Management Services

Mission and Overview

Management Services is the division 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. The Internal Audit group, is responsible for examining every phase of operations to insure the City's assets are properly recorded and safeguarded and that operations are conducted in an efficient and effective manner. This division 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 to the City Council for its review and adoption. Also a unit of the Management Services department, the Public Information Office (PIO), oversees the dissemination of information to the public through various publications such as City Views and the City's Government Access Channel 6 on Charter Cable. The PIO serves as liaison with the media and oversees the City's cable franchise:

FY 2003/04 Accomplishments

- Provided staff support and coordinated planning of commemorative and cultural diversity events.
- Established a new Armenian Sister City Program.
- Completed a Facility Needs Assessment for the construction of a new City Animal Care Facility.
- Coordinated the formation of the Commission on the Status of Women and integrated the commission into the departments' operations.
- Coordinated the design and implementation of conflict resolution training.
- Coordinated Pedestrian Safety Campaign, including creation of multilingual Public Service
 Announcements; character design and coloring book; signage for trucks and buses and editing
 of newspaper columns by Police Department; working with traffic safety group "Safe Moves".
- Began working on Cable Franchise renewal process with City Attorney's office, the City of Burbank and consultants.
- Oversaw the construction of new low-watt radio channel for City.
- Scripted, produced and assisted with the editing of 6-minute video on new City projects for the San Fernando Valley Economic Alliance.
- Assisted the Library in the production of a three-video series titled "Computer Club for Seniors." Included scripting, on-site supervision of filming, editing and marketing suggestions.
- Completed 41 quality audit projects of which 19 were requested by Department Management to aid in operational effectiveness and efficiency.
- Performed quarterly follow up on internal and external audit recommendations including written reports to the City Manager.
- Provided cost savings to the City in excess of twice the annual budget.

FY 2004/05 Goals

- Ensure the implementation of City Council policy directives.
- Enhanced emphasis on internal and external customer service.
- Ensure that the City operates in an efficient and cost effective manner.
- Promote and support diversity in the workplace and the community.
- Continue to support and facilitate Commemorative Events and the Unity Fest Event.
- Develop an Annual Work Program.
- Continue the development of Sister City opportunities.
- Secure Federal Appropriation for Glendale projects/programs.
- Continue to enhance communication between the City/Community and City/City employees.
- Work with City staff to enhance communication with non-English speaking community
- Explore the possibility of establishing "editing oversight" by the Public Information Office of <u>ALL</u> City publications with the goal of reducing redundancy and expense.
- Participate in Franchise Renewal discussions with Charter Communications.
- Explore avenues for potential grant funds for GTV6 programming.
- Establish a comprehensive workplace investigations unit with similar qualifications and credibility as the current Internal Audit Section.
- Participate in the establishment of the Risk Management Program.
- Continue to monitor the progress of implementation of recommendations from both internal and external audits performed.
- Review and update the annual audit risk assessment plan to ensure projects are performed based upon risk to the organization.

2004/05 Budget Adopted Appropriations

2004/00 Dauget Auoptou Appropri	idilo 110			
	Salaries and Benefits	Maintenance and Operation	Capital Outlay	Total
General Fund		 		
City Council	277,042	87,044	5,000	369,086
Membership and Dues	-	57,789	-	57,789
City Manager	1,147,581	421,018	-	1,568,599
City Auditor	427,692	74,988	•	502,680
Special Events	25,000	-	-	25,000
Budgeted Underexpenditures				(39,000)
Total General Fund	1,877,315	640,839	5,000	2,484,154
Cable Access Fund	397,811	36,441	70,000	504,252
Total Adopted Appropriation	2,275,126	677,280	75,000	2,988,406
	Budget 2002-2003	Budget 2003-2004	Estimated 2003-2004	Budget 2004-2005
Total Personnel	21.00	23.00	25.00	25.00

	Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditure 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Account Summary						
Financial						
Salaries & Benefits	152,209	207,522	73,400	206,945	277,042	290,895
Maintenance & Operation	110,852	77,726	26,242	71,959	87,044	87,603
Capital	139	1,000	- '	-	5,000	5,000
Charges - Other Depts				-	<u>-</u>	_
Tota	\$ 263,200	\$ 286,248	\$ 99,642	\$ 278,904	\$ 369,086	\$ 383,498

	Budget 2002-2003	Budget 2003-2004	Estimated 2003-2004	Budget 2004-2005	Budget 2005-2006
Administriative Associate	1.00	1.00	1.00	1.00	1.00
Executive Secretary (Confidential)	0.00	0.00	1.00	1.00	1.00
Office Services Specialist II	0.50	0.50	0.50	0.50	0.50
Office Services Secretary	0.50	0.50	0.50	0.50	0.50
Sub-Total Full Time	2.00	2.00	3.00	3.00	3.00
Councilmember	5.00	5.00	5.00	5.00	5.00
Sub-Total Part Time	5.00	5.00	5.00	5.00	5.00
TOTAL	7.00	7.00	8.00	8.00	8.00

	Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditure 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Salaries & Benefits						
41100 Salaries	94,383	132,684	51,937	132,684	202,565	209,720
41200 Overtime	171	-	65	65	-	-
41600 Compensated Absences	644	1,990	262	1,990	2,855	3,052
41700 Other Benefits	1,240	2,100	-	2,100	2,100	2,100
41800 Life Insurance	252	156	84	156	134	134
41900 Disability Insurance	564	591	260	591	874	874
42000 Vision Insurance	1,440	1,440	495	1,440	1,500	1,500
42100 Medical Insurance	45,779	61,683	17,005	61,000	57,704	57,704
42200 Dental Insurance	4,266	4,466	1,707	4,466	5,604	5,604
42300 Unemployment Insurance	95	133	50	133	190	190
42400 Compensation Insurance	520	649	276	649	951	951
42500 Medicare	2,737	1,630	1,219	1,630	2,440	2,440
42600 Social Security	120		42	42	125	125
42700 PERS Retirement	-	-	-	-	-	6,501
Total	152,209	207,522	73,400	206,945	277,042	290,895
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Maintenance & Operation Detail						
42800 Auto Allowance	25,430	31,540	5,498	31,540	31,540	31,540
43110 Contractual Services	16,587	3,300	2,508	3,300	4,000	4,000
43150 City Services	10,507	-	5	5	-	-,,,,,,
44120 Repairs to Office Equipment	_	2,719	-	500	500	500
44300 Telephone	2,664	4,000	911	2,500	3,000	3,000
44450 Postage	95	1,200	75	750	1,200	1,200
44550 Travel	21,884	13,200	8,477	13,200	15,000	15,000
44700 Computer Software	215	577	-	577	577	577
44750 Insurance & Surety Bonds	1,606	2,115	852	2,115	2,715	2,715
44800 Membership and Dues	70	1,665	-	_,	500	500
45050 Periodicals & Newspapers	250	379	88	379	379°	379
45100 Books	103	426	(61)	488	426	426
45150 Furniture & Equipment	1,073	2,132	(01)	2,132	2,132	2,132
.5 15 o I ammuno de Equipmont	1,075	2,1,2		2,102	2,102	2,102

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		Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditure 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
45170 Computer Hardware	-	160	-	-	-	-	-
45250 Office Supplies		26,658	7,397	6,891	7,397	17,999	18,558
46900 Business Meetings		3,681	4,380	758	4,380	4,380	4,380
47000 Miscellaneous		10,376	2,696	240	2,696	2,696	2,696
	Total	\$ 110,852	\$ 77,726	\$ 26,242	\$ 71,959	\$ 87,044	\$ 87,603

	Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditure 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Account Summary						
Financial						
Salaries & Benefits	· <u>-</u>	-	-	-	-	-
Maintenance & Operation	63,163	55,789	55,789	55,789	57,789	58,789
Capital	-	-	-	-	-	-
Charges - Other Depts	-	-	-	-	-	-
Total	\$ 63,163	\$ 55,789	\$ 55,789	\$ 55,789	\$ 57,789	\$ 58,789

		Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditure 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Maintenance & Operation Detail	_						
44800 Membership and Dues		63,163	55,789	55,789	55,789	57,789	58,789
	Total	\$ 63,163	\$ 55,789	\$ 55,789	\$ 55,789	\$ 57,789	\$ 58,789

	Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditures 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Account Summary			· · · · · · · · · · · · · · · · · · ·			
Financial						
Salaries & Benefits	1,094,025	1,185,072	374,163	1,200,152	1,147,581	1,213,435
Maintenance & Operation	189,199	517,651	146,789	504,592	421,018	427,227
Capital	31,623	-	825	825	-	-
Charges - Other Depts	-	-	-	-	-	-
Budgeted Underexpenditure	-	(25,000)	-	(25,000)	(39,000)	(32,000)
Total	\$ 1,314,846	\$ 1,677,723	\$ 521,777	\$ 1,680,569	\$ 1,529,599	\$ 1,608,662

	Budget	Budget	Estimated	Budget	Budget
	2002-2003	2003-2004	2003-2004	2004-2005	2005-2006
Administrative Analyst	0.00	0.00	1.00	1.00	1.00
Administrative Associate	0.00	0.00	0.00	0.00	0.00
Assistant City Manager	1.00	1.00	1.00	1.00	1.00
Assistant Public Information Officer	1.00	1.00	1.00	1.00	1.00
Assistant To City Manager	1.00	1.00	1.00	1.00	1.00
City Manager	1.00	1.00	1.00	1.00	1.00
Deputy City Manager	1.00	1.00	1.00	1.00	1.00
Executive Secretary (Confidential)	2.00	2.00	1.00	1.00	1.00
Office Services Specialist II	0.50	0.50	0.50	0.50	0.50
Office Services Secretary	0.50	0.50	0.50	0.50	0.50
Public Information Officer	0.50	0.50	0.50	0.50	0.50
Secretary to City Manager (Steno)	1.00	1.00	1.00	1.00	1.00
Senior Administrative Analyst	1.00	1.00	1.00	1.00	1.00
	TOTAL 10.50	10.50	10.50	10.50	10.50

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	Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditures 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Salaries & Benefits						
41100 Salaries	942,798	1,057,946	329,775	1,057,946	1,000,541	1,033,832
41200 Overtime	2,928	3,000	982	2,500	3,000	3,000
41300 Hourly Wages	29,521	-	6,731	15,580	17,680	17,680
41600 Compensated Absences	15,554	14,564	2,590	14,564	14,955	15,469
41700 Other Benefits	2,873	4,000	168	4,000	4,000	4,000
41800 Life Insurance	2,619	2,688	899	2,688	2,283	2,283
41900 Disability Insurance	7,548	8,705	1,911	8,705	7,479	7,479
42000 Vision Insurance	2,232	2,250	735	2,250	2,328	2,328
42100 Medical Insurance	63,922	69,042	21,927	69,042	71,806	71,806
42200 Dental Insurance	6,461	6,661	2,430	6,661	7,220	7,220
42300 Unemployment Insurance	965	971	354	971	966	966
42400 Compensation Insurance	5,308	4,690	1,946	4,690	4,830	4,830
42500 Medicare	11,015	10,555	3,715	10,555	10,493	10,493
42600 Social Security	282	-	-	-	-	_
42700 PERS Retirement	-	-	-	-	-	32,049
Total	\$ 1,094,025	\$ 1,185,072	\$ 374,163	\$ 1,200,152	\$ 1,147,581	\$ 1,213,435
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Maintenance & Operation Detail						
42800 Auto Allowance	21,137	21,330	4,281	21,330	21,930	21,930
43080 Rent	1,916	-	-	-	-	-
43110 Contractual Services	92,310	400,287	116,717	400,287	237,456	237,456
44100 Repairs to Equipment	-	846	-	250	-	-
44120 Repairs to Office Equipment	473	1,000	15	500	1,000	1,000
44300 Telephone	6,569	9,700	3,257	9,700	9,700	9,700
44450 Postage	2,187	2,322	362	2,322	4,322	4,322
44550 Travel	16,426	9,500	4,887	9,500	15,354	16,839
44650 Training	318	900	100	900	2,900	2,900
44700 Computer Software	-	900	-	900	900	900
44750 Insurance & Surety Bonds	16,405	17,077	6,015	17,077	18,659	18,659
44800 Membership and Dues	8,768	3,379	3,844	4,500	3,879	3,879

