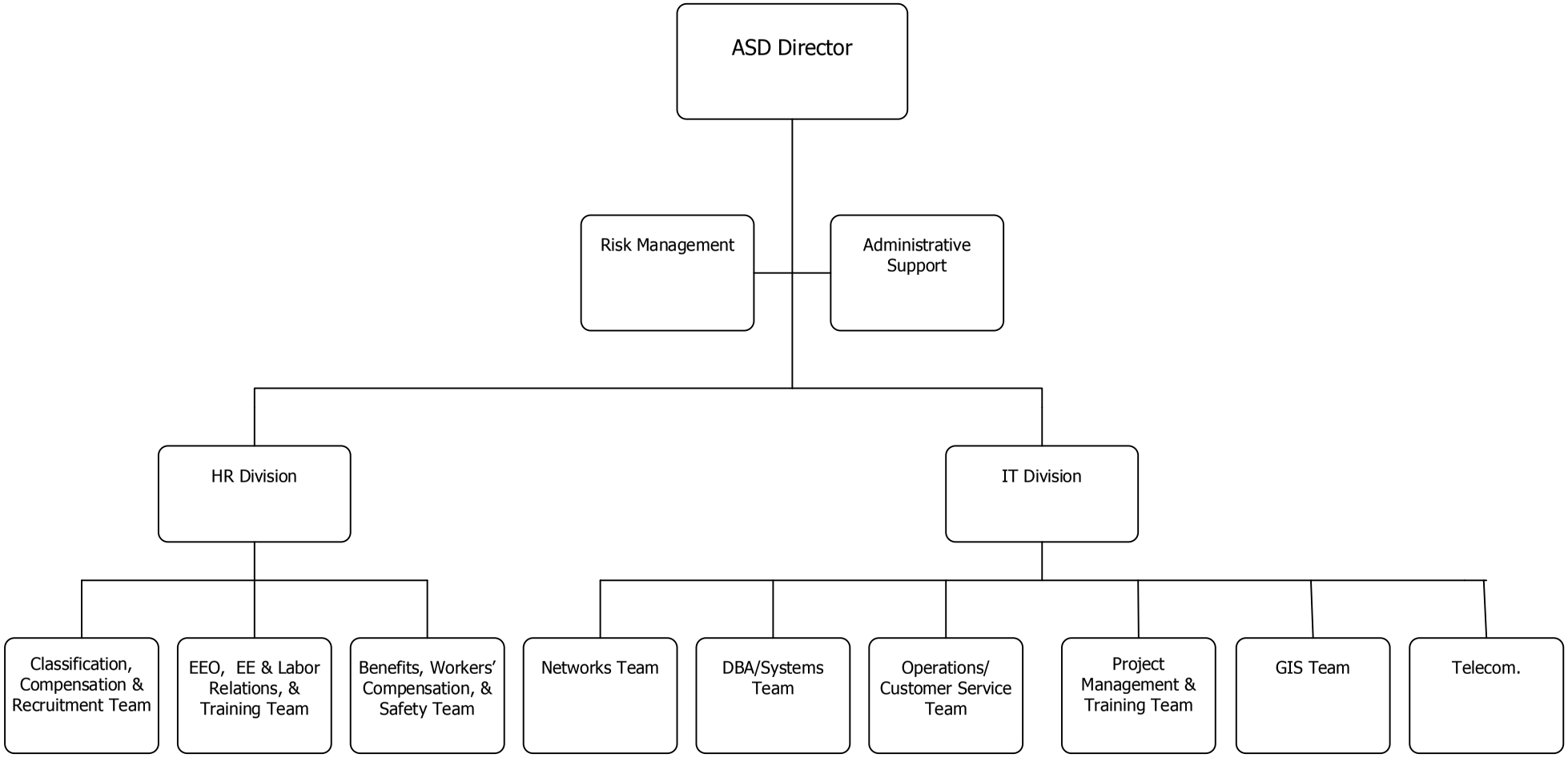
City of Santa Cruz
Administrative Services Department



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DEPARTMENT DESCRIPTION

The Administrative Services Department provides Human Resources and Information Technology services to City departments. The department is organized into two divisions – Human Resources and Information Technology – and strives to enable the City to achieve extraordinary performance through innovation, collaboration, and by finding not just the right answers but the best solutions.

