



City of Glendale

Budget Study Session #6

May 18, 2021

Departmental Presentations

Administrative Services – Finance

Management Services

City Treasurer

Glendale Fire

FIN

Administrative Services - Finance

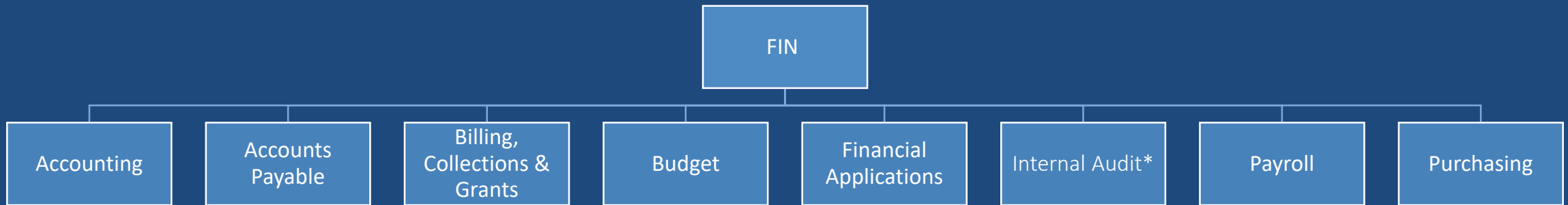


FIN is a department that manages city's resources in a fiscally conservative manner.

FIN



We are composed of eight sections:



* As of FY 2021-22





Where we started in 2020...





How we have adapted...



This year, we spent time focusing on some of the most pressing challenges to face the City during the COVID-19 pandemic:

- Procured high demand / hard to find commodities (eg. PPEs & remote work equipment)
- Improved efficiencies for remote working by implementing digital signatures on all contracts & paperless invoice entry
- Established COVID-19 related leave time & tracking for affected employees
- Set-up recipients of housing & business recovery grant programs as payees to process payments
- Embraced Virtual Audits

FIN



Total PPEs & Remote Equipment Purchased: (March-May 2020)

- 5,195 bottles hand sanitizer
- 36,203 face masks
- 1,881 packages disinfectant wipes
- 675 bottles antibacterial soap/disinfectants
- 310 laptops
- 200 headsets



**Exceptional customer
service to our community
& employees**

PPEs & Remote Work Equipment





Improved efficiencies for
remote working

- 408 contracts and legal documents signed
- Average processing time down to 7 days (previously approx. 4+ weeks)
- 28,496 invoices entered



Digital Environment



Support for our employees



571 employees received COVID-related leave time (33,309 hours in total)

Regulatory Compliance





Support for our community



- 380 Rental Assistance Recipients
- 447 Business Assistance Recipients

Provided Financial Assistance





15 audits



Virtual Audits





Overview

This is a high-level summary
of our department budget

	FY 21-22 Proposed*
Salaries & Benefits	\$ 6,119,764
M&O	1,210,675
Total	\$ 7,330,439

FIN

*Beginning FY 2021-22, the Internal Audit section will be moved to the Administrative Services-Finance Department



Personnel

A summary of our Position
Count

	FY 20-21 Adopted	FY 21-22 Proposed*
Full Time	37.35	41.35
Hourly FTE	0.37	0.28
Total	37.72	41.63

*Beginning FY 2021-22, the Internal Audit section will be moved to the Administrative Services-Finance Department, totaling to 4 Full Time positions.



Funding Sources

This is a summary of the different buckets of monies.

	Adopted FY 2020-21	Proposed FY 2021-22*	Increase/(Decrease)	
1010 - General Fund	\$ 6,469,541	\$ 7,330,439	\$ 860,898	13.3%
	\$ 6,469,541	\$ 7,330,439	\$ 860,898	13.3%

*Beginning FY 2021-22, the Internal Audit section will be moved to the Administrative Services-Finance Department, totaling to \$820,995 for FY 2021-22 proposed budget.

What's next in FIN?



Citywide Fee Study



Environmentally Preferred Purchasing

FIN

COVID-19 Federal Assistance



Pension Committee Support



Questions?



