

Administrative Services

DEPARTMENT PURPOSE

The Town Manager provides overall management, administration, and direction for the entire Town organization, reporting to the full Town Council. The Town Manager identifies community issues and needs requiring legislative policy decisions and provides alternative solutions for Council consideration; assures that the Council's policies, programs, and priorities are effectively and efficiently implemented; prepares the Town budget with recommendations on the appropriate resources for Council action; provides research and information necessary for responsible decision making; fosters public awareness of municipal programs, services, and goals; responds to resident and other constituent inquiries by explaining Town services and functions; and investigates problems to determine appropriate actions; and provides information and specialized assistance on more complex Town issues.

The Administrative Services portion of Town Manager oversight encompasses responsibility for human resources, finance, budgeting, purchasing, labor relations, information technology systems, economic vitality, equipment replacement, workers' compensation, records management, customer service management, and other administrative support. For budget purposes, Administrative Services incorporates six key programs: Town Manager's Office, Clerk Department, Finance Department, Human Resources Department, Information Technology (IT), Non-Departmental (i.e., Town services and functions that are not attributable to a single Department). In addition, the Town's Workers' Compensation Fund is accounted for in the Administrative Services. The following sections provide summaries of the Administrative Services' core services and service objectives.

BUDGET OVERVIEW

The majority of revenues which support Town wide services are accounted for in the Non-Departmental program within Administrative Services. Health Orders continue to wane.

ADMINISTRATIVE SERVICES

For FY 2022/23, revenues captured in Administrative Services reflect positive changes in Transient Occupancy Tax (TOT), Sales Tax, and Property Tax as the impacts from the COVID-19 pandemic and its corresponding mandated Public. These revenue modifications are informed by the Town's sales tax consultant MuniServices, the County Tax Assessor, communications with Los Gatos hoteliers, and other sources.

The FY 2022/23 budget includes increases in salary and benefit costs attributed to negotiated salary raises, anticipated merit step increases and higher benefit and CalPERS pension rates.

The FY 2022/23 budget reflects the proposed continuation of a part time, three-year position to assist with the Town's emergency preparedness activities and regional emergency management engagement, and one-time temporary Project Manager hours to assist with IT needs.

ADMINISTRATIVE SERVICES

SUMMARY OF REVENUES AND EXPENDITURES

	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals	2021/22 Adopted	2021/22 Estimated	2022/23 Adopted
REVENUES						
<i>Other Taxes</i>	\$ 1,526,894	\$ 1,357,080	\$ 1,386,943	\$ 1,250,000	\$ 1,425,000	\$ 1,387,500
<i>Licenses and Permits</i>	11,405	2,444	851	1,000	1,240	1,500
<i>Intergovernmental Revenues</i>	-	8,258	2,365	-	-	-
<i>Service Charges</i>	1,396	-	-	-	-	-
<i>Interest</i>	1,445,640	90,593	93,008	85,000	85,000	87,550
<i>Other Revenues</i>	3,765,597	2,255,824	118,250	941,233	491,233	432,947
TOTAL REVENUES	\$ 6,750,932	\$ 3,714,199	\$ 1,601,417	\$ 2,277,233	\$ 2,002,473	\$ 1,909,497
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 3,341,837	\$ 3,742,818	\$ 4,093,118	\$ 4,418,798	\$ 4,268,410	\$ 4,544,558
<i>Operating Expenditures</i>	346,800	319,300	285,911	514,261	624,598	462,061
<i>Grants</i>	137,142	182,303	207,801	650,000	650,000	151,000
<i>Pass Through Accounts</i>	2,845	-	-	-	-	-
<i>Fixed Assets</i>	-	8,258	2,365	-	-	-
<i>Internal Service Charges</i>	103,182	136,083	141,164	146,727	144,828	140,874
TOTAL EXPENDITURES	\$ 3,931,806	\$ 4,388,762	\$ 4,730,359	\$ 5,729,786	\$ 5,687,836	\$ 5,298,493
	2018/19	2019/20	2020/21	2021/22	2021/22	2022/23
	Actuals	Actuals	Actuals	Adopted	Estimated	Adopted
PROGRAM						
<i>Town Manager's Office</i>	\$ 1,077,603	\$ 1,271,552	\$ 1,257,889	\$ 1,464,397	\$ 1,430,839	\$ 1,491,146
<i>Community Grants</i>	136,513	182,303	207,801	650,000	650,000	151,000
<i>Human Resources</i>	678,490	713,842	782,478	910,767	955,176	801,699
<i>Finance & Admin Services</i>	1,145,906	1,293,793	1,436,560	1,589,332	1,616,164	1,694,574
<i>Clerk Administration</i>	349,776	387,470	416,204	456,740	438,617	484,180
<i>Information Technolgy Management</i>	540,044	539,802	629,427	658,550	597,040	675,894
<i>Smoking Restriction Implementatation</i>	629	-	-	-	-	-
<i>Pass Through</i>	2,845	-	-	-	-	-
TOTAL EXPENDITURES	\$ 3,931,806	\$ 4,388,762	\$ 4,730,359	\$ 5,729,786	\$ 5,687,836	\$ 5,298,493

ADMINISTRATIVE SERVICES

DEPARTMENT STAFFING

<i>Full Time Equivalents (FTE)</i>					
<i>General Fund</i>	<u>2018/19</u> <u>Funded</u>	<u>2019/20</u> <u>Funded</u>	<u>2020/21</u> <u>Funded</u>	<u>2021/22</u> <u>Funded</u>	<u>2022/23</u> <u>Adopted</u>
Town Manager	1.00	1.00	1.00	1.00	1.00
Assistant Town Manager	1.00	1.00	1.00	1.00	1.00
Executive Asst. to Town Mgr.	0.50	0.50	0.50	0.50	0.50
Economic Vitality Manager	0.30	0.30	0.30	0.30	0.30
Administrative Assistant	-	1.00	1.00	0.88	0.88
Office Assistant	1.88	-	-	-	-
Human Resources Director	1.00	1.00	1.00	1.00	1.00
Administrative Analyst	4.00	4.00	4.00	5.00	5.00
Human Resources Technician	1.00	1.00	1.00	1.00	1.00
Finance Director	1.00	1.00	1.00	1.00	1.00
Finance & Budget Manager	1.00	1.00	1.00	1.00	1.00
Accountant/Finance Analyst	0.99	1.99	1.99	1.99	1.99
Payroll Technician	1.00	1.00	1.00	-	-
Account Technician	0.35	-	-	-	-
Town Clerk	-	1.00	1.00	1.00	1.00
Clerk Administrator	1.00	-	-	-	-
Deputy Town Clerk	-	0.88	0.88	1.00	1.00
Events & Marketing Specialist	0.50	0.50	0.50	0.50	0.50
IT Manager	1.00	1.00	1.00	1.00	1.00
IT Systems Administrator	-	1.00	1.00	1.00	1.00
Network Administrator	1.00	-	-	-	-
IT Analyst	1.00	-	-	-	-
IT Technician	1.00	1.00	1.00	1.00	1.00
Total General Fund FTEs	20.52	20.17	20.17	20.17	20.17
Non-General Fund FTEs (located in Administrative Services programs unless otherwise noted)					
Successor Agency to the Los Gatos RDA					
Accountant/Finance Analyst	0.01	0.01	0.01	0.01	0.01
Total Successor Agency FTEs	0.01	0.01	0.01	0.01	0.01

ADMINISTRATIVE SERVICES

ADMINISTRATIVE SERVICES STAFFING

	2018/19	2019/20	2020/21	2021/22	2022/23
	Funded	Funded	Funded	Funded	Adopted
<i>Temporary Staff Hours</i>					
Intern I	450	1,050	1,050	-	-
Office Assistant	-	-	-	1,040	1,040
Facility Attendant	50	50	50	50	50
Administrative Analyst	626	-	-	-	-
Mail Room Clerk (Library Dept Temps)	250	250	250	250	250
Emergency Management	-	1,000	1,000	1,000	1,000
Human Resources Technician	-	-	-	1,040	-
IT Program Manager	-	-	-	650	520
Total Annual Hours	1,376	2,350	2,350	4,030	2,860



Administrative Services

TOWN MANAGER'S OFFICE ADMINISTRATION PROGRAM 2101

PROGRAM PURPOSE

The Town Manager's Office ensures that all Town programs and services are provided effectively and efficiently. The core services of the Town Manager's Office are to: provide administrative direction and leadership for all Town Departments and programs to ensure the community receives high quality services; oversee the Town Council agenda process to provide comprehensive information and analysis to the Town Council in a timely manner; support business attraction and retention through economic vitality efforts; provide staff support to all Council standing Committees, the Community Health and Senior Services Commission, Senior Services Committee, and Finance Commission; and facilitate associated projects and services of these Committees and Commissions; foster public awareness of, equitable access to, and engagement in municipal programs, services, and goals; and provide timely and accurate responses to constituent inquiries, concerns, and requests.

Other key duties include providing direct staff assistance to the Mayor and Town Council on special projects and day-to-day activities and initiating new or special projects under the direction of the Council that enhance the Town government and community.

BUDGET OVERVIEW

The FY 2022/23 budget includes increases in salary and benefit costs attributed to negotiated salary raises, anticipated merit step increases and higher benefit and CalPERS pension rates. The FY 2022/23 Town Manager's Office budget is programmed to maintain existing staffing and service levels with the continuation of a part time, two-year position to assist with the Town's emergency preparedness activities and regional emergency management engagement.

ADMINISTRATIVE SERVICES
Town Manager's Office

As in prior years, the Town Manager's Office will continue to direct its attention in managing key special projects and policies as reflected in the 2022-2024 Town Council Strategic Priorities.

ADMINISTRATIVE SERVICES
Town Manager’s Office

FY 2021/22 ACCOMPLISHMENTS

Core Goals	Accomplishments
<p style="text-align: center;"><i>Community Character</i> Preserve and enhance the appearance, character, and environmental quality of the community</p>	<ul style="list-style-type: none"> • Provided support to the Council Policy Committee as it evaluated a variety of policies and good government practices. • Assisted businesses to locate, expand, or stay in Los Gatos, including support through the Council-adopted Economic Recovery Initiatives, providing a variety of process streamlining, reduced fees, and other business opportunities to create a more flexible business environment. • Continued work on the downtown Temporary Krail Parklet Program and the Semi-Permanent Parklet Program. • Continued administration of a grant match program for businesses to provide platforms, ramps, and other essential items that allow the parklets to become accessible and meet ADA requirements. • Provided strategic guidance for the Town’s General Plan and Housing Element update processes, involving all Town Departments and Boards, Commissions, and Committees. • Justice, Equity, Diversity, and Inclusion (JEDI) work, including maintaining the “Becoming an Inclusive Community” website and overseeing work with two JEDI consultants – one focused on external goals within the broader community and the other focused on internal, organizational efforts. • Worked with numerous community partners to collaboratively organize the united Against Hate Walk, attended by over 2,000 people.
<p style="text-align: center;"><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<ul style="list-style-type: none"> • Supported the Town Council in its decision making. • Led streamlining efforts to improve the efficiency of Town processes. • Provided administrative support to the Pension and OPEB Trusts Oversight Committee to manage the additional discretionary monies deposited into the Town’s IRS 115 Pension and healthcare accounts. • Led an inter-Departmental Communications Team in creating a Town Communication Plan to increase community engagement and transparency. • Began work with a consultant on a scientific community survey to gather resident feedback and measure satisfaction with Town services, quality of life, and other information to help the Town better understand the community’s priorities, concerns, and needs. • Represented the Town in County-wide and regional forums.

