

Administrative Services Department

DEPARTMENT PURPOSE

The Town Manager provides overall management, administration, and direction for the 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; 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 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 2015/16 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 strengthening economy. However, despite these revenue increases, the FY 2015/16 sales tax projection is stagnant with growth being offset by continued declines from Netflix and an increase in online sales detracting from mortar and brick shops. Therefore, the FY 2015/16 Administrative Services Department expenditure budget is conservative and reflects only obligated and minor expenditure enhancements, including previously negotiated salary increases, increase in workers' compensation rates and the reallocation of 0.35 FTE Office Assistant from the Town Offices program to the Clerk's program. In addition, there is a small increase in temporary hours which resulted in no correlating expenditure increase due to the reclassification of the salary range for a specialist position.

ADMINISTRATIVE SERVICES DEPARTMENT

DEPARTMENTAL SUMMARY OF REVENUES AND EXPENDITURES

	2011/12	2012/13	2013/14	2014/15	2014/15	2015/16
	Actuals	Actuals	Actuals	Adopted	Estimated	Adopted
REVENUES						
<i>Other Taxes</i>	\$ 1,077,620	\$ 1,151,579	\$ 1,130,020	\$ 1,411,510	\$ 1,696,857	\$ 1,250,000
<i>Intergovernmental Revenues</i>	17,539	15,312	-	-	-	-
<i>Service Charges</i>	31,231	199,904	633	40	-	-
<i>Interest</i>	260,940	(162,532)	625,298	310,340	539,363	319,590
<i>Other Revenues</i>	(12,175)	23,657	7,991	34,644	-	7,194
TOTAL REVENUES	\$ 1,375,155	\$ 1,227,920	\$ 1,763,942	\$ 1,756,534	\$ 2,236,220	\$ 1,576,784
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 2,087,330	\$ 2,116,240	\$ 2,140,618	\$ 2,351,529	\$ 2,108,436	\$ 2,587,283
<i>Operating Expenditures</i>	253,259	249,338	290,318	311,350	347,590	330,865
<i>Grants</i>	107,683	99,470	99,849	111,600	118,600	109,800
<i>Pass Through Accounts</i>	231	16,380	81	21,254	-	7,194
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	192,956	182,842	176,942	175,980	170,921	183,963
TOTAL EXPENDITURES	\$ 2,641,459	\$ 2,664,270	\$ 2,707,808	\$ 2,971,713	\$ 2,745,547	\$ 3,219,105
PROGRAM						
<i>Town Manager's Office</i>	\$ 986,319	\$ 1,094,791	\$ 999,601	\$ 1,002,505	\$ 930,284	\$ 1,094,358
<i>Community Grants</i>	95,253	99,470	99,849	111,600	118,600	109,800
<i>Human Resources</i>	402,341	359,984	423,843	506,727	484,073	524,391
<i>Finance & Admin Services</i>	994,896	955,586	1,021,792	1,154,908	1,056,014	1,193,796
<i>Clerk Administration</i>	143,443	133,696	162,723	174,719	156,576	289,566
<i>Tobacco Prevention Initiatives</i>	18,808	-	-	-	-	-
<i>Obesity Grant</i>	399	14,683	-	-	-	-
<i>Pass Through</i>	-	6,060	-	21,254	-	7,194
TOTAL EXPENDITURES	\$ 2,641,459	\$ 2,664,270	\$ 2,707,808	\$ 2,971,713	\$ 2,745,547	\$ 3,219,105

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞

DEPARTMENT STAFFING

Full Time Equivalents (FTE)

<i>General Fund</i>	2011/12 Funded	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 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	1.00	-	-	-
Assistant to Town Manager	-	-	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
Office Assistant	-	1.30	1.28	1.28	1.63
Office Clerk	1.30	-	-	-	-
Staff Technician	0.70	-	-	-	-
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
Finance & Admin. Director	1.00	1.00	1.00	1.00	1.00
Assistant Budget/Finance Director	0.80	0.80	-	-	-
Finance Manager	-	-	0.80	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	0.50	-	-	-
Administrative Technician	-	-	1.90	0.90	0.90
Account Technician	1.80	1.80	1.25	1.25	1.25
Clerk Administrator	0.50	0.50	0.50	1.00	1.00
Deputy Clerk	0.50	0.50	-	-	-
Total General Fund FTEs	15.10	15.20	15.48	15.98	16.33
Non-General Fund FTEs (located in Administrative Services Department programs unless otherwise noted)					
<i>Equipment Replacement</i>					
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
<i>Liability Self-Insurance</i>					
Account Technician	0.10	0.10	-	-	-
Administrative Technician	-	-	0.10	0.10	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)

	2011/12	2012/13	2013/14	2014/15	2015/16
	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	0.75	1.00	1.00
Communications Coordinator	-	-	-	0.20	0.20
Assistant Budget/Finance Director	0.20	0.20	-	-	-
Finance Manager	-	-	0.20	-	-
Total MIS FTEs	2.95	2.95	2.95	3.20	3.20
CDBG Program					
Staff Technician	0.05	-	-	-	-
Total CDBG FTEs	0.05	-	-	-	-
Successor Agency to the Los Gatos RDA					
Economic Vitality Manager	0.80	-	-	-	-
Total SA FTEs	0.80	-	-	-	-
Total Admin Services FTEs	19.60	18.85	19.13	19.88	20.23
Temporary Staff Hours					
Project Manager	178	178	-	-	-
Intern	75	113	450	450	450
Facility Attendant	100	50	50	50	50
Administrative Analyst	520	520	620	620	726
HR Specialist	725	725	-	-	-
Mail Room Clerk (<i>Library Dept. temps</i>)	250	250	250	250	250
Total Annual Hours	1,848	1,836	1,370	1,370	1,476

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 Town departments, programs, and services to ensure the community receives a high level of service; oversee the Town Council agenda process to provide comprehensive information and analysis to the Town Council in a timely manner; support business attraction, retention, and marketing through economic vitality efforts; provide staff support to the Arts and Culture Commission and the Community and Senior Services Commission, and facilitate associated projects and services; foster public awareness of municipal programs, services, and goals; and provide responses to resident inquiries, complaints, and requests.

