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City of Whittier

*Administrative Services*

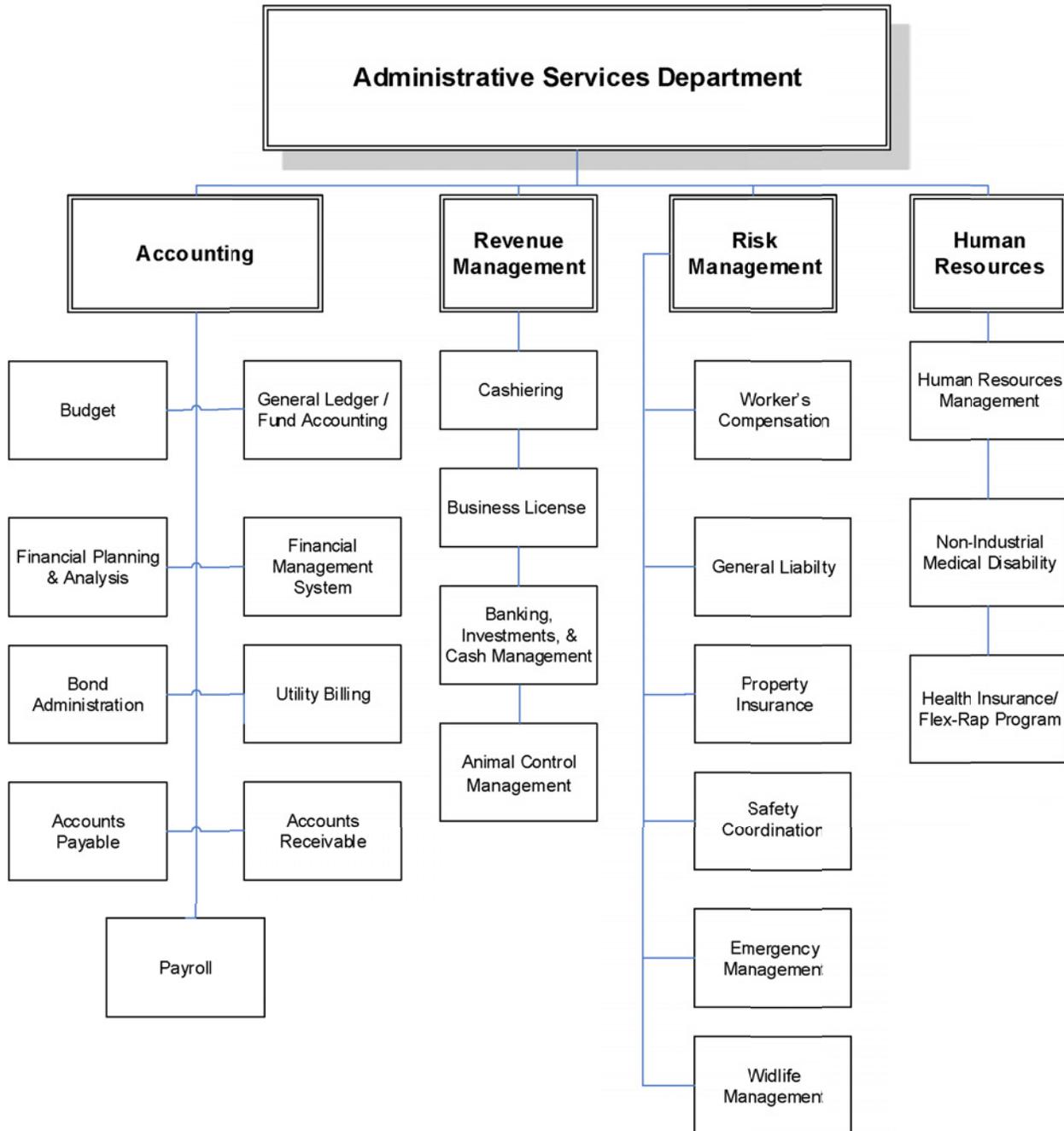
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- *Administrative Services*
- *Human Resources*
- *Emergency Management*
- *Accounting & Budget*
- *Revenue Management*
- *Business License*
- *Property Insurance*
- *Business Improvement Area*
- *Subventions & Grants – Administration*
- *Community Facilities Dist. 89-1*
- *Workers' Compensation*
- *General Liability*
- *Equipment Replacement*
- *Group Health Insurance*