MSD

Management Services Department

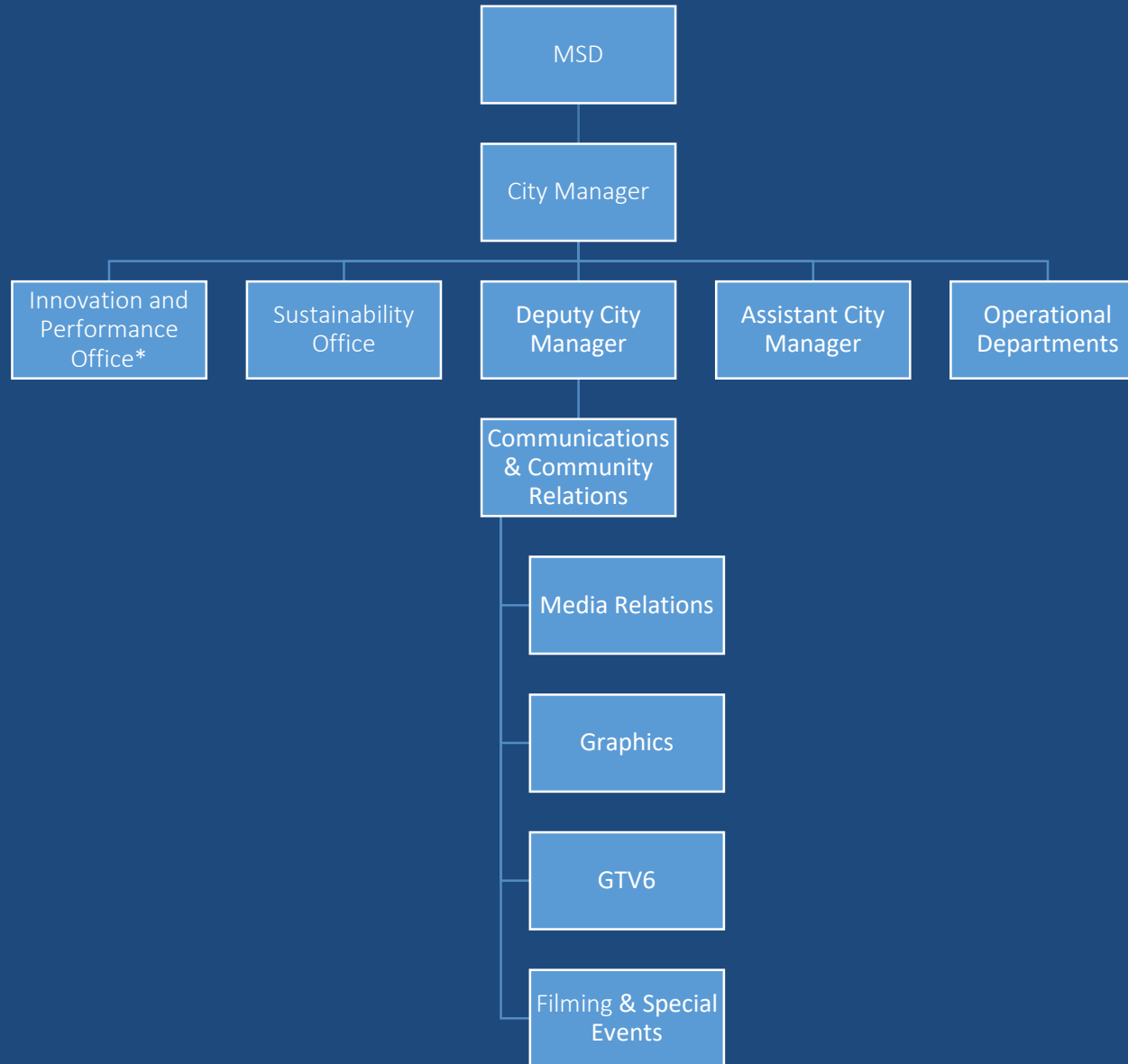


MSD supports City Council policies that promote a healthy and safe city that is fiscally responsible, while strengthening relationships and partnerships with the community.

MSD



A high-level view of our organizational structure:



* As of FY 2021-22

MSD





Where we started in 2020...





TO OUR COMMUNITY
FROM GLENDALE ARTS & THE ALEX THEATRE:
WE WISH YOU
HEALTH, HAPPINESS,
SAFETY & PROSPERITY

**STAY SAFE & BE KIND
TO EACH OTHER**
@GLENDALEARTSCA @ALEXTHEATRE

TO OUR COMMUNITY
FROM GLENDALE ARTS & THE ALEX
THEATRE:
WE WISH YOU
HEALTH, HAPPINESS,
SAFETY & PROSPERITY

How we have adapted...



