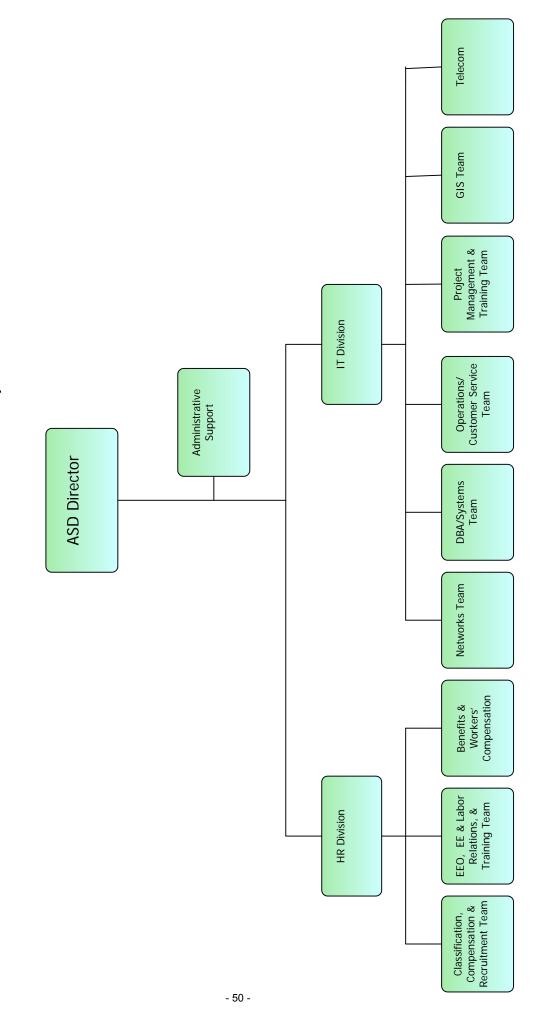
Administrative Services Department





City of Santa Cruz Administrative Services Department



DEPARTMENT SUMMARY

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 2013 ACCOMPLISHMENTS

- Compliance and implementation of Pension Reform
- Changed disability and life insurance vendors and reduced City employee costs by \$140,000 in the first year
- ➤ Conducted and completed Dependent Verification Audit (DEVA)
- ➤ Implemented the City's mentoring program, job shadowing program, and Employee Leadership Development Program modules, creating more opportunities for talent development and succession planning
- Completed the development of the Information Technology Strategic Plan
- Completed the integration of presentation and communications technology into shared conference rooms expanding the use of virtual meetings
- ➤ Completed the City Hall campus wireless network project expanding the use of mobile technology to facilitate seamless resource access to the public and the City workforce
- ➤ Collaborated and implemented the Open Data portal in accordance with recommendation of the Ad Hoc Technology committee
- Created GIS Gallery web application and Downtown Tour of Unique Buildings web application for public use
- Assisted and hosted the Code for America team resulting in the OpenCounter application and participation in expanded use of "open source" software
- ➤ Enhanced our communication infrastructure by implementing fiber optic connectivity to most remote locations
- > Created a standard Service Level Agreement and implemented Service Delivery Teams that have transformed our customer service function

FY 2014 GOALS

- Automated Personnel Action Form (PAF) process
- Re-negotiate and implement all Memorandum of Understandings (MOUs)
- Identify training needs, programs, staffing and providers
- Improve timeliness of classification studies
- Improve customer service and inter-departmental communications
- Improve performance evaluation system
- Implement first year recommendations of the Information Technology Strategic Plan:
 - o Technology Governance
 - o Service Delivery
 - o Business Technology

CITY COUNCIL STRATEGIC PLAN 3-YEAR GOALS:

- 1. Enhance Environmental Stability and Resources
- 2. Enhance Community Safety
- 3. Promote Economic Vitality and Retain and Attract Businesses and Jobs
- 4. Maintain Fiscal Stability and Sustainability
- 5. Improve and Maintain the Infrastructure
- 6. Enhance Community Engagement and Outreach

Administrative Services

DEPARTMENT SUMMARY

o Infrastructure

FY 2014 GOALS (continued)

