

Administrative Services Department

DEPARTMENT PURPOSE

The Town Manager provides overall management, administration, and direction for the entire Town organization, reporting to the full Town Council. For budget purposes, the Administrative Services Department incorporates six key programs: Town Manager's Office Administration, Clerk Administration, Finance and Administrative Services, Human Resources, Non-Departmental, and Management Information Systems (MIS). In addition, the Town's Workers Compensation Fund and Office Stores Fund are in the Administrative Services Department. Below is a summary of the Administrative Services Department's core services and service objectives.

The Administrative Services Department identifies community issues and needs requiring legislative policy decisions and provides alternative solutions for Council consideration; assures that the Council's policies, programs, and priorities are effectively and efficiently implemented; prepares the Town budget with recommendations on the appropriate resources for Council action; provides research and information necessary for responsible decision making; fosters public awareness of municipal programs, services, and goals; responds to resident and other constituent inquiries by explaining Town services and functions; and investigates problems and provides information and specialized assistance on more complex Town issues. The Department is also directly responsible for human resources, finance, budgeting, purchasing, labor relations, management information systems, economic vitality, equipment replacement, workers' compensation, records management, customer service management, and other administrative support.

BUDGET OVERVIEW

The FY 2016/17 Administrative Services Department revenue reflects increases in Property Tax, Transient Occupancy Tax, Franchise Fees Licenses and Permits, and Charges for Services, all indicative of the strong economy. However, despite these revenue increases, the FY 2016/17 Sales Tax projection is declining due to the increase in online sales instead of purchases from local establishments. As a result, the FY 2016/17 Administrative Services Department expenditure budget continues to be conservative and reflects only obligated and minor expenditure enhancements, including increases in benefit rates, including workers' compensation and PERS. The budget also reflects Council action in October 2015 to reinstate a full-time Assistant Town Manager position. In addition, a 0.63 FTE Office Assistant position was increased to a 1.0 FTE position to provide administrative support to the Finance, Human Resources, Town Attorney and Management Information Systems Departments.

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘

DEPARTMENTAL SUMMARY OF REVENUES AND EXPENDITURES

	2012/13 Actuals	2013/14 Actuals	2014/15 Actuals	2015/16 Adopted	2015/16 Estimated	2016/17 Proposed
REVENUES						
<i>Other Taxes</i>	\$ 1,151,579	\$ 1,130,020	\$ 1,779,407	\$ 1,250,000	\$ 1,300,000	\$ 1,300,000
<i>Intergovernmental Revenues</i>	15,312	-	-	-	-	-
<i>Service Charges</i>	199,904	633	651	-	-	-
<i>Interest</i>	(162,532)	625,298	430,476	319,590	319,590	331,193
<i>Other Revenues</i>	23,657	7,991	1,054	7,194	6,194	8,194
TOTAL REVENUES	\$ 1,227,920	\$ 1,763,942	\$ 2,211,588	\$ 1,576,784	\$ 1,625,784	\$ 1,639,387
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 2,116,240	\$ 2,140,618	\$ 2,269,816	\$ 2,587,283	\$ 2,212,596	\$ 2,596,564
<i>Operating Expenditures</i>	249,338	302,913	339,596	350,265	424,317	391,581
<i>Grants</i>	99,470	87,254	100,200	90,400	89,000	94,800
<i>Pass Through Accounts</i>	16,380	81	-	7,194	7,194	7,194
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	182,842	176,942	175,276	183,963	172,885	220,240
TOTAL EXPENDITURES	\$ 2,664,270	\$ 2,707,808	\$ 2,884,888	\$ 3,219,105	\$ 2,905,992	\$ 3,310,379
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	2012/13 Actuals	2013/14 Actuals	2014/15 Actuals	2015/16 Adopted	2015/16 Estimated	2016/17 Proposed
PROGRAM						
<i>Town Manager's Office</i>	\$ 1,094,791	\$ 999,601	\$ 1,059,703	\$ 1,094,358	\$ 1,004,372	\$ 1,006,469
<i>Community Grants</i>	99,470	99,849	114,522	109,800	109,800	119,800
<i>Human Resources</i>	359,984	423,843	484,291	524,391	564,052	601,545
<i>Finance & Admin Services</i>	955,586	1,021,792	1,057,993	1,193,796	951,476	1,263,974
<i>Clerk Administration</i>	133,696	162,723	168,379	289,566	269,098	311,397
<i>Obesity Grant</i>	14,683	-	-	-	-	-
<i>Pass Through</i>	6,060	-	-	7,194	7,194	7,194
TOTAL EXPENDITURES	\$ 2,664,270	\$ 2,707,808	\$ 2,884,888	\$ 3,219,105	\$ 2,905,992	\$ 3,310,379

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘

DEPARTMENT STAFFING

Full Time Equivalents (FTE)

<i>General Fund</i>	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 Funded	2016/17 Funded
Town Manager	1.00	1.00	1.00	1.00	1.00
Assistant Town Manager	1.00	1.00	-	-	1.00
Asst. Town Manager/CDD Director	-	-	0.50	0.50	-
Deputy Town Manager	1.00	-	-	-	-
Assistant to Town Manager	-	1.00	1.00	1.00	1.00
Executive Asst. to Town Mgr.	0.50	0.50	0.50	0.50	0.50
Economic Vitality Manager	0.80	-	-	-	-
Economic Vitality Coordinator	-	0.25	0.25	0.25	0.25
Office Assistant	1.30	1.28	1.28	1.63	1.88
Communications Coordinator	-	-	0.80	0.80	-
Community Outreach Coordinator	1.00	1.00	1.00	1.00	1.00
Human Resources Director	0.75	0.75	0.75	0.75	0.75
Administrative Analyst	0.80	0.80	0.80	0.80	0.80
Human Resources Specialist	-	0.50	1.00	1.00	1.00
Finance & Admin. Director	1.00	1.00	1.00	1.00	1.00
Assistant Budget/Finance Director	0.80	-	-	-	-
Finance Manager	-	0.80	1.00	1.00	1.00
Accountant/Finance Analyst	1.00	1.00	1.00	1.00	1.00
Payroll Specialist	0.95	0.95	0.95	0.95	0.95
Budget Analyst	0.50	-	-	-	-
Administrative Analyst	-	-	-	-	0.90
Administrative Technician	-	1.90	0.90	0.90	-
Account Technician	1.80	1.25	1.25	1.25	1.25
Clerk Administrator	0.50	0.50	1.00	1.00	1.00
Deputy Clerk	0.50	-	-	-	-
Total General Fund FTEs	15.20	15.48	15.98	16.33	16.28

Non-General Fund FTEs (located in Administrative Services Department programs unless otherwise noted)

Equipment Replacement

Account Technician	0.10	0.10	0.10	0.10	0.10
Total Equip Replace FTEs	0.10	0.10	0.10	0.10	0.10

Liability Self-Insurance

Account Technician	0.10	-	-	-	-
Administrative Technician	-	0.10	0.10	0.10	-
Administrative Analyst	-	-	-	-	0.10
Total Liability Self-Insurance	0.10	0.10	0.10	0.10	0.10

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘

DEPARTMENT STAFFING

Full Time Equivalents (FTE)

	2012/13	2013/14	2014/15	2015/16	2016/17
	Funded	Funded	Funded	Funded	Funded
Workers Compensation					
Human Resources Director	0.25	0.25	0.25	0.25	0.25
Payroll Specialist	0.05	0.05	0.05	0.05	0.05
Administrative Analyst	0.20	0.20	0.20	0.20	0.20
Total Workers Comp FTEs	0.50	0.50	0.50	0.50	0.50
Management Information Services					
MIS Manager	1.00	1.00	1.00	1.00	1.00
Network Administrator	1.00	1.00	1.00	1.00	1.00
IT Technician	0.75	0.75	1.00	1.00	1.00
Communications Coordinator	-	-	0.20	0.20	-
Assistant Budget/Finance Director	0.20	-	-	-	-
Finance Manager	-	0.20	-	-	-
Total MIS FTEs	2.95	2.95	3.20	3.20	3.00
Total Admin Services FTEs	18.85	19.13	19.88	20.23	19.98
Temporary Staff Hours					
Project Manager	178	-	-	-	-
Intern	113	450	450	450	450
Facility Attendant	50	50	50	50	50
Administrative Analyst	520	620	620	726	726
IT Technician	-	-	-	-	720
HR Specialist	725	-	-	-	-
Mail Room Clerk (<i>Library Dept. temps</i>)	250	250	250	250	250
Total Annual Hours	1,836	1,370	1,370	1,476	2,196

Administrative Services Department

TOWN MANAGER'S OFFICE ADMINISTRATION PROGRAM 2101

PROGRAM PURPOSE

The Town Manager's Office ensures that all Town programs and services are provided effectively and efficiently. The core services of the Town Manager's Office are to: provide administrative direction and leadership for all Town Departments, programs, and services to ensure the community receives high quality services; oversee the Town Council agenda process to provide comprehensive information and analysis to the Town Council in a timely manner; support business attraction and retention through economic vitality efforts; provide staff support to all Council standing and Ad Hoc Committees, the Arts and Culture Commission, and the Community and Senior Services Commission, and facilitate associated projects and services; foster public awareness of, equitable access to, and engagement in municipal programs, services, and goals; and provide timely and accurate responses to constituent inquiries, concerns, and requests.

Other key duties include providing direct staff assistance to the Mayor and Town Council on special projects and day-to-day activities, and initiating new or special projects under the direction of the Council that enhance the Town government and community.

BUDGET OVERVIEW

The FY 2016/17 Town Manager's Office budget reflects Council action in October 2015 to reinstate a 1.0 FTE Assistant Town Manager position that had previously been funded as a consolidated Assistant Town Manager/Community Development Director (ATM/CDD). In addition, a 0.63 FTE Office Assistant has been increased to 1.0 FTE. The Office Assistant position has been reallocated to the Town Attorney, Human Resources, and Management Information Systems Departments for administrative and clerical support for these Departments.