# Administrative Services

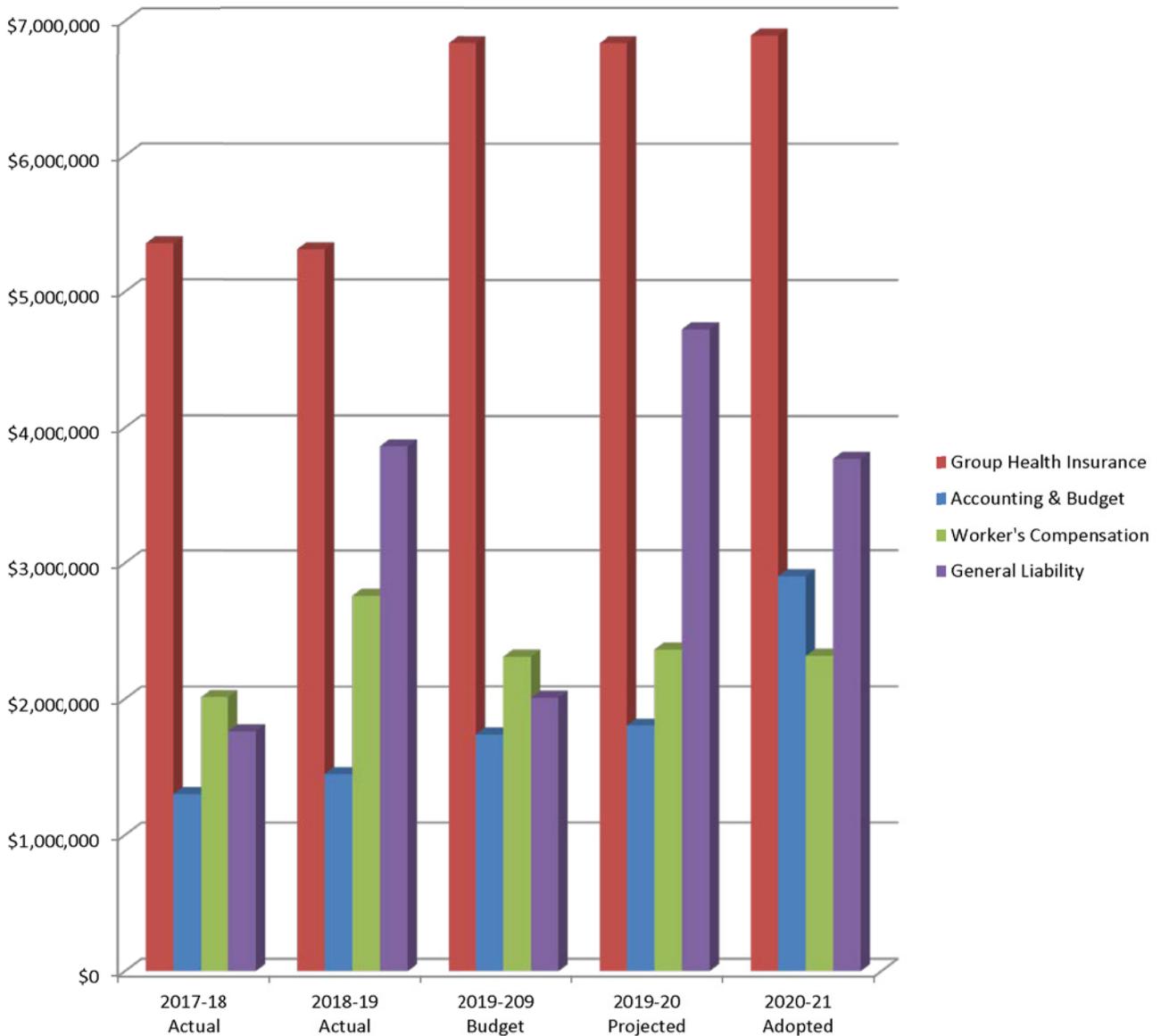
## Organization Chart



# City of Whittier

## Administrative Services Department

Division/Cost Center	2017-18 Actual	2018-19 Actual	2019-209 Budget	2019-20 Projected	2020-21 Adopted
Group Health Insurance	\$ 5,354,981	\$ 5,313,157	\$ 6,831,263	\$ 6,831,263	\$ 6,886,988
Accounting & Budget	1,299,696	1,447,995	1,737,712	1,802,910	2,901,468
Worker's Compensation	2,013,062	2,759,126	2,309,231	2,361,227	2,314,598
General Liability	1,761,687	3,862,937	2,006,697	4,729,460	3,776,395



# City of Whittier

## Administrative Services

### OVERVIEW

The Administrative Services Department is charged with the administration of the City's accounting, budget, human resources, risk management, emergency management, revenue and treasury functions. In fulfilling this mission, Administrative Services performs a variety of functions which include the provision of staff support to the City Manager involving analysis and implementation of the City's annual operating budget, maintenance of the City's general accounting system, administration of risk management and human resource duties and implementation of emergency management programs for the City, the Whittier Redevelopment Successor Agency, Whittier Utility Authority, Whittier Public Financing Authority, Whittier Housing Authority and several special districts.

In response to COVID-19, the Human Resources division implemented seven Administrative policies outlining various protocols put in place to protect its City employees. A reopening, comprehensive plan was also implemented for all City departments to ensure proper Centers for Disease Control (CDC) guidelines were followed for employee and public safety. Ongoing staff training and policy modifications have also been applied.

Administrative Services also provides support in various areas including the projection and analysis of compensation and benefits costs for labor negotiations; processing and reviewing unemployment insurance claims; administration of employee benefits programs; coordinating deferred compensation and PERS retirement programs; managing disaster preparedness and emergency operations; and coordinating the safety programs and accident review committee.

The Administrative Services oversees the City's long-range financial planning, financing of capital needs, including bond financings, and reviewing fiscal impact of Council actions. Currently, the Administrative Services administers the City's outstanding bonds, including the preparation of annual disclosure reports.

# City of Whittier

## Human Resources

### OVERVIEW

Human Resources is a Division of the Administrative Services Department and is responsible for providing comprehensive human resource services to assist City departments with personnel matters. Activities include recruitment, selection, training, development, and employee relations.

Recruitment and selection activities include attracting applicants, screening applications, developing and proctoring exams and administering the City's Equal Employment Opportunity/Diversity Program. Other related activities consist of establishing and administering employment eligibility lists, scheduling and reviewing pre-employment medical exams pursuant to the Americans with Disabilities Act and coordinating background checks. Employee training and development activities include assessing employee needs, providing programs to improve employee job knowledge and skills and coordinating the Customer Service and Employee Tuition Reimbursement Programs. Staff coordinates the federally mandated Random Drug and Alcohol Testing of employees operating commercial vehicles or equipment.

The Employee Relations Program promotes a climate to attract and retain qualified employees, encourage employee achievements and apply personnel rules in a fair and consistent manner. Other responsibilities in this area include grievance resolution, assisting with the disciplinary processes, conducting employee exit interviews, labor negotiations, administration and interpretation of labor contracts and coordination of employee recognition programs.

Employee services include: new employee orientation and processing; administering the classification, salary and benefit plans; ensuring compliance with Federal and State Family and Medical Leave laws; review of unemployment insurance claims; coordinating Employee Assistance Programs; and coordinating performance reviews and salary adjustments. In addition, Human Resources staff provides staff support to the City's Personnel Board.

### KEY GOALS

- Administer the Memorandum of Understanding (MOU's) with employee groups.
- Negotiate successor labor agreements.
- Coordinate Customer Service and Continuous Quality Improvement Programs including updates to the Customer Service Directory.
- Coordinate Employee Service Awards Programs.
- Develop and coordinate the City's Employee Development and Training Program.
- Promote efficiency, effectiveness and excellence in customer service.

### PERFORMANCE MEASURES

<b>Measure</b>	<b>FY 2017-18 Actual</b>	<b>FY 2018-19 Actual</b>	<b>FY 2019-20 Actual</b>	<b>FY 2020-21 Projected</b>
Number of training sessions conducted	11	11	11	11
Number of recruitments resulting in hiring	53	57	68	68
Number of service retirements	8	12	18	18
Number of separations	19	21	47	47

# City of Whittier

## Human Resources (100-25-171-000)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><i>SUMMARY</i></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ 152,036	\$ 177,482	\$ 207,933	\$ 207,933	\$ 211,984
Maintenance and Operations	162,579	157,019	192,147	195,134	162,366
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>314,615</u>	<u>334,501</u>	<u>400,080</u>	<u>403,067</u>	<u>374,350</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 314,615</u>	<u>\$ 334,501</u>	<u>\$ 400,080</u>	<u>\$ 403,067</u>	<u>\$ 374,350</u>
<b>Expenditures and Transfers-Out By Source</b>					
General Fund	314,615	334,501	400,080	403,067	374,350
Total Expenditures and Transfers-Out	<u>\$ 314,615</u>	<u>\$ 334,501</u>	<u>\$ 400,080</u>	<u>\$ 403,067</u>	<u>\$ 374,350</u>
<b><i>DETAIL</i></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ 108,221	\$ 131,176	\$ 151,157	\$ 151,157	\$ 151,796
Employee Benefits	43,815	46,306	56,776	56,776	60,188
Total Employee Services	<u>152,036</u>	<u>177,482</u>	<u>207,933</u>	<u>207,933</u>	<u>211,984</u>
Dues, Memberships, License and Publications	1,722	928	3,350	3,350	3,350
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	1,437	1,581	1,581	1,581	1,800
Professional Services	66,398	41,125	52,505	55,492	52,505
Utilities	-	-	-	-	-
Miscellaneous Services	72,635	80,874	77,787	77,787	77,787
Repairs and Maintenance	50	-	300	300	300
Materials and Supplies	19,561	31,973	24,644	24,644	24,644
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	776	538	1,980	1,980	1,980
Total Maintenance and Operations	<u>162,579</u>	<u>157,019</u>	<u>162,147</u>	<u>165,134</u>	<u>162,366</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>314,615</u>	<u>334,501</u>	<u>370,080</u>	<u>373,067</u>	<u>374,350</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	30,000	30,000	-
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	<u>-</u>	<u>-</u>	<u>30,000</u>	<u>30,000</u>	<u>-</u>
Total Expenditures and Transfers-Out	<u>\$ 314,615</u>	<u>\$ 334,501</u>	<u>\$ 400,080</u>	<u>\$ 403,067</u>	<u>\$ 374,350</u>
<b>Full Time Positions</b>	2.00	2.00	2.00	2.00	2.00
<b>Part Time Positions (Full Time Equivalent)</b>	<u>1.24</u>	<u>1.24</u>	<u>1.24</u>	<u>1.24</u>	<u>1.24</u>
Total	<u>3.24</u>	<u>3.24</u>	<u>3.24</u>	<u>3.24</u>	<u>3.24</u>

# City of Whittier

## Emergency Management

### OVERVIEW

The City of Whittier’s Emergency Management mission is to develop, organize, coordinate and lead the City toward effective preparation for, and efficient response to, emergencies and disasters with the primary focus on saving lives, reducing human suffering and minimizing the loss of property and public services.