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

BUDGET OVERVIEW

The FY 2015/16 Town Manager's Office budget reflects restructuring of the administrative staff in conjunction with the Clerk's program, thereby reallocating 0.65 FTE Office Assistant to the Clerk's program. The FY 2015/16 budget reflects an increase in salaries and benefits attributed to previously negotiated salary increases and an increase in workers' compensation rates. The FY 2014/15 consolidation of the Assistant Town Manager (ATM/CDD) continues to be funded at this consolidated level for FY 2015/16. This structure will be reevaluated and assessed for sustainability during the year.

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 Town Council Strategic Goals and update future strategic goals.

ADMINISTRATIVE SERVICES DEPARTMENT

Town Manager's Office

ACCOMPLISHMENTS

Core Values	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 Alcohol and Entertainment, on Planned Development, and other topics • Implemented an ordinance regulating single-use bags in the Town • Implemented an ordinance regulating the use of leaf blowers in the Town • Adopted and implemented an ordinance regulating the use of Expanded Polystyrene in the Town • Facilitated Council review of and revisions to the role of the Architectural Consultant
<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 • Updated the Town's website to provide timely, easy access to important information and services for the public
<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, achieving restoration of priority core services • Partnered with the Los Gatos Chamber of Commerce to promote activities to bring visitors to Downtown Los Gatos to shop and dine • Assisted business to locate, expand, or stay in Los Gatos

∞ADMINISTRATIVE SERVICES DEPARTMENT ∞

Town Manager's Office

ACCOMPLISHMENTS

Core Values	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 use Policies
<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 • Supported the Arts and Culture Commission in the installation of 10 sculptured cats along N. Santa Cruz Avenue • Provided oversight for the Leadership Los Gatos activities that promote community enrichment and involvement • Supported the Community and Senior Services Commission in the coordination and completion of a senior services needs assessment
<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>2011/12</u> <u>Actuals</u>	<u>2012/13</u> <u>Actuals</u>	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Adopted</u>	<u>2014/15</u> <u>Estimated</u>	<u>2015/16</u> <u>Adopted</u>
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	31,187	199,868	330	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	(18,810)	17,377	6,122	13,390	-	-
TOTAL REVENUES	\$ 12,377	\$ 217,245	\$ 6,452	\$ 13,390	\$ -	\$ -
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 876,297	\$ 995,334	\$ 899,830	\$ 905,814	\$ 813,636	\$ 983,188
<i>Operating Expenditures</i>	30,755	30,432	37,267	28,050	50,240	37,109
<i>Grants</i>	12,430	-	-	-	-	-
<i>Pass Through Accounts</i>	231	18	81	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	66,606	69,007	62,423	68,641	66,408	74,061
TOTAL EXPENDITURES	\$ 986,319	\$ 1,094,791	\$ 999,601	\$ 1,002,505	\$ 930,284	\$ 1,094,358

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Town Manager's Office

FY 2015/16 KEY PROJECTS

Core Values	Key Projects
<p><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></p> <p>The Town Manager's Office will continue to support the Council Policy Committee in its evaluation of land use policies.</p>
<p><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;"><i>Communication with the Public</i></p> <p>The Town Manager's Office will optimize the use of the Town's website and other communication tools to enhance the availability and transparency of information and services for the public.</p> <p style="text-align: center;"><i>Technology Priority Plan</i></p> <p>In collaboration with all departments, the Town Manager's Office will finalize a 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></p> <p>The Town Manager's Office will provide support, research, and analysis to the Policy Committee for the review and revision of Town policies regarding a wide range of topics.</p>

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Town Manager's Office

FY 2015/16 KEY PROJECTS

Core Values	Key Projects
<p><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<i>Fiscal Planning</i>
	<p>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>
	<i>Business Attraction and Retention</i>
	<p>Economic Vitality staff will continue to assist businesses find available locations in Los Gatos.</p>
	<i>Property Sales</i>
	<p>The Town Manager's Office will oversee research, analysis, and negotiations regarding the potential sale or lease of Town-owned properties.</p>
<p><i>Quality Public Infrastructure</i> Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<i>School Traffic and Parking</i>
	<p>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>
	<i>Downtown Parking and Infrastructure</i>
	<p>The Town Manager's Office, in collaboration with Parks and Public Works, will support the Council Ad Hoc Committee on Parking and Infrastructure as it considers options for increasing Downtown parking supply.</p>

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Town Manager's Office

FY 2015/16 KEY PROJECTS

Core Values	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 effort to identify options to address gaps in services for seniors.
	<i>Civic Center Facilities</i>
	In collaboration with the Council Policy Committee, the Town Manger's Office will coordinate the development of policies for use of Civic Center facilities, including the deck, the stage and outside areas.
	<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 Center</i>	
The Town Manager's Office will oversee the ongoing partnerships with the Museums of Los Gatos and the Friends of the Los Gatos Library with an arts and culture center in the former library space.	
<i>Veterans Memorial</i>	
The Town Manager's Office will 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 to the Council regarding actions to migrate to regional communications and interoperability with other public safety agencies throughout the region.
	<i>Monte Sereno Police Services Contract</i>
The Town Manager's Office will support the Town Council in communications with the City of Monte Sereno regarding potential amendments to the police services contract to reflect needs, costs, and resources pursuant to Council direction.	

∞ 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 and counter assistance
- Provides staff support to the 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 contract with Los Gatos Music & Arts for Music in the Park
- Manages the bi-annual Community Grant process
- Address resident complaints, inquiries, and requests
- Provides public information and web management, including preparation of the Annual Report distributed to all Los Gatos addresses
- Monitors proposed state and federal legislation and coordinates response plans with key legislative organizations
- Oversee special projects and new initiatives, particularly during policy development stages
- Monitors Town interests in regional issues

ADMINISTRATIVE SERVICES DEPARTMENT
Town Manager's Office

TOWN MANAGER'S OFFICE STAFFING

Full Time Equivalents (FTE)

<i>Town Staff</i>	2011/12 Funded	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 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	1.00	-	-	-
Assistant to Town Manager	-	-	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
Office Clerk	1.30	-	-	-	-
Staff Technician	0.70	-	-	-	-
Communications Coordinator	-	-	-	0.80	0.80
Administrative Technician	-	-	0.50	-	-
Economic Vitality Manager	-	0.80	-	-	-
Economic Vitality Coordinator	-	-	0.25	0.25	0.25
Total Manager's Program FTEs	5.50	5.60	5.53	5.33	4.68

<i>Temporary Staff Hours</i>	2011/12 Funded	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 Funded
Facility Attendant	100	50	50	50	50
Administrative Analyst	-	-	100	100	100
Intern I	75	113	450	450	450
Total Annual Hours	175	163	600	600	600

