

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 a

FY 2002/03 Accomplishments

- Provided staff support and coordinated planning of commemorative and cultural diversity events.
- Coordinated the design and implementation of the Investment in Leadership Program for all managers and supervisors of the City.
- Procured interim Animal Control Services, when the City's previous contractor discontinued service to the community.
- Developed, designed and implemented the third annual Budget Summary Booklet.
- Secured the services of a Federal Lobbyist to assist the City in obtaining Federal appropriations of funds.
- As a part of Arroyo Verdugo, the City completed a major Transportation Audit to improve transportation services in the 5 City regions.
- City Council approved new low watt radio channel for City of Glendale.
- Worked on planning committee for August 29 emergency exercise at Nestle including coordinating public outreach and media information.
- Coordinated planning of Dedication Ceremony for Edison Pacific, including a special four-page insert for City Views (to also be used as a hand-out at both the Dedication and Grand Opening Ceremonies.)
- Performed over 45 quality audit projects with the focus on improving operational efficiency and effectiveness.
- Completed audits identifying in excess of \$2 million savings being realized in the form of recoveries along with recommendations to address root causes of the errors that occurred.

FY 2003/04 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.
- Complete Phase I of the Investment in Leadership program to train the remaining 210 managers and supervisors in the vital leadership development program.
- Completion of a Facility Needs Assessment for the construction of a new City Animal Care Facility.
- Secure Federal Appropriations for important Glendale projects/programs.
- Continue to enhance communications between the City/Community and City/City employees.
- Work with City staff to enhance communication with non-English speaking community.
- Continue to work with all City departments on publications in order to reduce redundancy and expense.
- Initiate Franchise Renewal meetings with Charter Communications.
- Begin disseminating public information via the City's new low watt radio channel.

2003/04 Budget Adopted Appropriations

	<u>Salaries and Benefits</u>	<u>Maintenance and Operation</u>	<u>Capital Outlay</u>	<u>Total</u>
<u>General Fund</u>				
City Council	207,522	73,726	5,000	286,248
Membership and Dues	-	55,789	-	55,789
City Manager	1,098,050	302,610	-	1,400,660
City Auditor	320,303	17,248	-	337,551
Budgeted Underexpenditures				(25,000)
Total General Fund	1,625,875	449,373	5,000	2,055,248
<u>Cable Access Fund</u>				
	376,306	35,284	113,500	525,090
Total Adopted Appropriation	2,002,181	484,657	118,500	2,580,338

	<u>Budget 2001-2002</u>	<u>Budget 2002-2003</u>	<u>Estimated 2002-2003</u>	<u>Budget 2003-2004</u>
Total Personnel	19.00	21.00	21.00	23.00

Account Summary	Expenditures Actual 2001-02	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
<u>Financial</u>					
Salaries & Benefits	141,512	194,939	75,575	153,276	207,522
Maintenance & Operation	131,314	96,726	61,581	91,244	73,726
Capital	14,293	10,000	139	2,500	5,000
Charges - Other Depts	-	-	-	-	-
Total	<u>\$ 287,119</u>	<u>\$ 301,665</u>	<u>\$ 137,295</u>	<u>\$ 247,020</u>	<u>\$ 286,248</u>

Personnel Classification Detail

	Budget 2001-2002	Budget 2002-2003	Estimated 2002-2003	Budget 2003-2004
Administrative Associate	0.00	1.00	1.00	1.00
Office Services Specialist II	0.50	0.50	0.50	0.50
Office Services Secretary	0.50	0.50	0.50	0.50
Sub-Total Full Time	1.00	2.00	2.00	2.00
Councilmember	5.00	5.00	5.00	5.00
Sub-Total Part Time	5.00	5.00	5.00	5.00
TOTAL	6.00	7.00	7.00	7.00