As in prior years, the Town Manager's Office will continue to direct its attention in managing key priorities as reflected in the 2014-2016 and 2015-2017 Town Council Strategic Priorities and update future strategic priorities.

ADMINISTRATIVE SERVICES DEPARTMENT

Town Manager's Office

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p align="center"><i>Community Character</i> Preserve and enhance the appearance, character, and environmental quality of the community</p>	<ul style="list-style-type: none"> • Provided oversight for Council Ad Hoc Committees regarding Planned Development, Parking and Infrastructure, and other topics • Provided oversight to the Council Policy Committee as it evaluated outdated land use policies and other issues • Assisted business to locate, expand, or stay in Los Gatos • Held Town Hall Open House to welcome the community to participate in Town matters
<p align="center"><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<ul style="list-style-type: none"> • Provided strategic direction to work collaboratively with the Oversight Board to the Successor Agency of the Los Gatos Redevelopment Agency, other cities in the County, Santa Clara County, and State offices to meet state-mandated requirements related to the dissolution of redevelopment agencies, while protecting Los Gatos' enforceable obligations • Continue to improve the Town's website to provide timely, easy access to important information and services for the public • Oversaw update of Performance Objectives and Measures, and Activity and Workload Highlights to be more meaningful and useful • Represented the Town in County-wide and regional forums • Initiated Town-wide Twitter and Facebook accounts to improve access to information and promote opportunities for involvement in public Town activities
<p align="center"><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<ul style="list-style-type: none"> • Led a comprehensive budget development strategy • Provided oversight to the Council Finance Committee, particularly as it increased its meeting frequency to evaluate options to reduce the Town's unfunded pension liability • Provided oversight to the Citizens Ad Hoc Committee as it evaluated potential revenue generation measures

∞ADMINISTRATIVE SERVICES DEPARTMENT ∞

Town Manager’s Office

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Quality Public Infrastructure</i> Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<ul style="list-style-type: none"> • Supported the Council Policy Committee as it began to consider updating and consolidating Civic Center and Facilities Use Policies • Provided oversight to the Parking and Infrastructure Ad Hoc Committee as it considered parking garage options • Provided support and assistance to the Mayor and other Council members regarding the Valley Transportation Agency’s Envision Plan and potential transportation-related sales tax measure
<p><i>Civic Enrichment</i> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<ul style="list-style-type: none"> • Supported the Arts and Culture Commission, and subsequently the Town Council in the review and consideration of a proposed Veterans Memorial at the Civic Center • Supported the Arts and Culture Commission in the implementation of the third phase of the Footbridge Restoration project • Provided oversight for the Leadership Los Gatos activities that promote community enrichment and involvement • Supported the Community and Senior Services Commission in the analysis of the senior needs assessment and in the development of recommendations that address gaps in senior services for Town Council consideration • Worked with NUMU, Friends of the Library, and other community organizations regarding special events to ensure consistency across organizations
<p><i>Public Safety</i> Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<ul style="list-style-type: none"> • Coordinated the update of the Town’s Emergency Operations Plan and participation in County-led training programs and exercises

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Town Manager's Office

SUMMARY OF REVENUES AND EXPENDITURES

	<u>2012/13</u> <u>Actuals</u>	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Actuals</u>	<u>2015/16</u> <u>Adopted</u>	<u>2015/16</u> <u>Estimated</u>	<u>2016/17</u> <u>Adopted</u>
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	199,868	330	125	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	17,377	6,122	1,054	-	-	1,000
TOTAL REVENUES	\$ 217,245	\$ 6,452	\$ 1,179	\$ -	\$ -	\$ 1,000
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 995,334	\$ 899,830	\$ 915,803	\$ 983,188	\$ 889,946	\$ 880,039
<i>Operating Expenditures</i>	30,432	37,267	73,897	37,109	37,109	34,875
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	18	81	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	69,007	62,423	70,003	74,061	77,317	91,555
TOTAL EXPENDITURES	\$ 1,094,791	\$ 999,601	\$ 1,059,703	\$ 1,094,358	\$ 1,004,372	\$ 1,006,469

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Town Manager's Office

FY 2016/17 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;"><i>Community Character</i> Preserve and enhance the appearance, character, and environmental quality of the community</p>	<p style="text-align: center;"><i>Land Use Policies Review</i> The Town Manager's Office will continue to support the Council Policy Committee in its evaluation of land use policies.</p> <p style="text-align: center;"><i>Legislation Policy</i> The Town Manager's Office will work with the Town Attorney to create a policy identifying circumstances and procedures for the Town's involvement in State or Federal legislation.</p> <p style="text-align: center;"><i>Business Attraction and Retention</i> Economic Vitality staff will continue to assist businesses find available locations in Los Gatos.</p>
<p style="text-align: center;"><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;"><i>Communication with the Public</i> The Town Manager's Office will optimize the use of the Town's website and other communication tools, including social media, to enhance the availability and transparency of information and services for the public.</p> <p style="text-align: center;"><i>Technology Priority Plan</i> In collaboration with all departments, the Town Manager's Office will complete an updated Technology Priority Plan and implement high priority projects to enhance productivity and customer service.</p> <p style="text-align: center;"><i>Town Council Policies</i> The Town Manager's Office will continue to provide support, research, and analysis to the Policy Committee for the review and revision of Town policies regarding a wide range of topics.</p>
<p style="text-align: center;"><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p style="text-align: center;"><i>Fiscal Planning</i> The Town Manager's Office will provide oversight on efforts to identify and implement employee benefit cost containment measures to address long-term fiscal structural issues.</p> <p style="text-align: center;"><i>Property Sales</i> The Town Manager's Office will oversee research, analysis, and negotiations regarding the potential sale or lease of Town-owned properties.</p>
<p style="text-align: center;"><i>Quality Public Infrastructure</i> Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<p style="text-align: center;"><i>School Traffic and Parking</i> The Town Manager's Office, in collaboration with Parks and Public Works staff, will explore options to address traffic and parking issues around school facilities.</p> <p style="text-align: center;"><i>Downtown Parking and Infrastructure</i> The Town Manager's Office, in collaboration with Parks and Public Works, will continue to support the Council Ad Hoc Committee on Parking and Infrastructure as it considers options for increasing Downtown parking supply.</p>

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Town Manager's Office

FY 2016/17 KEY PROJECTS

Core Goals	Key Projects
<p><i>Civic Enrichment</i> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<i>Senior Services</i> The Town Manager's Office will continue to support the Community and Senior Services Commission's efforts to identify options and alternatives for addressing gaps in services for seniors.
	<i>Arts and Culture</i> The Town Manager's Office will support the Arts and Culture Commission in the fourth phase of the Footbridge Mural project and the second phase of the "Cat Walk" project.
	<i>Cultural Partnerships</i> The Town Manager's Office will continue to oversee the ongoing partnerships with the Museums of Los Gatos, the Friends of the Los Gatos Library, and other organizations.
	<i>Veterans Memorial</i> The Town Manager's Office will continue to work with the Veterans Foundation of Los Gatos and community stakeholders to establish a Veterans memorial at the Civic Center.
<p><i>Public Safety</i> Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<i>Silicon Valley Regional Interoperability</i> In collaboration with the Santa Clara City Managers Association, the Town Manager's Office will provide recommendations as needed to the Council regarding actions to migrate to regional communications and interoperability with other public safety agencies throughout the region.
	<i>Emergency Preparedness</i> The Town Manager's Office will continue to support emergency preparedness activities in collaboration with the City of Monte Sereno and volunteer organizations.

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Town Manager's Office

KEY PROGRAM SERVICES

- Provides staff support to the Mayor and Town Council
- Provides administrative direction and leadership over Town departments, programs, and services
- Oversees the Town's organizational and fiscal management efforts and program development and evaluation processes
- Coordinates the preparation of the annual Operating and Capital Budgets
- Oversees and administers the Economic Vitality program
- Oversees the Town Council agenda process
- Provides centralized customer service through telephone, counter, and website assistance
- Provides staff support to the Finance Committee, Policy Committee, Citizen Ad Hoc Committee, Parking and Infrastructure Ad Hoc Committee, Community and Senior Services Commission, and the Arts and Culture Commission
- Manages the provision of senior services through an agreement with LGS Recreation; manages the long-term lease of the Los Gatos Adult Recreation Center
- Manages the contracts with NUMU, Friends of the Library, and other community organizations
- Manages the Community Grant process
- Addresses resident complaints, inquiries, and requests
- Oversees continuous improvements in processes, measurements, and other activities
- Provides public information and web management
- Oversees special projects and new initiatives, particularly during policy development stages
- Monitors and participates in regional activities to represent the Town interests.
- Monitors state and federal legislation

ADMINISTRATIVE SERVICES DEPARTMENT
Town Manager's Office

TOWN MANAGER'S OFFICE STAFFING

Full Time Equivalents (FTE)

<i>Town Staff</i>	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 Funded	2016/17 Funded
Town Manager	1.00	1.00	1.00	1.00	1.00
Assistant Town Manager	1.00	1.00	-	-	1.00
Asst. Town Manager/CDD Director	-	-	0.50	0.50	-
Deputy Town Manager	1.00	-	-	-	-
Assistant to Town Manager	-	1.00	1.00	1.00	1.00
Executive Asst. to Town Mgr.	0.50	0.50	0.50	0.50	0.50
Office Assistant	1.30	1.28	1.28	0.63	0.38
Office Clerk	-	-	-	-	-
Staff Technician	-	-	-	-	-
Communications Coordinator	-	-	0.80	0.80	-
Administrative Technician	-	0.50	-	-	-
Economic Vitality Manager	0.80	-	-	-	-
Economic Vitality Coordinator	-	0.25	0.25	0.25	0.25
Total Manager's Program FTEs	5.60	5.53	5.33	4.68	4.13

