

# CITY OF GLENDALE MANAGEMENT SERVICES

## DEPARTMENT SUMMARY 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 and girls 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 City Views and the City's Government Access Channel 6, and serves as the liaison with the media.

### Relationship to City Strategic Goals Trust in Government

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, we ensure that City business is conducted in a manner that is in the best interest of the public, with integrity, openness and inclusion.

### Culture and Diversity

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.

### Economic Vitality

The Management Services Department works closely with all the 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.

## CITY OF GLENDALE MANAGEMENT SERVICES

### Major Accomplishments

In fiscal year 2008, the Management Services Department, in coordination with the Police Department, worked closely with federal legislators to secure \$1 million in federal appropriations for the construction of a Regional DNA Forensic Testing Laboratory. In addition, the Commission on the Status of Women was awarded a \$15,000 grant from the Community Development Block Grant for the Commission's "Camp Rosie" program which teaches business and leadership skills for low-income, at-risk, and under-served girls within the community. The Department continues to support and facilitate commemorative and cultural diversity events within the community. The GTV6 section was awarded a Los Angeles Area Emmy for its work with the Redevelopment Agency on the "Invest in Glendale" program and completed the transfer of all analog VHS tapes of City meetings to optical DVD format for archival purposes. Finally, the Internal Audit section completed 39 audits consisting of financial, contractual, operational, and information systems projects. In addition to audit assignments, Internal Audit participated in various requested services known as "value-added" assignments. These assignments covered a wide range of activities including, inter-departmental facilitation on major initiatives, consultation on policy and procedure development, contract terms review and development assistance, contractor pre-award due diligence, and external auditor coordination.

### Changes from Prior Year

#### Budget Changes:

The increase in the Department's budget is attributable to organizational changes for the 2009-2010 fiscal year consisting of the reclassification of the City's GTV6 and Graphics Sections within the Management Services General Fund budget. In previous years, the City's GTV6 operation was budgeted within the Cable Access Fund and the Graphics section was budgeted within the Finance Department. Other notable changes to the Department's budget include:

1. The elimination of one position whereby staff was transferred to an existing position in Glendale Water & Power.
2. The elimination of all overtime hours for GTV6 staff.
3. A reduction in capital outlay.

#### Staffing Changes:

The Management Services Department eliminated one full-time vacant position after staff was transferred to an existing position within GWP. Additionally, the Internal Audit section downgraded one vacant position, resulting in a cost savings in the Salary and Benefit accounts. Finally, to accommodate additional evening meetings and an occasional heavy workload, the GTV6 section hired and trained one hourly staff member.

## CITY OF GLENDALE MANAGEMENT SERVICES

### Future Outlook

#### The Management Services

Department is actively working with all City departments and managers on several Citywide cost reduction strategies. The department will continue to proactively monitor pending legislation to secure the City's existing resources during these turbulent economic times. Staff continues to seek alternative funding mechanisms to supplement the GTV6 operation's traditional funding sources.

Internal Audit will continue to perform a variety of audits that were identified through the annual risk assessment process, in addition to all new management requests. It is anticipated that 8,700 hours will be spent on direct audit assignments resulting in 50 completed projects.

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

	Actual 2007-08	Adopted 2008-09	Revised 2008-09	Adopted 2009-10
<b>SALARIES &amp; BENEFITS</b>				
41100 Salaries	0	0	0	460,583
41300 Hourly Wages	0	0	0	22,000
41600-42700 Benefits	0	0	0	125,499
42799 Salary Charges Out	0	0	0	(10,000)
Total Salaries & Benefits	0	0	0	598,082
<b>MAINTENANCE &amp; OPERATION</b>				
42800 Auto Allowance	0	0	0	2,640
43050 Repairs-Bldgs & Grounds	0	0	0	6,000
43110 Contractual Services	0	0	0	2,000
44100 Repairs to Equipment	0	0	0	2,000
44300 Telephone	0	0	0	4,918
44450 Postage	0	0	0	200
44700 Computer Software	0	0	0	2,000
44750 Insurance & Surety Bonds	0	0	0	10,133
44800 Membership and Dues	0	0	0	200
45050 Periodicals & Newspapers	0	0	0	100
45150 Furniture & Equipment	0	0	0	8,000
45170 Computer Hardware	0	0	0	4,000
45250 Office Supplies	0	0	0	4,000
45350 General Supplies	0	0	0	1,000
47000 Miscellaneous	0	0	0	2,000
Total Maintenance & Operation	0	0	0	49,191
<b>TOTAL DEPARTMENT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>647,273</b>