	Expenditures Actual 2001-02	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
Salaries & Benefits					
41100 Salaries	87,667	135,651	47,055	92,583	132,684
41200 Overtime	61	-	171	171	-
41600 Compensated Absences	429	1,290	322	1,290	1,990
41700 Other Benefits	3,878	2,100	400	2,100	2,100
41800 Life Insurance	263	134	126	134	156
41900 Disability Insurance	463	479	285	479	591
42000 Vision Insurance	1,440	1,500	720	1,500	1,440
42100 Medical Insurance	40,639	47,882	22,666	47,882	61,683
42200 Dental Insurance	4,265	4,466	2,133	4,466	4,466
42300 Unemployment Insurance	88	85	47	85	133
42400 Compensation Insurance	479	423	259	423	649
42500 Medicare	1,718	929	1,329	2,100	1,630
42600 Social Security	125	-	62	62	-
Total	<u>141,512</u>	<u>194,939</u>	<u>75,575</u>	<u>153,276</u>	<u>207,522</u>
Maintenance & Operation Detail					
42800 Auto Allowance	41,820	31,540	13,460	31,540	31,540
43110 Contractual Services	2,201	21,000	16,097	18,000	3,300
44120 Repairs to Office Equipment	265	2,719	-	500	2,719
44300 Telephone	4,419	4,000	1,518	3,500	4,000
44450 Postage	277	1,200	39	500	1,200
44550 Travel	22,189	11,200	9,429	11,200	9,200
44700 Computer Software	270	1,077	-	250	577
44750 Insurance & Surety Bonds	1,490	2,115	800	2,115	2,115
44800 Membership & Dues	445	2,665	50	500	1,665
45050 Periodicals & Newspapers	256	379	250	379	379
45100 Books	144	426	-	426	426
45150 Furniture & Equipment	1,580	2,132	1,015	2,132	2,132
45250 Office Supplies	35,701	6,397	12,414	12,414	7,397
46900 Business Meetings	5,673	2,000	2,288	2,288	4,380
47000 Miscellaneous	14,584	7,876	4,220	5,500	2,696
Total	<u>\$ 131,314</u>	<u>\$ 96,726</u>	<u>\$ 61,581</u>	<u>\$ 91,244</u>	<u>\$ 73,726</u>

Account Summary	Expenditures Actual 2001-02	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
<u>Financial</u>					
Salaries & Benefits	-	-	-	-	-
Maintenance & Operation	62,305	62,010	63,163	63,163	55,789
Capital	-	-	-	-	-
Charges - Other Depts	-	-	-	-	-
Total	<u>\$ 62,305</u>	<u>\$ 62,010</u>	<u>\$ 63,163</u>	<u>\$ 63,163</u>	<u>\$ 55,789</u>

	Expenditures Actual 2001-02	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
Maintenance & Operation Detail					
44800 Membership & Dues	62,305	62,010	63,163	63,163	55,789
Total	<u>\$ 62,305</u>	<u>\$ 62,010</u>	<u>\$ 63,163</u>	<u>\$ 63,163</u>	<u>\$ 55,789</u>

	Expenditures Actual 2001-02	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
Account Summary					
<u>Financial</u>					
Salaries & Benefits	1,055,840	1,082,781	543,111	1,014,602	1,098,050
Maintenancce & Operation	205,234	241,610	80,745	288,027	302,610
Capital	6,666	25,000	-	15,000	-
Charges - Other Depts	-	-	-	-	-
Budgeted Underexpenditure	-	(25,000)	-	(25,000)	(25,000)
Total	<u>\$ 1,267,740</u>	<u>\$ 1,324,391</u>	<u>\$ 623,856</u>	<u>\$ 1,292,629</u>	<u>\$ 1,375,660</u>

Personnel Classification Detail

	Budget 2001-2002	Budget 2002-2003	Estimated 2002-2003	Budget 2003-2004
Administrative Analyst	0.00	0.00	0.00	0.00
Administrative Associate	0.00	0.00	0.00	0.00
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
City Manager	1.00	1.00	1.00	1.00
Deputy City Manager	1.00	1.00	1.00	1.00
Executive Secretary (Confidential)	2.00	2.00	2.00	2.00
Office Services Specialist II	0.50	0.50	0.50	0.50
Office Services Secretary	0.50	0.50	0.50	0.50
Public Information Officer	0.50	0.50	0.50	0.50
Secretary to City Manager (Steno)	1.00	1.00	1.00	1.00
Senior Administrative Analyst	1.00	1.00	1.00	1.00
TOTAL	<u>10.50</u>	<u>10.50</u>	<u>10.50</u>	<u>10.50</u>

