P³ MID-YEAR REPORT
Fiscal Year 2012
April – June 2012

Date: JUNE 30, 2012

Department: Administrative Services
Program Name and Number: City Clerk's Office (1521)
Program Owner: Gwen Peirce, City Clerk Services Manager
Phone Number: 5310
Program Mission: Ensure the integrity and preservation of the City Council's record, conduct municipal elections, coordinate the recruitment and appointment process for City Advisory Groups, codify adopted ordinances into the City's Municipal Code, coordinate Citywide records management policies and procedures, and connect residents with their government by providing information in a courteous and timely manner.

MEASURABLE OBJECTIVES

1. Complete 100% of customer service requests within 2 working days or by the requested deadline.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Customer Service Requests Completed within 2 Working Days or by the Requested Deadline	100%	100%	100%	100%	100%	100%

Status:	Ongoing.	
Comments:	The City Clerk's office completed 885 customer service requests in the second half of the year.	Objective Achieved ☒

2. Maintain 90% timely filing rate for statements of economic interests.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Timely Filings of Statements of Economic Interests	90%	86%	100%	97%	37%	87%

Status:	Ongoing.	
Comments:	372 statements of economic interest forms were submitted on time during the second half of the year. The percentage is below target in Q4 due to the implementation of the new SEI system where several members neglected to print, sign & submit a hard copy of their form.	Objective Achieved ☐

3. Complete 75% of Council/Redevelopment Agency minutes accurately within 7 working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Council/RDA minutes accurately prepared within 7 working days	75%	14%	31%	40%	40%	34%

Status:	Ongoing

Comments:	Both Q3 and Q4 had 10 sets out of 25 submitted on time. This objective was below target due to continued heavy workload with the post-election process, installation of new City Council, and a resignation in the division which created a staffing shortage. A review of the process has been conducted and changes have been made to improve this for next year.	Objective Achieved ☐

PROJECT OBJECTIVES

4. Administer the November 8, 2011, general municipal election to elect 3 Councilmembers and vote on ballot measure(s).		
Status:	Completed.	
Comments:	The City Clerk's Office conducted the vote-by-mail general municipal election, which included the election of three Councilmembers. The City provided 5 drop-off center locations, hiring 16 poll workers to serve on the Saturday preceding Election Day and Election Day. Staff trained over 65 employees who served on the vote-by-mail board, Central Counting Center and signature verification process. The City Clerk's Office processed over 18,387 ballots, with an overall voter turnout of 41.2%.	Objective Achieved ☒

5. Coordinate the recruitment and appointment process for City Advisory Groups, including orientation and training, by June 30, 2012.		
Status:	Ongoing.	
Comments:	Appointments for the City's semi-annual recruitment were made on June 26, 2012.	Objective Achieved ☒

6. Coordinate the Records Management Program and report annually on each department's progress in meeting the program's goals.		
Status:	Ongoing.	
Comments:	Staff continues to work closely with City departments on records destruction and retention requests.	Objective Achieved ☒

7. Coordinate an electronic campaign filing system for candidates, committees and elected officials.		
Status:	Ongoing.	
Comments:	The City Clerk's Office staff worked closely with the City's vendor, PACs and treasurers on the use of the online application during the election process.	Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Pages of Council and Redevelopment Agency minutes prepared and presented for Council and Redevelopment Agency approval	400	47	35	124	149	355
2. Number of staff hours spent in support of 31 City Advisory Groups composed of 217 Members (includes newly est. Youth Council)	430	39	91	37	84	251
3. Number of customer service requests completed within 2 working days or by the requested deadline	1,400	561	792	461	424	2,238
4. Number of filings of statements of economic interests	450	7	7	356	75	445
5. Number of staff hours spent in support of statements of economic interests	230	4	17	127	38	186
6. Number of staff hours spent on codification of the municipal code	90	19	7	7	2	35
7. Number of contracts and agreements, deeds and notices of completion processed	260	124	60	55	79	318
8. Number of resolutions and ordinances processed	170	15	23	24	34	96
9. Number of City Council and Redevelopment Agency agendas and packets prepared	70	14	16	13	23	66

10. Number of campaign statements processed	200	22	25	16	4	67
11. Number of staff hours spent in support of campaign statements	70	17	23	9	4	53
12. Number of staff hours spent on research requests	100	15	5	32	15	67
13. Number of phone calls received	5,400	1,446	1,375	1,207	1,122	5,150
14. Number of staff hours spent on the Council agenda packet process	600	114	101	180	199	594
15. Number of staff hours spent on Council meeting attendance and follow-up	900	263	158	300	400	1,121

COMMENTS ON OTHER PERFORMANCE MEASURES:

2.

