

Administrative Services

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, Administrative Services incorporates six key programs: Town Manager's Office Administration, Clerk Administration, Finance, Human Resources, Non-Departmental, and Information Technology (IT). In addition, the Town's Workers Compensation Fund and Office Stores Fund are in the Administrative Services. Below is a summary of Administrative Services' core services and service objectives.

The Town Manager 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. Administrative Services are also directly responsible for human resources, finance, budgeting, purchasing, labor relations, information technology systems, economic vitality, equipment replacement, workers' compensation, records management, customer service management, and other administrative support.

BUDGET OVERVIEW

The FY 2017/18 Administrative Services 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 2017/18 Sales Tax projection is declining due to the increase in online sales instead of purchases from local establishments. As a result, the FY 2017/18 Administrative Services expenditure budget continues to be conservative and reflects only obligated and minor

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expenditure enhancements, including increases in benefit rates, including workers' compensation and pensions (CalPERS). The FY 2017/18 budget reflects a deletion of the Assistant to the Town Manager position and a 1.0 FTE addition of an Administrative Analyst position. In addition, a 0.63 FTE Administrative Analyst has been changed and funded to Economic Vitality Manager and increased to 0.75 FTE. The Economic Vitality Manager position is also funded partially through the Community Development Department. In addition, the budget shows a one-time funding of a 0.5 FTE Human Resources Analyst position dedicated to complete special projects within the program. The FY 2017/18 budget also reflects the reclassification of the Account Technician position to Administrative Analyst position. This change in title is accompanied by a change in duties to include additional support for budget, cross training in confidential finance functions, and daily departmental duties. The budget also reflects Council action in April 2017 to add the new job classification of Events and Marketing Specialist. This 0.5 FTE benefited position is responsible for organizing, promoting, and implementing all Town events (e.g., Spring Into Green and Fourth of July), as well as processing the applications for Special Event Permits in coordination with Town Departments.

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SUMMARY OF REVENUES AND EXPENDITURES

	2013/14 Actuals	2014/15 Actuals	2015/16 Actuals	2016/17 Adopted	2016/17 Estimated	2017/18 Adopted
REVENUES						
<i>Other Taxes</i>	\$ 1,130,020	\$ 1,779,407	\$ 1,465,547	\$ 1,300,000	\$ 1,450,000	\$ 1,575,000
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	633	651	555	-	-	-
<i>Interest</i>	625,298	430,476	620,895	331,193	270,723	270,723
<i>Other Revenues</i>	7,991	1,054	20,341	8,194	1,470	8,721
TOTAL REVENUES	\$ 1,763,942	\$ 2,211,588	\$ 2,107,338	\$ 1,639,387	\$ 1,722,193	\$ 1,854,444
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 2,140,618	\$ 2,269,816	\$ 2,233,083	\$ 2,596,564	\$ 2,041,195	\$ 2,794,970
<i>Operating Expenditures</i>	300,554	329,596	373,777	366,581	401,323	409,463
<i>Grants</i>	89,614	110,200	99,000	119,800	119,800	124,800
<i>Pass Through Accounts</i>	81	-	-	7,194	-	7,194
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	176,942	175,276	177,430	220,240	220,240	226,395
TOTAL EXPENDITURES	\$ 2,707,809	\$ 2,884,888	\$ 2,883,290	\$ 3,310,379	\$ 2,782,558	\$ 3,562,822
	2013/14	2014/15	2015/16	2016/17	2016/17	2017/18
	Actuals	Actuals	Actuals	Adopted	Estimated	Adopted
PROGRAM						
<i>Town Manager's Office</i>	\$ 999,601	\$ 1,059,703	\$ 950,977	\$ 1,006,469	\$ 758,137	\$ 1,132,302
<i>Community Grants</i>	99,850	114,522	103,519	119,800	119,800	124,800
<i>Human Resources</i>	423,843	484,291	559,612	601,545	572,092	683,958
<i>Finance & Admin Services</i>	1,021,792	1,057,993	992,764	1,263,974	1,033,078	1,279,607
<i>Clerk Administration</i>	162,723	168,379	276,418	311,397	299,451	334,961
<i>Pass Through</i>	-	-	-	7,194	-	7,194
TOTAL EXPENDITURES	\$ 2,707,809	\$ 2,884,888	\$ 2,883,290	\$ 3,310,379	\$ 2,782,558	\$ 3,562,822

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ADMINISTRATIVE SERVICES STAFFING

Full Time Equivalent (FTE)

	2013/14	2014/15	2015/16	2016/17	2017/18
<i>General Fund</i>	Funded	Funded	Funded	Funded	Adopted
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	-	-
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	-	-	-	-	0.30
Economic Vitality Coordinator	0.25	0.25	0.25	0.25	-
Office Assistant	1.28	1.28	1.63	1.88	1.75
Communications Coordinator	-	0.80	0.80	-	-
Community Outreach Coordinator	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	1.70	4.10
Human Resources Specialist	0.50	1.00	1.00	1.00	1.00
Finance Director	1.00	1.00	1.00	1.00	1.00
Finance & Budget Manager	0.80	1.00	1.00	1.00	1.00
Accountant/Finance Analyst	1.00	1.00	1.00	1.00	0.99
Payroll Specialist	0.95	0.95	0.95	0.95	0.95
Administrative Technician	1.90	0.90	0.90	-	-
Account Technician	1.25	1.25	1.25	1.25	0.35
Clerk Administrator	0.50	1.00	1.00	1.00	1.00
Events & Marketing Specialist	-	-	-	-	0.50
Total General Fund FTEs	15.48	15.98	16.33	16.28	16.19
Non-General Fund FTEs (located in Administrative Services programs unless otherwise noted)					
Equipment Replacement					
Account Technician	0.10	0.10	0.10	0.10	-
Administrative Analyst	-	-	-	-	0.10
Total Equip Replace FTEs	0.10	0.10	0.10	0.10	0.10
Liability Self-Insurance					
Administrative Technician	0.10	0.10	0.10	-	-
Administrative Analyst	-	-	-	0.10	0.10
Total Liability Self-Insurance	0.10	0.10	0.10	0.10	0.10

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ADMINISTRATIVE SERVICES STAFFING

<i>Full Time Equivalents (FTE)</i>	2013/14	2014/15	2015/16	2016/17	2017/18
	Funded	Funded	Funded	Funded	Adopted
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
Information Technology Services					
IT 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	1.00	1.00	1.00	1.00
Communications Coordinator	-	0.20	0.20	-	-
Finance Manager	0.20	-	-	-	-
Office Assistant	-	-	-	0.13	0.13
Total IT FTEs	2.95	3.20	3.20	3.00	3.13
Total Admin Services FTEs	19.13	19.88	20.23	19.98	20.02
Temporary Staff Hours					
Intern	450	450	450	450	450
Facility Attendant	50	50	50	50	50
Administrative Analyst	620	620	726	726	726
IT Technician	-	-	-	720	720
Mail Room Clerk (<i>Library Dept. temps</i>)	250	250	250	250	250
Total Annual Hours	1,370	1,370	1,476	2,196	2,196



