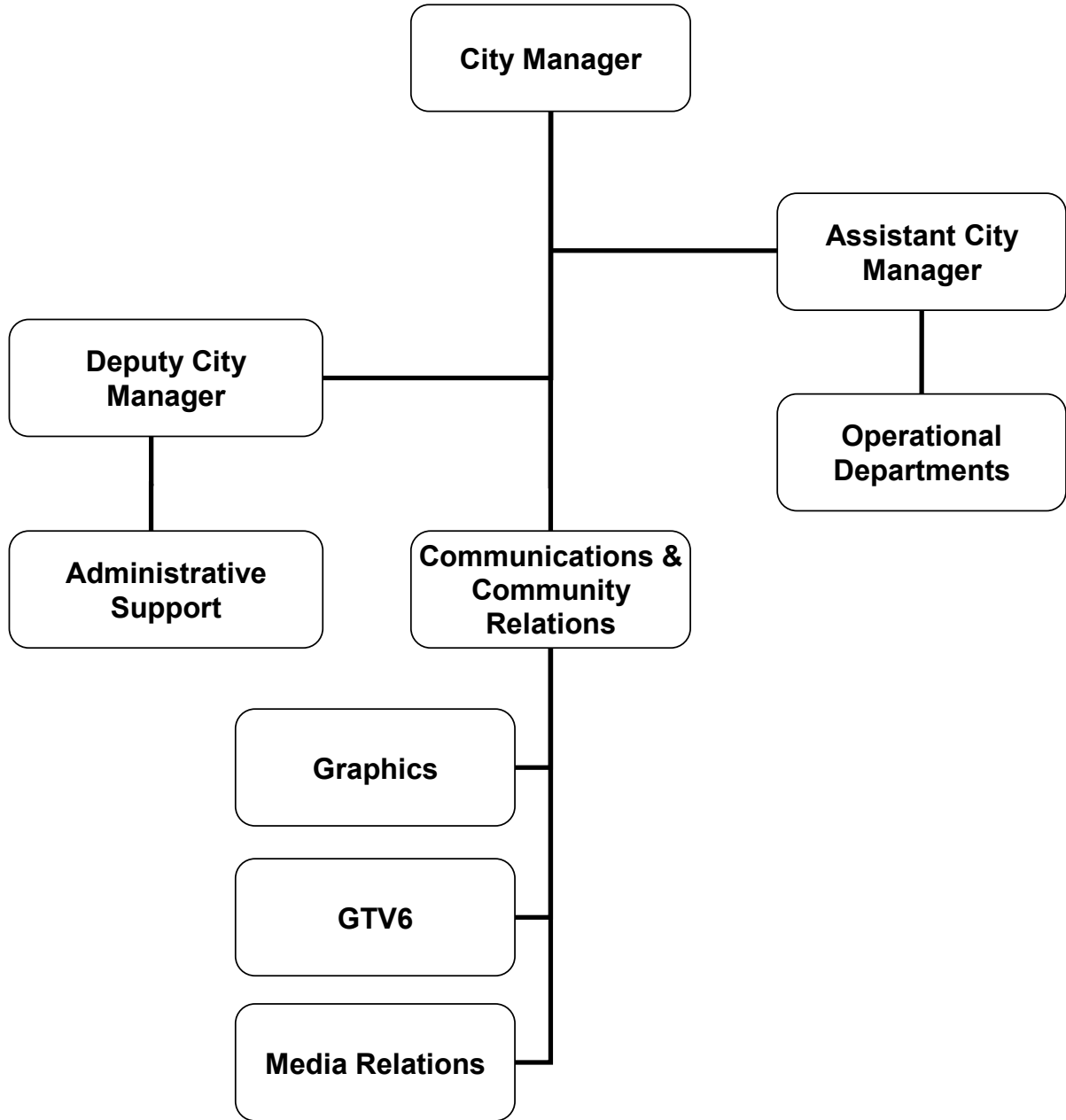


ADOPTED BUDGET

FY 2019-2020

MANAGEMENT SERVICES

MANAGEMENT SERVICES



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. Additionally, the Public Information Office oversees the dissemination of information to the public through various media platforms such as the City's Government Access Channel 6, Facebook, Twitter, and Instagram, and serves as the liaison with the media.