ADMINISTRATIVE SERVICES
Town Manager's Office

FY 2021/22 ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<ul style="list-style-type: none"> • Supported the Town Council as it took positions on pending legislation and funding items affecting Los Gatos. • Continued to enhance community awareness and engagement through increased social media content on the Town's Facebook, Instagram, Nextdoor, LinkedIn, and Twitter accounts. • Promoted community participation in Town matters by signing up for the weekly Town newsletter and other notifications through a dedicated email or on the Town's website. • Utilized teleconferencing technology for public meetings in compliance with Public Health Orders. • Began oversight of implementing the Town's new Enterprise Resource Planning System.
<p><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<ul style="list-style-type: none"> • Led a series of Town Council discussions and in-depth examinations of municipal financial practices. • Led the development of a comprehensive Town-wide budget. • Provided technical and administrative support to the Finance Commission. • Continued to increase transparency and community access to Town financial information through work on dedicated Fiscal Transparency webpages. • Oversaw Federal American Recovery Plan Act (ARPA) COVID-19 recovery assistance.
<p><i>Quality Public Infrastructure</i> Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<ul style="list-style-type: none"> • Supported respective Council Members as they serve on regional boards governing transportation, clean energy, and other topics. • Supported the economic vitality and infrastructure elements of the downtown parklet programs, economic recovery efforts, and pilot program creating a public space on Grays Lane.

ADMINISTRATIVE SERVICES
Town Manager's Office

FY 2021/22 ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Civic Enrichment</i> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<ul style="list-style-type: none"> • Supported the Arts and Culture Commission in the implementation of the Gateway Art Project, the Utility Art Box Program, and potential funding sources for Town art. • Began the Request for Proposal process for the operation and program management of the Los Gatos Theatre, a fixture downtown since 1915, on behalf of the Town. • Worked with the Chamber of Commerce to once again provide large festive lighting displays throughout Los Gatos in the winter months to provide additional holiday cheer and promote economic vitality. • Oversaw the continuation of the Town's action items in support of its World Health Organizations Age-Friendly Community Designation.
<p><i>Public Safety</i> Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<ul style="list-style-type: none"> • Continued to participate in County-led Emergency Management training programs and exercises. • Continued to implement a comprehensive training plan for all Town staff involved in the activation of the Emergency Operation Center. • Expanded communication and coordination with County Fire and other agencies regarding wildfire prevention and preparedness. • Led the Town's response to the COVID-19 emergency. • Continued working to implement the Council Ad Hoc Wildfire Committee's Report. • Managed crisis communications including the pandemic response and associated changing Public Health Orders, wildfire and evacuations in close proximity, poor air quality due to smoke, potential PG&E public safety power shutoffs, record heat waves, storms, and general emergency preparedness. • Completed work with the Town Attorney to implement the Independent Police Auditor function.

ADMINISTRATIVE SERVICES
Town Manager's Office

SUMMARY OF REVENUES AND EXPENDITURES

	2018/19	2019/20	2020/21	2021/22	2021/22	2022/23
	Actuals	Actuals	Actuals	Adjusted	Estimated	Adopted
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Licenses and Permits</i>	11,405	2,444	851	1,000	1,240	1,500
<i>Intergovernmental Revenues</i>	-	8,258	2,365	-	-	-
<i>Service Charges</i>	200	-	-	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	17,384	17,272	-	-	-	-
TOTAL REVENUES	\$ 28,989	\$ 27,974	\$ 3,216	\$ 1,000	\$ 1,240	\$ 1,500
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 945,000	\$ 1,105,538	\$ 1,160,885	\$ 1,266,246	\$ 1,156,232	\$ 1,281,394
<i>Operating Expenditures</i>	81,929	90,491	25,699	127,350	204,020	140,550
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	8,258	2,365	-	-	-
<i>Internal Service Charges</i>	50,674	67,265	68,940	70,801	70,587	69,202
TOTAL EXPENDITURES	\$ 1,077,603	\$ 1,271,552	\$ 1,257,889	\$ 1,464,397	\$ 1,430,839	\$ 1,491,146

**ADMINISTRATIVE SERVICES
Town Manager's Office**

FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p>Community Character Preserve and enhance the appearance, character, and environmental quality of the community</p>	<p align="center"><i>Land Use Policies Review</i></p> <p>Continue to support the Council Policy Committee in its evaluation of Town Council and other policies.</p>
	<p align="center"><i>Business Attraction and Retention</i></p> <p>Continue to assist businesses to find available locations in Los Gatos, encourage diverse and unique offerings in the downtown, and implement economic recovery initiatives. Continue work with businesses on the Semi-Permanent Parklet Program. Economic Vitality staff will also continue to identify actions in collaboration with other Town Departments to enhance overall community vitality for Council consideration.</p>
	<p align="center"><i>Music in the Park</i></p> <p>Oversee the transition of production of the Music in the Park summer concert series to a new management team.</p>
	<p align="center"><i>Special Events</i></p> <p>Continue to work with event organizers to fine tune the Special Events Permit process, providing guidelines and other information to assist events and processing all Special Event Permit applications.</p>
	<p align="center"><i>General Plan Update</i></p> <p>Continue to ensure all Departments and Town Commissions are actively engaged in the General Plan Update, foster community involvement, and provide strategic support to the Community Development Department throughout the General Plan Update process.</p>
	<p align="center"><i>Housing Element Update</i></p> <p>Provide support to the Community Development Department in engaging all Town Departments and the community in the Housing Element Update process.</p>
	<p align="center"><i>COVID-19 Recovery</i></p> <p>Leverage the Town organization to ensure an efficient and robust recovery from the impacts of COVID-19.</p>
	<p align="center"><i>Diversity, Equity, and Inclusion</i></p> <p>Continue to work with all Departments to use a lens of diversity, equity, and inclusion in the development of the Town budget, delivery of services, and the creation of all new programs, projects, and policies. Continue working with Justice, Equity, Diversity, and Inclusion consultants on both external efforts within the community and internal goals at the Town organization.</p>
	<p align="center"><i>Sustainability</i></p> <p>Continue to work with all Departments to increase sustainability efforts Town-wide.</p>

ADMINISTRATIVE SERVICES
Town Manager's Office

FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p>Good Governance Ensure responsive, accountable, and collaborative government</p>	<p><i>Communication with the Public</i></p>
	<p>Enhance the usefulness of the Town's website and social media channels to improve accessibility and transparency of information and services for the public. Work with KCAT-TV to maintain the Town-branded YouTube page for viewing live and archived Town Council and other meetings. Continue the weekly Town Newsletter distribution.</p>
	<p><i>Town Council Policies</i></p>
	<p>Continue to provide support, research, and analysis to the Policy Committee for the review and revision of Town policies regarding a wide range of topics. Continue to lead the inter-Departmental Communications Team and complete the Town Communications Plan and supporting policies and procedures.</p>
	<p><i>Town Council Priorities</i></p>
	<p>Lead an annual Strategic Priorities session with the Town Council to provide guidance on policy, special projects, and key capital investments to align the work of Town Department and Commissions with current and future budgets.</p>
	<p><i>IT</i></p>
	<p>Oversee implementation of the Town's new Enterprise Resource Planning System, including online business tax acceptance.</p>
	<p><i>Community Survey</i></p>
	<p>Complete scientific community survey to gather resident feedback and measure satisfaction with Town services, quality of life, and other information to help the Town better understand the community's priorities, concerns, and needs.</p>

ADMINISTRATIVE SERVICES
Town Manager’s Office

FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<i>Cost Containment</i>
	<p>Continue to provide oversight on the efforts to identify and implement employee benefit pension and other post-employment benefit costs containment measures to address long-term fiscal structural issues.</p>
	<i>Fiscal Planning</i>
	<p>Continue to support the Town Pension and OPEB Trusts Oversight Committee and the new Finance Commission to develop additional cost-saving strategies and identify increased revenue options in alignment with the Council’s Strategic Priorities. Oversee Federal American Recovery Plan Act (ARPA) COVID-19 assistance.</p>
	<i>Financial Information</i>
	<p>Continue enhancing the description of budget assumptions and graphic representation to better explain the Town’s budget and other financial documents, including developing alternate budget scenarios to illustrate the effects of differing economic assumptions.</p>
	<i>Property Asset Management</i>
	<p>Continue to manage the research, analysis, and negotiations regarding the potential sale and/or lease of remaining Town-owned properties. Manage the successful onboarding of an operator for the Los Gatos Theatre to ensure the reactivation of the asset.</p>
<p><i>Quality Public Infrastructure</i> Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<i>Downtown Parking</i>
	<p>Support the Police Department in the implementation of the Comprehensive Parking Study.</p>

ADMINISTRATIVE SERVICES
Town Manager’s Office
FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p><i>Civic Enrichment</i> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<i>Arts and Culture</i>
	Support the Arts and Culture Commission’s Gateway Art Project and the Parks and Public Works’ Outside the Box Utility Box Art Program.
	<i>Cultural and Community Partnerships</i>
	Continue to oversee the ongoing partnerships with the Museums of Los Gatos, the Friends of the Los Gatos Library, Los Gatos-Saratoga Recreation, local school districts, and other organizations.
<p><i>Public Safety</i> Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<i>Senior Initiatives</i>
	Support the Community Health and Senior Services Commission and Senior Services Committee in the implementation of the Council’s identification of senior initiatives as a Strategic Priority through an initial senior services community survey and other work.
	<i>Los Gatos Theatre</i>
	Oversee the reactivation and programming of the Los Gatos Theatre, a downtown fixture since 1915.
<p><i>Public Safety</i> Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<i>Overall Emergency Preparedness</i>
	Increase emergency preparedness activities in collaboration with the County Fire Department, County Office of Emergency Management, City of Monte Sereno, and volunteer organizations. Staff and manage a part-time Emergency Services Coordinator position. Continue updating and preparing the Town’s Emergency Operations Center for activation when necessary. Further enhance the “emergency preparedness” sections of the Town’s website.
	<i>PG&E Shutoffs</i>
	Prepare for potential PG&E Public Safety Power Shutoff Events and keep website information current for future events.
	<i>Wildfire Preparedness</i>
Continue implementation plans for the short-term and long-term goals identified in the Council Ad Hoc Wildfire Committee’s plan.	
<p><i>Public Safety</i> Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<i>COVID-19 Emergency</i>
	Continue to lead the Town’s implementation of State and County Public Health Orders and recommendations as they evolve.