FY 2012 ACCOMPLISHMENTS

- Completed negotiations with City's employee representatives in accordance with Council's principles and guidelines for labor negotiations and budget challenges related to pension costs. In partnership with City employees and their representatives, achieved significant structural savings in compensation and a second tier of retirement benefits for new City employees to significantly reduce the City's structural budget deficit.
- Completed the City's recruitment for its first Chief Technology Officer, a strategic and operational division manager for the Information Technology Division.
- Completed the virtualization of City IT servers achieving energy efficiencies and a more nimble computing environment for client departments.
- Completed the pilot program of the City's mentoring program and improved the presentation of the leadership development training modules creating more opportunities for talent development and succession planning.

FY 2013 GOALS

Enhance Environmental Sustainability and Resources

- Reduce power consumption using virtualization and cloud solutions.
- Reuse equipment by extending the useful life of workstations through desktop virtualization.
- Reduce miles driven by facilitating virtual meetings, remote work, and mobile access to systems and data.

Enhance Community Safety

- Continued technical and organizational support of public safety and utilities.
- Enhance cyber-security of all City functions.
- Provide vital EOC support services (communication, mapping, system access).

Attract and Retain Businesses and Jobs

- Support expanded broadband communication via participation in the Central Coast Broadband Consortium and the Fiber Master Plan.
- Support and enhance the smart business portal effort currently underway via the Code 4 America award.

Achieve Financial Stability and Sustainability

- Complete reorganization and implement new service delivery model using recommendations from the City-wide organizational review.
- Renegotiate bargaining unit Memoranda of Understanding within sustainability parameters.
- Reduce dependency on expensive, Commercial-Off-The-Shelf (COTS) software licensing.
- Establish strategic planning as a part of standard business practices.

Improve and Maintain the Infrastructure and Facilities

- Reduce footprint of "on-premise" specialty equipment using virtualization and cloud computing.
- Reduce need for expanded facilities by facilitating virtual meetings, remote work, and mobile access to systems and data.

		2011 Actual	2012 Amended Budget*	2012 Estimated Actual	2013 Adopted Budget
EXPENDITURES BY CHARACTER:					
Personnel Services		$ 2,878,542	$ 3,391,944	$ 3,071,808	$ 3,591,856
Services, Supplies, and Other Charges		8,214,338	7,323,158	6,931,889	8,895,755
Capital Outlay		6,018	86,819	102,746	105,000
Total Expenditures		$ 11,098,898	$ 10,801,922	$ 10,106,443	$ 12,592,611
*FY 2012 Adopted Budget:			$ 10,755,615		
EXPENDITURES BY ACTIVITY:					
Human Resources	1230	$ 956,265	$ 1,324,229	$ 1,142,743	$ 1,274,663
Volunteer Program	1231	27,668	28,775	28,776	29,926
Unemployment Insurance	1232	180,376	190,571	150,000	190,000
Group Health Insurance	1233	1,564,538	1,703,173	1,799,668	1,732,269
IT - Operations	1234	1,738,347	2,164,883	2,442,277	2,859,979
IT - GIS	1235	143,735	160,181	161,679	-
Subtotal General Fund		4,610,929	5,571,813	5,725,143	6,086,837
Workers Compensation Insurance	7820	1,842,737	2,876,015	2,325,095	2,901,551
Liability Insurance	7821	4,398,003	2,038,553	1,740,792	3,604,223
Telecommunications	7840	247,229	315,541	315,413	-
Subtotal Other Funds		6,487,969	5,230,109	4,381,300	6,505,774
Total Expenditures		$ 11,098,898	$ 10,801,922	$ 10,106,443	$ 12,592,611
RESOURCES BY FUND:					
General Fund:					
General Fund Activity Resources		2,929,839	2,976,714	2,825,390	3,026,468
General Fund - Designated		180,376	190,571	150,000	190,000
Net General Fund Cost		**1,500,714**	**2,404,528**	**2,749,753**	**2,870,369**
Workers' Compensation Insurance Fund		1,842,737	2,876,015	2,325,095	2,901,551
Liability Insurance Fund		4,398,003	2,038,553	1,740,792	3,604,223
Telecommunications Service Fund		247,229	315,541	315,413	-
Total Resources		$ 11,098,898	$ 10,801,922	$ 10,106,443	$ 12,592,611