The City’s Emergency Management function is a component of the City’s Administrative Services Department and accomplishes its mission through the coordination and cooperation of various City departments, outside agencies, and volunteer organizations. This includes the Area E Disaster Management group, the County of Los Angeles, the State of California, the Federal Emergency Management Agency and other organizations that have a role in major emergency or disaster operations.



During a major emergency or disaster, response and recovery activities are coordinated from the City’s Emergency Operations Center, under the direction of the City Manager and the Director of Administrative Services, through the City’s Administrative Services Department with the assistance of various City staff to respond in a unified approach to any emergency or disaster.

### KEY GOALS

- Personnel are trained to support community needs during a disaster.
- Fulfill emergency management legal mandates.
- The community is aware and prepared for disasters.

### PERFORMANCE MEASURES

<b>Measure</b>	<b>FY 2017-18 Actual</b>	<b>FY 2018-19 Actual</b>	<b>FY 2019-20 Actual</b>	<b>FY 2020-21 Projected</b>
Number of NIMS compliant employees	249	258	256	256
Total employee attendance for disaster training	45	48	30	30
Number of ARES Team radio drills	14	13	11	11
Number of trained UAS pilots	5	5	3	3
Number of City disaster drills & exercises	3	4	3	3
Number of ACERT team members	10	10	12	12
Number of ARES team members	11	15	19	19
Number of community events with Disaster Management participation	4	6	3	3

# City of Whittier

## Emergency Management (100-25-172-000)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><u>SUMMARY</u></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ 47,935	\$ 46,046	\$ 39,057	\$ 39,057	\$ 39,057
Maintenance and Operations	35,939	36,105	38,603	43,092	38,632
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>83,874</u>	<u>82,151</u>	<u>77,660</u>	<u>82,149</u>	<u>77,689</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 83,874</u>	<u>\$ 82,151</u>	<u>\$ 77,660</u>	<u>\$ 82,149</u>	<u>\$ 77,689</u>
<b>Expenditures and Transfers-Out By Source</b>					
General Fund	<u>83,874</u>	<u>82,151</u>	<u>77,660</u>	<u>82,149</u>	<u>77,689</u>
Total Expenditures and Transfers-Out	<u>\$ 83,874</u>	<u>\$ 82,151</u>	<u>\$ 77,660</u>	<u>\$ 82,149</u>	<u>\$ 77,689</u>
<b><u>DETAIL</u></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ 47,250	\$ 45,387	\$ 38,712	\$ 38,712	\$ 38,712
Employee Benefits	685	659	345	345	345
Total Employee Services	<u>47,935</u>	<u>46,046</u>	<u>39,057</u>	<u>39,057</u>	<u>39,057</u>
Dues, Memberships, License and Publications	75	4,889	5,345	9,834	5,345
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	86	119	119	119	148
Professional Services	270	3,359	7,115	7,115	7,115
Utilities	-	-	301	301	301
Miscellaneous Services	1,115	1,845	11,036	11,036	11,036
Repairs and Maintenance	364	-	1,260	1,260	1,260
Materials and Supplies	22,446	15,147	11,802	11,802	11,802
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	127	188	1,625	1,625	1,625
Total Maintenance and Operations	<u>24,483</u>	<u>25,547</u>	<u>38,603</u>	<u>43,092</u>	<u>38,632</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>72,418</u>	<u>71,593</u>	<u>77,660</u>	<u>82,149</u>	<u>77,689</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
Employee Services	-	-	-	-	-
Maintenance and Operations	11,456	10,558	-	-	-
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	<u>11,456</u>	<u>10,558</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Expenditures and Transfers-Out	<u>\$ 83,874</u>	<u>\$ 82,151</u>	<u>\$ 77,660</u>	<u>\$ 82,149</u>	<u>\$ 77,689</u>
<b>Full Time Positions</b>	0.00	0.00	0.00	0.00	0.00
<b>Part Time Positions (Full Time Equivalent)</b>	<u>0.32</u>	<u>0.32</u>	<u>0.32</u>	<u>0.32</u>	<u>0.32</u>
Total	<u>0.32</u>	<u>0.32</u>	<u>0.32</u>	<u>0.32</u>	<u>0.32</u>

# City of Whittier

## Accounting & Budget

### OVERVIEW

Accounting functions performed by the department include general ledger maintenance, bi-weekly payroll processing, deferred compensation, weekly accounts payable processing, accounts receivable billing and maintenance, expense reimbursements, mobile equipment billings, maintenance of the City's capital asset and inventory listings, maintenance of the utility billing system and financial administration of the HUD's Community Development Block Grant (CDBG) and HOME programs. The office also coordinates the annual financial audit, prepares financial statements and compiles an audit report for the Wildlife Corridor Conservation Authority (WCCA).

In addition, the Administrative Services provides independent, technical analysis and advice on a broad range of management issues and problems aimed at monitoring the propriety of expenditures, evaluating internal controls, assessing efficiency and effectiveness of program objectives and analyzing changes in management system procedures. The department is also responsible for purchasing administration, disbursement and receipting of monies, the preparation of various required financial reports, the supervision of the City's property inventory, and management of numerous audit engagements.

The City is known for its high quality of management and its sound fiscal practices.

### KEY GOALS

- Provide excellent customer service to the public as well as other City departments or employees.
- Provide fiscal planning and forecasting.
- Facilitate and monitor departmental budget preparations.
- Monitor financial activity.
- Ensure the fiscal integrity of City operations.
- Ensure compliance with guidelines and regulations.
- Administer outstanding bonds and related debt.
- Ensure the proper recording of accounting transactions.
- Prepare accurate financial reports.
- Properly invest available assets.
- Maintain sound and efficient property, workers' compensation and liability risk management procedures and coverage's.
- Provide effective administration of the City's employee benefits program, including group health and life insurance, Flex-RAP, deferred compensation, PERS retirement system and COBRA mandates.
- Remain knowledgeable and informed in the areas of accounting, financial practices and related legislation.

### PERFORMANCE MEASURES

Measure	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Projected	FY 2020-21 Projected
Number of budget excellence awards received since Fiscal Year 2011-12	7	8	9	10
Number of budget adjustments processed	43	35	30	30
Number of Certificate of Achievement awards received since 1988	29	30	31	32

