City of Santa Barbara
Administrative Services
Fiscal Year 2017 Performance Measure Results Table

Division Manager Division	Program Owner	Program (Program #)	Total # of Objectives	# of Objectives Reporting	# of Objectives On Target	# of Objectives Achieved	% of Objectives On Target/Achieved
Kristy Schmidt							
	Kristy Schmidt	Administration - Admin Services (1511)	9	9	8	8	89%/89%
Admin Services - Administration Division Totals			**9**	**9**	**8**	**8**	**89%/89%**
Sarah Gorman							
	Sarah Gorman	City Clerk's Office (1521, 1522)	9	9	8	8	89%/89%
Admin Svcs-City Clerk Division Totals			**9**	**9**	**8**	**8**	**89%/89%**
Susie Gonzalez							
	Susie Gonzalez	Human Resources (1531, 1533)	11	11	9	9	82%/82%
Admin Svcs-Human Resources Division Totals			**11**	**11**	**9**	**9**	**82%/82%**
Rob Badger							
	Maryanne Knight	Information Technology (1541, 1542, 1543)	16	16	12	12	75%/75%
Admin Svcs-Information Technology Division Totals			**16**	**16**	**12**	**12**	**75%/75%**
DEPARTMENT TOTALS			**45**	**45**	**37**	**37**	**82%/82%**

City of Santa Barbara
Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

Department:	Administrative Services
Division:	Admin Services - Administration
Program Name and Number:	Administration - Admin Services (1511)
Program Owner:	Kristy Schmidt

**8/9, 89%
Objectives
Achieved**

Program Mission: Provide leadership, direction and oversight to the City Clerk's Office, Human Resources, and Information Services ensuring high performance and efficient operations. Negotiate labor agreements with the City's bargaining units, implement workplace policies, and resolve issues in ways that create positive employer-employee relations.

Program Activities:

1. Provide overall direction for the City Clerk, Human Resources and Information Systems Divisions.
2. Support the activities of the division managers and provide interface and support to other City department heads.
3. Manage department budget preparation and monitor department expenditures and revenues.
4. Manage labor relations with the City's bargaining units.

✓ Status	Project Objectives
☑ Complete	**1.** Develop and present to City Council the Administrative Services Department budget plan and performance objectives for Fiscal Year 2018.

Comments: Mid-Yr: The Administrative Services budget will be presented to Council in April 2017.   **Yr-End:** The 2018 Administrative Services Budget was successfully submitted and approved.

☑ Complete	**2.** Begin a new 18-month City Leadership Academy cohort.

Comments: Mid-Yr: New cohort commenced in September 2016. Three classes were held (Sept, Oct, Dec)   **Yr-End:** New cohort commenced in September 2016. Eight monthly classes were held (Sept, Oct, Dec, Feb, March, April, May, and June).

☑ Complete	**3.** Negotiate a new labor agreement with the General Bargaining Unit, in accordance with Council parameters.

Comments: Mid-Yr: Negotiations are ongoing.   **Yr-End:** Following impasse, agreement was reached for a new 18 month Memorandum of Understanding within Council parameters.

☑ Complete	**4.** Negotiate a new labor agreement with the Hourly Employees bargaining unit, in accordance with Council parameters.

Comments: Mid-Yr: Negotiations are beginning in January 2017.   **Yr-End:** Agreement was reached for a new 18 month Memorandum of Understanding within Council parameters.

☑ Complete	**5.** Negotiate a new labor agreement with the Police Management Association, in accordance with Council parameters.

Comments: Mid-Yr: Tentative agreement has been reached and will be presented to Council for ratification in February.   **Yr-End:** Agreement was reached for a new one-year Memorandum of Understanding within Council parameters.

☑ Complete	**6.** Update current classification career paths and make them available on City website by March 31, 2017.

Comments: Mid-Yr: This project is on track for completion by March.   **Yr-End:** Project was completed on time.

Status	Measurable Objectives	Metric
On Target 125.% of Target	**1.** Monitor and support Division Managers so that the Administrative Services Department meets 80% of its annual performance objectives.	Percent of annual performance objectives met

FY2017

✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		80%						100%
		Previous FY2016						
		80%					*80%*	*80%*

Comments: Mid-Yr: This is an annual measure. **Yr-End:** Administration met x% of its performance goals this year, exceeding target. Perfomance measures in I.T. were affected by staffing shortages, including the retirement of the I.T. Manager and a resulting vacancy in the supervisory position.

Status	Measurable Objectives	Metric
Behind Target 93.8% of Target	**2.** Percent of Administrative Services Department employee evaluations submitted by due date.	Percent evaluations submitted by due date

FY2017

✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☐		80%	83%	66%	75%			75%
		Previous FY2016						
		80%	*100%*	*100%*	*100%*		*89%*	*89%*

Comments: Mid-Yr: Three late evaluations have set us behind our 80% target. **Yr-End:** Of four evaluations due, only one, the Labor Analyst, was not given because she transferred to Human Resources.

