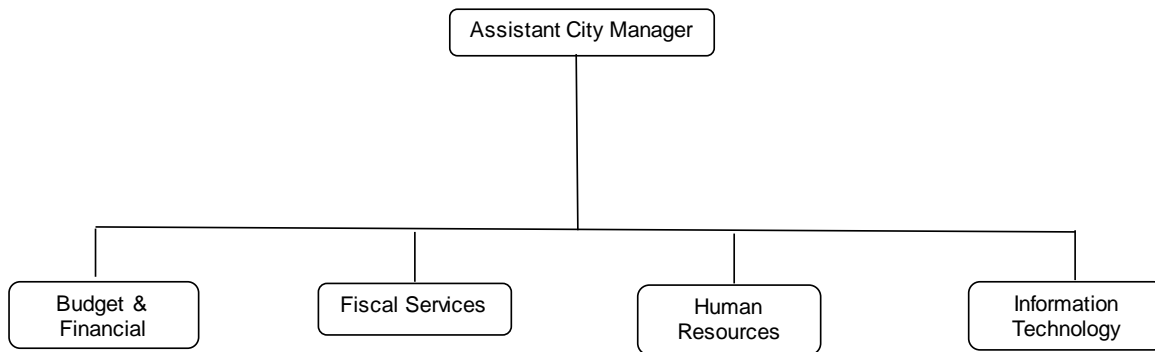


**ADMINISTRATIVE
SERVICES
DEPARTMENT**

ADMINISTRATIVE SERVICES DEPARTMENT



Regular Full Time	31.00
Regular Part Time	-
Temporary Part Time	<u>0.16</u>
Total FTE's	<u><u>31.16</u></u>

ADMINISTRATIVE SERVICES DEPARTMENT

DEPARTMENT OVERVIEW

The Administrative Services Department consists of three separate departments that provide human resources and risk management, information technology services, and financial support and information to all City departments. Each department Director is responsible to carry out the function and their department at the Direction of the City Manager or designee.

- The Human Resources and Risk Management function enables city departments to appoint qualified persons to authorized vacant positions; monitors policies for compliance with federal and state mandates; provides training and enrichment opportunities for city employees; administers employee benefits; assists with disciplinary issues; oversees risk management for the City; administers payroll functions; and facilitates labor negotiations.
- Information Systems provides internal computing resources and technical support/training for city employees; customer services to residents through information technology and telecommunications services.
- Finance's mission is to provide financial management as the custodian of public funds; perform reliable, detailed fiscal analysis; maximize investment opportunities within the Council-adopted policy; provide essential financial and accounting services to collect, track and disperse funds; and establish and maintain internal fiscal controls to ensure city assets are protected and ensuring compliance with all legal requirements.

BUDGET HIGHLIGHTS

- The Administrative Services Department total proposed budget decreased by \$784,434 (3%) in Fiscal Year 2019/20 and is proposed to increase by \$106,791 (.5%) in Fiscal Year 2020/21.
- The total personnel costs increased by \$252,898 (6%) in FY 2019/20 and \$201,649 (4%) in FY 2020/21. The Salaries/wages increased pursuant to the 2% cost of living adjustment. Retirement-PERS costs increased by \$136,030 (17%) in FY 2019/20 and \$83,575 (9%) in FY 2020/21 primarily due to the change in the CalPERS discount rate.
- Operations and Maintenance shows a decrease of \$90,000 due one-time funding in 17-18 for a professional services contract for the Human Resources and Risk Management program.
- Interdepartmental Charges decreased by \$15,228 primarily due to changes in internal support services.
- Capital Outlay will decrease by \$1.01 million in Fiscal Year 2019/20 primarily due to significant one-time capital expenditures budgeted in FY 2018/19. For example, \$200,000 for the Project 25 (P25) compliant network built to serve the needs of government and utilities that requires two-way radio communication for public safety.
- \$138,456- MIS Services: This expenditure category increased when compared to prior year in the baseline budget due primarily to an increase in the City's network costs of \$107,000 and

DEPARTMENT SUMMARY

ADMINISTRATIVE SERVICES

other increases due to other contractual obligations for Microsoft, Central Square, Cisco, and others.