# City of Whittier

## Accounting & Budget (100-25-251-000)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><u>SUMMARY</u></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ 929,448	\$ 984,841	\$ 1,243,928	\$ 1,249,019	\$ 1,250,515
Maintenance and Operations	360,581	383,154	413,784	473,891	414,698
Loan Adjustment	-	-	-	-	-
Capital Outlay	9,667	-	-	-	1,156,255
Total Expenditures	1,299,696	1,367,995	1,657,712	1,722,910	2,821,468
Transfers-Out	-	80,000	80,000	80,000	80,000
Total Expenditures and Transfers-Out	\$ 1,299,696	\$ 1,447,995	\$ 1,737,712	\$ 1,802,910	\$ 2,901,468
<b>Expenditures and Transfers-Out By Source</b>					
General Fund	1,299,696	1,447,995	1,737,712	1,802,910	2,901,468
Total Expenditures and Transfers-Out	\$ 1,299,696	\$ 1,447,995	\$ 1,737,712	\$ 1,802,910	\$ 2,901,468
<b><u>DETAIL</u></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ 897,001	\$ 920,531	\$ 1,122,649	\$ 1,122,649	\$ 1,128,053
Employee Benefits	32,447	64,310	121,279	126,370	122,462
Total Employee Services	929,448	984,841	1,243,928	1,249,019	1,250,515
Dues, Memberships, License and Publications	2,080	1,380	1,955	2,105	1,955
Rentals	-	-	-	-	-
Taxes and Assessments	-	41,625	-	-	-
Insurance	7,288	8,254	8,254	8,254	9,168
Professional Services	166,998	176,150	200,100	204,591	200,100
Utilities	45,974	31,552	24,100	24,100	24,100
Miscellaneous Services	2,241	2,949	8,100	8,100	8,100
Repairs and Maintenance	67,662	82,240	39,130	80,469	39,130
Materials and Supplies	25,974	23,395	29,035	30,285	30,285
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	8,427	7,050	53,110	60,260	51,860
Total Maintenance and Operations	326,644	374,595	363,784	418,164	364,698
Capital Outlay	-	-	-	-	-
Transfers-Out	-	80,000	80,000	80,000	80,000
Total Operating Expenditures/Transfers	1,256,092	1,439,436	1,687,712	1,747,183	1,695,213
<b>Non-Operating Expenditures and Transfers-Out</b>					
Employee Services	-	-	-	-	-
Maintenance and Operations	33,937	8,559	50,000	55,727	50,000
Capital Outlay	9,667	-	-	-	1,156,255
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	43,604	8,559	50,000	55,727	1,206,255
Total Expenditures and Transfers-Out	\$ 1,299,696	\$ 1,447,995	\$ 1,737,712	\$ 1,802,910	\$ 2,901,468
<b>Full Time Positions</b>					
	11.00	12.00	12.00	12.00	12.00
<b>Part Time Positions (Full Time Equivalent)</b>					
	1.48	1.48	1.48	1.48	1.48
Total	12.48	13.48	13.48	13.48	13.48



# City of Whittier

## Revenue Management

### OVERVIEW



The Administrative Services Department's revenue management division 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 Revenue Management Division prepares bank deposits, monitors account balances, maintains records of deposits and receipts and prepares monthly written reports providing balance and investment information. Included in the

responsibilities of the Administrative Services Department is the central cashing function, which validates all receipts including water payments, permit fees, recreation receipts, business license taxes and assessment fees. During Fiscal Year 2019-20 the Revenue Management Division processed 117,552 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 Director of Administrative Services 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 Director of Administrative Services' 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. The Division also 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

## Revenue Management (continued)

### KEY GOALS

- Maximize interest earnings through sound investment strategy with strict adherence to the provisions of the adopted Investment Policy and Procedures.
- Utilize FHN Main Street Investment Advisors to manage a portion of the City and WUA's portfolio.
- Accuracy and promptness in posting of payments received.
- Efficient administration the of online payment portal for water customers and business license customers.
- Implement automatic direct debit utility payment service.
- Efficient administration of the employee computer loan program.
- 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 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Actual	FY 2020-21 Projected
Interest income on investments <ul style="list-style-type: none"> <li>• City and WUA</li> <li>• WRSA</li> <li>• WHA</li> </ul>	\$1,935,880 \$46,084 \$105,196	\$2,490,500 \$72,555 \$204,726	\$3,392,657 \$90,679 \$184,700	\$3,216,240 \$90,000 \$228,500
Number of online/direct debit payments: <ul style="list-style-type: none"> <li>*Receivables Manager</li> <li>Business License</li> <li>Automatic Direct Debit</li> </ul>	26,155 1,934 0	26,904 2,771 0	30,130 3,604 0	30,735 3,676 300
Number of residents participating in the UUT Exemption - Water, Solid Waste Collection and Sewer Fee Discount	298	290	286	292

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

# City of Whittier

## Revenue Management (100-25-252-000)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><i>SUMMARY</i></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ 298,820	\$ 336,157	\$ 306,453	\$ 318,137	\$ 323,793
Maintenance and Operations	160,507	171,839	207,429	213,958	205,765
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>459,327</u>	<u>507,996</u>	<u>513,882</u>	<u>532,095</u>	<u>529,558</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 459,327</u>	<u>\$ 507,996</u>	<u>\$ 513,882</u>	<u>\$ 532,095</u>	<u>\$ 529,558</u>
<b>Expenditures and Transfers-Out By Source</b>					
General Fund	459,327	507,996	513,882	532,095	529,558
Total Expenditures and Transfers-Out	<u>\$ 459,327</u>	<u>\$ 507,996</u>	<u>\$ 513,882</u>	<u>\$ 532,095</u>	<u>\$ 529,558</u>
<b><i>DETAIL</i></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ 211,931	\$ 236,912	\$ 209,368	\$ 221,052	\$ 217,843
Employee Benefits	86,889	99,245	97,085	97,085	105,950
Total Employee Services	<u>298,820</u>	<u>336,157</u>	<u>306,453</u>	<u>318,137</u>	<u>323,793</u>
Dues, Memberships, License and Publications	195	368	1,242	1,242	1,242
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	1,468	1,664	1,664	1,664	-
Professional Services	66,674	83,548	110,000	113,640	113,640
Utilities	-	-	-	-	-
Miscellaneous Services	82,495	81,712	88,146	88,146	84,506
Repairs and Maintenance	2,648	744	1,597	1,597	1,597
Materials and Supplies	6,383	3,770	4,047	6,936	4,047
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	644	33	733	733	733
Total Maintenance and Operations	<u>160,507</u>	<u>171,839</u>	<u>207,429</u>	<u>213,958</u>	<u>205,765</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>459,327</u>	<u>507,996</u>	<u>513,882</u>	<u>532,095</u>	<u>529,558</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
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>\$ 459,327</u>	<u>\$ 507,996</u>	<u>\$ 513,882</u>	<u>\$ 532,095</u>	<u>\$ 529,558</u>
<b>Full Time Positions</b>	3.00	3.00	3.00	3.00	3.00
<b>Part Time Positions (Full Time Equivalent)</b>	<u>0.25</u>	<u>0.25</u>	<u>0.25</u>	<u>0.25</u>	<u>0.25</u>
Total	<u>3.25</u>	<u>3.25</u>	<u>3.25</u>	<u>3.25</u>	<u>3.25</u>

# 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 properly licensed. The division actively searches for unlicensed businesses through field inspections, state and county listings, and by public contact. The division offers online services to apply for business license, renew, pay, close, search, report problem and update information on the account. The issuance of door-to-door solicitor permits is an additional function of the division. There are approximately 7,770 active business licenses in the City of Whittier.