	2011	2012	2013
TOTAL PERSONNEL FUNDED:	27.35	27.55	26.55

Sums may have discrepancies due to rounding

ACTIVITY SUMMARY

HUMAN RESOURCES

ACTIVITY NUMBER: 1230
FUND: General (101)

DEPARTMENT: Administrative Services
FUNCTION: General Government

ACTIVITY DESCRIPTION:

The functions performed by the Human Resources division include: Employee recruitment and selection testing, including examination development and administration; equal employment opportunity, including outreach recruitment and investigation of harassment and discrimination complaints; benefits coordination, including administration of the employee insurance and retirement benefit programs; employee relations, including labor negotiations; classification and compensation, including development and maintenance of job descriptions and compensation plans; employee development, including coordination of the city-wide employee training program; and risk management, including the administration of liability claims against the City and the purchase of excess liability and property insurance policies.

EXPENDITURES BY CHARACTER:	2011 Actual	2012 Amended Budget*	2012 Estimated Actual	2013 Adopted Budget
Personnel Services	$ 748,706	$ 844,524	$ 738,919	$ 814,951
Services, Supplies, and Other Charges	207,559	465,205	395,043	459,712
Capital Outlay	-	14,500	8,781	- -
Total Expenditures	$ 956,265	$ 1,324,229	$ 1,142,743	$ 1,274,663
*FY 2012 Adopted Budget:		$ 1,324,229		
ACTIVITY RESOURCES:				
Charges to Other Funds	$ 763,852	$ 815,258	$ 815,258	$ 907,421
Total Resources	$ 763,852	$ 815,258	$ 815,258	$ 907,421
NET GENERAL FUND REQUIREMENTS	$ 192,413	$ 508,971	$ 327,485	$ 367,242

PERSONNEL FUNDED:	2011	2012	2013
Administrative Assistant II	0.48	-	-
Administrative Services Director	0.60	0.60	0.60
Chief Human Resources Officer	1.00	1.00	1.00
Human Resources Analyst I/II	2.70	2.70	1.70
Human Resources Assistant I/II	-	0.60	0.60
Human Resources Technician	2.00	2.00	2.00
Principal Human Resources Analyst	1.00	1.00	1.00
Total Personnel Funded	7.78	7.90	6.90

Sums may have discrepancies due to rounding

ACTIVITY SUMMARY

VOLUNTEER PROGRAM

ACTIVITY NUMBER: 1231
FUND: General (101)

DEPARTMENT: Administrative Services
FUNCTION: General Government

ACTIVITY DESCRIPTION:

Provides for City-wide volunteer opportunities to participate in City government.