ADMINISTRATIVE SERVICES
Town Manager's Office

KEY PROGRAM SERVICES

- Provides staff support to the Mayor and Town Council.
- Provides administrative direction and leadership over Town departments, programs, and services.
- Oversees the Town's organizational and fiscal management efforts and program development and evaluation processes.
- Leads the preparation of the annual Operating and Capital Budgets.
- Oversees and administers the Economic Vitality program.
- Oversees the Town Council agenda process.
- Provides centralized customer service through email, telephone, counter, and website assistance.
- Provides staff support to the Finance Commission, Policy Committee, Pension and OPEB Trust Oversight Committee, Senior Services Committee, and the Community Health and Senior Services Commission.
- Monitors the provision of senior services at the Los Gatos Adult Recreation Center through the long-term lease agreement with LGS Recreation.
- Manages the contracts with NUMU, Friends of the Library, LGS Recreation, Farmers' Market, KCAT, and other community organizations.
- Manages the annual Community Grant process in partnership with the Library Director.
- Oversees and executes Town events, such as Spring into Green, 4th of July Symphony in the Park, Screen on the Green, and the annual Tree Lighting ceremony.
- Processes all Special Event Permits.
- Addresses resident complaints, inquiries, and requests.
- Oversees continuous improvements in Town administrative processes, measurements, and other activities.
- Provides public information and website/social media/weekly Newsletter management.
- Oversees special projects and new initiatives, particularly during policy development stages.
- Monitors and participates in regional activities to represent the Town interests.
- Monitors state and federal legislation.

**ADMINISTRATIVE SERVICES
Town Manager's Office**

TOWN MANAGER'S OFFICE STAFFING

Full Time Equivalent (FTE)

	2018/19	2019/20	2020/21	2021/22	2022/23
Town Staff	Funded	Funded	Funded	Funded	Adopted
Town Manager	1.00	1.00	1.00	1.00	1.00
Assistant Town Manager	1.00	1.00	1.00	1.00	1.00
Administrative Analyst	1.00	1.00	1.00	1.00	1.00
Deputy Town Clerk	-	0.25	0.13	0.13	0.13
Executive Asst. to Town Mgr.	0.50	0.50	0.50	0.50	0.50
Administrative Assistant	-	0.13	0.25	0.25	0.25
Office Assistant	0.38	-	-	-	-
Economic Vitality Manager	0.30	0.30	0.30	0.30	0.30
Events & Marketing Specialist	0.50	0.50	0.50	0.50	0.50
Total Manager's Program FTEs	4.68	4.68	4.68	4.68	4.68

	2018/19	2019/20	2020/21	2021/22	2022/23
Temporary Staff Hours	Funded	Funded	Funded	Funded	Adopted
Facility Attendant	50	50	50	50	50
Emergency Management	-	1,000	1,000	1,000	1,000
Intern I	450	675	675	-	-
Office Assistant	-	-	-	520	520
Total Annual Hours	500	1,725	1,725	1,570	1,570

ADMINISTRATIVE SERVICES
Town Manager's Office

Performance Objectives and Measures	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Estimated	2022/23 Planned
1. <i>Supplement resources for nonprofit agencies providing human services and art, cultural, and educational programming so that residents may maintain or improve their quality of life.</i>					
a. The average percentage of a grantee's budget that comes from the Town's grant contributions:	2%	1.5%	<i>Not able to determine due to COVID</i>	2%	1.50%
2. <i>Foster a comprehensive arts environment in Los Gatos through the support, development, and appreciation of the arts.</i>					
a. Percentage of public art pieces in good to excellent condition:	80%	<i>Public survey not conducted due to COVID</i>	80%	80%	80%
b. Resident satisfaction with Arts and Cultural opportunities in Los Gatos:	76%	<i>Public survey not conducted due to COVID</i>	70%	70%	75%

ADMINISTRATIVE SERVICES
Town Manager's Office

Activity and Workload Highlights	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Estimated	2022/23 Planned
1. Number of community/customer referrals:	744	784	986	1,028	1,130
2. Grant agreements administered:					
a. Number of Human Service grants:	8	10	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
b. Number of Arts/Cultural/Educational grants:	5	7	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
c. Number of Special Events grants:*	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
d. Dollar amount of Special Event grants:**	\$13,513	\$10,000	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
e. Number of One-Time Grants***	N/A	N/A	10	8	10
f. Dollar amount of One-Time Grants***	N/A	N/A	\$70,000	\$75,013	\$75,000
g. Number of Innovation Grants***	N/A	N/A	3	0	4
h. Dollar amount of Innovation Grants***	N/A	N/A	\$4,500	\$0	\$6,000
i. Number of Sustaining Grants***	N/A	N/A	5	5	5
j. Dollar amount of Sustaining Grants***	N/A	N/A	\$70,000	\$70,000	\$70,000
3. Total dollar amount of General Fund grant agreements administered:	\$136,513	\$182,303	\$144,500	\$145,013	\$151,000
4. Number of Los Gatos residents directly served by Town grant-funded organizations:	29,000	37,000	<i>Not able to determine due to COVID</i>	20,000	20,000
5. Number of Art in the Council Chambers exhibitions installed and curated:	4	3	1	1	2
6. Number of businesses receiving general business liaison assistance:	100	115	175	115	115
7. Commercial Brokers/Property Owner Outreach Communications:	75	50	40	45	40

*Measure discontinued effective FY 19/20.

**New measure effective FY 19/20.

***New measure effective FY 20/21

ADMINISTRATIVE SERVICES
Town Manager's Office

COMMUNITY GRANT PROGRAM

The Community Grant program underwent a significant procedural change in FY2020/21 compared to previous years. Changes included shifting the grant calendar process for applications and awards to earlier in the fiscal year and budgeting the lump sum amounts of all grant expenditures rather than noting each individual grantee at the time of budget adoption. The three expenditure lines that have been added going forward, "one-time grants," "innovation grants," and "recurring grants," include the lump sum amounts of all smaller grant funds that will be dispersed to grantees after the application and award process is completed. When the FY2021/22 actuals are reported at the close of year, these lump sum amounts will be noted as individual smaller grant amounts to the individual Grantees in order to compare historical budget year trends. The total amount of grant funding budgeted for FY 2021/22 is \$150,000.

ADMINISTRATIVE SERVICES
Town Manager's Office

	<u>2018/19</u> <u>Awarded</u>	<u>2019/20</u> <u>Awarded</u>	<u>2020/21</u> <u>Awarded</u>	<u>2021/22</u> <u>Awarded</u>	<u>2022/23</u> <u>Adopted</u>
Grants to Award					
Recurring Grants					
West Valley Community Services	\$ -	\$ -	\$ 35,000	\$ 20,000	
Next Door Solutions	-	-	20,000	5,000	
Live Oak Senior Nutrition	-	-	37,000	22,000	
CASSY	-	-	25,000	10,000	
Live Oak Adult Day Services	-	-	13,000	13,000	
Total Recurring Grants	-	-	130,000	70,000	\$ 70,000
One-Time Grants					
Parent Helping Parents	-	-	7,500	10,000	
St. Luke's Episcopal Church	-	-	7,500	-	
Mariposa Montessori School	-	-	7,500	9,263	
Los Gatos Lions	-	-	7,500	-	
Los Gatos Chamber	-	-	7,500	-	
Art Docents	-	-	7,000	-	
Silicon Valley Jewish Film Festival	-	-	5,000	-	
JCC Los Gatos	-	-	7,500	-	
New Museum of Los Gatos (NUMU)	-	-	7,500	10,000	
New Millennium Foundation	-	-	5,000	-	
Los Gatos Methodist Church	-	-	4,975	5,750	
History Club of Los Gatos	-	-	-	10,000	
West Valley Community Services	-	-	-	10,000	
Arts Docents of Los Gatos	-	-	-	10,000	
KCAT 55+ Program	-	-	-	100,000	
SASCC Senior Drive Through	-	-	-	5,000	
SASCC Health Fair	-	-	-	15,000	
SASCC Outlook Newspaper	-	-	-	30,000	
LGS Pre-Pandemic Service Reserve	-	-	-	328,500	
SASCC Community Assesment Survey	-	-	-	21,500	
Total One-Time Grants	-	-	74,475	565,013	75,000
Innovation Grants					
Bruce Preville	-	-	326	-	
Cheryl Hansen	-	-	1,500	-	
Arjun Seshadri	-	-	1,500	-	
Total Innovation Grants	-	-	3,326	-	6,000
Total Human Services Grants	103,000	152,500	-	-	
Total Arts, Cultural & Educational Grants	20,000	20,000	-	-	
Total Special Events Grants	13,518	10,000	-	-	
Total Arts Funding	5,000	-	-	-	
Total Grants to Award	\$ 141,518	\$ 182,500	\$ 207,801	\$ 635,013	\$ 151,000

Administrative Services

HUMAN RESOURCES PROGRAM 2201

PROGRAM PURPOSE

The purpose of the Human Resources Program is to attract, develop, and retain a quality diverse workforce to provide high quality Town services. It accomplishes this by providing effective and efficient employee recruitment and retention, professional development, training, organizational development, compensation and classification administration, employee relations support, safety and workers' compensation administration, benefit administration, and policy and procedure development and administration. Employee relations activities emphasize proactive and preventive informal resolution of employee and management concerns. Program staff is responsible for the development of Memoranda of Understanding (MOU's) with the Town's three bargaining units and informal discussions with the Town's management and confidential employees, all subject to Council direction and approval.

BUDGET OVERVIEW

The FY 2022/23 budget includes increases in salary and benefit costs attributed to negotiated salary raises, anticipated merit step increases and higher benefit and CalPERS pension rates.

ADMINISTRATIVE SERVICES

Human Resources

Human Resource staff will continue to assist the organization with filling critical Town-wide positions through effective recruitment and selection methods that strive to support workforce diversity and will continue to assist Departments with succession planning; retention and training; and restructuring and redesigning jobs for efficiencies as vacancies become available. In addition, Human Resources will also be focused on labor negotiations with TEA, AFSCME and POA.

FY 2021/22 ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable and collaborate government</p>	<ul style="list-style-type: none">• Successfully recruited and onboarded 21 positions.• Conducted a virtual benefits open enrollment and shifted from an in-person Health and Wellness Fair to a remote Town-wide wellness challenge.• Continued to support the organization with a remote oral board experience using MS Teams and Zoom to ensure continuation of the recruitment process for vacancies during Public Health Orders.• Supported and managed employees while transitioning from working remotely to working back in the office.• Ensured the Town was adhering to the current Cal/OSHA, County, State and Federal Government COVID guidelines.
<p><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<ul style="list-style-type: none">• Concluded the meet and confer process with AFSCME and TEA to implement successor one-year agreements and continue the meet and confer process with POA• Continued the revision and creation of job classifications to meet the changing needs of the departments including the creation flexibly staffed job series.

