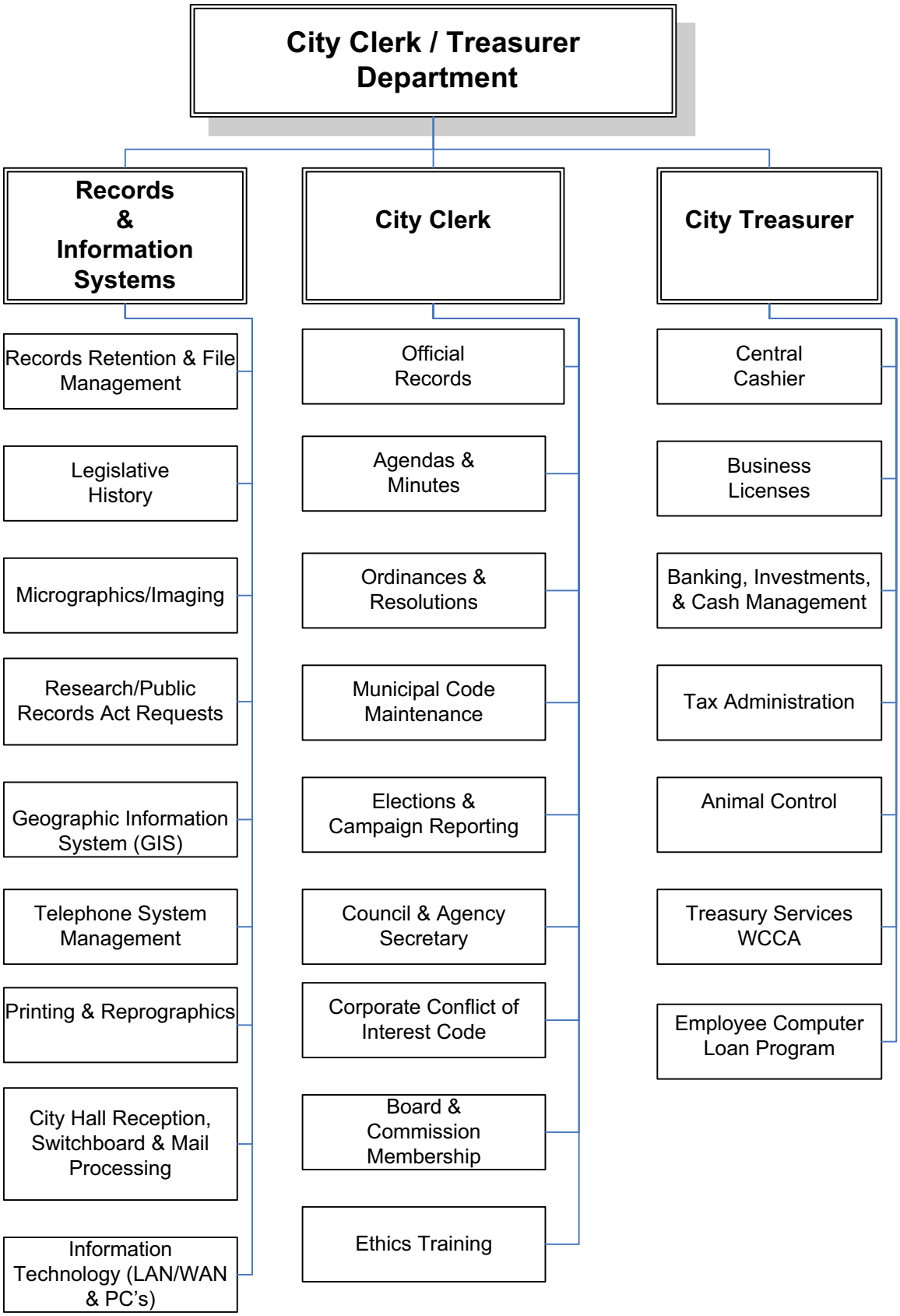
City of Whittier

City Clerk / Treasurer

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

City Clerk/Treasurer

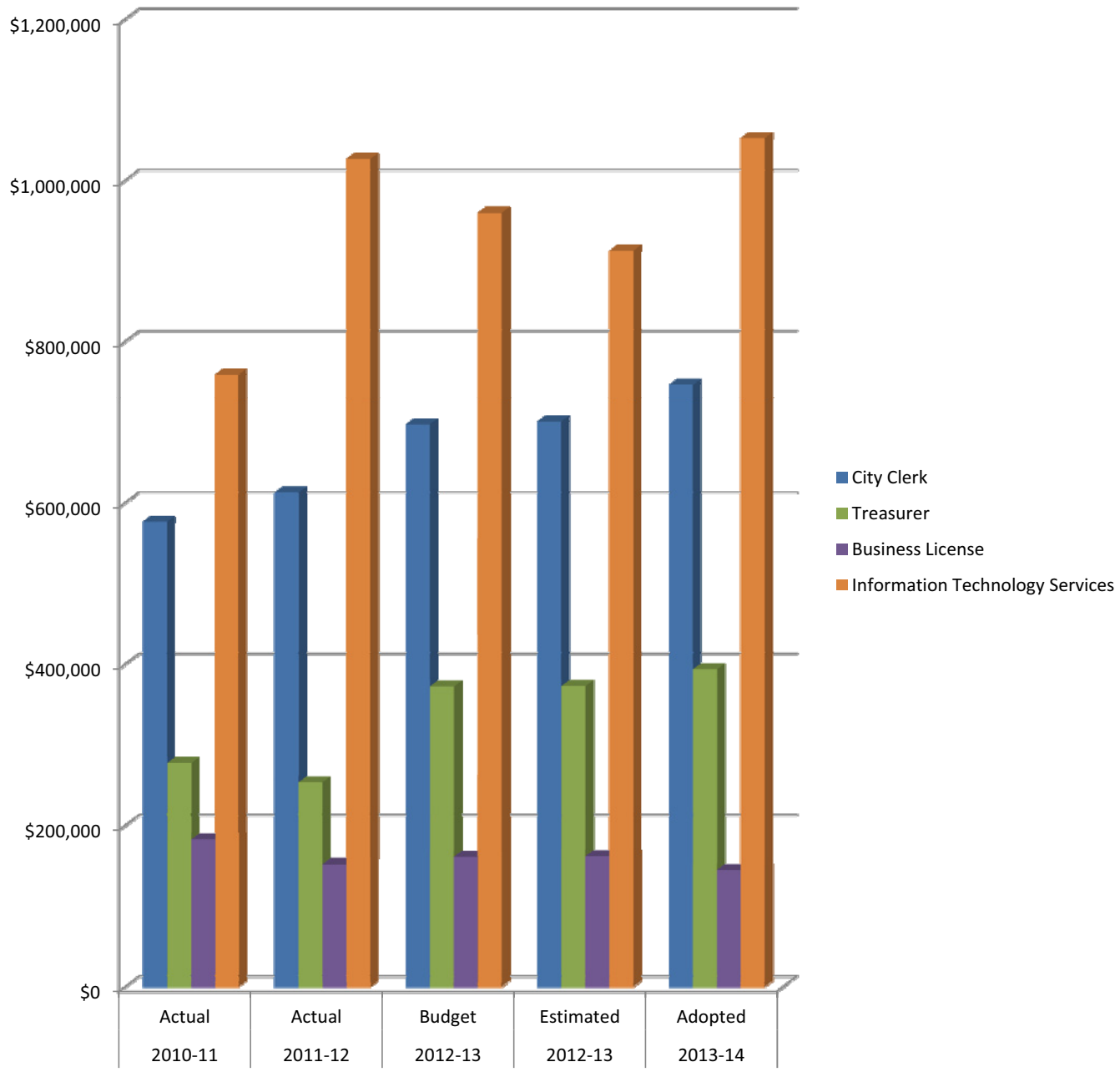
Organization Chart



City of Whittier

City Clerk/Treasurer Department

Division/Cost Center	2010-11 Actual	2011-12 Actual	2012-13 Budget	2012-13 Estimated	2013-14 Adopted
City Clerk	$ 576,555	$ 612,648	$ 697,162	$ 700,830	$ 746,087
Treasurer	277,323	253,352	372,244	372,717	393,364
Business License	182,442	151,900	161,031	161,697	144,799
Information Technology Services	758,577	1,026,497	959,557	912,557	1,052,426



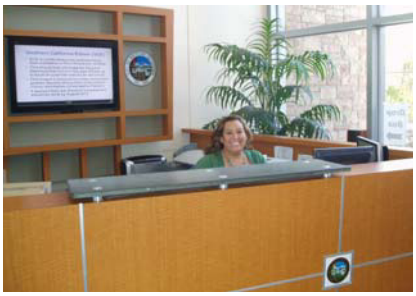
City of Whittier

City Clerk

OVERVIEW

The City Clerk has custody of, and is responsible for, all official City records. The City Clerk's office records all policy and administrative decisions of the City Council, 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. In October 2012, agenda reports and supporting material for City Council and Planning Commission meetings began to be linked to the agendas posted on the City's website.