Status	Measurable Objectives	Metric
On Target 89.5% of Target	**3.** Monitor to ensure all division budgets are within budget at the end of each fiscal year.	Percent of division budget spent at the end of the fiscal year

FY2017

✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		95%						85%
		Previous FY2016						
		95%					*91%*	*91%*

Comments: Mid-Yr: This is an annual measure. **Yr-End:**

Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
						FY2017			
Exceeds Projections 25.% of Target	**1.** Formal grievances under labor agreement		4	0	1	1	0	0	1
						Previous FY2016			
			4	0	0	0	0	0	0

Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
						FY2017			
Exceeds Projections 166.7% of Target	**2.** Labor contract negotiations completed		3	1	2	3	1	2	5
						Previous FY2016			
			2	1	1	1	0	0	2

Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
						FY2017			
Exceeds Projections 114.3% of Target	**3.** Leadership Academy seminars conducted		7	1	2	3	2	3	8
						Previous FY2016			
			4	0	2	2	2	0	4

Comments: **2.** Yr-End: Supervisors, Police, PMA, General, Hourly

City of Santa Barbara
Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

Department:	Administrative Services
Division:	Admin Svcs-City Clerk
Program Name and Number:	City Clerk's Office (1521, 1522)
Program Owner:	Sarah Gorman

8/9, 89%
Objectives
Achieved

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, coordinate the citywide Records Management Program, and provide courteous, professional and efficient service to the City Council, City staff and the community.

Program Activities:

1. Administer municipal elections.
2. Prepare agendas and minutes for all City Council meetings.
3. Process City Council approved ordinances, resolutions, agreements, contracts, and deeds and certify the administrative record of Council actions.
4. Provide information to the public and update and publish the Municipal Code.
5. Coordinate the Records Management Program.
6. Oversee compliance with the Political Reform Act as it relates to filing of Campaign Statements, Statements of Economic Interests, and Ethics Training.
7. Coordinate the recruitment and appointment process for 31 City advisory groups.

✓ Status	Project Objectives
☑ Complete	**1.** Complete the recruitment, appointment, orientation and training for 31 City advisory groups.
Comments: Mid-Yr: First phase of recruitment conducted in Fall, 2016. Phase II recruitments begin in April of 2017.	**Yr-End:** Spring appointments made in June, 2017.
☑ Complete	**2.** Ensure receipt of compliance certificates for required ethics training for Mayor and Councilmembers and members of designated advisory groups.
Comments: Mid-Yr: Ethics training certificates are being obtained from required attendees.	**Yr-End:** Ethics training certificates are being obtained from required attendees.
☐ Not Completed	**3.** Oversee the Records Management Program and prepare an annual report on each Department's progress in meeting the program goals.
Comments: Mid-Yr: Will begin in Spring 2017 with June 30th completion date.	**Yr-End:** Certain Departments have completed Records Management CARs for Council approval; report will be completed pending further Department completion.
☑ Complete	**4.** Provide implementation support to Information Systems on new electronic Agenda Management software.
Comments: Mid-Yr: Staff provided strong and lengthy support to Information Technology for implemention of Highland OnBase electronic Agenda Management software. All Departments using OnBase Agenda Management software by January 31.	**Yr-End:** All Departments are using OnBase for Council agenda process. Extensive training and customization efforts were expended by the Clerk's office.
☑ Complete	**5.** Conduct a training for City staff on agenda report preparation and process.
Comments: Mid-Yr: A workshop on the agenda process is scheduled for Advisory Group liaisons is scheduled for February 2017.	**Yr-End:** Workshop was completed in FY 2017.

☑ Complete	6.	Research Best Practices for electronic records management and report findings and recommendations to the Administrative Services Director and the City Attorney.

Comments: Mid-Yr:	Research is ongoing regarding electronic records management processes and best practices, with presentation to Administartive Services Director and City Attorney before the end of the fiscal year.	Yr-End:	Research continues regarding electronic records management processes and best practices. Presenation made by Administrative Services Director to staff and City Attorney completed in FYI 2017.

Status	Measurable Objectives		Metric
On Target 100.% of Target	1.	Complete 100% of customer service requests within 2 working days or by the requested deadline.	Percent of customer service requests completed within 2 Working Days or by the requested deadline

FY2017

✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		100%	100%	100%	100%	100%	100%	100%

	Previous FY2016						
100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

Comments: Mid-Yr:	The Clerk's office engages in thoughtful and responsive customer service.	Yr-End:	The Clerk's office engages in thoughtful and responsive customer service.