This year, we spent time focusing on some of the most pressing challenges to face the City during the COVID-19 pandemic:

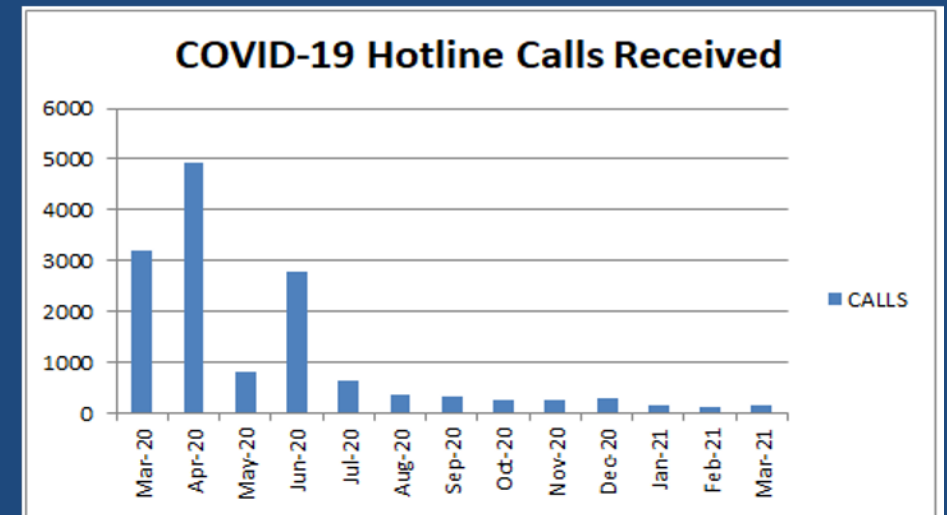
- COVID-19 Community Service Efforts
- Remote City Operations
- Sustainability Advancements
- Diversity, Equity and Inclusion
- Fiscal Solvency

MSD



A glimpse...

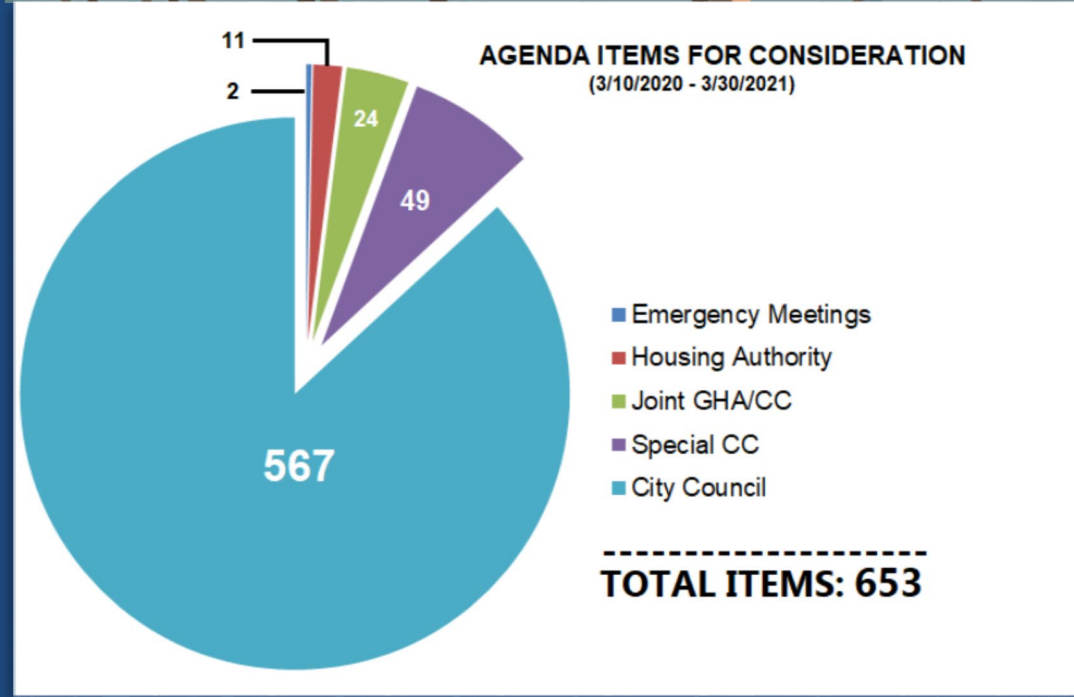
- 2,500 updates to splash page
- 29 COVID pages
- 23 videos produced
- 212 meetings broadcasted
- Over 30 Motions, Resolutions, Ordinances
- 1,400 tweets
- Over 70 materials translated



Total: 14,320

COVID-19 Community Service Efforts





Appointment of Board and Commission Member
 Henrik Sardarbegian, Parks, Recreation, and
 Services Commission
 Glendale City Council Call-In (818)

Remote City Operations



- Sustainability Office
- Sustainability Commission
- Ban on Single Use Plastics
- Food Recovery Program
- Bloomberg Partnership