As custodian of official records, the City Clerk 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 staff developed and manages a micrographic records program to preserve and protect the City's history. In FY 2012-13, over 48,000 documents were prepared for scanning and transfer to microfilm for archival preservation. 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 1370 information requests. During FY 2012-13, a Litigation Hold program was developed to ensure that all documents needed for possible litigation are secured.



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 visitors to appropriate departments and daily processing of 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'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 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 160 officials and employees submitted annual filings to the City Clerk's office for 2012.

The City Clerk's office coordinates and assists elected and appointed officials and designated employees with required biennial Ethics Training in compliance with AB1234. Approximately 100 officials and employees have received the training. The City Clerk's office administers the City Council's Board and Commission appointment policy and conducts the annual recognition event sponsored by the City Council.

City of Whittier

City Clerk

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
- 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 2010-11 Actual	FY 2011-12 Actual	FY 2012-13 Actual	FY 2013-14 Projected
Number of agenda packets prepared	20	38	37	28
Number of public record requests	1,300	1,370	1,374	1,400
Average minutes to complete public records request*	15	23	28	28
Resolutions prepared:				
City	96	84	73	85
Redevelopment Agency	11	10	0	0
Redevelopment Successor Agency	0	7	4	6
Utility Authority	11	8	6	9
Housing Authority	2	3	1	2
Public Financing Authority	2	3	1	2
Ordinances processed	19	16	20	18

*In Fiscal Year 2012-13 Public Records Requests were more complex than in previous years, frequently including requests for numerous documents or records, requiring City Clerk and Records Department staff to coordinate responses from various departments.

City of Whittier

City Clerk (100-15-151-000)