\* Effective 7/1/2009, Cable Access GTV6 reports to Management Services General Fund 101-111. For prior fiscal years, reporting under Management Services Special Revenue 280-111

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

		Actual 2007-08	Adopted 2008-09	Revised 2008-09	Adopted 2009-10
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MAINTENANCE & OPERATION					
44800	Membership and Dues	68,272	68,000	68,000	68,000
	Total Maintenance & Operation	<u>68,272</u>	<u>68,000</u>	<u>68,000</u>	<u>68,000</u>
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	<b>TOTAL DEPARTMENT</b>	<b><u>68,272</u></b>	<b><u>68,000</u></b>	<b><u>68,000</u></b>	<b><u>68,000</u></b>

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

		Actual 2007-08	Adopted 2008-09	Revised 2008-09	Adopted 2009-10
<b>SALARIES &amp; BENEFITS</b>					
41100	Salaries	1,418,404	1,450,199	1,450,199	1,460,085
41200	Overtime	2,469	3,000	3,000	3,000
41300	Hourly Wages	10,091	5,000	5,000	5,000
41600-42700	Benefits	449,099	498,296	498,296	479,506
	<b>Total Salaries &amp; Benefits</b>	<b>1,880,063</b>	<b>1,956,495</b>	<b>1,956,495</b>	<b>1,947,591</b>
<b>MAINTENANCE &amp; OPERATION</b>					
42800	Auto Allowance	56,287	55,060	55,060	57,060
43110	Contractual Services	178,713	186,500	186,500	161,500
43150	Cost Allocation Charge	3,815	12,350	12,350	0
44100	Repairs to Equipment	246	500	500	500
44120	Repairs to Office Equip	194	500	500	500
44200	Advertising	682	1,000	1,000	1,000
44300	Telephone	24,597	20,325	20,325	29,387
44450	Postage	21,708	22,000	22,000	22,000
44550	Travel	25,452	33,525	33,525	30,565
44650	Training	789	2,500	2,500	1,875
44700	Computer Software	0	500	500	500
44750	Insurance & Surety Bonds	29,821	36,008	36,008	33,219
44800	Membership and Dues	4,858	2,000	2,000	2,000
45050	Periodicals & Newspapers	662	1,100	1,100	1,100
45100	Books	1,046	1,000	1,000	1,000
45150	Furniture & Equipment	8,001	3,500	3,500	3,500
45170	Computer Hardware	918	400	400	400
45250	Office Supplies	33,481	37,358	37,358	37,358
45350	General Supplies	15,610	58,550	58,550	48,550
45450	Printing and Graphics	4,033	64,224	64,224	67,568
46000	Depreciation	2,651	0	0	0
46900	Business Meetings	23,712	13,000	13,000	13,000
47000	Miscellaneous	13,579	24,458	24,458	24,458
	<b>Total Maintenance &amp; Operation</b>	<b>450,854</b>	<b>576,358</b>	<b>576,358</b>	<b>537,040</b>
<b>CAPITAL OUTLAY</b>					
51000	Capital Outlay	798	7,000	7,000	0
	<b>Total Capital Outlay</b>	<b>798</b>	<b>7,000</b>	<b>7,000</b>	<b>0</b>
<b>TOTAL DEPARTMENT</b>		<b>2,331,715</b>	<b>2,539,853</b>	<b>2,539,853</b>	<b>2,484,631</b>

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

		Actual 2007-08	Adopted 2008-09	Revised 2008-09	Adopted 2009-10
<b>SALARIES &amp; BENEFITS</b>					
41100	Salaries	627,850	638,075	588,482	592,556
41600-42700	Benefits	169,777	189,945	181,631	177,312
42799	Salary Charges Out	7,361	(35,000)	(35,000)	0
	<b>Total Salaries &amp; Benefits</b>	<b>804,987</b>	<b>793,020</b>	<b>735,113</b>	<b>769,868</b>
<b>MAINTENANCE &amp; OPERATION</b>					
42800	Auto Allowance	5,880	5,880	5,880	5,880
43110	Contractual Services	4,185	31,500	31,500	31,500
43150	Cost Allocation Charge	197	5,700	5,700	0
44300	Telephone	300	420	420	920
44450	Postage	0	90	90	90
44550	Travel	1,395	2,370	2,370	1,778
44650	Training	1,583	2,200	2,200	1,650
44700	Computer Software	0	1,500	1,500	1,500
44750	Insurance & Surety Bonds	12,729	12,900	11,908	14,526
44800	Membership and Dues	1,140	1,200	1,200	1,200
45100	Books	0	400	400	240
45150	Furniture & Equipment	482	0	0	0
45250	Office Supplies	2,921	2,600	2,600	2,600
45350	General Supplies	0	1,200	1,200	1,200
45450	Printing and Graphics	0	0	0	3,800
46900	Business Meetings	247	120	120	120
47000	Miscellaneous	1,467	1,106	1,106	1,100
	<b>Total Maintenance &amp; Operation</b>	<b>32,527</b>	<b>69,186</b>	<b>68,194</b>	<b>68,104</b>
<b>TOTAL DEPARTMENT</b>		<b>837,514</b>	<b>862,206</b>	<b>803,307</b>	<b>837,972</b>