ADMINISTRATIVE SERVICES DEPARTMENT
Town Manager's Office

GRANTS SUMMARY

	Source	2011/12 Actuals	2012/13 Actuals	2013/14 Actuals	2014/15 Estimated	2015/16 Budgeted
Human Services						
Catholic Charities/LTC Ombudsman	CDBG	\$ 7,370	\$ -	\$ -	\$ -	\$ -
Live Oak Adult Day Services	CDBG	-	13,094	-	-	-
Live Oak Adult Day Services	Town	-	-	13,094	13,000	13,000
Live Oak Sr. Nutrition and Service	Town	26,360	26,360	26,360	26,500	26,500
Next Door Solutions Dom. Violence	Town	11,520	11,520	15,000	15,000	15,000
LGS Recreation Department Case Management	Town	-	-	-	7,000	-
Parents Helping Parents	Town	1,840	1,840	2,000	2,000	2,000
A Place for Teens	Town	8,213	-	-	-	-
Support Network	Town	4,600	4,600	6,000	6,000	6,000
SJSU Foundation/The Health Place	Town	16,220	16,220	-	-	-
Teen and Family Counseling Center	Town	-	-	-	-	-
United Way - 211 Funding	Town	2,400	2,400	2,400	2,500	2,500
Teen Force	Town	5,000	5,000	-	-	-
Santa Clara Family Health Foundation	Town	1,100	1,100	-	-	-
Counseling and Support Services for Youth	Town	10,000	10,000	15,000	16,800	15,000
West Valey Community Services	Town	-	-	2,360	10,000	10,000
Total Human Services Grants		\$ 94,623	\$ 92,134	\$ 82,214	\$ 98,800	\$ 90,000
Art / Education						
Art Docents of Los Gatos	Town	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 3,000
Festival Theatre Ensemble	Town	1,000	1,000	1,400	1,400	1,400
Los Gatos Community Concert	Town	1,000	1,000	1,000	1,000	1,000
Photographic Guild of Los Gatos	Town	1,000	1,000	-	-	-
St. Luke's/Sunset Concert Series	Town	1,000	1,000	1,000	1,000	-
Forbes Mill	Town	-	-	2,236	4,200	3,000
Cat Walk	Town	-	-	8,000	4,200	4,400
Arts Comission	Town	-	-	-	-	2,000
Total Art / Education Grants		\$ 8,000	\$ 8,000	\$ 17,636	\$ 15,800	\$ 14,800
Community Contributions						
Los Gatos Museum Association	Town	\$ -	\$ 12,430	\$ -	\$ 4,000	\$ 5,000
Total Community Contributions		\$ -	\$ 12,430	\$ -	\$ 4,000	\$ 5,000
CDBG Total	CDBG	\$ 7,370	\$ 13,094	\$ -	\$ -	\$ -
Town's General Fund Total	Town	\$ 95,253	\$ 99,470	\$ 99,850	\$ 118,600	\$ 109,800
Grand Total	ALL	\$ 102,623	\$ 112,564	\$ 99,850	\$ 118,600	\$ 109,800

ADMINISTRATIVE SERVICES DEPARTMENT
Town Manager's Office

Performance Objectives and Measures	2011/12 Actual	2012/13 Actual	2013/14 Actual	2014/15 Estimated	2015/16 Budget
1. <i>Provide direction and leadership over Town departments, programs, and services to ensure the community receives a high level of service.</i>					
a. Percentage of residents satisfied or very satisfied with quality of Town services:*	93%	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>
b. Percentage of residents rating quality of life as good or excellent:*	97%	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>
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 96 hours prior to Town Council meetings:	99%	100%	100%	100%	100%
3. <i>Foster public awareness of municipal programs, services, and goals.</i>					
a. Percentage of residents satisfied with the Town's efforts to inform the community about services and events:*	85%	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>
4. <i>Provide a satisfactory level of response to citizen inquiries, complaints, and requests.</i>					
a. Percentage of residents having contact with a Town employee satisfied with timeliness of response:*	85%	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>
b. Percentage of residents having contact with a Town employee satisfied with courtesy:*	90%	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>
c. Percentage of residents having contact with a Town employee satisfied with competency in handling the issue:*	87%	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>	<i>Data Not Available</i>
5. <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%	3%	9%	12%	13%
6. <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%
7. <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%

* Customer satisfaction Performance Measures are based on the Town's 2003 survey results.

ADMINISTRATIVE SERVICES DEPARTMENT
Town Manager's Office

Activity and Workload Highlights	2011/12 Actual	2012/13 Actual	2013/14 Actual	2014/15 Estimated	2015/16 Budget
1. Number of Town Council agenda reports approved:	184	157	181	180	175
2. Number of community/customer referrals:	110	160	175	170	175
3. Grant agreements administered:					
a. Number of Human Service grants:	8	8	8	8	8
b. Number of Arts/Cultural/Educational grants:	5	5	6	6	5
c. Number of Community Contribution grants:	1	1	0	0	0
4. Total dollar amount of General Fund grant agreements administered:	\$95,253	\$99,470	\$99,850	\$118,600	\$109,800
5. Number of Los Gatos residents directly served by Town grant-funded organizations:	4,500	6,731	7,550	36,667	37,136
6. Number of Art in the Council Chambers exhibitions installed and curated:	5	4	4	4	4
7. Number of attendees at events and meeting designed to attract, retain and educate businesses, and foster commerce:**	75	60	60	65	75
8. Number of businesses receiving general business liaison assistance:***	250	125	175	<i>Data Not Available</i>	<i>Data Not Available</i>
9. Number of businesses receiving direct business support including in person and phone meetings, and interface through OpenCounter:	55	25	135	60	150
10. Commercial Brokers/Property Owner Outreach	300	150	190	250	200

***FY13/14 results reflect a vacancy in Economic Vitality for 6 months of the FY. Results based on last 4 months of the FY.*

****Performance measure will be phased out beginning FY 15/16. It will be rolled into Performance Measure #9.*

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 pro-active and preventive informal resolution of employee and management concerns. Program staff is responsible for the development of Memorandums 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 2015/16 budget reflects a slight increase in salaries and benefits attribute to previously negotiated salary increases and an increased workers' compensation rate. The FY 2015/16 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.

