

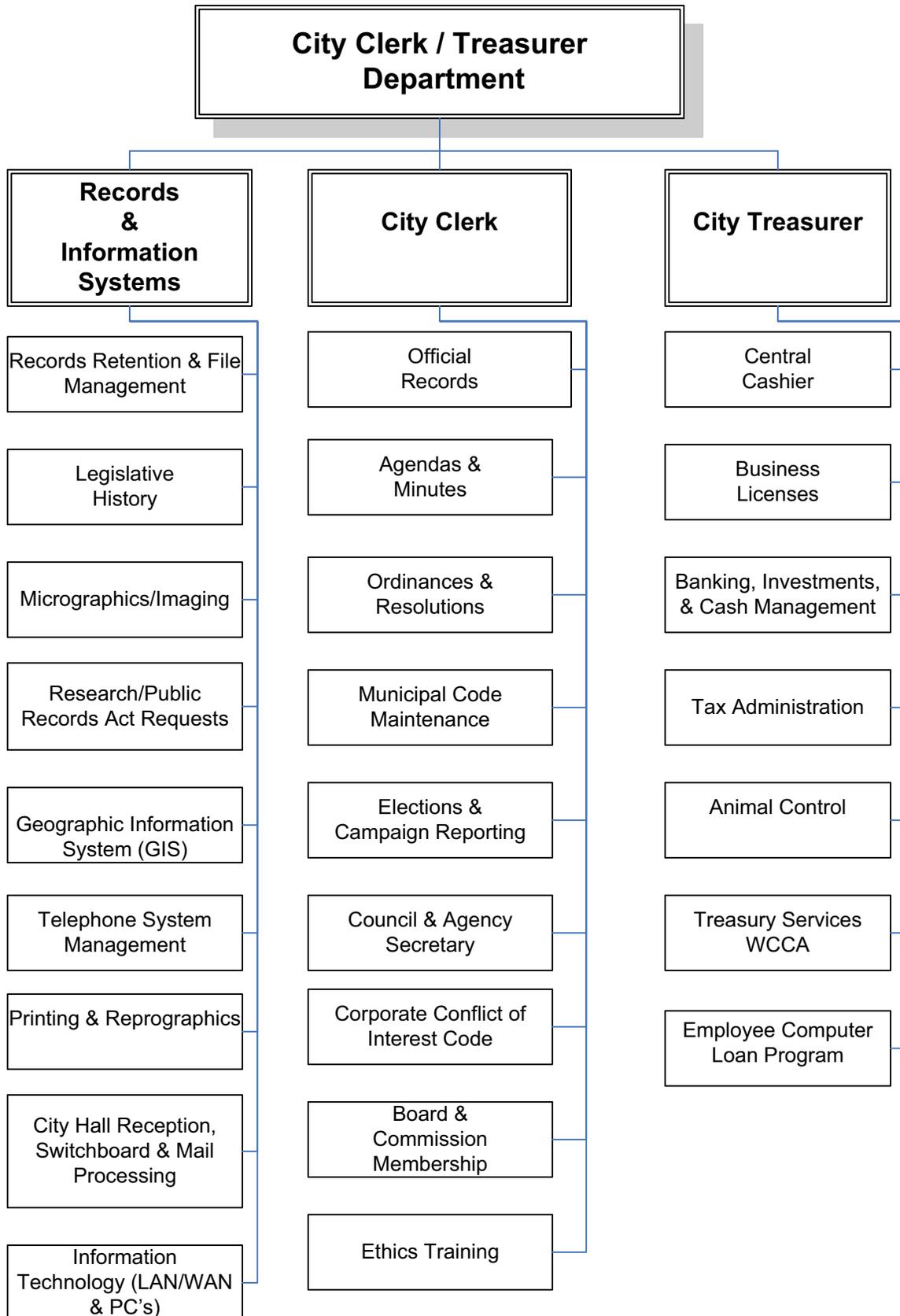
⋮
City of Whittier

City Clerk / Treasurer

- *City Clerk*
- *Elections*
- *City Treasurer*
- *Business License*
- *Business Improvement Area*
- *Information Technology Services*

