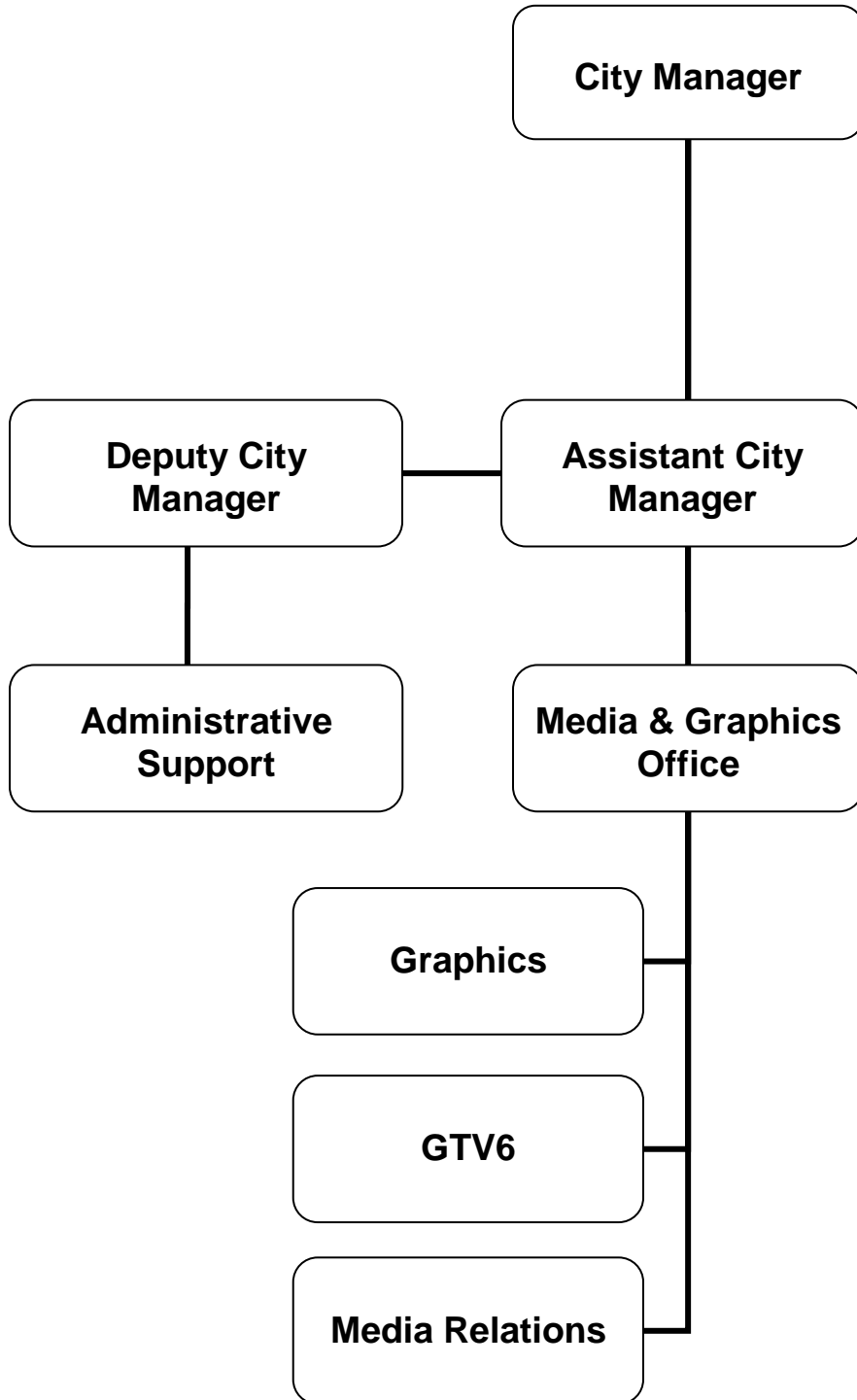


MANAGEMENT SERVICES



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 \$681 million investment portfolio as of June 30, 2017 and continues to retain high credit and bond ratings. Through the efforts of the Economic Development program and the Glendale Economic Development Corporation, 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 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
General Fund				
GTV6 (101-111) *	\$ 444,245	\$ 497,559	\$ 500,005	\$ -
Membership & Dues (101-114)	87,564	100,000	100,000	119,320
City Manager (101-140)	2,709,245	2,924,883	2,988,663	2,804,203
Special Events (101-142-00000)	9,040	24,500	24,500	24,500
Military Banner Program (101-142-93200)	1,026	-	10,000	10,000
Commission on the Status of Women (101-144-00000) **	-	-	18	-
Media Graphics (101-145)*	-	-	-	1,418,100
Graphics (101-163) *	568,823	845,340	847,930	-
Total General Fund	\$ 3,819,943	\$ 4,392,282	\$ 4,471,116	\$ 4,376,123
Other Funds				
Economic Development (215-702) ***	\$ 2,043,111	\$ -	\$ -	\$ -
Filming Fund - Filming (217-705) ****	\$ 339,766	\$ -	\$ -	\$ -
Cable Access Fund - GTV6 (280-111)	\$ -	\$ -	\$ 100,000	\$ -
Capital Improvement Fund - GTV6 (401-111)	\$ 156,358	\$ -	\$ (9,121) *****	\$ -
Total Other Funds	\$ 2,539,235	\$ -	\$ 90,879	\$ -
Department Grand Total	\$ 6,359,177	\$ 4,392,282	\$ 4,561,995	\$ 4,376,123

Notes:

- * Beginning FY 2017-18, GTV6 (101-111) & Graphics (101-163) combined and are reflected in new Media Graphics section (101-145).
- ** Effective FY 2016-17, post budget adoption, Commission on the Status of Women moved from Community Services & Parks Department (101-608-00000) to Management Services Department (101-144-00000).
- *** Effective 7/1/2016, Economic Development function moved from Management Services to Community Development and transitioned from Special Revenue Fund (215-702 & 215-718) to become part of the General Fund (101-702 & 101-718). Effective 7/1/2016, fund 215 is inactive.