<i>Temporary Staff Hours</i>	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 Funded	2016/17 Funded
Facility Attendant	50	50	50	50	50
Administrative Analyst	-	100	100	100	100
Intern I	113	450	450	450	450
Total Annual Hours	163	600	600	600	600

ADMINISTRATIVE SERVICES DEPARTMENT
Town Manager's Office

GRANTS SUMMARY

		2012/13	2013/14	2014/15	2015/16	2016/17
	Source	Actuals	Actuals	Actuals	Estimated	Budgeted
Human Services						
Live Oak Adult Day Services	Town	-	13,094	13,000	13,000	13,000
Live Oak Sr. Nutrition and Service	Town	26,360	26,360	26,500	26,500	28,500
Next Door Solutions Dom. Violence	Town	11,520	15,000	15,000	15,000	15,000
Parents Helping Parents	Town	1,840	2,000	2,000	2,000	-
Support Network	Town	4,600	6,000	6,000	6,000	6,000
United Way - 211 Funding	Town	2,400	2,400	2,500	2,500	2,500
Counseling and Support Services for Youth	Town	10,000	15,000	16,800	15,000	15,000
West Valley Community Services	Town	-	2,360	10,000	10,000	20,000
LGS Recreation Department Case Management	Town	-	-	7,000	-	-
SJSU Foundation/The Health Place	Town	16,220	-	-	-	-
Teen Force	Town	5,000	-	-	-	-
Santa Clara Family Health Foundation	Town	1,100	-	-	-	-
Live Oak Adult Day Services	CDBG	13,094	-	-	-	-
Total Human Services Grants		\$ 92,134	\$ 82,214	\$ 98,800	\$ 90,000	\$ 100,000
Art / Education						
Art Docents of Los Gatos	Town	\$ 4,000	\$ 4,000	\$ 4,000	\$ 3,000	\$ 4,000
Festival Theatre Ensemble	Town	1,000	1,400	1,400	-	-
Los Gatos Community Concert	Town	1,000	1,000	1,000	1,000	3,800
Cat Walk	Town	-	8,000	4,200	3,000	-
Youth Science Institute	Town	-	-	-	-	5,000
New Museum Los Gatos	Town	\$ 12,430	\$ -	\$ 4,000	\$ 5,000	\$ 7,000
Photographic Guild of Los Gatos	Town	1,000	-	-	-	-
St. Luke's/Sunset Concert Series	Town	1,000	1,000	1,000	-	-
Total Art / Education Grants		\$ 20,430	\$ 15,400	\$ 15,600	\$ 12,000	\$ 19,800
Arts Funding						
Forbes Mill	Town	-	2,236	4,200	5,800	-
Arts Commission	Town	-	-	-	2,000	-
Total Arts Funding	Town	\$ -	\$ 2,236	\$ 4,200	\$ 7,800	\$ -
CDBG Total	CDBG	\$ 13,094	\$ -	\$ -	\$ -	\$ -
Town's General Fund Total	Town	\$ 99,470	\$ 97,614	\$ 114,400	\$ 109,800	\$ 119,800
Grand Total	ALL	\$ 112,564	\$ 97,614	\$ 114,400	\$ 109,800	\$ 119,800

ADMINISTRATIVE SERVICES DEPARTMENT
Town Manager's Office

Performance Objectives and Measures	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. <i>Oversee the Town Council Agenda process to ensure comprehensive information and analysis is provided to the Town Council in a timely manner.</i>					
a. Percentage of Town Council reports available 120 hours prior to Town Council meetings:*	99%	100%	100%	<i>See Clerk Department</i>	<i>See Clerk Department</i>
<i>(Prior to FY 2015/16, reports were available 96 hours prior to Town Council meetings)</i>					
2. <i>Supplement resources for nonprofit agencies providing human services and art, cultural, and educational programming so that residents may maintain or improve their quality of life.</i>					
a. The average percentage of a grantee's budget that comes from the Town's grant contributions:	3%	9%	12%	10%	12%
3. <i>Foster a comprehensive arts environment in Los Gatos through the support, development, and appreciation of the arts.</i>					
a. Percentage of public art pieces in good to excellent condition:	86%	86%	86%	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
b. Resident satisfaction with Arts and Cultural opportunities in Los Gatos:	99%	99%	99%	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
4. <i>Foster business growth and success to provide jobs and enhance economic vitality. Ensure efforts are being made for business attraction, retention, and promotion.</i>					
a. Percentage of businesses satisfied or very satisfied with business assistance received:	98%	98%	98%	98%	98%

ADMINISTRATIVE SERVICES DEPARTMENT
Town Manager's Office

Activity and Workload Highlights	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. Number of Town Council agenda reports processed:*	157	181	212	<i>See Clerk Department</i>	<i>See Clerk Department</i>
2. Number of community/customer referrals:	160	175	196	175	175
3. Grant agreements administered:					
a. Number of Human Service grants:	8	8	8	8	7
b. Number of Arts/Cultural/Educational grants:	5	6	5	5	4
c. Number of Community Contribution grants:	1	0	0	0	0
4. Total dollar amount of General Fund grant agreements administered:	\$99,470	\$99,850	\$111,600	\$109,800	\$119,800
5. Number of Los Gatos residents directly served by Town grant-funded organizations:	6,731	7,550	10,032	6,920	8,510
6. Number of Art in the Council Chambers exhibitions installed and curated:	4	4	4	4	4
7. Number of events, presentations or meetings designed to attract, retain or educate businesses.**	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>	8	10
8. Number of business, commercial property owners, and industry professionals receiving business liaison services through the Economic Vitality Office. **	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>	300	275
9. Number of attendees at events and meeting designed to attract, retain and educate businesses, and foster commerce:	60	60	65	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
10. Number of businesses receiving general business liaison assistance:	125	175	125	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
11. Number of businesses receiving direct business support including in person and phone meetings, and interface through OpenCounter:	25	135	60	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
12. Commercial Brokers/Property Owner Outreach Communications:	150	190	250	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>

* This measure was moved to Clerk Department during FY 2015/16.

** New measure effective FY 2015/16.



Administrative Services Department

HUMAN RESOURCES PROGRAM 2201

PROGRAM PURPOSE

The purpose of the Human Resources Program is to attract, develop, and retain a quality workforce to provide high quality Town services. It accomplishes this by providing effective and efficient employee recruitment and retention, professional development, training, organizational development, compensation and classification administration, employee relations support, safety and workers' compensation administration, benefit administration, and policy and procedure development and administration. Employee relations activities emphasize proactive and preventive informal resolution of employee and management concerns. Program staff is responsible for the development of Memoranda of Understanding (MOUs) with the Town's three bargaining units and informal discussions with the Town's management and confidential employees, all subject to Council direction and approval.

BUDGET OVERVIEW

The FY 2016/17 budget reflects a slight increase in salaries and benefits attributed to increased PERS, benefit. Salary increases are not reflected in the proposed budget and labor negotiations with the Town's unions are pending. The FY 2016/17 budget provides for the same level of staffing and resources as in the prior year, with a small increase in operating costs due to support staff training and increased recruitment costs.

Human Resource staff will continue to assist the organization with filling critical positions through effective recruitment and selection methods and will continue to assist departments in restructuring and redesigning jobs for efficiencies as vacancies become available.

In FY 2015/16, the bargaining process began with the Town's three employee unions, as two of the three existing union contracts expire on June 30, 2016. The bargaining unit agreements establish the wages and terms and conditions of employment for all represented employees of the Town Employees' Association (TEA), Association of Federal, State, County and Municipal Employees (AFSCME) and the Los Gatos Police Officers' Association (LGPOA).

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘

Human Resources

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable and collaborate government</p>	<ul style="list-style-type: none"> • Working with the Town’s contracted Cal-OSHA specialist, identified legally-mandated health and safety training requirements, and developed a Town-wide annual training work plan. Training is being provided on ongoing basis as required by law. • Successfully updated the Town-wide Outside Work Permit Program. Quarterly updates are being provided to Council on program activity. • Successfully established a Town Employee Recognition Program and policy to recognize and celebrate the individual and group contributions of Town employees. • Supported the new Town Manager recruitment and onboarding • Completed the implementation and mandatory tracking of temporary, seasonal and hourly employees eligible for paid sick leave under new State legislation (AB 1522) in 2015 • Implemented electronic filing of all personnel records via Laserfiche to improve workflow • Assisted with key executive recruitments

SUMMARY OF REVENUES AND EXPENDITURES

	2012/13 Actuals	2013/14 Actuals	2014/15 Actuals	2015/16 Adopted	2015/16 Estimated	2016/17 Adopted
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	-	-	-	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	-	-	-	-	-	-
TOTAL REVENUES	\$ -	\$ -				
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 248,062	\$ 285,330	\$ 357,130	\$ 382,738	\$ 331,820	\$ 427,170
<i>Operating Expenditures</i>	86,867	115,213	97,826	113,356	208,000	142,156
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	25,055	23,300	29,335	28,297	24,232	32,219
TOTAL EXPENDITURES	\$ 359,984	\$ 423,843	\$ 484,291	\$ 524,391	\$ 564,052	\$ 601,545

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Human Resources

FY 2016/17 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;"><i>Good Governance</i> Ensure responsive, accountable and collaborate government</p>	<p style="text-align: center;"><i>Affordable Care Act (ACA)</i> Meet all requirements of the Affordable Care Act (ACA), including policy, research, tracking and reporting. Full implementation of the ACA will occur over multiple years.</p> <p style="text-align: center;"><i>Mandated Reporter Policy for Reporting of Child and Elder Abuse</i> State law requires that certain professionals report suspected child and elder abuse and neglect. These people are called “mandatory reporters.” HR will coordinate with the Police Department and the Town Attorney’s Office to develop and implement a policy, and conduct employee training.</p>
<p style="text-align: center;"><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p style="text-align: center;"><i>Electronic Filing</i> Improve workflow and reduce costs through the use of improved technology. Specific technology improvement projects include:</p> <ul style="list-style-type: none"> • Streamlined Onboarding of New Employees (via Neogov or other comparable onboarding system); • Electronic Personnel Evaluations (via Neogov or other comparable evaluation-tracking system).