Budget Descriptions	FY 2017/18 Actual	FY 2018/19 Projected	FY 2019/20 Adopted Budget	FY 2020/21 Financial Plan
Source of Funds				
Debt Service	67,916	71,027	73,609	76,898
Development Impact Fees	31,439	80,016	80,828	85,061
Enterprise Funds	996,160	1,095,496	1,134,341	1,180,178
General Fund Support	3,024,267	3,777,885	3,329,348	3,398,287
Internal Service Funds	17,787,837	19,555,460	19,084,932	19,166,498
Special Revenue Funds	182,776	245,359	337,751	240,678
Total Revenues	22,090,395	24,825,243	24,040,809	24,147,600

Expenses by Division				
Division				
Human Resources and Risk Management	15,418,382	16,494,622	16,012,108	16,052,779
26 IS & Comm	3,216,710	4,681,680	4,250,729	4,213,794
27 Budget & Financial Planning	518,059	709,539	628,248	654,016
28 Fiscal Services	2,937,244	2,939,402	3,149,724	3,227,011
Total Expenditures	22,090,395	24,825,243	24,040,809	24,147,600

Expenses by Category				
<i>Personnel Costs</i>				
Salaries/Wages	1,823,797	2,436,926	2,476,185	2,557,605
Retirement- PERS	645,128	804,895	940,925	1,024,500
Cafeteria Benefits	503,445	563,408	543,907	547,999
Retiree Health (OPEB)	499,547	525,559	591,759	611,301
Other Pays	702,006	136,712	167,622	180,642
Total Personnel	4,173,923	4,467,500	4,720,398	4,922,047
<i>Operations and Maintenance</i>				
Operating Expenditures	14,920,099	15,716,957	15,391,634	15,391,636
Contracts/Professional Services	1,618,063	1,940,053	1,782,775	1,682,775
Interdepartment Charges	927,177	824,930	809,702	814,842
Capital Outlay	451,133	1,875,803	1,336,300	1,336,300
Total Operations and Maintenance	17,916,472	20,357,743	19,320,411	19,225,553
Total Appropriations	22,090,395	24,825,243	24,040,809	24,147,600

DEPARTMENT SUMMARY

ADMINISTRATIVE SERVICES

Fiscal Year 2019/20

Program	EXPENDITURES BY CATEGORY				FUNDING SOURCES		
	Salaries & Benefits	Operations & Maintenance	Contracts & Professional Services	Inter-departmental Charges	Capital Outlay	Program Total	Program Total
22 - Human Resources and Risk Management	950,372	14,813,967	115,530	132,239		16,012,108	16,012,108
26 - IS & Communications	1,670,771	397,882	560,529	285,247	1,336,300	4,250,729	4,250,729
27 - Budget & Financial Planning	535,813	7,025	55,000	30,410		628,248	628,248
28 Fiscal Services	1,563,442	172,760	1,051,716	361,806		3,149,724	3,149,724
TOTAL ADMINISTRATIVE SERVICES	4,720,398	15,391,634	1,782,775	809,702	1,336,300	24,040,809	24,040,809

Program	EXPENDITURES BY CATEGORY				FUNDING SOURCES		
	Salaries & Benefits	Operations & Maintenance	Contracts & Professional Services	Inter-departmental Charges	Capital Outlay	Program Total	Program Total
2201 - Human Resources Management	284,952	39,666	45,800	75,853		446,271	446,271
2215 - Personnel Services	189,537	35,596	19,730	2,260		247,123	247,123
2225 - HR Benefits Administration	172,869	1,343	-	42,119		216,331	216,331
2240 - Risk Management	303,014	14,737,362	50,000	12,007		15,102,383	15,102,383
2610 - IS & Telecommunication Services	1,670,771	154,596	460,529	151,477	36,300.00	2,473,673	2,473,673
2620 - Phone System		76,000		25,528		101,528	101,528
2624 - Citywide System Replacement		-		20,366	600,000.00	620,366	620,366
2626 - Citywide Radio System		124,020		86,250	700,000.00	910,270	910,270
2635 - I-Net		43,266	100,000	1,626		144,892	144,892
2710 - Budget & Financial Planning	472,616	7,025	55,000	25,874		560,515	560,515
2720 - Capital & Development Project Planning	63,197			4,536		67,733	67,733
2801 - General Administration	35,963	39,489	66,716	7,928	150,096.00	257,508.00	257,508.00
2815 - Financial Planning & Audit	413,411	5,089	129,000	50,732	340,724.00	598,232	598,232
2820 - Cost Accounting	190,887	7,786		54,934		253,607	253,607
2835 - Revenue & Collection Accounting	113,432	3,063	381,300	38,295		536,090	536,090
2845 - Business License Accounting & Audit	116,517	5,150	195,700	44,282		361,649	361,649
2850 - Utility Accounting	682,373	109,483	279,000	153,903		1,224,759	1,224,759
2865 - Parking Citations	10,859	2,700		11,732		25,291	25,291
TOTAL ADMINISTRATIVE SERVICES	4,720,398	15,391,634	1,782,775	809,702	1,336,300	24,040,809	24,040,809

