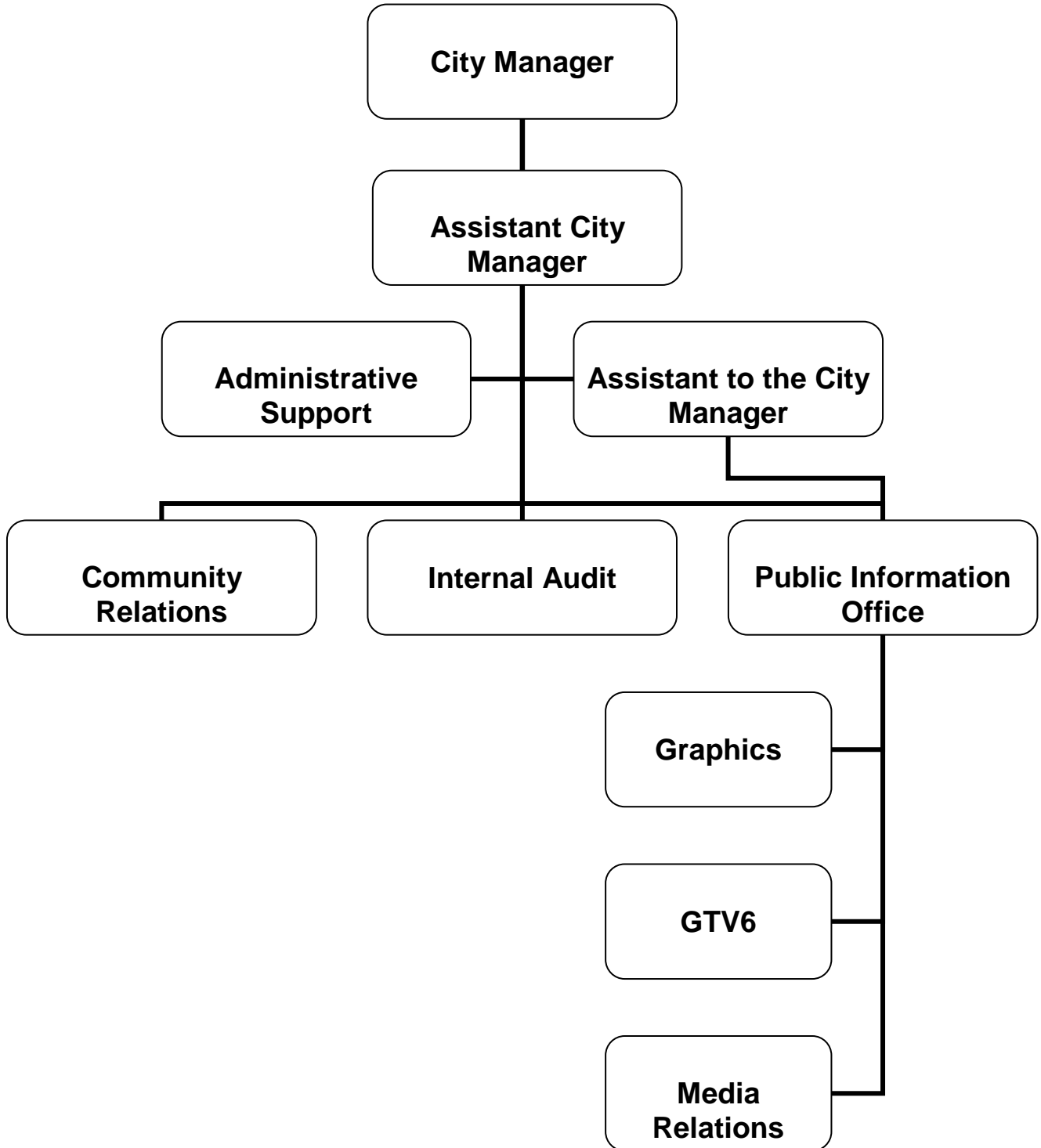


ADOPTED
BUDGET
2012-2013

MANAGEMENT SERVICES



CITY OF GLENDALE MANAGEMENT SERVICES

MISSION STATEMENT

To implement City Council policy directives, provide leadership, promote the health, safety and well-being of the community, administer prudent fiscal management through the efficient and cost effective management of City operations to meet the short and long term needs of the community, and to strengthen communications and partnerships with the community.