	2010-11 Actual	2011-12 Actual	2012-13 Budget	2012-13 Estimated	2013-14 Adopted
SUMMARY					
Expenditures and Transfers-Out By Type					
Employee Services	$ 510,043	$ 540,462	$ 585,057	$ 585,057	$ 620,853
Maintenance and Operations	66,512	65,988	112,105	115,773	112,234
Capital Outlay	-	6,198	-	-	13,000
Total Expenditures	576,555	612,648	697,162	700,830	746,087
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	$ 576,555	$ 612,648	$ 697,162	$ 700,830	$ 746,087
Expenditures and Transfers-Out By Source					
General Fund	576,555	612,648	697,162	700,830	746,087
Total Expenditures and Transfers-Out	$ 576,555	$ 612,648	$ 697,162	$ 700,830	$ 746,087
DETAIL					
Operating Expenditures and Transfers-Out					
Salaries and Wages	$ 381,611	$ 392,336	$ 428,142	$ 428,142	$ 459,517
Employee Benefits	128,432	148,126	156,915	156,915	128,890
Total Employee Services	510,043	540,462	585,057	585,057	588,407
Dues, Memberships, License and Publications	860	1,311	897	1,413	917
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	3,606	3,657	3,657	3,657	3,766
Professional Services	6,433	3,623	12,600	15,752	12,600
Utilities	-	-	-	-	-
Miscellaneous Services	18,062	15,713	31,850	31,850	31,850
Repairs and Maintenance	4,394	1,548	8,136	8,136	8,136
Materials and Supplies	29,252	36,333	50,625	50,625	50,625
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	3,905	3,803	4,340	4,340	4,340
Total Maintenance and Operations	66,512	65,988	112,105	115,773	112,234
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	576,555	606,450	697,162	700,830	700,641
Non-Operating Expenditures and Transfers-Out					
Employee Services	-	-	-	-	32,446
Maintenance and Operations	-	-	-	-	-
Capital Outlay	-	6,198	-	-	13,000
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	-	6,198	-	-	45,446
Total Expenditures and Transfers-Out	$ 576,555	$ 612,648	$ 697,162	$ 700,830	$ 746,087
Full Time Positions	6.0	6.0	6.0	6.0	6.0
Part Time Positions (Full Time Equivalent)	0.0	0.0	0.0	0.9	0.9
Total	6.0	6.0	6.0	6.9	6.9

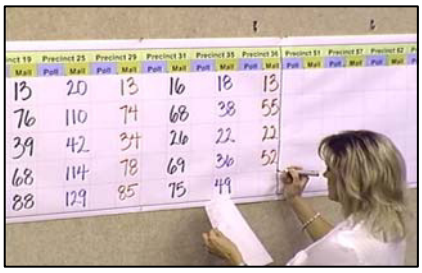
City of Whittier

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 assisting and 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 City Council Members are seated the Tuesday after Election Day. Elections also provide the City Council and City electors with the opportunity to present measures to the voters.

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 staff administers these provisions of the Political Reform Act.



The City Clerk staff 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. The number of voters served in the 2012 General Election was 43,558.

KEY GOALS

- Conduct all municipal elections in accordance with provisions of the State of California Elections Code, as provided by the City Charter
- Administer Political Reform Act campaign provisions
- Develop and implement a comprehensive Voting Rights Act Program in compliance with federal and state law
- Provide election information and assistance to candidates, voters and the community with excellent customer service

PERFORMANCE MEASURES

Measure	FY 2007-08 Actual	FY 2009-10 Actual	FY 2011-12 Actual	FY 2013-14 Projected
Registered voters	39,466	43,181	43,558	43,600
Ballots returned	6,569	7,380	7,391	7,500
Number voted at precinct	3,116	3,498	3,209	3,000
Number voted by mail	3,453	3,882	4,182	4,500

City of Whittier

Elections (100-15-151-301)

	2010-11 Actual	2011-12 Actual	2012-13 Budget	2012-13 Estimated	2013-14 Adopted
SUMMARY					
Expenditures and Transfers-Out By Type					
Employee Services	$ 399	$ 22,131	$ -	$ -	$ -
Maintenance and Operations	189	110,986	83,603	83,903	83,598
Capital Outlay	-	-	-	-	-
Total Expenditures	588	133,117	83,603	83,903	83,598
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	$ 588	$ 133,117	$ 83,603	$ 83,903	$ 83,598
Expenditures and Transfers-Out By Source					
General Fund	588	133,117	83,603	83,903	83,598
Total Expenditures and Transfers-Out	$ 588	$ 133,117	$ 83,603	$ 83,903	$ 83,598
DETAIL					
Operating Expenditures and Transfers-Out					
Salaries and Wages	$ 399	$ 21,856	$ -	$ -	$ -
Employee Benefits	-	276	-	-	-
Total Employee Services	399	22,131	-	-	-
Dues, Memberships, License and Publications	-	328	150	150	150
Rentals	-	4,078	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	-	128	128	128	123
Professional Services	-	18,715	-	26	-
Utilities	-	-	-	-	-
Miscellaneous Services	-	11,258	-	-	-
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	-	76,326	200	474	200
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	189	154	83,125	83,125	83,125
Total Maintenance and Operations	189	110,986	83,603	83,903	83,598
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	588	133,117	83,603	83,903	83,598
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	$ 588	$ 133,117	$ 83,603	$ 83,903	$ 83,598
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	0.0	0.0	0.0	0.0	0.0

