



# DEPARTMENT OF ADMINISTRATIVE SERVICES

INFORMATION TECHNOLOGY, FACILITIES, FLEET,  
CURBSIDE & CUSTOMER SERVICE

Prepared for Camden County Citizen's Academy  
January 15, 2015

# ORGANIZATIONAL CHART

Citizens of Camden County

Board of County Commissioners

County Attorney

County Administrator

Administration

County Clerk

Human Resources

Public Safety

Finance & Budget

Planning & Development

Public Works

Solid Waste

Administrative Services

# ORGANIZATIONAL CHART

Citizens of Camden County

Board of County Commissioners

County Administrator

Administrative Services Director

Public-Public Partnerships for Fleet and Facilities

Information Technology Manager

Admin Services Manager

Helpdesk Specialist

Curbside Clerk

Customer Service Receptionist

Customer Service Receptionist

# DEPARTMENT WIDE GOALS

- Support other divisions with innovative solutions
- Maintain budgets while increasing output
- Improve processes to increase efficiency & effectiveness
- Define service levels and update as necessary
- Track meaningful performance measures

# INFORMATION TECHNOLOGY

- Core Services:

To provide quality service in a responsive, courteous, efficient, and proactive manner, consistent with the Commission's objectives and to ensure that customers are directed to the appropriate department.

- Mission / Key Objectives:

To deliver efficient, reliable, innovative technology services and solutions that support sound decisions and effective governing by the Camden County Government.

# INFORMATION TECHNOLOGY PERFORMANCE MEASURES

Performance	FY 2012	FY 2013	FY 2014	FY 2015 Est (515 YTD)
# work orders	316	478	687	950
# of computers supported	190	190	165	170
# projects completed	3	3	2	5
Resources	FY 2012	FY 2013	FY 2014	FY 2015 Est
Full Time Employees	2	2	2	2.5
Funding	FY 2012	FY 2013	FY 2014	FY 2015 Est
Funding from Board of County Commissioners	\$227,676	\$227,676	\$227,676	\$208,716

# CURBSIDE

- Core Services:

Residential curbside garbage and recycling collection for the citizens of unincorporated Camden County.

- Mission / Key Objectives:

The mission of the Curbside Collection Department is to provide residential curbside garbage and recycling as written in the Residential Curbside Collection Ordinance. We endeavor to provide a high level of customer service at the lowest possible cost with a customer focus.

# CURBSIDE PERFORMANCE MEASURES

Statistics	FY 2012	FY 2013	FY 2014	FY 2015 Est
# Customers Served	4714	4600	4623	4500
Monthly rate	\$14.50	\$14.50	\$14.50	\$14.50
Service Orders	-	1,686	2,750	1,743

Resources	FY 2012	FY 2013	FY 2014	FY 2015 Est
Full Time Employees	1	1.2	1.4	1.5

Funding	FY 2012	FY 2013	FY 2014	FY 2015 Est
Program Revenue	\$847,989	\$874,350	\$834,790	\$782,906

# COLLECTION RATES

	<b>Jul-Sep</b>	<b>Apr-Jun</b>	<b>Jan-Mar</b>	<b>Oct-Dec</b>	<b>12mo+</b>
<b>Target</b>	<b>90%</b>	<b>95%</b>	<b>97%</b>	<b>98%</b>	<b>&lt;20K</b>
<b>Actual 9/30/2014</b>	92%	98%	99%	99%	Approx 30K
<b>Actual 8/28/2013</b>	91%	99%	98%	97%	Approx 40K

# CUSTOMER SERVICE

- Core Services:

To provide quality service in a responsive, courteous, efficient, and proactive manner, consistent with the Commission's objectives and to ensure that customers are directed to the appropriate department.

- Mission / Key Objectives:

The Customer Service Desk collects and disseminates mail for all departments and operates the County's switchboarding phone system, assists the general public and directs calls to the appropriate County departments. Additionally, it provides clerical support for the Board of Equalization via the Clerk of Superior Court.

# CUSTOMER SERVICE

Performance	FY 2012	FY 2013	FY 2014	FY 2015 Est
# of switchboard calls	21,588	18,204	15,122	13,500
# of citizens assisted by customer service center	6,745	5,342	4,677	4000
<b>Resources</b>				
Full Time Employees	2	1.75	1.75	1.75
<b>Funding</b>				
Funding from Board of County Commissioners	other	\$71,629	\$61,019	\$61,019

# SUMMARY

- Cross-functional capabilities
- High levels of service
- Innovate and improve