Administrative Services

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 and the Arts and Culture Commission; and facilitate associated projects and services of these Committees and Commissions; 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 2017/18 budget includes increases in salary and benefit costs attributed to negotiated salary raises, and higher benefit and CalPERS pension rates. The FY 2017/18 Town Manager's Office budget reflects a deletion of the Assistant to the Town Manager position and a 1.0 FTE addition of an Administrative Analyst position. In addition, a 0.63 FTE Administrative Analyst has been changed and funded to Economic Vitality Manager and increased to 0.75 FTE. The Economic Vitality Manager position is also funded partially through the Community Development Department. The budget also reflects Council action in April 2017 to add the new

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Town Manager's Office

job classification of Events and Marketing Specialist. This 0.5 FTE benefitted position is responsible for organizing, promoting, and implementing all Town events (e.g., Spring Into Green and Fourth of July), as well as processing the applications for Special Event Permits in coordination with Town Departments.

As in prior years, the Town Manager's Office will continue to direct its attention in managing key special projects and policies as reflected in the 2017-2019 Town Council Strategic Priorities.

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Town Manager's Office

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><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 a variety of land use policies and good government practices. • Assisted businesses to locate, expand, or stay in Los Gatos. • Hosted Spring into Green, which included the State of the Town and a variety of Town Departments and partners.
<p><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 through programs like What's New, the Calendar, and Notify Me. • Represented the Town in County-wide and regional forums. • Enhanced community communications with the Town-wide Twitter and Facebook accounts consistent with the Town's Social Media Policy. Initiated a Town Instagram page to continue to improve access to information and promote opportunities for involvement in public Town activities.
<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"> • Led the development of a comprehensive Town-wide budget. • Provided oversight to the Council Finance Committee, particularly as it added residents to the Committee and increased its meeting frequency to evaluate options to reduce the Town's unfunded pension and other post-employment benefit liabilities. • Provided oversight to the Citizens Ad Hoc Committee as it evaluated and recommended potential revenue generation measures.

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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 amended the Facilities Use Policy, Traffic Impact Fees, and Commission Appointment Policy. Additionally the Flag, Remote Participation, and Legislative Policies were recommended by the Committee and approved by Town Council. • Provided oversight to the Parking and Infrastructure Ad Hoc Committee as the Town works through the steps to plan and develop the downtown parking garage in partnership with a private builder. • Provided support and assistance to the Mayor and other Council members regarding Silicon Valley Clean Energy Authority.
<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 in their development of its Strategic Plan. • Supported the Arts and Culture Commission in the implementation of the fourth phase of the Footbridge Restoration project and the Utility Art Box Program. • Provided oversight for the Leadership Los Gatos activities that promote community enrichment and involvement. • Worked with Music in the Park, Jazz on the Plazz, Fiesta de Artes, Farmers’ Market, and other community organizations regarding special events to ensure consistency across organizations. • Transitioned the Town events from the Parks and Public Works Department to the Town Manager’s Office and executed the Town’s annual Spring into Green event. • The Town Manager’s Office, along with the Library supported the Council’s priority to obtain an Age-Friendly Community Designation.

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Town Manager's Office

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p>Public Safety Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<ul style="list-style-type: none"> • Continued to participate in County-led training programs and exercises. • Participated and helped to develop the Los Gatos portion of the Santa Clara County Operation Area Hazard Mitigation Plan.

SUMMARY OF REVENUES AND EXPENDITURES

	2013/14 Actuals	2014/15 Actuals	2015/16 Actuals	2016/17 Adopted	2016/17 Estimated	2017/18 Adopted
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	330	125	400	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	6,122	1,054	13,147	1,000	1,470	1,527
TOTAL REVENUES	\$ 6,452	\$ 1,179	\$ 13,547	\$ 1,000	\$ 1,470	\$ 1,527
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 899,830	\$ 915,803	\$ 851,984	\$ 880,039	\$ 632,859	\$ 959,924
<i>Operating Expenditures</i>	37,267	73,897	23,773	34,875	33,723	76,202
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	81	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	62,423	70,003	75,220	91,555	91,555	96,176
TOTAL EXPENDITURES	\$ 999,601	\$ 1,059,703	\$ 950,977	\$ 1,006,469	\$ 758,137	\$ 1,132,302

ADMINISTRATIVE SERVICES
Town Manager's Office

FY 2017/18 KEY PROJECTS

Core Goals	Key Projects
<p>Community Character Preserve and enhance the appearance, character, and environmental quality of the community</p>	<p style="text-align: center;">Land Use Policies Review</p> <p>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;">Business Attraction and Retention</p> <p>Economic Vitality staff will continue to assist businesses find available locations in Los Gatos and encourage diversity in the downtown. Staff will also continue to complete an Economic Vitality Strategic Plan.</p> <p style="text-align: center;">Events</p> <p>The Town Manager's Office will oversee the Town's Fourth of July events and the processing of other organizations' events requiring a Town Special Event Permit.</p>
<p>Good Governance Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;">Communication with the Public</p> <p>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;">Technology Priority Plan</p> <p>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;">Town Council Policies</p> <p>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>Fiscal Stability Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p style="text-align: center;">Cost Containment</p> <p>The Town Manager's Office will provide oversight on efforts to identify and implement employee benefit pension and other post-employment benefit costs containment measures to address long-term fiscal structural issues.</p> <p style="text-align: center;">Fiscal Planning</p> <p>Continue to support the Finance Committee and its evaluation of options to reduce unfunded liabilities.</p> <p style="text-align: center;">Property Asset Management</p> <p>The Town Manager's Office will oversee research, analysis, and negotiations regarding the potential sale and/or lease of Town-owned properties.</p>

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Town Manager's Office

FY 2017/18 KEY PROJECTS

Core Goals	Key Projects
<p>Quality Public Infrastructure Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<p style="text-align: center;"><i>Cut Through Traffic</i></p> <p>The Town Manager's Office, in collaboration with Parks and Public Works staff, will implement temporary measures during the summer months of 2017 and determine the viability of a permanent traffic circle at Wood Road and South Santa Cruz Avenue.</p>
	<p style="text-align: center;"><i>Downtown Parking and Infrastructure</i></p> <p>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 the steps to implement a new downtown parking garage.</p>
<p>Civic Enrichment Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<p style="text-align: center;"><i>Arts and Culture</i></p> <p>The Town Manager's Office will support the Arts and Culture Commission in the fourth phase of the Footbridge Mural project and its proposed Gateway project. The Town Manager's Office will also support the Parks and Public Works in implementing the Outside the Box Program.</p>
	<p style="text-align: center;"><i>Cultural Partnerships</i></p> <p>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.</p>
	<p style="text-align: center;"><i>Veterans Memorial</i></p> <p>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>
<p>Public Safety Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<p style="text-align: center;"><i>Silicon Valley Regional Interoperability</i></p> <p>In collaboration with the Santa Clara County 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.</p>
	<p style="text-align: center;"><i>Emergency Preparedness</i></p> <p>The Town Manager's Office will continue to support emergency preparedness activities in collaboration with the City of Monte Sereno and volunteer organizations.</p>