City of Whittier

Treasurer

OVERVIEW

The City Treasurer's Office receives 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 fund balance and investment information. The Division also handles issuance of parking permits, audit and disbursement of demands, petty cash and performs the duties of bond and tax administration. Included in the responsibilities of the Treasurer's Office is the central cashier function, which validates all revenue receipts including water payments, permit fees, recreation receipts, business license taxes and assessment fees. During Fiscal Year 2012-13 the Treasury Office processed 129,750 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 reconciles and maintains accounting records of the various City, Redevelopment Successor Agency, Housing Authority and Utility Authority checking and passbook 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 Statement of Investment Policy and Procedures
- Accuracy and promptness in posting of payments received
- Provide online payment option for water/trash customers
- 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 2010-11 Actual	FY 2011-12 Actual	FY 2012-13 Actual	FY 2013-14 Projected
Interest income on investments	$1,242,476	$975,182	$457,600	$655,000
Number of online payments:				
Bank Pays	N/A	N/A	8,400	8,820
Bill Concentration			8,400	8,820
Business License			660	700
Number of residents participating in the UUT exemption program	79	78	115	125

City of Whittier

Treasurer (100-15-152-000)

	2010-11 Actual	2011-12 Actual	2012-13 Budget	2012-13 Estimated	2013-14 Adopted
SUMMARY					
Expenditures and Transfers-Out By Type					
Employee Services	$ 202,434	$ 195,389	$ 200,933	$ 200,933	$ 225,749
Maintenance and Operations	74,889	57,962	171,311	171,784	167,615
Capital Outlay	-	-	-	-	-
Total Expenditures	277,323	253,352	372,244	372,717	393,364
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	$ 277,323	$ 253,352	$ 372,244	$ 372,717	$ 393,364
Expenditures and Transfers-Out By Source					
General Fund	277,323	253,352	372,244	372,717	393,364
Total Expenditures and Transfers-Out	$ 277,323	$ 253,352	$ 372,244	$ 372,717	$ 393,364
DETAIL					
Operating Expenditures and Transfers-Out					
Salaries and Wages	$ 164,519	$ 153,643	$ 155,821	$ 155,821	$ 166,935
Employee Benefits	37,915	41,746	45,112	45,112	58,814
Total Employee Services	202,434	195,389	200,933	200,933	225,749
Dues, Memberships, License and Publications	931	533	1,238	1,238	1,238
Rentals	-	-	-	-	-
Taxes and Assessments	-	11	-	-	-
Insurance	1,654	1,868	1,868	1,868	1,617
Professional Services	68,868	51,810	161,379	161,852	157,379
Utilities	-	-	-	-	-
Miscellaneous Services	99	-	1,000	1,000	1,000
Repairs and Maintenance	1,581	1,022	1,047	1,047	1,597
Materials and Supplies	1,709	2,718	4,046	4,046	4,046
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	47	-	733	733	738
Total Maintenance and Operations	74,889	57,962	171,311	171,784	167,615
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	277,323	253,352	372,244	372,717	393,364
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	$ 277,323	$ 253,352	$ 372,244	$ 372,717	$ 393,364
Full Time Positions	3.0	3.0	3.0	3.0	3.0
Part Time Positions (Full Time Equivalent)	0.2	0.2	0.2	0.2	0.3
Total	3.2	3.2	3.2	3.2	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 7,500 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 2010-11 Actual	FY 2011-12 Actual	FY 2012-13 Actual	FY 2013-14 Projected
New Business Licenses (all)	1,003	834	911	986
New Business Licenses (in City only)	509	403	441	516
Total Businesses (all)	N/A	N/A	7,496	7,571
Total Businesses (in City only)	N/A	N/A	6,102	6,177
Total Local Restaurants	N/A	N/A	194	209
Total Retail Businesses	N/A	N/A	500	510
Total Home Occupations	N/A	N/A	471	479
Total Rental Properties	N/A	N/A	2,774	2,804
Total Professional Offices	N/A	N/A	411	415

