# ADOPTED BUDGET

AND

# RESOURCE ALLOCATION PLAN

Fiscal Year 2009/2010

Twenty-Year Financial Plan

*VOLUME IV Operating Budget (cont'd)*

*Operating Budgets and Redevelopment Agency*

# Planning and Management Element

# 7. Planning and Management Element

Sunnyvale's General Plan is unique. It is a reflection of the City's administrative organization and service delivery system. The long-term goals are planned together with the means to pursue and accomplish these goals and policies. The Planning and Management Element outlines how the City will plan and manage its resources. The following sub-elements are part of this element:

- Fiscal
- Community Engagement
- Legislative/Management

# Fiscal Sub-Element

## Goals, Policies and Action Statements

### Long Range Goals

I. To make financial decisions over a 20-year planning horizon to allow decision-makers to consider the long-range implications of short-range budgeting decisions.

II. To operate a performance based budget system which provides Council and management with data on accurate measures of key successes of service, products and product costs, and motivation to continuously improve overall productivity, cost effectiveness, and quality of service.

III. To design and maintain capital improvements to assure cost efficiency, accomplish City goals and policies, and focus on prevention so as to minimize or reduce future operating costs.

IV. To maintain sufficient reserves so as to maintain service levels during periods of economic downturn.

V. To fund only those programs and projects which are consistent with the General Plan and which are anticipated to most cost-effectively implement the Plan.

VI. To undertake full cost accounting for all City services to facilitate accurate resource allocation decisions and fee recovery.

VII. To ensure accuracy and policy consistency in City processes and reporting through regular financial and performance audits of programs.

VIII. To facilitate the smooth and timely purchase of needed goods and services while maintaining sufficient competitive bidding processes to deliver the lowest prices.

IX. To ensure proper and diverse investments of the City's idle funds based upon the principles, in priority order, of safety, liquidity and return on investment.

X. To prudently utilize the issuance of debt to minimize costs, maximize cash flow, and ensure that future users are responsible for costs as appropriate.

XI. To maintain a diversified and stable revenue base that generates the resources necessary to sustain essential City services over the Long Term Financial Plan.

Goal 7.1A Budget Policies

Policy 7.1A.1 Development of the Budget and Resource Allocation Plan

Action Statements

7.1A.1.1 The public will be encouraged to participate fully in the budget process.

7.1A.1.2 A Fiscal Issues Workshop will be held each year prior to preparation of the City Manager's Recommended Budget to consider budget issues for the upcoming Resource Allocation Plan.

7.1A.1.3 A balanced Twenty-Year Resource Allocation Plan shall be presented to the City Council annually.

7.1A.1.4 The Twenty-Year Resource Allocation Plan shall be prepared on a two-year Operating Budget cycle.

7.1A.1.5 The Operating Budget shall be approved annually with the second year approved in concept.

7.1A.1.6 A proposed budget shall be recommended to the City Council by the City Manager no less than thirty-five days before the beginning of the fiscal year, in accordance with the City Charter.

7.1A.1.7 At least one public hearing shall be held after the City Manager's Recommended Budget is presented to the Council in order to solicit public input before adoption.

7.1A.1.8 Boards and Commissions should review the annual budget as appropriate to their area of interest and make recommendations to the City Council.

7.1A.1.9 The City Council shall adopt the City Manager's Recommended Budget, with any changes desired, by resolution before June 30th of each year.

7.1A.1.10 Resources will be allocated in direct relation to General Plan goals.

7.1A.1.11 The Resource Allocation Plan shall be prepared by General Plan element to link city resources with the accomplishment of General Plan goals.

7.1A.1.12 New or expanded services should support the priorities reflected in the General Plan.

7.1A.1.13 All competing requests for City resources should be weighed within the formal annual budget process.

7.1A.1.14 Final actions on study items with significant financial impacts should be withheld until they can be made in the full context of the annual budget process.

Policy 7.1A.2 Long Term Financial Planning

Action Statements

7.1A.2.1 The City shall maintain a long term fiscal perspective by annually preparing a Twenty-Year Long Term Financial Plan for each fund. Those funds which account for intergovernmental grants will only include known entitlements.

7.1A.2.2 Major financial decisions should be made in the context of the Twenty-Year Long Term Financial Plan.

7.1A.2.3 Long term financial planning should enable the current service level provided to be sustained over time through the strategic use of reserves.

7.1A.2.4 The Long Term Financial Plans should be used to communicate the fiscal impact of City decisions to all stakeholders whenever possible.

Policy 7.1A.3 Performance-Based Budget System

Action Statements

7.1A.3.1 The operating budget will be prepared and managed on a program basis.

7.1A.3.2 All costs attributable to a budgeted program will be fully reflected in program budgets (with the exception of capital costs of general-use public buildings and facilities).

7.1A.3.3 An emphasis should be placed on achieving maximum work productivity to ensure an optimal allocation of human and fiscal resources for Council approved services and programs.

7.1A.3.4 All operating programs must identify the service provided, the service level, and the resources necessary to accomplish the specific service level.

7.1A.3.5 A performance measurement system will be maintained and used to evaluate quality of service and to report results.

Policy 7.1A.4 Budget Monitoring and Modification

Action Statements

7.1A.4.1 Expenditures for each department are legally limited to the amount authorized by the City Council in the Budget Resolution, plus subsequent changes individually approved by the City Council through Budget Modifications.

7.1A.4.2 The City's annual budget may be modified at any Council meeting by a majority vote of the City Council.

7.1A.4.3 The City's budget appropriation control shall be by program within the same fund for operating programs in the General Fund and Special Revenue Funds. For the Proprietary and Internal Service Funds, expenditures cannot exceed actual revenues plus the planned use of reserves.

7.1A.4.4 Appropriations for capital and special projects shall be limited to the amounts contained on the Budget Resolution for each project. All modifications to project budgets require Council approval.

7.1A.4.5 Budget reappropriations among programs within a Department and Fund may be authorized by the City Manager if service levels as approved by City Council are maintained.

7.1A.4.6 Any unexpended appropriations shall expire at fiscal year-end unless specifically reappropriated by the City Council for expenditure during the new fiscal year.

Goal 7.1B Revenue Policies

Policy 7.1B.1 Revenue Base

Action Statements

7.1B.1.1 The City will maintain a diversified and stable revenue base, not overly dependent on any land use or external funding source.

7.1B.1.2 Taxes levied by the City will be used for the purpose of financing services performed for the common benefit.

7.1B.1.3 Taxes should be held at their lowest possible level, while maintaining Council-approved service levels.

7.1B.1.4 When considering a new tax or revenue source or an increase in an existing tax or revenue source, the following criteria should be considered:

- Community/voter acceptance.
- Competitiveness with surrounding communities.
- Efficiency of revenue collection and enforcement.
- Effectiveness in generating sufficient revenues in the short and long-term to justify its establishment.
- Enhancement of revenue diversity to promote stability and provide protection from downturns in business cycles.
- Equity/Fairness in distribution of the revenue burden on various segments of the community.

7.1B.1.5 Reliance on any restricted and/or inelastic sources of revenue will be avoided.

7.1B.1.6 One-time revenues should not be used for ongoing expenditures.

7.1B.1.7 Revenue should not be targeted for a specific program, unless a revenue source has been established for the sole purpose of financing a particular expenditure.

7.1B.1.8 Potential new revenue sources will be investigated periodically to ensure that the City's revenue base is stable and diversified.

7.1B.1.9 Donations, contributions, and sponsorships may be accepted if they are in accordance with City policy and General Plan priorities.

Policy 7.1B.2 Revenue Forecasting and Monitoring

Action Statements

7.1B.2.1 All revenue estimates must be conservative, objective and reasonable.

7.1B.2.2 Revenue forecasts should be based on detailed information regarding historical performance and economic conditions whenever possible.

7.1B.2.3 At least ten years data for all tax revenue sources will be maintained.

7.1B.2.4 Revenues will be estimated for the budget year and for each planning year in the Twenty-Year Resource Allocation Plan.

7.1B.2.5 Methods to maximize the accuracy of revenue forecasts will be established.

7.1B.2.6 Estimated revenues from grant sources will be projected only to the specific date on which the entitlement will end.

7.1B.2.7 New Estimated intergovernmental revenues for which the City is eligible (but which are not guaranteed) will be forecast to assure that local matching funds will be available if the revenues are realized.

Policy 7.1B.3 Revenue Collection.

Action Statements

7.1B.3.1 The City will seek all possible Federal and State reimbursement for mandated projects and/or programs.

7.1B.3.2 An aggressive collection system for all accounts receivable, including utility receivables, will be utilized to assure that monies due to the City are received in a timely fashion.

7.1B.3.3 Monthly reviews and periodic audits of Transient Occupancy Tax returns will be conducted.

7.1B.3.4 Monthly reviews and periodic audits of all major locally administered revenue sources will be conducted.

7.1B.3.5 Periodic point-of-sale audits for Sales Tax will be conducted.

Policy 7.1B.4 Grants and Intergovernmental Assistance

Action Statements

7.1B.4.1 The use of intergovernmental grant assistance for routine programs will be discouraged. Intergovernmental grants may be used for special projects which strengthen a program, have a definable starting and ending date, and do not expand a service in such a way as to require the substitution of local funds to continue part or all of the service once intergovernmental assistance ends.

7.1B.4.2 Intergovernmental assistance may only be used to establish or expand a program when the Twenty-Year Resource Allocation Plan meets the following conditions:

- The program is eliminated at the end of the intergovernmental funding period, or
- The program continues with the requisite local funding in the Twenty-Year Resource Allocation Plan upon completion of intergovernmental funding.

7.1B.4.3 A uniform grants application process must be utilized to assure that the City Council has the information necessary to make a decision regarding a potential intergovernmental grant. Staff should present to Council a Notice of Intent regarding a possible grant source, which shall include at least the following information:

- The grant being pursued and the use to which it would be placed.
- The objectives or goals of the City which will be achieved through use of the grant.
- The local match required, if any, plus the source of the local match.
- The increased cost to be locally funded upon termination of the grant.
- The ability of the City to administer the grant.

Policy 7.1B.5 User Fees

Action Statements

7.1B.5.1 User fees should be used to recover the cost of services that benefit specific segments of the community.

7.1B.5.2 User fees should be reviewed and adjusted at least annually to avoid sharp changes.

7.1B.5.3 User fees and charges should not exceed the City's full cost of providing the service.

7.1B.5.4 User fees should be established at a level which reflects the full cost of providing those services.

7.1B.5.5 The City Council may determine for any service whether a subsidy from the General Fund is in the public interest.

7.1B.5.6 User fees shall only be used when the cost of providing the service can be readily calculated and administered.

7.1B.5.7 User fees should be adopted by Council resolution and included in the Annual Fee Schedule.

Goal 7.1C Capital Improvement Policies

Policy 7.1C.1 Capital Improvement Plan

Action Statements

7.1C.1.1 An updated Twenty-Year Capital Improvement Plan shall be prepared on a two-year budget cycle.

7.1C.1.2 The City shall fund only those Capital Improvement Projects that are consistent with the adopted Capital Improvement Plan, City priorities, and General Plan goals.

7.1C.1.3 High priority should be given to replacing capital improvements prior to the time that they have deteriorated to the point where they are hazardous, incur high maintenance costs, negatively affect property values, or no longer serve their intended purposes.

7.1C.1.4 New or expanded capital improvements should maximize value and avoid duplication whenever possible by partnering with other entities to pool resources or share facilities.

7.1.C.1.5 Priority will be given to the repair and replacement of existing infrastructure as compared to the provision of new or expanded facilities.

7.1.C.1.6 The decision on whether to repair or to replace an existing capital asset will be based on which alternative is most cost-effective or provides the best value to the City.

7.1.C.1.7 The operating impact of proposed capital projects, including ongoing operating expenditures, capital outlay, debt service, and infrastructure replacement will be identified in the Capital Budget and considered in the selection of projects for funding.

7.1.C.1.8 Staff will identify the estimated costs, potential funding sources, return on investment, project schedule and relationship to the General Plan for each capital project proposal before it is submitted to the Council for approval.

7.1.C.1.9 Capital improvements should be maintained to the level required to adequately protect the City's capital investment and to minimize future maintenance and replacement costs.

7.1.C.1.10 A Capital Projects Fund shall be used to account for major capital acquisition or construction projects associated with the General Fund and other governmental funds. The capital projects of the Utility Enterprise Funds shall be accounted for within the respective fund.

7.1.C.1.11 The Infrastructure Renovation and Replacement Fund shall be used to account for projects related to the City's Long-Range Infrastructure Plan for the renovation and replacement of existing general City assets. Infrastructure projects related to the City's utilities shall be accounted for in the respective utility fund.

Goal 7.1D Land Policies

Policy 7.1D.1 Acquisition, Disposition and Leasing of City-Owned Real Property

Action Statements

7.1D.1.1 A high priority will be given to acquiring undeveloped land needed to meet City goals before it is developed.

7.1D.1.2 Developed land should be acquired in reasonable proximity to the time the property is required for City purposes.

7.1D.1.3 Every effort shall be made to acquire property through negotiation, reserving the use of eminent domain for those circumstances when immediate possession is required and the property cannot be acquired through negotiation at a cost approximating market value.

7.1D.1.4 The purchase, sale or lease of real property where the purchase or sale price or lease cost is more than $75,000, per the Sunnyvale Municipal Code, shall be approved by the City Council.

7.1D.1.5 The purchase, sale or lease of real property where the purchase or sales price or lease cost is less than $75,000, per the Sunnyvale Municipal Code, shall be approved by the City Manager.

7.1D.1.6 The lease of city property which results in revenue to the City and the term is less than or equal to 55 years shall be approved by the City Manager.

7.1D.1.7 The lease of city property for a term longer than 55 years shall be authorized by the City Council by resolution following a public hearing.

7.1D.1.8 Property leased to outside entities should be based on market rents except when the Council finds that there is a public purpose for leasing at a lower rate.