KEY PROGRAM SERVICES

- Provides effective administration of employee relations program
- Conducts employee training and organizational development assessments
- Administers employee benefits
- Administers recruitment and selection program
- Administers classification and compensation plans
- Provides information and interpretation regarding Town personnel rules, regulations and procedures, MOUs, and ordinances
- Effectively resolves personnel issues
- Maintains employee personnel files, records, and documentation
- Administers the workers’ compensation and safety programs
- Develops, implements, and maintains administrative policies and procedures
- Serves as advisor to employee recognition program
- Provides support for Personnel Board activities

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Human Resources

HUMAN RESOURCES PROGRAM STAFFING

Full Time Equivalent (FTE)

	2012/13	2013/14	2014/15	2015/16	2016/17
<i>Town Staff</i>	Funded	Funded	Funded	Funded	Funded
Human Resources Director	0.75	0.75	0.75	0.75	0.75
Administrative Analyst	0.80	0.80	0.80	0.80	0.80
Human Resources Specialist	-	0.50	1.00	1.00	1.00
Office Assistant	-	-	-	-	0.13
Total Human Resources FTEs	1.55	2.05	2.55	2.55	2.68

	2012/13	2013/14	2014/15	2015/16	2016/17
<i>Temporary Staff Hours</i>	Funded	Funded	Funded	Funded	Funded
Project Manager	100	-	-	-	-
HR Specialist	725	-	-	-	-
Total Annual Hours	825	-	-	-	-

ADMINISTRATIVE SERVICES DEPARTMENT
Human Resources

Performance Objectives and Measures	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. <i>To provide effective and efficient employee recruitment and retention.</i>					
a. Percentage of employees rating benefit program material, products, and services as good to excellent:	90%	90%	89%	90%	90%
2. <i>To provide effective and efficient professional development, training, and organizational development.</i>					
a. Percentage of employees rating the effectiveness of training classes as good to excellent:	80%	90%	71%	80%	80%
b. Percentage of employee evaluations completed by due date:	60%	60%	90%	95%	95%
3. <i>To provide effective and efficient safety programs.</i>					
a. Percentage of employees rating safety programs as good or excellent based on quality, content, and response:	86%	86%	78%	85%	95%
4. <i>To provide effective and efficient employee relations support.</i>					
a. Percentage of labor agreements ratified prior to expiration of existing contracts:	0%	0%	<i>Not Applicable</i>	67%	33%

Activity and Workload Highlights	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. Number of (full-time, part-time, and temporary) employees:	240	196	210	219	220
2. Number of recruitments conducted:	21	22	25	30	25
3. Number of employment applications processed:	999	2451	3,687	3,000	2,400
4. Number of Workers' Compensation claims filed:	13	15	10	15	15
5. Percentage of eligible employees participating in deferred compensation:	46%	48%	50%	50%	55%
6. Number of sick leave hours used per benefitted employee:	56	53	50	55	55



Administrative Services Department

FINANCE & ADMINISTRATIVE SERVICES PROGRAM 2301

PROGRAM PURPOSE

The Finance and Administrative Services Program assures fiscal accountability to the Council and to the public. The Finance and Administrative Services Program's core services are to: provide financial oversight and administer accounting functions for all of the Town's funds and accounts; prepare the Town's Annual Operating and Capital Budgets for fiscal and service accountability; coordinate the annual financial audit and preparation of the Comprehensive Annual Financial Report (CAFR) to verify that proper fiscal practices are maintained; administer the Town's Business License, Accounts Payable, Accounts Receivable, and Payroll functions; and oversee the Town's Purchasing and Claims Administration functions, ensuring proper practices are in place, and that fiscal and operational responsibility is upheld.

BUDGET OVERVIEW

The Finance and Administrative Services Program's FY 2016/17 budget reflects an increase in business license tax revenue due to the increased economic activity in Los Gatos. Business License revenue is based on the anticipated number of licensed businesses and gross receipts activity. The Finance and Administrative Services Program continues to monitor receipts and improve collections. The FY 2016/17 budget reflects increase in salaries and benefits attributed to increased PERS, benefit rates and the reclassification of the Administrative Technician position to Administrative Analyst position to align the job class more closely to the works as assigned during FY 2015/16. Salary increases are not reflected in the proposed budget and labor negotiations with the Town's unions are pending.

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Finance & Administrative Services

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable and collaborate government</p>	<ul style="list-style-type: none"> • Coordinated a successful FY 2014/15 financial and compliance audit of the Town of Los Gatos • Achieved the Government Finance Officers Association’s Certificate of Achievement for Excellence in Financial Reporting for the Comprehensive Annual Financial Report (CAFR) for FY 2014/15 • Achieved the GFOA’s Distinguished Budget Presentation Award for the FY 2015/16 Operating Budget • Achieved the California Society of Municipal Finance Officers’ Operating Budgeting Excellence Award for FY 2015/16 • Achieved the CSMFO’s Capital Budgeting Excellence Award for FY 2015/16 • Completed a Business License Audit sampling business parks within the community to assess exposure to businesses operating in Town without a license • Implemented electronic Accounts Payable (AP) filing to provide better service to departments and more efficient records storage • Completed Department cross training in key functional areas including: business licenses, daily cash reconciliations, cashiering, and fixed assets • Completed State Controller’s “Cities Annual Report” and “Streets Report”
<p><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<ul style="list-style-type: none"> • Managed the coordination and on-time preparation of the FY 2016/17 Operating Budget and FY 2016/17-2020/21 Capital Improvement Program for Council consideration • Managed the preparation, coordination, production, and adoption of FY 2016/17 Comprehensive Fee Schedule • Managed the Town’s investments • Supported the Successor Agency and its required filings • Conducted analyses for the Council Finance Committee and Town Council regarding options to pay down unfunded liabilities • Supported the Citizens Ad Hoc Committee as it considered new dedicated revenue sources for the Town’s Capital Improvements Program • Provided ongoing fiscal controls for contracts and other Town expenditures

ADMINISTRATIVE SERVICES DEPARTMENT
Finance & Administrative Services

SUMMARY OF REVENUES AND EXPENDITURES

	<u>2012/13</u> <u>Actuals</u>	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Actuals</u>	<u>2015/16</u> <u>Adopted</u>	<u>2015/16</u> <u>Estimated</u>	<u>2016/17</u> <u>Adopted</u>
REVENUES						
<i>Other Taxes</i>	\$ 1,151,579	\$ 1,130,020	\$ 1,779,407	\$ 1,250,000	\$ 1,300,000	\$ 1,300,000
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	36	303	526	-	-	-
<i>Interest</i>	(162,532)	625,298	430,476	319,590	319,590	331,193
<i>Other Revenues</i>	94	-	-	-	-	-
TOTAL REVENUES	\$ 989,177	\$ 1,755,621	\$ 2,210,409	\$ 1,569,590	\$ 1,619,590	\$ 1,631,193
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 776,267	\$ 839,313	\$ 858,171	\$ 965,275	\$ 753,480	\$ 1,019,097
<i>Operating Expenditures</i>	121,503	120,522	136,449	163,500	140,358	166,650
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	57,816	61,957	63,373	65,021	57,638	78,227
TOTAL EXPENDITURES	\$ 955,586	\$ 1,021,792	\$ 1,057,993	\$ 1,193,796	\$ 951,476	\$ 1,263,974

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Finance & Administrative Services

FY 2016/17 KEY PROJECTS

Core Goals	Key Projects
<p><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;"><i>Financial System Upgrade</i></p> <p>Continue the implementation of a financial/personnel information system upgrade to support Townwide budget-related operations and community needs.</p> <p style="text-align: center;"><i>Electronic General Ledger Journal Entry Files</i></p> <p>Will begin to scan General Ledger Journal Entry Files to store electronically. This will allow staff to access information from their desktops rather than having to retrieve copies from the Finance paper storage files.</p> <p style="text-align: center;"><i>Department Cross Training in Key Functional Areas</i></p> <p>Continue to cross train in key functional areas with an emphasis on Payroll.</p> <p style="text-align: center;"><i>Online Timesheets</i></p> <p>Implement online submittal and approval of payroll timesheets, through the existing financial information system. Implementation will be done through a phased approach.</p> <p style="text-align: center;"><i>Transitioning Investments to In-House</i></p> <p>Treasurer transitioned out of the position in Summer 2015. The Director of Finance is training Finance staff on Treasury and Investment and developing internal procedures.</p> <p style="text-align: center;"><i>Affordable Care Act Procedures</i></p> <p>Coordinate the development of a Town procedure to address the Affordable Care Act (ACA) which requires employers to offer health care coverage for all employees who work over 130 hours in a month.</p>
<p><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p style="text-align: center;"><i>Long-Term Budget Development</i></p> <p>Provide support, analysis, and recommendations to restructure and reduce long-term projected increases in employee salary and benefit costs. Explore ways to generate one-time or ongoing funds through idle assets.</p> <p style="text-align: center;"><i>Business License Amnesty Program</i></p> <p>Identify terms and conditions, timeframe, and notify businesses of a potential amnesty program. Provide compliance period in which businesses can pay business license with no penalty.</p>

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Finance & Administrative Services