ADMINISTRATIVE SERVICES
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.
- Leads 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, Parking and Infrastructure Ad Hoc Committee, and the Arts and Culture Commission.
- Manages the provision of senior services and the long term lease of the Los Gatos Adult Recreation Center through an agreement with LGS Recreation.
- Manages the contracts with NUMU, Friends of the Library, LGS Recreation, and other community organizations.
- Manages the Community Grant process.
- Oversees and executes Town events including Spring into Green, 4th of July, and Screen on the Green.
- Processes all Special Event Permits.
- Addresses resident complaints, inquiries, and requests.
- Oversees continuous improvements in Town administrative processes, measurements, and other activities.
- Provides public information and website 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.

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Town Manager's Office

TOWN MANAGER'S OFFICE STAFFING

Full Time Equivalents (FTE)

Town Staff	2013/14	2014/15	2015/16	2016/17	2017/18
	Funded	Funded	Funded	Funded	Adopted
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	-	-
Administrative Analyst	-	-	-	-	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	1.28	1.28	0.63	0.38	0.38
Communications Coordinator	-	0.80	0.80	-	-
Administrative Technician	0.50	-	-	-	-
Economic Vitality Manager	-	-	-	-	0.30
Economic Vitality Coordinator	0.25	0.25	0.25	0.25	-
Events & Marketing Specialist	-	-	-	-	0.50
Total Manager's Program FTEs	5.53	5.33	4.68	4.13	4.68

Temporary Staff Hours	2013/14	2014/15	2015/16	2016/17	2017/18
	Funded	Funded	Funded	Funded	Adopted
Facility Attendant	50	50	50	50	50
Administrative Analyst	100	100	100	100	100
Intern I	450	450	450	450	450
Total Annual Hours	600	600	600	600	600

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GRANTS AND ARTS FUNDING SUMMARY

	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Actuals</u>	<u>2015/16</u> <u>Actuals</u>	<u>2016/17</u> <u>Estimated</u>	<u>2017/18</u> <u>Proposed</u>
Human Services Grants					
Live Oak Adult Day Services	\$ 13,094	\$ 13,000	\$ 13,000	\$ 13,000	\$ 13,000
Live Oak Sr. Nutrition and Service	26,360	26,500	26,500	28,500	29,000
Next Door Solutions Dom. Violence	15,000	15,000	15,000	15,000	6,000
Parents Helping Parents	2,000	2,000	2,000	-	1,000
Support Network	6,000	6,000	6,000	6,000	-
United Way - 211 Funding	2,400	2,500	2,500	2,500	-
Counseling and Support Services for Youth	15,000	16,800	15,000	15,000	10,000
West Valley Community Services	2,360	10,000	10,000	20,000	20,000
LGS - Case Management	-	7,000	-	-	-
LGS Recreation - 55+ Program	-	-	-	-	10,000
LGS Recreation - Clubhouse Scholarship	-	-	-	-	11,000
Total Human Services Grants	\$ 82,214	\$ 98,800	\$ 90,000	\$ 100,000	\$ 100,000
Arts, Cultural & Educational Grants					
Art Docents of Los Gatos	\$ 4,000	\$ 4,000	\$ 3,000	\$ 4,000	\$ 4,000
Festival Theatre Ensemble	1,400	1,400	-	-	-
Los Gatos Community Concert	1,000	1,000	1,000	3,800	5,000
Cat Walk	8,000	4,200	3,000	-	-
Youth Science Institute	-	-	-	5,000	-
New Museum Los Gatos - Explorer Program	-	4,000	5,000	7,000	6,500
New Museum Los Gatos - Cataloguing	-	-	-	-	2,800
Morning Rotary	-	-	-	-	1,500
St. Luke's/Sunset Concert Series	1,000	1,000	-	-	-
Total Arts, Cultural & Educational Grants	\$ 15,400	\$ 15,600	\$ 12,000	\$ 19,800	\$ 19,800
Total Grant Funding	\$ 97,614	\$ 114,400	\$ 102,000	\$ 119,800	\$ 119,800
Arts Funding					
Forbes Mill	2,236	4,200	5,800	-	-
Arts & Culture Commission	-	-	2,000	-	5,000
Total Arts Funding	\$ 2,236	\$ 4,200	\$ 7,800	\$ -	\$ 5,000
Grand Total	\$ 99,850	\$ 118,600	\$ 109,800	\$ 119,800	\$ 124,800

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Performance Objectives and Measures	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Estimated	2017/18 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:*	100%	100%	See Clerk	See Clerk	See Clerk
<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:	9%	12%	10%	12%	10%
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%	86%	86%
b. Resident satisfaction with Arts and Cultural opportunities in Los Gatos:	99%	99%	99%	99%	99%
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%

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Activity and Workload Highlights	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Estimated	2017/18 Budget
1. Number of Town Council agenda reports processed:*	181	212	<i>See Clerk</i>	<i>See Clerk</i>	<i>See Clerk</i>
2. Number of community/customer referrals:	175	196	238	325	400
3. Grant agreements administered:					
a. Number of Human Service grants:	8	8	8	7	8
b. Number of Arts/Cultural/Educational grants:	6	5	6	4	5
4. Total dollar amount of General Fund grant agreements administered:	\$99,850	\$111,600	\$109,800	\$119,800	\$119,800
5. Number of Los Gatos residents directly served by Town grant-funded organizations:	7,550	10,032	6,920	6,176	6,903
6. Number of Art in the Council Chambers exhibitions installed and curated:	4	4	4	3	3
7. Number of events, presentations or meetings designed to attract, retain or educate businesses.**	<i>Data Not Available</i>	<i>Data Not Available</i>	30	25	25
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>	315	300	300
9. Number of attendees at events and meeting designed to attract, retain and educate businesses, and foster commerce:	60	65	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>
10. Number of businesses receiving general business liaison assistance:	175	125	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>
11. Number of businesses receiving direct business support including in person and phone meetings, and interface through OpenCounter:	135	60	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>
12. Commercial Brokers/Property Owner Outreach Communications:	190	250	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>

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

** New measure effective FY 2015/16.

Administrative Services

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 (MOU's) 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 2017/18 budget includes increases in salary and benefit costs attributed to negotiated salary raises, and higher benefit and CalPERS pension rates. The FY 2017/18 Human Resources Budget also reflects the deletion of a 0.13 FTE Office Assistant position that will be fully funded through the Clerk and the Town Manager's Office. In addition, the budget shows a one-time funding of a 0.5 FTE Human Resources Analyst position dedicated to complete special projects within the program.