- **** Effective 7/1/2015, new fund 217 created for Filming function in Management Services to centralize filming activity in the City. Previously, Filming was housed in the Special Events Fund (267). Effective 7/1/2016, Filming Fund (217) moved to Community Development.
- ***** The actual appropriation in this account consists of carryover budget from prior fiscal years not reflected in the revised column. Thus, a reduction adjustment in the budget is resulting in a negative appropriation because the original source is not reflected.

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - GTV6
101-111**

		Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Salaries & Benefits					
41100	Salaries	\$ 213,166	\$ 229,037	\$ 229,037	\$ -
41200	Overtime	11,744	3,000	3,000	-
41300	Hourly wages	32,702	55,061	55,061	-
Various	Benefits	71,129	77,285	79,731	-
42700	PERS Retirement	42,688	64,537	64,537	-
42701	PERS cost sharing	(2,388)	(11,256)	(11,256)	-
Salaries & Benefits Total		\$ 369,042	\$ 417,664	\$ 420,110	\$ -
Maintenance & Operation					
43110	Contractual services	\$ 9,176	\$ 8,200	\$ 8,200	\$ -
44100	Repairs to equipment	427	2,000	2,000	-
44351	Fleet / equip rental charge	370	-	-	-
44352	ISD service charge	41,734	32,534	32,534	-
44353	Building Maint. Serv. Charge	-	17,931	17,931	-
44450	Postage	-	150	150	-
44550	Travel	510	-	-	-
44750	Liability Insurance	8,656	7,780	7,780	-
44800	Membership & dues	80	200	200	-
45050	Periodicals & newspapers	53	100	100	-
45150	Furniture & equipment	5,176	5,000	5,000	-
45250	Office supplies	9	-	-	-
45350	General supplies	1,273	3,500	3,500	-
46900	Business meetings	99	500	500	-
47000	Miscellaneous	3,702	2,000	2,000	-
Maintenance & Operation Total		\$ 71,264	\$ 79,895	\$ 79,895	\$ -
Capital Outlay					
51000	Capital outlay	\$ 3,939	\$ -	\$ -	\$ -
Capital Outlay Total		\$ 3,939	\$ -	\$ -	\$ -
TOTAL		\$ 444,245	\$ 497,559	\$ 500,005	\$ -

Notes:

* Beginning FY 2017-18, GTV6 (101-111) & Graphics (101-163) combined and are reflected in new Media Graphics section (101-145).