7.1D.1.9 The net proceeds from the disposition of surplus City property owned by the General Fund shall be placed into the General Fund Reserve for Capital Improvements.

7.1D.1.10 Proceeds from the sale of land or facilities originally purchased with monies from a specific fund should be kept within that fund.

Goal 7.1E Reserve Policies

Policy 7.1E.1 General Fund Reserves

Action Statements

7.1E.1.1 The City shall maintain a General Fund Contingency Reserve of at least 20% of operating expenditures to cover emergencies or disasters.

7.1E.1.2 The sale of surplus property owned by the General Fund and any other one-time revenues shall be placed into a Reserve for Capital Improvement Projects to be used for capital improvement or expansion.

7.1E.1.3 The Twenty-Year Resource Allocation Plan (RAP) Reserve shall be used to levelize economic cycles and maintain stable service levels over the long term.

7.1E.1.4 The Twenty-Year RAP Reserve should be balanced to zero in the twentieth year of the Long Term Financial Plan. This means that the reserve increases during periods of economic growth and has planned draw-downs during low periods of the economic cycle.

7.1E.1.5 The Service Level Set-Aside will be used to provide ongoing funds to increase service levels or add new services. Once used, this Set-Aside may be replenished according to economic conditions.

7.1E.1.6 Any other reserves may be established to segregate funds which are legally restricted to specific purposes.

Policy 7.1E.2 Internal Service Fund Reserves

Action Statements

7.1E.2.1 The City will establish and maintain an Equipment Replacement Reserve to provide for timely replacement of the City's fleet, furniture and fixtures, technology and communication equipment.

7.1E.2.2 Reserve levels for each type of equipment will be established based on the lifecycle of existing assets accounted for in the appropriate Sub-Fund of the General Services Fund.

7.1E.2.3 Equipment replacement expenses should be amortized through the use of rental rate charges to be fully funded by users.

7.1E.2.4 The Workers' Compensation Reserve shall be maintained at a level deemed adequate to meet projected liabilities as determined by an actuarial evaluation.

7.1E.2.5 The Liability and Property Reserves will be maintained at a level which, together with purchased insurance policies, will adequately indemnify the City's property and liability risk. A qualified actuarial firm shall be retained in order to recommend appropriate funding levels.

7.1E.2.6 An Actuarial Retiree Medical Reserve will be maintained at a level that is deemed adequate to meet projected liabilities as determined by an actuarial evaluation. This Reserve should meet the GASB reporting requirements for these future costs.

7.1E.2.7 Rate Uncertainty Reserves will be funded for those employee benefits expenditures exhibiting high volatility or significant increases. The reserves will ensure adequate funding while minimizing the effect on the funding of other City operations.

Goal 7.1F Debt Management Policies

Policy 7.1F.1 Debt Limits and Debt Capacity

Action Statements

7.1F.1.1 Total bonded indebtedness supported by General Fund revenues should not exceed 5% of assessed valuation of property within the City. Bond issues supported by the General Fund should be restricted to annual debt service of 5% of General Fund revenue.

7.1F.1.2 Land based financings should maintain a minimum property value–to–debt ratio of 3:1, with exceptions made for special circumstances at Council's discretion.

7.1F.1.3 Debt service should not affect the City's ability to meet future operating, capital and reserve requirements.

Policy 7.1F.2 Debt Issuance

Action Statements

7.1F.2.1 Debt should be used only to finance improvements that cannot be paid for with current revenues, unless the purpose of the debt is to spread improvement costs over a longer period of time and ensure that future users become responsible for portions of the cost.

7.1F.2.2 There should be no short-term (debt) borrowing to support routine operations unless (a) the borrowing will be at a lower interest rate than the rate on invested funds, and (b) funds are available for routine operations.

7.1F.2.3 An internal feasibility analysis will be prepared for each long-term financing which analyzes the impact on current and future budgets.

7.1F.2.4 Bond issues should be scheduled to equalize annual debt service requirements to the degree that borrowing costs can also be minimized.

7.1F.2.5 Generally, the method of financing selected for debt issuance should be based on who will benefit and who should pay for the cost of improvements. The following are guidelines:

- General Obligation Bonds – For major improvements that are of community-wide benefit and use, such as general municipal facilities and parks. These are funded by ad valorem taxes and require 2/3 voter approval.
- Assessments - For new subdivision improvements and for City improvements where the Council has determined that a specific benefiting group should be responsible for payment.
- Tax Increment Bonds - For improvements in the Redevelopment Project Area where rehabilitation or redevelopment is required. These bonds are financed by tax increment from the project to be developed.
- Certificates of Participation - Where backing by the full faith and credit of the City is the most cost-effective method. If this method is proposed, a full cost analysis will be done.
- Revenue Bonds (IDBs) – All City utility-related improvements shall be funded only from revenues of the respective utilities.
- Industrial Development Bonds – Issued to finance the construction or purchase of industrial, commercial, or manufacturing facilities to be leased or purchased by a private user. All IDBs shall be backed only by the credit of the user.

7.1F.2.6 The maximum term of each bond issue should be no longer than the expected useful life of the asset financed.

7.1F.2.7 Refunding of outstanding bond issues shall be considered if the net present value savings is at least 3%, or if it is necessary to remove a burdensome or restrictive bond covenant.

7.1F.2.8 The City will consider requests for conduit financing on a case-by-case basis, taking into consideration the borrower's credit worthiness, the purpose of the borrowing and its relationship to City priorities, and any impact on the City's financial position.

7.1F.2.9 Debt financings will generally be conducted on a competitive basis. However, negotiated financings may be used due to market volatility or the existence of an unusual or complex financing or security structure.

7.1F.2.10 Fixed or variable rate financing may be used, depending on the cost benefit to the City of each option.

Policy 7.1F.3 Debt Management

Action Statements

7.1F.3.1 The City will diligently monitor its compliance with bond covenants and ensure adherence to federal arbitrage and disclosure regulations.

7.1F.3.2 Debt financing should not exceed the anticipated useful life of an improvement.

7.1F.3.3 The City will seek to maintain and, if possible, improve its current bond rating(s) in order to minimize borrowing costs and preserve access to credit.

7.1F3.4 A Debt Service Reserve shall be maintained for each debt issue as required by the respective bond covenants.

Goal 7.1G Accounting Policies

Policy 7.1G.1 Accounting Principles

Action Statements

7.1G.1.1 A Comprehensive Annual Financial Report (CAFR) will be prepared each year within six months of the close of the previous fiscal year.

7.1G.1.2 The CAFR shall be prepared in accordance with generally accepted accounting principles applicable to local governments, and shall receive an unqualified opinion by the City's independent auditor each year.

7.1G.1.3 The Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting should be pursued annually.

7.1G.1.4 The accounting system shall provide a mechanism to fund accrued benefits liabilities.

7.1G.1.5 Pension obligations will be fully funded annually and current pension contributions will not be deferred to balance current expenditures.

7.1G.1.6 An integrated accounting and budgeting system will be maintained so that production and cost for each activity can be calculated and evaluated.

7.1G.1.7 The City Council shall be provided with periodic summary financial reports, by fund, comparing actual revenues and expenditures to budgeted amounts.

7.1G.1.8 The City shall maintain a full cost accounting system.

7.1G.1.9 A city-wide Cost Allocation Plan shall be developed to identify the cost of administrative support for all City departments and special

funds.

7.1G.1.10 The “modified approach” to account for streets infrastructure capital assets, as defined by GASB No. 34, shall be utilized for the City’s street network. The City Council will establish a range of acceptable condition levels for the street network on a biennial basis and the City Manager will set the actual target condition level(s) each year.

7.1G.1.11 The City shall establish such separate funds as required by law to account for grant funding and other revenues limited to specific use.

7.1G.1.12 Internal Service Funds shall be used to account for the financing of goods and services provided by one department or agency to other departments or agencies of the City.

7.1G.1.13 Internal Service Funds shall be used to equitably distribute facility, vehicle and equipment replacement and maintenance costs among City user departments and to assure that adequate funding is on hand to replace/maintain assets and pay liabilities.

7.1G.1.14 Internal Service Funds shall be maintained to account for employee benefits and to provide a mechanism to fully fund accrued benefit liabilities.

Policy 7.1G.2 Internal Controls

Action Statements

7.1G.2.1 A system of effective internal controls shall be maintained that assures only properly authorized expenditures, recordings of financial transactions, and accounting entries are executed and provides for the physical security of City funds and assets.

7.1G.2.2 The City’s Internal Audit function should conduct its work in accordance with generally accepted government auditing standards to ensure the independence of its findings.

7.1G.2.3 Periodic financial reviews will be conducted to assure that adequate internal controls exist, at a reasonable cost, and that fiscal practices are in compliance with Federal, State and City rules and regulations.

7.1G.2.4 Operational audits will be conducted to evaluate the efficiency and effectiveness of City functions.

7.1G.2.5 Performance audits will be conducted regularly on a schedule set by Council to verify that the performance data reported by each Department is complete, valid and accurate.

7.1G.2.6 The City’s cash handling practices shall be reviewed at least quarterly, as required by the City Charter, in order to safeguard the City’s cash assets.

Goal 7.1H Purchasing Policies

Policy 7.1H.1 Centralized Purchasing System

Action Statements

7.1H.1.1 Whenever possible, purchases will be made through a competitive bid or proposal process.

7.1H.1.2 Purchasing policies and procedures will be as fair and open as possible so that everyone involved will understand the elements of the process, including procedures, timelines, expectations, requirements, and criteria for supplier selection.

7.1H.1.3 A preference of 1% shall be given to local businesses in the evaluation of bids and proposals in the procurement of goods. Contracts exempt from this preference are:

- Emergency procurment.
- Sole source contracts.
- Contracts funded from grants, donations, or gifts with special conditions that specify otherwise.

7.1H.1.4 Purchases of goods and services will be made from locally owned businesses whenever possible, in accordance with purchasing regulations.

7.1H.1.5 The City will actively seek opportunities to participate with other public agencies in the development of competitive bids that combine purchasing power to achieve volume pricing.

7.1H.1.6 City staff shall not use their position for personal gain in any procurement.

7.1H.1.7 Environmentally responsible procurement policies will be used where possible, to encourage recycling, reduce waste, conserve energy and natural resources and protect environmental quality.

7.1H.1.8 Technological advances that present more efficient and effective ways to purchase goods and services will be encouraged.

7.1H.1.9 An efficient and effective system of inventory management for City-stocked items and for sale or disposal or surplus items will be maintained.

Goal 7.1I Enterprise Fund Policies

Policy 7.1I.1 Utility Fund Policies

Action Statements

7.1I.1a Accounting and Fund Management

7.1I.1a.1 The financial activities of each utility should be accounted for in a separate fund.

7.1I.1a.2 The City will assure that all direct and indirect costs of each utility are fully cost-accounted.

7.1I.1a.3 Expenses which are incurred to support more than one utility should be allocated to each utility in a manner that reasonably reflects the benefit received.

7.1I.1a.4 Each utility fund shall reimburse the General Fund, and/or other applicable funds, for the full cost of general government support services provided to that utility.

7.1I.1a.5 The user fees established for each utility will be reviewed annually and set at a level that will support the total costs of the utility, including direct and indirect costs and contributions to reserves set by Council policy.

7.1I.1a.6 In the event that any utility requires one-time resources from other City funds to support its operations, or that the utility provides resources to an unrelated program, the use of these funds should be accounted for as an inter-fund loan.

7.1I.1a.7 Debt service coverage should be maintained for each bond issue as required by the bond covenants.

7.1I.1a.8 No utility resources shall be used to fund unrelated General Fund services.

7.1I.1b Capital Program

7.1I.1b.1 Capital improvements associated with the existing infrastructure of a utility should be primarily funded from two sources: rate revenue and debt financing.

7.1I.1b.2 New improvements or expanded capacity in any utility should be funded by those benefiting through specific charges, such as connection fees, impact fees, or mitigation fees.

7.1I.1b.3 Local, state, and federal funding sources, such as grants and contributions, should be pursued for utility-related capital improvement

projects consistent with City priorities.

7.1I.1b.4 Water and wastewater improvements should be designed and constructed to the size required to serve the City's capacity needs when fully developed plus any required redundancy to assure reliable operation and provision of service.

7.1I.1b.5 Bonded debt financing should be used for capital improvements as appropriate to:

- Make cost recovery of an asset more consistent with its useful life.
- Equitably assign cost over multiple generations of customers who use the assets.
- Smooth near-term rate impacts of the project.

7.1I.1b.6 Total bonded debt should equal no more than 30% of the utility's fixed assets.

7.1I.1b.7 Resources for the capital requirements of each utility such as bond proceeds or connection fees should be dedicated only for capital projects and not be used for ongoing maintenance and operations.

7.1I.1b.8 The annual depreciation expense of the assets of each utility should be set aside into a Rehabilitation and Replacement Reserve as a minimum funding level for system replacement.

7.1I.1c Reserves

7.1I.1c.1 A Contingency Reserve of 25% of operating expenses shall be maintained in the Water and Wastewater Funds to allow approximately 90 days of working capital in case of emergency.

7.1I.1c.2 A Contingency Reserve of 10% of operating expenses shall be maintained in the Solid Waste Fund. This lower reserve is appropriate because the asset value of the Solid Waste Fund is substantially smaller than the other city utilities, and because operations are performed by contract, with insurance and bonding requirements as part of the contract assuring the continued operation in the case of an emergency.

7.1I.1c.3 In the event that the Contingency Reserve of any utility fund is used it shall be replenished by the end of the following fiscal year or as soon as practical thereafter considering the circumstances that prompted the need to use the reserve.

7.1I.1c.4 A Capital Replacement Reserve shall be maintained in the SMaRT Station Replacement Fund to account for contributions from the three participating cities for the replacement of City-owned SMaRT Station equipment.

7.1I.1c.5 A Rate Stabilization Fund shall be maintained in each utility fund to levelize the rates and annual rate increases in light of fluctuations in financial requirements from year-to-year.