ADMINISTRATIVE SERVICES
Human Resources

SUMMARY OF REVENUES AND EXPENDITURES

	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals	2021/22 Adjusted	2021/22 Estimated	2022/23 Adopted
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	-	-	-	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	-	-	-	-	-	-
TOTAL REVENUES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 550,744	\$ 611,571	\$ 647,813	\$ 680,648	\$ 672,544	\$ 644,916
<i>Operating Expenditures</i>	114,411	83,899	115,436	210,556	263,056	138,656
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	13,335	18,372	19,229	19,563	19,576	18,127
TOTAL EXPENDITURES	\$ 678,490	\$ 713,842	\$ 782,478	\$ 910,767	\$ 955,176	\$ 801,699

ADMINISTRATIVE SERVICES
Human Resources

FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;">Good Governance</p> <p style="text-align: center;">Ensure responsive, accountable and collaborate government</p>	<i>Personnel Rules and Regulations</i>
	<ul style="list-style-type: none"> • Complete the process to review and update the Town’s Personnel Rules and Regulations, which includes: meeting and conferring with employee groups regarding the proposed changes and bringing a recommendation to the Town Council to formally adopt a resolution accepting the revisions. • Develop a retired annuitant procedure. • Revise and update current administrative procedures related to harassment and bullying in the workplace. • Revitalize the Town’s employee recognition program. • Develop new recruiting and outreach techniques.
	<i>Labor Relations</i>
	<ul style="list-style-type: none"> • Initiate and complete the negotiation process of the full labor contracts for the TEA and AFSCME groups prior to June 30, 2022. • Continue the meet and confer negotiation process with POA based upon the contract expiration on September 30, 2021.
	<i>Training and Development</i>
	<ul style="list-style-type: none"> • Develop and present an internal employee training program related to interview and public presentation skills. • Create a Human Resources library with books and resources that focus on interviewing/job growth for employees. • Continue to identify and make available other training opportunities for employees.
	<i>Records Management</i>
	<ul style="list-style-type: none"> • Work with Finance/IT to implement the Enterprise Resource Planning (ERP) software program. • Continue to create and implement electronic HR related forms.

ADMINISTRATIVE SERVICES
Human Resources
FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;"><i>Good Governance</i> Ensure responsive, accountable and collaborate government</p>	<p style="text-align: center;"><i>Response to the COVID-19 Pandemic</i></p> <p>Strive to adapt and implement new protocols and procedures related to the County, State and Federal government’s frequently changing directives connected to testing, vaccines, contact tracing, employment, workers’ compensation, and employee benefits to ensure Town compliance.</p>
<p style="text-align: center;"><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p style="text-align: center;"><i>Recruitment/Onboarding</i></p> <p>Support all Town Departments to quickly fill vacancies while using recruitment efforts that encourage diversity within the Town’s workforce.</p> <p style="text-align: center;"><i>Succession Planning</i></p> <p>Continue to partner with Departments to identify future retirements and create a plan to ensure the transfer of institutional knowledge while simultaneously providing training opportunities to prepare employees for upcoming promotional opportunities.</p>

KEY PROGRAM SERVICES

- Provides effective administration and ensures legal compliance of employee relations program.
- Conducts employee training and organizational development assessments.
- Administers, evaluates, and selects competitive employee benefits.
- Works collaboratively with Department managers to facilitate the Town’s recruitment and selection programs.
- Administers and refreshes classification and compensation plans.
- Provides information and interpretation regarding Town personnel rules, regulations and procedures, MOUs, administrative policies, and ordinances.

ADMINISTRATIVE SERVICES

Human Resources

KEY PROGRAM SERVICES

- Partners with the Town Manager’s Office and Town Attorney’s Office to resolve personnel issues.
- Maintains employee personnel files, records, and documentation.
- Ensures all legislative changes related to the Human Resources program areas (i.e., employment, benefits, training, workers’ compensation, and recruitment) are communicated and implemented in a timely manner.
- Manages the workers’ compensation program.
- Collaborates with the Parks and Public Works Department to administer the safety and ergonomics programs, including supporting the Town’s employee Health and Safety Committee.
- Develops, implements, revises, and maintains administrative policies and procedures to ensure incorporation of legislative and Town-wide changes.
- Serves as advisor to employee recognition program.
- Provides support for Personnel Board activities.
- Participates in the development of multi-agency training programs, such as the Leadership Academy.

HUMAN RESOURCES PROGRAM STAFFING

Full Time Equivalents (FTE)

	2018/19	2019/20	2020/21	2021/22	2022/23
Town Staff	Funded	Funded	Funded	Funded	Adopted
Human Resources Director	1.00	1.00	1.00	1.00	1.00
Administrative Analyst	1.00	1.00	1.00	1.00	1.00
Human Resources Technician	1.00	1.00	1.00	1.00	1.00
Total Human Resources FTEs	3.00	3.00	3.00	3.00	3.00

	2018/19	2019/20	2020/21	2021/22	2022/23
Temporary Staff Hours	Funded	Funded	Funded	Funded	Adopted
Human Resources Technician	-	-	-	1,040	-
Total Annual Hours	-	-	-	1,040	-

ADMINISTRATIVE SERVICES
Human Resources

Performance Objectives and Measures	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Estimated	2022/23 Planned
1. <i>To provide a competitive employee benefit package that contributes to the recruitment and retention of employees.*</i>					
a. Percentage of employees rating benefit program material, products, and services as good to excellent:	96%	96%	96%	90%	90%
b. Percentage of employees rating communication of the benefit program as good to excellent:*	<i>Not Applicable</i>	94%	94%	95%	95%
2. <i>To provide effective and efficient professional development, training, and organizational development.</i>					
a. Percentage of employees rating the effectiveness of training classes as good to excellent:	79%	<i>Not Applicable</i>	<i>Not applicable</i>	<i>Not applicable</i>	<i>Not applicable</i>
b. Percentage of employees who have received a formal evaluation in the last 12 months:*	<i>Not Applicable</i>	31%	22%	24%	25%
4. <i>To provide effective and efficient employee recruitment services to departments.*</i>					
a. Percentage of hiring managers rating recruitment process timeline as good to excellent:	<i>Not Applicable</i>	89%	89%	82%	82%
5. <i>To provide effective and efficient employee relations support.</i>					
a. Percentage of labor agreements ratified prior to expiration of existing contracts:	100%	<i>Not Applicable</i>	100%	66%	100%
b. Percentage of employees rating the availability and timeliness of HR staff response to inquiries as good to excellent:*	<i>Not Applicable</i>	94%	94%	88%	94%

Activity and Workload Highlights	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Estimated	2022/23 Planned
1. Number of recruitments conducted:	15	23	17	25	25
2. Number of employment applications reviewed:	2,139	3,551	2,244	2,419	2,500
3. Number of Workers' Compensation claims filed:	15	14	16	18	15
4. Percentage of eligible employees participating in deferred compensation:	42%	45%	60%	68%	70%
5. Number of Personnel Action Forms processed:*	248	173	198	215	200
6. Number of employee promotions:*	4	10	8	19	10
7. Number of ergonomic evaluations conducted:*	24	9	10	14	15
8. Number of new employee onboarding sessions conducted (full-time, part-time, and temporary):*	21	33	25	22	25
9. Number of job classifications revised or created:*	2	5	3	5	15
10. Vacancy rate:*	9%	11%	11%	11%	11%

*New measure effective FY 20/21



Administrative Services

FINANCE PROGRAM 2301

PROGRAM PURPOSE

The Finance Program assures fiscal accountability to the Council and to the public. The Finance Program's core services are to: provide financial oversight and administer accounting functions for all of the Town's funds and accounts; prepare the Town's Annual Operating and Capital Budgets for fiscal and service accountability; coordinate the annual financial audit and preparation of the Annual Comprehensive Financial Report (ACFR) to verify that proper fiscal practices are maintained; administer the Town's Business License, Accounts Payable, Accounts Receivable, Investing, and Payroll functions; and oversee the Town's Purchasing and Claims Administration functions, ensuring proper practices are in place, and that fiscal and operational responsibility is upheld.

BUDGET OVERVIEW

The FY 2022/23 budget includes increases in salary and benefit costs attributed to negotiated salary raises, anticipated merit step increases and higher benefit and CalPERS pension rates.

ADMINISTRATIVE SERVICES

Finance

FY 2021/22 ACCOMPLISHMENTS

Core Goals	Accomplishments
<p align="center">Good Governance Ensure responsive, accountable and collaborate government</p>	<ul style="list-style-type: none"> • Coordinated the successful development of the FY 2020/21 Annual Comprehensive Financial Report (ACFR) and corresponding financial and compliance audit of the Town of Los Gatos. • Achieved the GFOA’s Certificate of Achievement for Excellence in Financial Reporting for the ACFR for the FY 2019/20. • Achieved the GFOA’s Distinguished Budget Presentation Award for the FY 2020/21 Operating Budget. • Completed State Controller’s “Cities Annual Report” and “Streets Report.” • Completed Request for Proposal (RFP) process for professional auditing services, actuarial services, and business license ordinance review.
<p align="center">Fiscal Stability Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<ul style="list-style-type: none"> • Managed the coordination and on-time preparation of the FY 2022/23 Operating Budget and FY 2022/23-2026/27 Capital Improvement Program for Council consideration. • Managed the Town’s investments and prepared quarterly investment reports. • Supported the Successor Agency and its required filings. • Supported the Finance Commission and Pension/OPEB Oversight Committee. • Provided ongoing fiscal controls for contracts and other Town expenditures.