City of Whittier

Business License (100-15-152-302)

	2010-11 Actual	2011-12 Actual	2012-13 Budget	2012-13 Estimated	2013-14 Adopted
SUMMARY					
Expenditures and Transfers-Out By Type					
Employee Services	$ 159,747	$ 132,295	$ 135,647	$ 135,647	$ 119,225
Maintenance and Operations	22,695	19,606	25,384	26,050	25,574
Capital Outlay	-	-	-	-	-
Total Expenditures	182,442	151,900	161,031	161,697	144,799
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	$ 182,442	$ 151,900	$ 161,031	$ 161,697	$ 144,799
Expenditures and Transfers-Out By Source					
General Fund	182,442	151,900	161,031	161,697	144,799
Total Expenditures and Transfers-Out	$ 182,442	$ 151,900	$ 161,031	$ 161,697	$ 144,799
DETAIL					
Operating Expenditures and Transfers-Out					
Salaries and Wages	$ 82,111	$ 84,974	$ 86,412	$ 86,412	$ 87,298
Employee Benefits	44,062	47,321	49,235	49,235	31,927
Total Employee Services	126,173	132,295	135,647	135,647	119,225
Dues, Memberships, License and Publications	50	-	50	75	75
Rentals	411	2	527	527	527
Taxes and Assessments	-	-	-	-	-
Insurance	1,208	716	716	716	714
Professional Services	8,400	8,194	8,258	8,804	8,425
Utilities	-	-	-	-	-
Miscellaneous Services	-	-	322	322	322
Repairs and Maintenance	-	47	-	-	-
Materials and Supplies	12,435	10,486	14,531	14,626	14,531
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	191	161	980	980	980
Total Maintenance and Operations	22,695	19,606	25,384	26,050	25,574
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	148,868	151,900	161,031	161,697	144,799
Non-Operating Expenditures and Transfers-Out					
Employee Services	33,574	-	-	-	-
Maintenance and Operations	-	-	-	-	-
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	33,574	-	-	-	-
Total Expenditures and Transfers-Out	$ 182,442	$ 151,900	$ 161,031	$ 161,697	$ 144,799
Full Time Positions	1.0	1.0	1.0	1.0	1.0
Part Time Positions (Full Time Equivalent)	0.9	0.9	0.9	0.9	0.9
Total	1.9	1.9	1.9	1.9	1.9

City of Whittier

Business Improvement Area

OVERVIEW

In 1969, the City of Whittier approved a Business Improvement Area in Uptown Whittier. The purpose of the improvement area is to promote and encourage businesses by means of a special assessment imposed upon Uptown Area businesses. The special assessment is collected by the City with the business license tax and is remitted to the Whittier Uptown Association to fund promotional activities related to generating business in the Uptown Area. 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 458 businesses located in Uptown Whittier.