### KEY GOALS

- Continue utilizing 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 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Actual	FY 2020-21 Projected
New Business Licenses (all)	1071	803	738	753
New Business Licenses (in City only)	437	373	355	362
Total Businesses (all)	7,678	7984	7769	7925
Total Businesses (in City only)	5,988	6081	5987	6107
Total Local Restaurants	201	193	205	210
Total Retail Businesses	528	683	785	800
Total Home Occupations	506	508	618	630
Total Rental Properties	2618	2499	2435	2484
Total Professional Offices	447	395	412	420

# City of Whittier

## Business License (100-25-252-302)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><u>SUMMARY</u></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ 154,434	\$ 63,255	\$ 122,395	\$ 126,427	\$ 118,553
Maintenance and Operations	20,644	22,564	26,411	28,655	25,530
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>175,078</u>	<u>85,819</u>	<u>148,806</u>	<u>155,082</u>	<u>144,083</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 175,078</u>	<u>\$ 85,819</u>	<u>\$ 148,806</u>	<u>\$ 155,082</u>	<u>\$ 144,083</u>
<b>Expenditures and Transfers-Out By Source</b>					
General Fund	175,078	85,819	148,806	155,082	144,083
Total Expenditures and Transfers-Out	<u>\$ 175,078</u>	<u>\$ 85,819</u>	<u>\$ 148,806</u>	<u>\$ 155,082</u>	<u>\$ 144,083</u>
<b><u>DETAIL</u></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ 121,445	\$ 53,016	\$ 68,661	\$ 68,661	\$ 61,435
Employee Benefits	32,989	10,239	53,734	57,766	57,118
Total Employee Services	<u>154,434</u>	<u>63,255</u>	<u>122,395</u>	<u>126,427</u>	<u>118,553</u>
Dues, Memberships, License and Publications	-	-	75	75	75
Rentals	-	-	527	527	527
Taxes and Assessments	-	-	-	-	-
Insurance	895	975	975	975	94
Professional Services	9,921	10,764	9,000	11,174	9,000
Utilities	4	2	-	70	-
Miscellaneous Services	-	-	322	322	322
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	9,799	10,793	14,532	14,532	14,532
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	25	30	980	980	980
Total Maintenance and Operations	<u>20,644</u>	<u>22,564</u>	<u>26,411</u>	<u>28,655</u>	<u>25,530</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>175,078</u>	<u>85,819</u>	<u>148,806</u>	<u>155,082</u>	<u>144,083</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
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>\$ 175,078</u>	<u>\$ 85,819</u>	<u>\$ 148,806</u>	<u>\$ 155,082</u>	<u>\$ 144,083</u>
<b>Full Time Positions</b>	1.00	1.00	1.00	1.00	1.00
<b>Part Time Positions (Full Time Equivalent)</b>	1.22	1.22	1.22	1.22	1.22
Total	<u>2.22</u>	<u>2.22</u>	<u>2.22</u>	<u>2.22</u>	<u>2.22</u>

# City of Whittier

## Property Insurance

### OVERVIEW

The City participates in a property insurance program through California Insurance Pool Authority (CIPA) for pooled property insurance. Policy provisions, coverage, exposures and valuations are reviewed at least annually for appropriateness and accuracy.

The City also purchases special coverage for boiler and machinery, fiduciary liability, faithful performance and pollution. Earthquake and flood coverage varies each year depending on the market.

The City works through brokers to ensure that coverage for these exposures are placed with admitted California carriers if possible, and that the City acquires broad coverage at the lowest possible cost.



### KEY GOALS

- Secure coverage to preserve the City's broad range of property and asset protection at minimum cost.
- Accurately value the City's real and personal property to ensure adequate coverage.
- Review and update property and equipment listing to reflect additions, deletions or upgraded properties and ensure maximum coverage.

### PERFORMANCE MEASURES

<b>Measure</b>	<b>FY 2017-18 Actual</b>	<b>FY 2018-19 Actual</b>	<b>FY 2019-20 Actual</b>	<b>FY 2020-21 Projected</b>
Number of property loss reported	0	0	0	0
Total loss	\$0	\$0	\$0	\$0

# City of Whittier

## Property Insurance (100-25-272-000)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><u>SUMMARY</u></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ -	\$ -	\$ -	\$ -	\$ -
Maintenance and Operations	165,149	184,572	197,947	228,095	230,948
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>165,149</u>	<u>184,572</u>	<u>197,947</u>	<u>228,095</u>	<u>230,948</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 165,149</u>	<u>\$ 184,572</u>	<u>\$ 197,947</u>	<u>\$ 228,095</u>	<u>\$ 230,948</u>
<b>Expenditures and Transfers-Out By Source</b>					
General Fund	165,149	184,572	197,947	228,095	230,948
Total Expenditures and Transfers-Out	<u>\$ 165,149</u>	<u>\$ 184,572</u>	<u>\$ 197,947</u>	<u>\$ 228,095</u>	<u>\$ 230,948</u>
<b><u>DETAIL</u></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Benefits	-	-	-	-	-
Total Employee Services	-	-	-	-	-
Dues, Memberships, License and Publications	-	-	-	-	-
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	165,149	184,572	197,947	228,095	230,948
Professional Services	-	-	-	-	-
Utilities	-	-	-	-	-
Miscellaneous Services	-	-	-	-	-
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	-	-	-	-	-
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	-	-	-	-	-
Total Maintenance and Operations	<u>165,149</u>	<u>184,572</u>	<u>197,947</u>	<u>228,095</u>	<u>230,948</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>165,149</u>	<u>184,572</u>	<u>197,947</u>	<u>228,095</u>	<u>230,948</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	-	-	-
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 165,149</u>	<u>\$ 184,572</u>	<u>\$ 197,947</u>	<u>\$ 228,095</u>	<u>\$ 230,948</u>
<b>Full Time Positions</b>	0.00	0.00	0.00	0.00	0.00
<b>Part Time Positions (Full Time Equivalent)</b>	0.00	0.00	0.00	0.00	0.00
Total	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</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 (Association) 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 500 businesses located in Uptown Whittier.

The City has an agreement with the association 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 Business Development Manager 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:

- Annual Halloween Capers
- 27<sup>th</sup> Annual Holiday Sonata
- Holiday Window Decorating Contest
- 66<sup>th</sup> Annual Uptown Whittier Christmas Parade
- Friday Farmer's Market (*ongoing*)
- Business Seminar Series (*ongoing*)
- Shop Local & Save Program (*ongoing*)

# City of Whittier

## Business Improvement Area (254-25-252-000)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><i>SUMMARY</i></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ -	\$ -	\$ -	\$ -	\$ -
Maintenance and Operations	123,037	114,503	111,500	111,500	111,500
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>123,037</u>	<u>114,503</u>	<u>111,500</u>	<u>111,500</u>	<u>111,500</u>
Total Expenditures	123,037	114,503	111,500	111,500	111,500
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 123,037</u>	<u>\$ 114,503</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>
<b>Expenditures and Transfers-Out By Source</b>					
Business Improvement Area	123,037	114,503	111,500	111,500	111,500
Total Expenditures and Transfers-Out	<u>\$ 123,037</u>	<u>\$ 114,503</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>
<b><i>DETAIL</i></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Benefits	-	-	-	-	-
Total Employee Services	-	-	-	-	-
Dues, Memberships, License and Publications	-	-	-	-	-
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	-	-	-	-	-
Professional Services	-	-	-	-	-
Utilities	-	-	-	-	-
Miscellaneous Services	123,037	114,503	111,500	111,500	111,500
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	-	-	-	-	-
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	-	-	-	-	-
Total Maintenance and Operations	<u>123,037</u>	<u>114,503</u>	<u>111,500</u>	<u>111,500</u>	<u>111,500</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>123,037</u>	<u>114,503</u>	<u>111,500</u>	<u>111,500</u>	<u>111,500</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	-	-	-
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 123,037</u>	<u>\$ 114,503</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>	<u>\$ 111,500</u>
<b>Full Time Positions</b>	0.00	0.00	0.00	0.00	0.00
<b>Part Time Positions (Full Time Equivalent)</b>	0.00	0.00	0.00	0.00	0.00
Total	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>

# City of Whittier

## Subventions and Grants (268)

### OVERVIEW

This fund is used to account for various Federal, State, County and other organizational grants awarded to the City which mandate segregated accounting or have special reporting requirements.

The fund is divided into the following budget codes that are managed by the respective departments:

268-21-950-903/921	Subventions and Grants – Library
268-22-950-922	Subventions and Grants – Parks
268-23-950-923	Subventions and Grants – Community Services
268-30-950-930	Subventions and Grants – Public Works
268-40-950-940	Subventions and Grants – Police

### KEY GOALS

- Maintain accurate accounting records for all grants received.
- Prepare timely financial reports as required by the granting agencies.