A major undertaking for FY 2015/16 is to begin the bargaining process with the Town's three employee unions, as the existing union contracts expire on June 30, 2016. It is anticipated that the Town's negotiating team and employee representatives will begin meeting 3 to 4 months in advance of the contract expirations to negotiate successor agreements. 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 Values	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable and collaborate government</p>	<ul style="list-style-type: none"> • Provided technical, administrative and managerial support to the Police Department to implement a restructure of the command staff and a reorganization of Police Administrative services. Human Resources support included conducting research and salary studies, completing new job descriptions, posting job announcements, completing civil service exams, and assisting with the screening and selection process.
<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"> • Successfully completed the meet and confer process and administrative coordination to re-align retiree health coverage contributions for future Medicare-eligible employees, resulting in reductions to the Town's Other Post Employment Benefit (OPEB) liability.

SUMMARY OF REVENUES AND EXPENDITURES

	2011/12 Actuals	2012/13 Actuals	2013/14 Actuals	2014/15 Adopted	2014/15 Estimated	2015/16 Adopted
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	-	-	-	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	6,635	-	-	-	-	-
TOTAL REVENUES	\$ 6,635	\$ -	\$ -	\$ -	\$ -	\$ -
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 296,258	\$ 248,062	\$ 285,330	\$ 375,438	\$ 332,514	\$ 382,738
<i>Operating Expenditures</i>	76,648	86,867	115,213	101,900	122,400	113,356
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	29,435	25,055	23,300	29,389	29,159	28,297
TOTAL EXPENDITURES	\$ 402,341	\$ 359,984	\$ 423,843	\$ 506,727	\$ 484,073	\$ 524,391

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Human Resources

FY 2015/16 KEY PROJECTS

Core Values	Key Projects
<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>Labor Negotiations</i></p> <p>Negotiate fiscally responsible labor agreements with the Town’s bargaining groups, while continuing to provide salaries and benefits that attract and retain top talent.</p>

KEY PROGRAM SERVICES

- Provides effective administration of employee relations program
- Conducts employee training and organizational development assessments
- Administer 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
- Maintain employee personnel files, records, and documentation
- Administers the workers’ compensation and safety programs
- Develop, implement, and maintain 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)

	2011/12	2012/13	2013/14	2014/15	2015/16
<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
Total Human Resources FTEs	1.55	1.55	2.05	2.55	2.55

	2011/12	2012/13	2013/14	2014/15	2015/16
<i>Temporary Staff Hours</i>	Funded	Funded	Funded	Funded	Funded
Project Manager	100	100	-	-	-
HR Specialist	725	725	-	-	-
Total Annual Hours	825	825	-	-	-

ADMINISTRATIVE SERVICES DEPARTMENT
Human Resources

Performance Objectives and Measures	2011/12 Actual	2012/13 Actual	2013/14 Actual	2014/15 Estimated	2015/16 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:	85%	90%	90%	88%	88%
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%	80%	90%	76%	84%
b. Percentage of employee evaluations completed by due date:	85%	60%	<i>Data Not Available</i>	<i>Data Not Available</i>	90%
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:	90%	86%	86%	76%	85%
4. <i>To provide effective and efficient employee relations support.</i>					
a. Percentage of labor agreements ratified prior to expiration of existing contracts:	50%	0%	0%	<i>Data Not Available</i>	100%

Activity and Workload Highlights	2011/12 Actual	2012/13 Actual	2013/14 Actual	2014/15 Estimated	2015/16 Budget
1. Number of (full-time, part-time, and temporary) employees:	215	240	196	226	219
2. Number of recruitments conducted:	18	21	22	25	23
3. Number of employment applications processed:	1,165	999	2,451	2,368	2,410
4. Number of Workers' Compensation claims filed:	20	13	15	17	16
5. Percentage of eligible employees participating in deferred compensation:	47%	46%	48%	47%	47%
6. Number of sick leave hours used per benefitted employee:	50	56	53	53	53



Administrative Services Department

FINANCE & ADMINISTRATIVE SERVICES PROGRAM 2301

PROGRAM PURPOSE

The Finance and Administrative Services Program provides staff support to assure fiscal accountability 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 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 Administrations 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 2015/16 budget reflects a decrease in business license tax revenue due to one-time anticipated payments that were budgeted for and received during FY 2014/15. 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 budget for FY 2015/16 funds the same level of staffing and resources as prior years with only minimal increase in expenditures attributed to previously negotiated salary increases, increased workers' compensation rates and training related expenditures. The FY 2015/16 budget also reflects a slight increase in temporary hours with no correlating expenditure increase due to the realignment of salary ranges.

The FY 2015/16 work plan includes continuing the phased implementation of online employee timesheets and business license applications. These projects will enhance efficiency in both payroll and business license functions.

ADMINISTRATIVE SERVICES DEPARTMENT
Finance & Administrative Services

ACCOMPLISHMENTS

Core Values	Accomplishments
<p>Good Governance Ensure responsive, accountable and collaborate government</p>	<ul style="list-style-type: none"> • Coordinated a successful FY 2013/14 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 2013/14 • Achieved the GFOA’s Distinguished Budget Presentation Award for the FY 2014/15 Operating Budget • Achieved the California Society of Municipal Finance Officers’ Operating Budgeting Excellence Award for FY 2014/15 • Achieved the CSMFO’s Capital Budgeting Excellence Award for FY 2014/15
<p>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 production and on-time adoption of FY 2015/16 Operating Budget and FY 2015/16-2019/20 Capital Improvement Program • Managed production and adoption of FY 2015/16 Comprehensive Fee Schedule

SUMMARY OF REVENUES AND EXPENDITURES

	2011/12 Actuals	2012/13 Actuals	2013/14 Actuals	2014/15 Adopted	2014/15 Estimated	2015/16 Adopted
REVENUES						
<i>Other Taxes</i>	\$ 1,077,620	\$ 1,151,579	\$ 1,130,020	\$ 1,411,510	\$ 1,696,857	\$ 1,250,000
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	44	36	303	40	-	-
<i>Interest</i>	260,940	(162,532)	625,298	310,340	539,363	319,590
<i>Other Revenues</i>	-	94	-	-	-	-
TOTAL REVENUES	\$ 1,338,604	\$ 989,177	\$ 1,755,621	\$ 1,721,890	\$ 2,236,220	\$ 1,569,590
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 803,051	\$ 776,267	\$ 839,313	\$ 928,000	\$ 831,683	\$ 965,275
<i>Operating Expenditures</i>	129,339	121,503	120,522	161,600	161,600	163,500
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	62,506	57,816	61,957	65,308	62,731	65,021
TOTAL EXPENDITURES	\$ 994,896	\$ 955,586	\$ 1,021,792	\$ 1,154,908	\$ 1,056,014	\$ 1,193,796