KEY PROGRAM SERVICES

- Develops and monitors the Town's Annual Operating and Capital Budgets in accordance with Governmental Finance Officer Association (GFOA) guidelines
- Coordinates the annual audit of the Town's financial statements and preparation of the Comprehensive Annual Financial Report (CAFR)
- Maintains the Town's financial information system for record-keeping and reporting of all financial transactions
- Provides Accounts Payable and Payroll disbursement and reporting services; Accounts Receivable invoicing, revenue collection, and cash reconciliation; and Business License Tax processing and auditing services
- Provides accounting, arbitrage reporting, and claim reimbursement services for bond issues
- Provides oversight of procurement functions including Purchase Order processing, financial tracking of contracts, vendor resolution issues, and proper accounting allocation

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Finance & Administrative Services

FINANCE & ADMINISTRATIVE SERVICES PROGRAM STAFFING

Full Time Equivalents (FTE)

<i>Town Staff</i>	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 Funded	2016/17 Funded
Finance & Admin. Director	1.00	1.00	1.00	1.00	1.00
Assistant Budget/Finance Director	0.80	-	-	-	-
Finance & Budget Manager	-	0.80	1.00	1.00	1.00
Accountant/Fin Analyst	1.00	1.00	1.00	1.00	1.00
Payroll Specialist	0.95	0.95	0.95	0.95	0.95
Budget Analyst	0.50	-	-	-	-
Administrative Analyst	-	-	-	-	0.90
Administrative Technician	-	0.90	0.90	0.90	-
Account Technician	1.80	1.25	1.25	1.25	1.25
Total Finance Services FTEs	6.05	5.90	6.10	6.10	6.10

<i>Temporary Staff</i>	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 Funded	2016/17 Funded
Project Manager	78	-	-	-	-
Administrative Analyst	520	520	520	626	626
Mail Room Clerk(Library Dept Temps)	250	250	250	250	250
Total Annual Hours	848	770	770	876	876

ADMINISTRATIVE SERVICES DEPARTMENT
Finance & Administrative Services

Performance Objectives and Measures	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. <i>Provide oversight of Town investment activities to obtain highest available portfolio earnings in accordance with State and Town Codes.</i>					
a. Average rate of return on investments:	0.97%	0.67%	0.85%	0.76%	0.80%
2. <i>Assure legal and fiscal accountability to the public, in compliance with established accounting standards.</i>					
a. Town Financial Statements receive an 'Unqualified Opinion' from the Town's independent auditor:	Yes	Yes	Yes	Yes	Yes
b. Governmental Finance Officer Association (GFOA) 'Certificate of Achievement of Excellence in Financial Reporting' awarded to the Town:	Yes	Yes	Yes	Yes	Yes
3. <i>Prepare accurate budget forecasts and workplans in compliance with standard budgeting practices.</i>					
a. Governmental Finance Officer Association (GFOA) 'Certificate of Achievement of Excellence in Budgeting' awarded to the Town:	Yes	Yes	Yes	Yes	Yes
4. <i>Provide timely and accurate financial reports within specified deadlines.</i>					
a. Percent of State Controller's annual financial reports completed and filed by deadlines:	100%	100%	100%	100%	100%
b. Percent of County annual financial reports completed and filed by deadlines:	100%	100%	100%	100%	100%
c. Percent of time revenue analyses completed within 30 days of month-end:*	100%	100%	100%	<i>Data Not Available</i>	<i>Data Not Available</i>
d. Percent of time bank statements reconciled to general ledger within 30 days of month-end:*	100%	100%	100%	<i>Data Not Available</i>	<i>Data Not Available</i>
e. Percent of quarterly reports completed and submitted to Council by deadlines:**	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>	100%	100%
5. <i>Provide financial oversight and administer accounting functions for all Town funds and accounts.</i>					
a. Percentage of Accounts Payable invoices paid accurately:	99%	99%	99%	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
b. Percentage of Payroll checks paid accurately and on-time:	99%	99%	99%	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>

Activity and Workload Highlights	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. Quarterly investment reports to Town Council:	4	4	4	4	4
2. Number of general ledger corrections needed during audit due to processing error:	0	0	0	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
3. Annual number of invoices entered into the Accounts Payable system:	8,245	8,641	9,156	9,180	9,200
4. Average number of Accounts Payable checks issued weekly:	72	71	68	70	71
5. Average number of regular and temporary employee payroll checks issued bi-weekly:	189	186	183	188	187
6. Number of Business Licenses issued annually:	4,381	4,386	4,013	4,100	4,100

* During FY 2015/16, the method for calculating this performance measure was changed. See measure #4e.

** New measure effective FY 2015/16.



Administrative Services Department

CLERK ADMINISTRATION PROGRAM 2401

PROGRAM PURPOSE

The Clerk Administration Program serves the public by providing information and assistance related to Town records, Council actions, Boards, Committees, and Commissions, public meetings, and elections. Currently, core services include maintaining key Town records through the timely indexing of resolutions, ordinances, minutes, rosters, recordings, and agreements. The program is focused on making Town records accessible by adding to the electronic repository of documents. The program's ultimate goal is to have all Town public records accessible to the public through the Town's website. The Clerk Administration Program also recruits individuals to serve on the Town's advisory bodies and assists them with the document filing requirements of the Fair Political Practices Commission. The Clerk Administration Program handles Town-related election activities and coordinates its efforts with the Santa Clara County Registrar of Voters to ensure an efficient election process. The Clerk Administration Program also manages the Council agenda packet preparation, posting, and distribution.

BUDGET OVERVIEW

The FY 2016/17 budget for the Clerk Administration Program reflects a restructuring of the administrative staff in conjunction with the Town Manager and Town Offices programs which reallocates 1.0 FTE Office Assistant to the Clerk Administration program. The Clerk Administration program's budget reflects increased salaries and benefits resulting from this reallocation as well as previously negotiated salary increases and increases in workers' compensation rates. The FY 2016/17 budget reflects a slight increase in salaries and benefits attributed to increased PERS, benefit and worker's compensation rates. Salary increases are not reflected in the proposed budget and labor negotiations with the Town's unions are pending.

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Clerk Administration

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p>Good Governance Ensure responsive, accountable and collaborative government</p>	<ul style="list-style-type: none"> • The Clerk Department continually adds documents to the LaserFiche repository so that documents are electronically accessible to staff and the public. • The Clerk Department, the Town Manager’s Office, and the Management Information Systems (MIS) Department began the process of implementing public facing access to folders in LaserFiche to enable staff and the public to search for ordinances and resolutions via the Town’s website. • The Clerk Department began a pilot program of Peak Agenda, an add-on program to Granicus, the Town’s agenda management software, to improve efficiency, reduce preparation and publication time, and reduce the amount of paper used. • The Clerk Department and MIS Department began using SeamlessDocs, a software program that will enable the Town to use electronic signatures for agreements to reduce processing time, and all Board, Commission, and Committee applications have been converted to enable electronic submittal.

SUMMARY OF REVENUES AND EXPENDITURES

	2012/13 Actuals	2013/14 Actuals	2014/15 Actuals	2015/16 Adopted	2015/16 Estimated	2016/17 Adopted
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	-	-	-	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	126	-	-	-	-	-
TOTAL REVENUES	\$ 126	\$ -	\$ -	\$ -	\$ -	\$ -
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 92,401	\$ 116,145	\$ 138,712	\$ 256,082	\$ 237,350	\$ 270,258
<i>Operating Expenditures</i>	10,536	17,316	17,102	16,900	18,050	22,900
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	30,759	29,262	12,565	16,584	13,698	18,239
TOTAL EXPENDITURES	\$ 133,696	\$ 162,723	\$ 168,379	\$ 289,566	\$ 269,098	\$ 311,397

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Clerk Administration

FY 2016/17 KEY PROJECTS

Core Goals	Key Projects
<p><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;"><i>Automated Agenda Delivery</i></p> <p>As part of the Town’s continuing efforts to reduce waste and improve efficiencies, the Clerk Department and Town Manager’s Office implemented automated agenda delivery to Councilmembers and staff consistent with Council-adopted policy.</p> <p>The Clerk Department began a pilot program of Peak Agenda, an add-on program to Granicus, the Town’s agenda management software to improve efficiency, reduce preparation and publication time, and reduce the amount of paper used.</p> <p style="text-align: center;"><i>SeamlessDocs</i></p> <p>The Clerk Department and MIS Department began using SeamlessDocs, a software program that will enable the Town to use electronic signatures for agreements to reduce processing time, and automates form submittal for internal and external customers.</p>
<p><i>Quality Public Infrastructure</i> Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<p style="text-align: center;"><i>Public LaserFiche Accessibility</i></p> <p>The Clerk Department makes various public documents available to the public through the Town’s website. The Clerk Department continues to add documents to the repository so that the public can access documents directly through the Town’s website.</p> <p>The Clerk Department, the Town Managers Office, and the Management Information Systems (MIS) Department began the process of implementing public facing access to folders in LaserFiche to enable staff and the public to search for ordinances and resolutions via the Town’s website.</p>

KEY PROGRAM SERVICES

- Provides public notice of Town Council, Commission, Committee, and Board meetings
- Coordinates recruitment and appointment process for Town Boards, Commissions, and Committees
- Accepts and files appropriate documents associated with municipal elections
- Acts as Filing Official for the Town’s Conflict of Interest Code (Form 700) in conformance with the requirements of the Fair Political Practices Commission
- Preserves and maintains the Town records and legislative history
- Responds to Public Records Act requests
- Provides risk management services, and processes and monitors all Town contracts


ADMINISTRATIVE SERVICES DEPARTMENT

Clerk Administration

CLERK ADMINISTRATION STAFFING

Full Time Equivalents (FTE)

<i>Town Staff</i>	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 Funded	2016/17 Funded
Clerk Administrator	0.50	0.50	1.00	1.00	1.00
Deputy Clerk	0.50	-	-	-	-
Office Assistant	-	-	-	1.00	1.25
Administrative Technician	-	0.50	-	-	-
Total Clerk Admin FTEs	1.00	1.00	1.00	2.00	2.25