City Clerk/Treasurer

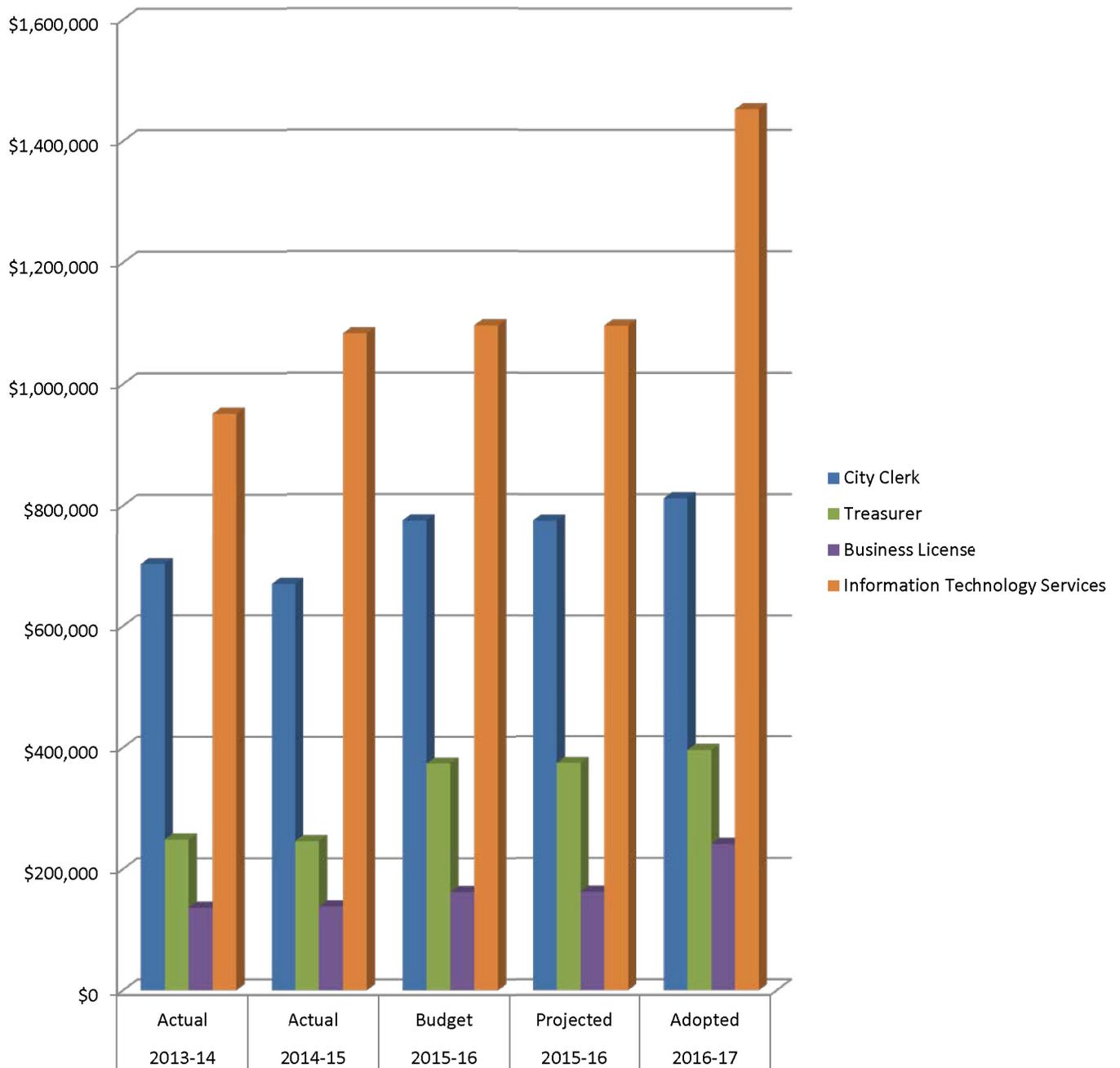
Organization Chart



City of Whittier

City Clerk/Treasurer Department

Division/Cost Center	2013-14	2014-15	2015-16	2015-16	2016-17
	Actual	Actual	Budget	Projected	Adopted
City Clerk	\$ 702,114	\$ 669,771	\$ 774,094	\$ 774,094	\$ 810,810
Treasurer	248,424	246,112	373,448	373,448	395,028
Business License	136,109	138,236	161,915	161,915	240,580
Information Technology Services	950,814	1,082,016	1,095,344	1,095,344	1,451,712



City of Whittier

City Clerk

OVERVIEW

The City Clerk-Treasurer has custody of, and is responsible for, all official City records. The City Clerk-Treasurer's office records all policy and administrative decisions of the City Council, Whittier Redevelopment Successor Agency, Whittier Utility Authority, Whittier Public Financing Authority and Whittier Housing Authority; prepares the written agenda for regular and special meetings of the Council, Successor Agency and Authorities; and records and maintains the official minutes of the proceedings. Since October 2012, agenda reports and supporting material for City Council and Planning Commission meetings are now linked to the agendas posted on the City's website.

As custodian of official records, the City Clerk-Treasurer maintains original executed ordinances and resolutions, contracts and agreements, official bonds and inactive and permanent records in the City-wide Records Center located in City Hall. City Clerk-Treasurer staff developed and manages a micrographic and digital imaging program to preserve and protect the City's history. In FY 2015-16, over 60,000 documents were scanned into the City's document imaging system and made ready for transfer to microfilm for archival preservation. Prior to conversion to microfilm, each digitized document is checked for quality and processed through optical character recognition (OCR) software, giving staff and the public the ability to search for information using plain text. Each roll of microfilm is checked for quality and indexed for future research. Staff provides file and records management assistance to all City departments and assists citizens and staff in researching City, Successor Agency and Authority-related matters. Records Management staff answered over 1,200 information requests, including 294 Public Records Act requests from the public. During FY 2015-16, Records Management staff continued to coordinate the Litigation Hold program with the City Attorney by sending monthly reminders to City staff and consultants that certain documents are required to be secured to ensure they are available for possible litigation.



In addition to records management, this division is responsible for the main reception and mail processing for all departments. This assignment includes answering and directing over 40,000 incoming telephone calls a month, directing 1,500 visitors a month to appropriate departments and daily processing mail received or sent by the City. On average, reception staff sends out over 275,000 pieces of mail each year. The reception desk includes an ADA-approved counter and a TV that plays the City's message board and City Council meetings.

Additionally, it is the responsibility of the City Clerk-Treasurer's office to publish and post legal notices, as required by law, and coordinate the posting of property as needed. This office also administers the formal sealed bid process and handles the noticing, receiving and opening of sealed bids.

The City Clerk-Treasurer is the filing officer for financial reporting by City officials and instructs and assists elected and appointed officials and designated personnel in complying with provisions of the Political Reform Act. Approximately 140 officials and employees submitted annual filings to the City Clerk's office for 2015.