Status	Measurable Objectives		Metric
On Target 100.% of Target	2.	Maintain 90% timely filing rate for statements of economic interests.	Percent of timely filings of Statements of Economic Interests

FY2017

✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		90%			9600%			90%

	Previous FY2016						
90%	*95%*	*97%*	*96%*	*100%*	*89%*	*95%*

Comments: Mid-Yr:	The Clerk's office works with filers to ensure a high Form 700 compliance rate.	Yr-End:	The Clerk's office works with filers to ensure a high Form 700 compliance rate.

Status	Measurable Objectives		Metric
On Target 100.% of Target	3.	Complete 80% of Council minutes accurately within 7 working days.	Percent of Council minutes accurately prepared within 7 working days and presented for Council approval

FY2017

✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		80%			9500%			80%

	Previous FY2016						
80%	*81%*	*93%*	*87%*	*50%*	*34%*	*64%*

Comments: Mid-Yr:	The Clerk's office strives to prepare minutes as soon as possible after a meeting.	Yr-End:	The Clerk's office strives to prepare minutes as soon as possible after a meeting.

| Status | Other Program Measures | UM | FY2017 | | | | | |
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Behind Target 61.8% of Target	1. Pages of Council minutes prepared for Council approval		450	55	112	167	47	64	278
			Previous FY2016						
			_450_	_119_	_77_	_196_	_39_	_42_	_277_

| Status | Other Program Measures | UM | FY2017 | | | | | |
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 94.5% of Target	2. Staff hours spent in support of City advisory groups		400	101	98	198	53	127	378
			Previous FY2016						
			_400_	_110_	_113_	_223_	_98_	_142_	_463_

| Status | Other Program Measures | UM | FY2017 | | | | | |
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 75.% of Target	3. Customer service requests completed within 2 working days or by the requested deadline		1,400	244	278	522	202	326	1,050
			Previous FY2016						
			_1,400_	_310_	_387_	_697_	_152_	_178_	_1,027_

| Status | Other Program Measures | UM | FY2017 | | | | | |
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 116.1% of Target	4. Electronic filings of statements of economic interests		440	35	17	52	19	440	511
			Previous FY2016						
			_440_	_24_	_35_	_59_	_472_	_20_	_551_

| Status | Other Program Measures | UM | FY2017 | | | | | |
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 87.7% of Target	5. Staff hours spent in support of statements of economic interests		130	13	16	29	71	14	114
			Previous FY2016						
			_130_	_31_	_35_	_66_	_123_	_26_	_215_

| Status | Other Program Measures | UM | FY2017 | | | | | |
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 33.3% of Target	6. Staff hours spent on codification of the municipal code		60	0	10	10	5	5	20
			Previous FY2016						
			_60_	_18_	_21_	_39_	_14_	_17_	_70_

| Status | Other Program Measures | UM | FY2017 | | | | | |
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 88.2% of Target	7. Contracts and agreements, deeds and notices of completion processed		380	118	93	211	38	86	335
			Previous FY2016						
			_450_	_112_	_67_	_179_	_99_	_308_	_586_

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 95.6% of Target	8. Resolutions and ordinances processed		135	20	33	53	20	56	129
			Previous FY2016						
			135	*42*	*21*	*63*	*26*	*48*	*137*
On Target 91.7% of Target	9. City Council agendas and packets prepared		60	13	16	29	12	14	55
			Previous FY2016						
			60	*10*	*13*	*23*	*15*	*24*	*62*
73.3% of Target	10. Campaign statements processed		30	3	5	8	7	7	22
			Previous FY2016						
			75	*27*	*23*	*50*	*0*	*0*	*50*
Ahead of Target 325.% of Target	11. Staff hours spent in support of campaign statements		20	10	21	31	19	15	65
			Previous FY2016						
			50	*33*	*16*	*49*	*0*	*0*	*49*
On Target 103.5% of Target	12. Staff hours spent on research requests		200	56	45	101	58	48	207
			Previous FY2016						
			175	*74*	*68*	*142*	*131*	*78*	*351*
On Target 115.2% of Target	13. Phone calls received		4,750	1,029	1,025	2,054	1,765	1,654	5,473
			Previous FY2016						
			4,750	*814*	*1,158*	*1,972*	*1,144*	*1,350*	*4,466*
Ahead of Target 240.8% of Target	14. Staff hours spent on the Council agenda packet process		500	301	287	588	263	353	1,204
			Previous FY2016						
			500	*87*	*93*	*180*	*96*	*483*	*759*

Status	Other Program Measures	UM	Target	FY2017					
				Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 69.% of Target	15. Staff hours spent on Council meeting attendance and follow-up		800	129	105	234	129	189	552
				Previous FY2016					
			1,000	186	211	397	73	206	676

Comments:

1. Mid-Yr: Staff transcribes minutes of Council meetings as performed.

   Yr-End: Staff transcribes minutes of Council meetings as performed. Fewer minutes were approved during Q3 and Q4 due to need for attorney approval and workload requirements.