**106,511 lbs.
of food recovered**



**98,407 lbs.
of CO2 saved**

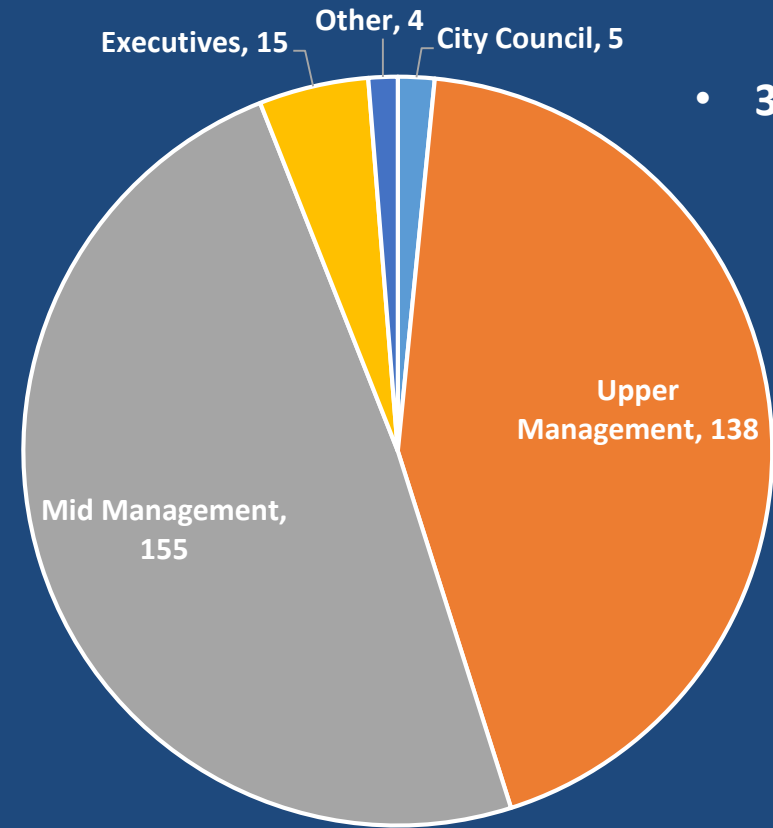


Sustainability Advancements





- Sundown Town Resolution
- Historic Context Statement
- AAPI Solidarity Statement
- Implicit Bias Training



• 317 trained

Diversity, Equity & Inclusion





Fiscal Solvency





Overview

This is a high-level summary
of our department budget

	FY 21-22 Proposed*
Salaries & Benefits	\$ 4,533,519
M&O	1,588,862
Total	\$ 6,122,381

MSD

*Beginning FY 2021-22, the Innovation & Performance Office will be moved to the Management Services Department



Personnel

A summary of our Position
Count

	FY 20-21 Adopted	FY 21-22 Proposed*
Full Time	22.00	23.00
Hourly FTE	3.20	4.84
Total	25.20	27.84

*Beginning FY 2021-22, the Innovation & Performance Office will be moved to the Management Services Department, totaling to 2 Full Time and 1.33 Hourly FTE positions.

MSD



Funding Sources

This is a summary of the different buckets of monies.

	Adopted FY 2020-21	Proposed FY 2021-22*	Increase/(Decrease)	
1010 - General Fund	\$ 5,989,420	\$ 6,122,381	\$ 132,961	2.2%
2800 – Cable Access Fund	103,520	-	(103,520)	(100.0%)
	<hr/>	<hr/>	<hr/>	<hr/>
	\$ 6,092,940	\$ 6,122,381	\$ 29,441	0.5%

*Beginning FY 2021-22, the Innovation and Performance Office will be moved to the Management Services Department, totaling to \$621,471 for FY 2021-22 proposed budget.



Funding Sources – General Fund

	Adopted FY 2020-21	Proposed FY 2021-22*	Increase/(Decrease)	
1010 - General Fund	\$ 5,989,420	\$ 6,122,381	\$ 132,961	2.2%