# City of Whittier

## Subventions and Grants (268)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><u>SUMMARY</u></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ -	\$ -	\$ -	\$ -	\$ -
Maintenance and Operations	934,374	774,785	511,317	511,317	1,774,037
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>934,374</u>	<u>774,785</u>	<u>511,317</u>	<u>511,317</u>	<u>1,774,037</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 934,374</u>	<u>\$ 774,785</u>	<u>\$ 511,317</u>	<u>\$ 511,317</u>	<u>\$ 1,774,037</u>
<b>Expenditures and Transfers-Out By Source</b>					
Subventions and Grants Fund	934,374	774,785	511,317	511,317	1,774,037
Total Expenditures and Transfers-Out	<u>\$ 934,374</u>	<u>\$ 774,785</u>	<u>\$ 511,317</u>	<u>\$ 511,317</u>	<u>\$ 1,774,037</u>
<b><u>DETAIL</u></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Benefits	-	-	-	-	-
Total Employee Services	-	-	-	-	-
Dues, Memberships, License and Publications	-	-	-	-	-
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	-	-	-	-	-
Professional Services	-	-	-	-	-
Utilities	-	-	-	-	-
Miscellaneous Services	-	-	-	-	-
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	-	-	-	-	-
City Charges	-	-	-	-	-
Grants	934,374	774,785	511,317	511,317	1,774,037
Mobile Equipment Rental	-	-	-	-	-
Other	-	-	-	-	-
Total Maintenance and Operations	<u>934,374</u>	<u>774,785</u>	<u>511,317</u>	<u>511,317</u>	<u>1,774,037</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>934,374</u>	<u>774,785</u>	<u>511,317</u>	<u>511,317</u>	<u>1,774,037</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
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>\$ 934,374</u>	<u>\$ 774,785</u>	<u>\$ 511,317</u>	<u>\$ 511,317</u>	<u>\$ 1,774,037</u>
<b>Full Time Positions</b>	0.00	0.00	0.00	0.00	0.00
<b>Part Time Positions (Full Time Equivalent)</b>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Total	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>

# City of Whittier

## Community Facilities District 1989-1

### OVERVIEW

The City of Whittier formed a Community Facilities District in 1989 to assist in financing public improvements within the Whittier Boulevard Redevelopment Project Area's Whittier Marketplace Project. The formation of the Community Facilities District allowed the City to issue tax-exempt bonds in the gross amount of \$5,095,000 for the Whittier Marketplace, with a maturity date of September 1, 2019. These bonds were refunded in August 1998 for \$5,470,000 with the new bond maturity date of September 1, 2024.

The debt service on the bonds is paid by a special assessment on the property tax bills of property owners within the Community Facilities District boundaries.

### KEY GOALS

- Provide a means of financing public improvements within the district.

# City of Whittier

## Community Facilities District 1989-1 (586-25-999-205)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><i>SUMMARY</i></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ -	\$ -	\$ -	\$ -	\$ -
Maintenance and Operations	412,355	418,394	415,170	414,420	412,020
Capital Outlay	-	-	-	-	-
Total Expenditures	412,355	418,394	415,170	414,420	412,020
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	\$ 412,355	\$ 418,394	\$ 415,170	\$ 414,420	\$ 412,020
<b>Expenditures and Transfers-Out By Source</b>					
Community Facilities District 1989-1 Fund	412,355	418,394	415,170	414,420	412,020
Total Expenditures and Transfers-Out	\$ 412,355	\$ 418,394	\$ 415,170	\$ 414,420	\$ 412,020
<b><i>DETAIL</i></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Benefits	-	-	-	-	-
Total Employee Services	-	-	-	-	-
Dues, Memberships, License and Publications	-	-	-	-	-
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	-	-	-	-	-
Professional Services	4,755	6,994	6,020	5,270	6,020
Utilities	-	-	-	-	-
Miscellaneous Services	-	-	-	-	-
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	-	-	-	-	-
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	-	-	-	-	-
Total Maintenance and Operations	4,755	6,994	6,020	5,270	6,020
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	4,755	6,994	6,020	5,270	6,020
<b>Non-Operating Expenditures and Transfers-Out</b>					
Employee Services	-	-	-	-	-
Maintenance and Operations	407,600	411,400	409,150	409,150	406,000
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	407,600	411,400	409,150	409,150	406,000
Total Expenditures and Transfers-Out	\$ 412,355	\$ 418,394	\$ 415,170	\$ 414,420	\$ 412,020
<b>Full Time Positions</b>	0.00	0.00	0.00	0.00	0.00
<b>Part Time Positions (Full Time Equivalent)</b>	0.00	0.00	0.00	0.00	0.00
Total	0.00	0.00	0.00	0.00	0.00

# City of Whittier

## Workers' Compensation

### OVERVIEW

The Administrative Services Department administers a self-insured worker's compensation program in accordance with State worker's compensation law. California statutes guarantee certain benefits to employees who are injured or become ill as a result of their jobs. Benefit levels are set by State statutes.

The City contracts with a third-party administrator, Keenan & Associates, who is responsible for claims management and serves as a liaison between the City, the injured employee and the State worker's compensation system.

An excess worker's compensation insurance policy is maintained for catastrophic claims in excess of the self-insured retention of \$500,000 through a pool-purchased program sponsored by the California State Association of Counties - Excess Insurance Authority (CSAC-EIA). CSAC-EIA is a risk management joint-powers authority formed to provide municipalities with an alternative to the rising costs of insurance in the private sector insurance market.

Other responsibilities of this division include compliance with worker's compensation legislation and OSHA (Occupational Safety and Health Administration) regulations regarding repetitive motion injuries, evaluation of workstations, assist departments with safety or ergonomic concerns, coordination of safety related workshops and training and coordination of the employee safety/accident review committee. The Employee Safety Program strives to protect and conserve resources, in terms of both the employee and City assets, through employee safety awareness and training, as well as identification and elimination of workplace hazards.

### KEY GOALS

- Maintain sufficient operating reserve to provide for administrative and claim payments and outstanding liabilities.
- Control rising workers' compensation costs through a comprehensive safety program, including employee training and an aggressive case closure posture.
- Reduce total number of calendar days missed from work due to job related injuries thru the implementation of a Return to Work Program.
- Manage third party administrator claims processing for efficient and timely claim handling.
- Communicate effectively with City departments, third party administrators and claimants.
- Coordinate with CSAC-EIA to affect change in legislation regarding workers' compensation, i.e. medical reporting and other workers' compensation programs.