The City has an agreement with the Whittier Uptown Association (WUA) for marketing services that includes a comprehensive program of advertising, publicity and promotion for the Uptown Area on behalf of the City. The Business License Division acts as a liaison between Uptown Area businesses and the Uptown Association with respect to assessment compliance. The Economic Development Office 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
- 59th Annual Christmas Parade
- Holiday Sonata
- Window Holiday Decorating Contest
- Halloween Capers
- Dia de los Muertos Art & Music Festival
- 12th Annual Car Show
- Tuesday Certified Farmers' Market
- Uptown Connection

Additionally during the past year, the WUA began to explore how the Board may better serve the merchants and customers in the area. First, the WUA focused on increasing their sponsorships in order to have more funds available for new programs. According to the WUA, sponsorship revenue grew by approximately 50% during 2012, from $51,950 in 2011 to $77,380 in 2012 (calendar year). The WUA Board voted to establish a 501c3 in order to apply for grants and accept charitable gifts. Further, the WUA Board voted to give the new non-profit organization $10,000 in seed money to help get it started.

City of Whittier

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

	2010-11 Actual	2011-12 Actual	2012-13 Budget	2012-13 Estimated	2013-14 Adopted
SUMMARY					
Expenditures and Transfers-Out By Type					
Employee Services	$ -	$ -	$ -	$ -	$ -
Maintenance and Operations	122,666	116,263	111,500	111,500	111,500
Capital Outlay	-	-	-	-	-
Total Expenditures	122,666	116,263	111,500	111,500	111,500
Total Expenditures	122,666	116,263	111,500	111,500	111,500
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	$ 122,666	$ 116,263	$ 111,500	$ 111,500	$ 111,500
Expenditures and Transfers-Out By Source					
Business Improvement Area	122,666	116,263	111,500	111,500	111,500
Total Expenditures and Transfers-Out	$ 122,666	$ 116,263	$ 111,500	$ 111,500	$ 111,500
DETAIL					
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	122,666	116,263	111,500	111,500	111,500
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	-	-	-	-	-
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	-	-	-	-	-
Total Maintenance and Operations	122,666	116,263	111,500	111,500	111,500
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	122,666	116,263	111,500	111,500	111,500
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	$ 122,666	$ 116,263	$ 111,500	$ 111,500	$ 111,500
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	0.0	0.0	0.0	0.0	0.0

CITY OF WHITTIER CALIFORNIA
INC 1898

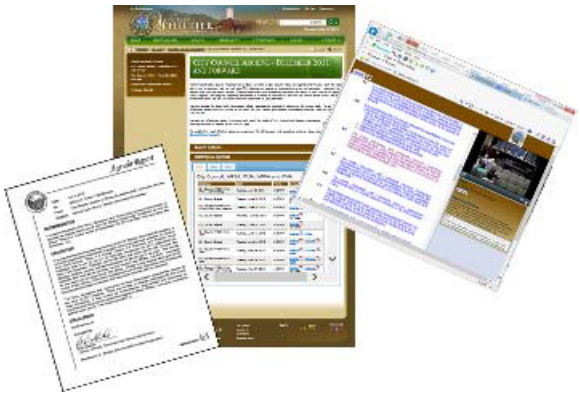
City of Whittier

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, 60 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 FY 2012-13, IT continued to work with the Controller's Office to update the City's Emergency Operation Center (EOC). Other projects for FY 2012-13 included implementing email archiving and establishing a City microwave system – Whittier Microwave System (WMS) – that will provide private data/communication links from City Hall to the Branch Library, City Yard and Transit Depot.



The City's website continues to be maintained by IT staff. IT staff coordinated the annual website review which was completed in April 2013. In October 2012, agenda reports and supporting material for City Council and Planning Commission meetings began to be linked to the agendas posted on the City's website. The Historic Resources web app and streaming video of City Council and Planning Commission meetings are examples of how IT works with each department to support the City's efforts to provide information to 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. In FY2012-13, the GIS Unit used the GIS field equipment that was purchased through the EOC Grant to gather geographical positions for street lights and City signs. Working with Public Works staff, the signs project will continue in FY2013-14. 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 all City Departments. All cellular telephone service, including Blackberry service, is coordinated through the IT Division.