DEPARTMENT DESCRIPTION

The City Manager's Office is the Department through which the City Manager, the Chief Administrative Officer of the City, directs and coordinates the official services and business affairs of the City. Staff works closely with the City Council, recommending policy alternatives and assuring the proper and efficient implementation of Council-approved policies, programs and directives. This Department coordinates the development of new departments and sections, assists in their management, and is responsible for the preparation and presentation of the annual city budget for the City Council's review and adoption. The Department also provides staff support to the Commission on the Status of Women which assesses and evaluates the needs and issues of women in the City. Additionally, the Department's Internal Audit Section is responsible for ensuring the City's assets are properly recorded and safeguarded, and that operations are conducted in an efficient and effective manner. Finally, the Public Information Office oversees the dissemination of information to the public through various media sources such as the City's Government Access Channel 6, and serves as the liaison with the media.

RELATIONSHIP TO STRATEGIC GOALS

Exceptional Customer Service

As a new goal for FY 2012-13, Management Services is committed to providing its residents with extraordinary customer services centered on the principles of speed, quality, and customer satisfaction through the delivery of flawless and seamless services to every customer served. As such, the City will be implementing a robust performance management initiative. Through the development and tracking of citywide key performance indicators, city officials and the public will have access to ongoing performance data, providing the opportunity to track trends and identify opportunities for improvement. This will allow us to better measure our successes, failures and areas in need of improvement. The other key initiative being led by Management Services is the revamp of the Customer Service Policy. The goal is to ensure citywide processes and procedures are designed and implemented in a manner that ensures residents receive the same level of customer service regardless of the department they contact.

Fiscal Responsibility

As a new goal for FY 2012-13, Management Services is committed to conducting the City's financial affairs in a prudent and responsible manner to ensure adequate resources are available to meet current obligations and long term financial stability. To support this goal the Management Services Department regularly informs Council of items that could impact the City's budget, monitors legislation that could have financial implications for the City, and ensures the annual budget is developed in accordance with Council's priorities and directives.

Informed & Engaged Community

The Management Services Department works closely with the Offices of the City Clerk and City Attorney to ensure that all public meetings are held in compliance with all applicable laws and accessible for the citizenry to participate in. Furthermore, Management Services ensures that City business is conducted in a manner that is in the best interest of the public, with integrity, openness, and inclusion.

CITY OF GLENDALE MANAGEMENT SERVICES

Economic Vibrancy

The Management Services Department works closely with all other City Departments to continually search for ways of improving services while reducing costs. Through fiscally prudent management practices, the City maintains a healthy \$450 million investment portfolio and continues to retain high credit and bond ratings.

Arts & Culture

The City hosts a number of annual events to recognize and celebrate the diverse cultures within the community. The City Council holds a number of signature events that celebrate and commemorate the City's diverse cultures. The City is also home to a large number of businesses and non-profit organizations which provide services that serve the unique and diverse needs of our residents.

**CITY OF GLENDALE
SUMMARY OF APPROPRIATIONS
MANAGEMENT SERVICES DEPARTMENT**

	Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
<u>General Fund</u>				
City Council Cable Access (101-111)	616,009	537,983	537,983	547,968
Membership and Dues (101-114)	89,929	99,588	99,588	99,500
City Manager (101-140)	1,998,260	2,274,158	2,274,158	2,397,379
City Auditor (101-141)	736,539	1,055,760	1,055,760	1,027,690
Special Events				
Special Events (101-142-00000)	35,847	77,368	77,368	77,218
EHRC Fund Raising Events (101-142-93140)	2,298	-	-	-
Military Banner Program (101-142-93200)	2,253	-	-	-
Total Special Events	40,398	77,368	77,368	77,218
Special Events Sponsorship (101-143)	15,987	-	-	-
Commission Status of Women (101-144-00000)	18,970	-	-	30,196
Graphics (101-163)	423,606	541,572	541,572	591,431
Total General Fund	\$ 3,939,698	\$ 4,586,429	\$ 4,586,429	\$ 4,771,382
<u>Other Funds</u>				
Cable Access Fund				
Cable Access Fund (280-111)	515,000	532,000	532,000	549,000
Cable Access Fund - Transfer (280-195)	-	598,250	598,250	-
Total Cable Access Fund	515,000	1,130,250	1,130,250	549,000
Capital Improvement Fund (401-140)	10,014	-	-	-
Total Other Funds	\$ 525,014	\$ 1,130,250	\$ 1,130,250	\$ 549,000
Department Grand Total	\$ 4,464,712	\$ 5,716,679	\$ 5,716,679	\$ 5,320,382