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

		Actual 2007-08	Adopted 2008-09	Revised 2008-09	Adopted 2009-10
<b>SALARIES &amp; BENEFITS</b>					
41200	Overtime	0	5,000	5,000	0
41300	Hourly Wages	76	0	0	0
41600-42700	Benefits	98	0	0	0
	<b>Total Salaries &amp; Benefits</b>	<b>174</b>	<b>5,000</b>	<b>5,000</b>	<b>0</b>
<b>MAINTENANCE &amp; OPERATION</b>					
43110	Contractual Services	14,593	39,900	39,900	23,900
44200	Advertising	175	1,000	1,000	900
44450	Postage	390	0	0	0
44750	Insurance & Surety Bonds	2	0	0	0
45250	Office Supplies	8,085	3,000	3,000	6,500
45350	General Supplies	2,362	0	0	2,200
45450	Printing and Graphics	5,328	8,000	8,000	8,700
46900	Business Meetings	1,018	0	0	1,000
47000	Miscellaneous	50,629	0	0	41,200
	<b>Total Maintenance &amp; Operation</b>	<b>82,582</b>	<b>51,900</b>	<b>51,900</b>	<b>84,400</b>
<b>TOTAL DEPARTMENT</b>		<b>82,755</b>	<b>56,900</b>	<b>56,900</b>	<b>84,400</b>

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

		Actual 2007-08	Adopted 2008-09	Revised 2008-09	Adopted 2009-10
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MAINTENANCE & OPERATION					
47000	Miscellaneous	2,449	39,900	39,900	39,900
	Total Maintenance & Operation	<u>2,449</u>	<u>39,900</u>	<u>39,900</u>	<u>39,900</u>
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	<b>TOTAL DEPARTMENT</b>	<b><u>2,449</u></b>	<b><u>39,900</u></b>	<b><u>39,900</u></b>	<b><u>39,900</u></b>

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

		Actual 2007-08	Adopted 2008-09	Revised 2008-09	Adopted 2009-10
<b>SALARIES &amp; BENEFITS</b>					
41100	Salaries	0	0	0	293,810
41300	Hourly Wages	0	0	0	43,670
41600-42700	Benefits	0	0	0	81,358
	Total Salaries & Benefits	<u>0</u>	<u>0</u>	<u>0</u>	<u>418,838</u>
<b>MAINTENANCE &amp; OPERATION</b>					
42800	Auto Allowance	0	0	0	300
43110	Contractual Services	0	0	0	68,000
44120	Repairs to Office Equip	0	0	0	23,100
44300	Telephone	0	0	0	1,000
44450	Postage	0	0	0	150
44550	Travel	0	0	0	1,300
44650	Training	0	0	0	1,000
44700	Computer Software	0	0	0	5,000
44750	Insurance & Surety Bonds	0	0	0	8,330
45050	Periodicals & Newspapers	0	0	0	1,300
45150	Furniture & Equipment	0	0	0	500
45170	Computer Hardware	0	0	0	500
45200	Maps and Blue Prints	0	0	0	3,000
45250	Office Supplies	0	0	0	75,535
46900	Business Meetings	0	0	0	300
47000	Miscellaneous	0	0	0	500
	Total Maintenance & Operation	<u>0</u>	<u>0</u>	<u>0</u>	<u>189,815</u>
<b>TOTAL DEPARTMENT</b>		<u><b>0</b></u>	<u><b>0</b></u>	<u><b>0</b></u>	<u><b>608,653</b></u>

\* Prior to Fiscal Year 2009-10, Graphics was reported under Administrative Services Department in 650-163. Effective 7/1/2009, Graphics reports to Management Services Department in 101-163