### PERFORMANCE MEASURES

Measure	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Actual	FY 2020-21 Projected
Number of Worker's Compensation claims filed	53	61	44	44
Number of calendar days missed from work due to work-related injuries	586	1613	388	388

# City of Whittier

## Workers' Compensation (720-25-261-000)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><u>SUMMARY</u></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ 40,658	\$ 57,974	\$ 147,584	\$ 147,584	\$ 147,689
Maintenance and Operations	1,972,404	2,701,152	2,161,647	2,213,643	2,166,909
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>2,013,062</u>	<u>2,759,126</u>	<u>2,309,231</u>	<u>2,361,227</u>	<u>2,314,598</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 2,013,062</u>	<u>\$ 2,759,126</u>	<u>\$ 2,309,231</u>	<u>\$ 2,361,227</u>	<u>\$ 2,314,598</u>
<b>Expenditures and Transfers-Out By Source</b>					
Workers' Compensation Fund	2,013,062	2,759,126	2,309,231	2,361,227	2,314,598
Total Expenditures and Transfers-Out	<u>\$ 2,013,062</u>	<u>\$ 2,759,126</u>	<u>\$ 2,309,231</u>	<u>\$ 2,361,227</u>	<u>\$ 2,314,598</u>
<b><u>DETAIL</u></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ 73	\$ -	\$ 61,139	\$ 61,139	\$ 61,139
Employee Benefits	40,585	57,974	86,445	86,445	86,550
Total Employee Services	40,658	57,974	147,584	147,584	147,689
Dues, Memberships, License and Publications	193	535	685	685	685
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	1,668,243	2,386,374	1,845,311	1,845,986	1,845,970
Professional Services	154,601	154,601	143,570	144,891	143,570
Utilities	-	-	-	-	-
Miscellaneous Services	3,284	7,709	4,710	4,710	4,710
Repairs and Maintenance	396	410	530	530	530
Materials and Supplies	2,101	2,849	2,820	2,820	2,820
City Charges	143,507	148,674	153,431	153,431	158,034
Mobile Equipment Rental	-	-	-	-	-
Other	79	-	10,590	60,590	10,590
Total Maintenance and Operations	1,972,404	2,701,152	2,161,647	2,213,643	2,166,909
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>2,013,062</u>	<u>2,759,126</u>	<u>2,309,231</u>	<u>2,361,227</u>	<u>2,314,598</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
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>\$ 2,013,062</u>	<u>\$ 2,759,126</u>	<u>\$ 2,309,231</u>	<u>\$ 2,361,227</u>	<u>\$ 2,314,598</u>
<b>Full Time Positions</b>	0.00	0.00	0.00	0.00	0.00
<b>Part Time Positions (Full Time Equivalent)</b>	0.45	0.45	0.45	0.45	0.45
Total	<u>0.45</u>	<u>0.45</u>	<u>0.45</u>	<u>0.45</u>	<u>0.45</u>

# City of Whittier

## General Liability

### OVERVIEW

The Administrative Services Department administers a self-insured general liability program with a self-insured retention of \$500,000 per occurrence. The City is a member of the California Insurance Pool Authority (CIPA), a joint powers authority of 13 California cities, which provides coverage in excess of the \$500,000 retention to \$43 million per occurrence.

The City contracts with a third-party administrator, Keenan & Associates, to investigate and adjust claims and coordinate defense of property damage and personal injury claims. The City provides information to the third-party administrator to aid in the investigation and authorizes settlements.

The program includes identification of exposures through accident reporting and investigation, defensive driving programs, contract review for proper insurance and indemnification clauses, assistance to defense attorneys in preparation of cases and liability advice to City departments.

### KEY GOALS

- Maintain a sufficient reserve to operate the program and fund claims.
- Maintain effective communications between City departments, third party administrators, claimants and CIPA.
- Control rising liability costs through a comprehensive safety program, an aggressive case closure position, as well as administering the handling of smaller claims to help control costs.
- Monitor third party administrator claims processing for efficient and timely claims handling.
- Maintain litigation management program and ensure that all attorneys are in compliance with the program's guidelines.
- Participate in CIPA committees to stay informed of new concepts, novelties and other efforts utilized to control costs.

### PERFORMANCE MEASURES

<b>Measure</b>	<b>FY 2017-18 Actual</b>	<b>FY 2018-19 Actual</b>	<b>FY 2019-20 Actual</b>	<b>FY 2020-21 Projected</b>
Number of General Liability claims filed	110	134	110	110
Number of vehicle accidents involving City Employees	7	5	4	4

# City of Whittier

## General Liability (730-25-262-000)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><i>SUMMARY</i></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ 87,518	\$ 125,703	\$ 154,077	\$ 154,227	\$ 147,015
Maintenance and Operations	1,674,169	3,737,234	1,852,620	4,575,233	3,629,380
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>1,761,687</u>	<u>3,862,937</u>	<u>2,006,697</u>	<u>4,729,460</u>	<u>3,776,395</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 1,761,687</u>	<u>\$ 3,862,937</u>	<u>\$ 2,006,697</u>	<u>\$ 4,729,460</u>	<u>\$ 3,776,395</u>
<b>Expenditures and Transfers-Out By Source</b>					
General Liability Fund	1,761,687	3,862,937	2,006,697	4,729,460	3,776,395
Total Expenditures and Transfers-Out	<u>\$ 1,761,687</u>	<u>\$ 3,862,937</u>	<u>\$ 2,006,697</u>	<u>\$ 4,729,460</u>	<u>\$ 3,776,395</u>
<b><i>DETAIL</i></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ 1,984	\$ 16,841	\$ 17,231	\$ 17,231	\$ 17,231
Employee Benefits	85,534	108,862	136,846	136,996	129,784
Total Employee Services	87,518	125,703	154,077	154,227	147,015
Dues, Memberships, License and Publications	193	-	470	470	470
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	1,553,614	3,620,916	1,700,672	4,423,285	3,478,096
Professional Services	6,514	27	22,484	22,484	22,484
Utilities	-	-	-	-	-
Miscellaneous Services	-	-	1,510	1,510	1,510
Repairs and Maintenance	396	410	530	530	530
Materials and Supplies	770	18	1,745	1,745	1,745
City Charges	110,574	114,555	118,220	118,220	121,767
Mobile Equipment Rental	2,068	1,308	5,719	5,719	1,508
Other	40	-	1,270	1,270	1,270
Total Maintenance and Operations	<u>1,674,169</u>	<u>3,737,234</u>	<u>1,852,620</u>	<u>4,575,233</u>	<u>3,629,380</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>1,761,687</u>	<u>3,862,937</u>	<u>2,006,697</u>	<u>4,729,460</u>	<u>3,776,395</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
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>\$ 1,761,687</u>	<u>\$ 3,862,937</u>	<u>\$ 2,006,697</u>	<u>\$ 4,729,460</u>	<u>\$ 3,776,395</u>
<b>Full Time Positions</b>	0.00	0.00	0.00	0.00	0.00
<b>Part Time Positions (Full Time Equivalent)</b>	0.40	0.40	0.40	0.40	0.40
Total	<u>0.40</u>	<u>0.40</u>	<u>0.40</u>	<u>0.40</u>	<u>0.40</u>

# City of Whittier

## Equipment Replacement

### OVERVIEW

The Equipment Replacement Fund is the cost center used to account for the operations, maintenance, and replacement of major equipment (e.g. copiers, mobile radios, computer system, phone system, etc). The acquisition of new equipment in excess of \$20,000 is budgeted in the Capital Outlay General Fund (635), while new equipment costing less than \$20,000 is budgeted in the respective budget code of each department.

In addition, a reserve for major equipment was established with contributions from various funds. The fund is used as a sinking fund for major equipment replacement. The Five-Year Capital Improvement Summary provides a listing of equipment and the amount of funding approved for the current fiscal year, if any, and includes estimated funding requirements for the next five-year period.

### KEY GOALS

- Maintain and reserve funds for equipment replacement.
- Provide for future equipment replacements when needed.