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

∞ ADMINISTRATIVE SERVICES ∞

Human Resources

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p>Good Governance Ensure responsive, accountable and collaborate government</p>	<ul style="list-style-type: none">• Supported the new Assistant Town Manager recruitment and onboarding.• Implemented electronic filing of all personnel records via Laserfiche to improve workflow and transferred all existing hardcopy personnel records to Laserfiche.• Successfully recruited and onboarded 24 positions.• Audited a significant number of job descriptions and created, deleted or refreshed classifications to capture current job duties, physical requirements, knowledge/skills/abilities, and minimum educational and experience requirements.• Completed labor negotiations with the Town’s three bargaining units.• Achieved full staffing within the Human Resources Department to better meet the service needs of other Town Departments.

ADMINISTRATIVE SERVICES
Human Resources

SUMMARY OF REVENUES AND EXPENDITURES

	2013/14 Actuals	2014/15 Actuals	2015/16 Actuals	2016/17 Adopted	2016/17 Estimated	2017/18 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>	\$ 285,330	\$ 357,130	\$ 330,228	\$ 427,170	\$ 355,173	\$ 504,240
<i>Operating Expenditures</i>	115,213	97,826	204,794	142,156	184,700	142,156
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	23,300	29,335	24,590	32,219	32,219	37,562
TOTAL EXPENDITURES	\$ 423,843	\$ 484,291	\$ 559,612	\$ 601,545	\$ 572,092	\$ 683,958

ADMINISTRATIVE SERVICES
Human Resources

FY 2017/18 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;">Good Governance</p> <p>Ensure responsive, accountable and collaborate government</p>	<p style="text-align: center;">Personnel Rules and Regulations</p> <p>Complete the process to review and update the Town’s Personnel Rules and Regulations, which includes: meeting and conferring with employee groups regarding the proposed changes and bringing a recommendation to the Town Council to formally adopt a resolution accepting the revisions.</p> <p style="text-align: center;">Labor Relations</p> <p>Initiate and complete negotiations before contracts expire on June 30, 2018 for TEA and AFSCME and begin preparations to negotiate with LGPOA whose contract expires on September 30, 2018.</p>
<p style="text-align: center;">Fiscal Stability</p> <p>Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p style="text-align: center;">Recruitment</p> <p>Improve efficiencies within the recruitment process, such as:</p> <ul style="list-style-type: none"> • Initiating advertising and outreach through social media and career fairs. • Creating job announcement templates by bargaining unit or employee group. • Transferring all job descriptions and salary schedules to NeoGov to streamline new job posting timelines. <p style="text-align: center;">Succession Planning</p> <p>Partner with Departments to identify future retirements and create a plan to ensure the transfer of institutional knowledge while simultaneously providing training opportunities to prepare employees for upcoming promotional opportunities.</p> <p style="text-align: center;">Wellness Program</p> <p>Reinvigorate the Town’s employee wellness program to promote a healthy work environment.</p>

ADMINISTRATIVE SERVICES
Human Resources

KEY PROGRAM SERVICES

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

HUMAN RESOURCES PROGRAM STAFFING

Full Time Equivalents (FTE)

<i>Town Staff</i>	2013/14	2014/15	2015/16	2016/17	2017/18
	Funded	Funded	Funded	Funded	Adopted
Human Resources Director	0.75	0.75	0.75	0.75	0.75
Administrative Analyst	0.80	0.80	0.80	0.80	1.30
Human Resources Specialist	0.50	1.00	1.00	1.00	1.00
Office Assistant	-	-	-	0.13	-
Total Human Resources FTEs	2.05	2.55	2.55	2.68	3.05

ADMINISTRATIVE SERVICES
Human Resources

Performance Objectives and Measures	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Estimated	2017/18 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%	89%	89%	94%	94%
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:	90%	71%	71%	81%	81%
b. Percentage of employee evaluations completed by due date:	60%	90%	90%	90%	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%	78%	78%	76%	80%
4. <i>To provide effective and efficient employee relations support.</i>					
a. Percentage of labor agreements ratified prior to expiration of existing contracts:	0%	<i>Not Applicable</i>	0%	0%	50%

Activity and Workload Highlights	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Estimated	2017/18 Budget
1. Number of (full-time, part-time, and temporary)	196	210	186	181	190
2. Number of recruitments conducted:	22	25	30	24	30
3. Number of employment applications processed:	2451	3,687	2,914	1,936	2,200
4. Number of Workers' Compensation claims filed:	15	10	14	5	10
5. Percentage of eligible employees participating in deferred compensation:	48%	50%	49%	45%	50%
6. Number of sick leave hours used per benefitted employee:	53	50	51	52	50

Administrative Services

FINANCE PROGRAM 2301

PROGRAM PURPOSE

The Finance Program assures fiscal accountability to the Council and to the public. The Finance 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 Program's FY 2017/18 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 Program continues to monitor receipts and improve collections. The FY 2017/18 budget includes increases in salary and benefit costs attributed to negotiated salary raises, and higher benefit and CalPERS pension rates. The FY 2017/18 budget also reflects the reclassification of the Account Technician position to Administrative Analyst position. This change in title is accompanied by a change in duties to include additional support for budget, cross training in confidential finance functions, and daily departmental duties.

ADMINISTRATIVE SERVICES

Finance

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p align="center">Good Governance Ensure responsive, accountable and collaborate government</p>	<ul style="list-style-type: none"> • Coordinated a successful FY 2015/16 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 2015/16. • Achieved the GFOA’s Distinguished Budget Presentation Award for the FY 2016/17 Operating Budget. • Achieved the California Society of Municipal Finance Officers’ Operating Budgeting Excellence Award for FY 2016/17. • Achieved the CSMFO’s Capital Budgeting Excellence Award for FY 2016/17. • Completed State Controller’s “Cities Annual Report” and “Streets Report”.
<p align="center">Fiscal Stability 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 2017/18 Operating Budget and FY 2017/18-2021/22 Capital Improvement Program for Council consideration. • Managed the preparation, coordination, production, and adoption of FY 2017/18 Comprehensive Fee and Fine Schedules. • Managed the Town’s investments and prepared quarterly investment reports. • 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 and recommended new dedicated revenue sources for the Town’s Capital Improvements Program. • Provided ongoing fiscal controls for contracts and other Town expenditures.