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CITY COUNCIL CABLE ACCESS - GTV6
101-111**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
SALARIES & BENEFITS					
41100	Salaries	428,990	404,496	404,496	290,028
41200	Overtime	270	-	-	-
41300	Hourly wages	14,307	22,000	22,000	22,000
41600-42601	Benefits	71,898	99,800	99,800	90,249
42700-42702	PERS retirement	44,385	63,344	63,344	43,210
42798	Program reduction salary&ben	-	(148,741)	(148,741)	-
	Total Salaries & Benefits	\$ 559,849	\$ 440,899	\$ 440,899	\$ 445,487
MAINTENANCE & OPERATION					
42800	Auto allowance	760	-	-	-
43050	Repairs-bldgs & grounds	-	1,000	1,000	1,000
43110	Contractual services	1,547	2,100	2,100	2,100
44100	Repairs to equipment	2,775	3,000	3,000	3,000
44300	Telephone	11,735	-	-	-
44352	ISD service charge	16,254	67,154	67,154	68,719
44450	Postage	80	200	200	200
44700	Computer software	2,365	-	-	-
44750	Liability	9,759	7,463	7,463	10,765
44751	Insurance/surety bond premium	751	867	867	1,397
44800	Membership and dues	75	200	200	200
45050	Periodicals & newspapers	577	100	100	100
45150	Furniture & equipment	2,075	8,000	8,000	8,000
45170	Computer hardware	1,606	-	-	-
45250	Office supplies	1,854	4,000	4,000	4,000
45350	General supplies	2,895	1,000	1,000	1,000
46900	Business meetings	148	-	-	-
47000	Miscellaneous	904	2,000	2,000	2,000
	Total Maintenance & Operation	\$ 56,160	\$ 97,084	\$ 97,084	\$ 102,481
TOTAL		\$ 616,009	\$ 537,983	\$ 537,983	\$ 547,968

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
MEMBERSHIP AND DUES
101-114**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
MAINTENANCE & OPERATION					
44751	Insurance/surety bond premium	75	88	88	-
44800	Membership and dues	89,854	99,500	99,500	99,500
	Total Maintenance & Operation	\$ 89,929	\$ 99,588	\$ 99,588	\$ 99,500
TOTAL		\$ 89,929	\$ 99,588	\$ 99,588	\$ 99,500

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CITY MANAGER
101-140**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
SALARIES & BENEFITS					
41100	Salaries	1,132,381	1,180,684	1,180,684	1,190,400
41200	Overtime	2,360	1,000	1,000	4,600
41300	Hourly wages	4,844	16,250	16,250	18,200
41600-42601	Benefits	284,571	420,189	420,189	437,291
42700-42702	PERS retirement	123,110	200,438	200,438	165,806
42798	Program reduction salary&ben	-	(52,570)	(52,570)	-
	Total Salaries & Benefits	\$ 1,547,265	\$ 1,765,991	\$ 1,765,991	\$ 1,816,297
MAINTENANCE & OPERATION					
42800	Auto allowance	50,183	48,540	48,540	48,540
42900	Uniform allowance	88	-	-	700
43110	Contractual services	139,853	105,000	105,000	105,000
44100	Repairs to equipment	458	1,000	1,000	1,000
44120	Repairs to office equip	20	500	500	500
44200	Advertising	-	1,000	1,000	1,000
44250	Data communication	1,571	-	-	-
44300	Telephone	32,025	-	-	-
44351	Fleet / equip rental charge	-	-	-	5,910
44352	ISD service charge	143,029	84,681	84,681	113,856
44450	Postage	1,481	22,000	22,000	22,000
44550	Travel	15,687	32,255	32,255	32,255
44650	Training	105	2,000	2,000	2,000
44750	Liability	25,071	22,626	22,626	41,854
44751	Insurance/surety bond premium	2,853	3,302	3,302	5,617
44800	Membership and dues	4,498	4,300	4,300	4,300
45050	Periodicals & newspapers	349	1,100	1,100	1,100
45100	Books	-	1,000	1,000	1,000
45150	Furniture & equipment	2,307	3,500	3,500	3,500
45250	Office supplies	6,411	37,350	37,350	37,350
45350	General supplies	2,985	48,500	48,500	48,500
45450	Printing and graphics	1,865	67,600	67,600	67,600
46900	Business meetings	11,080	13,000	13,000	13,000
47000	Miscellaneous	9,076	24,500	24,500	24,500
49049	Program reductions M&O	-	(15,587)	(15,587)	-
	Total Maintenance & Operation	\$ 450,995	\$ 508,167	\$ 508,167	\$ 581,082
TOTAL		\$ 1,998,260	\$ 2,274,158	\$ 2,274,158	\$ 2,397,379