EXPENDITURES BY CHARACTER:	2011 Actual	2012 Amended Budget*	2012 Estimated Actual	2013 Adopted Budget
Services, Supplies, and Other Charges	$ 27,668	$ 28,775	$ 28,776	$ 29,926
Total Expenditures	$ 27,668	$ 28,775	$ 28,776	$ 29,926
*FY 2012 Adopted Budget:		$ 28,775		
ACTIVITY RESOURCES	$ -	$ -	$ -	$ -
NET GENERAL FUND REQUIREMENTS	$ 27,668	$ 28,775	$ 28,776	$ 29,926

PERSONNEL FUNDED:	2011	2012	2013
None	-	-	-

Sums may have discrepancies due to rounding

ACTIVITY SUMMARY

UNEMPLOYMENT INSURANCE

ACTIVITY NUMBER: 1232
FUND: General Sub Fund (140)

DEPARTMENT: Administrative Services
FUNCTION: General Government

ACTIVITY DESCRIPTION:

This activity includes the cost for self-funded reimbursements for benefits paid to eligible displaced workers.

EXPENDITURES BY CHARACTER:	2011 Actual	2012 Amended Budget*	2012 Estimated Actual	2013 Adopted Budget
Services, Supplies, and Other Charges	$ 180,376	$ 190,571	$ 150,000	$ 190,000
Total Expenditures	$ 180,376	$ 190,571	$ 150,000	$ 190,000
*FY 2012 Adopted Budget:		$ 190,571		
ACTIVITY RESOURCES:				
Charges to Other Funds	$ 180,376	$ 190,571	$ 150,000	$ 190,000
Total Resources	$ 180,376	$ 190,571	$ 150,000	$ 190,000
0.00 **NET GENERAL FUND REQUIREMENTS**	$ -	$ -	$ -	$ -

PERSONNEL FUNDED:	2011	2012	2013
None	-	-	-

Sums may have discrepancies due to rounding

ACTIVITY SUMMARY

GROUP HEALTH

ACTIVITY NUMBER: 1233
FUND: General (101)

DEPARTMENT: Administrative Services
FUNCTION: General Government

ACTIVITY DESCRIPTION:

Provides funds for self-insured dental and vision employee claim payments and related administrative expenses. Also includes payments for negotiated retiree health insurance payments for eligible retired workers. Funding for the program requirements comes from apportioned charges to City departments based on the number of insured employees and their level of coverage.

EXPENDITURES BY CHARACTER:	2011 Actual	2012 Amended Budget*	2012 Estimated Actual	2013 Adopted Budget
Personnel Services	$ 274,003	$ 376,578	$ 365,080	$ 417,019
Services, Supplies, and Other Charges	1,290,535	1,326,595	1,434,588	1,315,250
Total Expenditures	$ 1,564,538	$ 1,703,173	$ 1,799,668	$ 1,732,269
*FY 2012 Adopted Budget:		$ 1,703,173		
ACTIVITY RESOURCES:				
Charges to Other Funds	$ 1,079,363	$ 1,244,185	$ 1,078,970	$ 1,178,354
Miscellaneous Revenue	57,314	23,000	33,890	-
Total Resources	$ 1,136,677	$ 1,267,185	$ 1,112,860	$ 1,178,354
NET GENERAL FUND REQUIREMENTS	$ 427,861	$ 435,988	$ 686,808	$ 553,915

PERSONNEL FUNDED:	2011	2012	2013
Administrative Assistant II	0.08	-	-
Administrative Services Director	0.10	0.10	0.10
Human Resources Analyst I/II	0.50	0.50	0.50
Human Resources Assistant I/II	-	0.10	0.10
Total Personnel Funded	0.68	0.70	0.70

Sums may have discrepancies due to rounding

ACTIVITY SUMMARY

IT - OPERATIONS

ACTIVITY NUMBER: 1234*
FUND: General (101)

DEPARTMENT: Administrative Services
FUNCTION: General Government

ACTIVITY DESCRIPTION:

IT Operations comprises three functions, which provide data communication services to City departments: operations and customer service, systems, and the network. The City's data communication network consists of MS Windows servers running client/server applications, browser-based applications, and a centralized HP3000 mid-range computer running the remaining legacy applications. Approximately 500 personal computers and thin clients are connected via a wide area network.