7.1I.1c.6 A Capital Rehabilitation and Replacement Reserve for each utility should be established to provide resources for the infrastructure replacement needs of the respective utility system. This reserve should act as a sinking fund for annual depreciation expense of the utility assets.

7.1I.1c.7 Debt service reserves should be maintained for each bond issue as required by the bond covenants.

Policy 7.1I.2 Community Recreation Fund Policies

Action Statements

7.1I.2a Fund Management

7.1I.2a.1 The General Fund subsidy received by the Community Recreation Fund shall be fixed at the FY 2006/2007 level as the base year and increased annually by the inflation factor included in the recommended budget for the upcoming year.

7.1I.2a.2 Any increase in service levels by City Council not covered by an increase in revenues will result in a corresponding increase to the General Fund subsidy.

7.1I.2a.3 Any action by City Council to decrease revenues of the Community Recreation Fund not covered by a decrease in operating costs will result in a corresponding increase to the General Fund subsidy.

7.1I.2a.4 The infrastructure rehabilitation and replacement of all facilities on park land, including the golf courses and tennis center, will be funded first through the Park Dedication Fund if funds are available.

7.1I.2a.5 A Fee Waiver system should be provided to allow persons who are economically disadvantaged to participate in and utilize programs, facilities, and services provided by the Community Recreation Fund. The criteria for eligibility in this system shall be established by Council policy.

7.1I.2b User Fees

7.1I.2b.1 Golf fees shall be set annually utilizing market-based comparisons and included in the City's Annual Fee Schedule adopted by Council resolution.

7.1I.2b.2 User fees for recreation services shall be set administratively by the Director of Parks and Recreation in accordance with a documented methodology that depicts a relationship to cost recovery, market forces, and adjustments based on such factors as:

- Perceived benefit to the community.
- Pricing which favors Sunnyvale residents over non-residents.
- Target populations.
- Promotional and marketing considerations.

7.1I.2b.3 The fees established administratively by the Director of Parks and Recreation shall be published at least twice a year.

7.1I.2c Reserves

7.1I.2c.1 The Community Recreation Fund shall maintain a Twenty-Year Resource Allocation Plan Reserve to stabilize economic cycles and maintain service levels over the long term.

7.1I.2c.2 Any fund balance remaining in the Community Recreation Fund shall remain in the Fund for use in subsequent years.

7.1I.2c.3 The Community Recreation Fund will maintain a Co-op Sports Reserve to administer the after school intra-mural sports league programs at Sunnyvale Middle School and Columbia Middle School as required by agreement with the Sunnyvale School District.

# Community Engagement Sub-Element

## Goals, Policies and Action Statements

Goal 7.2A Achieve a community in which all community members are well informed about local issues, city programs and services.

Policy 7.2A.1 Assure that all community members have reasonable access to City information, services and programs within budgeted resources.

Action Statements

7.2A.1a Provide reasonable and cost effective access to City facilities, programs and services.

7.2A.1b suitable customer feedback mechanisms for City programs to assess quality and customer service issues and opportunities for improvement.

7.2A.1c Monitor legislative and regulatory trends regarding public access and information issues.

7.2A.1d Utilize community and business organizations to assist in informing the community about City Services and programs.

7.2A.1e Provide news media with timely and comprehensive information regarding Council actions and City information of interest to the general public.

7.2A.1f Assist the news media in receiving information regarding coverage of City issues.

7.2A.1g Identify communications media and communications technology which are appropriate and cost effective to provide information to and access for the community.

7.2A.1h Monitor communications technology and policy developments and evaluate their potential impact on public information activities to improve communications, reduce duplication of effort, and enhance cost-effectiveness.

7.2A.1i Monitor the City communications policy to guide utilization of technology for public participation and community involvement.

7.2A.1j Continue to provide and support a central information center in City Hall to assist community members in locating and using City services.

Policy 7.2A.2 Provide accurate and thorough information in a timely manner to ensure that community members have an opportunity to respond effectively.

Action Statements

7.2A.2a Respond in a timely manner to all resident inquiries or concerns regarding City services.

7.2A.2b Identify residents, community organizations and businesses affected by significant City actions and decisions and ensure that they receive timely and appropriate information enabling participation in planning and decision-making processes..

7.2A.2c Ensure that effective public notification and access, in accordance with relevant laws and City Council policies, are provided to enhance meaningful community participation in the policy making process.

7.2A.2d Notify community members of opportunities for involvement in policy making and program planning.

7.2A.2e Ensure that all public board, commission and Council meetings provide an opportunity for public input and involvement.

7.2A.2f Provide opportunities for community members to participate in the development of relevant public policy decisions.

7.2A.2g Ensure that public notification measures are proportionate to the magnitude and public sensitivity of issues.

7.2A.2h Produce periodic comprehensive publications on City affairs that are readily available and distributed to all City residents and businesses.

7.2A.2i Publish and distribute timely and accurate information regarding City programs and services, City Council actions, and policy issues.

7.2A.2j Encourage comprehensive, accurate and timely media coverage of City actions, services and programs.

7.2A.2k Develop mechanisms to evaluate the impact of marketing efforts on the public demand for services and the City's ability to deliver them.

Policy 7.2A.3 Ensure an integrated approach to informing community members about local issues, City programs and services that reaches segments of a diverse community.

Action Statements

7.2A.3a Provide appropriate language translation assistance and translated materials to residents seeking City services.

7.2A.3b Enhance the ability of City programs and staff to serve community diversity.

7.2A.3c Provide information and outreach through various mechanisms in order to effectively inform and engage community members.

7.2A.3d Encourage the development of and support community organizations and networks for public information.

7.2A.3e Work with businesses, local institutions, school districts, and other public agencies to develop informational networks serving the community and assist in informing the community about City services and programs.

7.2A.3f Provide community organizations and networks with information regarding City events, programs and services and encourage distribution throughout the City.

7.2A.3g Develop mechanisms to assess community needs in provision of services.

7.2A.3h Regularly update a coordinated database for information distribution.

7.2A.3i Periodically evaluate City public information materials, activities and plans, to assess effectiveness, minimize duplication, maximize cost-effectiveness of information distribution, and respond to community needs.

7.2A.3j Assess the effectiveness of public information about City programs and services and the fiscal impact.

Goal 7.2B Achieve a community in which all community members can be actively involved in shaping the quality of life and participate in local community and government activities.

Policy 7.2B.1 Encourage community involvement in the development and implementation of City and community activities, programs and services.

Action Statements

7.2B.1a Support community participation in City programs and services and develop materials to assist and encourage involvement.

7.2B.1b Promote involvement of businesses in City and community activities, programs and services.

7.2B.1c Promote public awareness and understanding of financial and other constraints on municipal services, and involve community members in identifying solutions which balance public demand for services with limited resources.

7.2B.1d Support communication throughout the community to create and strengthen relationships.

Policy 7.2B.2 Simplify processes and procedures to make it easy and convenient for community members to participate in City activities and programs.

Action Statements

7.2B.2a Provide community outreach programs throughout the City to improve service delivery and communication with community members.

7.2B.2b Facilitate the development of relationships and partnerships among community organizations and the business community to achieve common goals.

7.2B.2c Encourage grass-roots efforts to identify and develop solutions for community problems.

7.2B.2d Evaluate public involvement measures to ensure their utility as policy making and program planning tools.

Policy 7.2B.3 Promote the importance and benefits of community involvement.

Action Statements

7.2B.3a Work with local school districts and community organizations to encourage student involvement in local government, community activities and issues.

7.2B.3b Support City and corporate employee involvement in community activities.

7.2B.3c Identify and build on opportunities for partnerships between the City and community members which can leverage resources to meet community needs.

7.2B.3d Identify and support mechanisms to strengthen the capability of community organizations to achieve community-wide goals.

7.2B.3e Facilitate the ability of businesses to support or supplement public resources to achieve community goals.

7.2B.3f Publicly recognize business community involvement, contributions and achievements.

Policy 7.2B.4 Promote and encourage volunteerism in City and community affairs.

Action Statements

7.2B.4a Continue to support and evaluate the use of volunteers as a method of maintaining and/or enhancing municipal service delivery and as a means for building a stronger community.

7.2B.4b Identify opportunities and mechanisms for community members to maintain and/or enhance City programs, services and assets through volunteer endeavors.

7.2B.4c Publicly recognize City volunteer involvement, contributions and achievements.

7.2B.4d Support efforts to implement and foster effective volunteerism throughout the City.

Policy 7.2B.5 Plan for and develop wide representation of the community when obtaining public input for policy decisions.

Action Statements

7.2B.5a Identify and strengthen contacts between the City and community organizations.

7.2B.5b Support the development of a comprehensive directory of community organizations and resources to strengthen relationships throughout the City.

7.2B.5c Identify opportunities and develop plans for City personnel to meet and interact with community groups regarding City issues.

7.2B.5d Provide opportunities for community input and monitor feedback.

7.2B.5e Identify feedback mechanisms to provide the optimal level of community input in public decision making.

Policy 7.2B.6 Provide opportunities for and encourage involvement from community members that reflect the diversity of the City.

Action Statements

7.2B.6a Develop specific criteria and plans to obtain a diversity of representation in community engagement activities.

7.2B.6b Encourage a diverse pool of applicants for membership on boards, commissions, advisory committees and task forces to reflect the diversity of the community.

7.2B.6c Use surveys and/or other methods to determine community awareness and opinion concerning local issues and to provide information for policy and program planning.

Goal 7.2C Create a strong, positive community identity, rich in cultural diversity.

Policy 7.2C.1 Actively encourage public and professional recognition of the City through awards and promotion of significant City and community accomplishments and innovations.

Action Statements

7.2C.1a Identify opportunities for recognition of City achievements, innovations, personnel, and programs and services.

7.2C.1b Maintain a commitment to excellence and continuous improvement of City programs and services.

Policy 7.2C.2 Encourage celebrations which help to create a strong, positive community identity and recognize cultural diversity.

Action Statements

7.2C.2a Notify Facilitate the efforts of community members to provide safe, well-organized community-wide special events which strengthen a positive community identity.

Policy 7.2C.3 STAFF Engage in regional, state, national and international activities which promote a positive community identity for the City of Sunnyvale.

Action Statements

7.2C.3a Exchange ideas and innovations with other communities.

7.2C.3b Facilitate the exchange of technical assistance between the City and other agencies and the private sector.

Policy 7.2C.4 Foster an environment of awareness, respect and understanding that encourages community engagement with different cultures.

Action Statements

7.2C.4a Encourage and celebrate the diverse cultures that represent the Sunnyvale community.

# Legislative/Management Sub-Element

## Goals, Policies and Action Statements

Goal 7.3A Assess community conditions and make appropriate changes to long-range, mid-range and short-range plans.

Policy 7.3A.1 Utilize the General Plan as the City's principal long-range planning tool, utilize the Resource Allocation Plan and Program Outcome Statements as the City's principal mid-range planning tool and utilize the Council Study Calendar as the City's principal short-range planning tool.

Action Statements

7.3A.1a Link the Resource Allocation Plan, program outcome statements and the Council Study Calendar with the Goals, Policies and Action Statements of the General Plan.

7.3A.1b Monitor and assess community conditions on an ongoing basis and adjust long-range, mid-range and short-range plans to reflect the changing conditions.

7.3A.1c Review and update each General Plan sub-element every 5-10 years.

7.3A.1d Maintain the Resource Allocation Plan as a 10-year planning budget, 2-year budget plan and 1-year operating budget.

7.3A.1e Annually evaluate and report City performance.

Policy 7.3A.2 Establish advisory committees and boards and commissions as necessary to assist Council in planning and policy development.

Action Statements

7.3A.2a As community conditions change, add, delete or change non-charter boards and commissions as necessary.

7.3A.2b Provide appropriate orientation, training to board and commission members.

7.3A.2c Have boards and commissions participate in the Planning and Management System, including budget issues, legislative issues and other related matters.

7.3A.2d Adopt an annual work plan for boards and commissions consistent with Council priorities.

Goal 7.3B Assure that City policy is established, documented and enacted according to established procedures and legal principles.

Policy 7.3B.1 Periodically conduct Charter reviews to recommend appropriate changes to the Charter.

Policy 7.3B.2 Maintain official records of City action and policy in a retrievable manner, according to legal convention.

Policy 7.3B.3 Prepare and update ordinances to reflect current community issues and concerns in compliance with state and federal laws.

Action Statements

7.3B.3a Update the Municipal Code at least annually to reflect new and changed ordinances.

7.3B.3b Consider changes to ordinances to reflect changes in community standards and state and federal laws.

Policy 7.3B.4 Prepare and update the Legislative Action Policies as the shorter-term policies that support the General Plan and guide Council and staff on intergovernmental matters.

Policy 7.3B.5 Conduct elections in accordance with the Charter and state laws.

Action Statements

7.3B.5a Consolidate elections whenever possible.

7.3B.5b Provide voters with information about election procedures and candidates.

7.3B.5c Provide Council candidates with information to inform them of current City issues.

7.3B.5d Explore ways to increase voter turnout in local elections, such as mail ballots.

Goal 7.3C Participate in intergovernmental activities, including national, state and regional groups, as a means to represent the City's interests, influence policy and legislation and enhance awareness.

Policy 7.3C.1 Represent City policy in intergovernmental activities in accordance with adopted policy guidelines.

Action Statements

7.3C.1a Monitor regional, state and federal issues affecting the City and provide current information to Council.

7.3C.1b Provide appropriate staff support to Council members designated as Council lead on intergovernmental issues and to Council members serving on intergovernmental assignments.

Goal 7.3D Maintain a quality work force, consistent with state and federal laws, City Charter and adopted policies in order to assure that City services are provided in an effective, efficient and high quality manner.

Policy 7.3D.1 Maintain a recruitment and selection process that ensures a highly competent workforce.

Action Statements

7.3D.1a Maintain a competitive pay and benefit package for employees.

7.3D.1b Fill vacant positions in a timely manner.