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CITY AUDITOR
101-141**

	Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
SALARIES & BENEFITS				
41100 Salaries	530,350	685,284	685,284	615,831
41200 Overtime	314	-	-	-
41600-42601 Benefits	104,307	173,010	173,010	179,791
42700-42702 PERS retirement	53,041	107,315	107,315	78,377
Total Salaries & Benefits	<u>\$ 688,013</u>	<u>\$ 965,609</u>	<u>\$ 965,609</u>	<u>\$ 873,999</u>
MAINTENANCE & OPERATION				
42800 Auto allowance	5,880	5,880	5,880	5,880
43110 Contractual services	15,823	31,000	31,000	81,000
44300 Telephone	1,147	-	-	-
44352 ISD service charge	2,858	25,809	25,809	28,184
44450 Postage	-	90	90	90
44650 Training	3,337	3,500	3,500	3,500
44700 Computer software	1,663	-	-	-
44750 Liability	11,675	11,992	11,992	21,246
44751 Insurance/surety bond premium	970	1,120	1,120	3,031
44800 Membership and dues	2,359	2,500	2,500	2,500
45100 Books	-	240	240	240
45150 Furniture & equipment	822	1,000	1,000	1,000
45250 Office supplies	1,644	2,000	2,000	2,000
45350 General supplies	262	800	800	800
45450 Printing and graphics	-	3,000	3,000	3,000
46900 Business meetings	34	120	120	120
47000 Miscellaneous	54	1,100	1,100	1,100
Total Maintenance & Operation	<u>\$ 48,526</u>	<u>\$ 90,151</u>	<u>\$ 90,151</u>	<u>\$ 153,691</u>
TOTAL	<u>\$ 736,539</u>	<u>\$ 1,055,760</u>	<u>\$ 1,055,760</u>	<u>\$ 1,027,690</u>

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
SPECIAL EVENTS
101-142**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
SALARIES & BENEFITS					
41200	Overtime	1,873	-	-	-
41300	Hourly wages	1,886	-	-	-
41600-42601	Benefits	92	459	459	-
	Total Salaries & Benefits	\$ 3,851	\$ 459	\$ 459	\$ -
MAINTENANCE & OPERATION					
43110	Contractual services	10,492	25,600	25,600	25,600
44200	Advertising	1,633	1,500	1,500	1,500
44550	Travel	897	-	-	-
44750	Liability	83	-	-	-
44751	Insurance/surety bond premium	93	108	108	-
45250	Office supplies	377	5,150	5,150	5,150
45350	General supplies	220	2,200	2,200	2,200
45450	Printing and graphics	211	7,100	7,100	7,100
46900	Business meetings	3,732	645	645	650
47000	Miscellaneous	18,808	34,606	34,606	35,018
	Total Maintenance & Operation	\$ 36,546	\$ 76,909	\$ 76,909	\$ 77,218
TOTAL		\$ 40,398	\$ 77,368	\$ 77,368	\$ 77,218

