



**P<sup>3</sup> BIENNIAL REPORT  
Fiscal Year 2014**



**Date: July 22, 2014**

**Department:** Administrative Services  
**Program Name and Number:** City Clerk's Office (1521 & 1522)  
**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, coordinate the citywide Records Management Program, and provide courteous, professional and efficient service to the City Council, City staff and the community.

**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:	Is this objective new? No If you replied "NO" above, what is the projected performance for the current fiscal year (FY 14)? 100% If available, what was the actual performance for FY 13? 100%					
Comments:	During FY14, the Division has processed 1,322 customer service requests.				Objective Achieved <input checked="" type="checkbox"/>	

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%	93%	90%	85%	99%	93%
Status:	Is this objective new? No If you replied "NO" above, what is the projected performance for the current fiscal year (FY 14)? 95% If available, what was the actual performance for FY 13? 96%					
Comments:	The Division received 421 timely filings out of 455 total filings during FY14.				Objective Achieved <input checked="" type="checkbox"/>	

3. Complete 75% of Council 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 minutes accurately prepared within 7 working days and presented for Council approval.	75%	100%	86%	90%	96%	93%
Status:	Is this objective new? No If you replied "NO" above, what is the projected performance for the current fiscal year (FY 14)? 95% If available, what was the actual performance for FY 13? 97%					
Comments:	The Division prepared 425 pages of minutes for 58 Council meetings during FY14.				Objective Achieved <input checked="" type="checkbox"/>	

## PROJECT OBJECTIVES

4. Administer the November 5, 2013 general municipal election to elect the Mayor and 3 Councilmembers and vote on ballot measure(s).		
Status:	Completed.	
Comments:	The Division successfully administered the November 5, 2013, all mail ballot election for the Mayor's and three Councilmembers' seats and one ballot measure.	Objective Achieved <input checked="" type="checkbox"/>
5. Coordinate the recruitment, appointment, orientation and training for 31 City advisory groups by June 30, 2014.		
Status:	Completed.	
Comments:	Annual Appointments were completed on December 17, 2013; and semi-annual appointments were completed on June 24, 2014. The Annual Workshop was held on May 28, 2014 and almost 80 advisory group members attended.	Objective Achieved <input checked="" type="checkbox"/>
6. Conduct required ethics training for members of designated advisory groups.		
Status:	Completed.	
Comments:	This objective is ongoing as new members are appointed to advisory groups. Part of the Annual Workshop will be credited towards existing members' training requirements and new members are requested to fulfill the ethics training online.	Objective Achieved <input checked="" type="checkbox"/>
7. Coordinate electronic filing systems for candidates, committees, elected officials, City advisory group members, and employees.		
Status:	Completed.	
Comments:	Due to the City election this year, there were 83 campaign finance statements filed in FY14, which is an increase from 23 in FY13.	Objective Achieved <input checked="" type="checkbox"/>
8. Oversee the Records Management Program and prepare an annual report on each Department's progress in meeting the program goals.		
Status:	Objective Achieved.	
Comments:	The Annual Report for FY 14 was completed on July 21, 2014.	Objective Achieved <input checked="" type="checkbox"/>
9. Investigate options for replacement of electronic Agenda Management software.		
Status:	In process.	
Comments:	We have begun the process of researching options for either replacing or upgrading our current system.	Objective Achieved <input type="checkbox"/>

<b>OTHER PERFORMANCE MEASURES</b>						
<b>Performance Measure</b>	<b>Annual Projection</b>	<b>QTR 1 Jul-Sep</b>	<b>QTR 2 Oct-Dec</b>	<b>QTR 3 Jan-Mar</b>	<b>QTR 4 Apr-Jun</b>	<b>Year to Date</b>
1. Pages of Council minutes prepared and presented for Council approval	450	97	92	91	145	425
2. Number of staff hours spent in support of 34 City Advisory Groups composed of 272 Members	360	89	85	71	142	387
3. Number of customer service requests completed within 2 working days or by the requested deadline	1,400	363	406	250	303	1,322
4. Number of electronic filings of statements of economic interests	435	30	10	41	374	455
5. Number of staff hours spent in support of statements of economic interests	125	14	24	82	27	147
6. Number of staff hours spent on codification of the municipal code	60	39	26	26	10	101
7. Number of contracts and agreements, deeds and notices of completion processed	300	128	81	62	92	363
8. Number of resolutions and ordinances processed	135	33	22	21	43	119
9. Number of City Council agendas and packets prepared	60	10	13	15	20	58
10. Number of campaign statements processed	50	20	36	27	0	83

11. Number of staff hours spent in support of campaign statements	30	18	22	10	0	50
12. Number of staff hours spent on research requests	90	48	40	32	35	155
13. Number of phone calls received	5,000	1,067	1,242	1,424	1,224	4,737
14. Number of staff hours spent on the Council agenda packet process	600	138	123	141	154	556
15. Number of staff hours spent on Council meeting attendance and follow-up	1,050	182	174	200	305	861

**COMMENTS ON OTHER PERFORMANCE MEASURES:**

10. and 11. There were more campaign statements that were filed and more staff hours that were required to review them, therefore the projection is higher than what was adopted.

