00

### **Variance Explanations:**

### Temp & Part Time Hours/Salary Benefits/Purchased/Contract Services/Contribution from Reserves

The adjustments in these areas are directly related to the estimated costs of the tangible capital asset project funded largely by previously committed reserves.

### **Performance Measurements**:

OMBI Performance Benchmarks					
		CGS Result		OMBI median	
Description of Measure	2006	2007	2008	2008	
Number of Invoices Paid per Million Dollars of Municipal Operating & Capital Purchases for Goods & Services	382.8	391.5	323.3	326.6	
Accounts Payable Cost per Invoice Paid	\$4.37	\$4.97	\$5.18	\$5.52	
Number of Invoices Paid per Accounts Payable FTE	14,296	13,333	13,545	12,408	
Percentage of Invoices Paid within 30 days	57.9%	58.0%	51.2%	73.7%	
Cost per Payroll Direct Deposit or Cheque	\$5.55	\$5.46	<b>\$5.44</b>	\$4.94	
Number of Payroll Direct Deposit & Cheques per Payroll FTE	12,369	12,674	13,274	21,145	
Total Percentage of General Revenues Billed	11%	9%	11%	22%	
Cost of Accounts Receivable Function per \$1,000 of Billings	\$5.12	\$9.06	\$6.74	\$6.25	
Bad Debt Write-off as a Percentage of Billed Revenue	0.19%	0.13%	0.80%	0.10%	
Average Collection Period (in days)	66.7	52.1	30.4	49.0	



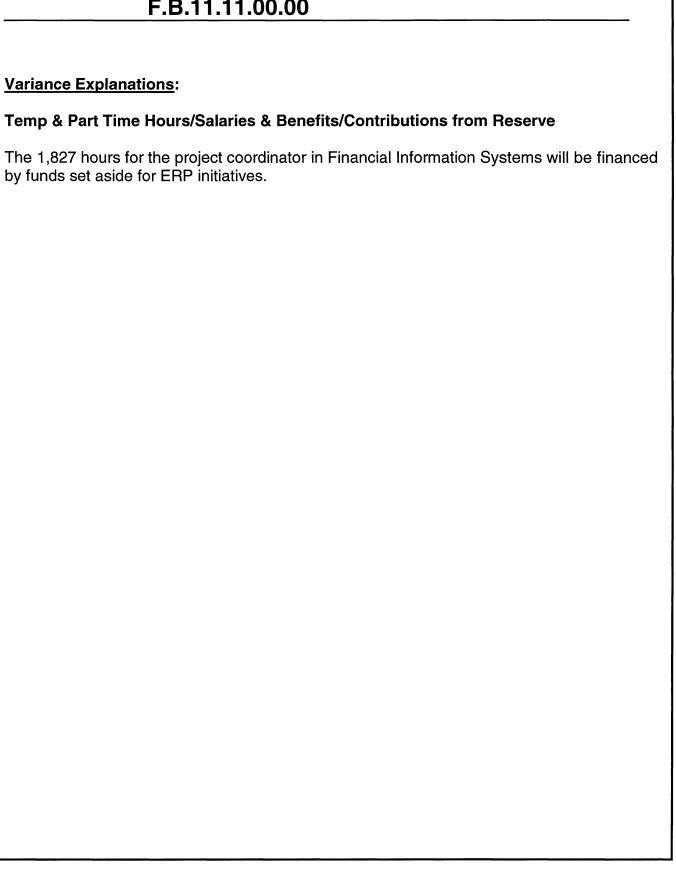
# FINANCIAL INFORMATION SYSTEMS F.B.11.11.00.00

#### Description

TO SUPPORT THE PEOPLESOFT FINANCIAL MODULES. TO IMPROVE EFFICIENCIES WITH THE USE OF PEOPLESOFT FUNCTIONALITY, THROUGH ONGOING MAINTENANCE AND CONTINUED UPGRADING OF THE SOFTWARE. TO PROVIDE END USER SUPPORT AND TRAINING, AS REQUIRED. TO IMPLEMENT A REPORTING STRATEGY FOR BOTH FINANCE & NON-FINANCE END USERS.