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
SPECIAL EVENTS - OTHER PROGRAMS
101-142-00000**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
SALARIES & BENEFITS					
41200	Overtime	1,873	-	-	-
41300	Hourly wages	1,886	-	-	-
41600-42601	Benefits	92	459	459	-
	Total Salaries & Benefits	\$ 3,851	\$ 459	\$ 459	\$ -
MAINTENANCE & OPERATION					
43110	Contractual services	8,245	25,600	25,600	25,600
44200	Advertising	1,633	1,500	1,500	1,500
44550	Travel	897	-	-	-
44750	Liability	83	-	-	-
44751	Insurance/surety bond premium	85	108	108	-
45250	Office supplies	377	5,150	5,150	5,150
45350	General supplies	220	2,200	2,200	2,200
45450	Printing and graphics	211	7,100	7,100	7,100
46900	Business meetings	3,060	645	645	650
47000	Miscellaneous	17,185	34,606	34,606	35,018
	Total Maintenance & Operation	\$ 31,995	\$ 76,909	\$ 76,909	\$ 77,218
TOTAL		\$ 35,847	\$ 77,368	\$ 77,368	\$ 77,218

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
SPECIAL EVENTS - EHRC FUND RAISING EVENTS
101-142-93140**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
MAINTENANCE & OPERATION					
44751	Insurance/surety bond premium	3	-	-	-
46900	Business meetings	672	-	-	-
47000	Miscellaneous	1,623	-	-	-
	Total Maintenance & Operation	\$ 2,298	\$ -	\$ -	\$ -
TOTAL					
		\$ 2,298	\$ -	\$ -	\$ -

CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
SPECIAL EVENTS - MILITARY BANNER PROGRAM
101-142-93200

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
MAINTENANCE & OPERATION					
43110	Contractual services	2,248	-	-	-
44751	Insurance/surety bond premium	5	-	-	-
	Total Maintenance & Operation	\$ 2,253	\$ -	\$ -	\$ -
TOTAL		\$ 2,253	\$ -	\$ -	\$ -

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
SPECIAL EVENTS SPONSORSHIP
101-143**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
MAINTENANCE & OPERATION					
44751	Insurance/surety bond premium	45	52	52	-
47000	Miscellaneous	15,942	39,855	39,855	-
49049	Program reductions M&O	-	(39,907)	(39,907)	-
	Total Maintenance & Operation	\$ 15,987	\$ -	\$ -	\$ -
TOTAL		\$ 15,987	\$ -	\$ -	\$ -

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
COMMISSION STATUS OF WOMEN
101-144-00000**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
MAINTENANCE & OPERATION					
44200	Advertising	1,500	-	-	-
44800	Membership and dues	50	-	-	-
45250	Office supplies	364	-	-	-
45350	General supplies	246	-	-	-
46900	Business meetings	52	-	-	-
47000	Miscellaneous	16,758	-	-	30,196
	Total Maintenance & Operation	\$ 18,970	\$ -	\$ -	\$ 30,196
TOTAL		\$ 18,970	\$ -	\$ -	\$ 30,196

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GRAPHICS
101-163**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
SALARIES & BENEFITS					
41100	Salaries	195,813	198,684	198,684	198,684
41300	Hourly wages	73,251	75,530	75,530	75,530
41600-42601	Benefits	35,413	55,650	55,650	58,336
42700-42702	PERS retirement	26,199	37,852	37,852	37,874
42798	Program reduction salary&ben	-	(37,765)	(37,765)	-
	Total Salaries & Benefits	\$ 330,676	\$ 329,951	\$ 329,951	\$ 370,424
MAINTENANCE & OPERATION					
43110	Contractual services	45,167	68,000	68,000	68,000
44120	Repairs to office equip	9,635	22,000	22,000	22,000
44250	Data communication	393	-	-	-
44300	Telephone	1,000	-	-	-
44352	ISD service charge	5,782	27,330	27,330	31,963
44450	Postage	71	150	150	150
44550	Travel	-	1,100	1,100	1,100
44650	Training	577	1,000	1,000	1,000
44750	Liability	5,919	4,799	4,799	9,461
44751	Insurance/surety bond premium	697	807	807	898
45050	Periodicals & newspapers	89	1,300	1,300	1,300
45150	Furniture & equipment	-	500	500	500
45200	Maps and blue prints	3,969	6,000	6,000	6,000
45250	Office supplies	18,287	75,535	75,535	75,535
45450	Printing and graphics	1,488	2,000	2,000	2,000
46900	Business meetings	-	300	300	300
47000	Miscellaneous	-	800	800	800
47010	Discount earned & lost	(144)	-	-	-
	Total Maintenance & Operation	\$ 92,931	\$ 211,621	\$ 211,621	\$ 221,007
TOTAL		\$ 423,606	\$ 541,572	\$ 541,572	\$ 591,431