ADMINISTRATIVE SERVICES
Finance

SUMMARY OF REVENUES AND EXPENDITURES

	2013/14 Actuals	2014/15 Actuals	2015/16 Actuals	2016/17 Adopted	2016/17 Estimated	2017/18 Adopted
REVENUES						
<i>Other Taxes</i>	\$ 1,130,020	\$ 1,779,407	\$ 1,465,547	\$ 1,300,000	\$ 1,450,000	\$ 1,575,000
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	303	526	155	-	-	-
<i>Interest</i>	625,298	430,476	620,895	331,193	270,723	270,723
<i>Other Revenues</i>	-	-	-	-	-	-
TOTAL REVENUES	\$ 1,755,621	\$ 2,210,409	\$ 2,086,597	\$ 1,631,193	\$ 1,720,723	\$ 1,845,723
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 839,313	\$ 858,171	\$ 807,744	\$ 1,019,097	\$ 787,051	\$ 1,036,064
<i>Operating Expenditures</i>	120,522	136,449	123,678	166,650	167,800	169,800
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	61,957	63,373	61,342	78,227	78,227	73,743
TOTAL EXPENDITURES	\$ 1,021,792	\$ 1,057,993	\$ 992,764	\$ 1,263,974	\$ 1,033,078	\$ 1,279,607

ADMINISTRATIVE SERVICES

Finance

FY 2017/18 KEY PROJECTS

Core Goals	Key Projects
<p>Good Governance Ensure responsive, accountable, and collaborative government</p>	<p>Financial System Upgrade Identify system parameters and evaluate potential replacement options of the Town’s financial/personnel information system to support Town-wide budget-related operations and community needs.</p> <p>Electronic General Ledger Journal Entry Files Continue to scan General Ledger Journal Entry Files to store electronically in Laserfiche.</p> <p>Department Cross Training in Key Functional Areas Continue to cross train in key functional areas of the Finance Department with an emphasis on Payroll.</p> <p>Online Timesheets Research viability of online submittal and approval of payroll timesheets, through the existing financial information system. Implementation would be done through a phased approach.</p>
<p>Fiscal Stability Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p>Comprehensive Fee Study Complete a comprehensive fee study for the Town to evaluate cost recovery and recommend potential fee schedule modifications for FY 2018/19.</p> <p>Long-Term Budget Development 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 any idle assets.</p> <p>Business License Amnesty Program 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> <p>Town Council Finance Committee Support the Town newly enlarged Finance Committee as they pursue finding strategies to address the Town’s unfunded pension and OPEB liabilities.</p>

ADMINISTRATIVE SERVICES

Finance

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.
- Oversees Town's Investment portfolio.
- Manages Other Post-Employment Benefits (OPEB) Trust.
- Track existing enforceable obligations that must be paid over the remaining life of the debt service.
- 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
Finance

FINANCE PROGRAM STAFFING

Full Time Equivalents (FTE)

	2013/14	2014/15	2015/16	2016/17	2017/18
Town Staff	Funded	Funded	Funded	Funded	Adopted
Finance Director	1.00	1.00	1.00	1.00	1.00
Finance & Budget Manager	0.80	1.00	1.00	1.00	1.00
Accountant/Fin Analyst	1.00	1.00	1.00	1.00	0.99
Payroll Specialist	0.95	0.95	0.95	0.95	0.95
Administrative Analyst	-	-	-	0.90	1.80
Administrative Technician	0.90	0.90	0.90	-	-
Account Technician	1.25	1.25	1.25	1.25	0.35
Total Finance Services FTEs	5.90	6.10	6.10	6.10	6.09

	2013/14	2014/15	2015/16	2016/17	2017/18
Temporary Staff	Funded	Funded	Funded	Funded	Adopted
Project Manager	-	-	-	-	-
Intern	-	-	-	-	-
Administrative Analyst	520	520	626	626	626
HR Specialist					
Mail Room Clerk(Library Dept Temps)	250	250	250	250	250
Total Annual Hours	770	770	876	876	876

ADMINISTRATIVE SERVICES

Finance

Performance Objectives and Measures	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Estimated	2017/18 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:	0.67%	0.85%	0.86%	0.88%	8.80%
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%	Data Not Available	Data Not Available	Data Not Available
d. Percent of time bank statements reconciled to general ledger within 30 days of month-end:*	100%	100%	Data Not Available	Data Not Available	Data Not Available
e. Percent of quarterly reports completed and submitted to Council by deadlines:**	Data Not Available	Data Not Available	100%	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%	99%	99%
b. Percentage of Payroll checks paid accurately and on-time:	99%	99%	99%	99%	99%

Activity and Workload Highlights	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Estimated	2017/18 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	0	0
3. Annual number of invoices entered into the Accounts Payable system:	8,641	9,156	8,443	8,500	8,500
4. Average number of Accounts Payable checks issued weekly:	71	68	75	72	75
5. Average number of regular and temporary employee payroll checks issued bi-weekly:	186	183	186	182	186
6. Number of Business Licenses issued annually:	4,386	4,013	4,389	4,400	4,400

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

** New measure effective FY 2015/16.



Administrative Services

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, Commissions, and Committees; 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 2017/18 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 a slight increase in salaries and benefits attributed to negotiated salary raises, and higher benefit and CalPERS pension rates.

ADMINISTRATIVE SERVICES
Clerk Administration

ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable and collaborative government</p>	<ul style="list-style-type: none"> • The Clerk Department completed a comprehensive review and update of the Commission Appointment Policy. • The Clerk Department, the Town Manager’s Office, and the Information Technology Department completed 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 successfully implemented Peak Agenda, an add-on program to 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 IT Department successfully implemented SeamlessDocs, a software program that enables the electronic filing of all Board, Commission, and Committee applications.
<p><i>Civic Enrichment</i> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<p style="text-align: center;"><i>Public Engagement</i></p> <p>The Clerk Department celebrated Municipal Clerks Week in May by inviting the public into the Clerk’s office for tours and to increase the public’s awareness of Municipal Clerks and the vital services they provide for local government and the community.</p>

ADMINISTRATIVE SERVICES
Clerk Administration

SUMMARY OF REVENUES AND EXPENDITURES

	2013/14 Actuals	2014/15 Actuals	2015/16 Actuals	2016/17 Adopted	2016/17 Estimated	2017/18 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>	\$ 116,145	\$ 138,712	\$ 243,127	\$ 270,258	\$ 266,112	\$ 294,742
<i>Operating Expenditures</i>	17,316	17,102	17,013	22,900	15,100	21,305
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	29,262	12,565	16,278	18,239	18,239	18,914
TOTAL EXPENDITURES	\$ 162,723	\$ 168,379	\$ 276,418	\$ 311,397	\$ 299,451	\$ 334,961

FY 2017/18 KEY PROJECTS

Core Goals	Key Projects
<p>Good Governance Ensure responsive, accountable, and collaborative government</p>	<p>Records Retention Policy Update</p> <p>The Clerk Department and Town Attorney will be conducting a comprehensive review and update of the Town's retention practices and schedule.</p>
	<p>Purchasing Policy Update</p> <p>The Clerk Department will work with the Town Attorney and Finance Department to review and update the Purchasing Policy.</p>
<p>Quality Public Infrastructure Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<p>Public LaserFiche Accessibility</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>

ADMINISTRATIVE SERVICES
Clerk Administration

KEY PROGRAM SERVICES

- Prepares and distributes all Town Council and Council Committee agenda packets.
- 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.