Description	2009 Actual	2009 Budget	2010 Basic Budget	% 2009 Budget
Full Time Positions Temp. & Part Time Hours Overtime Hours Crew Hours Volunteers		4.00	4.00 1,827.00	
Salaries & Benefits Materials & Operating Expenses Equipment Expenses Energy Costs Purchased/Contract Services Debenture Costs / Insurance and Taxes Professional Development & Training Grants - Transfer Payments Provisions to Reserves/Capital Internal Recoveries	457,999 49,101	357,449 53,452	456,086 53,987	1.0
TOTAL EXPENDITURES	507,100	410,901	510,073	24.1
Levies Provincial Grants Federal Grants User Fees Licensing & Lease Revenues Investment Earnings Contribution from Reserves Other Revenues	-96,200		-84,513	
TOTAL REVENUE	-96,200		-84,513	
NET BUDGET	410,900	410,901	425,560	3.6

# FINANCIAL INFORMATION SYSTEMS F.B.11.11.00.00





### **TAXATION** F.B.11.13.00.00

#### **Description**

THE TAX SERVICES PROVIDED INCLUDE:

- BILLING OF INTERIM, FINAL AND SUPPLEMENTARY TAX LEVIES INCLUDING PAYMENTS-IN-LIEU OF TAXES,

- THE COLLECTION OF CURRENT AND OVERDUE TAXES,
  MAINTENANCE OF THE TAX SALES ACCOUNTS,
  ADMINISTRATION OF THE PRE-AUTHORIZED TAX PAYMENT PLAN,
- THE PROCESSING OF TAX ADJUSTMENTS AND REFUNDS,
  ADMINISTRATION OF THE ELDERLY TAX ASSISTANCE PROGRAM,
  ADMINISTRATION OF THE ELDERLY TAX ASSISTANCE PROGRAM,
  ADMINISTRATION OF THE ELDERLY PROGRAM DEFERRAL, REGISTERED
- CHARITIES REBATE AND VACANCY REBATE PROGRAMS.

- PREPARATION AND ISSUANCE OF TAX CERTIFICATES,
  RESPONDING TO TAX/ASSESSMENT RELATED INQUIRIES.
  ADMINISTRATION OF THE CAPPING/CLAWBACK PROGRAM FOR PROTECTED PROPERTIES.
- ISSUANCE OF NOTICES UNDER THE TENANT PROTECTION ACT.

	Description	2009 Actual	2009 Budget	2010 Basic Budget	% 2009 Budget
PERSONNEL	Full Time Positions Temp. & Part Time Hours Overtime Hours Crew Hours Volunteers		10.00 1,218.00 100.00	10.00 1,218.00 100.00	
JRES	Salaries & Benefits Materials & Operating Expenses Equipment Expenses Energy Costs	699,243 134,189	695,009 146,485	707,882 147,950	1.9
E	Purchased/Contract Services Debenture Costs / Insurance and Taxes	5,309	6,514	6,579	1.0
EXPENDITURES	Professional Development & Training Grants - Transfer Payments Provisions to Reserves/Capital Internal Recoveries	4,601	4,300	4,343	1.0
	TOTAL EXPENDITURES	843,342	852,308	866,754	1.7
REVENUES	Levies Provincial Grants Federal Grants User Fees Licensing & Lease Revenues Investment Earnings Contribution from Reserves Other Revenues	-203,609	-212,437	-201,510	-5.1
	TOTAL REVENUE	-203,609	-212,437	-201,510	-5.1
	NET BUDGET	639,733	639,871	665,244	4.0