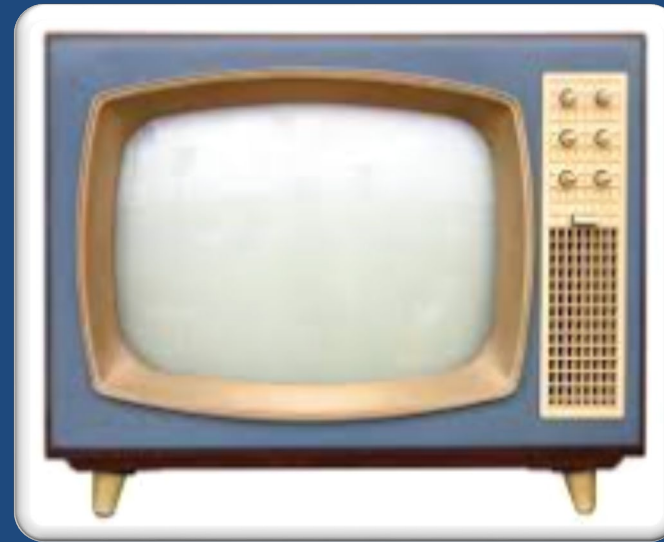
*Beginning FY 2021-22, the Innovation and Performance Office will be moved to the Management Services Department, totaling to \$621,471 for FY 2021-22 proposed budget.

MSD



Funding Sources – Cable Access Fund

	Adopted FY 2020-21	Proposed FY 2021-22	Increase/(Decrease)	
2800 – Cable Access Fund	\$ 103,520	\$ -	\$ (103,520)	(100.0%)



What's next in MSD?



Questions?



CTD

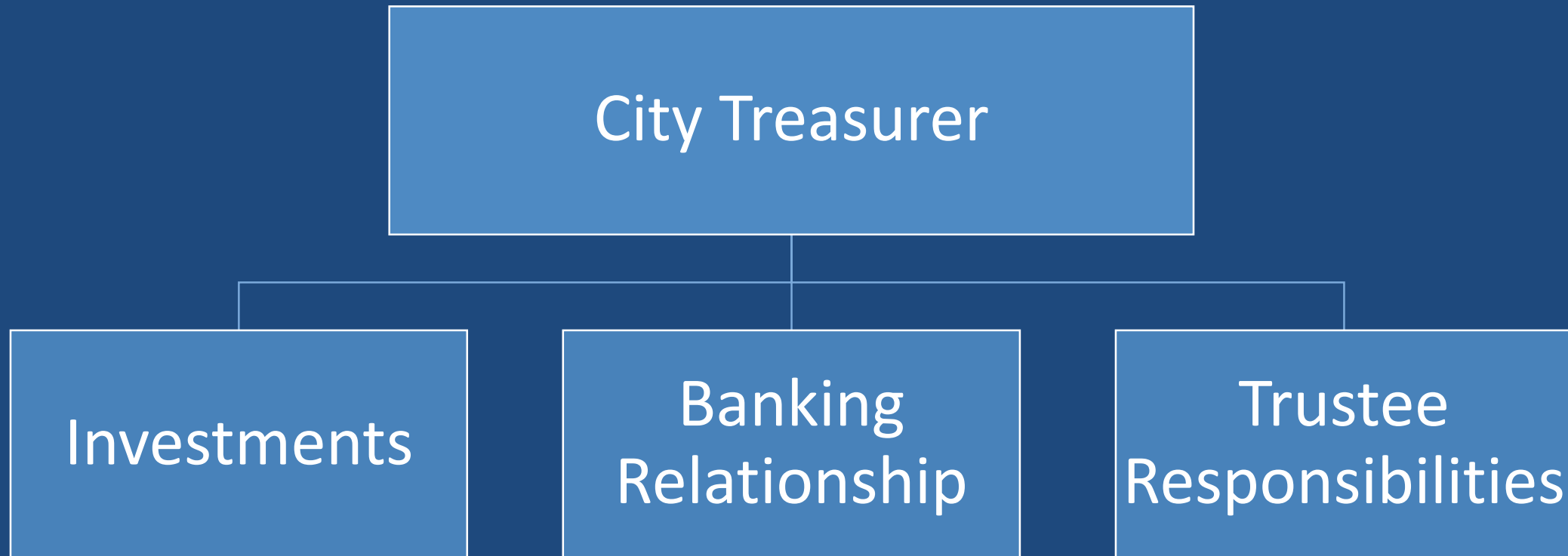
City Treasurer



The City Treasurer's Office is responsible for managing the City's investment & banking activities with the goals of safeguarding the public funds, maintaining liquidity, and optimizing returns.



We are composed of three main functions:





Where we started in 2020...





- Scheduled Appointments
- Telecommuting
- Engagement Through Various Technology Platforms



How we have adapted...