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CABLE ACCESS FUND
280-111**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
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MAINTENANCE & OPERATION					
43070	Lease payments	515,000	532,000	532,000	549,000
	Total Maintenance & Operation	\$ 515,000	\$ 532,000	\$ 532,000	\$ 549,000
		<hr/>			
TOTAL		\$ 515,000	\$ 532,000	\$ 532,000	\$ 549,000
		<hr/>			

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CABLE ACCESS FUND - TRANSFER TO OTHER FUNDS
280-195**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
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TRANSFERS					
48040	Transfer-Capital Funds	-	598,250	598,250	-
	Total Transfers	\$ -	\$ 598,250	\$ 598,250	\$ -
		<hr/>			
	TOTAL	\$ -	\$ 598,250	\$ 598,250	\$ -
		<hr/> <hr/>			

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CAPITAL IMPROVEMENT FUND
401-140**

		Actual 2010-11	Adopted 2011-12	Revised 2011-12	Adopted 2012-13
MAINTENANCE & OPERATION					
45350	General supplies	825	-	-	-
45600	A & G overhead	4,425	-	-	-
	Total Maintenance & Operation	\$ 5,250	\$ -	\$ -	\$ -
CAPITAL PROJECTS					
53300	Other expenditures	4,764	-	-	-
	Total Capital Projects	\$ 4,764	\$ -	\$ -	\$ -
TOTAL		\$ 10,014	\$ -	\$ -	\$ -

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
Personnel Classification Detail**

Classification	Actual 2010-11	Adopted Budget 2011-12	Revised Budget 2011-12	Adopted Budget 2012-13
<u>Salaried Employees</u>				
Administrative Associate	1.00	1.00	1.00	1.00
Assistant City Manager	1.00	1.00	1.00	1.00
Assistant Public Information Officer	1.00	1.00	1.00	1.00
Assistant to City Manager	1.00	1.00	1.00	1.00
Broadcast Coordinator	1.00	1.00	1.00	1.00
Broadcast Manager	1.00	-	-	-
Broadcast Production Assistant	3.00	3.00	3.00	3.00
Broadcast Production Coordinator	-	-	-	-
City Auditor	1.00	1.00	1.00	1.00
City Manager	1.00	1.00	1.00	1.00
Community Relations Coordinator	1.00	1.00	1.00	1.00
Deputy City Manager	-	-	-	-
Duplicating Machine Operator	1.00	1.00	1.00	1.00
Executive Secretary (Confidential)	2.00	2.00	2.00	2.00
Internal Audit Associate	1.00	-	-	-
Internal Auditor	2.00	3.00	3.00	2.00
Motion Graphics Designer	1.00	1.00	1.00	1.00
Office Services Secretary	1.00	-	-	-
Office Services Specialist II	-	-	0.32	0.32
Office Specialist I	2.00	2.00	2.00	2.00
Police Sergeant	-	0.50	0.50	0.50
Public Information Officer	1.00	1.00	1.00	-
Secretary to City Manager	1.00	1.00	1.00	1.00
Sr. Graphics Illustrator	1.00	1.00	1.00	1.00
Sr. Internal Auditor	2.00	2.00	2.00	2.00
Sr. Investigator	1.00	1.00	1.00	1.00
Sr. Office Services Specialist	1.00	1.00	1.00	1.00
Total Salaried Employees	<u>29.00</u>	<u>27.50</u>	<u>27.82</u>	<u>25.82</u>
<u>Hourly Employees</u>				
Broadcast Productions Assistant	-	-	-	0.71 (2)
Hourly City Worker	1.23 (2)	1.83 (3)	1.83 (3)	1.54 (2)
Office Specialist I	-	-	-	0.61 (1)
Total Hourly Employees	<u>1.23</u>	<u>1.83</u>	<u>1.83</u>	<u>2.86</u>
<u>Elected Officials</u>				
Councilmember	5.00	5.00	5.00	5.00
Total Elected Officials	<u>5.00</u>	<u>5.00</u>	<u>5.00</u>	<u>5.00</u>
Management Services Total	<u>35.23</u>	<u>34.33</u>	<u>34.65</u>	<u>33.68</u>

* Indicates number of positions corresponding to the stated Full-Time Equivalence (FTE)