2. Mid-Yr: Staff engages in extensive Advisory Group support.

   Yr-End: Staff engages in extensive Advisory Group support.

3. Mid-Yr: Staff completes customer service requests as needed. Data does not include customer service requests completed by former Deputy City Clerk and newly hired Deputy City Clerk.

   Yr-End: Staff completes customer service requests as needed. Data includes estimate of Q4 customer service requests completed by Deputy City Clerk out of office at time of collation of data.

4. Mid-Yr: Form 700 filers engage in electronic filings of statements of economic interests. Most filings occur in the Spring, connected with annual filing deadlines.

   Yr-End: Form 700 filers engage in electronic filings of statements of economic interests.Staff engages closely with filers to ensure timely filing.

5. Mid-Yr: The majority of staff time spent with statements of economic interests occurs with the Spring annual filing deadline.

   Yr-End: Staff engages closely with filers to ensure timely filing.

6. Mid-Yr: Staff is planning to engage an outside consultant for modernization of codification services.

   Yr-End: Staff is engaging in the procurement process to modernize codification services.

7. Mid-Yr: Staff is modernizing procedures for tracking these documents.

   Yr-End: Staff has modernized procedures for tracking these documents within the Division, creating efficiencies of time and effort.

8. Mid-Yr: Staff processed the resolutions and ordinances passed by Council.

   Yr-End: Staff processed the resolutions and ordinances passed by Council. Staff has modernized Division tracking of these items to create efficiencies.

9. Mid-Yr: Staff processed the Council agendas and agenda packets for the two quarters.

   Yr-End: Staff processed the Council agendas and agenda packets for the Fiscal Year.

10. Mid-Yr: Staff processed the campaign statements filed with the City.

    Yr-End: Staff processed the campaign statements filed with the City.

11. Mid-Yr: Staff spent the necessary time for filing of campaign statements.

    Yr-End: Staff spent the necessary time for filing of campaign statements.

12. Mid-Yr: Staff assists staff with research requests as needed.

    Yr-End: Staff assists City staff with research requests as needed.

13. Mid-Yr: Staff responds to phone calls received in the office.

    Yr-End: Staff responds to phone calls received in the office.

14. Mid-Yr: In addition to usual practice preparing Council Agenda Packet, including two new Deputy City Clerks and a new Records Technician, this time also includes time spent on new Agenda Management software development, implementation and training.

    Yr-End: In addition to usual practice preparing Council Agenda Packet, including two new Deputy City Clerks and a new Records Technician, this time also includes time spent on new Agenda Management software development, implementation and training.

15. Mid-Yr: Staff engages in Council meeting attendance and follow up as needed.

    Yr-End: Staff engages in Council meeting attendance and follow up as needed.

City of Santa Barbara
Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

Department:	Administrative Services
Division:	Admin Svcs-Human Resources
Program Name and Number:	Human Resources (1531, 1533)
Program Owner:	Susie Gonzalez

**9/11, 82%
Objectives
Achieved**

Program Mission:	Develop effective policies and assist 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.

Program Activities:

1. Provide a centralized program of personnel administration for approximately 1,500 regular and hourly employees. Establish job descriptions and compensation levels for approximately 400 classifications.
2. Recruit, test, and certify applicants for City positions.
3. Provide guidance and personnel-related information to employees and departments. Coordinate and assist departments on disciplinary actions, performance issues, and complaints.
4. Administer the Human Resources function of the payroll process including changes to employees' salary, such as COLAs, merit increases, promotions, etc.
5. Provide staff support to the Civil Service Commission.
6. Administer employee benefit programs including health insurance, life insurance, long and short-term disability, flexible spending accounts, deferred compensation, and retirement. Administer employee leave programs.
7. Administer employee training opportunities and legally mandated sexual harassment training. Conduct New Employee and New Leader orientation programs.

✓ Status	Project Objectives
☑ Complete	**1.** Prioritize and begin implementation of the recommendations from the Fiscal Year 2016 Human Resources Division management audit.

Comments:	**Mid-Yr:** The following recommendations have been implemented during the first quarters of this fiscal year. Enhanced recruitment and outreach efforts; providing more oversight and assistance to hiring departments during departmental interview process; and holding regular meetings with departmental managers/supervisors.	**Yr-End:** Implemented recommendations including: updating Classification Plan; enhancing recruitment outreach efforts; increasing departmental interview assistance; and holding regular meetings with departmental managers/supervisors.

☑ Complete	**2.** Provide three (3) sessions of legally required Harassment Training for supervisors and managers.