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Clerk Administration

Performance Objectives and Measures	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. <i>Provide efficient and effective indexing of key documents to ensure adequate tracking of and accessibility to the Town's legislative history.</i>					
a. Percentage of resolutions, agreements, and ordinances indexed within five business days:	99%	99%	99%	99%	99%
b. Percentage of Town Council Minutes prepared within five business days:	97%	95%	99%	99%	99%
2. <i>Oversee the Town Council Agenda process to ensure comprehensive information and analysis is provided to the Town Council in a timely manner.</i>					
a. Percentage of Town Council reports available 120 hours prior to Town Council meetings:*(<i>(Prior to FY 2015/16, reports were available 96 hours prior to Town Council meetings)</i>)	99%	100%	100%	100%	100%
3. <i>Oversee the Public Records Act requests in a timely and effective manner.</i>					
a. Percentage of Public Records requests received by the Town Clerk's Office that are completed within 10 days.**	<i>Data Not Available</i>	<i>Data Not Available</i>	95%	95%	95%
4. <i>Percentage of vacancies filled on an annual basis to maximize community participation within the Town's advisory bodies.</i>	95%	95%	99%	99%	99%

Activity and Workload Highlights	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. <i>Number of Legislative Records indexed:</i>					
a. Number of resolutions indexed:	45	77	72	50	50
b. Number of agreements indexed:	171	196	222	250	225
c. Number of documents recorded:	54	59	79	50	50
d. Number of ordinances indexed:	13	9	13	15	15
2. <i>Number of commission and board recruitments and appointments processed:</i>	54	46	76	74	75
3. <i>Number of Legal Notices published within established timelines:</i>	119	153	117	125	115
4. <i>Number of Fair Political Practices Commission (FPPC) Form 700:</i>	119	140	107	110	110
5. <i>Number of bids processed and project files monitored for final action:</i>	23	15	15	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
6. <i>Number of Town records processed for retention:</i>	1,500	1,500	1,500	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
7. <i>Number of required insurance certificates verified:</i>	451	425	325	315	310
8. <i>Number of advisory bodies seats available:</i>	71	71	75	76	71
9. <i>Number of Town Council agenda reports processed:*</i>	157	181	212	224	225
10. <i>Number of Public Records Act requests processed:***</i>	87	92	152	140	125

* *This measure moved from Town Manager Office during FY 2015/16.*

** *New measure effective FY 2014/15.*

*** *This measure moved from Town Attorney Office during FY 2015/16.*



Administrative Services Department

NON-DEPARTMENTAL PROGRAM PROGRAM 1201

PROGRAM PURPOSE

Appropriated funds are provided in the Non-Departmental Program to account for a variety of Town services and activities not specifically attributable to individual Departments. Tax revenues, license and permit fees, and intergovernmental revenues are generated as a result of overall government operations. Non-Departmental employee and retiree expenditures, Townwide organizational costs, Town memberships, and joint-agency service agreements benefiting the entire Town are also contained in the Non-Departmental Program.

BUDGET OVERVIEW

The majority of the Town's general revenues are accounted for in the Non-Departmental Program. Current trends in some tax revenues indicate that the local economy is continuing to be strong. The FY 2016/17 proposed General Fund budget assumes growth trends in economically sensitive revenue sources such as Property Tax, Transient Occupancy Tax, Franchise Fees, Licenses and Permits, and Charges for Services. The FY 2016/17 Sales Tax projection is declining overall as online sales continue to detract from brick and mortar shops. As a result, these estimates are conservative and the Town will continue its proactive efforts to examine organizational remodels, retain and protect vital revenue sources, and align organizational services with projected revenue streams to improve and enhance efficiencies.

Los Gatos, like all California cities, has experienced increases in the employer's share of its public retirement system contributions, a cost factor that is in large measure immune to employer control. California Public Employees' Retirement System (CalPERS) offers a defined benefit plan where retirement benefits are based on a formula, rather than contributions and earnings to a savings plan. Retirement benefits are calculated based on a member's years of service credit, age at retirement, and final compensation (average salary for a defined period of employment). Effective during FY 2012/13 a 3-tier employee retirement formula system was adopted. Under this new system, the retirement formula for existing public safety employees remains at 3% at age 50 plan; however, for "new" safety employees first hired into any public pension system after 1/1/13, the calculation is 2.7% at age 57. Likewise, the retirement calculation for miscellaneous employees has changed. Employees hired prior to 9/15/12 maintain the 2.5% at age 55 calculation, however, for employees hired after 9/15/12 and before 1/1/13 the formula is 2% at age 60 and for "new" employees hired after 1/1/13 the formula is 2% at age 62. The tiered benefit package helps to offset some of the Town's future increasing costs of retirement

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Non-Departmental

contributions due to negative investment returns in the State of CalPERS pension system and changes to the PERS calculation basis. Further, employer rates have increased annually for both miscellaneous and sworn public safety employees. The PERS rates for FY 2016/17 are either 36.18% or 12.82% for public safety employees, depending on date of entrance into CalPERS, and 26.95% for miscellaneous employees.

The Non-Departmental budget continues to reflect a 1.0 FTE Community Outreach Coordinator, which was reallocated from the Administrative Services Department in FY 2011/12 in support of the Council's ongoing strategic priority to enhance community outreach and emergency preparedness efforts. In the This position primarily supports the Police Department.

Most Non-Departmental expenditures for FY 2016/17 have stayed relatively flat. There are increases associated with Post-Employee Medical cost increases and election costs. The Non-Departmental Program will continue to fund the following:

- \$1,600,000 for the actuarially-required contribution for post-retirement benefit and pension obligations. The Governmental Accounting Standards Board Statement No. 45 (GASB 45) requires that the Town accrue an annual expenditure on its financial statements for the cost of providing post-retirement health care costs.
- \$1,247,925 for the lease payment on the Town's Library building as pledged under the 2010 Certificates of Participation. This payment is offset by a reimbursement from the Successor Agency to the Los Gatos Redevelopment Agency, with a result of no net impact on the Town's General Fund budget.
- \$940,000 for the cost of covering the Town's portion of retiree medical insurance premiums. The Town has paid for this expenditure since the Town became a member of the California Public Employees Retirement System (PERS) medical plan as it is part of the PERS agreement.
- \$675,378 for the lease payment on the Town's Corporation Yard property as pledged under the 2002 Certificates of Participation. This payment is offset by a reimbursement from the Successor Agency to the Los Gatos Redevelopment Agency, with a result of no net impact on the Town's General Fund budget.
- \$208,741 for animal control services provided by the City of San Jose. The Town entered into a 20-year agreement with the City of San Jose effective July 1, 2004.
- \$139,900 for Santa Clara County's Tax Administration fee for collecting and processing of the Town's assorted tax receipts.
- \$89,000 for the Town Manager's Contingency and Productivity Funds to address unforeseen situations or opportunities that may arise during the fiscal year. This continues the reduction from \$200,000 for another year.
- \$50,000 for the Los Gatos Chamber of Commerce contract to provide support for the Chamber's information center and implementation of the Town's Leadership Los Gatos program.
- \$44,500 for special studies when needed.
- \$10,000 for organizational development and training to address needs of the Town organization when opportunities arise.

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞

Non-Departmental

The Non-Departmental program budget also reflects a transfer of \$9,859,973 from the Reserve for Capital Projects to the General Fund Appropriated Reserves (GFAR) to support the Capital Improvement Program (CIP). \$400,000 of the transfer will assist with general capital projects including park, street and facilities upgrades and improvements and \$9,459,973 will partially fund the second phase of the Almond Grove Street Rehabilitation project. Additional funding sources for the Almond Grove Street Rehabilitation project are identified from different funds as discussed in the Capital Improvement Program.