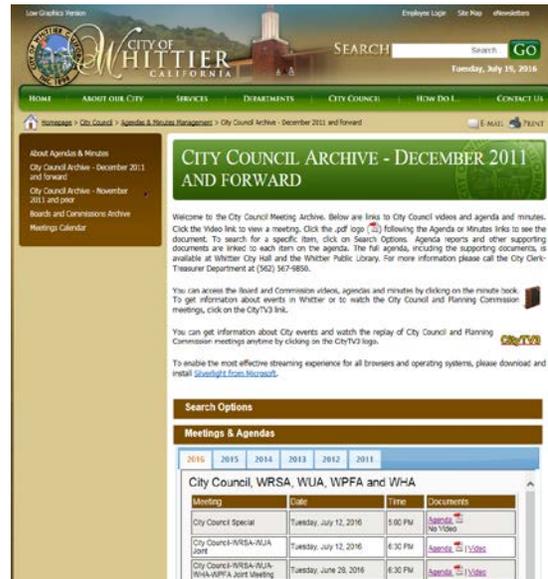
City of Whittier

City Clerk

The City Clerk-Treasurer's office coordinates and assists elected and appointed officials and designated employees with required biennial Ethics Training in compliance with AB1234. Approximately 130 officials and employees have received the training. The City Clerk-Treasurer's office administers the City Council's Board and Commission appointment policy and conducts the annual recognition event sponsored by the City Council.

KEY GOALS

- Provide administrative support to the City Manager's Office and the City Council
- Maintain a computerized legislative history index for City Council, Redevelopment Successor Agency, Utility Authority, Public Financing Authority and Housing Authority minutes, ordinances, resolutions, agreements and recorded documents
- Provide for the safe storage and proper archive of City documents
- Safeguard vital City records through microfilming and imaging
- Assist the City Council, staff and public in obtaining information available from City records
- Provide efficient services or helpful information to anyone who calls or visits City Hall
- Provide proficient mail distribution and processing
- Administer the City Council's Board and Commission Appointment Policy and Recognition Program
- Promote positive community relations through excellence in customer service
- Coordinate biennial Ethics Training for designated employees and advisory board members
- Coordinate annual financial reporting for City Council, designated employees and advisory board members in compliance with the Political Reform Act



PERFORMANCE MEASURES

Measure	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Projected
Number of agenda packets prepared	34	38	34	34
Number of public record requests	1,204	1,215	1,137	1,200
Resolutions prepared:				
City	84	74	83	82
Redevelopment Successor Agency	6	10	4	6
Utility Authority	6	10	9	8
Housing Authority	1	5	1	2
Public Financing Authority	1	2	0	2
Ordinances processed	16	10	20	16

City of Whittier

City Clerk (100-15-151-000)

	2013-14 Actual	2014-15 Actual	2015-16 Budget	2015-16 Projected	2016-17 Adopted
<u>SUMMARY</u>					
Expenditures and Transfers-Out By Type					
Employee Services	\$ 615,020	\$ 581,265	\$ 662,078	\$ 662,078	\$ 666,497
Maintenance and Operations	77,698	83,480	112,016	112,016	141,813
Capital Outlay	9,396	5,026	-	-	2,500
Total Expenditures	702,114	669,771	774,094	774,094	810,810
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	\$ 702,114	\$ 669,771	\$ 774,094	\$ 774,094	\$ 810,810
Expenditures and Transfers-Out By Source					
General Fund	702,114	669,771	774,094	774,094	810,810
Total Expenditures and Transfers-Out	\$ 702,114	\$ 669,771	\$ 774,094	\$ 774,094	\$ 810,810
<u>DETAIL</u>					
Operating Expenditures and Transfers-Out					
Salaries and Wages	\$ 458,550	\$ 421,238	\$ 475,371	\$ 475,371	\$ 485,468
Employee Benefits	124,287	160,027	186,707	186,707	181,029
Total Employee Services	582,837	581,265	662,078	662,078	666,497
Dues, Memberships, License and Publications	1,195	1,034	917	917	917
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	3,766	2,548	3,548	3,548	3,345
Professional Services	5,155	6,104	12,600	12,600	12,600
Utilities	-	-	-	-	-
Miscellaneous Services	27,589	12,491	31,850	31,850	31,850
Repairs and Maintenance	1,228	1,235	8,136	8,136	8,136
Materials and Supplies	35,003	55,706	50,625	50,625	50,625
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	3,762	4,362	4,340	4,340	4,340
Total Maintenance and Operations	77,698	83,480	112,016	112,016	111,813
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	660,535	664,745	774,094	774,094	778,310
Non-Operating Expenditures and Transfers-Out					
Employee Services	32,183	-	-	-	-
Maintenance and Operations	-	-	-	-	30,000
Capital Outlay	9,396	5,026	-	-	2,500
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	41,579	5,026	-	-	32,500
Total Expenditures and Transfers-Out	\$ 702,114	\$ 669,771	\$ 774,094	\$ 774,094	\$ 810,810
Full Time Positions	6.0	6.0	6.0	6.0	6.0
Part Time Positions (Full Time Equivalent)	0.0	0.0	1.5	1.5	1.5
Total	6.0	6.0	7.5	7.5	7.5