This year, we spent time focusing on some of the most pressing challenges to face the City during the COVID-19 pandemic:

- Prudent & Efficient Management of Public Funds & the City's Investment Portfolio
- Continued Vigilance Against Fraudulent Activities
- Payment Card Industry Data Security Standards (PCI DSS) Compliance



\$2,828,881 Total Investment Earnings @ End of Q3



Key Performance Indicators (KPI)	QTR 1	QTR 2	QTR 3
Investment Earnings	\$ 3,622,569	\$ 3,310,471	\$ 2,828,881
Weighted Average Maturity of Portfolio (in months)	13.7	13.5	16.0
Bank Transactions Reconciled	12,701	11,847	11,664
Incoming Electronic (ACH & Wire) Processed	1,450	1,498	1,359
Outgoing Wires Processed	216	177	189
Records Requests Handled	8	19	18

Prudent & Efficient Management of Public Funds & the City's Investment Portfolio





No Fraud / Fictitious Transactions Identified @ End of Q3

Key Performance Indicators (KPI)	QTR 1	QTR 2	QTR 3
Departments' Daily Deposit Batches Processed	1,904	1,848	1,734
General Ledger Journals Processed	266	208	202
Checks Scanned & Transmitted	5,930	5,375	5,836
Cash (Over-the-Counter) Received & Verified	\$95,838	\$139,469	\$188,036
Stop Payment Requests	15	23	36
Fraud / Fictitious Activities (Number of Attempts Identified & Rejected)	0	0	0

Continued Vigilance Against Fraudulent Activities



Ongoing Activities Performed For Annual Compliance

- Assessment
 - Took inventory & reviewed departments' payment card processing related systems, applications, and documents (i.e. policy, procedures, tamper check seals/logs, third-parties' contract agreement & attestation of compliance/self-assessment, etc.).

- Remediation
 - Coordinated with departments on PCI DSS training and evaluating/fixing vulnerabilities to ensure cardholder data is protected or not stored.



270 Employees Trained

Payment Card Industry Data Security – PCI DSS (1/2)





**PCI DSS Approval
Validation Received
12-23-20**

Ongoing Activities Performed For Annual Compliance

- Report
 - Compiled & submitted assessments, remediation records, and attestation of compliance report to the City's acquiring bank/merchant processor and card network for PCI DSS compliance validation.

- Merchant Account Locations & Tasks:

Quarter 1	Quarter 2	Quarter 3
37	40	36

Payment Card Industry Data Security – PCI DSS (2/2)





Overview

This is a high-level summary of our department budget

	FY 21-22 Proposed
Salaries & Benefits	\$ 826,862
M&O	145,605
Total	\$ 972,467

CTD





Personnel

A summary of our Position Count

	FY 20-21 Adopted	FY 21-22 Proposed
Full Time	5.00	5.00
Hourly FTE	0.89	0.84
Total	5.89	5.84

CTD





Funding Sources

This is a summary of the different buckets of monies.

	Adopted FY 2020-21	Proposed FY 2021-22	Increase/(Decrease)	
1010 - General Fund	\$ 940,779	\$ 972,467	\$ 31,688	3.4%
	\$ 940,779	\$ 972,467	\$ 31,688	3.4%

CTD



What's next in CTD?



PCI DSS Compliance

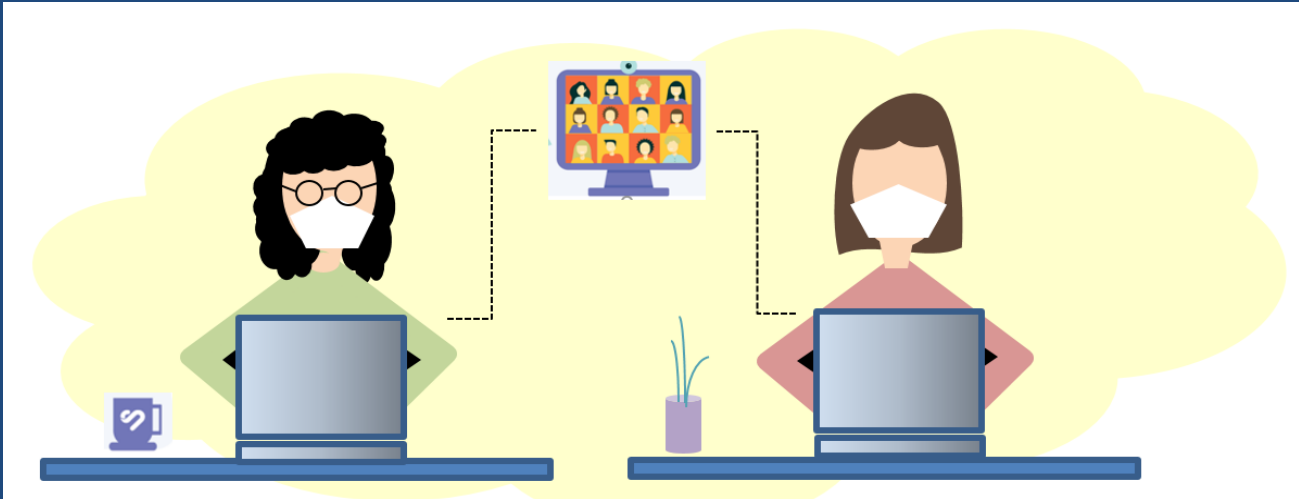


Protection, Prevention & Solutions

CTD

Risk Management & Market Opportunities

KNOW FRAUD



Workforce Safety & Support
(Refocus, Rethink, Re-train)



Questions?