In FY 2013, this activity includes IT-GIS, previously in a separate activity, and IT Telecommunications, previously in an internal service fund.

EXPENDITURES BY CHARACTER:	2011 Actual	2012 Amended Budget**	2012 Estimated Actual	2013 Adopted Budget
Personnel Services	$ 1,251,855	$ 1,461,451	$ 1,403,994	$ 1,878,720
Services, Supplies, and Other Charges	480,474	631,113	944,318	876,259
Capital Outlay	6,018	72,319	93,965	105,000
Total Expenditures	$ 1,738,347	$ 2,164,883	$ 2,442,277	$ 2,859,979
**FY 2012 Adopted Budget:		$ 2,129,730		
ACTIVITY RESOURCES:				
Charges to Other Funds	$ 958,887	$ 819,158	$ 819,158	$ 940,693
Miscellaneous Revenue	-	-	3,001	-
Total Resources	$ 958,887	$ 819,158	$ 822,159	$ 940,693
NET GENERAL FUND REQUIREMENTS	$ 779,460	$ 1,345,725	$ 1,620,118	$ 1,919,286

PERSONNEL FUNDED:	2011	2012	2013
Chief Technology Officer	1.00	1.00	1.00
Systems Coordinator	-	-	1.00
Information Technology Network Manager	1.00	1.00	1.00
Information Technology Operations/Customer Service Manager	1.00	1.00	1.00
Information Technology Specialist I/II	3.00	3.00	3.00
Information Technology Specialist III	2.00	2.00	2.00
Information Technology Systems Manager/Database Administrator	1.00	1.00	1.00
Project Manager/Training Coordinator	1.00	1.00	1.00
Network Administrator	1.80	1.80	1.80
Programmer Analyst I/II	0.75	0.75	0.75
Telecommunications Manager	-	-	1.00
Total Personnel Funded	12.55	12.55	14.55

*Previously activity 1251; in FY 13 also includes previous activities 1235/IT-GIS and 7840/IT Telecommunications

Sums may have discrepancies due to rounding

ACTIVITY SUMMARY

IT - GIS

ACTIVITY NUMBER: 1235*
FUND: General (101)

DEPARTMENT: Administrative Services
FUNCTION: General Government

ACTIVITY DESCRIPTION:

Geographic Information System (GIS) coordinates, maintains, develops, and stores spatial data for the City and produces map and applications related to infrastructure, land use, and property.

In FY 2013, this activity is combined into the IT - Operations activity (1234).

EXPENDITURES BY CHARACTER:	2011 Actual	2012 Amended Budget**	2012 Estimated Actual	2013 Adopted Budget
Personnel Services	$ 116,236	$ 122,403	$ 124,585	$ -
Services, Supplies, and Other Charges	27,499	37,778	37,094	-
Capital Outlay	-			
Total Expenditures	$ 143,735	$ 160,181	$ 161,679	$ -
**FY 2012 Adopted Budget:		$ 156,528		
ACTIVITY RESOURCES:				
Charges to Other Funds	$ 70,423	$ 75,113	$ 75,113	$ -
Total Resources	$ 70,423	$ 75,113	$ 75,113	$ -
NET GENERAL FUND REQUIREMENTS	$ 73,312	$ 85,068	$ 86,566	$ -

PERSONNEL FUNDED:	2011	2012	2013
GIS Coordinator	1.00	-	-
Systems Coordinator	-	1.00	-
Total Personnel Funded	1.00	1.00	-

*Previously activity 1252

Sums may have discrepancies due to rounding

ACTIVITY SUMMARY

WORKERS COMPENSATION INSURANCE

ACTIVITY NUMBER: 7820
FUND: Workers' Compensation Insurance Fund (841)

DEPARTMENT: Administrative Services
FUNCTION: Internal Services

ACTIVITY DESCRIPTION:

Provides funds to cover premiums, claims payable under the self-insurance program, administration, and legal services. Funding for the program requirements comes from apportioned charges to City departments based on gross wages within various classifications of employment, and from accumulated workers' compensation reserves.