City of Whittier

Elections

OVERVIEW

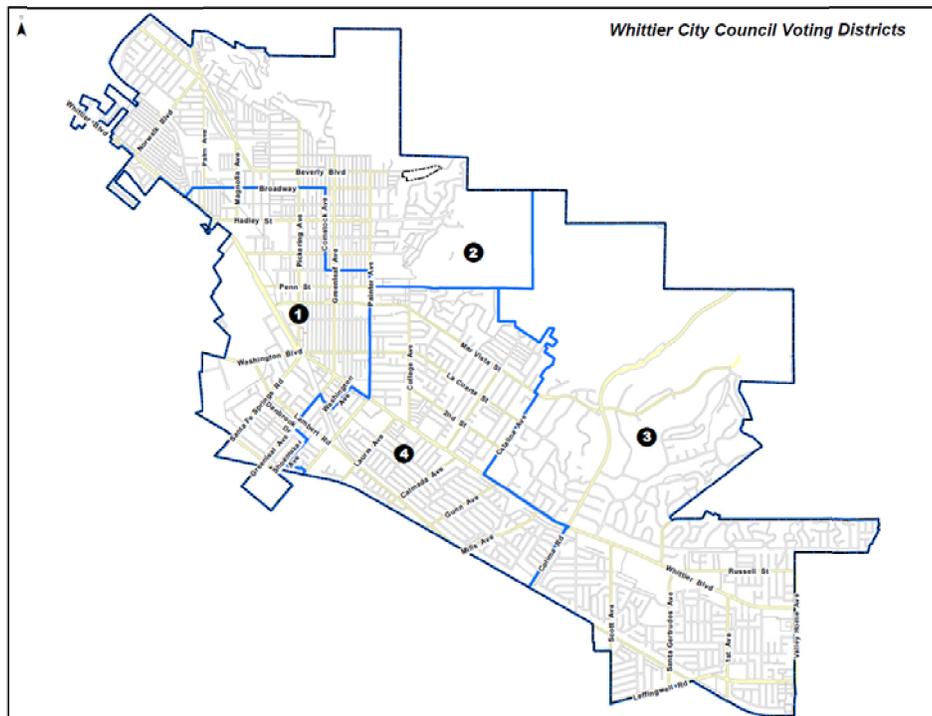


The City Clerk-Treasurer Department conducts all municipal elections in the City. Election activities, many of which are mandated by the California Elections Code, include: qualifying City Council candidates; establishing voting precincts and securing precinct workers; coordinating election-related contract services; and training election workers. Related activities include: administration of a vote-by-mail program with ballot and voter security measures; and development and administration of a Voting Rights Act Program (Spanish and Chinese) involving community organization participation. General municipal elections are held in even-numbered years. Newly elected officials are seated the second Tuesday after Election Day. Elections also provide the City Council and electors with the opportunity to present measures to the voters.

On June 3, 2014, City voters approved a Charter Amendment establishing four district based Council Members and a citywide Mayor position.

On January 26, 2016, the City Council approved the appointment of the only candidate for Council Member in District 3. On Tuesday, April 12, 2016, the City of Whittier conducted a General Municipal Election for the purpose of electing a Mayor, and a Council Member in District 1. All voters were eligible to elect a Mayor to serve citywide for two years. Council Members for Districts 1 and 3 serve four-year terms.

In 2018, voters in Districts 2 and 4 will elect Council Members from their Districts to serve four-year terms, and all voters will be eligible to elect a Mayor to serve citywide for two years.



City of Whittier

Elections

The Political Reform Act of 1974 requires political committees and candidates running for or elected to the City Council to file campaign statements which reflect financial expenditures and contributions made on behalf of the candidates and/or measures. The Act also requires candidates to file Statements of Economic Interests during the nomination period and successful candidates to file within thirty days after taking office. City Clerk-Treasurer staff administers these provisions of the Political Reform Act.

The Department assists the County Registrar of Voters during county, state and federal elections. Polling place location and other voting assistance is provided to residents on all election days.



KEY GOALS

- Conduct all municipal elections in accordance with provisions of the City Charter and applicable federal and State laws
- Administer California Political Reform Act and Municipal Code campaign provisions
- Develop and implement a comprehensive Voting Rights Act Program in compliance with federal law
- Provide timely and accurate election information and assistance to candidates, voters and the community

PERFORMANCE MEASURES

Measure	FY 2009-10 Actual	FY 2011-12 Actual	FY 2013-14 General Election	FY 2013-14 Special Election	FY 2015-16 Actual
Registered voters	43,181	43,558	46,295	46,005	45,816
Ballots returned	7,380	7,391	5,636	7,204 ¹	9,387
Number voted at precinct	3,498	3,209	2,026	3,958	3,655
Number voted by mail	3,882	4,182	3,610	3,246	5,732

¹ A total of 8,056 voters participated in the Statewide Primary Election; 7,204 voted on Measure W.

City of Whittier

Elections (100-15-151-30X)

	2013-14 Actual	2014-15 Actual	2015-16 Budget	2015-16 Projected	2016-17 Adopted
<u>SUMMARY</u>					
Expenditures and Transfers-Out By Type					
Employee Services	\$ 19,776	\$ 10	\$ -	\$ 21,288	\$ -
Maintenance and Operations	142,278	220,807	178,638	201,942	130,793
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>162,054</u>	<u>220,817</u>	<u>178,638</u>	<u>223,230</u>	<u>130,793</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 162,054</u>	<u>\$ 220,817</u>	<u>\$ 178,638</u>	<u>\$ 223,230</u>	<u>\$ 130,793</u>
Expenditures and Transfers-Out By Source					
General Fund	162,054	220,817	178,638	223,230	130,793
Total Expenditures and Transfers-Out	<u>\$ 162,054</u>	<u>\$ 220,817</u>	<u>\$ 178,638</u>	<u>\$ 223,230</u>	<u>\$ 130,793</u>
<u>DETAIL</u>					
Operating Expenditures and Transfers-Out					
Salaries and Wages	\$ 19,581	\$ 10	\$ -	\$ 20,994	\$ -
Employee Benefits	195	-	-	294	-
Total Employee Services	<u>19,776</u>	<u>10</u>	<u>-</u>	<u>21,288</u>	<u>-</u>
Dues, Memberships, License and Publications	82	109	150	150	150
Rentals	5,141	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	123	163	163	163	218
Professional Services	40,106	217,618	-	21,102	-
Utilities	-	-	-	-	-
Miscellaneous Services	11,720	1,096	-	-	-
Repairs and Maintenance	140	-	-	-	-
Materials and Supplies	84,510	1,621	200	1,771	200
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	456	200	178,125	178,756	130,225
Total Maintenance and Operations	<u>142,278</u>	<u>220,807</u>	<u>178,638</u>	<u>201,942</u>	<u>130,793</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>162,054</u>	<u>220,817</u>	<u>178,638</u>	<u>223,230</u>	<u>130,793</u>
Non-Operating Expenditures and Transfers-Out					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	-	-	-
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Expenditures and Transfers-Out	<u>\$ 162,054</u>	<u>\$ 220,817</u>	<u>\$ 178,638</u>	<u>\$ 223,230</u>	<u>\$ 130,793</u>
Full Time Positions	0.0	0.0	0.0	0.0	0.0
Part Time Positions (Full Time Equivalent)	0.0	0.0	0.0	0.0	0.0
Total	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>