# **TAXATION F.B.11.13.00.00**

### Performance Measurements:

OMBI Performance Benchmarks					
		CGS Result		OMBI median	
Description of Measure	2006	2007	2008	2008	
Municipal Taxes as a Percentage of the Tax Levy	75.9%	76.5%	77.7%	73.3%	
Current Year's Tax Arrears as a Percentage of Current Year Levy	2.3%	2.2%	1.7%	2.2%	
Percentage of Prior Year's Tax Arrears Not Collected in the Current Year	2.4%	2.1%	2.3%	2.3%	
Tax Receivables as a Percentage of Current Year Levy	4.1%	3.6%	3.4%	3.7%	
Total Number of Tax and PIL Accounts Maintained/Serviced Annually (in thousands)	60.4	60.3	60.7	130	
Cost to Maintain Taxation Accounts per Account Serviced	\$14.69	\$15.07	\$15.07	\$14.66	
Percentage of Accounts (All Classes) enrolled in a Pre-Authorized Payment Plan	34.8%	34.5%	35.2%	29.8%	



## SUPPLIES & SERVICES F.D.05.00.00

#### **Description**

RESPONSIBLE FOR ESTABLISHING THE PLANS, STRUCTURE AND CORPORATE POLICIES TO ENSURE THAT THE CITY HAS THE GOODS AND SERVICES REQUIRED WHEN NEEDED, AT THE AGREED TO QUANTITY AND QUALITY AND AT THE LOWEST TOTAL ACQUISITION COST. WORKS IN PARTNERSHIP WITH STAFF ACROSS THE CORPORATION TO ACHIEVE VALUE FOR MONEY OVER THE TOTAL LIFE CYCLE OF THE GOODS AND SERVICES AND TO MINIMIZE THE COSTS OF ADMINISTERING THE PROCUREMENT PROCESS. ENSURES THE PURCHASING BY-LAW IS FOLLOWED AND THE INTEGRITY OF THE TENDERING PROCESS IS ADHERED TO. ASSUMES A LEAD ROLE IN THE SUDBURY REGIONAL BUYING GROUP, A CONSORTIUM OF SCHOOL BOARDS, COLLEGES, UNIVERSITY AND HOSPITAL MEMBERS. TRACK COMMODITY PRICES FOR THE BUDGET PROCESS THAT WILL BE REFLECTED IN THE YEARLY BUDGET.

Description	2009 Actual	2009 Budget	2010 Basic Budget	% 2009 Budget
Full Time Positions Temp. & Part Time Hours Overtime Hours Crew Hours Volunteers		6.00	6.00 170.00	
Salaries & Benefits Materials & Operating Expenses Equipment Expenses Energy Costs	442,857 10,750	469,235 6,403	478,503 6,467	2.0 1.0
Purchased/Contract Services Debenture Costs / Insurance and Taxes	12,024	2,145	2,166	1.0
Materials & Operating Expenses Equipment Expenses Energy Costs Purchased/Contract Services Debenture Costs / Insurance and Taxes Professional Development & Training Grants - Transfer Payments Provisions to Reserves/Capital	2,120	2,120	2,141	1.0
Internal Recoveries	-468,623	-468,623	-481,509	2.7
TOTAL EXPENDITURES	-872	11,280	7,768	-31.1
Levies Provincial Grants Federal Grants User Fees Licensing & Lease Revenues Investment Earnings Contribution from Reserves				
Other Revenues	-7,688	-11,279	-7,768	-31.1
TOTAL REVENUE	-7,688	-11,279	-7,768	-31.1
NET BUDGET	-8,560	. 1		

# SUPPLIES & SERVICES F.D.05.00.00.00

### **Performance Measurements:**

OMBI Performance Benchmarks							
	CGS Result			OMBI median			
Description of Measure	2006	2007	2008	2008			
Percentage of Goods & Services Purchased (Operating & Capital) through a Procurement Process	43.6%	38.9%	63.3%	49.6%			
Centralized Purchasing Division Operating Costs per 1,000 Dollars Municipal Operating & Capital Purchases for Goods & Services	\$5.88	\$6.72	\$3.52	\$4.51			
Average Number of Bids per Bid Call (UD)	2.5	1.2	3.4	4.0			

UD = measure is still in development phase i.e. definition and/or data quality is being reviewed among the participant municipalities.