Comments:	**Mid-Yr:** Three (3) training sessions will take place within the 3rd and/or the 4th quarter of this fisal year.	**Yr-End:** Three (3) training sessions took place in May of this fiscal year.

☐ Behind Target	**3.** Provide three (3) sessions of staff-level Harassment Training.

Comments:	**Mid-Yr:** Three (3) training sessions will be scheduled in the 3rd and/or 4th quarter of this fiscal year.	**Yr-End:** Two (2) training sessions were held in June of this fiscal year.

☐ Cancelled	**4.** Provide two (2) Time and Attendance trainings to managers and supervisors.

Comments:	**Mid-Yr:** Once a time and attendence management system has been purchased, training will be scheduled for managers and supervisors.	**Yr-End:** The Time and Attendance Management system is still in the review process and no decision has been made on a selection at this time.

Status	Measurable Objectives		Metric
Ahead of Target 103.5% of Target	**1.** Ensure that City supervisors and managers complete 85% of employee performance evaluations on-time.		Percent of evaluations completed on-time/total number of evaluations due

FY2017

✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		85%	85%	85%	85%	90%	91%	88%

			Previous FY2016					
		85%	*85%*	*81%*	*83%*	*82%*	*87%*	*84%*

Comments: Mid-Yr: [blank]   **Yr-End:** [blank]

Status	Measurable Objectives		Metric
On Target 105.3% of Target	**2.** Provide 95% of classification recommendations to the requesting department within 45 working days of receiving the Positions Description Form from the department.		Percent of classification studies completed within 45 working days

FY2017

✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		95%	100%	100%	100%	100%	100%	100%

			Previous FY2016					
		95%	*0%*	*100%*	*100%*	*100%*	*100%*	*100%*

Comments: Mid-Yr: No classification studies were requested in the first quarter of FY17 (July, August, Sept, 2016).   **Yr-End:** [blank]

Status	Measurable Objectives		Metric
Ahead of Target 64.1% of Target	**3.** Complete internal (promotional) recruitments within an average of 39-working days.		Working days from Personnel Services Requisition to certification date

FY2017

✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑	Days	39	24	25	24	30	20	25

			Previous FY2016					
		39	*25*	*33*	*29*	*23*	*34*	*29*

Comments: Mid-Yr: [blank]   **Yr-End:** [blank]

Status	Measurable Objectives						Metric
Ahead of Target 69.4% of Target	**4.** Complete external (open) recruitments within an average of 49-working days.						Working days from Personnel Services Requisition to certification date

				FY2017			
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		49	37	32	36	37	32	34
					Previous FY2016			
		49	*36*	*46*	*41*	*38*	*35*	*39*

Comments: Mid-Yr: | **Yr-End:**

Status	Measurable Objectives						Metric
Ahead of Target 150.% of Target	**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.						Training updates held for department reps

				FY2017			
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		2	0	1	1	0	2	3
					Previous FY2016			
		2	*0*	*0*	*0*	*1*	*2*	*3*

Comments: Mid-Yr: | **Yr-End:**

Status	Measurable Objectives						Metric
On Target 100.% of Target	**6.** Conduct quarterly retirement workshops with PERS representatives and City staff.						PERS workshops held

				FY2017			
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		4	1	1	2	1	1	4
					Previous FY2016			
		4	*1*	*1*	*2*	*1*	*1*	*4*

Comments: Mid-Yr: | **Yr-End:**

Status	Measurable Objectives						Metric
Ahead of Target 675.% of Target	**7.** Hold, on a quarterly basis, in-house supervisory training classes.						Supervisory training classes held (HR staff)

				FY2017			
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		4	0	1	1	11	15	27
					Previous FY2016			
		4	*4*	*16*	*20*	*7*	*9*	*36*

Comments: Mid-Yr: | **Yr-End:**

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 75.4% of Target	**1.** Applications reviewed and processed		9,000	1,873	1,224	3,097	1,928	1,765	6,790
			Previous FY2016						
			9,000	*2,017*	*1,345*	*3,362*	*1,754*	*1,712*	*6,828*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 142.5% of Target	**2.** Recruitments conducted		80	33	21	54	33	27	114
			Previous FY2016						
			80	*24*	*30*	*54*	*24*	*44*	*122*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 120.3% of Target	**3.** Employees (regular and hourly) hired		400	123	99	222	101	158	481
			Previous FY2016						
			400	*133*	*83*	*216*	*163*	*97*	*476*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Ahead of Target 60.4% of Target	**4.** Regular employee turnover		7.50%	9.60%	4.80%	7.20%	2.50%	1.20%	4.53%
			Previous FY2016						
			7.50%	*2.39%*	*3.38%*	*2.88%*	*2.58%*	*2.69%*	*2.76%*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 136.7% of Target	**5.** Personnel actions processed by HR staff		2,800	1,439	798	2,237	614	976	3,827
			Previous FY2016						
			3,000	*1,502*	*1,105*	*2,607*	*1,398*	*584*	*4,589*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 114.7% of Target	**6.** Percent of Management positions filled by internal promotion		75%	75%	100%	88%	71%	100%	86%
			Previous FY2016						
			70%	*33%*	*100%*	*66%*	*100%*	*25%*	*64%*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 98.8% of Target	**7.** Percent Supervisory positions filled by internal promotion		80%	67%	100%	84%	100%	50%	79%
			Previous FY2016						
			80%	*100%*	*100%*	*100%*	*200%*	*100%*	*125%*