City of Whittier

Treasurer

OVERVIEW



The City Treasurer's Office receipts all monies collected by the City, Redevelopment Successor Agency, Utility Authority, Housing Authority and Public Financing Authority including federal, state and local revenue generated through assessments, fees and taxes. The City Treasurer Division prepares bank deposits, monitors account balances, maintains records of deposits and receipts and prepares monthly written reports providing balance and investment information. The Division also handles issuance of parking permits, reviewing

demands, petty cash and performs certain tax administration. Included in the responsibilities of the Treasurer's Office is the central cashier function, which validates all receipts including water payments, permit fees, recreation receipts, business license taxes and assessment fees. During Fiscal Year 2015-16 the Treasury Office processed 136,342 transactions.

In an effort to increase overall revenue, the City, Redevelopment Successor Agency, Housing Authority and Utility Authority invest funds not needed for current expenses. The Treasurer is responsible for investments and ensures that funds are invested in a manner consistent with the City Council, Redevelopment Successor Agency and Authorities' Statement of Investment Policy. All investments are made in accordance with that policy and therefore, follow the strict criteria of safety, liquidity and yield. In addition to investing surplus funds, it is the Treasurer's responsibility to monitor all accounts and activity so as to maintain or have available a cash flow to meet daily operating expenses.

The Division maintains records of the various City, Redevelopment Successor Agency, Housing Authority and Utility Authority bank accounts. Banking/broker relations are established to comply with safekeeping/custody regulations and the investment of surplus funds.

The Division administers the City's contract for animal control services and coordinates state-mandated low-cost vaccination clinics. This Division also administers the employee computer loan program and serves as Treasurer to the Wildlife Corridor Conservation Authority.

The Division administers the Utility User Tax Exemption Program. The program exempts households within the City of Whittier from the 5% utility tax if the previous calendar years' household income is less than \$29,550.

City of Whittier

Treasurer

KEY GOALS

- Maximize interest earnings through sound investment strategy with strict adherence to the provisions of the adopted Investment Policy and Procedures
- Utilize FTN Main Street Investment Advisors to manage a portion of the City and WUA's portfolio
- Accuracy and promptness in posting of payments received
- Consider online payment option for water/trash customers
- Implement automatic direct debit utility payment service
- Efficient administration of the employee computer loan program
- Establish and maintain effective banking/broker relationships to maximize use of City revenue
- Evaluate and maintain sufficient cash flow or liquid assets to ensure that the City's current and future operating needs are met
- Timely collection and accurate recording of Utility User's Tax (UUT) and Transient Occupancy Tax (TOT) payments and administering the City's UUT Exemption Program
- Promote positive community relations through continued excellence in customer service

PERFORMANCE MEASURES

Measure	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Projected
Interest income on investments <ul style="list-style-type: none"> • *City and WUA • WRSA • WHA 	\$314,810	\$523,343	\$766,276	\$1.3 M
	\$54,549	\$18,002	\$24,065	\$24,300
	\$34,872	\$28,628	\$31,655	\$32,000
Number of online/direct debit payments:				
Online Payments	10,095	10,788	7,748	0
Bill Concentration	13,203	13,021	7,427	0
**Receivables Manager	N/A	N/A	9,469	25,000
Business License	778	852	963	1,000
Automatic Direct Debit	N/A	N/A	N/A	300
Number of residents participating in the UUT Exemption - Water, Solid Waste Collection and Sewer Fee Discount	233	278	319	350

*Interest Income on Investments - FTN Main Street estimates its management of the City/Utility Authority funds in the coming year, under the new Investment Policy parameters authorized by the City Council on May 24, 2016, will net \$548,000.

** Receivables Manager - Wells Fargo's Online Payments effective 01/19/16

City of Whittier

Treasurer (100-15-152-000)

	2013-14 Actual	2014-15 Actual	2015-16 Budget	2015-16 Projected	2016-17 Adopted
<u>SUMMARY</u>					
Expenditures and Transfers-Out By Type					
Employee Services	\$ 225,621	\$ 244,791	\$ 259,990	\$ 259,990	\$ 281,562
Maintenance and Operations	22,803	1,321	113,458	113,458	113,466
Capital Outlay	-	-	-	-	-
Total Expenditures	248,424	246,112	373,448	373,448	395,028
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	\$ 248,424	\$ 246,112	\$ 373,448	\$ 373,448	\$ 395,028
Expenditures and Transfers-Out By Source					
General Fund	248,424	246,112	373,448	373,448	395,028
Total Expenditures and Transfers-Out	\$ 248,424	\$ 246,112	\$ 373,448	\$ 373,448	\$ 395,028
<u>DETAIL</u>					
Operating Expenditures and Transfers-Out					
Salaries and Wages	\$ 167,273	\$ 177,420	\$ 186,448	\$ 186,448	\$ 198,058
Employee Benefits	58,348	67,371	73,542	73,542	83,504
Total Employee Services	225,621	244,791	259,990	259,990	281,562
Dues, Memberships, License and Publications	617	757	1,243	1,243	1,243
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	1,617	1,460	1,460	1,460	1,468
Professional Services	16,778	(3,775)	103,379	103,379	103,379
Utilities	-	-	-	-	-
Miscellaneous Services	271	-	1,000	1,000	1,000
Repairs and Maintenance	932	330	1,597	1,597	1,597
Materials and Supplies	2,588	2,191	4,046	4,046	4,046
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	-	358	733	733	733
Total Maintenance and Operations	22,803	1,321	113,458	113,458	113,466
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	248,424	246,112	373,448	373,448	395,028
Non-Operating Expenditures and Transfers-Out					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	-	-	-
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	-	-	-	-	-
Total Expenditures and Transfers-Out	\$ 248,424	\$ 246,112	\$ 373,448	\$ 373,448	\$ 395,028
Full Time Positions	3.0	3.0	3.0	3.0	3.0
Part Time Positions (Full Time Equivalent)	0.2	0.2	0.3	0.3	0.3
Total	3.2	3.2	3.3	3.3	3.3