7.3D.1c Assure that selection process complies with legal requirements.

7.3D.1d Select candidates based on merit and fitness.

Policy 7.3D.2 Strive to develop a workforce that reflects the composition of the community labor force.

Action Statements

7.3D.2a Monitor and maintain workforce composition data.

7.3D.2b Actively implement the City's equal employment opportunity policies in recruiting for City vacancies.

7.3D.2c Maintain non-discrimination standards.

Policy 7.3D.3 Train and develop employees to enhance job performance.

Action Statements

7.3D.3a Provide skills training to enhance job performance.

7.3D.3b Provide opportunities for professional development of employees.

7.3D.3c Encourage promotability within the organization.

7.3D.3d Maintain a system of planning and documenting work expectations and evaluating employee performance against expectations.

7.3D.3e Maintain the management Pay-for-Performance system.

Policy 7.3D.4 Assure that employees are provided timely and adequate information so that they can carry out their responsibilities and effectively communicate their concerns and ideas effectively for improving services and conditions.

Action Statements

7.3D.4a Communicate City policies, work standards and other regulations to all employees.

7.3D.4b Develop communications methods that improve employees' knowledge of City operations and community conditions.

7.3D.4c Develop communications methods that enhance the ability of employees to share information, concerns and solutions to improve the work environment and municipal services.

7.3D.4d Periodically evaluate employee communications methods and systems to assess their effectiveness and to make improvements.

Goal 7.3E Provide appropriate facilities and equipment in order to ensure that City employees function in a safe and effective manner.

Policy 7.3E.1 Maintain facilities and equipment in a clean, safe and cost-effective manner.

Action Statements

7.3E.1a Budget for new equipment and replacement in the 20-year plan.

7.3E.1b Repair and restore equipment and facilities in a timely manner.

7.3E.1c Utilize equipment that will enhance the productivity of employees.

Goal 7.3F Continually strive to enhance the quality, cost and customer satisfaction of service delivery.

Policy 7.3F.1 Provide a work environment that supports all staff in continually seeking ways to enhance the efficiency, effectiveness and quality of City services.

Action Statements

7.3F.1a Actively pursue continuous improvement by finding ways to removing barriers to the provision of high quality, cost-effective services.

7.3F.1b Provide consulting, facilitation and training support to ensure the effective staff use of continuous improvement tools and methodologies.

Goal 7.3G Provide legal services to Council, staff and boards and commissions in order to assure compliance with state and federal laws, City Charter and Municipal Code and ensure that City programs and policies are effectively implemented.

Policy 7.3G.1 Provide adequate legal counsel to support City activities.

Action Statements

7.3G.1a Provide legal counsel at all City Council meetings and Planning Commission meetings as well as at other Board and Commission meetings as warranted.

7.3G.1b Provide legal advice when requested by Council, Boards, Commissions and staff or where otherwise appropriate.

7.3G.1c Assist the staff in preparation of analysis, recommendations and advocacy to State and Federal legislative bodies pertaining to proposed legislation.

7.3G.1d Provide legal representation in administrative and court proceedings.

7.3G.1e Consider methods of increasing efficiency and effectiveness in providing legal services.

Goal 7.3H Provide risk management programs, exposure reduction programs and appropriate policies in order to minimize damage and liability exposure.

Policy 7.3H.1 Minimize liabilities, risks and damages to the extent possible, pursuant to adopted policies.

Action Statements

7.3H.1a Maintain an active risk and exposure reduction program.

7.3H.1b Ensure that City assets are maintained in good condition.

7.3H.1c Defend tort claims against the City, where appropriate.

7.3H.1d Ensure the mitigation of safety hazards in a timely manner.

7.3H.1e Train and educate staff in liability and safety awareness.

Policy 7.3H.2 Provide adequate loss protection in a cost-effective way.

Action Statements

7.3H.2a Maintain liability and property coverage.

7.3H.2b Establish adequate reserves to protect against reasonable losses if insurance coverage is inadequate.

7.3H.2c Lobby for tort reform.

Goal 7.3I Provide, manage and support information technology equipment and services for all City departments in the areas of communications, computing, electronic office equipment, records management, print and copy services and mail services in response to changing governmental and technology trends in order to facilitate and enhance City operations.

Policy 7.3I.1 Provide and maintain cost-effective and efficient communications systems to assist City departments in providing valuable services to the City and its citizens and businesses.

Action Statements

7.3I.1a Serve as regulator, service provider and facilitator of communications systems to ensure the availability of high quality services that are compliant with established standards.

7.3I.1b Enhance City staff and citizen self-directed access to information by providing and maintaining a variety of communications resources.

7.3I.1c Apply and utilize appropriate and cost-effective communications resources to support government operations and enhance the economic vitality of Sunnyvale.

Policy 7.3I.2 Provide, manage and maintain the City's computing resources to facilitate sharing of information.

Action Statements

7.3I.2a Provide, manage and maintain the City's internal computing infrastructure and associated hardware and software to promote consolidation, sharing and accessibility of relevant information.

7.3I.2b Provide, manage and maintain the City's computing resources to provide citizens with access to timely and relevant information.

7.3I.2c Participate in community partnerships that extend the City's resources and promote economic vitality in the community.

Policy 7.3I.3 Provide and maintain appropriate electronic office equipment and services to maximize productivity of staff.

Policy 7.3I.4 Maintain a cost-effective and efficient records management system that meets legal requirements, assures adequate retrieval capabilities and provides for appropriate security.

Action Statements

7.3I.4a Establish and promote compliance with records retention guidelines to ensure that records management resources are utilized efficiently.

7.3I.4b Provide for the secure and confidential destruction of records.

7.3I.4c Develop, provide, manage and maintain records management systems consistent with changing technology, such that technology can be leveraged to enhance the accessibility, cost-effectiveness and efficiency of records management services.

Policy 7.3I.5 Assure that information resources, databases and public records developed or maintained by the City are recognized as a valuable and sensitive public assets and are managed appropriately and affirmatively for the benefit of the organization and the community.

Action Statements

7.3I.5a Explore opportunities and collaborations with other organizations to use City information resources to improve public services or return revenue to the City.

Policy 7.3I.6 Provide cost-effective and efficient duplication services to enhance the development and production of printed information.

Action Statements

7.3I.6a Provide cost-effective duplication of information through in-house or vended printing, copying and related services.

7.3I.6b Leverage technology to increase the efficiency of City staff by enhancing duplication and document design consulting services.

7.3I.6c Explore and pursue partnerships for document preparation and duplication services that result in cost savings or cost recovery.

Policy 7.3I.7 Provide mail services to City departments to facilitate communication and distribution of materials among departments, City facilities and the public.

Action Statements

7.3I.7a Pick up, deliver and sort internal City mail to facilitate the timely distribution of information and materials.

7.3I.7b Pick up, deliver and sort the City's U.S. Postal Service mail to facilitate City business.

7.3I.7c Provide a distribution point for package pick-up and delivery by third party couriers to facilitate City business.

Policy 7.3I.8 Provide training for information technology equipment and services to ensure that City staff can effectively utilize the technologies available.

Action Statements

7.3I.8a Provide a variety of training methods, environments and tools to empower City employees to perform their jobs more efficiently through the application of technology.

7.3I.8b Support the development of a Citywide competency skill level for all employees.

Policy 7.3I.9 Provide consulting services to leverage technology in the reengineering of City business processes to realize benefits in cost-effectiveness, efficiency and improved citizen access.

Goal 7.3J Assure that franchises that make use of public assets for commercial or private purposes are administered to provide public benefit, protect public investment and provide revenue to the City when possible.

Policy 7.3J.1 Seek opportunities in partnership with utilities, other local governments and the Legislature to improve benefits to the community as a result of franchise agreements that allow use of local public rights-of-way.

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

**Program Performance Statement**

Maintain a strong, secure financial position for the City through the fiscal stewardship of City resources, by:

-Providing financial analysis/expertise to the City Council and executive leadership to ensure fiscally sound decision-making,
-Maintaining and enhancing City-wide internal controls,
-Ensuring the proper recording and use of City funds,
-Performing systematic compliance reviews to ensure major revenues are remitted properly to the City,
-Providing fiscal impact analysis of internal and external actions affecting the City,
-Regularly monitoring city-wide revenues and expenditures for compliance with established fiscal policies, and
-Performing fiduciary/compliance audits of City financial transactions for security, cost effectiveness, and compliance to City, State, and Federal policies, regulations, and laws.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. City maintains a Standard and Poor's Issuer Credit Rating of AA+ throughout the fiscal year. | I | | | | | |
| **- Percent of Year Rating is Maintained** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| Q2. An overall customer satisfaction rating of satisfied/very satisfied for timeliness and thoroughness of financial analyses is achieved. | I | | | | | |
| **- Percent Satisfied/Very Satisfied** | | **87.50%** | **85.00%** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 20.00 | 20.00 |
| Q3. Necessary follow-up actions related to revenue and expenditure monitoring are taken within 30 days. [DELETED] | I | | | | | |
| **- Percent of Time** | | **100.00%** | **95.00%** | **100.00%** | **NA** | **NA** |
| - Number of Days | | 5.88 | 30.00 | 10.00 | NA | NA |
| **Productivity** | | | | | | |
| P1. Fiduciary/compliance audits are completed according to plan. | M | | | | | |
| **- Percent Completed** | | **40.00%** | **80.00%** | **100.00%** | **80.00%** | **80.00%** |
| - Number of Audits | | NA | NA | NA | 4.00 | 4.00 |
| P2. Requests for fiscal impact analyses from City departments are completed within the timeframe required by the requestor. | C | | | | | |
| **- Percent Completed** | | **86.61%** | **90.00%** | **88.10%** | **90.00%** | **90.00%** |
| - Number of Requests | | 37.00 | 45.00 | 42.00 | 16.00 | 16.00 |
| P3. Legislative issues, identified as having potential impacts, are analyzed and the appropriate action taken. [DELETED] | I | | | | | |
| **- Issues Analyzed** | | **100.00%** | **85.00%** | **100.00%** | **NA** | **NA** |
| - Total Number of Legislative Issues | | 2.00 | 5.00 | 3.00 | NA | NA |
| P4. A report highlighting major revenues and expenditures is distributed to the City Manager and City Council within 10 days after the end of each quarter. [DELETED] | D | | | | | |
| **- Percent of Time** | | **NA** | **85.00%** | **NA** | **NA** | **NA** |
| - Reports Distributed | | 3.00 | 12.00 | NA | NA | NA |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C1. Annual cost savings directly attributed to fiduciary/compliance audits are 25% of fiduciary/compliance audit costs. [DELETED] | I | | | | | |
| **- Percent of Audit Costs** | | **NA** | **25.00%** | **NA** | **NA** | **NA** |
| - Savings Found Due to Audits | | NA | $23,388.00 | NA | NA | NA |
| C2. Monitoring financial obligations of development projects results in a 200% return on investment. | I | | | | | |
| **- Percent Return** | | **NA** | **NA** | **NA** | **200.00%** | **200.00%** |
| - Revenue Collected | | NA | NA | NA | $100,000.00 | $100,000.00 |
| C3. Completed audits of major revenue sources generate a 250% return on investment. | D | | | | | |
| **- Percent Return** | | **576.01%** | **200.00%** | **609.32%** | **300.00%** | **300.00%** |
| - Total Revenue Collected | | $580,111.00 | $140,000.00 | $626,234.00 | $300,000.00 | $300,000.00 |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Financial Management and Analysis will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $521,039.00 | $592,828.19 | $541,684.45 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71011 - City-Wide Fiscal Oversight

Provide financial expertise to City Leadership/Management to ensure fiscally-sound decision making, by:

-Developing and implementing fiscal strategies and proposing policies that maximize benefit to the City and minimize adverse fiscal impacts,
-Serving as the Chief Financial Officer to maintain fiduciary relationships with the City's business partners,
-Maintaining and enhancing City-wide internal controls,
-Overseeing the proper collection, disbursement and use of the City's funds,
-Performing on-going fiscal impact analysis of major issues that may affect the City's finances and fiscal position,
-Providing Redevelopment Agency treasury services for the financing of redevelopment activities, and the accounting of Agency funding,
-Performing fiscal impact analysis of personnel-related issues such as employee salary/benefit proposals and retirement contract costs,
-Researching interdepartmental processes and making recommendations for continuous improvement, and
-Conducting special project analyses and studies for the City Council and City management staff.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71011 - City-Wide Fiscal Oversight

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710150 - Provide Strategic Analysis of Major Fiscal Issues [DELETED - Combined with 710160]** | | | | | |
| Product: An Issue Addressed | | | | | |
| Costs: | $51,516 | $39,613 | $55,088 | $0 | $0 |
| Products: | 7 | 5 | 7 | 0 | 0 |
| Work Hours: | 357 | 250 | 347 | 0 | 0 |
| Product Cost: | $7,359.45 | $7,922.65 | $7,869.75 | $0.00 | $0.00 |
| Work Hours/Product: | 50.93 | 50.00 | 49.57 | 0.00 | 0.00 |
| **Activity 710160 - Provide Chief Financial Officer Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $34,519 | $31,691 | $53,324 | $71,988 | $74,904 |
| Products: | 238 | 200 | 294 | 438 | 438 |
| Work Hours: | 238 | 200 | 294 | 438 | 438 |
| Product Cost: | $145.34 | $158.45 | $181.37 | $164.42 | $171.08 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 710170 - Provide Fiscal Services as Treasurer for Redevelopment Agency** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $14,192 | $23,768 | $19,051 | $44,642 | $46,068 |
| Products: | 98 | 150 | 120 | 180 | 180 |
| Work Hours: | 98 | 150 | 120 | 180 | 180 |
| Product Cost: | $144.82 | $158.45 | $158.76 | $247.61 | $255.52 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71011 - City-Wide Fiscal Oversight