	Expenditures Actual 2001-02	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
Salaries & Benefits					
41100 Salaries	908,604	919,779	473,069	865,000	970,924
41200 Overtime	5,063	3,000	1,428	3,000	3,000
41300 Hourly Wages	34,883	41,400	10,744	28,000	-
41600 Compensated Absences	10,825	13,330	7,730	13,330	14,564
41700 Other Benefits	2,907	4,000	374	4,000	4,000
41800 Life Insurance	2,512	2,112	1,299	2,112	2,688
41900 Disability Insurance	7,008	7,790	3,783	7,790	8,705
42000 Vision Insurance	1,988	2,328	1,107	2,328	2,250
42100 Medical Insurance	57,977	66,693	31,652	66,693	69,042
42200 Dental Insurance	6,617	6,661	3,230	6,661	6,661
42300 Unemployment Insurance	976	889	483	889	971
42400 Compensation Insurance	5,302	4,443	2,655	4,443	4,690
42500 Medicare	10,952	9,682	5,430	9,682	10,555
42600 Social Security	227	674	128	674	-
42700 PERS Retirement	-	-	-	-	-
Total	<u>\$ 1,055,840</u>	<u>\$ 1,082,781</u>	<u>\$ 543,111</u>	<u>\$ 1,014,602</u>	<u>\$ 1,098,050</u>
Maintenance & Operation Detail					
42800 Auto Allowance	21,301	19,246	10,193	21,330	21,330
42900 Uniform Allowance	38	-	-	-	-
43080 Rent	-	-	1,916	-	-
43110 Contractual Services	91,267	147,200	39,688	195,200	211,200
43150 City Services	360	-	-	-	-
44100 Repairs to Equipment	-	1,000	-	-	846
44120 Repairs to Office Equipment	2,775	861	361	861	1,000
44300 Telephone	8,337	10,663	3,173	9,500	9,700
44450 Postage	6,215	2,322	562	2,000	2,322
44550 Travel	19,979	12,624	6,897	12,624	9,500
44650 Training	912	1,082	293	900	900
44700 Computer Software	-	1,000	-	-	900
44750 Insurance & Surety Bonds	16,659	17,077	8,207	17,077	17,077
44800 Membership & Dues	4,852	3,379	675	3,379	3,379
45050 Periodicals & Newspapers	488	528	(21)	528	528
45100 Books	1,210	528	47	528	528
45150 Furniture & Equipment	4,493	1,600	201	1,600	1,300
45250 Office Supplies	10,840	7,900	2,501	7,900	7,900
45350 General Supplies	21	1,000	-	1,000	1,200
46900 Business Meetings	4,708	3,000	900	3,000	5,670
47000 Miscellaneous	10,780	10,600	5,154	10,600	7,330
Total	<u>\$ 205,234</u>	<u>\$ 241,610</u>	<u>\$ 80,745</u>	<u>\$ 288,027</u>	<u>\$ 302,610</u>

Account Summary	Expenditures Actual 2001-02	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
<u>Financial</u>					
Salaries & Benefits	279,445	299,406	155,912	295,238	388,654
Maintenance & Operation	18,530	18,241	8,455	22,037	17,248
Capital	2,146	-	-	-	-
Charges - Other Depts	-	-	-	-	(68,351)
Total	<u>\$ 300,120</u>	<u>\$ 317,647</u>	<u>\$ 164,367</u>	<u>\$ 317,274</u>	<u>\$ 337,551</u>

Personnel Classification Detail

	<u>Budget</u> <u>2001-2002</u>	<u>Budget</u> <u>2002-2003</u>	<u>Estimated</u> <u>2002-2003</u>	<u>Budget</u> <u>2003-2004</u>
Audit Supervisor	0.00	0.00	0.00	0.00
City Auditor	1.00	1.00	1.00	1.00
Internal Auditor	0.00	0.00	0.00	1.00
Senior Internal Auditor	2.00	2.00	2.00	2.00
TOTAL	<u>3.00</u>	<u>3.00</u>	<u>3.00</u>	<u>4.00</u>

