

## Support Services

### City Manager

The City Manager is the Chief Executive Officer of the City of Calistoga and is appointed by the City Council. The City Manager appoints the Department Directors and other City staff, except the City Attorney.

The City Manager is responsible for the implementation of decisions made by the City Council and for the overall management of all City departments; provides recommendations to the City Council on development and formulation of policies, goals and objectives on community issues and projects.

The City Manager also represents the City's interests throughout the region and beyond through coordination of activities with various local agencies, state and federal agencies.

### Economic Vitality

In recent years, there has been, and continues to be, an effort by the City Council, community and businesses to develop economic development initiatives to insure the long term economic growth and stability and maintain the character of the community.

### Legal Services

The City Attorney is appointed by the City Council on a contract basis. The City also contracts with various legal firms for legal advice and services for specific projects or operations.

### Administrative Services

The Administrative Services Department is a combination of several support services functions that are described below

- **Finance services** of management, accounting and reporting for all of the funds and departments of the City. This includes payroll and benefit services, payment for services and supplies; cashiering and collection taxes, fees and other revenues; accounting for all financial and related transactions; compliance with State and Federal regulations for employees and people or companies doing business with the City; and administration of the Business License and Transient Occupancy Tax codes.
- **Financial planning** includes Budget development and projections; budgeting and financial policies; and financial advisory services to

the other departments. This also includes the financial advice and strategic planning for current and future operations, capital improvement projects and economic development projects with private developers. Develop and or administers special finance related studies and reports such as utility rate studies, tax audits, fee for services studies, reorganization proposals and other organization support studies as required.

- **Financial Reporting** The City issues an independently audited Comprehensive Annual Financial Report of summarizing all of the City annual financial transactions for a fiscal year (from July 1<sup>st</sup> to the following June 30<sup>th</sup>). In addition, there are several required year end State Reports. The Department produces several monthly, quarterly and periodic budget reports on the status and projections of revenues and expenditures and research and development of various other reports for the other departments.
- **Treasury Administration** for City investments and Debt/Lease obligation management. The treasury services includes the management of the City bank accounts; collections, deposits and transfers of funds between accounts, online banking services and reporting systems, automated clearing house payment services, credit card processing; administration of the City Investment Policy and investment of available cash; and issuance and administration of all City debt and lease obligations.
- **City Computer Systems** and Networks for the City organization are managed by the Department. The City has a comprehensive system that integrates phone, video, telemetry and information systems and connects all major City facilities together. The daily management of the network and planning for replacement and upgrades to meet the organization needs.
- **Utility Billing** for City operated Water and Wastewater systems which includes the administration of Municipal Code requirements for utility billing. This includes maintenance of the utility account and meter inventory system, coordination of service requests and meter reading with Public works and customer services.

### **Administrative Services Staffing**

Administrative Services is directly staffed with four full time positions; Administrative Services Director/City Treasurer, Administrative Services Technician, Senior Account Clerk and an Account Clerk. The Department also uses other department staff, as appropriate to provide project support services such as Grants development and administration, special reports and some clerical support. In addition, the Administrative Services Department relies on outside professionals to provide on going and one time services. Below is a list of the major services and providers:

- Computer system network and equipment – Fisher Computer systems
- Property and Sales Tax review and reporting – HdL Companies
- Debt related financial advice and support – various financial and legal firms
- Risk Management – PARSAC, Bragg & Associates

#### **Administrative Services FY 08-10 Budget Projects:**

- Water and Wastewater Five Year rate and connection fee updates
- Implementation of Community Facilities District for Terrano Development
- Comprehensive fees for Services and Development Impact Fee study policies
- Development of comprehensive Financial, Budget and Transient Occupancy Tax Administrative policies
- Update of Purchasing Code, policies and practices
- Water Tank Financing plan development and implementation
- Enhancement of quarterly financial reporting system
- Update of Personnel Rules & Regulations and coordinate city policies and practices with various Federal and State requirements
- Relocation and consolidation of City computer servers to a secure location and Improve City data network for reliability, backup, security and usability
- Development of a Strategic Plan for City Information Systems - Computer System Network and Communications
- Year End Closing and Comprehensive Annual Financial Report (CAFR) for June 30, 2008
- Analysis of Other Post Employment Benefit (OPEB) obligations and implementation of GASB 45 CAFR
- Review and Replace City Communications systems
- Begin implementation of Information Systems strategic plan
- Evaluation of City financial system software
- Enhancement of Grants management and reporting system for all City Grants
- Expansion of use of WEB site for interactive forms and financial transactions.