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710180, 710181, 710182, 710183 - Provide Fiscal Analysis of Personnel-Related Costs** | | | | | |
| Product: An Analysis Provided | | | | | |
| Costs: | $41,697 | $30,873 | $25,052 | $52,408 | $53,842 |
| Products: | 2 | 5 | 3 | 4 | 4 |
| Work Hours: | 105 | 150 | 200 | 155 | 155 |
| Product Cost: | $20,848.56 | $6,174.59 | $8,350.73 | $13,101.92 | $13,460.45 |
| Work Hours/Product: | 52.50 | 30.00 | 66.67 | 38.63 | 38.63 |
| **Activity 710190 - Monitor Terms of Development-Related Agreements [DELETED - Moved to 710260]** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $31,085 | $18,499 | $11,544 | $0 | $0 |
| Products: | 529 | 275 | 190 | 0 | 0 |
| Work Hours: | 529 | 275 | 190 | 0 | 0 |
| Product Cost: | $58.76 | $67.27 | $60.85 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 710720 - Provide Analytical Support to Chief Financial Officer** | | | | | |
| Product: Analytical Support Provided | | | | | |
| Costs: | $0 | $0 | $0 | $50,643 | $52,594 |
| Products: | 0 | 0 | 0 | 60 | 60 |
| Work Hours: | 0 | 0 | 0 | 546 | 546 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $844.05 | $876.57 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 9.10 | 9.10 |
| **Totals for Service Delivery Plan 71011 - City-Wide Fiscal Oversight** | | | | | |
| **Costs:** | **$178,603** | **$164,734** | **$164,060** | **$219,682** | **$227,408** |
| **Hours:** | **1,435** | **1,250** | **1,151** | **1,319** | **1,319** |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71012 - Fiscal Impact Analysis of Internal/External Actions Affecting the City

Evaluate the fiscal impacts of internal and external actions facing the City, by:

-Reviewing pending decisions of regional, state and national regulatory and intergovernmental bodies for potential City impacts,
-Analyzing proposed state and federal legislation and taking appropriate advocacy steps to effect favorable outcomes for the City,
-Providing fiscal impact analysis to requesting departments, and
-Monitoring the financial obligation of development projects.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71012 - Fiscal Impact Analysis of Internal/External Actions Affecting the City

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710200 - Provide Assistance to Council and City Manager's Office on Intergovernmental Fiscal Matters** | | | | | |
| Product: A Request | | | | | |
| Costs: | $13,486 | $12,000 | $6,269 | $14,166 | $14,857 |
| Products: | 13 | 6 | 13 | 13 | 13 |
| Work Hours: | 157 | 125 | 78 | 155 | 155 |
| Product Cost: | $1,037.37 | $2,000.08 | $482.26 | $1,089.73 | $1,142.88 |
| Work Hours/Product: | 12.05 | 20.83 | 6.02 | 11.89 | 11.89 |
| **Activity 710210 - Provide Fiscal Impact Analysis of Proposed Federal and State Legislation** | | | | | |
| Product: An Analyzed Proposed Legislation | | | | | |
| Costs: | $7,784 | $16,048 | $4,196 | $9,155 | $9,618 |
| Products: | 9 | 12 | 7 | 10 | 10 |
| Work Hours: | 96 | 200 | 49 | 103 | 103 |
| Product Cost: | $864.86 | $1,337.36 | $599.40 | $915.52 | $961.76 |
| Work Hours/Product: | 10.66 | 16.67 | 7.06 | 10.30 | 10.30 |
| **Activity 710220 - Provide Fiscal Analysis In Response to Department Requests** | | | | | |
| Product: An Analysis Provided | | | | | |
| Costs: | $18,024 | $24,725 | $10,258 | $19,482 | $20,415 |
| Products: | 16 | 15 | 12 | 16 | 16 |
| Work Hours: | 253 | 325 | 141 | 258 | 258 |
| Product Cost: | $1,126.50 | $1,648.33 | $854.80 | $1,217.63 | $1,275.95 |
| Work Hours/Product: | 15.83 | 21.67 | 11.76 | 16.10 | 16.10 |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71012 - Fiscal Impact Analysis of Internal/External Actions Affecting the City

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710230 - Provide Fiscal Analysis of Issues as Identified by the Director of Finance [DELETED]** | | | | | |
| Product: An Issue Analyzed | | | | | |
| Costs: | $49,937 | $33,113 | $36,354 | $0 | $0 |
| Products: | 21 | 14 | 30 | 0 | 0 |
| Work Hours: | 638 | 425 | 404 | 0 | 0 |
| Product Cost: | $2,377.95 | $2,365.20 | $1,211.80 | $0.00 | $0.00 |
| Work Hours/Product: | 30.37 | 30.36 | 13.46 | 0.00 | 0.00 |
| **Activity 710240 - Complete In-Depth Analyses and Reports [DELETED]** | | | | | |
| Product: A Completed Report | | | | | |
| Costs: | $51,683 | $50,441 | $41,147 | $0 | $0 |
| Products: | 3 | 3 | 3 | 0 | 0 |
| Work Hours: | 793 | 630 | 588 | 0 | 0 |
| Product Cost: | $17,227.64 | $16,813.83 | $13,715.68 | $0.00 | $0.00 |
| Work Hours/Product: | 264.38 | 210.00 | 196.02 | 0.00 | 0.00 |
| **Activity 710250 - Monitor Financial Obligations of Development Projects** | | | | | |
| Product: A Project Reviewed | | | | | |
| Costs: | $0 | $0 | $0 | $26,800 | $28,265 |
| Products: | 0 | 0 | 0 | 25 | 25 |
| Work Hours: | 0 | 0 | 0 | 386 | 386 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,072.02 | $1,130.61 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 15.45 | 15.45 |
| **Totals for Service Delivery Plan 71012 - Fiscal Impact Analysis of Internal/External Actions Affecting the City** | | | | | |
| **Costs:** | **$140,914** | **$136,328** | **$98,224** | **$69,604** | **$73,155** |
| **Hours:** | **1,937** | **1,705** | **1,260** | **901** | **901** |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71013 - Revenue Management and Analysis

Ensure that City revenues are properly received and accounted for, by:

-Performing systematic and comprehensive review of external revenue collection and allocation methodologies for property tax, sales tax, transient occupancy tax, utility users tax, and other major revenue sources,
-Verifying that any misallocated or unreported revenues are rightfully returned to the City in a timely fashion, and
-Analyzing and responding to economic, industry and/or regulatory trends that could impact the City's revenue streams.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71013 - Revenue Management and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710300 - Conduct Audits of Major Revenue Sources** | | | | | |
| Product: A Revenue Audit Conducted | | | | | |
| Costs: | $43,533 | $60,417 | $27,227 | $65,965 | $68,147 |
| Products: | 2 | 3 | 2 | 3 | 3 |
| Work Hours: | 377 | 330 | 13 | 412 | 412 |
| Product Cost: | $21,766.25 | $20,138.90 | $13,613.68 | $21,988.34 | $22,715.53 |
| Work Hours/Product: | 188.45 | 110.00 | 6.40 | 137.36 | 137.36 |
| **Activity 710310 - Conduct Compliance Reviews of Individual Service Providers Remitting Tax to the City [DELETED - Combined with 710300]** | | | | | |
| Product: A Compliance Review Conducted | | | | | |
| Costs: | $2,581 | $14,751 | $23 | $0 | $0 |
| Products: | 1 | 2 | 0 | 0 | 0 |
| Work Hours: | 41 | 250 | 0 | 0 | 0 |
| Product Cost: | $2,580.55 | $7,375.47 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 41.40 | 125.00 | 0.00 | 0.00 | 0.00 |
| **Activity 710320 - Analyze Budget-to-Actual Amounts for Major Revenue Sources Each Accounting Period [DELETED]** | | | | | |
| Product: An Analysis Conducted | | | | | |
| Costs: | $7,184 | $17,600 | $10,064 | $0 | $0 |
| Products: | 9 | 14 | 14 | 0 | 0 |
| Work Hours: | 89 | 225 | 110 | 0 | 0 |
| Product Cost: | $798.22 | $1,257.11 | $718.85 | $0.00 | $0.00 |
| Work Hours/Product: | 9.92 | 16.07 | 7.89 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71013 - Revenue Management and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710330 - Analyze Budget-to-Actual for City Expenditures Each Accounting Period [DELETED]** | | | | | |
| Product: An Analysis Conducted | | | | | |
| Costs: | $4,142 | $17,600 | $12,097 | $0 | $0 |
| Products: | 4 | 14 | 12 | 0 | 0 |
| Work Hours: | 54 | 225 | 158 | 0 | 0 |
| Product Cost: | $1,035.47 | $1,257.11 | $1,008.10 | $0.00 | $0.00 |
| Work Hours/Product: | 13.58 | 16.07 | 13.19 | 0.00 | 0.00 |
| **Activity 710340 - Prepare Quarterly Financial Report [DELETED]** | | | | | |
| Product: A Report Prepared | | | | | |
| Costs: | $2,816 | $8,933 | $3,567 | $0 | $0 |
| Products: | 3 | 12 | 1 | 0 | 0 |
| Work Hours: | 48 | 115 | 39 | 0 | 0 |
| Product Cost: | $938.79 | $744.40 | $3,567.05 | $0.00 | $0.00 |
| Work Hours/Product: | 15.93 | 9.58 | 39.00 | 0.00 | 0.00 |
| **Activity 710350 - Sales Tax and Property Tax Databases and Associated Analytical Reports** | | | | | |
| Product: An Analysis/Report Provided | | | | | |
| Costs: | $0 | $0 | $0 | $42,261 | $43,049 |
| Products: | 0 | 0 | 0 | 7 | 7 |
| Work Hours: | 0 | 0 | 0 | 52 | 52 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $6,037.32 | $6,149.79 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 7.36 | 7.36 |
| **Totals for Service Delivery Plan 71013 - Revenue Management and Analysis** | | | | | |
| **Costs:** | **$60,255** | **$119,300** | **$52,979** | **$108,226** | **$111,195** |
| **Hours:** | **610** | **1,145** | **321** | **464** | **464** |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71014 - Management and Support Services

Provide management and supervision activities, by:

-Ensuring adequate staffing of all positions to meet program goals,
-Providing timely and meaningful performance feedback to employees to improve program efficiency and effectiveness,
-Communicating consistently with staff regarding program operations through regular staff meetings,
-Coordinating and completing citywide projects and assignments such as Non-Routines and Study Issues,
-Providing timely responses to members of the public who request information on City operations and services, and
-Effectively contributing to organizational improvement.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71014 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710400 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $26,637 | $35,638 | $38,666 | $35,879 | $37,487 |
| Products: | 306 | 350 | 385 | 361 | 361 |
| Work Hours: | 306 | 350 | 385 | 361 | 361 |
| Product Cost: | $87.19 | $101.82 | $100.40 | $99.51 | $103.97 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 710410 - Department and Citywide Assignments [DELETED]** | | | | | |
| Product: An Assignment Completed | | | | | |
| Costs: | $40,916 | $22,260 | $41,803 | $0 | $0 |
| Products: | 18 | 17 | 18 | 0 | 0 |
| Work Hours: | 415 | 250 | 518 | 0 | 0 |
| Product Cost: | $2,273.14 | $1,309.43 | $2,322.41 | $0.00 | $0.00 |
| Work Hours/Product: | 23.03 | 14.71 | 28.79 | 0.00 | 0.00 |
| **Activity 710420 - Staff Training and Development [DELETED - Moved to 710450]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $9,601 | $8,773 | $54,576 | $0 | $0 |
| Products: | 106 | 105 | 565 | 0 | 0 |
| Work Hours: | 106 | 105 | 565 | 0 | 0 |
| Product Cost: | $90.83 | $83.56 | $96.56 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71014 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710430 - Research and Respond to Public Information Requests** | | | | | |
| Product: An Information Request | | | | | |
| Costs: | $6,368 | $11,854 | $1,936 | $8,288 | $8,756 |
| Products: | 10 | 20 | 10 | 15 | 15 |
| Work Hours: | 78 | 150 | 23 | 103 | 103 |
| Product Cost: | $636.77 | $592.71 | $193.57 | $552.53 | $583.71 |
| Work Hours/Product: | 7.78 | 7.50 | 2.30 | 6.87 | 6.87 |
| **Activity 710440 - Non-Routines and Special Projects** | | | | | |
| Product: A Non-Routine / Project | | | | | |
| Costs: | $0 | $0 | $0 | $18,507 | $19,467 |
| Products: | 0 | 0 | 0 | 8 | 8 |
| Work Hours: | 0 | 0 | 0 | 206 | 206 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,313.34 | $2,433.38 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 25.76 | 25.76 |
| **Activity 710450 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $4,615 | $4,822 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 41 | 41 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,307.60 | $2,410.88 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 20.61 | 20.61 |
| **Totals for Service Delivery Plan 71014 - Management and Support Services** | | | | | |
| **Costs:** | **$83,522** | **$78,526** | **$136,981** | **$67,288** | **$70,532** |
| **Hours:** | **904** | **855** | **1,492** | **711** | **711** |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71015 - Fiduciary/Compliance Auditing

Perform fiduciary/compliance audits of City financial transactions for security, cost effectiveness, and compliance to City, State, and Federal policies, regulations, and laws, by:

-Evaluating internal/external control systems in place for cash management and security,
-Evaluating City financial transactions to ensure all applicable federal, state, and city requirements and laws are followed, and
-Evaluating financial transactions for cost effectiveness.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71015 - Fiduciary/Compliance Auditing