3. The dramatic increase in customer service requests is due to the influx of calls and requests regarding the November 2011 election.

15. The increase in number of staff hours spent on Council meeting attendance and follow-up is due to the training of new staff members on the Council meeting attendance and minute-taking process.

P³ REPORT
Fiscal Year 2012

Date: 8/1/12

Department: Administrative Services
Program Name: Human Resources
Program Owner: Barbara Barker, Human Resources Manager
Phone Number: 5316
Program Mission: Human Resources develops effective policies and assists departments in the recruitment, development, and retention of quality employees in order for the City to provide a high standard of service to the community.

MEASURABLE OBJECTIVES

1. Ensure that City supervisors and managers complete 85% of employee performance evaluations on time.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of evaluations completed on time / total # of evaluations due.	**85%**	86.94% (193/222)	87.34% (166/190)	XX	XX	**XX%**

Status:	Evaluations are on-target.	
Comments:	***Fiscal year-end stats still being calculated.***	Objective Achieved ☐

2. Provide 95% of classification recommendations to the requesting department within 45 working days of receiving the completed Position Description Form from the department.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of classification studies completed (within 45 working days of department completing the Position Description Form) / total number of classification studies completed.	**95%**	n/a	n/a	100%	100%	**100%**

Status:	10 classification reviews were completed on time this year.	
Comments:	We are within target.	Objective Achieved ☒

3. Complete internal (promotional) recruitments within an average of 39 working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of working days from Personnel Services Requisition to certification date.	**39**	20.57	21.75	32.33	28.2	**25.71**

Status:	On-target.	
Comments:	Promotional recruitments were completed below the target.	Objective Achieved ☒

4. Complete external (open) recruitments within an average of 49 working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of working days from Personnel Services Requisition to certification date.	**49**	37.50	44.00	40.65	43.30	**41.36**

Status:	On-target.	
Comments:	Open recruitments were completed below the target.	Objective Achieved ☒

5. Hold training updates with department representatives on pertinent issues related to Human Resources, such as the Family Medical Leave Act, Personnel Action Forms (PAFs), etc.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of training updates held.	**2**	0	0	0	0	**0**

Status:	No trainings were offered specifically for liaisons.	
Comments:	No new liaisons were appointed this year and so training was focused on other employees, not just the liaisons.	Objective Achieved ☐

6. Conduct quarterly retirement workshops with PERS representatives and City staff.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of training updates held.	**4**	1	1	1	1	**4**

Status:	4 retirement workshops were held this year.	
Comments:	On-target.	Objective Achieved ☒

7. Hold, on a quarterly basis, supervisory training classes.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of supervisory training classes held.	**4**	7	6	6	6	**25**

Status:	25 classes, focused on supervisory employees, were offered this year.	
Comments:	Exceeded the target.	Objective Achieved ☒

PROJECT OBJECTIVES

1. Facilitate legally required Harassment Training that will be provided to managers and supervisors in calendar year 2011.

Status:	This required training has been completed.	
Comments:	10 training sessions were offered in the first 6-months of the fiscal year (2nd-half of calendar year 2011).	Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of applications reviewed and processed.	**7,000**	2,691	1,658	2,976	2,875	**10,200**
2. Number of recruitments conducted.	**50**	27	17	11	21	**76**
3. Number of employees (regular and hourly) hired.	**400**	118	99	77	139	**433**
4. Turnover of regular employees.	**6%**	2.47%	1.28%	2.00%	2.00%	**7.75%**
5. Number of personnel actions, such as new hires, promotions, resignations, merit increases, etc. processed by HR staff.	**2,500**	948	1,182	1,177	991	**4,298**
6. % of management positions filled by internal promotion.	**75%**	50% (1/2)	100% (1/1)	75% (3/4)	75% (3/4)	**73%**
7. % of supervisory positions filled by internal promotion.	**80%**	60% (3/5)	100% (1/1)	50% (1/2)	50% (1/2)	**60%**
8. Number of supervisor / manager requests for assistance re: disciplinary issues.	**750**	213	154	276	205	**848**
9. Number of employees who made benefit changes during Open Enrollment.	**500**	n/a	237	n/a	n/a	**237**
10. Number of employee requests for assistance re: benefits.	**8,000**	2,363	2,354	2,241	1,999	**8,957**
11. Average # of LEAP training hours attended per employee.	**3**	0.8	0.4	0.3	0.3	**1.8**