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘

Non-Departmental

SUMMARY OF REVENUES AND EXPENDITURES

	2012/13	2013/14	2014/15	2015/16	2015/16	2016/17
	Actuals	Actuals	Actuals	Adopted	Estimated	Adopted
REVENUES						
<i>Property Tax</i>	\$ 9,477,043	\$ 9,054,908	\$ 10,113,287	\$ 9,127,537	\$ 10,102,960	\$ 10,458,633
<i>VLF Backfill Property Tax</i>	2,437,489	2,657,404	2,818,316	2,833,750	2,984,000	3,013,840
<i>Sales & Use Tax</i>	8,757,428	8,029,571	8,202,678	8,337,029	8,078,812	8,164,403
<i>Franchise Fees</i>	2,028,903	2,063,756	2,215,430	2,127,660	2,127,660	2,191,120
<i>Other Taxes</i>	-	-	-	-	-	-
<i>Transient Occupancy Tax</i>	1,295,887	1,512,846	1,896,721	1,500,000	1,800,000	1,900,000
<i>Licenses & Permits</i>	6,224	20,175	90,161	24,060	24,060	24,790
<i>Intergovernmental Revenues</i>	24,195	23,262	199,674	27,220	61,495	10,460
<i>Lease Payments</i>	1,963,971	1,935,578	1,928,056	1,922,398	1,922,398	1,923,303
<i>Charges for Services</i>	127,453	124,940	126,694	152,830	124,690	125,350
<i>Fines & Forfeitures</i>	-	-	-	-	-	-
<i>Interest</i>	(538)	-	-	-	-	-
<i>Other Sources</i>	1,017,120	1,084,766	401,260	725,753	1,315,069	727,303
TOTAL REVENUES	\$ 27,135,175	\$ 26,507,206	\$ 27,992,277	\$ 26,778,237	\$ 28,541,144	\$ 28,539,202
TRANSFERS IN						
<i>Transfer from Blackwell Dst</i>	\$ 460	\$ 460	\$ 460	\$ 460	\$ 460	\$ 460
<i>Transfer from Kennedy Meadow Dst</i>	1,510	1,510	1,510	-	1,510	1,510
<i>Transfer from Gemini Court Dst</i>	610	610	610	610	610	610
<i>Transfer from Santa Rosa Dst</i>	660	660	660	660	660	660
<i>Transfer from Vasona Heights Dst</i>	1,430	1,430	1,430	1,430	1,430	1,430
<i>Transfer from Hillbrook Dst</i>	250	250	250	250	250	250
<i>Transfer from Capital Project Funds</i>	107,194	105,703	108,429	102,000	667,221	102,000
<i>Transfer from Traffic Mitigations</i>	32,772	1,679	5,504	10,000	10,000	10,000
<i>Transfer from Gas Tax</i>	106,000	106,000	106,000	106,000	106,000	106,000
<i>Transfer from 942 SA Housing Trust</i>	295,913	110,635	86,957	100,000	114,254	7,700
TOTAL TRANSFERS IN	\$ 546,799	\$ 328,937	\$ 311,810	\$ 321,410	\$ 2,391,082	\$ 230,620
TOTAL REVENUES & TRANSFERS	\$ 27,681,974	\$ 26,836,143	\$ 28,304,087	\$ 27,099,647	\$ 30,932,226	\$ 28,769,822
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 448,242	\$ 5,009,137	\$ 407,216	\$ 622,404	\$ 700,034	\$ 386,462
<i>Operating Expenditures</i>	2,633,425	2,802,879	2,889,917	3,372,196	3,196,868	3,716,586
<i>Charges for Services</i>	5,260	5,169	5,254	5,053	5,368	5,674
<i>Debt Service</i>	1,963,971	1,935,578	1,928,056	1,922,398	1,922,398	1,923,303
TOTAL EXPENDITURES	\$ 5,050,898	\$ 9,752,763	\$ 5,230,442	\$ 5,922,051	\$ 5,824,668	\$ 6,032,025
TRANSFERS OUT						
<i>Transfers to GFAR</i>	\$ 2,043,695	\$ 2,869,697	\$ 7,271,491	\$ 400,000	\$ 478,794	\$ 9,859,973
<i>Transfers to Solid Waste</i>	-	-	100,000	50,000	50,000	-
<i>Transfer to SA Housing</i>	-	21,687	-	41,163	-	-
TOTAL TRANSFERS OUT	\$ 2,043,695	\$ 2,891,384	\$ 7,371,491	\$ 491,163	\$ 528,794	\$ 9,859,973
TOTAL EXPEND'S & TRANSFERS	\$ 7,094,593	\$ 12,644,147	\$ 12,601,933	\$ 6,413,214	\$ 6,353,462	\$ 15,891,998

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Non-Departmental

NON-DEPARTMENTAL STAFFING

Full Time Equivalents (FTE)

	2012/13	2013/14	2014/15	2015/16	2016/17
<i>Town Staff</i>	Funded	Funded	Funded	Funded	Funded
Community Outreach Coordinator	1.00	1.00	1.00	1.00	1.00
Total Clerk Admin FTEs	1.00	1.00	1.00	1.00	1.00



Administrative Services Department

MANAGEMENT INFORMATION SYSTEMS FUND 621

FUND PURPOSE

Management Information Systems (MIS) supports the delivery of services to all the Town's employees and customers through the use of SMART technology (Sensible, Multi-modal, Accessible, Responsive, and Time-phased Technology). Key services include the maintenance, replacement, and upgrade of existing technology; and the support for new information technology initiatives.

In meeting the Town organization's information technology needs, the MIS Program strives to achieve the following goals:

- Enhance and improve customer service
- Maintain and enhance a sound and reliable IT infrastructure
- Use information technology to provide seamless services
- Operate as a team to achieve information technology goals

BUDGET OVERVIEW

The FY 2016/17 budget for MIS recognizes the continued need to identify and invest in information technology opportunities. Continued investment in information technology is a cost-effective approach to maintain, or potentially improve service delivery levels in a fiscally prudent manner. To this end, in FY 2016/17 the Town's IT Master Plan will be updated.

The MIS Program receives revenues through charges to General Fund and Special Revenue departmental programs based on employee category and equipment replacement costs. Service rates are adjusted to build fund balance capacity for future technology projects. The FY 2016/17 budget reflects a slight increase in salaries and benefits attributed to increased PERS and benefit rates. Salary increases are not reflected in the proposed budget and labor negotiations with the Town's unions are pending. A 0.20 FTE Communications Coordinator position has been eliminated and a 0.13 FTE Office Assistant position has been added for FY 2016/17. MIS program expenses are budgeted to increase for FY 2016/17 due to the scheduled replacement of network servers and Library computers.


ADMINISTRATIVE SERVICES DEPARTMENT

Management Information Systems

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<ul style="list-style-type: none"> • Expanded the use of server virtualization for added efficiency and redundancy • Completed new, improved, and upgraded systems, including the following: <ul style="list-style-type: none"> • Online mapping upgrades • Power backup upgrades • Police in-car video replacements • PC monitor upgrades • Public documents accessibility system • Electronic forms, signatures, and workflow • Library fiber internet improvements • Phone system software upgrade • Network switching replacements • PC, laptop, and server replacements

ADMINISTRATIVE SERVICES DEPARTMENT
Management Information Systems

STATEMENT OF SOURCE AND USE OF FUNDS

	<u>2012/13</u> <u>Actuals</u>	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Actuals</u>	<u>2015/16</u> <u>Adopted</u>	<u>2015/16</u> <u>Estimated</u>	<u>2016/17</u> <u>Adopted</u>
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	2,473,346	2,495,698	2,661,265	2,833,160	2,833,160	2,830,623
Total Beginning Fund Balance	2,473,346	2,495,698	2,661,265	2,833,160	2,833,160	2,830,623
Revenues						
<i>Service Charge</i>	901,273	877,487	931,738	994,088	994,088	1,039,006
<i>Other Revenues</i>	138,267	160,906	157,516	90,000	107,000	90,000
Total Revenues	1,039,540	1,038,393	1,089,254	1,084,088	1,101,088	1,129,006
TOTAL SOURCE OF FUNDS	\$ 3,512,886	\$ 3,534,091	\$ 3,750,519	\$ 3,917,248	\$ 3,934,248	\$ 3,959,629
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ 423,825	\$ 426,765	\$ 409,180	\$ 510,216	\$ 430,185	\$ 518,724
<i>Operating Expenditures</i>	593,363	446,061	492,113	581,664	673,440	682,464
<i>Fixed Assets</i>	-	-	-	162,493	-	150,000
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	1,017,188	872,826	901,293	1,254,373	1,103,625	1,351,188
Transfers Out						
<i>Transfer to General</i>	-	-	-	-	-	-
<i>Transfer to Equipment Replaceme</i>	-	-	16,066	-	-	-
Total Transfers Out	-	-	16,066	-	-	-
Total Expenditures & Transfers Out	1,017,188	872,826	917,359	1,254,373	1,103,625	\$ 1,351,188
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	2,495,698	2,661,265	2,833,160	2,662,875	2,830,623	2,608,441
Total Ending Fund Balance	2,495,698	2,661,265	2,833,160	2,662,875	2,830,623	2,608,441
TOTAL USE OF FUNDS	\$ 3,512,886	\$ 3,534,091	\$ 3,734,453	\$ 3,917,248	\$ 3,934,248	\$ 3,959,629

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Management Information Systems

FY 2016/17 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;"><i>Community Character</i> Preserve and enhance the appearance, character, and environment quality of the community</p>	<p style="text-align: center;"><i>Development of IT Master Plan Projects</i> Continue to implement selected projects in the current IT master plan to enhance productivity, including e-government improvements.</p>
<p style="text-align: center;"><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;"><i>System Upgrades</i> Replace certain servers, computers, notebooks, monitors, and printers as part of the replacement program.</p>
<p style="text-align: center;"><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p style="text-align: center;"><i>Electronic Document Management System</i> Expand electronic document management in Human Resources, Parks and Public Works, and other Departments to increase efficiency of record retrieval.</p> <p style="text-align: center;"><i>Update IT Master Plan</i> Complete an updated Master Plan to guide the Town's strategic investments in technology to improve Town service delivery, transparency, efficiency, and government access.</p>
<p style="text-align: center;"><i>Quality Public Infrastructure</i> Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<p style="text-align: center;"><i>Disaster Recovery</i> Expand virtualization of servers to aid in disaster recovery and added efficiency to improve disaster recovery.</p>
<p style="text-align: center;"><i>Civic Enrichment</i> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<p style="text-align: center;"><i>Online Services Improvements</i> Complete improvements for the online tree permits and development applications, online business license applications, and other online improvements, consistent with the Town Council's Strategic Priorities to improve efficiency and 24/7 service to the public.</p>
<p style="text-align: center;"><i>Public Safety</i> Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<p style="text-align: center;"><i>Police Support Technology</i> Upgrade the Police records management system and system consolidation with City of Sunnyvale.</p> <p>Upgrade of the LGMSPD servers and continuation of the LGMSPD joint venture with Sunnyvale.</p>

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Management Information Systems

KEY PROGRAM SERVICES

- Performs maintenance and upgrades of administrative network system (servers, PCs, notebooks, printers, hardware, and software)
- Makes Town-wide MIS replacement program purchases
- Provides customer technical support
- Provides website technical support
- Completes research and planning for new technology solutions

MANAGEMENT INFORMATION PROGRAM STAFFING

Full Time Equivalent (FTE)

	2012/13	2013/14	2014/15	2015/16	2016/17
<i>Town Staff</i>	Funded	Funded	Funded	Funded	Funded
MIS Manager	1.00	1.00	1.00	1.00	1.00
Network Administrator	1.00	1.00	1.00	1.00	1.00
IT Technician	0.75	0.75	1.00	1.00	1.00
Communications Coordinator	-	-	0.20	0.20	-
Assistant Budget/Finance Director	0.20	-	-	-	-
Finance Manager	-	0.20	-	-	-
Office Assistant	-	-	-	-	0.13
Total MIS FTEs	2.95	2.95	3.20	3.20	3.13