CLERK ADMINISTRATION STAFFING

Full Time Equivalents (FTE)

<i>Town Staff</i>	2013/14 Funded	2014/15 Funded	2015/16 Funded	2016/17 Funded	2017/18 Adopted
Clerk Administrator	0.50	1.00	1.00	1.00	1.00
Office Assistant	-	-	1.00	1.25	1.38
Administrative Technician	0.50	-	-	-	-
Total Clerk Admin FTEs	1.00	1.00	2.00	2.25	2.38

ADMINISTRATIVE SERVICES
Clerk Administration

Performance Objectives and Measures	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Estimated	2017/18 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:	95%	99%	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>	100%	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>	95%	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%	99%	99%	99%	99%

Activity and Workload Highlights	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Estimated	2017/18 Budget
1. <i>Number of Legislative Records indexed:</i>					
a. Number of resolutions indexed:	77	72	50	70	65
b. Number of agreements indexed:	196	222	302	275	275
c. Number of documents recorded:	59	79	80	75	75
d. Number of ordinances indexed:	9	13	12	5	8
2. <i>Number of commission and board applications and appointments processed:</i>	46	76	97	95	95
3. <i>Number of commission and board seats available:****</i>	71	75	90	90	90
4. <i>Number of Legal Notices published within established timelines:</i>	153	117	156	160	165
5. <i>Number of Fair Political Practices Commission (FPPC) Form 700:</i>	140	107	173	185	185
6. <i>Number of bids processed and project files monitored for final action:</i>	15	15	12	15	15
7. <i>Number of Town records processed for retention:</i>	1,500	1,500	1,500	1,500	1,500
8. <i>Number of required insurance certificates verified:</i>	425	325	352	365	375
9. <i>Number of Town Council agenda reports processed:*</i>	181	212	320	295	300
10. <i>Number of Public Records Act requests processed:***</i>	92	152	162	170	175

* 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.

**** This measure used to read "Number of advisory board seats available". Changed to "commission and board" to align better with the related measure #2.



Administrative Services

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, Town-wide 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 2017/18 proposed General Fund budget assumes growth trends in economically sensitive revenue sources such as Property Tax, Transient Occupancy Tax, and Franchise Fees. The FY 2017/18 Sales Tax projection is declining overall as online sales continue to detract from brick and mortar shops and due to the Netflix business model change. As a result, these estimates are conservative and the Town will continue its proactive efforts to retain and protect vital revenue sources, align Town services with projected revenue streams to improve and enhance efficiencies, and manage staff deployment consistent with service delivery.

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

ADMINISTRATIVE SERVICES

Non-Departmental

employment).

Effective during FY 2012/13 a 3-tier employee retirement formula system was adopted. Under this system, the retirement formula for existing public safety employees remained at 3% at age 50; 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 all other employees (known as miscellaneous) 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 contributions due to negative investment returns in the State of CalPERS pension system and changes to the CalPERS calculation basis. Further, employer rates have increased annually for both miscellaneous and sworn public safety employees. The CalPERS rates for FY 2017/18 are either 39.56% or 12.73% for public safety employees, depending on date of entrance into CalPERS, and 27.36% for miscellaneous employees.

While historically the Community Outreach Coordinator position has been funded in the Town’s Non-Departmental Program, the work occurs in the Police Department. Therefore, with this budget, the funds are being transferred to the Personnel and Community Service program.

Most Non-Departmental expenditures for FY 2017/18 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.
- \$1,238,775 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.
- \$1,014,000 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 CalPERS medical plan as it is part of the CalPERS agreement.

ADMINISTRATIVE SERVICES

Non-Departmental

- \$675,974 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.
- \$215,000 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.
- \$75,000 for the Town Manager's Contingency and Productivity Funds to address unforeseen situations or opportunities that may arise during the fiscal 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.
- \$50,000 for comprehensive Town-wide fee study.
- \$44,500 for additional special studies when needed.
- \$10,000 for organizational development and training to address needs of the Town organization when opportunities arise.
- \$17,000 for a pilot project to provide senior transportation services within the West Valley. The program will provide predominantly volunteer door to door transport services to seniors at a discounted or subsidized rate.

The Non-Departmental program budget also reflects a transfer of \$2.5 million from the Reserve for Capital Projects and prior year-end saving to the General Fund Appropriated Reserves (GFAR) to support the Capital Improvement Program (CIP). The transfer will assist with general capital projects including park, street and facilities upgrades and improvements.

ADMINISTRATIVE SERVICES
Non-Departmental

SUMMARY OF REVENUES AND EXPENDITURES

	2013/14 Actuals	2014/15 Actuals	2015/16 Actuals	2016/17 Adopted	2016/17 Estimated	2017/18 Adopted
REVENUES						
<i>Property Tax</i>	\$ 9,054,908	\$ 10,113,287	\$ 10,779,434	\$ 10,458,633	\$ 11,051,936	\$ 11,383,073
<i>VLF Backfill Property Tax</i>	2,657,404	2,818,316	2,984,023	3,013,840	3,237,000	3,269,370
<i>Sales & Use Tax</i>	8,029,571	8,202,678	7,501,175	8,164,403	8,814,956	7,972,195
<i>Franchise Fees</i>	2,063,756	2,215,430	2,258,892	2,191,120	2,221,120	2,287,390
<i>Other Taxes</i>	-	-	-	-	-	-
<i>Transient Occupancy Tax</i>	1,512,846	1,896,721	1,943,166	1,900,000	2,000,000	2,060,000
<i>Licenses & Permits</i>	20,175	90,161	33,781	24,790	24,880	25,530
<i>Intergovernmental Revenues</i>	23,262	199,674	74,003	10,460	10,460	10,460
<i>Lease Payments</i>	1,935,578	1,928,056	1,922,398	1,923,303	1,923,303	1,914,739
<i>Charges for Services</i>	124,940	126,694	127,425	125,350	125,350	125,730
<i>Fines & Forfeitures</i>	-	-	-	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Sources</i>	1,084,766	401,260	148,505	727,303	437,420	437,420
TOTAL REVENUES	\$ 26,507,206	\$ 27,992,277	\$ 27,772,802	\$ 28,539,202	\$ 29,846,425	\$ 29,485,907
TRANSFERS IN						
<i>Transfer from Parking District</i>	\$ -	\$ -	\$ 179,204	\$ -	\$ -	\$ -
<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	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>	105,703	108,429	540,792	102,000	102,000	102,000
<i>Transfer from Traffic Mitigations</i>	1,679	5,504	12,147	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>	110,635	86,957	69,654	7,700	7,700	6,300
TOTAL TRANSFERS IN	\$ 328,937	\$ 311,810	\$ 2,401,404	\$ 230,620	\$ 230,620	\$ 229,220
TOTAL REVENUES & TRANSFERS	\$ 26,836,143	\$ 28,304,087	\$ 30,174,206	\$ 28,769,822	\$ 30,077,045	\$ 29,715,127
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 5,009,137	\$ 407,216	\$ 371,680	\$ 386,462	\$ 452,921	\$ 250,000
<i>Operating Expenditures</i>	2,742,120	2,827,913	3,399,896	3,651,586	4,091,921	3,677,490
<i>Charges for Services</i>	5,169	5,254	5,359	5,674	1,419	-
<i>Debt Service</i>	1,935,578	1,928,056	1,922,398	1,923,303	1,923,303	1,914,739
TOTAL EXPENDITURES	\$ 9,752,762	\$ 5,230,442	\$ 5,761,887	\$ 6,032,025	\$ 6,534,564	\$ 5,907,229
TRANSFERS OUT						
<i>Transfer fo History Project Fund</i>	-	-	-	-	-	-
<i>Transfers to GFAR</i>	\$ 2,869,697	\$ 7,271,491	\$ 531,014	\$ 9,859,973	\$ 6,963,773	\$ 2,482,227
<i>Transfers to Solid Waste</i>	-	100,000	50,000	-	-	-
<i>Transfer to Equipment Replacement</i>	-	-	-	-	-	300,000
<i>Transfer to Facilities</i>	-	-	-	-	-	300,000
<i>Transfer to SA Housing</i>	21,687	-	-	-	-	-
TOTAL TRANSFERS OUT	\$ 2,891,384	\$ 7,371,491	\$ 581,014	\$ 9,859,973	\$ 6,963,773	\$ 3,082,227
TOTAL EXPEND'S & TRANSFERS	\$ 12,644,146	\$ 12,601,933	\$ 6,342,901	\$ 15,891,998	\$ 13,498,337	\$ 8,989,456