ADMINISTRATIVE SERVICES
Finance

SUMMARY OF REVENUES AND EXPENDITURES

	2018/19	2019/20	2020/21	2021/22	2021/22	2022/23
	Actuals	Actuals	Actuals	Adjusted	Estimated	Adopted
REVENUES						
<i>Other Taxes</i>	\$ 1,526,894	\$ 1,357,080	\$ 1,386,943	\$ 1,250,000	\$ 1,425,000	\$ 1,387,500
<i>Licenses and Permits</i>	-	-	-	-	-	-
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	1,196	90,593	93,008	85,000	85,000	87,550
<i>Interest</i>	1,445,640	2,238,102	58,250	441,233	441,233	432,947
<i>Other Revenues</i>	-	-	-	-	-	-
TOTAL REVENUES	\$ 2,973,730	\$ 3,685,775	\$ 1,538,201	\$ 1,776,233	\$ 1,951,233	\$ 1,907,997
EXPENDITURES						
<i>Salaries and Benefits*</i>	\$ 988,993	\$ 1,133,533	\$ 1,271,722	\$ 1,398,799	\$ 1,441,898	\$ 1,497,891
<i>Operating Expenditures</i>	125,617	129,215	132,332	156,800	140,725	163,300
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	31,296	31,045	32,506	33,733	33,541	33,383
TOTAL EXPENDITURES	\$ 1,145,906	\$ 1,293,793	\$ 1,436,560	\$ 1,589,332	\$ 1,616,164	\$ 1,694,574

ADMINISTRATIVE SERVICES
Finance

FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p>Good Governance Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;"><i>Enterprise Resource Planning (ERP) System Upgrade</i></p> <p>Implement the Town’s new enterprise resource planning (ERP) system in a phased approach focusing first on the financial and human capital management functions.</p> <p style="text-align: center;"><i>Electronic Filing</i></p> <p>Maintain electronic filing across all functions.</p> <p style="text-align: center;"><i>Department Cross Training in Key Functional Areas</i></p> <p>Continue to cross train in key functional areas of the Finance Department with an emphasis on Accountant functions.</p>
<p>Fiscal Stability Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p style="text-align: center;"><i>Long-Term Budget Development</i></p> <p>Provide support, analysis, and recommendations to restructure and reduce long-term projected increases in employee salary and benefit costs. Explore ways to generate one-time or ongoing funds.</p> <p style="text-align: center;"><i>Business License Modernization</i></p> <p>Modify structure of business license following the business license modernization study.</p> <p style="text-align: center;"><i>Finance Commission</i></p> <p>Support the Town Finance Commission as governed by its enabling resolution.</p>

ADMINISTRATIVE SERVICES

Finance

KEY PROGRAM SERVICES

- Develops and monitors the Town's Annual Operating and Capital Budgets in accordance with Governmental Finance Officer Association (GFOA) guidelines. Monitoring includes a Mid-Year Budget Report.
- Coordinates the annual audit of the Town's financial statements and preparation of the Annual Comprehensive Financial Report (ACFR).
- Maintains the Town's financial information system for record-keeping and reporting of all financial transactions.
- Oversees Town's Investment portfolio.
- Manages Other Post-Employment Benefits (OPEB) and Pension Trusts.
- Tracks legacy Redevelopment obligations that must be paid over the remaining life of the debt service.
- Provides Accounts Payable and Payroll disbursement and reporting services; Accounts Receivable invoicing, revenue collection, and cash reconciliation; and Business License Tax processing and auditing services.
- Provides accounting, arbitrage reporting, and claim reimbursement services for bond issues.
- Provides oversight of procurement functions including Purchase Order processing, financial tracking of contracts, vendor resolution issues, and proper accounting allocation.

ADMINISTRATIVE SERVICES
Finance

FINANCE PROGRAM STAFFING

Full Time Equivalent (FTE)

	2018/19	2019/20	2020/21	2021/22	2022/23
Town Staff	Funded	Funded	Funded	Funded	Adopted
Finance Director	1.00	1.00	1.00	1.00	1.00
Finance & Budget Manager	1.00	1.00	1.00	1.00	1.00
Accountant/Fin Analyst	0.99	1.99	1.99	1.99	1.99
Payroll Technician	1.00	1.00	-	-	-
Administrative Analyst	2.00	2.00	3.00	3.00	3.00
Account Technician	0.35	-	-	-	-
Total Finance Services FTEs	6.34	6.99	6.99	6.99	6.99

	2018/19	2019/20	2020/21	2021/22	2022/23
Temporary Staff	Funded	Funded	Funded	Funded	Adopted
Administrative Analyst	626	-	-	-	-
Mail Room Clerk (Library Dept Temps)	250	250	250	250	250
Total Annual Hours	876	250	250	250	250

ADMINISTRATIVE SERVICES
Finance

Performance Objectives and Measures	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Estimated	2022/23 Planned
1. <i>Provide oversight of Town investment activities to obtain highest available portfolio earnings in accordance with State and Town Codes.</i>					
a. Average rate of return on investments:	2.05%	1.86%	1.37%	1.58%	1.33%
2. <i>Assure legal and fiscal accountability to the public, in compliance with established accounting standards.</i>					
a. Town Financial Statements receive an 'Unqualified Opinion' from the Town's independent auditor:	Yes	Yes	Yes	Yes	Yes
b. Governmental Finance Officer Association (GFOA) 'Certificate of Achievement of Excellence in Financial Reporting' awarded to the Town:	Yes	Yes	Yes	Yes	Yes
3. <i>Prepare accurate budget forecasts and workplans in compliance with standard budgeting practices.</i>					
a. Governmental Finance Officer Association (GFOA) 'Certificate of Achievement of Excellence in Budgeting' awarded to the Town:	Yes	Yes	Yes	Yes	Yes
4. <i>Provide timely and accurate financial reports within specified deadlines.</i>					
a. Percent of State Controller's annual financial reports completed and filed by deadlines:	100%	100%	100%	100%	100%
b. Percent of County annual financial reports completed and filed by deadlines:	100%	100%	100%	100%	100%
c. Percent of time bank statements reconciled to general ledger within 30 days of month-end:*	80%	90%	100%	100%	100%
d. Percent of quarterly reports completed and submitted to Council by deadlines:	100%	100%	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
5. <i>Provide financial oversight and administer accounting functions for all Town funds and accounts.</i>					
a. Percentage of Accounts Payable invoices paid accurately:	99%	99%	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>	<i>Measure Discontinued</i>
b. Percentage of Payroll checks paid accurately and on-time:	99%	99%	99%	99%	99%

Activity and Workload Highlights	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Estimated	2022/23 Planned
1. Quarterly investment reports to Finance Commission and	4	4	4	4	4
2. Number of general ledger corrections needed during audit due to processing error:	0	0	0	0	0
3. Annual number of invoices entered into the Accounts Payable system:	7,185	6,791	6,388	7,000	6,500
4. Average number of Accounts Payable checks issued weekly:	57	64	58	60	60
5. Average number of regular and temporary employee payroll checks issued bi-weekly:	185	188	189	190	190
6. Number of Business Licenses issued annually:	4,293	3,926	4,144	4,150	4,150

*Measure discontinued effective FY2020/21.



Administrative Services

CLERK ADMINISTRATION PROGRAM 2401

PROGRAM PURPOSE

The Clerk Administration Program serves the public by providing information and assistance related to Town records; Council actions; Boards, Commissions, and Committees; public meetings; elections; and the Fair Political Practices Commission (FPPC). Currently, core services include maintaining key Town records through the timely indexing of resolutions, ordinances, minutes, rosters, recordings, and agreements. The program is focused on making Town records accessible by adding to the electronic repository of documents. The program's ultimate goal is to have all Town public records accessible to the public through the Town's website. The Clerk Administration Program also recruits individuals to serve on the Town's advisory bodies and assists them with the document filing requirements of the FPPC. The Clerk Administration Program handles Town-related election activities and coordinates its efforts with the Santa Clara County Registrar of Voters to ensure an efficient election process. The Clerk Administration Program manages the Council agenda packet preparation, posting, and distribution. The Clerk Administration program also provides administrative support to the Town Attorney.

BUDGET OVERVIEW

The FY 2022/23 budget includes increases in salary and benefit costs attributed to negotiated salary raises, anticipated merit step increases and higher benefit and CalPERS pension rates.

**ADMINISTRATIVE SERVICES
Clerk Administration**

FY 2021/22 ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable and collaborative government</p>	<ul style="list-style-type: none"> • Continued the update of the Retention Schedule in coordination with the Town Attorney’s Office. • Utilized teleconferencing technology for public meetings in compliance with Public Health Orders. • Transitioned Commissioner interviews to teleconference in compliance with Public Health Orders. • Provided administrative support to the Town Attorney’s Office, Council Policy Committee, Finance Commission, Arts and Culture Commission, Community Health and Senior Services Commission, and Senior Service Committee. • Completed work on implementing the Independent Police Auditor function.
<p><i>Civic Enrichment</i> Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<ul style="list-style-type: none"> • Began implementation of JustFOIA, a public records request software system for a more streamlined and efficient process for requestors and staff. • Transitioned the Municode Meetings webpage to the Municode Meetings Portal to enable searchability by keyword on meeting information and meeting-related documents.

**ADMINISTRATIVE SERVICES
Clerk Administration**

SUMMARY OF REVENUES AND EXPENDITURES

	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals	2021/22 Adjusted	2021/22 Estimated	2022/23 Adopted
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	-	-	-	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	-	450	-	-	-	-
TOTAL REVENUES	\$ -	\$ 450	\$ -	\$ -	\$ -	\$ -
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 317,056	\$ 352,374	\$ 383,616	\$ 416,601	\$ 401,239	\$ 445,469
<i>Operating Expenditures</i>	24,843	15,695	12,444	19,555	16,797	19,555
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	7,877	19,401	20,144	20,584	20,581	19,156
TOTAL EXPENDITURES	\$ 349,776	\$ 387,470	\$ 416,204	\$ 456,740	\$ 438,617	\$ 484,180

ADMINISTRATIVE SERVICES
Clerk Administration
FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;">Good Governance</p> <p style="text-align: center;">Ensure responsive, accountable and collaborate government</p>	<p>Records Retention</p> <ul style="list-style-type: none"> • Continue to implement the Town’s Retention Policy, including procedures and schedules. • Continue to update Administrative Procedures and Council Policies to the current template for a more cohesive look.
	<p>Public Engagement</p> <ul style="list-style-type: none"> • Celebrate Municipal Clerks Week in May by inviting the public into the Clerk’s office for tours and to increase the public’s awareness of Municipal Clerks and the vital services they provide for local government and the community. • Continue to participate in Town events and other opportunities to increase the public’s awareness of the vital role of the Clerk Department. • Continue to participate in Leadership Los Gatos, highlighting the Board, Commission, and Committee Commissioner recruitment process, how to communicate with Council Members, and participate in public meetings. • Neutral designated recipient of all complaints of sworn personnel.
	<p>Elections</p> <p>Administer the Town Elections Official role for elections, including candidate orientation and other tasks.</p>
<p>Quality Public Infrastructure</p> <p>Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<p>Public Document Accessibility</p> <ul style="list-style-type: none"> • Make various public documents available to the public through the Town’s website. Continue adding all resolutions, ordinances, and minutes to the document repository and continue adding historical recordings so that the public can access documents directly through the Town’s website. • Continue to utilize NetFile to facilitate e-filing for the required Fair Political Practices Commission (FPPC) Form 700 and Campaign Statements. The system allows the public to access the documents directly through the Town website. • Implementation of the Municode Meetings Portal to enable searchability by keyword on meeting information and meeting-related documents. • Complete implementation of JustFOIA, a software system to more efficiently process and track public records requests.

