

General Services

Internal Service Charges

Fact Sheet

General Services Internal Services Charges

➤ Shared Business Office

- Is a business office to provide administrative, non-core support services on behalf of other Metro agencies
- Services provided to central government agencies (ITS, HR, GS, Finance) include:
 - Processing invoices
 - Processing billings
 - Preparing Financial Projections
 - Processing Budget Accountability Reports
 - Preparing Journal Entries
 - Making cash deposits
 - Budget and other financial assistance
 - Processing HR transactions
 - Scheduling and tracking training
 - Providing safety consultations
 - Tracking time and attendance
 - Processing payroll
 - Project Management
 - Administrative services
- Services provided to various Metro agencies include:
 - IT procurement
 - Procurement Card administration
 - Photographic services
 - Printing and Copier Management
 - Business Continuity
 - Cell phone administration
- Allocation of charges is dependent on the type of service and related billable units. For example, associated IT procurement costs are allocated based on departmental IT procurement purchases; Procurement card administration is based on the number of P-cards issued to a department; preparing journal entries is allocated based on the number of JE's processed, etc.

➤ Shared Services

- The Shared Services charge is for anticipated billings related to a new program which will help bring about efficiencies in processing payments (accounts payable). Contingent upon council approval, this program will be implemented in FY06. More information will be distributed in the near future about this upcoming initiative.

➤ Facilities Maintenance and Security

- Services provided to various Metro agencies include:
 - Facilities and grounds Maintenance
 - Environmental services (i.e., janitorial and utilities)
 - Security and parking
- Allocation of program costs is based on the percentage of square feet per agency served

➤ **Customer Call Center**

- Program offers responses to public inquiries
- Allocation of program costs is based on the percentage of incidents per agency served (incident – an email or phone call received)

➤ **Fleet Management**

- Services provided to Metro agencies with vehicles include:
 - Preventive and major maintenance
 - Maintenance of fuel sites
 - Asset tracking, acquisition and disposal
- Allocation of program costs is based on the number and type of vehicle per agency

➤ **Radio Service**

- Services provided to Metro agencies include
 - Issuance, installation and repairs of radio units
 - Maintenance of radio infrastructure system
- Allocation of program costs is based on the number of radio unit and amount of radio billings per agency

➤ **Postal Service**

- Services provided include mail pick up and delivery to/from Metro departments as well as posting and metering parcels
- Allocation of program costs is based on the number of items handled by department as well as postage costs

What adjustments have been made to departmental budgets? General fund budget allocations for the **General Services** programs will be allocated to benefiting departments and offices based on most equitable bases in the current fiscal year. The bases used for each program varied based on the types of services provided, but include allocation bases such as number of transactions, dollar amounts, and budgeted FTEs (see above).

What costs will a department be billed for? Total operating costs of **General Service programs** will be billed to departments based on the same allocation bases used to spread the budget allocations. Total amounts billed will **NOT** exceed the total operating cost of general services, including LOCAP. Adjustments will be made to Local Cost Allocation Plan (LOCAP) billings for those departments that are billed to avoid a double billing for these amounts.

What will your bill look like and when will you be billed? Your department will be credited by its allocated share of the General Services budget via journal entry processed by the Shared Business Office (SBO) . **More specifically, each individual internal service fee will be identified with its own object classification.** At the end of each quarter, the SBO will charge your department based on the same basis as the amount that has been allocated to your operating budget for General Services.

For More Information: Contact Gregg Nicholson (880-2644) or Allen Staley (862-6693) within the Department of General Services.