	Expenditures Actual 2001-02	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
Salaries & Benefits					
41100 Salaries	222,995	266,782	107,801	215,601	351,972
41200 Overtime	1,511	-	531	600	-
41300 Hourly Wages	26,522	-	28,877	42,877	-
41600 Compensated Absences	3,069	3,860	2,268	4,000	4,142
41700 Other Benefits	593	1,050	396	1,096	1,100
41800 Life Insurance	882	722	450	900	900
41900 Disability Insurance	2,136	2,217	1,147	2,294	2,294
42000 Vision Insurance	828	828	414	828	828
42100 Medical Insurance	13,152	16,669	9,349	18,698	19,811
42200 Dental Insurance	1,687	1,993	996	1,993	1,993
42300 Unemployment Insurance	252	258	137	273	276
42400 Compensation Insurance	1,355	1,289	751	1,502	1,334
42500 Medicare	4,119	3,738	2,420	4,200	4,004
42600 Social Security	345	-	374	374	-
42799 Salary Charges Out	-	-	-	-	(68,351)
Total	\$ 279,445	\$ 299,406	\$ 155,912	\$ 295,238	\$ 320,303
Maintenance & Operation Detail					
42800 Auto Allowance	3,980	4,080	2,290	4,630	4,680
43110 Contractual Services	1,345	-	-	1,345	1,345
44300 Telephone	-	-	(18)	-	-
44450 Postage	-	102	-	100	50
44550 Travel	403	1,813	-	1,200	900
44650 Training	910	3,745	952	3,200	1,800
44700 Computer Software	300	1,200	-	1,200	1,200
44750 Insurance & Surety Bonds	4,278	2,633	2,322	2,633	2,633
44800 Membership & Dues	1,345	1,020	120	1,020	800
45100 Books	773	408	-	320	240
45150 Furniture & Equipment	2,907	-	-	-	-
45250 Office Supplies	1,079	600	1,170	2,340	1,200
45350 General Supplies	1,145	2,400	212	1,200	1,200
46900 Business Meetings	25	-	13	60	-
47000 Miscellaneous	39	240	1,394	2,788	1,200
Total	\$ 18,530	\$ 18,241	\$ 8,455	\$ 22,037	\$ 17,248

CABLE ACCESS
SUMMARY OF THE BUDGET FOR THE YEAR ENDED JUNE 30, 2004
FUND 280

	Actual Resources 2001-02	Original Estimate 2002-2003	Year to Date 12/31/02	Revised Estimated 2002-2003	Budget 2003-2004
<u>Estimated Financing Resources</u>					
<u>Revenue</u>					
Use of Money & Property	116,448	120,000	44,593	110,000	103,000
Revenue From Other Agencies	299,591	422,000	217,008	427,008	420,000
Misc & Non Operating Revenues	1,379	-	310	310	-
Fund Balance - Prior Year	-	486,977	4,229	-	2,090
Total Estimated Financing Resources	<u>\$ 417,418</u>	<u>\$ 1,028,977</u>	<u>\$ 266,140</u>	<u>\$ 537,318</u>	<u>\$ 525,090</u>
<u>Estimated Requirements</u>					
Salaries & Benefits	313,652	348,872	180,587	341,872	406,306
Maintenance & Operation	50,521	50,714	17,391	46,646	41,284
Capital	59,420	61,200	36,223	61,200	113,500
Charges To Other Funds	(65,639)	(71,000)	(18,075)	(46,000)	(36,000)
Capital Projects	11,610	639,191	50,014	-	-
Unallocated	47,855	-	-	133,600	-
Total Estimated Requirements	<u>\$ 417,418</u>	<u>\$ 1,028,977</u>	<u>\$ 266,140</u>	<u>\$ 537,318</u>	<u>\$ 525,090</u>

CABLE ACCESS
 DETAIL OF FINANCIAL RESOURCES
 FUND 280

<u>Source</u>	<u>Actual Resources 2001-02</u>	<u>Original Estimate 2002-03</u>	<u>Year to Date 12/31/02</u>	<u>Revised Estimated 2002-03</u>	<u>Budget 2003-04</u>
<u>Uses of Money & Property</u>					
38000 Interest & Inv. Revenue	103,827	105,000	44,593	95,000	90,000
38005 Interest & Inv. (GASB 31)	12,621	15,000	-	15,000	13,000
Total	<u>\$ 116,448</u>	<u>\$ 120,000</u>	<u>\$ 44,593</u>	<u>\$ 110,000</u>	<u>\$ 103,000</u>
<u>Revenue From Other Agencies</u>					
34530 Cable Access Fees	299,591	422,000	217,008	427,008	420,000
Total	<u>\$ 299,591</u>	<u>\$ 422,000</u>	<u>\$ 217,008</u>	<u>\$ 427,008</u>	<u>\$ 420,000</u>
<u>Misc & Non Operating Revenue</u>					
38560 Miscellaneous Revenue	1,379	-	310	310	-
39080 Sales of Property	-	-	-	-	-
Total	<u>\$ 1,379</u>	<u>\$ -</u>	<u>\$ 310</u>	<u>\$ 310</u>	<u>\$ -</u>
Total Revenue	<u><u>\$ 417,418</u></u>	<u><u>\$ 542,000</u></u>	<u><u>\$ 261,911</u></u>	<u><u>\$ 537,318</u></u>	<u><u>\$ 523,000</u></u>