ADMINISTRATIVE SERVICES
Clerk Administration

KEY PROGRAM SERVICES

- Prepares and distributes all Town Council and Council Committee agenda packets.
- Provides public notice of Town Council, Commission, Committee, and Board meetings.
- Coordinates recruitment and appointment process for Town Boards, Commissions, and Committees.
- Acts as Elections Official to accept and file appropriate documents associated with municipal elections.
- Acts as Filing Official for the Town’s Conflict of Interest Code (Form 700) and campaign statements in conformance with the requirements of the Fair Political Practices Commission.
- Preserves and maintains the Town records and legislative history.
- Responds to Public Records Act requests.
- Processes and monitors all Town contracts.

CLERK ADMINISTRATION STAFFING

Full Time Equivalents (FTE)

	2018/19	2019/20	2020/21	2021/22	2022/23
Town Staff	Funded	Funded	Funded	Funded	Adopted
Clerk Administrator	1.00	-	-	-	-
Town Clerk	-	1.00	1.00	1.00	1.00
Deputy Town Clerk	-	0.63	0.88	0.88	0.88
Administrative Assistant	-	0.88	0.63	0.63	0.63
Office Assistant	1.50	-	-	-	-
Total Clerk Admin FTEs	2.50	2.50	2.50	2.50	2.50

	2018/19	2019/20	2020/21	2021/22	2022/23
Temporary Staff	Funded	Funded	Funded	Funded	Adopted
Intern 1	-	375	375	-	-
Office Assistant	-	-	-	520	520
Total Annual Hours	-	375	375	-	520

ADMINISTRATIVE SERVICES Clerk Administration

Performance Objectives and Measures	2018/19 Actual	2019/20 Actual	2021/21 Actual	2021/22 Estimated	2022/23 Planned
1. <i>Provide efficient and effective indexing of key documents to ensure adequate tracking of and accessibility to the Town's legislative history.</i>					
a. Percentage of resolutions, agreements, and ordinances indexed within five business days:	99%	99%	99%	99%	99%
b. Percentage of Town Council Minutes prepared within five business days:	99%	99%	99%	99%	99%
2. <i>Oversee the Town Council Agenda process to ensure comprehensive information and analysis is provided to the Town Council in a timely manner.</i>					
a. Percentage of Town Council reports available 120 hours prior to Town Council meetings:*(Prior to FY 2015/16, reports were available 96 hours prior to Town Council meetings)	100%	100%	100%	100%	100%
3. <i>Oversee the Public Records Act requests in a timely and effective manner.</i>					
a. Percentage of Public Records requests received by the Town Clerk's Office that are completed within 10 days.**	95%	95%	90%	95%	95%
4. <i>Percentage of vacancies filled on an annual basis to maximize community participation within the Town's advisory bodies.</i>	95%	95%	90%	90%	90%

Activity and Workload Highlights	2018/19 Actual	2019/20 Actual	2021/21 Actual	2021/22 Estimated	2022/23 Planned
1. <i>Number of Legislative Records indexed:</i>					
a. Number of resolutions indexed:	57	56	49	55	55
b. Number of agreements indexed:	242	231	206	235	235
c. Number of documents recorded:	53	37	28		
d. Number of ordinances indexed:	10	18	9	15	10
2. Number of commission and board applications and appointments processed:	73	36	91	70	70
3. Number of commission and board seats available:****	78	33	30	25	25
4. Number of Legal Notices published within established timelines:	159	173	131	125	120
5. Number of Fair Political Practices Commission (FPPC) Form 700:	142	126	177	150	150
6. Number of bids processed and project files monitored for final action:	38	10	50	50	50
7. Number of required insurance certificates verified:	316	358	184	210	210
8. Number of Town Council agenda reports processed:*	213	278	241	240	240
9. Number of Public Records Act requests processed:***	133	145	223	260	275

* This measure moved from Town Manager Office during FY 2015/16.

** New measure effective FY 2014/15.

*** This measure moved from Town Attorney Office during FY 2015/16.

**** This measure used to read "Number of advisory board seats available". Changed to "commission and board" to align better with the related measure #2.

Administrative Services

INFORMATION TECHNOLOGY STAFFING PROGRAM 2502

PROGRAM PURPOSE

Information Technology (IT) staffing program reflects all salaries and benefits related to IT staffing.

BUDGET OVERVIEW

The FY 2022/23 budget includes increases in salary and benefit costs attributable to negotiated salary raises, anticipated merit step increases and higher benefit and CalPERS pension rates. The former IT Manager will also be engaged on a temporary basis not to exceed 520 hours for the FY 2022/23 budget year. Computer requirements have been assessed and staff will be consolidating to a single laptop computer where applicable to help reduce ongoing expenses by \$35K over the next 5 years along with a reduction of related software licensing and resource costs. IT is providing increasingly critical services and support as Town Departments offer online options to supplement in-person service delivery.

ADMINISTRATIVE SERVICES
Information Technology Staffing

FY 2021/22 ACCOMPLISHMENTS

Core Goals	Accomplishments
<p><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<ul style="list-style-type: none"> • Provided ongoing support and maintenance of the Town’s IT infrastructure and services. • Supported staff needs for hybrid work schedules. • Implemented next generation threat protection solution for endpoints to better combat against growing cyber attacks. • Implemented additional network security features related to intrusion prevention/detection system, geo-fencing, web security and application control. • Incorporated additional email security features to protect against phishing attacks. • Performed additional build out of virtual server infrastructure for increased capacity to support migration of older servers. • Upgraded server systems and various hosted applications & services. • Provided ongoing security awareness training for staff. • Implemented new backup and recovery solution for better reliability and faster recovery times. • Expanded our multifactor authentication system across all points of entry into the Town network. • Performed replacements of staff computer systems. • Migrated the building, planning, permitting system to Accela’s cloud hosted platform. • Upgraded the Town’s online permitting system for improved accessibility and ease of use. • Migrated internal Intranet and Departmental sites to new Sharepoint Online cloud hosted solution for improved functionality and collaboration.

ADMINISTRATIVE SERVICES
Information Technology Staffing

SUMMARY OF REVENUES AND EXPENDITURES

	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals	2021/22 Adjusted	2021/22 Estimated	2022/23 Adopted
REVENUES						
<i>Other Taxes</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Intergovernmental Revenues</i>	-	-	-	-	-	-
<i>Service Charges</i>	-	-	-	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	169,300	-	-	-	-	-
TOTAL REVENUES	\$ 169,300	\$ -	\$ -	\$ -	\$ -	\$ -
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 540,044	\$ 539,802	\$ 629,082	\$ 656,504	\$ 596,497	\$ 674,888
<i>Operating Expenditures</i>	-	-	-	-	-	-
<i>Grants</i>	-	-	-	-	-	-
<i>Pass Through Accounts</i>	-	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	345	2,046	543	1,006
TOTAL EXPENDITURES	\$ 540,044	\$ 539,802	\$ 629,427	\$ 658,550	\$ 597,040	\$ 675,894

ADMINISTRATIVE SERVICES
Information Technology Staffing

KEY PROGRAM SERVICES

- Performs maintenance and upgrades of administrative network systems (servers, PCs, notebooks, printers, hardware, and software).
- Makes Town-wide IT replacement program purchases.
- Provides customer technical support.
- Completes research, planning and implementation of new technology solutions.

FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p><i>Good Governance</i> Ensure responsive, accountable, and collaborative government</p>	<p><i>Collaboration Systems</i></p> <p>Provide ongoing staff training on collaboration tools.</p>
	<p><i>ERP System Migration</i></p> <p>Support Finance and HR departments in migrating to a new cloud hosted ERP system.</p>
<p><i>Fiscal Stability</i> Maintain ongoing fiscal stability to provide cost effective core services that meet the needs of the community</p>	<p><i>Computer Replacement Program</i></p> <p>Consolidate computer deployments to single use laptop computers where applicable to minimize additional expenses and resource needs in supporting multiple computers for staff.</p>
	<p><i>Continuous Improvement</i></p> <p>Provide ongoing direction to the Town’s strategic investments in technology to improve Town service delivery, transparency, efficiency, and government access.</p>

ADMINISTRATIVE SERVICES
Information Technology Staffing

FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;">Quality Public Infrastructure</p> <p>Maintain the condition and availability of public facilities, transportation systems, and other public infrastructure</p>	<p style="text-align: center;">IT Infrastructure</p> <p>Provide ongoing support and maintenance of the Town’s IT infrastructure and services.</p> <p style="text-align: center;">Disaster Recovery</p> <p>Implement new disaster recovery as a service (DRaaS) solution to better protect critical services and minimize downtime.</p> <p style="text-align: center;">Network Upgrade</p> <p>Replace network switches for added performance and next generation security.</p> <p style="text-align: center;">Cyber Security</p> <p>Perform ongoing assessment and review of overall security posture to protect against evolving threat landscape.</p> <p style="text-align: center;">Equipment Replacement</p> <p>Replace and upgrade computer systems and peripherals as part of the replacement program.</p>
<p style="text-align: center;">Civic Enrichment</p> <p>Foster opportunities for citizen involvement, and cultural, recreational, and individual enrichment</p>	<p style="text-align: center;">Online Services Improvements</p> <p>Support Town Departments with exploring and implementing the transition of services to online formats, when appropriate and consistent with the Council’s Strategic Priorities, in order to improve access and efficiency for the public. Revitalize the Town’s website for better accessibility and engagement.</p>
<p style="text-align: center;">Public Safety</p> <p>Ensure public safety through proactive community policing, effective emergency response, and community-wide emergency preparedness</p>	<p style="text-align: center;">Police Support Technology</p> <p>Assist with maintenance of Police IT systems and upgrades.</p>

ADMINISTRATIVE SERVICES
Information Technology Staffing

INFORMATION TECHNOLOGY STAFFING

Full Time Equivalent (FTE)

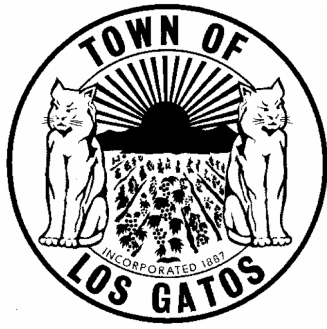
	2018/19	2019/20	2020/21	2021/22	2022/23
<i>Town Staff</i>	Funded	Funded	Funded	Funded	Adopted
IT Manager	1.00	1.00	1.00	1.00	1.00
Network Administrator	1.00	-	-	-	-
IT Systems Administrator	-	1.00	1.00	1.00	1.00
IT Analyst	1.00	-	-	-	-
IT Technician	1.00	1.00	1.00	1.00	1.00
Total IT FTEs	4.00	3.00	3.00	3.00	3.00

	2018/19	2019/20	2020/21	2021/22	2022/23
<i>Temporary Staff</i>	Funded	Funded	Funded	Funded	Adopted
IT Program Manager Temp/Hrly	-	-	-	650	520
Total Annual Hours	-	-	-	650	520