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Finance & Administrative Services

FY 2015/16 KEY PROJECTS

Core Values	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><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>Online Timesheets & Business License Applications</i></p> <p>Implement online submission 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>Labor Negotiations</i></p> <p>Assisted with negotiating fiscally responsible labor agreements with the Town's bargaining groups.</p>
<p><i>Civic Enrichment</i> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<p style="text-align: center;"><i>Revenue Forecasting Enhancements</i></p> <p>Work with community leaders and groups to continue to enhance the Town's communication with residents about its long-term financial plan for providing local government services.</p>

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>	2011/12	2012/13	2013/14	2014/15	2015/16
	Funded	Funded	Funded	Funded	Funded
Finance & Admin. Director	1.00	1.00	1.00	1.00	1.00
Assistant Budget/Finance Director	0.80	0.80	-	-	-
Finance & Budget Manager	-	-	0.80	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	0.50	-	-	-
Administrative Technician	-	-	0.90	0.90	0.90
Account Technician	1.80	1.80	1.25	1.25	1.25
Total Finance Services FTEs	6.05	6.05	5.90	6.10	6.10

<i>Temporary Staff</i>	2011/12	2012/13	2013/14	2014/15	2015/16
	Funded	Funded	Funded	Funded	Funded
Project Manager	78	78	-	-	-
Administrative Analyst	520	520	520	520	626
Mail Room Clerk(Library Dept Temps)	250	250	250	250	250
Total Annual Hours	848	848	770	770	876

ADMINISTRATIVE SERVICES DEPARTMENT
Finance & Administrative Services

Performance Objectives and Measures	2011/12 Actual	2012/13 Actual	2013/14 Actual	2014/15 Estimated	2015/16 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%	0.68%	0.69%	0.69%
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%	100%	Data Not Available
d. Percent of time bank statements reconciled to general ledger within 30 days of month-end:*	100%	100%	100%	100%	Data Not Available
e. Percent of quarterly reports completed and submitted to Council by deadlines:**	Data Not Available	Data Not Available	Data Not Available	Data Not Available	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%

* Beginning in FY 2015/16 method for calculating these performance measures has changed. See measure #4e.

** New measured data as of FY 2015/16.

Activity and Workload Highlights	2011/12 Actual	2012/13 Actual	2013/14 Actual	2014/15 Estimated	2015/16 Budget
1. Quarterly investment reports to Town Council:	4	4	4	4	4
2. Number of general ledger corrections needed during audit:***	0	0	0	0	0
3. Annual number of invoices entered into the Accounts Payable system:	7,697	8,245	8,641	8,194	8,200
4. Average number of Accounts Payable checks issued weekly:	75	72	71	68	72
5. Average number of regular and temporary employee payroll checks issued bi-weekly:	188	189	186	186	188
6. Number of Business Licenses issued annually:	4,276	4,381	4,386	4,440	4,450

*** Number of general ledger corrections needed due to processing errors.



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, boards 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.

BUDGET OVERVIEW

The FY 2015/16 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. However, FY 2015/16 budget reflects a reduction in operating expenditures as staff continues to reduce expenditures when possible. Based on staffing models previously implemented, it was determined that this model would best meet the needs of the Administrative Services Department given the current fiscal environment.

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Clerk Administration

ACCOMPLISHMENTS

Core Values	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable and collaborative government</p>	<p>The Clerk Department continually adds documents to the LaserFiche repository so that documents are electronically accessible to staff and the public.</p> <p>As part of the Town’s continuing efforts to reduce waste and improve efficiencies, the Clerk Department and the Town Manager’s Office implemented automated agenda delivery to Council members consistent with Council-adopted policy and Strategic Goals.</p>
<p><i>Public Safety</i> Ensure public safety through proactive community policing, affective emergency response, and community-wide emergency preparedness</p>	<p><i>“Clerk in a Box”</i></p> <p>The Clerk Department gathered materials to have available for official purposes in case of emergency or disaster. At times of crisis, it may be necessary to call emergency Town meetings to respond to a disaster. The Clerk Department assembled document templates, stamps, seals, and other necessary items needed to respond to crisis situations.</p>

SUMMARY OF REVENUES AND EXPENDITURES

	2011/12 Actuals	2012/13 Actuals	2013/14 Actuals	2014/15 Adopted	2014/15 Estimated	2015/16 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>	\$ 100,552	\$ 92,401	\$ 116,145	\$ 142,277	\$ 130,603	\$ 256,082
<i>Operating Expenditures</i>	9,042	10,536	17,316	19,800	13,350	16,900
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	33,849	30,759	29,262	12,642	12,623	16,584
TOTAL EXPENDITURES	\$ 143,443	\$ 133,696	\$ 162,723	\$ 174,719	\$ 156,576	\$ 289,566

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Clerk Administration

FY 2015/16 KEY PROJECTS

Core Values	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 will implement automated agenda delivery to Councilmembers consistent with Council-adopted policy and Strategic Goals.</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 will continue to add documents to the repository so that the public can access documents directly through the Town’s website.</p> <p style="text-align: center;"><i>Board and Commission Recruitment</i></p> <p>The Clerk Department will research and explore software to enhance the efficiency and productivity associated with the recruitment process for boards and commissions.</p>

KEY PROGRAM SERVICES

- Provides public notice of Town Council, commission, 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 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

CLERK ADMINISTRATION STAFFING

Full Time Equivalent (FTE)

<i>Town Staff</i>	2011/12	2012/13	2013/14	2014/15	2015/16
	Funded	Funded	Funded	Funded	Funded
Clerk Administrator	0.50	0.50	0.50	1.00	1.00
Deputy Clerk	0.50	0.50	-	-	-
Office Assistant	-	-	-	-	1.00
Administrative Technician	-	-	0.50	-	-
Total Clerk Admin FTEs	1.00	1.00	1.00	1.00	2.00