RELATIONSHIP TO CITY COUNCIL PRIORITIES

Exceptional Customer Service

Management Services is committed to providing its residents with extraordinary customer service 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 department manages a robust performance management initiative. Through the development and tracking of Citywide key performance indicators, City officials and the public have access to ongoing performance data, providing the opportunity to track trends and identify opportunities for improvement. This allows us to better measure our successes, failures, and areas in need of improvement. Another key initiative led by Management Services is the implementation of the Citywide Exceptional 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

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 applicable laws and are accessible to anyone wishing to participate in the governing process. 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 \$822.2 million investment portfolio as of June 30, 2019, and continues to retain high credit and bond ratings. Through the efforts of the Economic Development Division, the City is creating an environment where businesses can develop and prosper. Recognizing the important relationship between the health of the business community and the maintenance of a high quality of life for its residents, activities in developing the economy are aimed at maintaining and expanding on that positive relationship.

Arts & Culture

The City hosts a number of annual events to recognize and celebrate the diverse cultures within the community and is 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
FOR THE YEARS ENDING JUNE 30**

	Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
<u>General Fund</u>				
Filming (1010-6501)*	\$ -	\$ -	\$ -	\$ 658,332
Membership & Dues (1010-6503)	107,244	113,021	113,021	113,021
City Manager (1010-6504)	2,644,697	2,973,446	3,025,446	2,898,788
Special Events (1010-6505)*	31,592	34,500	34,500	619,378
Media Graphics (1010-6506)	1,301,226	1,498,332	1,751,332	1,577,220
Commission Status of Women (1010-6508)	-	-	-	82,603
Total General Fund	\$ 4,084,758	\$ 4,619,299	\$ 4,924,299	\$ 5,949,342
<u>Other Funds</u>				
Filming Fund (2170)**	\$ -	\$ 609,464	\$ 609,464	\$ -
Cable Access Fund				
Projects (2800-0020)	\$ -	\$ 850,000	\$ 1,843,468	\$ 175,000
GTV6 (2800-6502)	-	15,000	15,000	15,000
Total Cable Access Fund	\$ -	\$ 865,000	\$ 1,858,468	\$ 190,000
Department Grand Total	\$ 4,084,758	\$ 6,093,763	\$ 7,392,231	\$ 6,139,342

Notes:

* In FY 2019-20, the Special Events Fund (2670) shifted from Police and Fire Departments into the General Fund (1010) under Management Services Department.

** In FY 2018-19, the Filming Fund (2170) was moved out of Community Development Department and into Management Services Department and in FY 2019-20, it was shifted into the General Fund (1010). Prior year detail is included in Community Development Department while FY 2018-19 and FY 2019-20 budget detail are reflected within the Management Services Department.

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - FILMING
(1010-6501)***

		Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
Salaries & Benefits					
41100	Salaries	\$ -	\$ -	\$ -	\$ 39,140
41200	Overtime	-	-	-	372,000
41300	Hourly wages	-	-	-	14,250
Various	Benefits	-	-	-	90,994
42700	PERS retirement	-	-	-	13,309
42701	PERS cost sharing	-	-	-	(1,566)
Salaries & Benefits Total		\$ -	\$ -	\$ -	\$ 528,127
Maintenance & Operation					
46009	ISD service charge	\$ -	\$ -	\$ -	\$ 65,955
46010	Building maint service charge	-	-	-	46,170
46011	Liability Insurance	-	-	-	18,080
Maintenance & Operation Total		\$ -	\$ -	\$ -	\$ 130,205
Total		\$ -	\$ -	\$ -	\$ 658,332

Notes:

* In FY 2018-19, the Filming Fund (2170) was moved out of Community Development Department and into Management Services Department and in FY 2019-20, it was shifted into the General Fund (1010). Prior year detail is included in Community Development Department while FY 2018-19 and FY 2019-20 budget detail are reflected within the Management Services Department.

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - MEMBERSHIP & DUES
(1010-6503)**

	Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
Maintenance & Operation				
44800 Membership and dues	\$ 107,244	\$ 113,021	\$ 113,021	\$ 113,021
Maintenance & Operation Total	\$ 107,244	\$ 113,021	\$ 113,021	\$ 113,021
Total	\$ 107,244	\$ 113,021	\$ 113,021	\$ 113,021

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - CITY MANAGER
(1010-6504)**

		Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
Salaries & Benefits					
41100	Salaries	\$ 1,322,212	\$ 1,478,170	\$ 1,453,170	\$ 1,393,770
41200	Overtime	7,411	10,000	10,000	10,150
41300	Hourly wages	37,977	45,949	77,949	89,750
Various	Benefits	473,838	464,369	464,369	484,288
42700	PERS retirement	342,636	446,959	446,959	486,236
42701	PERS cost sharing	(51,533)	(59,443)	(59,443)	(56,521)
Salaries & Benefits Total		\$ 2,132,540	\$ 2,386,004	\$ 2,393,004	\$ 2,407,674
Maintenance & Operation					
43110	Contractual services	\$ 155,734	\$ 192,700	\$ 237,700	\$ 72,700
44100	Repairs to equipment	-	(1,000)	(1,000)	1,000
44120	Repairs to office equipment	6,324	-	-	-
44200	Advertising	330	10,000	10,000	10,000
44450	Postage	1,879	1,500	1,500	1,500
44550	Travel	38,912	40,000	40,000	40,000
44650	Training	389	10,000	10,000	10,000
44800	Membership and dues	4,900	4,000	4,000	4,000
45050	Periodicals and newspapers	105	500	500	500
45150	Furniture and equipment	8,159	1,000	1,000	1,000
45250	Office supplies	14,394	12,000	12,000	12,000
45350	General supplies	1,188	-	-	-
45681	Business meetings	19,086	13,000	13,000	13,000
45682	Miscellaneous	14,145	10,000	10,000	10,000
46008	Fleet equipment rental charge	3,410	2,898	2,898	1,393
46009	ISD service charge	133,510	172,640	172,640	175,674
46010	Building maint service charge	72,312	64,511	64,511	74,858
46011	Liability Insurance	37,381	53,693	53,693	63,489
Maintenance & Operation Total		\$ 512,157	\$ 587,442	\$ 632,442	\$ 491,114
Total		\$ 2,644,697	\$ 2,973,446	\$ 3,025,446	\$ 2,898,788

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - SPECIAL EVENTS
(1010-6505)***

		Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
Salaries & Benefits					
41200	Overtime	\$ 1,239	\$ -	\$ -	\$ 469,067
41300	Hourly wages	259	-	-	-
Various	Benefits	290	-	-	94,582
42700	PERS retirement	53	-	-	-
42701	PERS cost sharing	(8)	-	-	-
Salaries & Benefits Total		\$ 1,833	\$ -	\$ -	\$ 563,649
Maintenance & Operation					
45350	General supplies	\$ 6,912	\$ 10,000	\$ 10,000	\$ 10,000
45681	Business meetings	678	-	-	-
45682	Miscellaneous	22,128	24,500	24,500	24,500
46009	ISD service charge	-	-	-	1,293
46011	Liability Insurance	40	-	-	19,936
Maintenance & Operation Total		\$ 29,759	\$ 34,500	\$ 34,500	\$ 55,729
Total		\$ 31,592	\$ 34,500	\$ 34,500	\$ 619,378

Notes:

* In FY 2019-20, the Special Events Fund (2670) shifted from Police and Fire Departments into the General Fund (1010) under Management Services Department.

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - MEDIA GRAPHICS
(1010-6506)**

		Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
Salaries & Benefits					
41100	Salaries	\$ 470,084	\$ 497,142	\$ 497,142	\$ 521,490
41200	Overtime	5,260	5,500	13,000	5,583
41300	Hourly wages	124,581	161,254	185,754	146,555
Various	Benefits	139,873	152,425	152,425	162,656
42700	PERS retirement	153,037	195,610	195,610	223,264
42701	PERS cost sharing	(23,324)	(26,336)	(26,336)	(26,268)
Salaries & Benefits Total		\$ 869,512	\$ 985,595	\$ 1,017,595	\$ 1,033,279
Maintenance & Operation					
43110	Contractual services	\$ 106,339	\$ 176,524	\$ 397,524	\$ 176,524
44100	Repairs to equipment	665	2,000	2,000	2,000
44120	Repairs to office equipment	6,464	7,000	7,000	7,000
44450	Postage	1,021	1,150	1,150	1,150
44550	Travel	1,394	4,000	4,000	4,000
44650	Training	4,367	4,000	4,000	4,000
44700	Computer software	402	-	-	-
44800	Membership and dues	180	4,000	4,000	4,000
45050	Periodicals and newspapers	1,063	600	600	600
45150	Furniture and equipment	943	3,500	3,500	3,500
45170	Computer hardware	9,439	-	-	-
45200	Maps and blue prints	8,781	10,000	10,000	10,000
45250	Office supplies	50,425	50,000	50,000	50,000
45350	General supplies	449	3,000	3,000	3,000
45681	Business meetings	692	1,000	1,000	1,000
45682	Miscellaneous	9,265	22,000	22,000	22,000
45684	Discount earned and lost	(236)	-	-	-
46006	Rent	97,368	97,371	97,371	97,371
46009	ISD service charge	69,809	79,529	79,529	107,267
46010	Building maint service charge	26,967	23,826	23,826	21,897
46011	Liability Insurance	16,268	23,237	23,237	28,632
Maintenance & Operation Total		\$ 412,065	\$ 512,737	\$ 733,737	\$ 543,941
Capital Outlay					
51000	Capital outlay	\$ 19,649	\$ -	\$ -	\$ -
Capital Outlay Total		\$ 19,649	\$ -	\$ -	\$ -
Total		\$ 1,301,226	\$ 1,498,332	\$ 1,751,332	\$ 1,577,220

CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - COMMISSION ON THE STATUS OF WOMEN
(1010-6508)

	Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
Maintenance & Operation				
45682 Miscellaneous	\$ -	\$ -	\$ -	\$ 82,603
Maintenance & Operation Total	\$ -	\$ -	\$ -	\$ 82,603
Total	\$ -	\$ -	\$ -	\$ 82,603

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
FILMING FUND (2170)***

		Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
Salaries & Benefits					
41100	Salaries	\$ -	\$ 94,520	\$ 94,520	\$ -
41200	Overtime	-	322,000	322,000	-
Various	Benefits	-	86,603	86,603	-
42700	PERS retirement	-	28,083	28,083	-
42701	PERS cost sharing	-	(3,781)	(3,781)	-
Salaries & Benefits Total		\$ -	\$ 527,425	\$ 527,425	\$ -
Maintenance & Operation					
46007	Cost allocation charge	\$ -	\$ 12,154	\$ 12,154	\$ -
46009	ISD service charge	-	8,732	8,732	-
46010	Building maint service charge	-	46,575	46,575	-
46011	Liability Insurance	-	14,578	14,578	-
Maintenance & Operation Total		\$ -	\$ 82,039	\$ 82,039	\$ -
Total		\$ -	\$ 609,464	\$ 609,464	\$ -

Notes:

* In FY 2018-19, the Filming Fund (2170) was moved out of Community Development Department and into Management Services Department and in FY 2019-20, it was shifted into the General Fund (1010). Prior year detail is included in Community Development Department while FY 2018-19 and FY 2019-20 budget detail are reflected within the Management Services Department.

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CABLE ACCESS FUND - PROJECTS
(2800-0020)**

		Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
Capital Improvement					
51200	Other improvements	\$ -	\$ -	\$ -	\$ 175,000
52100	Construction	-	850,000	1,843,468	-
Capital Improvement Total		\$ -	\$ 850,000	\$ 1,843,468	\$ 175,000
Total		\$ -	\$ 850,000	\$ 1,843,468	\$ 175,000

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CABLE ACCESS FUND - GTV6
(2800-6502)**

	Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
Maintenance & Operation				
43110 Contractual services	\$ -	\$ 15,000	\$ 15,000	\$ 15,000
Maintenance & Operation Total	\$ -	\$ 15,000	\$ 15,000	\$ 15,000
Total	\$ -	\$ 15,000	\$ 15,000	\$ 15,000

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
PERSONNEL CLASSIFICATION DETAIL**

Classification	Actual 2017-18	Adopted 2018-19	Revised 2018-19	Adopted 2019-20
<u>Salaried Positions</u>				
Administrative Associate	-	-	1.00	1.00
Assistant City Manager	0.75	1.00	0.75	1.00
Broadcast Coordinator	2.00	2.00	2.00	2.00
City Manager	1.00	1.00	1.00	1.00
Community Outreach Assistant	1.00	1.00	-	-
Community Relations Coordinator	1.00	1.00	1.00	1.00
Councilmember**	5.00	5.00	5.00	5.00
Customer Service Representative	1.00	1.00	1.00	1.00
Deputy City Manager	1.00	1.00	1.00	1.00
Director of Communications & Comm Rel	1.00	1.00	-	-
Duplicating Machine Operator	1.00	1.00	1.00	1.00
Duplicating Shop Operator	1.00	1.00	1.00	1.00
Executive Assistant to City Council	1.00	1.00	1.00	1.00
Graphics Administrator	1.00	1.00	1.00	1.00
Motion Graphics Designer	1.00	1.00	1.00	1.00
Office Specialist I	1.00	1.00	1.00	1.00
Permit Specialist/Filming	-	1.00	1.00	1.00
Police Services Assistant	-	0.50	0.50	-
Public Information Officer	-	-	1.00	1.00
Sr. Administrative Analyst	1.00	1.00	1.00	1.00
Sr. Assistant to City Council	1.00	1.00	1.00	1.00
Total Salaried Positions	<u>21.75</u>	<u>23.50</u>	<u>23.25</u>	<u>23.00</u>
<u>Hourly Positions</u>				
Administrative Intern	1.60	(2)	-	-
Broadcast Productions Assistant	0.60	(1)	0.60	(1)
Hourly City Worker	3.01	(5)	4.30	(6)
Total Hourly FTE Positions	<u>5.21</u>	<u>4.90</u>	<u>4.90</u>	<u>5.15</u>
Management Services Total	<u><u>26.96</u></u>	<u><u>28.40</u></u>	<u><u>28.15</u></u>	<u><u>28.15</u></u>

Notes:

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

** Elected Official