Fiscal Year 2020/21

Program	EXPENDITURES BY CATEGORY					FUNDING SOURCES		
	Salaries & Benefits	Operations & Maintenance	Contracts & Professional Services	Inter-departmental Charges	Capital Outlay	Program Total	General Fund	Other Funds
22 - Human Resources and Risk Management	991,043	14,813,967	115,530	132,239		16,052,779	819,909	15,232,870
26 - IS & Communications	1,728,716	397,882	460,529	290,367	1,336,300	4,213,794	210,270	4,003,524
27 - Budget & Financial Planning	561,581	7,025	55,000	30,410		654,016	575,343	78,673
28 Fiscal Services	1,640,707	172,762	1,051,716	361,826		3,227,011	1,792,765	1,434,246
TOTAL ADMINISTRATIVE SERVICES	4,922,047	15,391,636	1,682,775	814,842	1,336,300	24,147,600	3,398,287	20,749,313

Program	FISCAL YEAR 2020/21 EXPENDITURES BY CATEGORY					FUNDING SOURCES		
	Benefits	Maintenance	Professional	departmental	Outlay	Program Total	General Fund	Other Funds
2201 - Human Resources Management	295,720	39,666	45,800	75,853		457,039	340,101	116,938
2215 - Personnel Services	196,827	35,596	19,730	2,260		254,413	254,413	
2225 - HR Benefits Administration	181,933	1,343	-	42,119		225,395	225,395	
2240 - Risk Management	316,563	14,737,362	50,000	12,007		15,115,932		15,115,932
2610 - IS & Telecommunication Services	1,728,716	154,596	460,529	154,704	36,300	2,534,845		2,534,845
2620 - Phone System		76,000		26,549		102,549		102,549
2624 - Citywide System Replacement		-		21,181	600,000	621,181	-	621,181
2626 - Citywide Radio System		124,020		86,250	700,000	910,270	210,270	700,000
2635 - I-Net		43,266	-	1,683		44,949		44,949
2710 - Budget & Financial Planning	494,732	7,025	55,000	25,874		582,631	532,197	50,434
2720 - Capital & Development Project Planning	66,849			4,536		71,385	43,146	28,239
2801 - General Administration	38,035	39,489	66,716	7,928		152,168	152,168	
2815 - Financial Planning & Audit	434,690	5,091	129,000	50,752		619,533	355,632	263,901
2820 - Cost Accounting	202,243	7,786		54,934		264,963	264,963	
2835 - Revenue & Collection Accounting	119,803	3,063	381,300	38,295		542,461	542,461	
2845 - Business License Accounting & Audit	121,266	5,150	195,700	44,282		366,398	366,398	
2850 - Utility Accounting	713,440	109,483	279,000	153,903		1,255,826	85,481	1,170,345
2865 - Parking Citations	11,230	2,700		11,732		25,662	25,662	
TOTAL ADMINISTRATIVE SERVICES	4,922,047	15,391,636	1,682,775	814,842	1,336,300	24,147,600	3,398,287	20,749,313

HUMAN RESOURCES & RISK MANAGEMENT – DIVISION 22

The Human Resources Division provides responsive employment and personnel services to the City's managers and employees as well as provides information and assistance to external customers and job applicants. The division is responsible for a full range of comprehensive human resources services and programs to enhance efficiency and effectiveness of the organization. Among the division's responsibilities are recruitment and selection, benefit administration, classification and compensation/payroll, risk management, performance management, labor negotiations, and conflict resolution. The Human Resources division mission includes:



- Enable the City to remain a pre-eminent public employer, and to develop and retain skilled, diverse, and service-oriented workforce.
- Maintain, develop and monitor department policies to ensure they are legally compliant and based upon sound Human Resources principles.
- Remain the primary contact and resource for all staff members and departments with employment related questions and other concerns.

FY 2018-2019 ACCOMPLISHMENTS

- Recruited and successfully hired 31 FTE new hires and approximately 132 hires overall as of 4/1/19.
- Coordinated new training opportunities for city employees and graduated a class from the Supervisory Academy.
- Completed negotiations with four bargaining units (PASEA & Individual Management in June/July, DCEA in the Fall, Fire in May 2019); initiated negotiations on successor contracts for four bargaining units (Fire, Fire Mgmt., Police, Police Mgmt.)
- Implemented improved processing of retiree premium payment method to ensure legal compliance as well as accuracy relative to contractual agreement of the retiree.
- Issued Request for Proposals for a Classification Consultant to complete comprehensive review and update of all city job descriptions.