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710500 - Conduct Initial Fiduciary/Operational Audits** | | | | | |
| Product: An Audit Completed | | | | | |
| Costs: | $48,918 | $72,345 | $56,034 | $88,484 | $89,171 |
| Products: | 2 | 4 | 4 | 4 | 4 |
| Work Hours: | 552 | 275 | 426 | 515 | 515 |
| Product Cost: | $24,458.88 | $18,086.35 | $14,008.46 | $22,120.90 | $22,292.69 |
| Work Hours/Product: | 275.90 | 68.75 | 106.53 | 128.78 | 128.78 |
| **Activity 710510 - Review of Fiduciary/Operational Audit Implementation Plan Status** | | | | | |
| Product: Implementation Plan Status Report | | | | | |
| Costs: | $4,287 | $7,853 | $735 | $8,679 | $12,428 |
| Products: | 1 | 2 | 1 | 2 | 5 |
| Work Hours: | 61 | 100 | 10 | 118 | 170 |
| Product Cost: | $4,287.24 | $3,926.43 | $734.71 | $4,339.37 | $2,485.53 |
| Work Hours/Product: | 61.25 | 50.00 | 10.00 | 59.24 | 34.00 |
| **Activity 710520 - Respond to Requests for Fiduciary/Operational Audit Implementation Support** | | | | | |
| Product: A Request | | | | | |
| Costs: | $2,609 | $7,853 | $329 | $7,547 | $3,766 |
| Products: | 3 | 2 | 0 | 2 | 2 |
| Work Hours: | 37 | 100 | 5 | 103 | 52 |
| Product Cost: | $869.62 | $3,926.43 | $0.00 | $3,773.36 | $1,882.98 |
| Work Hours/Product: | 12.33 | 50.00 | 0.00 | 51.51 | 25.76 |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

### Service Delivery Plan 71015 - Fiduciary/Compliance Auditing

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 710530 - Conduct Quarterly Cash Audits** | | | | | |
| Product: An Audit Completed | | | | | |
| Costs: | $1,931 | $5,890 | $32,344 | $4,528 | $4,519 |
| Products: | 4 | 4 | 4 | 3 | 3 |
| Work Hours: | 29 | 75 | 59 | 62 | 62 |
| Product Cost: | $482.73 | $1,472.41 | $8,086.08 | $1,509.34 | $1,506.38 |
| Work Hours/Product: | 7.13 | 18.75 | 14.70 | 20.60 | 20.60 |
| **Totals for Service Delivery Plan 71015 - Fiduciary/Compliance Auditing** | | | | | |
| **Costs:** | **$57,745** | **$93,941** | **$89,441** | **$109,237** | **$109,883** |
| **Hours:** | **679** | **550** | **499** | **798** | **798** |

# City of Sunnyvale
# Program Performance Budget

## Program 710 - Financial Management and Analysis

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 710** | **Costs:** | **$521,039** | **$592,828** | **$541,684** | **$574,038** | **$592,174** |
| | **Hours:** | **5,563** | **5,505** | **4,723** | **4,193** | **4,193** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

**Program Performance Statement**

Provide Payroll Services on a bi-weekly basis to approximately 1,200 employees in support of City operations in accordance with Administrative Policies and Memoranda of Understanding with employee labor unions (MOU), by:

-Providing accurate and timely payroll services for all city employees, including issuing approximately 31,000 checks,
-Providing regulatory reports to all Federal and State agencies including but not limited to Federal Form 941, State Form DE6 and Public Employees Retirement System (PERS),
-Provide employees with annual W-2,
-Providing timely employee payroll history requests for appropriate outside agencies such as Unemployment Insurance and PERS service credit, employees and managers,
-Reconciling all payroll mandated and voluntary deductions including but not limited to taxes, credit union, charitable contributions and deferred compensation accounts to General Ledger per pay period, accounting period, quarter or annually as appropriate, and
-Maintaining the City's payroll system to ensure its integrity and reliability by providing daily maintenance and troubleshooting; security and structural set-ups and, most current upgrades.

**Notes**

1. Implementation of Phase One of the new payroll software is complete. Payroll, in conjunction with the Information Technology Department has proposed a new project for Phase Two of the new payroll software. This is the distributed time entry process.

2. Reduction in regular and overtime hours in FY 2009/2010 is based on the assumption that Phase Two of the payroll software will be fully implemented.

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Payroll is distributed bi-weekly with accuracy. | M | | | | | |
| **- Accuracy Rate** | | **100.00%** | **95.00%** | **100.00%** | **98.00%** | **98.00%** |
| - Number of Paychecks | | 30,239.00 | 32,000.00 | 29,607.00 | 31,000.00 | 31,000.00 |
| Q2. Bi-Weekly Payroll is distributed on time. | M | | | | | |
| - Percent of Payrolls [DELETED] | | 100.00% | 100.00% | 100.00% | NA | NA |
| **- Number of Payrolls** | | **NA** | **NA** | **NA** | **26.00** | **26.00** |
| Q3. Manual checks are accurately prepared by date requested. | I | | | | | |
| **- Accuracy Rate** | | **100.00%** | **95.00%** | **100.00%** | **99.00%** | **99.00%** |
| - Number of Manual Checks Issued | | 81.00 | 100.00 | 84.00 | 80.00 | 80.00 |
| Q4. The City's Internal Customer Satisfaction Survey indicates that the internal customers are generally satisfied with the payroll services received. | I | | | | | |
| **- Percent Satisfied** | | **90.04%** | **90.00%** | **75.46%** | **90.00%** | **90.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 250.00 | 250.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Regulatory reports are submitted by due date. | M | | | | | |
| **- Percent Submitted by Due Date** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| - Number of Reports | | NA | NA | NA | 1,508.00 | 1,508.00 |
| P2. Reconciliation processes are completed within 30 days of close of the Accounting Period. | I | | | | | |
| **- Percent Completed On Time** | | **40.00%** | **90.00%** | **85.00%** | **95.00%** | **95.00%** |
| P3. Employee history reports are completed within 30 days of request. | I | | | | | |
| **- Percent Completed On Time** | | **100.00%** | **90.00%** | **99.00%** | **95.00%** | **95.00%** |
| P4. Structural set-ups and security set-ups for the payroll system are completed within two days after receipt of request. | I | | | | | |
| **- Percent within Two Days** | | **99.00%** | **97.00%** | **98.00%** | **97.00%** | **97.00%** |
| P5. The payroll system is available at least 98% of the year. | I | | | | | |
| **- Percent Available** | | **99.00%** | **98.00%** | **98.00%** | **99.00%** | **99.00%** |
| P6. Structural and security set-ups are tested and implemented accurately within two payroll runs. | I | | | | | |
| **- Percent** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| **Cost Effectiveness** | | | | | | |
| C1. The direct cost to issue a payroll check will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Payroll Check** | | **$8.97** | **$4.75** | **$6.93** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Payroll Administration will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $585,882.00 | $445,705.35 | $514,145.16 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71711 - Process Regular Payroll

Process the automatic payroll for approximately 1,200 City employees on a bi-weekly basis in an accurate and timely manner, by:

-Transmitting direct deposit and payroll tax payments,
-Inputting timecards, auditing reports and calculating, preparing, reconciling, processing and distributing payroll checks,
-Issuing mandated and voluntary deduction checks requisitions, garnishment payments, wire transfer documents and inputting into the City's General Ledger (GL), and
-Processing deferred compensation reports, issue wire transfer form and transmitting to vendor.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71711 - Process Regular Payroll

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717100 - Process Regular Payroll - Input Timecards, Reconcile Payroll Audit Reports and Distribute Pay Checks, Transmit Direct Deposit and Payroll Taxes** | | | | | |
| Product: A Check Issued | | | | | |
| Costs: | $271,336 | $156,625 | $205,197 | $185,059 | $211,133 |
| Products: | 30,239 | 33,000 | 29,607 | 31,000 | 31,000 |
| Work Hours: | 3,946 | 2,246 | 3,179 | 2,386 | 2,592 |
| Product Cost: | $8.97 | $4.75 | $6.93 | $5.97 | $6.81 |
| Work Hours/Product: | 0.13 | 0.07 | 0.11 | 0.08 | 0.08 |
| **Activity 717110 - Process, Issue, and Reconcile Payroll Voluntary Deductions: Check Requisitions and Wires** | | | | | |
| Product: A Check Requisition / Wire Issued | | | | | |
| Costs: | $8,034 | $7,164 | $6,826 | $8,814 | $9,413 |
| Products: | 856 | 975 | 526 | 850 | 850 |
| Work Hours: | 127 | 106 | 101 | 129 | 129 |
| Product Cost: | $9.39 | $7.35 | $12.98 | $10.37 | $11.07 |
| Work Hours/Product: | 0.15 | 0.11 | 0.19 | 0.15 | 0.15 |
| **Activity 717120 - Process Deferred Compensation by Auditing Report, Preparing Wire Form and Transmitting or Sending Report to Vendors [DELETED - Moved to 717110]** | | | | | |
| Product: A Deferred Compensation Carrier | | | | | |
| Costs: | $8,329 | $3,986 | $4,748 | $0 | $0 |
| Products: | 7 | 4 | 0 | 0 | 0 |
| Work Hours: | 133 | 60 | 73 | 0 | 0 |
| Product Cost: | $1,189.88 | $996.49 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 18.97 | 15.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71711 - Process Regular Payroll

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717130 - Staff Training and Development [DELETED - Moved to 717550]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $10,222 | $4,376 | $7,003 | $0 | $0 |
| Products: | 111 | 40 | 97 | 0 | 0 |
| Work Hours: | 111 | 40 | 97 | 0 | 0 |
| Product Cost: | $92.42 | $109.39 | $72.12 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 717140 - Payroll System Rental Rates** | | | | | |
| Product: A Check Issued | | | | | |
| Costs: | $127,072 | $120,166 | $120,166 | $124,372 | $128,328 |
| Products: | 0 | 33,000 | 29,607 | 31,000 | 31,000 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $3.64 | $4.06 | $4.01 | $4.14 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 717150 - Input Timecards** | | | | | |
| Product: A Line Input | | | | | |
| Costs: | $0 | $0 | $0 | $58,033 | $0 |
| Products: | 0 | 0 | 0 | 312,000 | 0 |
| Work Hours: | 0 | 0 | 0 | 1,062 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $0.19 | $0.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 71711 - Process Regular Payroll** | | | | | |
| **Costs:** | **$424,993** | **$292,318** | **$343,939** | **$376,278** | **$348,874** |
| **Hours:** | **4,316** | **2,452** | **3,450** | **3,577** | **2,721** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71712 - Issue Manual Checks, Process Special Pay, Corrections and Adjustments

Calculate, prepare, process and reconcile special pays, by:

-Issuing manual checks,
-Reconciling and processing corrections and adjustments,
-Processing special payrolls including bonus, retros, advanced disability payment to PERS, and
-Preparing interface documents for update to financial system for manual checks, adjustments and voluntary Leaves Without Pay (LWOP).

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71712 - Issue Manual Checks, Process Special Pay, Corrections and Adjustments

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717200 - Issue Manual Checks and Prepare Manual Check Register** | | | | | |
| Product: A Check Issued | | | | | |
| Costs: | $3,200 | $8,188 | $6,612 | $3,413 | $3,646 |
| Products: | 81 | 85 | 84 | 80 | 80 |
| Work Hours: | 49 | 122 | 90 | 46 | 46 |
| Product Cost: | $39.51 | $96.33 | $78.72 | $42.66 | $45.58 |
| Work Hours/Product: | 0.60 | 1.44 | 1.07 | 0.58 | 0.58 |
| **Activity 717210 - Process Special Payrolls** | | | | | |
| Product: A Check Issued | | | | | |
| Costs: | $1,082 | $4,427 | $7,527 | $3,975 | $4,248 |
| Products: | 235 | 800 | 323 | 750 | 700 |
| Work Hours: | 14 | 60 | 93 | 52 | 52 |
| Product Cost: | $4.61 | $5.53 | $23.30 | $5.30 | $6.07 |
| Work Hours/Product: | 0.06 | 0.08 | 0.29 | 0.07 | 0.07 |
| **Activity 717220 - Update Employee Records and Work and Leave Time Adjustments In Payroll System** | | | | | |
| Product: An Employee Record | | | | | |
| Costs: | $5,460 | $17,465 | $7,977 | $7,126 | $7,611 |
| Products: | 670 | 1,000 | 690 | 750 | 750 |
| Work Hours: | 88 | 250 | 113 | 103 | 103 |
| Product Cost: | $8.15 | $17.47 | $11.56 | $9.50 | $10.15 |
| Work Hours/Product: | 0.13 | 0.25 | 0.16 | 0.14 | 0.14 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71712 - Issue Manual Checks, Process Special Pay, Corrections and Adjustments

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717230 - Prepare Journal Vouchers for Corrections and Manual Checks for GL Update** | | | | | |
| Product: A Journal Voucher | | | | | |
| Costs: | $9,496 | $7,972 | $6,711 | $10,427 | $11,135 |
| Products: | 26 | 26 | 26 | 26 | 26 |
| Work Hours: | 151 | 120 | 98 | 155 | 155 |
| Product Cost: | $365.24 | $306.61 | $258.12 | $401.03 | $428.27 |
| Work Hours/Product: | 5.80 | 4.62 | 3.78 | 5.94 | 5.94 |
| **Activity 717240 - Process Year-End Corrections and Adjustments** | | | | | |
| Product: An Adjustment | | | | | |
| Costs: | $2,148 | $13,920 | $7,149 | $1,500 | $1,603 |
| Products: | 61 | 50 | 61 | 50 | 50 |
| Work Hours: | 30 | 190 | 96 | 21 | 21 |
| Product Cost: | $35.22 | $278.40 | $117.20 | $30.00 | $32.05 |
| Work Hours/Product: | 0.49 | 3.80 | 1.58 | 0.41 | 0.41 |
| **Totals for Service Delivery Plan 71712 - Issue Manual Checks, Process Special Pay, Corrections and Adjustments** | | | | | |
| **Costs:** | **$21,387** | **$51,972** | **$35,977** | **$26,442** | **$28,243** |
| **Hours:** | **332** | **742** | **490** | **376** | **376** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71713 - Regulatory Reporting and Payroll Information Requests

Ensure that all required payroll regulatory reports are submitted accurately by due date and provide historical payroll information and/or verification to employees, managers, and other appropriate outside agencies as requested, by:

-Issuing PERS reports for automatic and special payrolls,
-Issuing monthly, quarterly and annual Federal and State reports,
-Issuing annual labor census reports,
-Issuing annual employee W-2s,
-Providing PERS years-of-service requests,
-Providing EDD unemployment insurance verification, and
-Providing additional payroll information to other agencies.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71713 - Regulatory Reporting and Payroll Information Requests

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717300 - Process, Reconcile and Issue PERS Reporting for Automatic and Special Payrolls** | | | | | |
| Product: A Report | | | | | |
| Costs: | $8,225 | $2,360 | $12,508 | $8,581 | $9,171 |
| Products: | 27 | 26 | 30 | 26 | 26 |
| Work Hours: | 104 | 30 | 154 | 107 | 107 |
| Product Cost: | $304.62 | $90.78 | $416.92 | $330.02 | $352.71 |
| Work Hours/Product: | 3.85 | 1.15 | 5.13 | 4.12 | 4.12 |
| **Activity 717310 - Process, Reconcile and Issue Monthly, Quarterly and Annual Federal and State Reports** | | | | | |
| Product: A Report or W-2 Issued | | | | | |
| Costs: | $8,496 | $5,539 | $5,359 | $9,661 | $10,318 |
| Products: | 27 | 27 | 12 | 1,500 | 1,500 |
| Work Hours: | 128 | 76 | 80 | 139 | 139 |
| Product Cost: | $314.66 | $205.13 | $446.54 | $6.44 | $6.88 |
| Work Hours/Product: | 4.73 | 2.81 | 6.70 | 0.09 | 0.09 |
| **Activity 717320 - Process, Reconcile and Issue Annual Labor Census** | | | | | |
| Product: A Report | | | | | |
| Costs: | $1,533 | $1,888 | $3,275 | $1,650 | $1,764 |
| Products: | 3 | 2 | 0 | 3 | 3 |
| Work Hours: | 19 | 24 | 42 | 21 | 21 |
| Product Cost: | $510.85 | $944.13 | $0.00 | $550.04 | $587.86 |
| Work Hours/Product: | 6.47 | 12.00 | 0.00 | 6.87 | 6.87 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71713 - Regulatory Reporting and Payroll Information Requests

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717330 - Process, Reconcile and Issue W-2s [DELETED - Moved to 717310]** | | | | | |
| Product: A W-2 | | | | | |
| Costs: | $22 | $7,964 | $5,953 | $0 | $0 |
| Products: | 1,514 | 1,600 | 1,509 | 0 | 0 |
| Work Hours: | 0 | 100 | 85 | 0 | 0 |
| Product Cost: | $0.01 | $4.98 | $3.95 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 0.06 | 0.06 | 0.00 | 0.00 |
| **Activity 717340 - Employee History Records to Outside Agencies** | | | | | |
| Product: A Request | | | | | |
| Costs: | $0 | $0 | $0 | $4,388 | $4,686 |
| Products: | 0 | 0 | 0 | 60 | 60 |
| Work Hours: | 0 | 0 | 0 | 67 | 67 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $73.14 | $78.10 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.12 | 1.12 |
| **Activity 717350 - Provide Inquiry Information to Employees, Managers, and Other Agencies** | | | | | |
| Product: An Inquiry | | | | | |
| Costs: | $0 | $0 | $0 | $3,750 | $4,007 |
| Products: | 0 | 0 | 0 | 50 | 50 |
| Work Hours: | 0 | 0 | 0 | 52 | 52 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $75.01 | $80.13 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.03 | 1.03 |
| **Totals for Service Delivery Plan 71713 - Regulatory Reporting and Payroll Information Requests** | | | | | |
| **Costs:** | **$18,275** | **$17,751** | **$27,095** | **$28,031** | **$29,945** |
| **Hours:** | **251** | **230** | **361** | **385** | **385** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71714 - Payroll Related Reconciliations

Reconciliations to the General Ledger (GL) on payroll related accounts are performed in a timely manner, by:

-Reconciling payroll liabilities accounts each accounting period (AP),
-Reconciling the GL account - wages payroll (3900) each accounting period (AP),
-Reconciling the deferred compensation account each quarter,
-Reconciling year-end accruals and payroll receivable accounts at the end of the fiscal year, and
-Reconciling the taxable wages control sheet each payroll.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71714 - Payroll Related Reconciliations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717400 - Reconcile Payroll Liabilities Accounts Each Accounting Period** | | | | | |
| Product: An Accounting Period | | | | | |
| Costs: | $2,276 | $3,147 | $3,440 | $2,738 | $2,925 |
| Products: | 13 | 13 | 14 | 13 | 13 |
| Work Hours: | 30 | 40 | 42 | 36 | 36 |
| Product Cost: | $175.06 | $242.08 | $245.72 | $210.60 | $225.03 |
| Work Hours/Product: | 2.31 | 3.08 | 3.00 | 2.77 | 2.77 |
| **Activity 717410 - Reconcile Wages Payable Account Each Accounting Period** | | | | | |
| Product: An Accounting Period | | | | | |
| Costs: | $9,697 | $5,119 | $10,480 | $10,292 | $10,990 |
| Products: | 13 | 13 | 13 | 13 | 13 |
| Work Hours: | 153 | 80 | 158 | 155 | 155 |
| Product Cost: | $745.89 | $393.74 | $806.14 | $791.69 | $845.41 |
| Work Hours/Product: | 11.76 | 6.15 | 12.17 | 11.89 | 11.89 |
| **Activity 717420 - Reconcile Deferred Compensation Each Quarter** | | | | | |
| Product: A Quarter | | | | | |
| Costs: | $1,163 | $629 | $3,792 | $1,238 | $1,323 |
| Products: | 4 | 4 | 8 | 4 | 4 |
| Work Hours: | 15 | 8 | 47 | 15 | 15 |
| Product Cost: | $290.64 | $157.36 | $474.00 | $309.40 | $330.67 |
| Work Hours/Product: | 3.75 | 2.00 | 5.88 | 3.86 | 3.86 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71714 - Payroll Related Reconciliations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717430 - Reconcile Year-End Reconciliations for Accruals and Payroll Receivable [DELETED - Moved to 717400]** | | | | | |
| Product: A Reconciliation | | | | | |
| Costs: | $332 | $629 | $2,471 | $0 | $0 |
| Products: | 5 | 4 | 4 | 0 | 0 |
| Work Hours: | 4 | 8 | 32 | 0 | 0 |
| Product Cost: | $66.32 | $157.36 | $617.73 | $0.00 | $0.00 |
| Work Hours/Product: | 0.86 | 2.00 | 7.88 | 0.00 | 0.00 |
| **Activity 717440 - Reconcile Payroll Taxable Wages Control Sheet Each Payroll [DELETED]** | | | | | |
| Product: A Pay Period | | | | | |
| Costs: | $3,524 | $2,360 | $323 | $0 | $0 |
| Products: | 10 | 26 | 0 | 0 | 0 |
| Work Hours: | 46 | 30 | 4 | 0 | 0 |
| Product Cost: | $352.38 | $90.78 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 4.60 | 1.15 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 71714 - Payroll Related Reconciliations** | | | | | |
| **Costs:** | **$16,990** | **$11,885** | **$20,506** | **$14,267** | **$15,238** |
| **Hours:** | **248** | **166** | **283** | **206** | **206** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71715 - Management and Support Services

Support the operating of the Payroll Administration program, by:

-Managing the program budget, staffing, and any personnel related matters,
-Supporting non-routines and special projects as needed, and
-Providing training to enhance technical skills and for professional development.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71715 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717500 - Provide PERS with Years-of-Service Requests within 30 Days [DELETED - Moved to 717340]** | | | | | |
| Product: A Request | | | | | |
| Costs: | $2,857 | $5,706 | $2,007 | $0 | $0 |
| Products: | 9 | 55 | 17 | 0 | 0 |
| Work Hours: | 48 | 80 | 26 | 0 | 0 |
| Product Cost: | $317.50 | $103.75 | $118.03 | $0.00 | $0.00 |
| Work Hours/Product: | 5.31 | 1.45 | 1.50 | 0.00 | 0.00 |
| **Activity 717510 - Provide EDD with Unemployment Insurance Verification Requests within 30 Days [DELETED - Moved to 717340]** | | | | | |
| Product: A Request | | | | | |
| Costs: | $899 | $5,706 | $2,261 | $0 | $0 |
| Products: | 49 | 20 | 48 | 0 | 0 |
| Work Hours: | 15 | 80 | 34 | 0 | 0 |
| Product Cost: | $18.35 | $285.32 | $47.11 | $0.00 | $0.00 |
| Work Hours/Product: | 0.30 | 4.00 | 0.70 | 0.00 | 0.00 |
| **Activity 717520 - Provide Inquiry Information to Employees, Managers and Other Agencies within 30 Days [DELETED - Moved to 717350]** | | | | | |
| Product: An Inquiry | | | | | |
| Costs: | $1,358 | $3,640 | $3,360 | $0 | $0 |
| Products: | 13 | 20 | 30 | 0 | 0 |
| Work Hours: | 19 | 50 | 42 | 0 | 0 |
| Product Cost: | $104.47 | $182.00 | $112.01 | $0.00 | $0.00 |
| Work Hours/Product: | 1.45 | 2.50 | 1.38 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71715 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717530 - Non-Routines and Special Projects** | | | | | |
| Product: A Project / Non-Routine | | | | | |
| Costs: | $1,298 | $6,852 | $7,708 | $1,650 | $1,764 |
| Products: | 0 | 4 | 2 | 2 | 2 |
| Work Hours: | 17 | 60 | 90 | 21 | 21 |
| Product Cost: | $0.00 | $1,713.05 | $3,854.04 | $825.06 | $881.79 |
| Work Hours/Product: | 0.00 | 15.00 | 45.10 | 10.30 | 10.30 |
| **Activity 717540 - Management and Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $3,397 | $15,735 | $6,109 | $8,213 | $8,793 |
| Products: | 44 | 200 | 68 | 82 | 82 |
| Work Hours: | 44 | 200 | 68 | 82 | 82 |
| Product Cost: | $77.21 | $78.68 | $89.84 | $99.65 | $106.69 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 717550 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $7,939 | $8,392 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 89 | 89 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,984.66 | $2,098.02 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 22.15 | 22.15 |
| **Totals for Service Delivery Plan 71715 - Management and Support Services** | | | | | |
| **Costs:** | **$9,810** | **$37,640** | **$21,445** | **$17,802** | **$18,949** |
| **Hours:** | **143** | **470** | **259** | **192** | **192** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71716 - Maintain City's Payroll System

Maintain the City's payroll system to ensure its integrity and reliability, by:

-Providing most current required enhancements and upgrades as they become available, including extensive testing and scheduling of implementation,
-Providing training to end users,
-Performing daily maintenance, including troubleshooting issues as they occur with the system, and
-Providing system security and essential structural set-ups.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71716 - Maintain City's Payroll System

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717600 - Perform Daily Maintenance, System Set-ups and Troubleshooting of the City's Payroll System** | | | | | |
| Product: An Issue Resolved / Request Fulfilled | | | | | |
| Costs: | $17,929 | $10,283 | $25,671 | $30,157 | $32,236 |
| Products: | 60 | 60 | 57 | 200 | 200 |
| Work Hours: | 215 | 125 | 191 | 361 | 361 |
| Product Cost: | $298.81 | $171.38 | $450.37 | $150.79 | $161.18 |
| Work Hours/Product: | 3.59 | 2.08 | 3.34 | 1.80 | 1.80 |
| **Activity 717610 - Testing and Implementation of Payroll System Upgrades/Enhancements** | | | | | |
| Product: An Upgrade | | | | | |
| Costs: | $75,665 | $6,581 | $21,628 | $12,752 | $13,631 |
| Products: | 0 | 1 | 1 | 4 | 4 |
| Work Hours: | 936 | 80 | 76 | 152 | 152 |
| Product Cost: | $0.00 | $6,581.07 | $21,627.53 | $3,188.03 | $3,407.81 |
| Work Hours/Product: | 0.00 | 80.00 | 76.00 | 38.12 | 38.12 |
| **Activity 717620 - Payroll System Security and Structural Set-Ups** | | | | | |
| Product: A Request | | | | | |
| Costs: | $833 | $17,275 | $17,884 | $23,463 | $25,207 |
| Products: | 124 | 120 | 118 | 120 | 120 |
| Work Hours: | 10 | 210 | 213 | 291 | 291 |
| Product Cost: | $6.72 | $143.96 | $151.56 | $195.52 | $210.06 |
| Work Hours/Product: | 0.08 | 1.75 | 1.80 | 2.42 | 2.42 |
| **Totals for Service Delivery Plan 71716 - Maintain City's Payroll System** | | | | | |
| **Costs:** | **$94,427** | **$34,139** | **$65,183** | **$66,372** | **$71,075** |
| **Hours:** | **1,161** | **415** | **479** | **804** | **804** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 717** | **Costs:** | **$585,882** | **$445,705** | **$514,145** | **$529,191** | **$512,324** |
| | **Hours:** | **6,451** | **4,475** | **5,322** | **5,539** | **4,683** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

**Program Performance Statement**

Provide Payroll Services on a bi-weekly basis to approximately 1,200 employees in support of City operations in accordance with Administrative Policies and Memoranda of Understanding with employee labor unions (MOU), by:

-Providing accurate and timely payroll services for all city employees, including issuing approximately 31,000 checks,
-Providing regulatory reports to all Federal and State agencies including but not limited to Federal Form 941, State Form DE6 and Public Employees Retirement System (PERS),
-Provide employees with annual W-2,
-Providing timely employee payroll history requests for appropriate outside agencies such as Unemployment Insurance and PERS service credit, employees and managers,
-Reconciling all payroll mandated and voluntary deductions including but not limited to taxes, credit union, charitable contributions and deferred compensation accounts to General Ledger per pay period, accounting period, quarter or annually as appropriate, and
-Maintaining the City's payroll system to ensure its integrity and reliability by providing daily maintenance and troubleshooting; security and structural set-ups and, most current upgrades.