City of Whittier

Business License

OVERVIEW

The Business License Division ensures that individuals and organizations conducting business or performing a service within the City boundaries are issued a license. The division actively searches for unlicensed businesses through field inspections, fictitious name and resale tax permit filings, water bill, state and county listings and by public contact. The division offers online license renewals for most business owners. The issuance of door-to-door solicitor permits is an additional function of the division. There are approximately 6,850 active business licenses in the City of Whittier. The business license tax is a source of general fund revenue for the City.



KEY GOALS

- Continue enforcement through available resources to locate unlicensed businesses and ensure compliance with the City's municipal code in regards to the payment of license taxes
- Coordinate with City Departments to ensure continued consistency in business licensing
- Promote positive community relations through excellence in customer service

PERFORMANCE MEASURES

Measure	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Projected
New Business Licenses (all)	848	904	951	975
New Business Licenses (in City only)	461	470	475	487
Total Businesses (all)	7,557	7,762	6,849	7,020
Total Businesses (in City only)	5,994	6,022	5,242	5,375
Total Local Restaurants	193	197	181	185
Total Retail Businesses	522	543	534	547
Total Home Occupations	357	375	384	395
Total Rental Properties	2,664	2,644	2,300	2,350
Total Professional Offices	403	406	557	570

City of Whittier

Business License (100-15-152-302)

	2013-14 Actual	2014-15 Actual	2015-16 Budget	2015-16 Projected	2016-17 Adopted
<i>SUMMARY</i>					
Expenditures and Transfers-Out By Type					
Employee Services	\$ 114,823	\$ 115,780	\$ 136,534	\$ 136,534	\$ 203,143
Maintenance and Operations	21,286	22,456	25,381	25,381	37,437
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>136,109</u>	<u>138,236</u>	<u>161,915</u>	<u>161,915</u>	<u>240,580</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 136,109</u>	<u>\$ 138,236</u>	<u>\$ 161,915</u>	<u>\$ 161,915</u>	<u>\$ 240,580</u>
Expenditures and Transfers-Out By Source					
General Fund	136,109	138,236	161,915	161,915	240,580
Total Expenditures and Transfers-Out	<u>\$ 136,109</u>	<u>\$ 138,236</u>	<u>\$ 161,915</u>	<u>\$ 161,915</u>	<u>\$ 240,580</u>
<i>DETAIL</i>					
Operating Expenditures and Transfers-Out					
Salaries and Wages	\$ 83,568	\$ 83,174	\$ 100,810	\$ 100,810	\$ 141,748
Employee Benefits	31,255	32,606	35,724	35,724	61,395
Total Employee Services	<u>114,823</u>	<u>115,780</u>	<u>136,534</u>	<u>136,534</u>	<u>203,143</u>
Dues, Memberships, License and Publications	-	-	75	75	75
Rentals	14	2	527	527	527
Taxes and Assessments	-	-	-	-	-
Insurance	714	580	521	521	577
Professional Services	8,473	8,642	8,425	8,425	20,425
Utilities	-	-	-	-	-
Miscellaneous Services	70	-	322	322	322
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	11,978	13,215	14,531	14,531	14,531
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	37	17	980	980	980
Total Maintenance and Operations	<u>21,286</u>	<u>22,456</u>	<u>25,381</u>	<u>25,381</u>	<u>37,437</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>136,109</u>	<u>138,236</u>	<u>161,915</u>	<u>161,915</u>	<u>240,580</u>
Non-Operating Expenditures and Transfers-Out					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	-	-	-
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Expenditures and Transfers-Out	<u>\$ 136,109</u>	<u>\$ 138,236</u>	<u>\$ 161,915</u>	<u>\$ 161,915</u>	<u>\$ 240,580</u>
Full Time Positions	1.0	1.0	1.0	1.0	2.0
Part Time Positions (Full Time Equivalent)	<u>0.9</u>	<u>0.9</u>	<u>1.2</u>	<u>1.2</u>	<u>1.2</u>
Total	<u>1.9</u>	<u>1.9</u>	<u>2.2</u>	<u>2.2</u>	<u>3.2</u>

City of Whittier

Business Improvement Area

OVERVIEW

In 1969, the City of Whittier approved a Business Improvement Area (BIA) in Uptown Whittier. The purpose of the improvement area is to promote and encourage businesses by means of a special assessment imposed upon Uptown businesses. The special assessment is collected by the City with the business license tax and is remitted to the Whittier Uptown Association (WUA) to fund promotional activities related to generating business in the Uptown BIA. Funds derived from the assessment are expended on behalf of businesses that benefit from the various promotional activities and specialized marketing strategies. There are currently 484 businesses located in Uptown Whittier.