12. There is an unexplained increase in requests for research from City staff and the public.

If a measure is new, type "NEW". If these are current performance measures (FY 14), please project what the performance for the current fiscal year will be. If available, provide the actual performance for FY 13? (An example has been provided)

	Actual FY 13	Actual FY 14
1.	421	425
2.	545	387
3.	1,413	1,322
4.	456	455
5.	183	147
6.	60	101
7.	415	363
8.	134	119
9.	56	58
10.	23	83
11.	22	50
12.	92	155
13.	4,213	4,737
14.	462	556
15.	795	861

**RECENT PROGRAM ACHIEVEMENT:**

- *Conducted a successful vote-by-mail election to elect the Mayor and 3 Councilmembers and decide 1 ballot measure.*

*The Recent Program Achievement must fit in the 2-line space provided above.*



## P<sup>3</sup> Report Fiscal Year 2014

**Date: July 16, 2014**

**Department:** Administrative Services  
**Program Name and Number:** Information Systems (1541-1543)  
**Program Owner:** Rob Badger, Information Systems Manager  
**Phone Number:** 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 requests for Customer Support 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 customer support that are resolved at time of call	60%	67%	62.4%	62%	64%	63.25%
Status:	Exceeded target by more than 3% for the year.					
Comments:	Of 1574 total calls, 890 were for User Support. Of these, 573 were Closed at Time of Call.				Objective Achieved <input checked="" type="checkbox"/>	

2. Resolve 70% of requests for Customer 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 customer support that are resolved within 1 business day	70%	75%	71.2%	71.4%	71%	72.15%
Status:	Exceeded target by more than 2% for the year.					
Comments:	Of 1574 total calls, 890 were for User Support. Of these, 632 were closed within 1 day.				Objective Achieved <input checked="" type="checkbox"/>	

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%	100%	100%	100%	100%
Status:	Exceeded target by 2% for the year.					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

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%	100%	100%	100%	100%	100%
Status:	Meeting expected target					
Comments:	No critical outages reported for the year.				Objective Achieved <input checked="" type="checkbox"/>	

5. Maintain an uptime of 99.8% of the City's Financial Management Systems.						
<b>Performance Measure</b>	<b>Annual Target</b>	<b>QTR 1 Jul-Sep</b>	<b>QTR 2 Oct-Dec</b>	<b>QTR 3 Jan-Mar</b>	<b>QTR 4 Apr-Jun</b>	<b>Year to Date</b>
Percent uptime for City's Financial Management Systems	99.8%	100%	100%	99.9%	99.9%	99.99%
Status:	Meeting expected target					
Comments:	Munis financial system was down for less than a 1 ½ hours in the year.				Objective Achieved <input checked="" type="checkbox"/>	

6. Maintain an uptime of 99.8% of the City's Centralized GIS and MAPS servers.						
<b>Performance Measure</b>	<b>Annual Target</b>	<b>QTR 1 Jul-Sep</b>	<b>QTR 2 Oct-Dec</b>	<b>QTR 3 Jan-Mar</b>	<b>QTR 4 Apr-Jun</b>	<b>Year to Date</b>
Percent uptime for City GIS and MAPS servers	99.8%	100%	100%	100%	100%	100%
Status:	No downtime for the City's GIS server was reported.					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

7. Maintain a 95% or higher customer satisfaction rating on service requests.						
<b>Performance Measure</b>	<b>Annual Target</b>	<b>QTR 1 Jul-Sep</b>	<b>QTR 2 Oct-Dec</b>	<b>QTR 3 Jan-Mar</b>	<b>QTR 4 Apr-Jun</b>	<b>Year to Date</b>
Percent of employees surveyed reporting satisfactory rating on services received.	95%	98%	98%	100%	100%	99%
Status:	Exceeded expected target by 4% for the year.					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