ADMINISTRATIVE SERVICES
Information Technology Staffing

Performance Objectives and Measures	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Estimated	2022/23 Planned
1. <i>Support the delivery of services to all the Town's customers through the use of SMART technology (Sensible, Multi-modal, Accessible, Responsive, and Time phased technology).</i>					
a. Percentage of time service requests are resolved within established guidelines:	80%	<i>Not Applicable</i>	<i>Not Applicable</i>	<i>Not Applicable</i>	<i>Not Applicable</i>
b. Percentage of network availability during normal business hours:	99%	99%	99%	99%	99%
c. Percentage of customers rating support as "good" or "excellent" based on timeliness:	98%	96%	98%	100%	100%
d. Percentage of customers rating support as "good" or "excellent" based on quality of service:	97%	96%	94%	97%	97%

Activity and Workload Highlights	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Estimated	2022/23 Planned
1. Number of PCs/Notebooks maintained:	275	277	263	263	263
2. Number of network servers maintained:	78	80	59	60	60
3. Number of network printers maintained:	45	45	45	45	45
4. Number of service requests received:	3,080	3000	1034	1400	1400



Administrative Services

NON-DEPARTMENTAL PROGRAM PROGRAM 1201

PROGRAM PURPOSE

Appropriated funds are provided in the Non-Departmental Program to account for a variety of Town services and activities not specifically attributable to individual Departments. Tax revenues, license and permit fees, and intergovernmental revenues are generated as a result of overall government operations. Non-Departmental employee and retiree expenditures, Town-wide organizational costs, Town memberships, and joint-agency service agreements benefiting the entire Town are also contained in the Non-Departmental Program.

BUDGET OVERVIEW

The majority of revenues which support Town-wide services are accounted for in this program. For FY 2022/23, revenues captured in Non-Departmental reflect positive changes in Property Tax, Transient Occupancy Tax (TOT), and Sales Tax as the impacts from the COVID-19 pandemic and the associated Public Health Orders continue to wane. These revenue modifications are informed by the Town's sales tax consultant, MuniServices, the County Tax Assessor, communications with Los Gatos hoteliers, and other sources.

The Town of Los Gatos provides a defined benefit pension plan for all full-time employees and some part time benefitted employees as part of their total compensation package. Defined benefit plans provide a fixed, pre-established benefit payment for employees in retirement based on a formula which takes into account an employee's year of service and highest average annual salary. The defined benefit pension has been a standard part of compensation in governmental organizations and in Los Gatos is in lieu of participating in Social Security, except for the required Medicare rate of 1.45% of all wages.

ADMINISTRATIVE SERVICES

Non-Departmental

The Town's pension plans are administered by the Board of Administration of the California Public Employees' Retirement System (CalPERS). The Board of Administration is responsible for the management and control of CalPERS. In addition, the Board has exclusive control of the administration and investment of funds.

The Town's pension plans over the past several decades, like all other CalPERS participants, have experience unfavorable investment returns, changes in actuarial assumptions, and unfavorable demographic shifts which have outweighed any positive plan experiences, resulting in increasing employer contributions to date. The CalPERS rates for FY 2022/23 are either 69.44% or 14.62% for public safety employees, depending on date of entrance into CalPERS, and 29.92% for miscellaneous employees.

The Town also provides a healthcare benefit for all eligible employees. The healthcare plan pays all, or a portion of, health insurance premiums for qualified retirees and their survivors and dependents. The Town's healthcare plan is an Internal Revenue Code Section 115 Trust which is administered by the Town Pension and OPEB Trusts Oversight Committee.

Photocopy and printer equipment, postage, and bulk mail expenditures are now centrally funded through the Non-Departmental Program, and subsequently charged back to the appropriate Department for services and materials utilized on a monthly basis. The Town maintains approximately 45 printers and copiers. The lease and maintenance service includes toner and repairs for all copiers and printers and the Non-Departmental Program pays for copy paper for use on the printers and copiers.

The Non-Departmental Program includes the following:

- \$1,485,000 for the cost of covering the Town's portion of retiree medical insurance premiums. The Town has paid for this expenditure since the Town became a member of the CalPERS medical plan as it is part of the CalPERS agreement.
- \$1,221,025 for the lease payment on the Town's Library building as pledged under the 2010 Certificates of Participation. This payment is offset by a reimbursement from the Successor Agency to the Los Gatos Redevelopment Agency, with a result of no net impact on the Town's General Fund budget.
- \$672,688 for the lease payment on the Town's Corporation Yard property as pledged under the 2002 Certificates of Participation. This payment is offset by a reimbursement from the Successor Agency to the Los Gatos Redevelopment Agency, with a result of no net impact on the Town's General Fund budget.

ADMINISTRATIVE SERVICES

Non-Departmental

- \$390,000 payment toward unfunded pension liability.
- \$254,087 for animal control services provided by the City of San Jose. The Town entered into a 20-year agreement with the City of San Jose effective July 1, 2004.
- \$252,070 for the 2022 upcoming election cycle.
- \$139,600 for Santa Clara County's Tax Administration fee for collecting and processing of the Town's assorted tax receipts.
- \$100,000 for the Town Manager's Contingency and Productivity Funds to address unforeseen situations or opportunities that may arise during the fiscal year.
- \$100,000 for independent Police Audit Services.
- \$100,000 for third party legal services as needed.
- \$125,000 for special studies as needed.
- \$60,000 for the KCAT public meetings' broadcasting and video streaming services
- \$55,000 for the Los Gatos Chamber of Commerce contract to provide support for the Town's visitor information center.
- \$10,000 for employee health and wellness program.
- \$10,000 for organizational development and training to address needs of the Town organization when opportunities arise.

The Non-Departmental program budget also reflects a transfer of \$2.4 million from the General Fund Capital/Special Projects Reserve and \$0.6 million (50%) of the estimated Measure G proceeds to the General Fund Appropriated Reserves (GFAR) to support the Capital Improvement Program (CIP).

ADMINISTRATIVE SERVICES
Non-Departmental

SUMMARY OF REVENUES AND EXPENDITURES

	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals	2021/22 Adjusted	2021/22 Estimated	2022/23 Adopted
REVENUES						
<i>Property Tax</i>	\$ 13,636,099	\$ 14,454,513	\$ 15,826,162	\$ 15,401,391	\$ 15,908,858	\$ 16,551,544
<i> VLF Backfill Property Tax</i>	3,685,247	3,875,914	4,052,672	4,154,320	4,229,462	4,356,350
<i>Sales & Use Tax</i>	8,158,152	7,531,425	6,794,218	8,242,778	7,430,851	7,860,988
<i>Franchise Fees</i>	2,475,916	2,495,792	2,499,463	2,514,020	2,435,800	2,493,870
<i>Transient Occupancy Tax</i>	2,692,043	1,869,685	1,044,820	1,400,000	1,475,000	1,642,460
<i>Intergovernmental Revenues</i>	24,950	48,063	419,786	2,928,608	7,159	8,550
<i>Lease Payments</i>	1,909,073	1,905,024	1,908,494	1,899,850	1,899,850	1,893,713
<i>Charges for Services</i>	137,962	110,700	194,575	124,282	125,832	126,492
<i>Other Sources</i>	3,991,270	562,888	1,447,671	226,306	292,437	2,784,746
TOTAL REVENUES	\$ 36,710,712	\$ 32,854,004	\$ 34,187,861	\$ 36,891,555	\$ 33,805,249	\$ 37,718,713
TRANSFERS IN						
<i>Transfer from Blackwell Dst</i>	\$ 460	\$ 460	\$ 460	\$ 460	\$ 460	\$ 460
<i>Transfer from Kennedy Meadow Dst</i>	1,510	1,510	1,510	1,510	1,510	1,510
<i>Transfer from Gemini Court Dst</i>	610	610	610	610	610	610
<i>Transfer from Santa Rosa Dst</i>	660	660	660	660	660	660
<i>Transfer from Vasona Heights Dst</i>	1,430	1,430	1,430	1,430	1,430	1,430
<i>Transfer from Hillbrook Dst</i>	250	250	250	250	250	250
<i>Transfer from Capital Project Funds</i>	102,000	102,000	102,000	102,000	102,000	102,000
<i>Transfer from Traffic Mitigations</i>	-	16,336	10,000	10,000	10,000	10,000
<i>Transfer from Gas Tax</i>	106,000	106,000	106,000	106,000	106,000	106,000
<i>Transfer from Equipment Maintenance</i>	774,991	-	-	-	-	-
<i>Transfer from Stores</i>	265,384	-	-	-	-	-
TOTAL TRANSFERS IN	\$ 1,253,295	\$ 229,256	\$ 222,920	\$ 222,920	\$ 222,920	\$ 222,920
TOTAL REVENUES & TRANSFERS	\$ 37,964,007	\$ 33,083,260	\$ 34,410,781	\$ 37,114,475	\$ 34,028,169	\$ 37,941,633
EXPENDITURES						
<i>Salaries and Benefits</i>	\$ 125,416	\$ 14,425	\$ 60,660	\$ 177,452	\$ -	\$ -
<i>Operating Expenditures</i>	6,661,978	3,412,374	7,703,870	3,356,435	3,718,534	3,486,057
<i>Grants</i>	86,995	77,542	72,002	371,382	130,000	70,000
<i>Interest</i>	-	-	52,011	-	-	-
<i>Charges for Services</i>	-	756	5,500	16,711	16,711	28,830
<i>Debt Service</i>	1,909,073	1,905,024	1,908,494	1,899,850	1,899,850	1,893,713
TOTAL EXPENDITURES	\$ 8,784,833	\$ 5,410,121	\$ 9,802,537	\$ 5,821,830	\$ 5,765,095	\$ 5,478,600
TRANSFERS OUT						
<i>Transfers to GFAR</i>	\$ 2,335,220	\$ 6,982,591	\$ 3,401,479	\$ 2,801,047	\$ 3,421,424	\$ 3,006,978
<i>Transfers to Pollution Prevention</i>	-	10,000	-	-	-	-
<i>Transfer to Equipment Replacement</i>	450,000	-	-	-	-	-
<i>Transfer to Facilities</i>	-	-	-	1,787	1,787	-
<i>Transfer to Workers' Comp</i>	-	1,061,256	-	-	-	-
<i>Transfer to Measure G Subfund</i>	-	-	1,181,162	-	-	-
TOTAL TRANSFERS OUT	\$ 2,785,220	\$ 8,053,847	\$ 4,582,641	\$ 2,802,834	\$ 3,423,211	\$ 3,006,978
TOTAL EXPEND'S & TRANSFERS	\$ 11,570,053	\$ 13,463,968	\$ 14,385,178	\$ 8,624,664	\$ 9,188,306	\$ 8,485,578

Administrative Services

INFORMATION TECHNOLOGY FUND FUND 621

FUND PURPOSE

Information Technology Services (IT) supports the delivery of services to all the Town's employees and customers through the use of SMART technology (Sensible, Multi-modal, Accessible, Responsive, and Time-phased Technology). Key services include the maintenance, replacement, and upgrade of existing technology and the support for new information technology initiatives.