ADMINISTRATIVE SERVICES DEPARTMENT
Clerk Administration

Performance Objectives and Measures	2011/12 Actual	2012/13 Actual	2013/14 Actual	2014/15 Estimated	2015/16 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 three business days:	97%	95%	95%	95%	95%
2. <i>Percentage of vacancies filled on an annual basis to maximize community participation within the Town's advisory bodies.</i>	95%	95%	95%	95%	95%

Activity and Workload Highlights	2011/12 Actual	2012/13 Actual	2013/14 Actual	2014/15 Estimated	2015/16 Budget
1. Number of Legislative Records indexed:					
a. Number of resolutions indexed:	75	45	77	85	85
b. Number of agreements indexed:	240	171	196	180	180
c. Number of documents recorded:	72	54	59	80	80
d. Number of ordinances indexed:	20	13	9	4	5
2. Number of commission and board recruitments and appointments processed:	74	54	46	60	60
3. Number of Legal Notices published within established timelines:	150	119	153	115	100
4. Number of Fair Political Practices Commission (FPPC) Form 700:	165	119	140	150	150
5. Number of bids processed and project files monitored for final action:	17	23	15	15	15
6. Number of Town records processed for retention:	1,500	1,500	1,500	1,500	1,500
7. Number of required insurance certificates verified:	350	451	425	425	425
8. Number of advisory bodies seats available:	71	71	71	71	71

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 accumulated 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 grow stronger. The FY 2015/16 proposed General Fund budget assumes conservative growth trends in economically sensitive revenue sources such as Property tax, Transient Occupancy Tax, Franchise Fees Licenses and Permits, and Charges for Services. However, despite these revenue increases the FY 2015/16 sales tax projection is stagnant with growth being offset by continued declines from Netflix and an increase in online sales detracting from Mortar and brick shops. Therefore, given the Town's past budget challenges, 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. Effective during FY 2012/13 a 3-tier employee retirement formula system has been adopted. Under this new system, the retirement formula for existing public safety employees remains at 3% at 50; however, for "new" safety employees first hired into any public pension system after 1/1/13, the calculation is 2.7% at 57. Likewise, the retirement calculation for miscellaneous employees has changed. Employees hired prior to 9/15/12 maintain the 2.5% at 55 calculation, however, for employees hired after 9/15/12 and before 1/1/13 the formula is 2% at 60 and for "new" employees hired after 1/1/13 the formula is 2% at 62. The tiered benefit package helps to offset some of the future increasing costs as negative investment returns in the State of California PERS pension system and changes to the PERS calculation basis, have increased current and forecasted future retirement contributions paid by the Town. Further, employer

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞
Non-Departmental

rates have increased annually for miscellaneous employees and sworn. The PERS rates for FY 2015/16 are 32.36% or 12.25% for public safety employees, depending on date of entrance into CalPERS, and 25.43% for miscellaneous employees. With authorization from the Town Council to pay off the Town's pension side fund the FY 2015/16 budget reflects a \$700,000 savings in employee salaries and benefits which offsets the previously negotiated salary increases and increased workers' compensation rates.

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 past this position has primarily supported Police, and will be transitioning back to the Police Department in FY 2015/16.

Non-Departmental expenditures for FY 2015/16 have stayed relatively flat with only slight increases. The Non-Departmental Program will continue to fund the following:

- \$1,500,000 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.
- \$1,243,550 for the lease payment on the Town's new 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.
- \$882,648 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.
- \$678,848 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.
- \$196,758 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.
- \$129,500 for Santa Clara County's Tax Administration fee for collecting and processing of the Town's assorted tax receipts.
- \$10,000 for organizational development and training to address needs of the Town organization when opportunities arise.
- \$100,000 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.
- \$44,500 for special studies when needed.

∞ ADMINISTRATIVE SERVICES DEPARTMENT ∞

Non-Departmental

- \$54,200 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.

The net operating budget also reflects a transfer of \$400,000 to the General Fund Appropriated Reserves (GFAR) for the Capital Improvement Program (CIP) to support the CIP which includes the first phase of the Almond Grove Street rehabilitation project, open space trail upgrades and improvements at the civic center. The net operating budget also reflects a transfer of \$50,000 to the Solid Waste program to support unfunded mandates for storm drain compliance.