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - MEMBERSHIP & DUES
101-114**

	Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Maintenance & Operation				
43110 Contractual services	\$ -	\$ -	\$ -	\$ 9,200
44800 Membership & dues	87,564	100,000	100,000	110,120
Maintenance & Operation Total	\$ 87,564	\$ 100,000	\$ 100,000	\$ 119,320
TOTAL	\$ 87,564	\$ 100,000	\$ 100,000	\$ 119,320

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - CITY MANAGER
101-140**

		Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Salaries & Benefits					
41100	Salaries	\$ 1,232,087	\$ 1,338,872	\$ 1,338,872	\$ 1,400,875
41200	Overtime	1,775	4,500	4,500	4,500
41300	Hourly wages	95,135	103,300	103,300	68,366
Various	Benefits	482,062	529,191	542,971	458,526
42700	PERS Retirement	257,348	327,880	327,880	381,069
42701	PERS cost sharing	(32,907)	(57,184)	(57,184)	(57,363)
Salaries & Benefits Total		\$ 2,035,500	\$ 2,246,559	\$ 2,260,339	\$ 2,255,973
Maintenance & Operation					
43110	Contractual services	\$ 309,101	\$ 223,400	\$ 223,400	\$ 186,400
44100	Repairs to equipment	-	1,000	1,000	1,000
44200	Advertising	20,990	1,000	1,000	10,000
44351	Fleet / equip rental charge	3,410	3,410	3,410	3,410
44352	ISD service charge	201,615	193,931	193,931	133,510
44353	Building Maint. Serv. Charge	-	106,879	106,879	72,312
44450	Postage	1,612	1,500	1,500	1,500
44550	Travel	37,537	40,000	40,000	40,000
44650	Training	5,100	10,000	10,000	10,000
44750	Liability Insurance	44,654	39,204	39,204	39,598
44800	Membership & dues	7,679	4,000	4,000	4,000
45050	Periodicals & newspapers	49	500	500	500
45100	Books	-	500	500	-
45150	Furniture & equipment	108	2,500	2,500	1,000
45170	Computer hardware	72	-	-	-
45250	Office supplies	6,062	8,000	8,000	12,000
45350	General supplies	2,473	15,000	15,000	-
46900	Business meetings	23,387	13,000	13,000	13,000
47000	Miscellaneous	9,897	14,500	64,500	20,000
Maintenance & Operation Total		\$ 673,746	\$ 678,324	\$ 728,324	\$ 548,230
TOTAL		\$ 2,709,245	\$ 2,924,883	\$ 2,988,663	\$ 2,804,203

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - SPECIAL EVENTS
101-142-00000**

		Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Maintenance & Operation					
44450	Postage	\$ 14	\$ -	\$ -	\$ -
46900	Business meetings	1,371	-	-	-
47000	Miscellaneous	7,656	24,500	24,500	24,500
Maintenance & Operation Total		\$ 9,040	\$ 24,500	\$ 24,500	\$ 24,500
TOTAL		\$ 9,040	\$ 24,500	\$ 24,500	\$ 24,500

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - SPECIAL EVENTS - MILITARY BANNER PROGRAM
101-142-93200**

		Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Maintenance & Operation					
43110	Contractual services	\$ 416	\$ -	\$ -	\$ -
45350	General supplies	-	-	10,000	10,000
47000	Miscellaneous	610	-	-	-
Maintenance & Operation Total		\$ 1,026	\$ -	\$ 10,000	\$ 10,000
TOTAL		\$ 1,026	\$ -	\$ 10,000	\$ 10,000

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - COMMISSION ON THE STATUS OF WOMEN
101-144-00000**

	Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Maintenance & Operation				
44352 ISD service charge	\$ -	\$ -	\$ 18	\$ -
Maintenance & Operation Total	\$ -	\$ -	\$ 18	\$ -
TOTAL	\$ -	\$ -	\$ 18	\$ -

Notes:

* Effective FY 2016-17, post budget adoption, Commission on the Status of Women moved from Community Services & Parks Department (101-608-00000) to Management Services Department (101-144-00000).

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - MEDIA GRAPHICS
101-145**

		Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Salaries & Benefits					
41100	Salaries	\$ -	\$ -	\$ -	\$ 457,044
41200	Overtime	-	-	-	5,500
41300	Hourly wages	-	-	-	162,925
Various	Benefits	-	-	-	136,847
42700	PERS Retirement	-	-	-	163,061
42701	PERS cost sharing	-	-	-	(24,548)
Salaries & Benefits Total		\$ -	\$ -	\$ -	\$ 900,829
Maintenance & Operation					
43080	Rent	\$ -	\$ -	\$ -	\$ 97,371
43110	Contractual services	-	-	-	193,724
44100	Repairs to equipment	-	-	-	2,000
44120	Repairs to office equip	-	-	-	7,000
44352	ISD service charge	-	-	-	69,809
44353	Building Maint. Serv. Charge	-	-	-	26,967
44450	Postage	-	-	-	1,150
44550	Travel	-	-	-	4,000
44650	Training	-	-	-	4,000
44750	Liability Insurance	-	-	-	16,950
44800	Membership & dues	-	-	-	4,000
45050	Periodicals & newspapers	-	-	-	600
45150	Furniture & equipment	-	-	-	3,500
45200	Maps & blue prints	-	-	-	10,000
45250	Office supplies	-	-	-	50,000
45350	General supplies	-	-	-	3,000
46900	Business meetings	-	-	-	1,000
47000	Miscellaneous	-	-	-	22,200
Maintenance & Operation Total		\$ -	\$ -	\$ -	\$ 517,271
TOTAL		\$ -	\$ -	\$ -	\$ 1,418,100