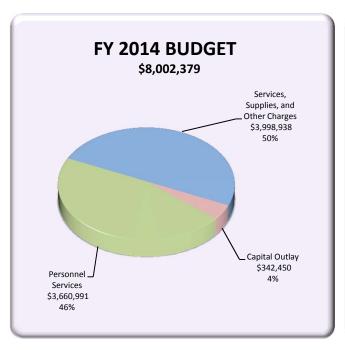
- o Security
- o Administration
- Enhance the use of Virtual Desktops for remote work, employee mobility and reduced maintenance costs
- Implement citywide Mobile Device Management to enhance the use of mobile devices while providing security for electronic resources
- Enhance and simplify ad hoc reporting via business information report servers
- Update GIS websites and provide new mobile interfaces

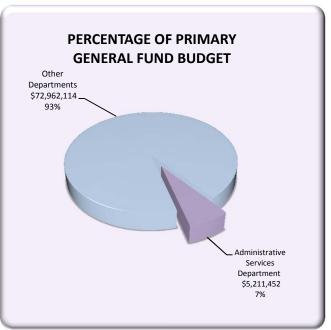
CITY COUNCIL STRATEGIC PLAN 3-YEAR GOALS:

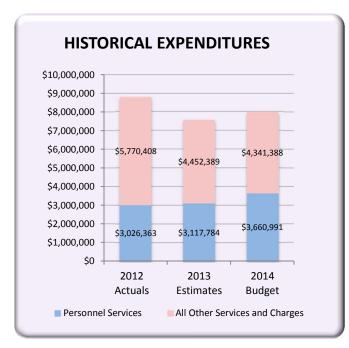
- Enhance Environmental Stability and Resources
- 2. Enhance Community Safety
- 3. Promote Economic Vitality and Retain and Attract Businesses and Jobs
- 4. Maintain Fiscal Stability and Sustainability
- 5. Improve and Maintain the Infrastructure
- 6. Enhance Community Engagement and Outreach

This page intentionally blank

Administrative Services Department Spotlight









Administrative Services

DEPARTMENT SUMMARY

		5	Fiscal Year 2013			Fiscal Year
		Fiscal Year* 2012 Actuals	Adopted Budget	Amended* Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY CHARACT	TER:					
Personnel Services		3,026,363	3,591,856	3,591,856	3,117,784	3,660,991
Services, Supplies, and Other Cl	narges	5,713,571	8,895,755	9,088,472	4,347,389	3,998,938
Capital Outlay		56,837	105,000	128,840	105,000	342,450
Total Expenditures		8,796,771	12,592,611	12,809,168	7,570,173	8,002,379
EXPENDITURES BY ACTIVITY	:					
Human Resources	1230	1,053,380	1,274,663	1,277,271	1,220,011	1,474,679
Volunteer Program	1231	28,775	29,926	29,926	29,926	31,125
Group Health	1233	1,575,082	1,732,269	1,762,269	1,835,204	-
IT-Operations IT-GIS	1234 1235	1,936,262 163,358	2,859,979 -	3,033,494 -	2,711,205 -	3,705,648 -
Subtotal General Fund		4,756,856	5,896,837	6,102,961	5,796,346	5,211,452
Unemployment Insurance Trust	1232	154,915	190,000	190,000	200,000	200,000
Subtotal Other General Fo	unds	154,915	190,000	190,000	200,000	200,000
Workers Compensation Insurance	7820	1,998,981	2,901,551	2,909,376	646,330	682,674
Liability Insurance	7821	1,611,923	3,604,223	3,606,831	927,497	-
Medical/Dental/Vision Insurance IT Telecom	7823	- 274 00F	-	-	-	1,908,253
Subtotal Other Funds	7840	<u>274,095</u> 3,884,999	6,505,774	6,516,207	1,573,827	2,590,927
Total Expenditures		8,796,771	12,592,611	12,809,168	7,570,173	8,002,379
RESOURCES BY FUND		3,733,772				
General Fund	101	2,844,150	3,026,468	3,026,468	2,939,114	1,588,684
Unemployment Insurance	140	289,757	314,672	314,672	316,827	347,711
Telecommunications Services	831	666,456	-	-	-	-
Workers' Compensation	841	2,982,711	3,103,388	3,103,388	3,089,164	3,226,431
Insurance Liability Insurance	842	1,801,775	1,800,050	1,800,050		
Group Health Insurance	843	1,801,773	1,800,030	1,800,030	_	1,908,126
Total Resources	0.13	8,584,849	8,244,578	8,244,578	6,345,105	7,070,952
Net General Fund Cost		(1,912,706)	(2,870,369)	(3,076,493)	(2,857,232)	(3,622,768)
		FY 2012			FY 2013	FY 2014
TOTAL PERSONNEL FUNDED:		27.55			26.55	26.65