FY2019-2021 DEPARTMENT GOALS

- Complete labor negotiations with outstanding labor groups
- Complete comprehensive update of city job descriptions
- Update employee handbook and IIPP (injury Illness Prevention Program)

PERFORMANCE MEASURES

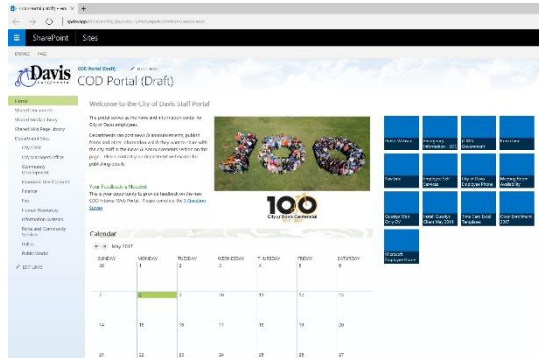
- Ensure that every regular employee has access to a spectrum of professional development and training opportunities and engage every regular employee in at least one professional development activity during the fiscal year.
- Reduce costs of Liability and Workers' Compensation premiums through an aggressive return to work program to bring as many people back to work on light duty as possible and enhance the safety committee's role to help reduce on the job injuries.

HUMAN RESOURCES & RISK MANAGEMENT – DIVISION 22

Budget Descriptions	FY 2017/18 Actual	FY 2018/19 Projected	FY 2019/20 Adopted Budget	FY 2020/21 Financial Plan
Revenues				
General Fund Support	715,158	920,213	798,349	819,909
Internal Service Funds	14,703,224	15,574,409	15,213,759	15,232,870
Total Revenues	15,418,382	16,494,622	16,012,108	16,052,779
Appropriations				
<i>Personnel Costs</i>				
Salaries/Wages	395,004	486,157	504,560	522,530
Retirement- PERS	130,701	157,291	185,403	201,859
Cafeteria Benefits	101,707	107,249	105,180	106,335
Retiree Health (OPEB)	104,764	105,302	121,094	125,407
Other Pays	136,728	24,987	34,135	34,912
Total Personnel	868,904	880,986	950,372	991,043
<i>Operations and Maintenance</i>				
Operating Expenditures	14,276,777	15,173,467	14,813,967	14,813,967
Contracts/Professional Services	153,357	305,104	115,530	115,530
Interdepartment Charges	119,344	135,065	132,239	132,239
Total Operations and Maintenance	14,549,478	15,613,636	15,061,736	15,061,736
Total Appropriations	15,418,382	16,494,622	16,012,108	16,052,779

INFORMATION SYSTEMS & COMMUNICATIONS – DIVISION 26

The goal of Information Systems & Communications is to provide internal computing resources to streamline the business function of each city department. The Division also provides technical support, troubleshooting, and training for all 468 city computers and their associated users and applications; maintains the city's website and internal technical systems, including the city's phone systems (561 VoIP and 268 Cell phones); and the public safety radio system.



- Systems Analysis and Design – Internal Consulting
- Computer systems, support, administration, and backup
- Enterprise Resource Planning (ERP) systems support
- Telecommunications Coordination (Phones and Radios)
- Computer Network Administration
- Geographic Information System (GIS)
- Specialized Computer Training
- www.cityofdavis.org

FY 2018-19 ACCOMPLISHMENTS

- Supported Public Works to procure and implement technology necessary for the upgrades at the wastewater treatment plant, including an upgraded network connection.
- Continuing Coordinated City efforts to replace public safety radio system in shared services arrangement with UC Davis, Sacramento County and other jurisdictions in the region. Go live is scheduled for summer/fall of 2019.
- Implemented online credit card processing for utilities, business licenses and building permits.
- Worked with departments to review possible citizen response manager systems and work order systems.
- Replaced 45% of the city's desktop/laptops/tablets.
- Upgraded the in-car and body-worn camera system used in the Police Department.
- Replaced MDC (Mobile Data Computers) in all police cars.
- Replaced security cameras at the Police Department
- Continued process of examining/acquiring single solutions vendor for an enterprise resource planning system:
 - Installed IBM Cognos Business Intelligence reporting software.
 - Trained staff on IBM Cognos Business Intelligence reporting software
 - Conducted a business process review.
 - Upgraded the citywide financial system to the latest version of Naviline and implemented the new H5 interface.
- Network upgrade:
 - Upgraded wireless coverage.
- Upgraded 40% the city VoIP phones
- Upgraded the city's Email system.
- Continued email security training for all city users.
- Upgrade the phone system backend servers.