City of Whittier

Information Technology/Telecommunications

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
- Implement an email archiving/file management system
- Expand the streaming video system for City Council and Planning Commission to link with a document management/imaging system
- Expand use of the City's content management website
- Continue to implement virtualization to:
    - Improve disaster recovery;
    - Lessen Server sprawl;
    - Simplify network administration; and
    - Save on utility usage
- Refine and standardize the City's geographic and information layers with the Police Department maps
- Maintain and refine Wide Area Network (WAN) connections and install a private microwave system to provide improved access to network services for the Branch Library, City Yard, Transit Depot and other remote City sites
- Implement industry-standard security for the City's LAN/WAN including firewalls, anti-virus scans and anti-spam devices
- Implement a new Helpdesk application
- Advise departments on best practice regarding Information Technology and Telecommunications issues
- Manage the City's cellular telephone account including the Blackberry Enterprise Server
- Provide excellent customer service to all City departments

PERFORMANCE MEASURES

Measure	FY 2010-11 Actual	FY 2011-12 Actual	FY 2012-13 Projected	FY 2013-14 Projected
Helpdesk Tickets Opened	40	551	815	900
Helpdesk Tickets - Solved	30	543	804	900
Helpdesk Tickets - Closed	30	482	786	890

City of Whittier

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

	2010-11 Actual	2011-12 Actual	2012-13 Budget	2012-13 Estimated	2013-14 Adopted
SUMMARY					
Expenditures and Transfers-Out By Type					
Employee Services	$ 378,232	$ 391,965	$ 410,417	$ 410,417	$ 420,368
Maintenance and Operations	343,599	428,240	411,005	389,005	455,363
Capital Outlay	36,746	206,293	138,135	113,135	176,695
Total Expenditures	758,577	1,026,497	959,557	912,557	1,052,426
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	$ 758,577	$ 1,026,497	$ 959,557	$ 912,557	$ 1,052,426
Expenditures and Transfers-Out By Source					
Information Technology Fund	758,577	1,026,497	959,557	912,557	1,052,426
Total Expenditures and Transfers-Out	$ 758,577	$ 1,026,497	$ 959,557	$ 912,557	$ 1,052,426
DETAIL					
Operating Expenditures and Transfers-Out					
Salaries and Wages	$ 487,301	$ 507,748	$ 523,776	$ 523,776	$ 532,767
Employee Benefits	(109,069)	(115,783)	(113,359)	(113,359)	(112,399)
Total Employee Services	378,232	391,965	410,417	410,417	420,368
Dues, Memberships, License and Publications	14,590	13,748	32,440	15,440	32,440
Rentals	1,980	2,160	2,160	2,160	2,160
Taxes and Assessments	-	-	-	-	-
Insurance	4,289	4,791	4,791	4,791	5,052
Professional Services	131,110	96,394	143,000	143,000	149,589
Utilities	157,154	171,921	103,300	103,300	103,300
Miscellaneous Services	790	1,795	6,500	1,500	6,500
Repairs and Maintenance	28,233	85,818	111,049	111,049	148,557
Materials and Supplies	2,150	1,990	2,465	2,465	2,465
City Charges			-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	3,303	49,623	5,300	5,300	5,300
Total Maintenance and Operations	343,599	428,240	411,005	389,005	455,363
Capital Outlay	36,746	76,827	112,635	87,635	151,695
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	758,577	897,032	934,057	887,057	1,027,426
Non-Operating Expenditures and Transfers-Out					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	-	-	-
Capital Outlay	-	129,466	25,500	25,500	25,000
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	-	129,466	25,500	25,500	25,000
Total Expenditures and Transfers-Out	$ 758,577	$ 1,026,497	$ 959,557	$ 912,557	$ 1,052,426
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	7.2	7.2	7.2	7.2	7.2

CITY OF WHITTIER CALIFORNIA
INC 1898