GFD

Glendale Fire Department





The mission of the Glendale Fire Department is to protect life and property by providing the highest level of service to the community.

We strive to be recognized as leader's in our profession who demonstrate excellence in the delivery of our services through our actions.

GFD





GFD is composed of 7 main divisions:



GFD





Where we started in 2020...



How we have adapted...





This past year, we focused on the most fundamental and core duties and responsibilities; Saving lives and keeping our citizen's healthy and safe during the COVID-19 pandemic. While doing so, we were able to continue to accomplish several key goals

- Continued Recruitment & Hiring
- Implemented New CAD System
- Maintained Innovative Community Involvement
- Continued Class 1 Service Delivery

GFD

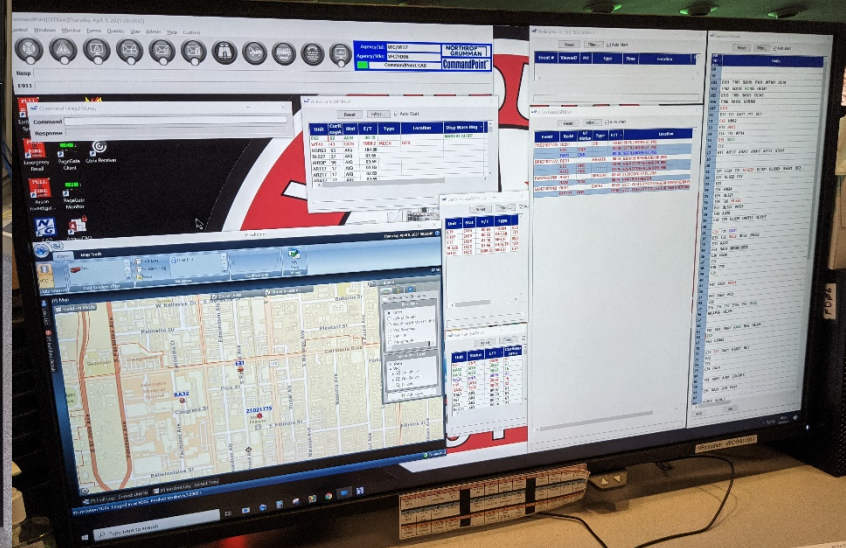




Safe & Healthy
Community

CONTINUED RECRUITMENT & HIRING





Infrastructure

IMPLEMENTED NEW CAD SYSTEM



Informed & Engaged Community



MAINTAINED INNOVATIVE COMMUNITY INVOLVEMENT



Exceptional Customer Service



2020 GFD #'s

- ◆ 18,925: Total Calls
- ◆ Average response time to EMS calls: 04:49
- ◆ Average response time to fire calls: 05:28
- ◆ GFD firefighters spent over 1,300 personnel days on fires across the state
- ◆ 75,985: Verdugo Total Incidents
- ◆ Total # of Calls Answered by Verdugo: 169,392
- ◆ Verdugo answered 99.59% of calls within 15 seconds or less
- ◆ 100% of our State-mandated inspections as well as 100% of our brush clearance inspections

CONTINUED CLASS 1 SERVICE DELIVERY





Overview

This is a high-level summary
of our department budget

	FY 21-22 Proposed
Salaries & Benefits	\$ 62,681,762
M&O	11,940,574
Capital Outlay	150,000
Total	\$ 74,772,336



Personnel

A summary of our Position
Count

	FY 20-21 Adopted	FY 21-22 Proposed
Full Time	211.00	210.00
Hourly FTE	41.10	41.60
Total	252.10	251.60