^{*}Sums may have discrepancies due to rounding

Activity Number: 1230 ACTIVITY SUMMARY Fund(s): General Fund (101)

Department: Administrative Services

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 workers compensation claims against the City.

	Fiscal Year 2012 Actuals	Fiscal Year 2013			Fiscal Year
		Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Personnel Services Services, Supplies, and Other Charges Capital Outlay	733,199 311,032 9,149	814,951 459,712 	814,951 462,320	764,889 455,122 	970,668 504,011
Total Expenditures	1,053,380	1,274,663	1,277,271	1,220,011	1,474,679
ACTIVITY RESOURCES:		_			
Charges for Services	815,258	907,421	907,421	907,421	646,991
Total Resources	815,258	907,421	907,421	907,421	646,991

^{*}Sums may have discrepancies due to rounding

Volunteer Program

Activity Number: 1231 ACTIVITY SUMMARY

Fund(s): General Fund (101)

Department: Administrative Services

Activity Description:

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

	Fiscal Year 2012 Actuals		Fiscal Year		
		Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Services, Supplies, and Other Charges	28,775	29,926	29,926	29,926	31,125
Total Expenditures	28,775	29,926	29,926	29,926	31,125

^{*}Sums may have discrepancies due to rounding

Unemployment Insurance Trust

Activity Number: 1232 ACTIVITY SUMMARY

Fund(s): Unemployment Insurance (140) Department: Administrative Services

Activity Description:

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

	Fiscal Year 2012 Actuals	Fiscal Year 2013			Fiscal Year
		Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Services, Supplies, and Other Charges	154,915	190,000	190,000	200,000	200,000
Total Expenditures	154,915	190,000	190,000	200,000	200,000
ACTIVITY RESOURCES:					
Charges for Services	289,757	314,672	314,672	316,827	347,711
Total Resources	289,757	314,672	314,672	316,827	347,711

^{*}Sums may have discrepancies due to rounding

Group Health

Activity Number: 1233 ACTIVITY SUMMARY

Fund(s): General Fund (101)

Department: Administrative Services

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.

	Fiscal Year 2012 Actuals	Fiscal Year 2013			Fiscal Year
		Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Personnel Services Services, Supplies, and Other Charges	306,210 1,268,871	417,019 1,315,250	417,019 1,345,250	407,794 1,427,410	- -
Total Expenditures	1,575,082	1,732,269	1,762,269	1,835,204	
ACTIVITY RESOURCES:					
Charges for Services Rents, & Misc Revenues	1,122,650 8,890	1,178,354 -	1,178,354 -	1,091,000 -	-
Total Resources	1,131,540	1,178,354	1,178,354	1,091,000	-

^{*}Sums may have discrepancies due to rounding

IT-Operations

Activity Number: 1234 ACTIVITY SUMMARY

Fund(s): General Fund (101)

Department: Administrative Services

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.