FY 2019-20 GOALS

- Continue the process of acquiring single solutions vendor for an enterprise resource planning system:
- Go live with the citywide Radio system to P25.
- Replace MDC (Mobile Data Computers) in all fire trucks and command cars.
- Upgrade the City intranet portal
- Continue citywide in-house software training for staff:
 - SharePoint 2019
 - Cognos Business Intelligence
 - Website
- Upgrade access control citywide.
- Continue work on the new Wastewater Treatment Plant systems.
- Replace 25% of the city's desktop/laptop/tablets.
- Increase internet bandwidth.
- Implement additional PC and Network security to reduce the city's vulnerability footprint.

PERFORMANCE MEASURE

UPTIME METRIX

Network	99.99%
VoIP System	99.99%
Email Servers	99.99%
Terminal Servers	97.50%
Files Servers	99.00%
Radio System	99.99%
Financial System	99.99%

Support/Manage/Maintain the following

- 18+ sites with 38+ buildings
- 35+ police/Fire/PW in-car systems
- 14 SANs (Storage Area Networks)
- 143 servers with over an 95% virtual server environment
- 168 switches/routers/wireless access points
- 468 desktop/laptops/tablets
- 81 copiers and scanners
- 108 network printers
- 168 Portable Radios
- 8 gateways
- 813 single/multi line VoIP units/systems locally and remotely and Cell phones/LTE
- 1792 desktop software titles/versions
- 29+ major enterprise software solutions on multiple platforms
- Citywide Internet and Intranet web presence

INFORMATION SYSTEMS & COMMUNICATIONS – DIVISION 26

Budget Descriptions	FY 2017/18 Actual	FY 2018/19 Projected	FY 2019/20 Adopted Budget	FY 2020/21 Financial Plan
Revenues				
General Fund Support	199,639	629,915	210,270	210,270
Internal Service Funds	2,959,721	3,981,051	3,871,173	3,933,628
Special Revenue Funds	57,350	70,714	169,286	69,896
Total Revenues	3,216,710	4,681,680	4,250,729	4,213,794
Appropriations				
<i>Personnel Costs</i>				
Salaries/Wages	636,072	876,493	891,965	912,051
Retirement- PERS	211,188	267,012	312,512	339,495
Cafeteria Benefits	164,831	192,788	196,651	198,175
Retiree Health (OPEB)	178,157	187,569	211,546	216,366
Other Pays	240,402	45,888	58,097	62,629
Total Personnel	1,430,650	1,569,750	1,670,771	1,728,716
<i>Operations and Maintenance</i>				
Operating Expenditures	509,770	360,704	397,882	397,882
Contracts/Professional Services	562,166	551,729	560,529	460,529
Interdepartment Charges	262,991	323,694	285,247	290,367
Capital Outlay	451,133	1,875,803	1,336,300	1,336,300
Total Operations and Maintenance	1,786,060	3,111,930	2,579,958	2,485,078
Total Appropriations	3,216,710	4,681,680	4,250,729	4,213,794

FINANCE DEPARTMENT



The Finance Department is responsible for providing financial expertise and guidance to the City Council and City Departments, managing the City's daily operations, and maintaining the financial integrity of the City. The Department's primary objective is to uphold the highest accounting and ethical standards, ensuring that the City's financial activities are conducted in accordance with recommended industry practices and standards. The department is organized into two divisions: the Budget and Financial Planning division and the Fiscal Services division. These divisions provide quality customer service and provide accurate, timely and complete financial information.

The **Finance Administration and Budget Division** has lead responsibility for development of the City's biennial budget, public finances including debt management and issuance, and the calculation of the annual appropriation limit. This division also conducts multi-year fiscal forecasts, complex financial and statistical analysis and planning for capital improvement.

The **Fiscal Services Division** is responsible for the operational financial functions such as accounts payable, receivables, utility billing and business licenses. This division is also responsible for general ledger maintenance, banking and treasury, debt, management of the investment portfolio, financial reporting and the annual audit.