Funding Sources

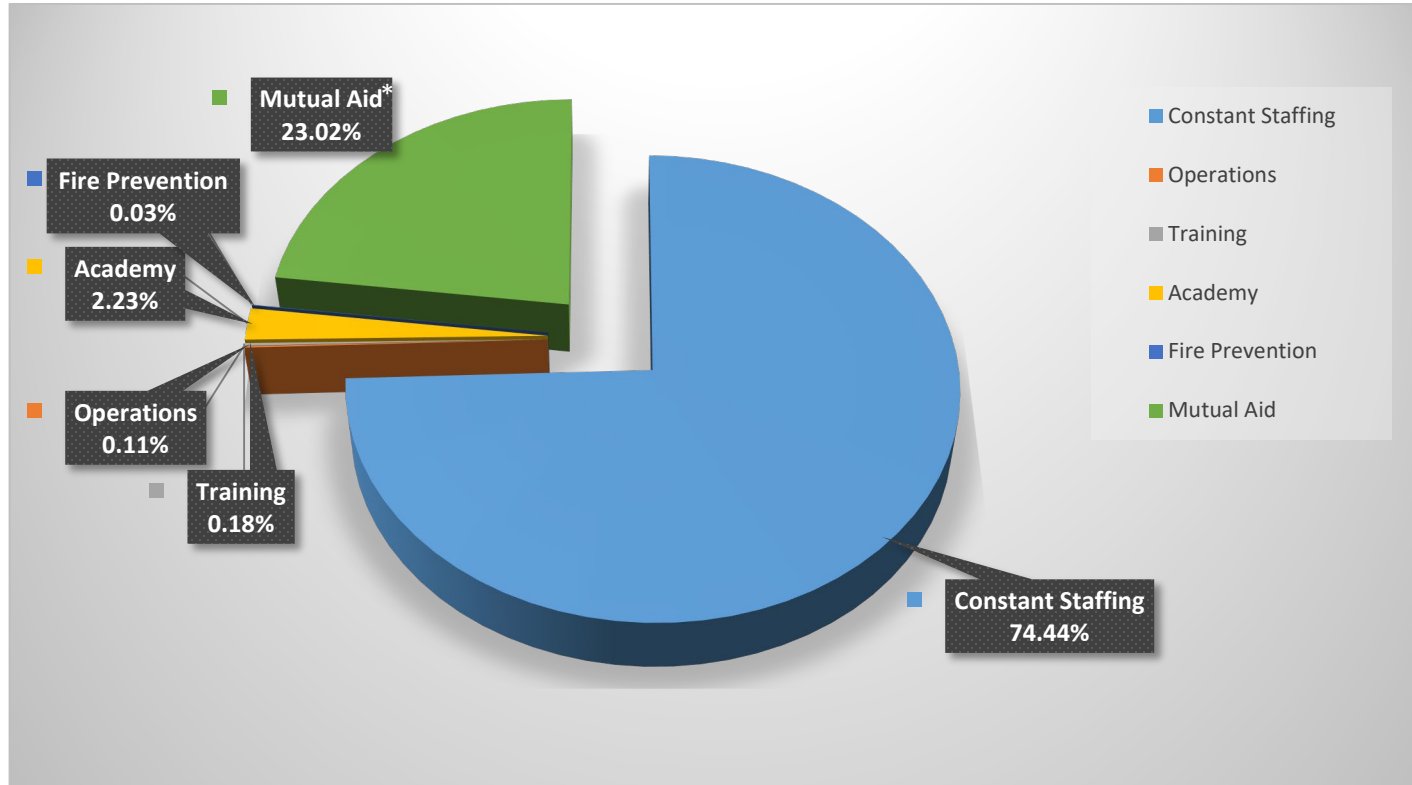
This is a summary of the different buckets of monies.

	Adopted FY 2020-21	Proposed FY 2021-22	Increase/(Decrease)	
1010 – General Fund	\$ 62,884,555	\$ 66,275,248	\$ 3,390,693	5.4%
2190 – Hazardous Disposal Fund	1,876,888	1,959,854	82,966	4.4%
2660 – Fire Mutual Aid Fund	750,000	773,819	23,819	3.2%
5800 – Fire Communication Fund	5,918,174	5,763,415	(154,759)	(2.6%)
	\$ 71,429,617	\$ 74,772,336	\$ 3,342,719	4.7%



FY 2020-21 Overtime

Through April 2021



*FY 2020-21 Estimated Mutual Aid Reimbursement: \$2.5M

What's next in GFD?

Informed & Engaged Community:

- CERT
- Community Brush Clearance Days
- Goats
- Fire Explorer Program



CPSE Accreditation



Infrastructure:
Plan for seismic & functional upgrades of all 9 Fire Facilities

Safe & Healthy Community:
Supporting the community's vaccination needs



Replacement of SCBA's

Exceptional Customer Service:
Continuing to meet the ever-changing needs of our service delivery



Questions?