#### **Risk Management**

This is an important activity to reduce hazards and injury to people and damage to property in providing City services and implementing projects. The City is a member of a joint powers authority, Public Agency Risk Sharing Authority of

California (PARSAC) for the management and insuring of general liability, property, employee, workers compensation and other risks. The City Manager is the City's representative and the Administrative Services Director is the Alternate to PARSAC. The City Clerk's office is responsible for any liability or property claims processing and management of the insurance certificates required by agreements. Other activities are the annual review of the City's self insured retentions, insurance coverage and programs for training of City staff on safety in the work place and other work risks. Periodic appraisals and surveys of City facilities, programs and services are conducted to identify hazards and develop a plan to reduce to a cost effective level. A review of construction and other agreements with others are done to identify risks in the activity and mitigate or transfer the risk.

### **Personnel**

The City Manager is also the Personnel Officer that is responsible for the administration of the personnel rules and regulations, the labor memorandum of understanding agreements, the recruitment process and other labor related issues. The Administrative Services Department also provides support for labor negotiations and periodic medical coverage and other labor related issues.

### **Support Services Staffing**

In addition to the Administrative Services staffing described above, Support S Services staff includes all or portions of the City Manager, Administrative Secretary, City Clerk and Deputy City Clerk/Administrative Analyst.

Actual FY 05-06	Actual FY 06-07	Adopted FY 07-08	Final FY 07-08	Adopted FY 08-09	Revised FY 08-09	Preliminary FY 09-10
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## Support Services Program Summary

<b>Programs</b>							
01-4114 City Manager	172,738	155,354	165,250	158,500	190,700	168,700	168,500
01-4176 Economic Vitality	20,941	20,263	45,450	304,100	348,500	368,450	378,950
01-4113 Legal Services	62,159	92,590	102,600	80,000	100,000	100,000	100,000
01-4108 Finance	245,010	255,761	283,900	314,900	290,450	268,050	264,250
01-4170 Risk Management	312,975	371,905	383,400	429,900	366,600	415,300	429,850
01-4172 Personnel	60,091	79,371	65,600	69,400	75,050	88,200	89,300
01-4119 Non Departmental	85,187	117,679	114,150	113,950	127,900	118,600	124,550
<b>Program Totals</b>	<b>959,101</b>	<b>1,092,923</b>	<b>1,160,350</b>	<b>1,470,750</b>	<b>1,499,200</b>	<b>1,527,300</b>	<b>1,555,400</b>

<b>Expenditures By Type</b>							
Personnel Services	473,786	469,138	487,250	495,600	537,350	466,600	475,200
Services & Supplies	485,315	623,785	673,100	975,150	961,850	1,060,700	1,080,200
<b>Program Totals</b>	<b>959,101</b>	<b>1,092,923</b>	<b>1,160,350</b>	<b>1,470,750</b>	<b>1,499,200</b>	<b>1,527,300</b>	<b>1,555,400</b>

<b>Staff Allocation for FY 08-09 &amp; FY 09-10</b>						
<b>Support Services</b>	<b>City Manager</b>	<b>Economic Vitality</b>	<b>Personnel</b>	<b>Finance</b>	<b>Risk Mgmt</b>	<b>Total</b>
City Manager	0.40	0.10	0.10		0.10	0.70
Administrative Secretary				0.10		0.10
Deputy City Clerk / Admin Analyst	0.60		0.10			0.70
City Clerk	0.10				0.05	0.15
Sr. Account Clerk				0.60		0.60
Account Clerk				0.40		0.40
Administrative Services Technician				0.60		0.60
Admin Analyst/ Emerg Serv Coord					0.05	0.05
Admin Services Director / City Treasurer				0.50	0.10	0.60
<b>Positions</b>	<b>1.10</b>	<b>0.10</b>	<b>0.20</b>	<b>2.20</b>	<b>0.30</b>	<b>3.90</b>
<b>Total Support Services</b>	<b>1.10</b>	<b>0.10</b>	<b>0.20</b>	<b>2.20</b>	<b>0.30</b>	<b>3.90</b>