	2012/13	2013/14	2014/15	2015/16	2016/17
<i>Temporary Staff Hours</i>	Funded	Funded	Funded	Funded	Funded
IT Technician temp/hourly	-	-	-	-	720
Total Annual Hours	-	-	-	-	720

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Management Information Systems

Performance Objectives and Measures	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. <i>Support the delivery of services to all the Town's customers through the use of SMART technology (Sensible, Multi-modal, Accessible, Responsive, and Time phased technology).</i>					
a. Percentage of time service requests are resolved within established guidelines:	90%	90%	88%	85%	85%
b. Percentage of network availability during normal business hours:	99%	99%	99%	99%	99%
c. Percentage of customers rating support as "good" or "excellent" based on timeliness:	92%	96%	96%	94%	94%
d. Percentage of customers rating support as "good" or "excellent" based on quality of service:	92%	98%	92%	93%	93%

Activity and Workload Highlights	2012/13 Actual	2013/14 Actual	2014/15 Actual	2015/16 Estimated	2016/17 Budget
1. Number of PCs/Notebooks maintained:	202	205	207	215	218
2. Number of network servers maintained:	53	68	70	73	75
3. Number of network printers maintained:	37	32	33	35	36
4. Number of service requests received:	1,400	1,610	1820	2060	2100

Administrative Services Department

WORKERS' COMPENSATION FUND FUND 612

FUND PURPOSE

The Town's Workers' Compensation Program provides for anticipated liabilities for worker compensation benefits. The Town self-insures for benefits provided to Town employees and volunteers for work-related injuries up to \$250,000, and has excess insurance coverage for claims up to \$25 million. The Town belongs to the Local Agency Workers' Compensation Excess (LAWCX) Joint Powers Authority for the purpose of pooling for this excess insurance. A third party administrator, Innovative Claims Solutions, Inc. (ICS), handles the day-to-day workers' compensation claims administration.

BUDGET OVERVIEW

Revenues to fund this program are derived as a percentage of salary each payroll period. Each Department pays a portion of the program's cost based on gross wages and level of risk for the various job classifications within the Department. The annual appropriation to this fund represents the self-insurance premiums paid by the operating Departments. Service rates are established which maintain fund balance capacity at approximately two and one-half times the annual operating expenditures. Any excess funds are returned through reduced rates and fund balance transfers as needed.

Program costs covered in the internal rates include administration fees, claim settlement costs, attorney fees (outside counsel), medical expenses, payment for temporary and permanent disability, safety program administration and training, and excess insurance premiums. The budget for workers' compensation is based on actual payroll in the same manner as prior years. In Fiscal Year 2015/16 staff increased rates by 1.5% to begin restoring fund balance which has significantly declined in the last few years due to several on the job related injuries. Staff is not anticipating to further increase the rate this Fiscal Year.

ADMINISTRATIVE SERVICES DEPARTMENT
Workers' Compensation Fund

STATEMENT OF SOURCE AND USE OF FUNDS

	<u>2012/13</u> <u>Actuals</u>	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Actuals</u>	<u>2015/16</u> <u>Adopted</u>	<u>2015/16</u> <u>Estimated</u>	<u>2016/17</u> <u>Adopted</u>
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	<u>2,300,638</u>	<u>2,246,915</u>	<u>1,576,699</u>	<u>1,514,858</u>	<u>1,514,858</u>	<u>1,250,449</u>
Total Beginning Fund Balance	2,300,638	2,246,915	1,576,699	1,514,858	1,514,858	1,250,449
Revenues						
<i>Service Charge</i>	638,594	628,637	634,144	926,884	876,457	934,118
<i>Interest</i>	10	10	5	-	-	-
<i>Other Revenues</i>	<u>53,114</u>	<u>206,763</u>	<u>370,425</u>	<u>-</u>	<u>84,807</u>	<u>-</u>
Total Revenues	<u>691,718</u>	<u>835,410</u>	<u>1,004,574</u>	<u>926,884</u>	<u>961,264</u>	<u>934,118</u>
TOTAL SOURCE OF FUNDS	<u>\$ 2,992,356</u>	<u>\$ 3,082,325</u>	<u>\$ 2,581,273</u>	<u>\$ 2,441,742</u>	<u>\$ 2,476,122</u>	<u>\$ 2,184,567</u>
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ 96,223	\$ 108,835	\$ 107,496	\$ 104,562	\$ 88,896	\$ 113,167
<i>Operating Expenditures</i>	649,218	1,396,632	958,919	1,263,389	1,136,777	1,145,643
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	159	-	-	-	-
Total Expenditures	<u>745,441</u>	<u>1,505,626</u>	<u>1,066,415</u>	<u>1,367,951</u>	<u>1,225,673</u>	<u>1,258,810</u>
Transfers Out						
<i>Transfer to Grant Funds</i>	-	-	-	-	-	-
<i>Transfer to General Fund</i>	-	-	-	-	-	-
Total Transfers Out	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Expenditures & Transfers Out	<u>745,441</u>	<u>1,505,626</u>	<u>1,066,415</u>	<u>1,367,951</u>	<u>1,225,673</u>	<u>1,258,810</u>
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	<u>2,246,915</u>	<u>1,576,699</u>	<u>1,514,858</u>	<u>1,073,791</u>	<u>1,250,449</u>	<u>925,757</u>
Total Ending Fund Balance	<u>2,246,915</u>	<u>1,576,699</u>	<u>1,514,858</u>	<u>1,073,791</u>	<u>1,250,449</u>	<u>925,757</u>
TOTAL USE OF FUNDS	<u>\$ 2,992,356</u>	<u>\$ 3,082,325</u>	<u>\$ 2,581,273</u>	<u>\$ 2,441,742</u>	<u>\$ 2,476,122</u>	<u>\$ 2,184,567</u>

ADMINISTRATIVE SERVICES DEPARTMENT
Workers' Compensation Fund

FY 2016/17 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;">Good Governance Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;">Accident Reviews</p> Coordinate with the Safety Committee to assist in accident review and help develop action plans to prevent future injuries on an on-going basis and reduce or eliminate exposure.
	<p style="text-align: center;">Cal-OSHA Safety Compliance Programs</p> Monitor work activities to identify and ensure compliance with safety programs that are mandated by Cal OSHA and oversee the setting of priorities and training as required.

KEY PROGRAM SERVICES

- Coordinates the Town's Workers' Compensation Program with a contract administration firm
- Administers and/or coordinates work safety programs
- Promotes safe work practices and employee wellness
- Provides timely reporting of employee injury reports
- Provides information to employees regarding workers' compensation reporting
- Minimizes the Town's exposure to losses as a result of employee accidents or illnesses

WORKERS' COMPENSATION PROGRAM STAFFING

Full Time Equivalent (FTE)

<i>Town Staff</i>	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 Funded	2016/17 Funded
Human Resources Director	0.25	0.25	0.25	0.25	0.25
Town Attorney	0.05	0.05	0.05	0.05	0.05
Payroll Specialist	0.05	0.05	0.05	0.05	0.05
Administrative Analyst	0.20	0.20	0.20	0.20	0.20
Total Workers Compensation FTEs	0.55	0.55	0.55	0.55	0.55



Administrative Services Department

OFFICE STORES FUND FUND 622

FUND PURPOSE

Photocopy and printer equipment, postage, and bulk mail expenditures are centrally funded through the Town's Office Stores Program, and subsequently charged back to the appropriate Department for services and materials utilized on a monthly basis. Due to limited personnel activity in the operations of this program, there are no staffing, key projects, or performance measures accounted for in this fund.

BUDGET OVERVIEW

The Office Stores Program maintains approximately 36 printers and copiers. The lease and maintenance program includes toner and repairs for all copiers and printers and the Office Stores Fund pays for copy paper for use on the printers and copiers on the program.

ADMINISTRATIVE SERVICES DEPARTMENT
Office Stores Fund

STATEMENT OF SOURCE AND USE OF FUNDS

	2012/13 Actuals	2013/14 Actuals	2014/15 Actuals	2015/16 Adopted	2015/16 Estimated	2016/17 Adopted
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	206,569	159,212	149,292	187,955	187,955	154,584
Total Beginning Fund Balance	206,569	159,212	149,292	187,955	187,955	154,584
Revenues						
<i>Service Charge</i>	84,112	93,368	142,020	90,000	90,000	90,000
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	4,504	4,689	5,963	5,000	5,000	5,000
Total Revenues	88,616	98,057	147,983	95,000	95,000	95,000
Transfers In						
<i>Equipment Replacement Fund</i>	-	-	-	-	-	-
Total Transfers In	-	-	-	-	-	-
Total Revenues & Transfers In	88,616	98,057	147,983	95,000	95,000	95,000
TOTAL SOURCE OF FUNDS	\$ 295,185	\$ 257,269	\$ 297,275	\$ 282,955	\$ 282,955	\$ 249,584
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	135,973	107,977	109,320	127,150	128,371	134,500
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	135,973	107,977	109,320	127,150	128,371	134,500
Transfers Out						
<i>Transfer to Grant Funds</i>	-	-	-	-	-	-
Total Transfers Out	-	-	-	-	-	-
Total Expenditures & Transfers Out	135,973	107,977	109,320	127,150	128,371	134,500
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	159,212	149,292	187,955	155,805	154,584	115,084
Total Ending Fund Balance	159,212	149,292	187,955	155,805	154,584	115,084
TOTAL USE OF FUNDS	\$ 295,185	\$ 257,269	\$ 297,275	\$ 282,955	\$ 282,955	\$ 249,584

KEY PROGRAM SERVICES

- Provides postage and photocopy equipment and supplies for all Town Departments
- Monitors service levels and performance of copiers, printers, and postage machines, maintaining and replacing equipment as needed