The City has an agreement with the WUA to collect assessments for marketing services that includes a comprehensive program of advertising, publicity and promotion for the Uptown BIA. The Business License Division acts as a liaison between the Uptown BIA businesses and the Uptown Association with respect to assessment compliance. The Economic Development Division of the Community Development Department serves as the City's liaison for Uptown program administration.

KEY GOALS

- Improve public awareness of the availability of shopping and services in Uptown Whittier
- Attract visitors to Uptown Whittier thereby promoting the area's heritage
- Continue efforts to improve and enforce assessment collection
- Promote positive customer relations with businesses located within the Uptown Area

PERFORMANCE MEASURES

During the past fiscal year, the following significant projects were completed:

- Two antique fairs, one in the spring and one in the fall
- 61st Annual Christmas Parade
- Holiday Sonata
- Window Holiday Decorating Contest
- Halloween Capers
- 15th Annual Car Show
- Thursday Family Festival – starts August 2016
- Uptown Connection
- Shop Local & Save Program

City of Whittier

Business Improvement Area (254-15-152-000)

	2013-14 <u>Actual</u>	2014-15 <u>Actual</u>	2015-16 <u>Budget</u>	2015-16 <u>Projected</u>	2016-17 <u>Adopted</u>
<u>SUMMARY</u>					
Expenditures and Transfers-Out By Type					
Employee Services	\$ -	\$ -	\$ -	\$ -	\$ -
Maintenance and Operations	112,716	115,537	111,500	111,500	111,500
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>112,716</u>	<u>115,537</u>	<u>111,500</u>	<u>111,500</u>	<u>111,500</u>
Total Expenditures	112,716	115,537	111,500	111,500	111,500
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 112,716</u>	<u>\$ 115,537</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>
Expenditures and Transfers-Out By Source					
Business Improvement Area	112,716	115,537	111,500	111,500	111,500
Total Expenditures and Transfers-Out	<u>\$ 112,716</u>	<u>\$ 115,537</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>
<u>DETAIL</u>					
Operating Expenditures and Transfers-Out					
Salaries and Wages	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Benefits	-	-	-	-	-
Total Employee Services	-	-	-	-	-
Dues, Memberships, License and Publications	-	-	-	-	-
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	-	-	-	-	-
Professional Services	-	-	-	-	-
Utilities	-	-	-	-	-
Miscellaneous Services	112,716	115,537	111,500	111,500	111,500
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	-	-	-	-	-
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	-	-	-	-	-
Total Maintenance and Operations	<u>112,716</u>	<u>115,537</u>	<u>111,500</u>	<u>111,500</u>	<u>111,500</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>112,716</u>	<u>115,537</u>	<u>111,500</u>	<u>111,500</u>	<u>111,500</u>
Non-Operating Expenditures and Transfers-Out					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	-	-	-
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 112,716</u>	<u>\$ 115,537</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>
Full Time Positions	0.0	0.0	0.0	0.0	0.0
Part Time Positions (Full Time Equivalent)	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>
Total	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>



City of Whittier

Information Technology/Telecommunications

OVERVIEW

Part of the services provided by the City Clerk-Treasurer Department, the Information Technology/Telecommunications Division (IT) manages the City's multi-platformed local area network (LAN) and wide area network (WAN), World Wide Web services, geographic information services (GIS), and all land and cellular telephone services. The IT Division seeks to provide proven technology services to users while positioning the City's IT infrastructure for the future.

IT staff advises and implements future growth of the City's data infrastructure. IT staff coordinates maintenance and repair for all network servers, routers and switches as well as over 400 PCs, 66 mobile data computers (MDCs) in the Police cars and 60 printers. The WAN provides full network services to eight locations throughout the City including the City Yard, the Branch Library, the Historic Transit Depot, Parnell Park, Palm Park, the Landfill Office, the Landfill Gatehouse, and the Pumping Plant as well as two locations in Santa Fe Springs. Staff implements software installations/updates and provides training and support for the City's productivity suite. The Division also maintains the City's email system. With over 450 user accounts, the City receives and sends over 70,000 messages daily. Staff has implemented spam blocking, anti-virus scans and automatic operating system updates to keep network users up-to-date and protected. During FY2015-16, IT continued to work with the Controller's Department to maintain the City's Emergency Operation Center (EOC).



Other projects for FY 2015-16 included working with the Public Works Department to add the City's Landfill Office and Gatehouse to the Whittier Microwave System (WMS). Upgrading the connection to the Landfill will provide the infrastructure to update the Landfill's scale system. IT also worked with the Water Division to upgrade the communication links to the Marshall Bowen Pumping Plant and the well field providing the infrastructure that supports the security system for these sites. IT continues to manage the City's mobile app which has been changed from AccessWhittier to Whittier 24/7. Improvements to the mobile app include Whittier 24/7 branding and the ability to directly download the app from iTunes and Android app stores.

The City's website continues to be maintained by IT staff. IT staff coordinated the annual website review which was completed in May 2015. Agenda reports and supporting material for City Council and Planning Commission meetings continue to be linked to the agendas posted on the City's website. The Historic Resources web app, streaming video of City Council and Planning Commission meetings, and AccessWhittier are examples of how IT works with each department to support the City's efforts to improve government transparency for its citizens.

The Geographic Information System (GIS) unit of the IT Division continues to use information developed from various sources – both internal and external – to link to City parcel data. Working with IT staff, GIS staff continues to explore ways to link digital images to the geographic information. Staff has developed map layers for land use, Assessor's parcel information, public safety and other vital spatial information. The City continues to be a member of the Los Angeles Region Image Acquisition Consortium which is the City's source for high quality aerial photography of the City. Throughout FY 2015-16, GIS assisted with the City's Voting District Formation by creating a variety of maps. In FY2014-15, the GIS Unit continued to use the GIS field equipment that was purchased through the EOC Grant to gather geographical positions for street lights and City signs. GIS completed the inventory of 11,000 signs and continues to work with Public Works to keep the inventory current. The unit continues to provide map updates for the Police Department.