Status	Other Program Measures	UM	FY2017						
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 62.6% of Target	8. Supervisory/manager requests for assistance re: disciplinary issues		650	112	113	225	93	89	407
			Previous FY2016						
			800	*159*	*149*	*308*	*109*	*137*	*554*

Status	Other Program Measures	UM	FY2017						
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 194.% of Target	9. Employees who made benefit changes during Open Enrollment		500	0	970	970	0	0	970
			Previous FY2016						
			500	*0*	*757*	*757*	*0*	*0*	*757*

Status	Other Program Measures	UM	FY2017						
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 100.3% of Target	10. Employee requests for assistance regarding benefits		9,500	2,242	2,785	5,027	2,236	2,265	9,528
			Previous FY2016						
			9,000	*2,313*	*2,356*	*4,669*	*2,411*	*2,041*	*9,121*

Status	Other Program Measures	UM	FY2017						
			Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
On Target 8.% of Target	11. Average number of LEAP training hours attended per employee		1.00	0.03	0.10	0.06	0.09	0.12	0.08
			Previous FY2016						
			2.00	*0.03*	*0.07*	*0.05*	*0.03*	*0.05*	*0.04*

Comments:

1. Yr-End: Not as many applications received as anticipated.

2. Yr-End: More recruitments were conducted than projected.

3. Yr-End: Slightly more employees were hired than projected.

4. Yr-End: Employee turnover was less than projected (fewer retirements, resignations and terminations).

5. Yr-End: More PAF's processed than anticipated.

6. Yr-End: No management positions filled in the 4th quarter of FY17.

8. Yr-End: Not as many requests for disciplinary guidance and assistance as projected.

9. Yr-End: Open enrollment occurs every year in November.

10. Yr-End: On target.

11. Yr-End: Slightly below target of average of one (1) LEAP training hour per employee.

City of Santa Barbara
Fiscal Year 2017 Performance Measure Results

Reporting Period: From 7/1/2016 to 6/30/2017

Department:	Administrative Services
Division:	Admin Svcs-Information Technology
Program Name and Number:	Information Technology (1541, 1542, 1543)
Program Owner:	Maryanne Knight

**12/16, 75%
Objectives
Achieved**

Program Mission:	Provide computer support for Financial, Geographic Information System (GIS), Web Services, and department applications; ensure reliable network operation; provide computer training and Help Desk support to City staff to enhance the effectiveness of City operations.

Program Activities:

1. Provide a reliable and secure computer infrastructure with high-speed network access to City facilities.
2. Maintain, upgrade, and support 820 desktop computers and 100 infrastructure and application servers.
3. Support the Munis Financial Management System (FMS) and City-wide and departmental application systems.
4. Provide computer training for City staff.
5. Provide a single source Help Desk support service for quick and effective problem diagnosis and resolution.
6. Provide easily maintained and user friendly public Web site to residents and internal SharePoint services to City staff.
7. Provide technical assistance support to departments for hardware selection, applications, and operations.

✓ Status	Project Objectives
☑ Complete	**1.** Begin implementation of the Accela Tidemark upgrade project with selected vendor by December 31, 2016.

Comments: Mid-Yr:	Implementation of Accela Civic Platform began October 2016.	Yr-End:	Implementation of Accela Civic Platform began October 2016 and is currently underway.

☑ Complete	**2.** Complete implementation of the Document Management and Council Agenda Process System by January 31, 2017.

Comments: Mid-Yr:	The Hyland Onbase System is live. Currently working on the public access portal.	Yr-End:	The Hyland Onbase system is fully implemented and live.

☑ Complete	**3.** Replace all networking equipment scheduled in the Network Infrastructure Replacement Plan for Fiscal Year 2017.

Comments: Mid-Yr:	Replacement is proceeding as planned.	Yr-End:	Replaced all networking equipment scheduled in the Network Infrastructure Replacement Plan for Fiscal Year 2017.

☑ Complete	**4.** Replace the servers scheduled in the Network Infrastructure Replacement Plan for Fiscal Year 2017.