COMMENTS ON OTHER PERFORMANCE MEASURES:

P³ Quarterly Report Draft
Fiscal Year 2012
Quarter: Q4

Date: July 25, 2012

Department: Administrative Services
Program Name and Number: Information Systems (1541, 1542, 1543)
Program Owner: Tom Doolittle/Rob Badger
Phone Number: 564-5472/564-5398
Program Mission:

Provide computer support for Financial, GIS, Web Services, and Citywide applications; ensure reliable network operation; provide computer training and Help Desk support to City staff to enhance the effectiveness of City operations.

MEASURABLE OBJECTIVES

1. Resolve 60% of User Support calls at time of call

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of calls for user support that are resolved at time of call	60%	40%	34%	52%	52%	44.5%

Status:	Information Systems completed 1,357 work orders during 4th quarter. Of these, 1,038 were requests for User Support and 541 were resolved at Time of Call.	
Comments:	Requests resolved at time of call are increasing but did not meet the expected objective.	Objective Achieved ☐

2. Resolve 70% of requests for User Support within 1 business day.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of requests for assistance resolved within 1 business day.	70%	53%	44%	60%	58%	54%

Status:	Of the 1,038 work orders requesting user support, 600 were closed within 1 business day.	
Comments:	User Support requests resolved within 1 business day did not meet the expected objective.	Objective Achieved ☐

3. Resolve 98% of Out of Service requests rated as Critical within 1 Business Day.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of Critical Out of Service requests resolved in 1 business day	98%	100%	96%	100%	92%	97%

Status:	There were 12 Out of Service requests rated Critical during 4th quarter. 11 were closed within 1 business day.	
Comments:	Of the 49 "Critical" Out of Service requests during the year, 47 were resolved within 1 business day which almost met the expected objective.	Objective Achieved ☐

4. Maintain an uptime of 99.8% of the City's Wide Area Network and critical file and application servers.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent uptime for City WAN and critical support servers	99.8%	99.95%	99.90%	99.98%	99.93%	99.94%
Status:	There were 2052 minutes of critical outage during the 4th quarter.					
Comments:	Met objective				Objective Achieved ☒	

5. Maintain an uptime of 99.8% of the City's Financial Management System.						
Performance Measure	**Annual Target**	**QTR 1 Jul-Sep**	**QTR 2 Oct-Dec**	**QTR 3 Jan-Mar**	**QTR 4 Apr-Jun**	**Year to Date**
Percent uptime for City's Financial Management System	99.8%	100%	99.9%	100%	100%	99.98%
Status:	FMS experienced no critical outage during 4th quarter					
Comments:	Met objective				Objective Achieved ☒	

6. Maintain an uptime of 99.8% of the City's Centralized GIS and MAPS servers.						
Performance Measure	**Annual Target**	**QTR 1 Jul-Sep**	**QTR 2 Oct-Dec**	**QTR 3 Jan-Mar**	**QTR 4 Apr-Jun**	**Year to Date**
Percent uptime for City GIS and MAPS servers	99.8%	100%	99.9%	99.8%	99.8%	99.88%
Status:	The GIS and MAPS servers experienced 1 critical outage during 4th quarter resulting in a 4 hour outage.					
Comments:	Met objective				Objective Achieved ☒	

7. Maintain a 95% or higher customer satisfaction rating on service requests.						
Performance Measure	**Annual Target**	**QTR 1 Jul-Sep**	**QTR 2 Oct-Dec**	**QTR 3 Jan-Mar**	**QTR 4 Apr-Jun**	**Year to Date**
Percent of employees surveyed reporting satisfactory rating on services received.	95%	99.35%	100%	100%	99%	99.6%
Status:	Of the 103 staff completing surveys during 4th quarter, 102 reported a rating of "Satisfied" with service provided.					
Comments:	Met objective				Objective Achieved ☒	