### Performance Measures

<b>Measure</b>	<b>FY 2017-18 Actual</b>	<b>FY 2018-19 Actual</b>	<b>FY 2019-20 Projected</b>	<b>FY 2020-21 Projected</b>
Reserve fund balance for equipment replacement	\$713,839	\$765,679	\$871,839	\$950,839

# City of Whittier

## Equipment Replacement (770)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><u>SUMMARY</u></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ -	\$ -	\$ -	\$ -	\$ -
Maintenance and Operations	124,542	107,422	72,200	72,200	72,200
Capital Outlay	366,451	1,670,679	355,900	409,000	420,100
Total Expenditures	<u>490,993</u>	<u>1,778,101</u>	<u>428,100</u>	<u>481,200</u>	<u>492,300</u>
Transfers-Out	-	-	-	-	-
Total Expenditures and Transfers-Out	<u>\$ 490,993</u>	<u>\$ 1,778,101</u>	<u>\$ 428,100</u>	<u>\$ 481,200</u>	<u>\$ 492,300</u>
<b>Expenditures and Transfers-Out By Source</b>					
General Fund	490,993	1,778,101	428,100	481,200	492,300
Total Expenditures and Transfers-Out	<u>\$ 490,993</u>	<u>\$ 1,778,101</u>	<u>\$ 428,100</u>	<u>\$ 481,200</u>	<u>\$ 492,300</u>
<b><u>DETAIL</u></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Benefits	-	-	-	-	-
Total Employee Services	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	-	-	-	-	-
Professional Services	-	-	-	-	-
Utilities	-	-	7,200	7,200	7,200
Miscellaneous Services	-	-	-	-	-
Repairs and Maintenance	124,542	107,422	65,000	65,000	65,000
Materials and Supplies	-	-	-	-	-
City Charges	-	-	-	-	-
Mobile Equipment Rental	-	-	-	-	-
Other	-	-	-	-	-
Total Maintenance and Operations	<u>124,542</u>	<u>107,422</u>	<u>72,200</u>	<u>72,200</u>	<u>72,200</u>
Capital Outlay	19,420	109,709	234,000	287,100	309,500
Transfers-Out	-	-	-	-	-
Total Operating Expenditures/Transfers	<u>143,962</u>	<u>217,131</u>	<u>306,200</u>	<u>359,300</u>	<u>381,700</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
Employee Services	-	-	-	-	-
Maintenance and Operations	-	-	-	-	-
Capital Outlay	347,031	1,560,970	121,900	121,900	110,600
Transfers-Out	-	-	-	-	-
Total Non-Operating Expenditures/Transfers	<u>347,031</u>	<u>1,560,970</u>	<u>121,900</u>	<u>121,900</u>	<u>110,600</u>
Total Expenditures and Transfers-Out	<u>\$ 490,993</u>	<u>\$ 1,778,101</u>	<u>\$ 428,100</u>	<u>\$ 481,200</u>	<u>\$ 492,300</u>
<b>Full Time Positions</b>	0.00	0.00	0.00	0.00	0.00
<b>Part Time Positions (Full Time Equivalent)</b>	0.00	0.00	0.00	0.00	0.00
Total	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>

# City of Whittier

## Group Health Insurance

### OVERVIEW

The Group Health Insurance Fund is comprised of the City's contribution toward the cost of group health and life insurance plans, employee payroll premium deductions, retiree premium payments, payments by former employees for continued health insurance coverage pursuant to the Consolidated Omnibus Budget Reconciliation Act (COBRA) and the costs to administer the City's health insurance programs.

The Administrative Services Department coordinates the Employee Health Benefits Advisory Committee and prepares insurance information for employees, retirees and former employees under COBRA. They coordinate the annual insurance and Flex-Rap (IRC 125) open enrollment process and the Employee Health Promotion program. The division manages the day-to-day administration of the City's group insurance plans, including Health Insurance Portability and Accountability Act (HIPAA) medical privacy compliance.

Various City departmental budgets are charged for the portion of the health insurance premiums paid by the City, Flex-RAP administration and Employee Assistance Program (EAP). Administrative charges for COBRA participants and interest earnings are designated to fund the health insurance program's administrative costs, as well as changes in employee enrollment.

### KEY GOALS

- Coordinate the Employee Health Promotion program to mitigate group medical insurance claims and corresponding premium increases, increase employee productivity, reduce lost time, enhance employee morale and self-esteem.
- Effectively manage the annual insurance renewal process, day-to-day administration of the group insurance and related programs.
- Monitor compliance with Federal regulations such as COBRA, State and Federal Family and Medical Leave Acts and HIPAA.

### PERFORMANCE MEASURES

<b>Measure</b>	<b>FY 2017-18 Actual</b>	<b>FY 2018-19 Actual</b>	<b>FY 2019-20 Actual</b>	<b>FY 2020-21 Projected</b>
Loss claim ratio (PPO plans only)	50.46	50.46	50.46	50.46
Number of employees on PPO	127	126	113	113
Number of employees on HMO	113	110	98	98

# City of Whittier

## Group Health Insurance (780-25-173-000)

	2017-18 Actual	2018-19 Actual	2019-20 Budget	2019-20 Projected	2020-21 Adopted
<b><i>SUMMARY</i></b>					
<b>Expenditures and Transfers-Out By Type</b>					
Employee Services	\$ 10,534	\$ 10,534	\$ 9,774	\$ 9,774	\$ 9,774
Maintenance and Operations	5,344,447	5,302,623	6,821,489	6,821,489	6,822,214
Capital Outlay	-	-	-	-	-
Total Expenditures	<u>5,354,981</u>	<u>5,313,157</u>	<u>6,831,263</u>	<u>6,831,263</u>	<u>6,831,988</u>
Transfers-Out	-	-	-	-	55,000
Total Expenditures and Transfers-Out	<u>\$ 5,354,981</u>	<u>\$ 5,313,157</u>	<u>\$ 6,831,263</u>	<u>\$ 6,831,263</u>	<u>\$ 6,886,988</u>
<b>Expenditures and Transfers-Out By Source</b>					
Group Health Insurance Fund	5,354,981	5,313,157	6,831,263	6,831,263	6,886,988
Total Expenditures and Transfers-Out	<u>\$ 5,354,981</u>	<u>\$ 5,313,157</u>	<u>\$ 6,831,263</u>	<u>\$ 6,831,263</u>	<u>\$ 6,886,988</u>
<b><i>DETAIL</i></b>					
<b>Operating Expenditures and Transfers-Out</b>					
Salaries and Wages	\$ -	\$ -	\$ -	\$ -	\$ -
Employee Benefits	10,534	10,534	9,774	9,774	9,774
Total Employee Services	<u>10,534</u>	<u>10,534</u>	<u>9,774</u>	<u>9,774</u>	<u>9,774</u>
Dues, Memberships, License and Publications	-	-	-	-	-
Rentals	-	-	-	-	-
Taxes and Assessments	-	-	-	-	-
Insurance	5,314,682	5,268,568	6,786,198	6,786,198	6,786,198
Professional Services	7,149	10,645	10,762	10,762	10,762
Utilities	-	-	-	-	-
Miscellaneous Services	-	-	-	-	-
Repairs and Maintenance	-	-	-	-	-
Materials and Supplies	19	-	270	270	270
City Charges	22,597	23,410	24,159	24,159	24,884
Mobile Equipment Rental	-	-	-	-	-
Other	-	-	100	100	100
Total Maintenance and Operations	<u>5,344,447</u>	<u>5,302,623</u>	<u>6,821,489</u>	<u>6,821,489</u>	<u>6,822,214</u>
Capital Outlay	-	-	-	-	-
Transfers-Out	-	-	-	-	55,000
Total Operating Expenditures/Transfers	<u>5,354,981</u>	<u>5,313,157</u>	<u>6,831,263</u>	<u>6,831,263</u>	<u>6,886,988</u>
<b>Non-Operating Expenditures and Transfers-Out</b>					
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>\$ 5,354,981</u>	<u>\$ 5,313,157</u>	<u>\$ 6,831,263</u>	<u>\$ 6,831,263</u>	<u>\$ 6,886,988</u>
<b>Full Time Positions</b>	0.00	0.00	0.00	0.00	0.00
<b>Part Time Positions (Full Time Equivalent)</b>	0.00	0.00	0.00	0.00	0.00
Total	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>