The IT Division continues to manage the City's telecommunication services. Working with various telephone companies, staff programs the City's Mitel telephone switches to provide telephone and voice mail services for

City of Whittier

Information Technology/Telecommunications

all City Departments. All cellular telephone service, including smartphones and other mobile devices, is coordinated through the IT Division.

KEY GOALS

- Maintain the City's LAN and WAN
- Maintain the City's fleet of PC's and printers
- Manage a citywide IT Committee responsible for planning and executing LAN and WAN improvements and maintenance, specialty software installation and upgrades, technology training and planning and budgeting for future IT needs
- Maintain the streaming video system for City Council and Planning Commission and continue its links to the document management/imaging system
- Maintain and expand the documenting imaging system and begin training staff how to search for documents stored in the system
- Continue to implement virtualization to:
 - Improve disaster recovery;
 - Lessen Server sprawl;
 - Simplify network administration; and
 - Save on utility usage
- Implement telephone system redundancy by contracting with multiple carriers for digital and copper lines.
- Implement industry-standard security for the City's LAN/WAN including firewalls, anti-virus scans and anti-spam devices
- Maintain the City's website and encourage additional content to further government transparency
- Refine and standardize the City's geographic and information layers with the Police Department maps and work with Public Works to inventory City signs
- Refine the Helpdesk application to make reporting issues easier and begin using the knowledge base function of the application
- Manage the City's mobile app that allows the public to quickly report issues such as potholes or graffiti using a smartphone
- Advise departments on best practice regarding Information Technology and Telecommunications issues
- Manage the City's cellular telephone account including the smartphones and other mobile devices
- Provide excellent customer service to all City departments

PERFORMANCE MEASURES

Measure	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Projected
Helpdesk Tickets Opened	887	756	544	800
Helpdesk Tickets - Closed	874	756	544	800
Signs Inventoried	9,600	1,100	11,00	--
AccessWhittier (Mobile App)	242	--	--	200

*Following completion of the sign inventory, GIS staff will work with Public Works to maintain the sign database.

City of Whittier

Information Technology Services (715-15-151-000)

	2013-14 Actual	2014-15 Actual	2015-16 Budget	2015-16 Projected	2016-17 Adopted
<i>SUMMARY</i>					
Expenditures and Transfers-Out By Type					
Employee Services	\$ 384,920	\$ 400,928	\$ 452,995	\$ 452,995	\$ 487,519
Maintenance and Operations	399,183	380,941	458,249	458,249	480,093
Capital Outlay	166,711	300,147	184,100	184,100	484,100
Total Expenditures	<u>950,814</u>	<u>1,082,016</u>	<u>1,095,344</u>	<u>1,095,344</u>	<u>1,451,712</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 950,814</u>	<u>\$ 1,082,016</u>	<u>\$ 1,095,344</u>	<u>\$ 1,095,344</u>	<u>\$ 1,451,712</u>
Expenditures and Transfers-Out By Source					
Information Technology Fund	950,814	1,082,016	1,095,344	1,095,344	1,451,712
Total Expenditures and Transfers-Out	<u>\$ 950,814</u>	<u>\$ 1,082,016</u>	<u>\$ 1,095,344</u>	<u>\$ 1,095,344</u>	<u>\$ 1,451,712</u>
<i>DETAIL</i>					
Operating Expenditures and Transfers-Out					
Salaries and Wages	\$ 505,862	\$ 510,254	\$ 558,195	\$ 558,195	\$ 579,608
Employee Benefits	(120,942)	(109,326)	(105,200)	(105,200)	(92,089)
Total Employee Services	<u>384,920</u>	<u>400,928</u>	<u>452,995</u>	<u>452,995</u>	<u>487,519</u>
Dues, Memberships, License and Publications	11,238	22,026	32,440	32,440	32,440
Rentals	2,340	1,980	2,160	2,160	2,160
Taxes and Assessments	-	-	-	-	-
Insurance	5,052	4,938	4,938	4,938	4,948
Professional Services	128,009	134,741	149,589	149,589	149,589
Utilities	152,496	92,340	103,300	103,300	103,300
Miscellaneous Services	499	1,592	6,500	6,500	6,500
Repairs and Maintenance	95,296	118,541	148,557	148,557	148,557
Materials and Supplies	1,644	1,643	2,465	2,465	2,465
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	2,609	3,140	5,300	5,300	5,300
Total Maintenance and Operations	<u>399,183</u>	<u>380,941</u>	<u>455,249</u>	<u>455,249</u>	<u>455,259</u>
Capital Outlay	159,394	254,451	162,100	162,100	162,100
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>943,497</u>	<u>1,036,320</u>	<u>1,070,344</u>	<u>1,070,344</u>	<u>1,104,878</u>
Non-Operating Expenditures and Transfers-Out					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	3,000	3,000	24,834
Capital Outlay	7,317	45,696	22,000	22,000	322,000
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	<u>7,317</u>	<u>45,696</u>	<u>25,000</u>	<u>25,000</u>	<u>346,834</u>
Total Expenditures and Transfers-Out	<u>\$ 950,814</u>	<u>\$ 1,082,016</u>	<u>\$ 1,095,344</u>	<u>\$ 1,095,344</u>	<u>\$ 1,451,712</u>
Full Time Positions	6.0	6.0	6.0	6.0	6.0
Part Time Positions (Full Time Equivalent)	1.2	1.2	1.2	1.2	1.2
Total	<u>7.2</u>	<u>7.2</u>	<u>7.2</u>	<u>7.2</u>	<u>7.2</u>