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘

Non-Departmental

SUMMARY OF REVENUES AND EXPENDITURES

	2011/12 Actuals	2012/13 Actuals	2013/14 Actuals	2014/15 Adopted	2014/15 Estimated	2015/16 Adopted
REVENUES						
<i>Property Tax</i>	\$ 7,532,073	\$ 9,477,043	\$ 9,054,908	\$ 8,212,610	\$ 8,351,206	\$ 9,127,537
<i>VLF Backfill Property Tax</i>	2,353,158	2,437,489	2,657,404	2,683,980	2,805,693	2,833,750
<i>Sales & Use Tax</i>	9,889,100	8,757,428	8,029,571	8,303,962	8,079,277	8,337,029
<i>Franchise Fees</i>	1,952,488	2,028,903	2,063,756	2,076,030	2,076,030	2,127,660
<i>Other Taxes</i>	-	-	-	-	-	-
<i>Transient Occupancy Tax</i>	1,174,485	1,295,887	1,512,846	1,274,200	1,500,000	1,500,000
<i>Licenses & Permits</i>	6,813	6,224	20,175	12,190	27,190	24,060
<i>Intergovernmental Revenues</i>	21,692	24,195	23,262	26,550	26,550	27,220
<i>Lease Payments</i>	2,094,852	1,963,971	1,935,578	1,928,056	1,931,056	1,922,398
<i>Charges for Services</i>	502,495	127,453	124,940	121,680	123,680	152,830
<i>Fines & Forfeitures</i>	-	-	-	-	-	-
<i>Interest</i>	(1,794)	(538)	-	-	-	-
<i>Other Sources</i>	48,192	1,017,120	1,084,766	580,366	584,133	725,753
TOTAL REVENUES	\$ 25,573,554	\$ 27,135,175	\$ 26,507,206	\$ 25,219,624	\$ 25,504,815	\$ 26,778,237
TRANSFERS IN						
<i>Transfer from Solid</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Transfer from Non-Point Source</i>	-	-	-	-	-	-
<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>	107,604	107,194	105,703	102,000	102,000	102,000
<i>Transfer from Traffic Mitigations</i>	13,199	32,772	1,679	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 Equip Replacement</i>	-	-	-	194,000	-	-
<i>Transfer from Worker's Comp. Funds</i>	-	-	-	75,000	-	-
<i>Transfer from 942 SA Housing Trust</i>	-	295,913	110,635	137,500	137,500	100,000
<i>Transfer from MIS</i>	-	-	-	-	-	-
TOTAL TRANSFERS IN	\$ 231,723	\$ 546,799	\$ 328,937	\$ 629,420	\$ 360,420	\$ 321,410
TOTAL REVENUES & TRANSFERS	\$ 25,805,277	\$ 27,681,974	\$ 26,836,143	\$ 25,849,044	\$ 25,865,235	\$ 27,099,647
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 399,358	\$ 448,242	\$ 5,009,137	\$ 1,119,564	\$ 1,223,486	\$ 622,404
<i>Operating Expenditures</i>	2,454,542	2,572,680	2,742,120	3,222,021	2,881,605	3,302,996
<i>Grants</i>	60,452	60,746	60,758	67,200	65,000	69,200
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Charges for Services</i>	5,486	5,260	5,169	5,310	5,254	5,053
<i>Debt Service</i>	2,094,852	1,963,971	1,935,578	1,928,056	1,928,056	1,922,398
TOTAL EXPENDITURES	\$ 5,014,690	\$ 5,050,899	\$ 9,752,762	\$ 6,342,151	\$ 6,103,401	\$ 5,922,051
TRANSFERS OUT						
<i>Transfers to Bldg Maint</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Transfer fo History Project Fund</i>	-	-	-	-	1,378	-
<i>Transfers to GFAR</i>	1,849,882	2,043,695	2,869,697	6,991,491	7,322,491	400,000
<i>Transfers to Solid Waste</i>	-	-	-	-	30,000	50,000
<i>Transfer to SA Capital Projects</i>	127,155	-	-	-	-	-
<i>Transfer to SA Debt Service</i>	311,382	-	-	-	-	-
<i>Transfer to Low/Moderate Housing</i>	4,383	-	-	-	-	-
<i>Transfer to SA Housing</i>	-	-	21,687	50,200	25,446	41,163
TOTAL TRANSFERS OUT	\$ 2,292,802	\$ 2,043,695	\$ 2,891,384	\$ 7,041,691	\$ 7,379,315	\$ 491,163
TOTAL EXPEND'S & TRANSFERS	\$ 7,307,492	\$ 7,094,594	\$ 12,644,146	\$ 13,383,842	\$ 13,482,716	\$ 6,413,214

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Non-Departmental

NON-DEPARTMENTAL STAFFING

Full Time Equivalents (FTE)

<i>Town Staff</i>	2011/12 Funded	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 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 organization's information technology needs, the MIS Program strives to achieve the following goals:

- Continuously 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 2015/16 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 maintaining, or potentially increasing, service delivery levels in times of fiscal constraints. To this end, in FY 2015/16 an IT Master Plan will be developed.

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 2015/16 budget reflects an increase in expenditures attributed to previously negotiated salary increases, an increased workers' compensation rate and some increased expenditure costs related to on-going costs of remaining current on technology services and devices. This includes costs related to the continued upgrade and enhancement of the Town's website.

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Management Information Systems

ACCOMPLISHMENTS

Core Values	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"> • iPads & Mobile Device Management • Wireless infrastructure replaced • Online GIS upgrade • Upgraded PD server room • PD Dispatch Relocation and Upgrades • PC Monitor Upgrades • Network core switching replacements • PC, Laptop, and Server replacements

ADMINISTRATIVE SERVICES DEPARTMENT
Management Information Systems

STATEMENT OF SOURCE AND USE OF FUNDS

	2011/12	2012/13	2013/14	2014/15	2014/15	2015/16
	Actuals	Actuals	Actuals	Adopted	Estimated	Adopted
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	2,265,503	2,473,346	2,495,698	2,661,265	2,661,265	2,659,154
Total Beginning Fund Balance	2,265,503	2,473,346	2,495,698	2,661,265	2,661,265	2,659,154
Revenues						
<i>Service Charge</i>	906,089	901,273	877,487	961,339	961,339	994,088
<i>Other Revenues</i>	125,570	138,267	160,906	90,000	120,000	90,000
Total Revenues	1,031,659	1,039,540	1,038,393	1,051,339	1,081,339	1,084,088
TOTAL SOURCE OF FUNDS	\$ 3,297,162	\$ 3,512,886	\$ 3,534,091	\$ 3,712,604	\$ 3,742,604	\$ 3,743,242
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ 436,578	\$ 423,825	\$ 426,765	\$ 475,950	\$ 440,779	\$ 510,216
<i>Operating Expenditures</i>	387,238	593,363	446,061	553,875	581,671	581,664
<i>Fixed Assets</i>	-	-	-	159,000	61,000	162,493
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	823,816	1,017,188	872,826	1,188,825	1,083,450	1,254,373
Transfers Out						
<i>Transfer to General</i>	-	-	-	-	-	-
Total Transfers Out	-	-	-	-	-	-
Total Expenditures & Transfers Out	823,816	1,017,188	872,826	1,188,825	1,083,450	1,254,373
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	2,473,346	2,495,698	2,661,265	2,523,779	2,659,154	2,488,869
Total Ending Fund Balance	2,473,346	2,495,698	2,661,265	2,523,779	2,659,154	2,488,869
TOTAL USE OF FUNDS	\$ 3,297,162	\$ 3,512,886	\$ 3,534,091	\$ 3,712,604	\$ 3,742,604	\$ 3,743,242

⌘ ADMINISTRATIVE SERVICES DEPARTMENT ⌘
Management Information Systems

FY 2015/16 KEY PROJECTS

Core Values	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> Continued implementation of selected projects in the 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> Replacement of selected 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> Continuation and expansion of 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> Completing an updated Master Plan will 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> Expansion of 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> Completion of improvements for the online tree permits and development applications, online business license applications, and other online improvements, consistent with the Town Council’s strategic goals 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></p> <ul style="list-style-type: none"> • Police records management system upgrades and system consolidation with City of Sunnyvale. Mobile audio video system improvements, mobile data computer replacements in PD vehicles, core network routers and switches improvements. 911 voice recorder upgrade. • Upgrade of the LGMSPD servers and continuation of the LGMSPD joint venture with Sunnyvale.