ADMINISTRATIVE SERVICES
Non-Departmental

NON-DEPARTMENTAL STAFFING

Full Time Equivalents (FTE)

<i>Town Staff</i>	2013/14	2014/15	2015/16	2016/17	2017/18
	Funded	Funded	Funded	Funded	Adopted
Community Outreach Coordinator	1.00	1.00	1.00	1.00	-
Total Clerk Admin FTEs	1.00	1.00	1.00	1.00	-



Administrative Services

INFORMATION TECHNOLOGY

FUND 621

FUND PURPOSE

Information Technology Services (IT) 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 IT Program strives to achieve the following goals:

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

BUDGET OVERVIEW

The FY 2017/18 budget for IT recognizes the continued need to identify and invest in information technology opportunities. Continued investment is a cost-effective approach to maintain or potentially improve service delivery levels in a fiscally prudent manner. To this end, in FY 2017/18 the Town's IT Master Plan will be updated.

The IT 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

ADMINISTRATIVE SERVICES

Information Technology

2017/18 budget includes increases in salary and benefit costs attributed to negotiated salary raises, and higher benefit and CalPERS pension rates. IT program expenses are budgeted to increase for FY 2017/18 due to the scheduled replacement of wireless network systems.

ACCOMPLISHMENTS

Core Goals	Accomplishments
Good Governance Ensure responsive, accountable, and collaborative government	Completed new, improved, and upgraded systems, including the following: <ul style="list-style-type: none">• Online mapping upgrades• Power backup upgrades• Office 365 email upgrade• Office 2016 Suite upgrade• Electronic forms, signatures, and workflow• PC, laptop, and server replacements• Accela development application system upgrade• Mobile computers for field staff• Police computer aided dispatch and reports upgrades

ADMINISTRATIVE SERVICES
Information Technology

STATEMENT OF SOURCE AND USE OF FUNDS

	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Actuals</u>	<u>2015/16</u> <u>Actuals</u>	<u>2016/17</u> <u>Adopted</u>	<u>2016/17</u> <u>Estimated</u>	<u>2017/18</u> <u>Adopted</u>
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	2,495,698	2,661,265	2,833,160	2,888,452	2,888,452	2,853,080
Total Beginning Fund Balance	2,495,698	2,661,265	2,833,160	2,888,452	2,888,452	2,853,080
Revenues						
<i>Service Charge</i>	877,487	931,738	972,184	1,039,006	1,038,993	1,090,879
<i>Other Revenues</i>	160,906	157,516	142,199	90,000	90,000	90,000
Total Revenues	<u>1,038,393</u>	<u>1,089,254</u>	<u>1,114,383</u>	<u>1,129,006</u>	<u>1,128,993</u>	<u>1,180,879</u>
TRANSFERS IN						
<i>From Library Trust</i>	-	-	-	-	10,000	-
TOTAL TRANSFERS IN	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>10,000</u>	<u>-</u>
TOTAL REVENUES & TRANSFERS	<u>1,038,393</u>	<u>1,089,254</u>	<u>1,114,383</u>	<u>1,129,006</u>	<u>1,138,993</u>	<u>1,180,879</u>
TOTAL SOURCE OF FUNDS	<u>\$ 3,534,091</u>	<u>\$ 3,750,519</u>	<u>\$ 3,947,543</u>	<u>\$ 4,017,458</u>	<u>\$ 4,027,445</u>	<u>\$ 4,033,959</u>
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ 426,765	\$ 409,180	\$ 440,482	\$ 518,724	\$ 466,590	\$ 543,175
<i>Operating Expenditures</i>	446,061	492,113	601,937	682,464	707,775	731,775
<i>Fixed Assets</i>	-	-	16,672	150,000	-	150,000
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	<u>872,826</u>	<u>901,293</u>	<u>1,059,091</u>	<u>1,351,188</u>	<u>1,174,365</u>	<u>1,424,950</u>
Transfers Out						
<i>Transfer to General</i>	-	-	-	-	-	-
<i>Transfer to Equipment Replacement</i>	-	16,066	-	-	-	-
Total Transfers Out	<u>-</u>	<u>16,066</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Expenditures & Transfers Out	<u>872,826</u>	<u>917,359</u>	<u>1,059,091</u>	<u>1,351,188</u>	<u>1,174,365</u>	<u>\$ 1,424,950</u>
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	2,661,265	2,833,160	2,888,452	2,666,270	2,853,080	2,609,009
Total Ending Fund Balance	2,661,265	2,833,160	2,888,452	2,666,270	2,853,080	2,609,009
TOTAL USE OF FUNDS	<u>\$ 3,534,091</u>	<u>\$ 3,734,453</u>	<u>\$ 3,947,543</u>	<u>\$ 4,017,458</u>	<u>\$ 4,027,445</u>	<u>\$ 4,033,959</u>

ADMINISTRATIVE SERVICES
Information Technology

FY 2017/18 KEY PROJECTS

Core Goals	Key Projects
<p>Community Character Preserve and enhance the appearance, character, and environment quality of the community</p>	<p style="text-align: center;">Development of IT Master Plan Projects</p> <p>Continue to implement selected projects in the current IT master plan to enhance productivity, including e-government improvements.</p>
<p>Good Governance Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;">Equipment Replacement</p> <p>Replace certain servers, computers, notebooks, monitors, and printers as part of the replacement program.</p>
<p>Fiscal Stability Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p style="text-align: center;">Electronic Document Management System</p> <p>Expand electronic document management in Finance, Human Resources, Parks and Public Works, and other Departments to increase efficiency of record retrieval.</p> <p style="text-align: center;">Update IT Master Plan</p> <p>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>Quality Public Infrastructure Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<p style="text-align: center;">Disaster Recovery</p> <p>Expand virtualization of servers to aid in disaster recovery and added efficiency to improve disaster recovery.</p>
<p>Civic Enrichment Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<p style="text-align: center;">Online Services Improvements</p> <p>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>