Comments: Mid-Yr:	Replacement is proceeding as planned.	Yr-End:	Replace the servers scheduled in the Network Infrastructure Replacement Plan for Fiscal Year 2017.

☐ Cancelled	**5.** Install fire suppression system in Fire Station 1 Computer Room by March 31, 2017.

Comments: Mid-Yr:	This project has expanded to include a redesign of the Data Center to make this the primary data center for Citywide systems because of the superior seismic profile of the building. This will extend the project timeline. An RFP for the redesign is in development and will become part of our Fiscal Year 2018 objectives.	Yr-End:	An RFP for the redesign has been issued and is part of our Fiscal Year 2018 objectives.

☑	Complete	6.	Enable mobile device access for GIS MAPS service by March 31, 2017.		

Comments: **Mid-Yr:**	After a successful pilot project, this is now available for project Citywide.	**Yr-End:**	After a successful pilot project, this is now available for project Citywide.

☐	Behind Target	7.	Implement the Class Web Recreation Registration replacement by June 30, 2017.

Comments: **Mid-Yr:**	A vendor was selected, but contract negotiations have stalled with the selected vendor and the vendor's preferred credit card processor. Department, Finance, and Attorney staff are attempting to negotiate, but the completion timeline will certainly be delayed as a result.	**Yr-End:**	This project was delayed until extensive contract negotiations with the selected vendor and payment processor could be completed. Implementation is currently underway.

☑	Complete	8.	Provide a final recommendation of whether to proceed with Munis Payroll Time Entry or to pursue other time entry solutions, along with an associated action plan, by July 31, 2016.

Comments: **Mid-Yr:**	After extensive testing of the Munis ESS software, it was realized that it did not meet the City's needs and requirements. A recommendation was made to Executive Management to not use the Tyler Munis ESS time entry application and pursue another vendor's time entry, attendance, and scheduling application. A project plan was developed to select and implement a new application.	**Yr-End:**	An RFP was issued and the city is currently reviewing products from two finalists.

Status	Measurable Objectives	Metric
Behind Target 99.3% of Target	1. Resolve 70% of requests for Customer Support at time of request.	Percent of calls for customer support that are resolved within 30 minutes of time of request

				FY2017			
✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☐	70.0%	69.0%	69.0%	69.0%	70.0%	70.0%	69.5%
	Previous FY2016						
	60.0%	*71.4%*	*74.2%*	*72.8%*	*74.5%*	*74.0%*	*73.4%*

Comments: **Mid-Yr:**		**Yr-End:**	Of the 1419 user Support = Yes calls, 1007 were closed at the time of call for 70%. A vacancy at the Help Desk during the first two quarters of the year resulted in a slower response time to resolve support requests. The vacancy has been filled.

Status	Measurable Objectives						Metric
On Target 98.% of Target	**2.** Resolve 70% of requests for Customer Support within 1 business day.						Percent of requests for customer support that are resolved within 1 business day

FY2017

✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑	75.0%	72.0%	72.0%	72.0%	75.0%	75.0%	73.5%

			Previous FY2016			
70.0%	*78.8%*	*82.7%*	*80.7%*	*82.0%*	*77.0%*	*81.2%*

Comments: **Mid-Yr:** | **Yr-End:** Of the 1419 User support = Yes calls for Q3 and Q4, 1068 were closed within 1 day for a percantage of 75%. A vacancy at the Help Desk during the first two quarters of the year resulted in a slower response time to resolve support requests.

Status	Measurable Objectives						Metric
Ahead of Target 102.% of Target	**3.** Resolve 98% of Out of Service requests rated as Critical within 1 Business Day.						Percent of Critical Out of Service requests resolved in 1 business day

FY2017

✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

			Previous FY2016			
98.0%	*100.0%*	*86.0%*	*93.0%*	*100.0%*	*100.0%*	*95.0%*

Comments: **Mid-Yr:** | **Yr-End:** Of the 3 critical outage calls reported across Q 3 and Q 4 all were resolve within 1 day.

Status	Measurable Objectives						Metric
Behind Target 99.8% of Target	**4.** Maintain an uptime of 99.8% of the City's Wide Area Network and critical file and application servers.						Percent uptime for City WAN and critical support servers

FY2017

✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☐	99.8%	99.1%	99.4%	99.2%	99.9%	100.0%	99.6%

			Previous FY2016			
99.8%	*99.9%*	*97.8%*	*98.8%*	*99.0%*	*99.0%*	*98.9%*

Comments: **Mid-Yr:** | **Yr-End:** Our primary cause of network downtime incidents was due to the power at our radio tower. This has been resolved with the uninterruptible power supply (UPS) upgrade.