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	Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditures 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
45050 Periodicals & Newspapers	472	528	88	528	828	828
45100 Books	558	528	78	528	528	528
45150 Furniture & Equipment	1,865	1,300	-	11,300	1,500	1,500
45250 Office Supplies	5,855	7,900	5,217	8,100	82,500	87,224
45350 General Supplies	-	1,200	-	1,200	3,200	3,200
46000 Depreciation	-	-	-	-	4,362	4,362
46900 Business Meetings	3,384	5,670	1,017	5,670	6,670	6,670
47000 Miscellaneous	10,556	33,284	912	10,000	5,330	5,330
Tota	\$ 189,199	\$ 517,651	\$ 146,789	\$ 504,592	\$ 421,018	\$ 427,227

	Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditures 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Account Summary						
Financial						
Salaries & Benefits	315,772	388,654	139,916	443,422	497,692	530,052
Maintenance & Operation	18,578	17,248	3,672	66,233	74,988	74,648
Capital	-	-	-	-	-	-
Charges - Other Depts	-	(68,351)	(24,591)	(68,351)	(70,000)	(70,000)
Total	\$ 334,351	\$ 337,551	\$ 118,997	\$ 441,304	\$ 502,680	\$ 534,700

	Budget 2002-2003	Budget 2003-2004	Estimated 2003-2004	Budget 2004-2005	Budget 2005-2006
Audit Supervisor	0.00	0.00	0.00	0.00	0.00
City Auditor	1.00	1.00	1.00	1.00	1.00
Internal Auditor	0.00	1.00	1.00	1.00	1.00
Principal Internal Auditor	0.00	0.00	0.00	2.00	2.00
Senior Internal Auditor	2.00	2.00	2.00	0.00	0.00
Senior Investigator	0.00	0.00	1.00	1.00	1.00
	TOTAL 3.00	4.00	5.00	5.00	5.00

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		Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditures 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
45350 General Supplies	•	212	1,200	-	1,200	1,980	1,980
46900 Business Meetings		28	-	103	103	-	-
47000 Miscellaneous		1,394	1,200	3	1,200	1,800	1,800
	Total	\$ 18,578	\$ 17,248	\$ 3,672	\$ 66,233	\$ 74,988	\$ 74,648

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		Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditures 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Account Summary						·····	
Financial							
Salaries & Benefits		-	-	-	-	25,000	25,000
Maintenance & Operation	n	-	-		-	-	-
Capital		-	-	-	-	-	-
Charges - Other Depts					<u> </u>	<u>-</u>	
•	Total	\$ -	\$ -	\$ -	\$ -	\$ 25,000	\$ 25,000

		Expenditures Actual 2002-03	Current Year Appropriation 2003-04	Year to Date Expenditures 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Salaries & Benefits 41200 Overtime	Total	\$-	\$ -	\$-	<u>-</u> \$-	25,000 \$ 25,000	25,000 \$ 25,000
Maintenance & Operation Deta	ail Total	\$ -	\$-		<u> </u>	\$-	\$ -