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

		Actual 2007-08	Adopted 2008-09	Revised 2008-09	Adopted 2009-10
<b>SALARIES &amp; BENEFITS</b>					
41100	Salaries	444,356	452,706	452,706	0
41200	Overtime	0	1,000	1,000	0
41300	Hourly Wages	6,042	20,000	20,000	0
41600-42700	Benefits	107,262	114,590	114,590	0
42799	Salary Charges Out	(27,599)	(20,000)	(20,000)	0
	<b>Total Salaries &amp; Benefits</b>	<b>530,061</b>	<b>568,296</b>	<b>568,296</b>	<b>0</b>
<b>MAINTENANCE &amp; OPERATION</b>					
42800	Auto Allowance	4,400	3,500	3,500	0
43050	Repairs-Bldgs & Grounds	9,956	6,220	6,220	0
43070	Lease Payments	0	0	0	450,000
43110	Contractual Services	7,536	4,500	4,500	0
43115	Pass Through - GUSD	2,514	0	0	0
43150	Cost Allocation Charge	0	2,000	2,000	0
44100	Repairs to Equipment	6,056	2,000	2,000	0
44120	Repairs to Office Equip	2,002	2,000	2,000	0
44300	Telephone	3,874	3,418	3,418	0
44450	Postage	143	400	400	0
44550	Travel	0	1,000	1,000	0
44650	Training	1,085	2,000	2,000	0
44700	Computer Software	544	3,000	3,000	0
44750	Insurance & Surety Bonds	9,008	10,132	10,132	0
44800	Membership and Dues	225	500	500	0
45050	Periodicals & Newspapers	0	200	200	0
45100	Books	142	0	0	0
45150	Furniture & Equipment	6,608	5,000	5,000	0
45170	Computer Hardware	3,865	4,000	4,000	0
45250	Office Supplies	4,908	10,000	10,000	0
45300	Small Tools	25	0	0	0
45350	General Supplies	1,063	1,000	1,000	0
45450	Printing and Graphics	255	500	500	0
46900	Business Meetings	0	250	250	0
47000	Miscellaneous	1,255	1,000	1,000	0
49050	Charges-Other Depts	(4,137)	(6,000)	(6,000)	0
	<b>Total Maintenance &amp; Operation</b>	<b>61,327</b>	<b>56,620</b>	<b>56,620</b>	<b>450,000</b>
<b>CAPITAL OUTLAY</b>					
51000	Capital Outlay	21,089	35,000	35,000	6,000
	<b>Total Capital Outlay</b>	<b>21,089</b>	<b>35,000</b>	<b>35,000</b>	<b>6,000</b>
<b>TOTAL DEPARTMENT</b>		<b>612,478</b>	<b>659,916</b>	<b>659,916</b>	<b>456,000</b>

\* Effective 7/1/2009, Cable Access GTV6 reports to Management Services General Fund 101-111. For prior fiscal years, reporting under Management Services Special Revenue 280-111

MANAGEMENT SERVICES  
Personnel Classification Detail

Salaried Employees

Classification	Budget 2007-08	Budget 2008-09	Revised Budget 2008-09	Budget 2009-10
Administrative Analyst	1.00	1.00	1.00	-
Administrative Assistant	1.00	1.00	1.00	-
Administrative Associate	-	-	-	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 Manager	1.00	1.00	1.00	1.00
Broadcast Production Assistant	4.00	4.00	4.00	4.00
Broadcast Production Coordinator	1.00	1.00	1.00	1.00
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	1.00	1.00	1.00	1.00
Duplicating Machine Operator	-	-	-	1.00
Executive Secretary (Confidential)	2.00	2.00	2.00	2.00
Graphics Administrator	-	-	-	1.00
Graphics Illustrator	-	-	-	1.00
Internal Audit Associate	1.00	1.00	1.00	2.00
Office Services Secretary	1.00	1.00	1.00	1.00
Office Specialist I	-	-	-	2.00
Principal Internal Auditor	2.00	2.00	1.00	1.00
Public Information Officer	1.00	1.00	1.00	1.00
Secretary to City Manager (Steno)	1.00	1.00	1.00	1.00
Senior Internal Auditor	1.00	1.00	1.00	1.00
Senior Investigator	1.00	1.00	1.00	1.00
Senior Office Services Specialist	1.00	1.00	1.00	1.00
Sr. Graphics Illustrator	-	-	-	1.00
Total Salaried Employees	26.00	26.00	25.00	31.00
<u>Elected Officials</u>				
Councilmember	5.00	5.00	5.00	5.00
Total Elected Officials	5.00	5.00	5.00	5.00
Management Services Total	31.00	31.00	30.00	36.00