⌘ ADMINISTRATIVE SERVICES ⌘
Information Technology

FY 2017/18 KEY PROJECTS

Core Goals	Key Projects
<p><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></p> <p>Maintain the Police computer aided dispatch and records management systems.</p>

KEY PROGRAM SERVICES

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

ADMINISTRATIVE SERVICES
Information Technology

INFORMATION TECHNOLOGY PROGRAM STAFFING

Full Time Equivalent (FTE)

	2013/14	2014/15	2015/16	2016/17	2017/18
<i>Town Staff</i>	Funded	Funded	Funded	Funded	Adopted
IT 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	1.00	1.00	1.00	1.00
Communications Coordinator	-	0.20	0.20	-	-
Finance Manager	0.20	-	-	-	-
Office Assistant	-	-	-	0.13	0.13
Total IT FTEs	2.95	3.20	3.20	3.13	3.13

	2013/14	2014/15	2015/16	2016/17	2017/18
<i>Temporary Staff Hours</i>	Funded	Funded	Funded	Funded	Adopted
IT Technician temp/hourly	-	-	-	720	720
Total Annual Hours	-	-	-	720	720

Performance Objectives and Measures	2013/14	2014/15	2015/16	2016/17	2017/18
	Actual	Actual	Actual	Estimated	Budget
1. 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).					
a. Percentage of time service requests are resolved within established guidelines:	90%	88%	85%	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:	96%	96%	98%	98%	98%
d. Percentage of customers rating support as "good" or "excellent" based on quality of service:	98%	92%	98%	98%	98%

Activity and Workload Highlights	2013/14	2014/15	2015/16	2016/17	2017/18
	Actual	Actual	Actual	Estimated	Budget
1. Number of PCs/Notebooks maintained:*	221	223	230	232	232
2. Number of network servers maintained:	68	70	72	74	74
3. Number of network printers maintained:	32	33	34	34	34
4. Number of service requests received:	1,610	1820	2980	3000	3000

*Actuals for previous years have been updated to reflect 16 iPads that were purchased in FY 2013/14.

Administrative Services

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 Town's 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
Workers' Compensation Fund

STATEMENT OF SOURCE AND USE OF FUNDS

	2013/14	2014/15	2015/16	2016/17	2016/17	2017/18
	Actuals	Actuals	Actuals	Adopted	Estimated	Adopted
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	2,246,915	1,576,699	1,514,858	1,213,324	1,213,324	1,040,634
Total Beginning Fund Balance	2,246,915	1,576,699	1,514,858	1,213,324	1,213,324	1,040,634
Revenues						
<i>Service Charge</i>	628,637	634,144	863,342	934,118	868,874	969,547
<i>Interest</i>	10	5	6	-	-	-
<i>Other Revenues</i>	206,763	370,425	99,807	-	-	-
Total Revenues	835,410	1,004,574	963,155	934,118	868,874	969,547
TOTAL SOURCE OF FUNDS	\$ 3,082,325	\$ 2,581,273	\$ 2,478,013	\$ 2,147,442	\$ 2,082,198	\$ 2,010,181
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ 108,835	\$ 107,496	\$ 90,014	\$ 113,167	\$ 115,124	\$ 112,842
<i>Operating Expenditures</i>	1,396,632	958,919	1,174,505	1,145,643	926,440	1,145,624
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	159	-	170	-	-	-
Total Expenditures	1,505,626	1,066,415	1,264,689	1,258,810	1,041,564	1,258,466
Transfers Out						
<i>Transfer to Grant Funds</i>	-	-	-	-	-	-
<i>Transfer to General Fund</i>	-	-	-	-	-	-
Total Transfers Out	-	-	-	-	-	-
Total Expenditures & Transfers Out	1,505,626	1,066,415	1,264,689	1,258,810	1,041,564	1,258,466
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	1,576,699	1,514,858	1,213,324	888,632	1,040,634	751,715
Total Ending Fund Balance	1,576,699	1,514,858	1,213,324	888,632	1,040,634	751,715
TOTAL USE OF FUNDS	\$ 3,082,325	\$ 2,581,273	\$ 2,478,013	\$ 2,147,442	\$ 2,082,198	\$ 2,010,181

ADMINISTRATIVE SERVICES
Workers' Compensation Fund

FY 2017/18 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;">Good Governance</p> <p>Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;">Accident Reviews</p>
	<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>
	<p style="text-align: center;">Cal-OSHA Safety Compliance Programs</p>
	<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.</p>

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>	2013/14	2014/15	2015/16	2016/17	2017/18
	Funded	Funded	Funded	Funded	Adopted
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

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
Office Stores Fund

STATEMENT OF SOURCE AND USE OF FUNDS

	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Actuals</u>	<u>2015/16</u> <u>Actuals</u>	<u>2016/17</u> <u>Adopted</u>	<u>2016/17</u> <u>Estimated</u>	<u>2017/18</u> <u>Adopted</u>
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	159,212	149,292	187,955	183,127	183,127	166,627
Total Beginning Fund Balance	159,212	149,292	187,955	183,127	183,127	166,627
Revenues						
<i>Service Charge</i>	93,368	142,020	112,083	90,000	113,000	113,000
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	4,689	5,963	5,651	5,000	5,000	5,000
Total Revenues	98,057	147,983	117,734	95,000	118,000	118,000
Transfers In						
<i>Equipment Replacement Fund</i>	-	-	-	-	-	-
Total Transfers In	-	-	-	-	-	-
Total Revenues & Transfers In	98,057	147,983	117,734	95,000	118,000	118,000
TOTAL SOURCE OF FUNDS	\$ 257,269	\$ 297,275	\$ 305,689	\$ 278,127	\$ 301,127	\$ 284,627
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	107,977	109,320	122,562	134,500	134,500	134,500
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	107,977	109,320	122,562	134,500	134,500	134,500
Transfers Out						
<i>Transfer to Grant Funds</i>	-	-	-	-	-	-
Total Transfers Out	-	-	-	-	-	-
Total Expenditures & Transfers Out	107,977	109,320	122,562	134,500	134,500	134,500
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	149,292	187,955	183,127	143,627	166,627	150,127
Total Ending Fund Balance	149,292	187,955	183,127	143,627	166,627	150,127
TOTAL USE OF FUNDS	\$ 257,269	\$ 297,275	\$ 305,689	\$ 278,127	\$ 301,127	\$ 284,627

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.