	Fiscal Year 2012 Actuals	Fiscal Year 2013			Fiscal Year
		Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Personnel Services Services, Supplies, and Other Charges Capital Outlay Total Expenditures	1,408,660 479,915 47,687 1,936,262	1,878,720 876,259 105,000 2,859,979	1,878,720 1,025,935 128,840 3,033,494	1,730,513 875,692 105,000 2,711,205	1,987,231 1,375,967 342,450 3,705,648
ACTIVITY RESOURCES:					
Charges for Services Rents, & Misc Revenues	819,158 3,081	940,693 -	940,693 -	940,693 -	941,693 -
Total Resources	822,239	940,693	940,693	940,693	941,693

^{*}Sums may have discrepancies due to rounding

Activity Number: 1235 ACTIVITY SUMMARY

Fund(s): General Fund (101)

Department: Administrative Services

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).

		Fiscal Year 2013			Fiscal Year
	Fiscal Year 2012 Actuals	Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Personnel Services Services, Supplies, and Other Charges	128,067 35,290	-	<u>-</u>	<u>-</u>	<u>-</u>
Total Expenditures	163,358				
ACTIVITY RESOURCES:					
Charges for Services	75,113	-	-	-	-
Total Resources	75,113		-	-	-

^{*}Sums may have discrepancies due to rounding

Workers Compensation Insurance

Activity Number: 7820 ACTIVITY SUMMARY

Fund(s): Workers' Compensation Insurance (841)

Department: Administrative 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.

	Fiscal Year 2012 Actuals	Fiscal Year 2013			Fiscal Year
		Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Personnel Services Services, Supplies, and Other Charges	129,011 1,869,971	239,726 2,661,825	239,726 2,669,650	185,705 460,625	244,316 438,358
Total Expenditures	1,998,981	2,901,551	2,909,376	646,330	682,674
ACTIVITY RESOURCES:					
Charges for Services	2,982,711	3,103,388	3,103,388	3,089,164	3,226,431
Total Resources	2,982,711	3,103,388	3,103,388	3,089,164	3,226,431

^{*}Sums may have discrepancies due to rounding

Liability Insurance

Activity Number: 7821 ACTIVITY SUMMARY

Fund(s): Liability Insurance (842)
Department: Administrative 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. During FY 2013, this function was transitioned from the Administrative Services Department over to the Finance Department.

	Fiscal Year 2012 Actuals	Fiscal Year 2013			Fiscal Year
		Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Personnel Services Services, Supplies, and Other Charges Total Expenditures	187,394 1,424,529 1,611,923	241,440 3,362,783 3,604,223	241,440 3,365,391 3,606,831	28,883 898,614 927,497	<u>-</u>
ACTIVITY RESOURCES:		3,00 1,223	3,000,031	327,137	
Charges for Services Rents, & Misc Revenues	1,801,425 350	1,800,050	1,800,050	-	<u>-</u>
Total Resources	1,801,775	1,800,050	1,800,050		

^{*}Sums may have discrepancies due to rounding

Medical/Dental/Vision Insurance

Activity Number: 7823 ACTIVITY SUMMARY

Fund(s): Group Health Insurance (843) Department: Administrative Services

Activity Description:

Provides funds for the contracted medical plan premiums as well as 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, as well as employee deductions.

		Fiscal Year 2013			Fiscal Year
	Fiscal Year 2012 Actuals	Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Personnel Services	-	-	-	-	458,776
Services, Supplies, and Other Charges					1,449,477
Total Expenditures	-		-	-	1,908,253
ACTIVITY RESOURCES:					
Charges for Services	-	-	-	-	1,908,126
Total Resources	-			-	1,908,126

^{*}Sums may have discrepancies due to rounding

Activity Number: 7840 ACTIVITY SUMMARY

Fund(s): Telecommunications Services (831)
Department: Administrative 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. This function was absorbed into the IT Operations in the General Fund at the end of FY 2012.

	Fiscal Year 2012 Actuals	Fiscal Year 2013			Fiscal Year
		Adopted Budget	Amended Budget	Estimated Actual	2014 Adopted Budget
EXPENDITURES BY ACTIVITY:					
Personnel Services Services, Supplies, and Other Charges	133,823 140,272	- -	-	-	-
Total Expenditures	274,095				
ACTIVITY RESOURCES:		· · · · · · · · · · · · · · · · · · ·			
Charges for Services	666,456	-	-	-	-
Total Resources	666,456				

^{*}Sums may have discrepancies due to rounding