Notes:

* Beginning FY 2017-18, GTV6 (101-111) & Graphics (101-163) combined and are reflected in new Media Graphics section (101-145).

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
GENERAL BUDGET FUND - GRAPHICS
101-163**

		Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Salaries & Benefits					
41100	Salaries	\$ 205,323	\$ 222,545	\$ 222,545	\$ -
41200	Overtime	-	2,881	2,881	-
41300	Hourly wages	71,731	75,563	75,563	-
Various	Benefits	63,177	69,462	72,052	-
42700	PERS Retirement	47,067	67,545	67,545	-
42701	PERS cost sharing	(2,287)	(11,781)	(11,781)	-
Salaries & Benefits Total		<u>\$ 385,011</u>	<u>\$ 426,215</u>	<u>\$ 428,805</u>	<u>\$ -</u>
Maintenance & Operation					
43080	Rent	\$ -	\$ 95,774	\$ 95,774	\$ -
43110	Contractual services	68,207	171,324	171,324	-
44120	Repairs to office equip	1,539	6,000	6,000	-
44352	ISD service charge	34,234	41,499	41,499	-
44353	Building Maint. Serv. Charge	-	22,872	22,872	-
44450	Postage	2,060	2,500	2,500	-
44550	Travel	874	1,100	1,100	-
44650	Training	9	1,000	1,000	-
44750	Liability Insurance	9,309	8,156	8,156	-
45050	Periodicals & newspapers	434	500	500	-
45150	Furniture & equipment	2,823	500	500	-
45200	Maps & blue prints	10,154	10,000	10,000	-
45250	Office supplies	48,734	50,000	50,000	-
46900	Business meetings	691	400	400	-
47000	Miscellaneous	5,080	7,500	7,500	-
47010	Discount earned & lost	(335)	-	-	-
Maintenance & Operation Total		<u>\$ 183,812</u>	<u>\$ 419,125</u>	<u>\$ 419,125</u>	<u>\$ -</u>
TOTAL		<u><u>\$ 568,823</u></u>	<u><u>\$ 845,340</u></u>	<u><u>\$ 847,930</u></u>	<u><u>\$ -</u></u>

Notes:

* Beginning FY 2017-18, GTV6 (101-111) & Graphics (101-163) combined and are reflected in new Media Graphics section (101-145).

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
ECONOMIC DEVELOPMENT FUND - ECONOMIC DEVELOPMENT
215-702**

		Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Salaries & Benefits					
41100	Salaries	\$ 508,058	\$ -	\$ -	\$ -
41200	Overtime	405	-	-	-
41300	Hourly wages	20,288	-	-	-
Various	Benefits	116,493	-	-	-
42700	PERS Retirement	105,642	-	-	-
42701	PERS cost sharing	(13,731)	-	-	-
Salaries & Benefits Total		\$ 737,155	\$ -	\$ -	\$ -
Maintenance & Operation					
43110	Contractual services	\$ 751,960	\$ -	\$ -	\$ -
43111	Construction services	1,516	-	-	-
43150	Cost allocation charge	422,879	-	-	-
44200	Advertising	12,250	-	-	-
44352	ISD service charge	31,939	-	-	-
44450	Postage	1,300	-	-	-
44500	Support of prisoners	191	-	-	-
44550	Travel	14,601	-	-	-
44650	Training	4,902	-	-	-
44750	Liability Insurance	17,766	-	-	-
44800	Membership & dues	20,585	-	-	-
45150	Furniture & equipment	1,203	-	-	-
45250	Office supplies	1,663	-	-	-
45350	General supplies	3,590	-	-	-
45400	Reports & publications	9,966	-	-	-
45450	Printing and graphics	331	-	-	-
46900	Business meetings	2,425	-	-	-
47000	Miscellaneous	6,888	-	-	-
Maintenance & Operation Total		\$ 1,305,956	\$ -	\$ -	\$ -
TOTAL		\$ 2,043,111	\$ -	\$ -	\$ -

Notes:

- * Effective 7/1/2016, Economic Development function moved from Management Services to Community Development and transitioned from Special Revenue Fund (215-702 & 215-718) to become part of the General Fund (101-702 & 101-718). Effective 7/1/2016, fund 215 is inactive.