2018-19 ACCOMPLISHMENTS

- Refinance of the 2013 Variable Rate Water Fund Wells Fargo loan to finance the preliminary costs related to the water intake and distribution system. The 2018 refunding of the Wells Fargo loan with JP Morgan Chase, NA will save the Water Fund a total of \$4.7 million over the next 20 years.
- Hiring of GovInvest, Inc. to provide licensing of analytical software providing real time analysis and tool for long-term management of pension and other post-employment benefits (OPEB) liabilities, including bi-annual update of OPEB actuarial study.
- Implementation of the OpenGov platform to provide the transparency information on the City finances.
- Successful Request for Proposal to hire the following consulting team to assist the City in various bonded debt tasks
 - Financial Advisor: KNN Public Finance Inc.
 - Underwriter Pool – The City qualified Piper Jeffery Inc., Southwest Securities Inc., and Stifel Inc. to be part of the City's underwriter pool.
- Other special tasks completed during the year were:
 - Downtown paid parking fiscal analysis
 - Fire Overtime versus new hire analysis
 - MOU costs for various labor groups.
- Implemented the online business license application and renewal process.
- Initiated Infographics program to educate the citizens of Davis on important and timely topics.
- Collaborated with Information Services and Communications division to implement the Paymentus payment processing services for utility billing and business licenses.

2019/20 and 2020/21 GOALS AND OBJECTIVES

- Implement a new bill due date for utility customers to align payment due date with the billing date.
- Train staff in different areas of the Department
- Hiring of a new Accountant, and Financial Analyst I/II.
- Select a vendor for the Enterprise Resource Planning System upgrade
- Measure O sales tax renewal
- Create a reserve policy for the utility funds

BUDGET & FINANCIAL PLANNING – DIVISION 27

Budget Descriptions	FY 2017/18 Actual	FY 2018/19 Projected	FY 2019/20 Adopted Budget	FY 2020/21 Financial Plan
Revenues				
Development Impact Fees	30,861	28,012	26,492	28,239
Enterprise Funds	43,732	49,598	46,940	50,434
General Fund Support	378,883	631,929	554,816	575,343
Internal Service Funds	64,583	-	-	-
Total Revenues	518,059	709,539	628,248	654,016
Appropriations				
<i>Personnel Costs</i>				
Salaries/Wages	194,784	337,405	302,617	313,818
Retirement- PERS	43,108	84,055	92,243	100,870
Cafeteria Benefits	31,602	50,438	46,925	47,276
Retiree Health (OPEB)	51,137	73,081	72,628	75,316
Other Pays	112,038	21,839	21,400	24,301
Total Personnel	432,669	566,818	535,813	561,581
<i>Operations and Maintenance</i>				
Operating Expenditures	1,966	7,025	7,025	7,025
Contracts/Professional Services	44,885	104,849	55,000	55,000
Interdepartment Charges	38,539	30,847	30,410	30,410
Total Operations and Maintenance	85,390	142,721	92,435	92,435
Total Appropriations	518,059	709,539	628,248	654,016

FISCAL SERVICES – DIVISION 28

Budget Descriptions	FY 2017/18 Actual	FY 2018/19 Projected	FY 2019/20 Adopted Budget	FY 2020/21 Financial Plan
Revenues				
Development Impact Fees	578	52,004	54,336	56,822
Debt Service	67,916	71,027	73,609	76,898
Enterprise Funds	952,428	1,045,898	1,087,401	1,129,744
General Fund Support	1,730,587	1,595,828	1,765,913	1,792,765
Internal Service Funds	60,309	-	-	-
Special Revenue Funds	125,426	174,645	168,465	170,782
Total Revenues	2,937,244	2,939,402	3,149,724	3,227,011
Appropriations				
<i>Personnel Costs</i>				
Salaries/Wages	597,937	736,871	777,043	809,206
Retirement- PERS	260,131	296,537	350,767	382,276
Cafeteria Benefits	205,305	212,933	195,151	196,213
Retiree Health (OPEB)	165,489	159,607	186,491	194,212
Other Pays	212,838	43,998	53,990	58,800
Total Personnel	1,441,700	1,449,946	1,563,442	1,640,707
<i>Operations and Maintenance</i>				
Operating Expenditures	131,586	175,761	172,760	172,762
Contracts/Professional Services	857,655	978,371	1,051,716	1,051,716
Interdepartment Charges	506,303	335,324	361,806	361,826
Total Operations and Maintenance	1,495,544	1,489,456	1,586,282	1,586,304
Total Appropriations	2,937,244	2,939,402	3,149,724	3,227,011