In meeting the Town organization's information technology needs, the IT Program strives to achieve the following goals:

- Enhance and improve customer service
- Maintain and enhance a sound, secure, and reliable IT infrastructure
- Use information technology to provide seamless and more efficient services
- Operate as a team to achieve information technology goals

BUDGET OVERVIEW

The FY 2022/23 budget for IT recognizes the continued need to identify and invest in information technology opportunities. Continued investment is a cost-effective approach to maintain or potentially improve service delivery levels in a fiscally prudent manner. In addition, IT has assisted behind-the-scenes in implementing new software to improve the processing of contracts, records retention, and related back office work. These efforts result in increased costs of licensing fees and other support.

The IT Program receives revenues through charges to General Fund and Special Revenue Departmental programs based on service and equipment replacement costs. Service rates are adjusted to build fund balance capacity for future technology projects.

ADMINISTRATIVE SERVICES
Information Technology Fund

IT program expenses are budgeted to decrease for FY 2021/22 as a result of pushing out the IT equipment replacement schedule.

STATEMENT OF SOURCE AND USE OF FUNDS

	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals	2021/22 Adjusted	2021/22 Estimated	2022/23 Adopted
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	2,156,438	2,513,097	2,598,832	2,865,452	2,865,452	2,788,446
Total Beginning Fund Balance	2,156,438	2,513,097	2,598,832	2,865,452	2,865,452	2,788,446
Revenues						
<i>Service Charge</i>	295,330	766,622	825,655	829,018	825,839	629,309
<i>Other Revenues</i>	928,411	115,314	147,599	85,000	115,000	85,000
Total Revenues	<u>1,223,741</u>	<u>881,936</u>	<u>973,254</u>	<u>914,018</u>	<u>940,839</u>	<u>714,309</u>
TRANSFERS IN						
<i>From General Fund</i>	-	-	-	-	-	-
TOTAL TRANSFERS IN	-	-	-	-	-	-
TOTAL REVENUES & TRANSFERS	<u>1,223,741</u>	<u>881,936</u>	<u>973,254</u>	<u>914,018</u>	<u>940,839</u>	<u>714,309</u>
TOTAL SOURCE OF FUNDS	<u>\$ 3,380,179</u>	<u>\$ 3,395,033</u>	<u>\$ 3,572,086</u>	<u>\$ 3,779,470</u>	<u>\$ 3,806,291</u>	<u>\$ 3,502,755</u>
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	567,082	796,201	668,834	1,064,959	1,017,845	983,975
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	<u>567,082</u>	<u>796,201</u>	<u>668,834</u>	<u>1,064,959</u>	<u>1,017,845</u>	<u>983,975</u>
Transfers Out						
<i>Transfer to General</i>	-	-	37,800	-	-	-
<i>Transfer to Equipment Replacement</i>	-	-	-	-	-	-
<i>Transfer to GFAR</i>	300,000	-	-	-	-	700,000
Total Transfers Out	<u>300,000</u>	<u>-</u>	<u>37,800</u>	<u>-</u>	<u>-</u>	<u>700,000</u>
Total Expenditures & Transfers Out	<u>867,082</u>	<u>796,201</u>	<u>706,634</u>	<u>1,064,959</u>	<u>1,017,845</u>	<u>\$ 1,683,975</u>
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	2,513,097	2,598,832	2,865,452	2,714,511	2,788,446	1,818,780
Total Ending Fund Balance	<u>2,513,097</u>	<u>2,598,832</u>	<u>2,865,452</u>	<u>2,714,511</u>	<u>2,788,446</u>	<u>1,818,780</u>
TOTAL USE OF FUNDS	<u>\$ 3,080,179</u>	<u>\$ 3,395,033</u>	<u>\$ 3,534,286</u>	<u>\$ 3,779,470</u>	<u>\$ 3,806,291</u>	<u>\$ 2,802,755</u>

Administrative Services

WORKERS' COMPENSATION FUND FUND 612

FUND PURPOSE

The Town's Workers' Compensation Program provides for anticipated liabilities for worker compensation benefits. The Town self-insures for benefits provided to Town employees and volunteers for work-related injuries up to \$250,000 and has excess insurance coverage for claims up to \$25 million. The Town belongs to the Local Agency Workers' Compensation Excess (LAWCX) Joint Powers Authority for the purpose of pooling for this excess insurance. A third party administrator, LWP Claims Solutions, coordinates the Town's day-to-day workers' compensation claims administration.

BUDGET OVERVIEW

Revenues to fund this program are derived as a percentage of salary each payroll period. Each Department pays a portion of the program's cost based on gross wages and level of risk for the various job classifications within the Department. The annual appropriation to this fund represents the self-insurance premiums paid by the operating Departments. Service rates are established which maintain fund balance capacity at approximately two and one-half times the annual operating expenditures. Any excess funds are returned through reduced rates and fund balance transfers as needed.

Program costs covered in the internal rates include administration fees, claim settlement costs, attorney fees (outside counsel), medical expenses, payment for temporary and permanent disability, safety program administration and training, and excess insurance premiums. The budget for workers' compensation is based on actual payroll in the same manner as prior years.

ADMINISTRATIVE SERVICES
Workers' Compensation Fund

STATEMENT OF SOURCE AND USE OF FUNDS

	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals	2021/22 Adjusted	2021/22 Estimated	2022/23 Adopted
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	620,726	843,079	1,808,739	1,673,018	1,673,018	818,419
Total Beginning Fund Balance	620,726	843,079	1,808,739	1,673,018	1,673,018	818,419
Revenues						
<i>Service Charge</i>	875,419	903,434	917,555	1,007,620	857,755	1,033,315
<i>Interest</i>	8	7	5	-	-	-
<i>Other Revenues</i>	617,554	526,552	327,768	-	112,215	-
Total Revenues	1,492,981	1,429,993	1,245,328	1,007,620	969,970	1,033,315
TRANSFERS IN						
<i>From General Fund</i>	-	1,061,256	-	-	-	-
TOTAL TRANSFERS IN	-	1,061,256	-	-	-	-
TOTAL REVENUES & TRANSFERS	1,492,981	2,491,249	1,245,328	1,007,620	969,970	\$ 1,033,315
TOTAL SOURCE OF FUNDS	\$ 2,113,707	\$ 3,334,328	\$ 3,054,067	\$ 2,680,638	\$ 2,642,988	\$ 1,851,734
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	1,270,628	1,525,589	1,381,049	1,824,569	1,824,569	1,840,000
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	1,270,628	1,525,589	1,381,049	1,824,569	1,824,569	1,840,000
Transfers Out						
<i>Transfer to Grant Funds</i>	-	-	-	-	-	-
<i>Transfer to General Fund</i>	-	-	-	-	-	-
Total Transfers Out	-	-	-	-	-	-
Total Expenditures & Transfers Out	1,270,628	1,525,589	1,381,049	1,824,569	1,824,569	1,840,000
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	843,079	1,808,739	1,673,018	856,069	818,419	11,734
Total Ending Fund Balance	843,079	1,808,739	1,673,018	856,069	818,419	11,734
TOTAL USE OF FUNDS	\$ 2,113,707	\$ 3,334,328	\$ 3,054,067	\$ 2,680,638	\$ 2,642,988	\$ 1,851,734

ADMINISTRATIVE SERVICES
Workers' Compensation Fund

FY 2022/23 KEY PROJECTS

Core Goals	Key Projects
<p style="text-align: center;">Good Governance</p> <p style="text-align: center;">Ensure responsive, accountable, and collaborative government</p>	<p style="text-align: center;"><i>Accident Reviews</i></p>
	<p>Coordinate with the Safety Committee to assist in accident review and help develop action plans to prevent future injuries on an on-going basis and reduce or eliminate exposure.</p>
	<p style="text-align: center;"><i>Cal-OSHA Safety Compliance Programs</i></p>
	<p>Monitor work activities to identify and ensure compliance with safety programs that are mandated by Cal OSHA and oversee the setting of priorities and training as required.</p>

KEY PROGRAM SERVICES

- Coordinates the Town's Workers' Compensation Program with a contract administration firm.
- Administers and/or coordinates work safety programs.
- Promotes safe work practices and employee wellness.
- Provides timely reporting of employee injury reports.
- Provides information to employees regarding workers' compensation reporting.
- Minimizes the Town's exposure to losses as a result of employee accidents or illnesses.



Administrative Services

OFFICE STORES FUND FUND 622

FUND PURPOSE

The Town closed the Office Stores Fund at the end of FY 2018/19. Residual fund balance was added to the General Fund Assigned Reserve. Town Council programmed the residual balance toward the Downtown Revitalization capital project.

ADMINISTRATIVE SERVICES
Office Stores Fund

STATEMENT OF SOURCE AND USE OF FUNDS

	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals	2021/22 Adjusted	2021/22 Estimated	2022/23 Adopted
SOURCES OF FUNDS						
Beginning Fund Balance						
<i>Designated</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Undesignated</i>	227,791	-	-	-	-	-
Total Beginning Fund Balance	227,791	-	-	-	-	-
Revenues						
<i>Service Charge</i>	124,574	-	-	-	-	-
<i>Interest</i>	-	-	-	-	-	-
<i>Other Revenues</i>	17,364	-	-	-	-	-
Total Revenues	141,938	-	-	-	-	-
Transfers In						
<i>Equipment Replacement Fund</i>	-	-	-	-	-	-
Total Transfers In	-	-	-	-	-	-
Total Revenues & Transfers In	141,938	-	-	-	-	-
TOTAL SOURCE OF FUNDS	\$ 369,729	\$ -	\$ -	\$ -	\$ -	\$ -
USES OF FUNDS						
Expenditures						
<i>Salaries and Benefits</i>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>Operating Expenditures</i>	104,345	-	-	-	-	-
<i>Fixed Assets</i>	-	-	-	-	-	-
<i>Internal Service Charges</i>	-	-	-	-	-	-
Total Expenditures	104,345	-	-	-	-	-
Transfers Out						
<i>Transfer to General Fund</i>	265,384	-	-	-	-	-
Total Transfers Out	265,384	-	-	-	-	-
Total Expenditures & Transfers Out	369,729	-	-	-	-	-
Ending Fund Balance						
<i>Designated</i>	-	-	-	-	-	-
<i>Undesignated</i>	-	-	-	-	-	-
Total Ending Fund Balance	-	-	-	-	-	-
TOTAL USE OF FUNDS	\$ 104,345	\$ -	\$ -	\$ -	\$ -	\$ -