	Actual Expenditures 2001-2002	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
Account Summary					
<u>Financial</u>					
Salaries & Benefits	313,652	348,872	180,587	341,872	406,306
Maintenance & Operation	50,521	50,714	17,391	46,646	41,284
Capital	59,420	61,200	36,223	61,200	113,500
Charges-Other Depts	(65,639)	(71,000)	(18,075)	(46,000)	(36,000)
Total	<u>\$ 357,954</u>	<u>\$ 389,786</u>	<u>\$ 216,126</u>	<u>\$ 403,718</u>	<u>\$ 525,090</u>

Personnel Classification Detail

	Budget <u>2001-2002</u>	Budget <u>2002-2003</u>	Estimated <u>2002-2003</u>	Budget <u>2003-2004</u>
Broadcast Coordinator	1.00	0.00	0.00	0.00
Broadcast Manager	0.00	1.00	1.00	1.00
Broadcast Production Assistant	2.00	3.00	3.00	4.00
Broadcast Production Associate	1.00	1.00	1.00	1.00
Public Information Officer	0.50	0.50	0.50	0.50
TOTAL	<u>4.50</u>	<u>5.50</u>	<u>5.50</u>	<u>6.50</u>

	Actual Expenditures 2001-2002	Current Year Appropriation 2002-03	Year to Date Expenditures 12/31/02	Estimated Expenditures 2002-03	Budget 2003-04
Salaries & Benefits					
41100 Salaries	254,146	284,623	145,685	284,623	313,805
41200 Overtime	6,930	9,500	660	2,500	5,000
41300 Hourly Wages	30,166	30,000	20,386	30,000	60,000
41600 Compensated Absences	2,979	4,270	2,436	4,270	4,640
41700 Other Benefits	247	350	133	350	475
41800 Life Insurance	364	305	190	305	384
41900 Disability Insurance	967	1,070	748	1,070	1,628
42000 Vision Insurance	514	672	267	672	534
42100 Medical Insurance	9,237	10,456	5,668	10,456	11,639
42200 Dental Insurance	1,720	1,913	956	1,913	1,913
42300 Unemployment Insurance	290	279	167	279	309
42400 Compensation Insurance	1,581	1,393	920	1,393	1,494
42500 Medicare	4,255	4,041	2,371	4,041	4,485
42600 Social Security	253	-	-	-	-
42799 Salary Charges Out	(55,633)	(65,000)	(15,399)	(40,000)	(30,000)
Total	258,019	283,872	165,188	301,872	376,306

Maintenance & Operation Detail					
42800 Auto Allowance	2,015	2,500	1,252	2,370	2,370
43080 Rent	135	-	-	-	-
43110 Contractual Services	20,312	5,000	3,088	5,000	5,000
44100 Repairs to Equipment	221	4,000	291	1,000	4,000
44120 Repairs to Office Equip	860	-	-	-	-
44300 Telephone	1,252	1,000	647	1,200	1,300
44450 Postage	113	500	70	250	400
44550 Travel	1,121	1,000	-	1,000	1,000
44650 Training	-	3,000	-	1,500	-
44750 Insurance & Surety Bonds	4,923	4,314	2,842	4,314	4,314
44800 Membership and Dues	75	900	740	900	900
45050 Periodicals & Newspapers	129	500	-	500	500
45150 Furniture & Equipment	2,573	2,000	2,612	2,612	2,000
45250 Office Supplies	13,768	16,500	5,610	16,500	14,000
46900 Business Meetings	209	500	-	500	500
47000 Miscellaneous	2,815	9,000	240	9,000	5,000
49050 Charges-Other Depts	(10,006)	(6,000)	(2,676)	(6,000)	(6,000)
Total	\$ 40,515	\$ 44,714	\$ 14,715	\$ 40,646	\$ 35,284