CABLE ACCESS SUMMARY OF THE BUDGET FOR THE YEAR ENDED JUNE 30, 2005 FUND 280

	Resc	tual urces 2-03	,	Original Estimate 2003-2004	Y	ear to Date	Revised Estimated 2003-2004	Budget 004-2005	2	Budget 2005-2006
Estimated Financing Resources							 			
<u>Revenue</u>										
Use of Money & Property		87,563		103,000		5,588	75,000	10,000		10,000
Revenue From Other Agencies	4	35,163		420,000		223,339	440,000	430,000		430,000
Misc & Non Operating Revenues		828		-		765	1,000	1,000		1,000
Fund Balance - Prior Year				1,587,144		821,736	 1,557,621	63,252		26,721
Total Estimated Financing Resources	\$ 5	23,554	\$	2,110,144	\$	1,051,428	\$ 2,073,621	\$ 504,252	\$	467,721
Estimated Requirements										
Salaries & Benefits	3	60,758		395,806		123,685	358,306	427,811		461,280
Maintenance & Operation		30,957		42,284		11,850	43,261	42,441		42,441
Capital		49,964		129,000		20,505	129,000	70,000		-
Charges To Other Funds	(48,609)		(36,000)		(16,101)	(36,000)	(36,000)		(36,000)
Capital Projects		59,215		1,579,054		911,490	1,579,054	-		-
Unallocated		71,269					-	 		
Total Estimated Requirements	\$ 5	23,554	\$	2,110,144	\$	1,051,428	\$ 2,073,621	\$ 504,252	\$	467,721

CABLE ACCESS DETAIL OF FINANCIAL RESOURCES FUND 280

Source	_	Actual Resources 2002-03	Original Estimate 2003-04		Year to Date 12/31/03		Revised Estimated 2003-04		Budget 2004-05		Budget 2005-06	
Uses of Money & Property												
38000 Interest & Inv. Revenue		91,681	90,000		5,588		75,000		10,000		10,000	
38005 Interest & Inv. (GASB 31)		(4,118)	 13,000		-				_			
Total	\$	87,563	\$ 103,000	\$	5,588	\$	75,000	\$	10,000	\$	10,000	
Revenue From Other Agencies 34530 Cable Access Fees	\$	435,163 435,163	\$ 420,000 420,000	\$	223,339 223,339	\$	440,000 440,000	\$	430,000 430,000	\$	430,000 430,000	
Misc & Non Operating Revenue												
38560 Miscellaneous Revenue		828	-		765		1,000		1,000		1,000	
39080 Sales of Property			 						_		_	
Total	\$	828	\$ 	\$	765	\$	1,000	\$	1,000	\$	1,000	
Total Revenue	\$	523,554	\$ 523,000	\$	229,692	\$	516,000	\$	441,000	\$	441,000	

	Actual Expenditures 2002-2003	Current Year Appropriation 2003-04	Year to Date Expenditures 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
Account Summary	<u> </u>					
Financial						
Salaries & Benefits	360,758	395,806	123,685	358,306	427,811	461,280
Maintenance & Operation	30,957	42,284	11,850	43,261	42,441	42,441
Capital	49,964	129,000	20,505	129,000	70,000	_
Charges-Other Depts	(48,609)	(36,000)	(16,101)	(36,000)	(36,000)	(36,000)
Total	\$ 393,070	\$ 531,090	\$ 139,938	\$ 494,567	\$ 504,252	\$ 467,721
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	Budget 2002-2003	Budget 2003-2004	Estimated 2003-2004	Budget 2004-2005	Budget 2005-2006
Broadcast Coordinator	0.00	0.00	0.00	0.00	0.00
Broadcast Manager	1.00	1.00	1.00	1.00	1.00
Broadcast Production Assistant	3.00	4.00	4.00	4.00	4.00
Broadcast Production Associate	1.00	1.00	1.00	1.00	1.00
Public Information Officer	0.50	0.50	0.50	0.50	0.50
	TOTAL 5.50	6.50	6.50	6.50	6.50

			Actual Expenditures 2002-2003	Current Year Appropriation 2003-04	Year to Date Expenditures 10/31/03	Estimated Expenditures 2003-04	Budget 2004-05	Budget 2005-06
45250	Office Supplies	-	10,448	12,000	5,174	12,000	12,000	12,000
46900	Business Meetings		-	500	-	500	500	500
47000	Miscellaneous		1,021	3,000	241	3,000	3,000	3,000
49050	Charges-Other Depts	_	(7,056)	(6,000)	(2,259)	(6,000)	(6,000)	(6,000)
		Total	\$ 23,901	\$ 36,284	\$ 9,591	\$ 37,261	\$ 36,441	\$ 36,441