EXPENDITURES BY CHARACTER:	2011 Actual	2012 Amended Budget*	2012 Estimated Actual	2013 Adopted Budget
Personnel Services	$ 180,614	$ 227,232	$ 133,086	$ 239,726
Services, Supplies, and Other Charges	1,662,123	2,648,783	2,192,009	2,661,825
Total Expenditures	$ 1,842,737	$ 2,876,015	$ 2,325,095	$ 2,901,551

*FY 2012 Adopted Budget: $ 2,868,515

ACTIVITY RESOURCES Charges to other funds.

PERSONNEL FUNDED:	2011	2012	2013
Administrative Assistant II	0.12	-	-
Administrative Services Director	0.15	0.15	0.15
Human Resources Analyst I/II	1.80	1.80	1.80
Human Resources Assistant I/II	-	0.15	0.15
Total Personnel Funded	2.07	2.10	2.10

Sums may have discrepancies due to rounding

ACTIVITY SUMMARY

LIABILITY INSURANCE

ACTIVITY NUMBER: 7821
FUND: Liability Insurance Fund (842)

DEPARTMENT: Administrative Services
FUNCTION: Internal Services

ACTIVITY DESCRIPTION:

The City has general liability and property insurance coverage. The City retains loss exposure for the first $1,000,000 of each liability claim. This activity provides funds to cover premiums, claims payable, administration, and legal services. Funding for program requirements comes from apportioned charges to departments based on gross wages, special assessments based on claims experience, and from accumulated liability insurance reserves.

EXPENDITURES BY CHARACTER:	2011 Actual	2012 Amended Budget*	2012 Estimated Actual	2013 Adopted Budget
Personnel Services	$ 177,221	$ 226,726	$ 173,435	$ 241,440
Services, Supplies, and Other Charges	4,220,782	1,811,827	1,567,357	3,362,783
Total Expenditures	$ 4,398,003	$ 2,038,553	$ 1,740,792	$ 3,604,223

*FY 2012 Adopted Budget: $ 2,038,553

ACTIVITY RESOURCES Charges to other funds.

PERSONNEL FUNDED:	2011	2012	2013
Administrative Assistant II	0.12	-	-
Administrative Services Director	0.15	0.15	0.15
Human Resources Assistant I/II	1.00	1.15	1.15
Principal Human Resources Analyst	1.00	1.00	1.00
Total Personnel Funded	2.27	2.30	2.30

Sums may have discrepancies due to rounding

ACTIVITY SUMMARY

IT TELECOMMUNICATIONS

ACTIVITY NUMBER: 7840
FUND: Telecommunications Services Fund (831)

DEPARTMENT: Administrative Services
FUNCTION: Internal Services

ACTIVITY DESCRIPTION:

Telecommunications manages the Voice over Internet Protocol (VoIP) network including interactive voice applications and the outcall notification system. Services to City departments also include coordination of fax machines, pagers, and cell phones. Telecommunications costs are charged to user departments.

In FY 2013, this activity is combined into the IT - Operations activity (1234).

EXPENDITURES BY CHARACTER:	2011 Actual	2012 Amended Budget*	2012 Estimated Actual	2013 Adopted Budget
Personnel Services	$ 129,907	$ 133,030	$ 132,709	$ -
Services, Supplies, and Other Charges	117,322	182,511	182,704	-
Total Expenditures	$ 247,229	$ 315,541	$ 315,413	$ -

*FY 2012 Adopted Budget: $ 315,541

ACTIVITY RESOURCES Charges to other funds.

PERSONNEL FUNDED:	2011	2012	2013
Telecommunications Manager	1.00	1.00	-
Total Personnel Funded	1.00	1.00	-

Sums may have discrepancies due to rounding