8. Ensure 99% of employees report that training provided will result in improvements in their ability to use desktop applications.						
<b>Performance Measure</b>	<b>Annual Target</b>	<b>QTR 1 Jul-Sep</b>	<b>QTR 2 Oct-Dec</b>	<b>QTR 3 Jan-Mar</b>	<b>QTR 4 Apr-Jun</b>	<b>Year to Date</b>
Percent of employees reporting that the training improved their ability to use desktop applications	99%	100%	99%	100%	100%	99.7%
Status:	Exceeded target for the year.					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

PROJECT OBJECTIVES		
1. Conduct a needs assessment for expansion of wireless access in City facilities; develop an implementation strategy, priority list, and complete Phase I by June 30, 2014.		
Status:	Conducted a citywide needs assessment, developed an implementation plan, and completed Phase I.	
Comments:	Phase I implemented Wi-Fi access throughout City Hall.	Objective Achieved <input checked="" type="checkbox"/>
2. Upgrade the enterprise backup system to reduce power and cooling requirements and costs by November 30, 2014.		
Status:	New Avamar backup system was purchased and installed ahead of schedule.	
Comments:	The legacy Avamar system has been de-commissioned and the new system has been installed in the Fire Station #1 computer room.	Objective Achieved <input checked="" type="checkbox"/>
3. Conduct a pilot project to evaluate the best method to implement an automated operating system deployment, application delivery and update, and anti-virus management system, develop a citywide implementation plan with schedule and begin deployment process by June 30, 2014.		
Status:	Microsoft's System Center Configuration Manager (SCCM) was installed, tested, and successfully rolled out citywide ahead of schedule. The Police Department has also rolled out SCCM to their work stations.	
Comments:	Windows 7 and Windows 8 builds were developed and tested using the City's standard applications. City Information Systems is rolling out Windows 7 on new and existing workstations, since the City's Munis financial software is not certified for Windows 8.	Objective Achieved <input checked="" type="checkbox"/>
4. Complete the implementation of Tyler Munis financial system including all Financial, Payroll and Human Resources modules by June 30, 2014.		
Status:	Financials including General Ledger, Budgeting, Accounts Payable, Purchasing, Inventory, and Cashiering went Live Jan 8 <sup>th</sup> , Fixed Assets in February, Accounts Receivable in April, and Payroll and HR are scheduled for Sept 28, 2014.	
Comments:	The Munis Project is expected to be accomplished within its planned budget. The Munis Financial modules were implemented on schedule. Payroll and Human Resources were delayed to permit time to resolve three FLSA overtime pay calculations.	Objective Achieved <input checked="" type="checkbox"/>
5. Provide staff with a method for accessing City software applications on a mobile device in the field by June 30, 2014.		
Status:	Conducted research and analysis to select the best VPN device to meet City needs. The top two devices were tested in-house and Array Networks was chosen and implemented.	
Comments:	Array Networks VPN device permits access to the City's software applications from work stations, laptops, and tablet computers running Windows, Apple, and Android operating systems.	Objective Achieved <input checked="" type="checkbox"/>
6. Conduct a needs assessment, select, and begin implementation of a citizen response system that allows the Public to make and track requests for City services by June 30, 2014.		

Status:	This project currently does not have funding and has been postponed to FY 2015.	
Comments:	The FY 2015 goals are: to complete a needs assessment, vendor/product selection, and begin installation by June 30, 2015.	Objective Achieved <input type="checkbox"/>

7. Upgrade the City's ESRI GIS desktop and server software and MAPS internal and public data browser applications by August 31, 2013.		
Status:	The ESRI Desktop and server and MAPS software was rolled out on schedule.	
Comments:	No substantial user issues or problems were experienced.	Objective Achieved <input checked="" type="checkbox"/>

### 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	4200	1340	1432	838	890	4500
2. Infrastructure Support service requests completed	3000	774	815	806	904	3299
3. Critical out-of-service requests completed	35	0	0	1	2	3
4. Enterprise application service requests completed	700	166	175	97	178	616
5. GIS service requests completed	880	219	241	239	272	971
6. Web service requests completed	400	151	190	219	208	768
7. Computer users supported	1170	1165	1182	1222	1104	1104
8. Computer workstation devices supported	820	854	866	851	868	868
9. Computer users supported per FTE (7.45)	160	156	159	164	148	148
10. FMS users support per FTE (2.55)	157	149	155	153	154	153
11. GIS users support per FTE (2.5)	260	118	272	269	270	232



12. Web content managers support per FTE (1.0)	205	140	153	158	180	180
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13. Training Enrollments	300	86	374	183	53	696
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**Recent Program Achievements:**