Status	Measurable Objectives						Metric
Ahead of Target 100.1% of Target	**5.** Maintain an uptime of 99.8% of the City's Financial Management Systems.						Percent uptime for City's Financial Management Systems

FY2017

✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑	99.8%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%
	Previous FY2016						
	99.8%	*99.6%*	*99.8%*	*99.7%*	*99.0%*	*100.0%*	*99.6%*

Comments: Mid-Yr: ____ **Yr-End:** ____

Status	Measurable Objectives						Metric
Ahead of Target 100.2% of Target	**6.** Maintain an uptime of 99.8% of the City's Centralized GIS and MAPS servers.						Percent uptime for City GIS and MAPS servers

FY2017

✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Previous FY2016						
	99.8%	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*99.0%*	*99.8%*

Comments: Mid-Yr: ____ **Yr-End:** ____

Status	Measurable Objectives						Metric
Ahead of Target 104.7% of Target	**7.** Maintain a 95% or higher customer satisfaction rating on service requests.						Percent of employees surveyed reporting satisfactory ratings

FY2017

✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑	95.0%	100.0%	100.0%	100.0%	98.0%	100.0%	99.5%
	Previous FY2016						
	95.0%	*100.0%*	*97.7%*	*98.2%*	*98.7%*	*96.7%*	*98.3%*

Comments: Mid-Yr: ____ **Yr-End:** We continue to receive high levels of customer satisfaction on service requests.

Status	Measurable Objectives						Metric
Ahead of Target 101.% of Target	**8.** Ensure 99% of employees report that training provided will result in improvements in their ability to use desktop applications.						Percent of employees reporting that the training improved their ability to use desktop applications

			FY2017				
✓ UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Previous FY2016						
	99.0%	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*

Comments: **Mid-Yr:** Of the 95 Users that responded to training, all 95 reported that training resulted in an improvement of their ability to use an application

Yr-End: Of the 120 users to respond to the survey over Q3 and Q4, all 120 reported that the training resulted in an improvement of their ability to use an application

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
84.4% of Target	1. "User Support" requests completed		3,800			1,789	710	709	3,208
			Previous FY2016						
			4,200	*935*	*897*	*1,832*	*962*	*844*	*3,638*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
93.% of Target	2. Infrastructure Support service requests completed		3,000			1,495	647	647	2,789
			Previous FY2016						
			3,000	*771*	*864*	*1,635*	*893*	*724*	*3,252*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
26.7% of Target	3. Critical out-of-service incidents		15	1	0	1	1	2	4
			Previous FY2016						
			10	*7*	*7*	*14*	*6*	*2*	*22*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
93.5% of Target	4. Enterprise application service requests completed		1,200			744	189	189	1,122
			Previous FY2016						
			1,100	*365*	*324*	*689*	*368*	*379*	*1,436*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
99.4% of Target	5. GIS service requests completed		1,000			450	272	272	994
			Previous FY2016						
			1,000	*196*	*259*	*455*	*281*	*254*	*990*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
77.1% of Target	6. Web service requests completed		1,000			429	171	171	771
			Previous FY2016						
			1,000	*249*	*202*	*451*	*180*	*180*	*811*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
98.7% of Target	7. Computer users supported		1,015	1,013	1,013	1,013	1,002	1,002	1,002
			Previous FY2016						
			1,010	*1,037*	*1,016*	*1,026*	*1,019*	*996*	*1,017*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
98.% of Target	**8.** Computer workstation devices supported		820	780	780	780	804	804	804
			Previous FY2016						
			820	*775*	*763*	*763*	*840*	*803*	*769*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
99.4% of Target	**9.** Computer users support per FTE (6)		168	168	168	168	167	167	167
			Previous FY2016						
			168	*173*	*169*	*171*	*170*	*166*	*169*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
91.9% of Target	**10.** Munis users support per FTE (2)		210	199	199	199	193	193	193
			Previous FY2016						
			140	*219*	*220*	*219*	*212*	*210*	*215*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
91.7% of Target	**11.** GIS users support per FTE (2)		320	302	302	302	294	294	294
			Previous FY2016						
			250	*336*	*341*	*338*	*328*	*328*	*333*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
106.2% of Target	**12.** Web content managers support per FTE (1.5)		145	156	156	156	154	154	154
			Previous FY2016						
			180	*163*	*172*	*168*	*173*	*146*	*164*

Status	Other Program Measures	UM	FY2017 Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
of Target	**13.** Training Enrollments		800			279			
			Previous FY2016						
			650	*223*	*252*	*475*	*378*	*163*	*1,016*

Comments:

1. Yr-End: Q 3 & 4: 1419 User Support = Yes

2. Yr-End: Q 3 & 4: 1294 Infrastructure Support Calls

4. Yr-End: Q 3 & 4: 378 FIS/Enterprise Calls

5. Yr-End: Q 3 & 4 GIS Calls: 544

6. Yr-End: Q 3 & 4 Web Calls: 342