8. Ensure 99% of employees report that training provided will result in improvements in their ability to use desktop applications.						
Performance Measure	**Annual Target**	**QTR 1 Jul-Sep**	**QTR 2 Oct-Dec**	**QTR 3 Jan-Mar**	**QTR 4 Apr-Jun**	**Year to Date**
Percent of employees reporting that the training improved their ability to use desktop applications	99%	100%	n/a	n/a	100%	100%
Status:	Training Program is primarily on hold due to extended medical leave of Training Coordinator. 17 Staff completed sponsored training during 4th quarter. Of these, 12 completed satisfaction surveys with all 12 reported improvement in their ability to use the subject application.					
Comments:	Met objective				Objective Achieved ☒	

PROJECT OBJECTIVES

1. Complete the upgrade to Office 2007 for all City workstations by December 30, 2011		
Status:	Completed	
Comments:	All City workstations were migrated to Office 2007 by September 1, 2011	Objective Achieved ☒

2. Evaluate Image Storage options, select and install an imaging server, and publish image storage guidelines and policy by March 30, 2012		
Status:	Project has not started	
Comments:	This project is scheduled to begin in the June timeframe and will be completed in FY 2013.	Objective Achieved ☐

3. Determine "Application Virtualization" products, pilot test, and prepare an implementation plan by March 30, 2012		
Status:	Project has not started and has been rescheduled for FY 2013.	
Comments:	This project will be completed in FY 2013.	Objective Achieved ☐

4. Resume the Financial Management System Replacement Project by selecting a product, developing an implementation plan, and beginning implementation of the highest priority financial modules. This is the first phase of a 3 year project.		
Status:	Project is underway. Final customer references are scheduled followed by contract award.	
Comments:	Tyler Technologies and their Munis ERP is the preferred FMS software vendor. Multiple software demonstrations have been conducted and references checked. The final step in the award process is onsite customer visit which is scheduled for August 9th. Final product selection is expected shortly thereafter. Next steps will be to finalize the costs, implementation schedule, professional services agreement, and obtain Council approval. It is estimated that the new FMS implementation will begin by October 2012.	Objective Achieved ☒

5. Upgrade the City's ESRI GIS software and MAPS data browser application by February 28, 2012.		
Status:	Project is scheduled to be completed in August 2012.	
Comments:	This project was delayed due to extensive professional services agreement negotiations. City GIS and Cartegraph software was updated to the latest versions. Rollout with citywide orientation and follow-on training workshops will occur in August 2012.	Objective Achieved ☐

6. Implement a new software platform for the City's Web Site and a Citizen Response Management (CRM) application by completing a needs assessment, creating a RFP, evaluating and selecting products, and implementing them by June 30, 2012.	
Status:	Project is underway.

Comments:	Civica Software was selected to provide the City's new Internet website. Negotiations are underway to finalize the total cost, implementation schedule, professional services agreement, and obtain Council approval. It is estimated that the new website will be operational by May 2013. Since the CRM portion of this project is a separate and complex application, it was postponed but will be funded by Information Systems and started in mid to late FY 2013.	Objective Achieved ☐

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. "User Support" Requests Completed	4700	1,199	844	1,047	1,038	4,128
2. Critical Out of Service Requests Completed	40	4	23	10	12	49
3. Infrastructure Service Requests Completed	3,600	1,005	583	855	803	3,246
4. FMS Service Requests Completed	1,100	246	232	247	231	956
5. GIS Service Requests Completed	850	252	214	205	193	864
6. Web Service Requests Completed	800	183	140	85	125	533
7. Number of Computer Users Supported	1,090	1,126	1,152	1,160	1,180	1,155
8. Number of Workstations Supported	780	763	760	807	793	780
9. Number of Computer Users Supported/FTE (7.65)	145	147	151	152	152	151
10. Number of FMS Users Supported/FTE (2.35)	165	150	153	154	153	153
11. Number of GIS Users Supported/FTE (2.5)	190	164	257	257	257	234
12. Number of Web Content Managers Supported/FTE (1.0)	200	205	205	205	205	205
13. Number of Computer Training Enrollments	600	143	24	12	17	196

COMMENTS ON OTHER PERFORMANCE MEASURES:
User Requests logged and other tracked items are slightly less than expected but within estimates.
Web support was reduced because of support requirements of SharePoint 2010 upgrade and the new Web site replacement project.
Computer Training sessions were reduced this year due to staff on medical leave.