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**P<sup>3</sup> REPORT**  
**Fiscal Year 2014**



**Date: 7/30/14**

**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%	85% (175/206)	85%			89%
Status:	3 <sup>rd</sup> and 4 <sup>th</sup> quarter information will be completed in mid-August 2014.					
Comments:						Objective Achieved <input checked="" type="checkbox"/>

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/reviews completed (within 45 working days of department completing the Position Description Form) / total number of classification studies completed.	95%	n/a	100% (1/1)	100% (29/29)	100% (1/1)	100% (31/31)
Status:	31 studies/reviews completed and on-time.					
Comments:	The target has been met.					Objective Achieved <input checked="" type="checkbox"/>

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	17.43	22.29	23.75	25.29	22.19
Status:	Completed.					
Comments:	The target has been met.					Objective Achieved <input checked="" type="checkbox"/>

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	29.22	40.14	35.63	51.60	39.14
Status:	Completed.					
Comments:	The target has been met.				Objective Achieved <input checked="" type="checkbox"/>	

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
Status:	PAF trainings were scheduled for FY2014; however, with the delay of the Munis-Payroll-HR modules, the PAF training will now occur in September 2014.					
Comments:	Delayed until September 2014.				Objective Achieved <input type="checkbox"/>	

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:	Completed.					
Comments:	The target has been met.				Objective Achieved <input checked="" type="checkbox"/>	

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	4	13	20	16	53
Status:	Completed.					
Comments:	The target has been met.				Objective Achieved <input checked="" type="checkbox"/>	

## PROJECT OBJECTIVES

1. Provide six sessions of legally required Harassment Training for supervisors and managers by December 31, 2013.						
Status:	6 sessions were offered between July and December 2013.					
Comments:	These sessions were offered to help meet the legally required training in calendar year 2013.				Objective Achieved <input checked="" type="checkbox"/>	
2. Complete eight sessions of Harassment Training for staff (by June 30, 2014).						
Status:	11 sessions were offered this fiscal year.					
Comments:	The target has been met.				Objective Achieved <input checked="" type="checkbox"/>	

<b>OTHER PERFORMANCE MEASURES</b>						
<b>Performance Measure</b>	<b>Annual Projection</b>	<b>QTR 1 Jul-Sep</b>	<b>QTR 2 Oct-Dec</b>	<b>QTR 3 Jan-Mar</b>	<b>QTR 4 Apr-Jun</b>	<b>Year to Date</b>
1. Number of applications reviewed and processed.	<b>9,000</b>	2,835	1,878	1,898	1,998	<b>8,609</b>
2. Number of recruitments conducted.	<b>75</b>	25	28	18	22	<b>93</b>
3. Number of employees (regular and hourly) hired.	<b>400</b>	109	90	105	133	<b>437</b>
4. Turnover of regular employees.	<b>7.5%</b>	1.70%	2.89%	1.99%	2.20%	<b>8.78%</b>
5. Number of personnel actions, such as new hires, promotions, resignations, merit increases, etc. processed by HR staff.	<b>3,000</b>	590	367	686	1,018	<b>2,661</b>
6. % of management positions filled by internal promotion.	<b>70%</b>	n/a	100% (1/1)	50% (1/2)	67% (2/3)	<b>67% (4/6)</b>
7. % of supervisory positions filled by internal promotion.	<b>80%</b>	0% (0/3)	n/a	100% (2/2)	67% (2/3)	<b>50% (4/8)</b>
8. Number of supervisor / manager requests for assistance re: disciplinary issues.	<b>800</b>	196	157	145	85	<b>583</b>
9. Number of employees who made benefit changes during Open Enrollment.	<b>500</b>	n/a	431	n/a	n/a	<b>431</b>
10. Number of employee requests for assistance re: benefits.	<b>9,000</b>	2,314	2,813	2,424	2,035	<b>9,586</b>
11. Average # of LEAP training hours attended per employee.	<b>2</b>	.03	.09	.14	.05	<b>.31</b>

**COMMENTS ON OTHER PERFORMANCE MEASURES:**

<b>Department</b>	<b>Year-End Evaluation On- Time Score</b>
1. Administrative Services	76%
2. Airport	84%
3. Community Development	86%
4. CAO/Mayor	86%
5. Finance	94%
6. Fire	85%
7. Library	94%
8. Parks and Recreation	95%
9. Police	95%
10. Public Works	83%
11. Waterfront	98%
CITYWIDE	89%