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
FILMING FUND - FILMING
217-705**

		Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Salaries & Benefits					
41100	Salaries	\$ 59,768	\$ -	\$ -	\$ -
41200	Overtime	209,203	-	-	-
Various	Benefits	51,144	-	-	-
42700	PERS Retirement	10,613	-	-	-
42701	PERS cost sharing	-	-	-	-
Salaries & Benefits Total		\$ 330,729	\$ -	\$ -	\$ -
Maintenance & Operation					
43150	Cost allocation charge	\$ -	\$ -	\$ -	\$ -
44352	ISD service charge	-	-	-	-
44353	Building Maint. Serv. Charge	-	-	-	-
44750	Liability Insurance	9,037	-	-	-
Maintenance & Operation Total		\$ 9,037	\$ -	\$ -	\$ -
TOTAL		\$ 339,766	\$ -	\$ -	\$ -

Notes:

- * Effective 7/1/2015, new fund 217 created for Filming function in Management Services to centralize filming activity in the City. Previously, Filming was housed in the Special Events Fund (267). Effective 7/1/2016, Filming Fund (217) moved to Community Development.

CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CABLE ACCESS FUND - GTV6
280-111

	Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Capital Outlay				
51000 Capital outlay	\$ -	\$ -	\$ 100,000	\$ -
Capital Outlay Total	\$ -	\$ -	\$ 100,000	\$ -
TOTAL	\$ -	\$ -	\$ 100,000	\$ -

**CITY OF GLENDALE
MANAGEMENT SERVICES DEPARTMENT
CAPITAL IMPROVEMENT FUND - GTV6
401-111**

	Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
Maintenance & Operation				
43111 Construction Services	\$ 123,759	\$ -	\$ (9,121) *	\$ -
Maintenance & Operation Total	\$ 123,759	\$ -	\$ (9,121)	\$ -
Capital Outlay				
51000 Capital outlay	\$ 32,599	\$ -	\$ -	\$ -
Capital Outlay Total	\$ 32,599	\$ -	\$ -	\$ -
TOTAL	\$ 156,358	\$ -	\$ (9,121)	\$ -

Notes:

* The actual appropriation in this account consists of carryover budget from prior fiscal years not reflected in the revised column. Thus, a reduction adjustment in the budget is resulting in a negative appropriation because the original source is not reflected.

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

Classification	Actual 2015-16	Adopted 2016-17	Revised 2016-17	Adopted 2017-18
<u>Salaried Positions</u>				
Assistant City Manager	1.00	1.00	1.00	1.00
Assistant to City Council	1.00	1.00	-	-
Broadcast Coordinator	1.00	1.00	1.00	1.00
Broadcast Production Associate	1.00	1.00	1.00	1.00
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
Councilmember**	5.00	5.00	5.00	5.00
Customer Service Representative	-	-	1.00	1.00
Deputy City Manager	1.00	1.00	1.00	1.00
Director of Communications & Comm Rel	1.00	1.00	1.00	1.00
Duplicating Machine 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
Motion Graphics Designer	1.00	1.00	1.00	1.00
Office Services Specialist II	1.00	1.00	-	-
Office Specialist I	2.00	2.00	2.00	2.00
Program Supervisor	1.00	1.00	1.00	1.00
Sr. Assistant to City Council	1.00	1.00	1.00	1.00
Sr. Graphics Illustrator	1.00	-	-	-
Total Salaried Positions	<u>22.00</u>	<u>22.00</u>	<u>21.00</u>	<u>22.00</u>
<u>Hourly Positions</u>				
Administrative Intern	1.36	(2) 1.20	(2) 1.20	(2) 1.60
Broadcast Productions Assistant	0.60	(1) 1.80	(3) 1.80	(3) 0.60
Hourly City Worker	2.20	(3) 3.01	(5) 3.01	(5) 3.01
Total Hourly FTE Positions	<u>4.16</u>	<u>6.01</u>	<u>6.01</u>	<u>5.21</u>
Management Services Total	<u>26.16</u>	<u>28.01</u>	<u>27.01</u>	<u>27.21</u>

Notes:

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

** Elected Official