∞ 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 Townwide MIS replacement program purchases
- Provides customer technical support
- Provides website management
- Completes research and planning for new technology solutions

MANAGEMENT INFORMATION PROGRAM STAFFING

Full Time Equivalent (FTE)

	2011/12	2012/13	2013/14	2014/15	2015/16
<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	0.75	1.00	1.00
Communications Coordinator	-	-	-	0.20	0.20
Assistant Budget/Finance Director	0.20	0.20	-	-	-
Finance Manager	-	-	0.20	-	-
Total MIS FTEs	2.95	2.95	2.95	3.20	3.20

	2011/12	2012/13	2013/14	2014/15	2015/16
Performance Objectives and Measures	Actual	Actual	Actual	Estimated	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%	90%	90%	90%
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%	94%	94%	94%
d. Percentage of customers rating support as "good" or "excellent" based on quality of service:	92%	98%	92%	92%	92%

	2011/12	2012/13	2013/14	2014/15	2015/16
Activity and Workload Highlights	Actual	Actual	Actual	Estimated	Budget
1. Number of PCs/Notebooks maintained:	202	202	205	207	210
2. Number of network servers maintained:	53	55	68	70	72
3. Number of network printers maintained:	37	32	32	32	33
4. Number of service requests received:	1,400	1,610	1,650	1,700	1,750



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 with a 1.5% increase in rates to begin restoring fund balance which has significantly declined in the last few years due to several on the job related injuries.

ADMINISTRATIVE SERVICES DEPARTMENT
Workers' Compensation Fund

STATEMENT OF SOURCE AND USE OF FUNDS

	<u>2011/12</u> <u>Actuals</u>	<u>2012/13</u> <u>Actuals</u>	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Adopted</u>	<u>2014/15</u> <u>Estimated</u>	<u>2015/16</u> <u>Adopted</u>
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	<u>2,809,375</u>	<u>2,300,129</u>	<u>2,246,406</u>	<u>2,716,517</u>	<u>1,576,190</u>	<u>1,107,344</u>
Total Beginning Fund Balance	2,809,375	2,300,129	2,246,406	2,716,517	1,576,190	1,107,344
Revenues						
<i>Service Charge</i>	673,984	638,594	628,637	687,833	631,614	926,884
<i>Interest</i>	30	10	10	-	-	-
<i>Other Revenues</i>	<u>167,664</u>	<u>53,114</u>	<u>206,763</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Revenues	<u>841,678</u>	<u>691,718</u>	<u>835,410</u>	<u>687,833</u>	<u>631,614</u>	<u>926,884</u>
TOTAL SOURCE OF FUNDS	<u>\$ 3,651,053</u>	<u>\$ 2,991,847</u>	<u>\$ 3,081,816</u>	<u>\$ 3,404,350</u>	<u>\$ 2,207,804</u>	<u>\$ 2,034,228</u>
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ 102,326	\$ 96,223	\$ 108,835	\$ 98,009	\$ 100,510	\$ 104,562
<i>Operating Expenditures</i>	1,248,598	649,218	1,396,632	887,170	999,950	1,263,389
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	159	-	-	-
Total Expenditures	<u>1,350,924</u>	<u>745,441</u>	<u>1,505,626</u>	<u>985,179</u>	<u>1,100,460</u>	<u>1,367,951</u>
Transfers Out						
<i>Transfer to Grant Funds</i>	-	-	-	-	-	-
<i>Transfer to General Fund</i>	-	-	-	75,000	-	-
Total Transfers Out	<u>-</u>	<u>-</u>	<u>-</u>	<u>75,000</u>	<u>-</u>	<u>-</u>
Total Expenditures & Transfers Out	<u>1,350,924</u>	<u>745,441</u>	<u>1,505,626</u>	<u>1,060,179</u>	<u>1,100,460</u>	<u>1,367,951</u>
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	<u>2,300,129</u>	<u>2,246,406</u>	<u>1,576,190</u>	<u>2,344,171</u>	<u>1,107,344</u>	<u>666,277</u>
Total Ending Fund Balance	<u>2,300,129</u>	<u>2,246,406</u>	<u>1,576,190</u>	<u>2,344,171</u>	<u>1,107,344</u>	<u>666,277</u>
TOTAL USE OF FUNDS	<u>\$ 3,651,053</u>	<u>\$ 2,991,847</u>	<u>\$ 3,081,816</u>	<u>\$ 3,329,350</u>	<u>\$ 2,207,804</u>	<u>\$ 2,034,228</u>

ADMINISTRATIVE SERVICES DEPARTMENT
Workers' Compensation Fund

FY 2015/16 KEY PROJECTS

Core Values	Key Projects
<p style="text-align: center;">Good Governance 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 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>	2011/12 Funded	2012/13 Funded	2013/14 Funded	2014/15 Funded	2015/16 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 34 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

	<u>2011/12</u> <u>Actuals</u>	<u>2012/13</u> <u>Actuals</u>	<u>2013/14</u> <u>Actuals</u>	<u>2014/15</u> <u>Adopted</u>	<u>2014/15</u> <u>Estimated</u>	<u>2015/16</u> <u>Adopted</u>
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	245,644	206,569	159,212	207,894	149,292	122,917
Total Beginning Fund Balance	245,644	206,569	159,212	207,894	149,292	122,917
Revenues						
<i>Service Charge</i>	90,948	84,112	93,368	80,000	85,042	90,000
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	807	4,504	4,689	5,000	7,083	5,000
Total Revenues	91,755	88,616	98,057	85,000	92,125	95,000
Transfers In						
<i>Equipment Replacement Fund</i>	-	-	-	-	-	-
Total Transfers In	-	-	-	-	-	-
Total Revenues & Transfers In	91,755	88,616	98,057	85,000	92,125	95,000
TOTAL SOURCE OF FUNDS	\$ 337,399	\$ 295,185	\$ 257,269	\$ 292,894	\$ 241,417	\$ 217,917
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	130,830	135,973	107,977	127,150	118,500	127,150
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	130,830	135,973	107,977	127,150	118,500	127,150
Transfers Out						
<i>Transfer to Grant Funds</i>	-	-	-	-	-	-
Total Transfers Out	-	-	-	-	-	-
Total Expenditures & Transfers Out	130,830	135,973	107,977	127,150	118,500	127,150
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	206,569	159,212	149,292	165,744	122,917	90,767
Total Ending Fund Balance	206,569	159,212	149,292	165,744	122,917	90,767
TOTAL USE OF FUNDS	\$ 337,399	\$ 295,185	\$ 257,269	\$ 292,894	\$ 241,417	\$ 217,917

KEY PROGRAM SERVICES

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