**Notes**

1. Implementation of Phase One of the new payroll software is complete. Payroll, in conjunction with the Information Technology Department has proposed a new project for Phase Two of the new payroll software. This is the distributed time entry process.

2. Reduction in regular and overtime hours in FY 2009/2010 is based on the assumption that Phase Two of the payroll software will be fully implemented.

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Payroll is distributed bi-weekly with accuracy. | M | | | | | |
| **- Accuracy Rate** | | **100.00%** | **95.00%** | **100.00%** | **98.00%** | **98.00%** |
| - Number of Paychecks | | 30,239.00 | 32,000.00 | 29,607.00 | 31,000.00 | 31,000.00 |
| Q2. Bi-Weekly Payroll is distributed on time. | M | | | | | |
| - Percent of Payrolls [DELETED] | | 100.00% | 100.00% | 100.00% | NA | NA |
| **- Number of Payrolls** | | **NA** | **NA** | **NA** | **26.00** | **26.00** |
| Q3. Manual checks are accurately prepared by date requested. | I | | | | | |
| **- Accuracy Rate** | | **100.00%** | **95.00%** | **100.00%** | **99.00%** | **99.00%** |
| - Number of Manual Checks Issued | | 81.00 | 100.00 | 84.00 | 80.00 | 80.00 |
| Q4. The City's Internal Customer Satisfaction Survey indicates that the internal customers are generally satisfied with the payroll services received. | I | | | | | |
| **- Percent Satisfied** | | **90.04%** | **90.00%** | **75.46%** | **90.00%** | **90.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 250.00 | 250.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Regulatory reports are submitted by due date. | M | | | | | |
| **- Percent Submitted by Due Date** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| - Number of Reports | | NA | NA | NA | 1,508.00 | 1,508.00 |
| P2. Reconciliation processes are completed within 30 days of close of the Accounting Period. | I | | | | | |
| **- Percent Completed On Time** | | **40.00%** | **90.00%** | **85.00%** | **95.00%** | **95.00%** |
| P3. Employee history reports are completed within 30 days of request. | I | | | | | |
| **- Percent Completed On Time** | | **100.00%** | **90.00%** | **99.00%** | **95.00%** | **95.00%** |
| P4. Structural set-ups and security set-ups for the payroll system are completed within two days after receipt of request. | I | | | | | |
| **- Percent within Two Days** | | **99.00%** | **97.00%** | **98.00%** | **97.00%** | **97.00%** |
| P5. The payroll system is available at least 98% of the year. | I | | | | | |
| **- Percent Available** | | **99.00%** | **98.00%** | **98.00%** | **99.00%** | **99.00%** |
| P6. Structural and security set-ups are tested and implemented accurately within two payroll runs. | I | | | | | |
| **- Percent** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| **Cost Effectiveness** | | | | | | |
| C1. The direct cost to issue a payroll check will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Payroll Check** | | **$8.97** | **$4.75** | **$6.93** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Payroll Administration will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $585,882.00 | $445,705.35 | $514,145.16 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71711 - Process Regular Payroll

Process the automatic payroll for approximately 1,200 City employees on a bi-weekly basis in an accurate and timely manner, by:

-Transmitting direct deposit and payroll tax payments,
-Inputting timecards, auditing reports and calculating, preparing, reconciling, processing and distributing payroll checks,
-Issuing mandated and voluntary deduction checks requisitions, garnishment payments, wire transfer documents and inputting into the City's General Ledger (GL), and
-Processing deferred compensation reports, issue wire transfer form and transmitting to vendor.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71711 - Process Regular Payroll

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717100 - Process Regular Payroll - Input Timecards, Reconcile Payroll Audit Reports and Distribute Pay Checks, Transmit Direct Deposit and Payroll Taxes** | | | | | |
| Product: A Check Issued | | | | | |
| Costs: | $271,336 | $156,625 | $205,197 | $185,059 | $211,133 |
| Products: | 30,239 | 33,000 | 29,607 | 31,000 | 31,000 |
| Work Hours: | 3,946 | 2,246 | 3,179 | 2,386 | 2,592 |
| Product Cost: | $8.97 | $4.75 | $6.93 | $5.97 | $6.81 |
| Work Hours/Product: | 0.13 | 0.07 | 0.11 | 0.08 | 0.08 |
| **Activity 717110 - Process, Issue, and Reconcile Payroll Voluntary Deductions: Check Requisitions and Wires** | | | | | |
| Product: A Check Requisition / Wire Issued | | | | | |
| Costs: | $8,034 | $7,164 | $6,826 | $8,814 | $9,413 |
| Products: | 856 | 975 | 526 | 850 | 850 |
| Work Hours: | 127 | 106 | 101 | 129 | 129 |
| Product Cost: | $9.39 | $7.35 | $12.98 | $10.37 | $11.07 |
| Work Hours/Product: | 0.15 | 0.11 | 0.19 | 0.15 | 0.15 |
| **Activity 717120 - Process Deferred Compensation by Auditing Report, Preparing Wire Form and Transmitting or Sending Report to Vendors [DELETED - Moved to 717110]** | | | | | |
| Product: A Deferred Compensation Carrier | | | | | |
| Costs: | $8,329 | $3,986 | $4,748 | $0 | $0 |
| Products: | 7 | 4 | 0 | 0 | 0 |
| Work Hours: | 133 | 60 | 73 | 0 | 0 |
| Product Cost: | $1,189.88 | $996.49 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 18.97 | 15.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71711 - Process Regular Payroll

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717130 - Staff Training and Development [DELETED - Moved to 717550]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $10,222 | $4,376 | $7,003 | $0 | $0 |
| Products: | 111 | 40 | 97 | 0 | 0 |
| Work Hours: | 111 | 40 | 97 | 0 | 0 |
| Product Cost: | $92.42 | $109.39 | $72.12 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 717140 - Payroll System Rental Rates** | | | | | |
| Product: A Check Issued | | | | | |
| Costs: | $127,072 | $120,166 | $120,166 | $124,372 | $128,328 |
| Products: | 0 | 33,000 | 29,607 | 31,000 | 31,000 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $3.64 | $4.06 | $4.01 | $4.14 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 717150 - Input Timecards** | | | | | |
| Product: A Line Input | | | | | |
| Costs: | $0 | $0 | $0 | $58,033 | $0 |
| Products: | 0 | 0 | 0 | 312,000 | 0 |
| Work Hours: | 0 | 0 | 0 | 1,062 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $0.19 | $0.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 71711 - Process Regular Payroll** | | | | | |
| **Costs:** | **$424,993** | **$292,318** | **$343,939** | **$376,278** | **$348,874** |
| **Hours:** | **4,316** | **2,452** | **3,450** | **3,577** | **2,721** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71712 - Issue Manual Checks, Process Special Pay, Corrections and Adjustments

Calculate, prepare, process and reconcile special pays, by:

-Issuing manual checks,
-Reconciling and processing corrections and adjustments,
-Processing special payrolls including bonus, retros, advanced disability payment to PERS, and
-Preparing interface documents for update to financial system for manual checks, adjustments and voluntary Leaves Without Pay (LWOP).

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71712 - Issue Manual Checks, Process Special Pay, Corrections and Adjustments

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717200 - Issue Manual Checks and Prepare Manual Check Register** | | | | | |
| Product: A Check Issued | | | | | |
| Costs: | $3,200 | $8,188 | $6,612 | $3,413 | $3,646 |
| Products: | 81 | 85 | 84 | 80 | 80 |
| Work Hours: | 49 | 122 | 90 | 46 | 46 |
| Product Cost: | $39.51 | $96.33 | $78.72 | $42.66 | $45.58 |
| Work Hours/Product: | 0.60 | 1.44 | 1.07 | 0.58 | 0.58 |
| **Activity 717210 - Process Special Payrolls** | | | | | |
| Product: A Check Issued | | | | | |
| Costs: | $1,082 | $4,427 | $7,527 | $3,975 | $4,248 |
| Products: | 235 | 800 | 323 | 750 | 700 |
| Work Hours: | 14 | 60 | 93 | 52 | 52 |
| Product Cost: | $4.61 | $5.53 | $23.30 | $5.30 | $6.07 |
| Work Hours/Product: | 0.06 | 0.08 | 0.29 | 0.07 | 0.07 |
| **Activity 717220 - Update Employee Records and Work and Leave Time Adjustments In Payroll System** | | | | | |
| Product: An Employee Record | | | | | |
| Costs: | $5,460 | $17,465 | $7,977 | $7,126 | $7,611 |
| Products: | 670 | 1,000 | 690 | 750 | 750 |
| Work Hours: | 88 | 250 | 113 | 103 | 103 |
| Product Cost: | $8.15 | $17.47 | $11.56 | $9.50 | $10.15 |
| Work Hours/Product: | 0.13 | 0.25 | 0.16 | 0.14 | 0.14 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71712 - Issue Manual Checks, Process Special Pay, Corrections and Adjustments

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717230 - Prepare Journal Vouchers for Corrections and Manual Checks for GL Update** | | | | | |
| Product: A Journal Voucher | | | | | |
| Costs: | $9,496 | $7,972 | $6,711 | $10,427 | $11,135 |
| Products: | 26 | 26 | 26 | 26 | 26 |
| Work Hours: | 151 | 120 | 98 | 155 | 155 |
| Product Cost: | $365.24 | $306.61 | $258.12 | $401.03 | $428.27 |
| Work Hours/Product: | 5.80 | 4.62 | 3.78 | 5.94 | 5.94 |
| **Activity 717240 - Process Year-End Corrections and Adjustments** | | | | | |
| Product: An Adjustment | | | | | |
| Costs: | $2,148 | $13,920 | $7,149 | $1,500 | $1,603 |
| Products: | 61 | 50 | 61 | 50 | 50 |
| Work Hours: | 30 | 190 | 96 | 21 | 21 |
| Product Cost: | $35.22 | $278.40 | $117.20 | $30.00 | $32.05 |
| Work Hours/Product: | 0.49 | 3.80 | 1.58 | 0.41 | 0.41 |
| **Totals for Service Delivery Plan 71712 - Issue Manual Checks, Process Special Pay, Corrections and Adjustments** | | | | | |
| **Costs:** | **$21,387** | **$51,972** | **$35,977** | **$26,442** | **$28,243** |
| **Hours:** | **332** | **742** | **490** | **376** | **376** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71713 - Regulatory Reporting and Payroll Information Requests

Ensure that all required payroll regulatory reports are submitted accurately by due date and provide historical payroll information and/or verification to employees, managers, and other appropriate outside agencies as requested, by:

-Issuing PERS reports for automatic and special payrolls,
-Issuing monthly, quarterly and annual Federal and State reports,
-Issuing annual labor census reports,
-Issuing annual employee W-2s,
-Providing PERS years-of-service requests,
-Providing EDD unemployment insurance verification, and
-Providing additional payroll information to other agencies.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71713 - Regulatory Reporting and Payroll Information Requests

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717300 - Process, Reconcile and Issue PERS Reporting for Automatic and Special Payrolls** | | | | | |
| Product: A Report | | | | | |
| Costs: | $8,225 | $2,360 | $12,508 | $8,581 | $9,171 |
| Products: | 27 | 26 | 30 | 26 | 26 |
| Work Hours: | 104 | 30 | 154 | 107 | 107 |
| Product Cost: | $304.62 | $90.78 | $416.92 | $330.02 | $352.71 |
| Work Hours/Product: | 3.85 | 1.15 | 5.13 | 4.12 | 4.12 |
| **Activity 717310 - Process, Reconcile and Issue Monthly, Quarterly and Annual Federal and State Reports** | | | | | |
| Product: A Report or W-2 Issued | | | | | |
| Costs: | $8,496 | $5,539 | $5,359 | $9,661 | $10,318 |
| Products: | 27 | 27 | 12 | 1,500 | 1,500 |
| Work Hours: | 128 | 76 | 80 | 139 | 139 |
| Product Cost: | $314.66 | $205.13 | $446.54 | $6.44 | $6.88 |
| Work Hours/Product: | 4.73 | 2.81 | 6.70 | 0.09 | 0.09 |
| **Activity 717320 - Process, Reconcile and Issue Annual Labor Census** | | | | | |
| Product: A Report | | | | | |
| Costs: | $1,533 | $1,888 | $3,275 | $1,650 | $1,764 |
| Products: | 3 | 2 | 0 | 3 | 3 |
| Work Hours: | 19 | 24 | 42 | 21 | 21 |
| Product Cost: | $510.85 | $944.13 | $0.00 | $550.04 | $587.86 |
| Work Hours/Product: | 6.47 | 12.00 | 0.00 | 6.87 | 6.87 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71713 - Regulatory Reporting and Payroll Information Requests

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717330 - Process, Reconcile and Issue W-2s [DELETED - Moved to 717310]** | | | | | |
| Product: A W-2 | | | | | |
| Costs: | $22 | $7,964 | $5,953 | $0 | $0 |
| Products: | 1,514 | 1,600 | 1,509 | 0 | 0 |
| Work Hours: | 0 | 100 | 85 | 0 | 0 |
| Product Cost: | $0.01 | $4.98 | $3.95 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 0.06 | 0.06 | 0.00 | 0.00 |
| **Activity 717340 - Employee History Records to Outside Agencies** | | | | | |
| Product: A Request | | | | | |
| Costs: | $0 | $0 | $0 | $4,388 | $4,686 |
| Products: | 0 | 0 | 0 | 60 | 60 |
| Work Hours: | 0 | 0 | 0 | 67 | 67 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $73.14 | $78.10 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.12 | 1.12 |
| **Activity 717350 - Provide Inquiry Information to Employees, Managers, and Other Agencies** | | | | | |
| Product: An Inquiry | | | | | |
| Costs: | $0 | $0 | $0 | $3,750 | $4,007 |
| Products: | 0 | 0 | 0 | 50 | 50 |
| Work Hours: | 0 | 0 | 0 | 52 | 52 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $75.01 | $80.13 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.03 | 1.03 |
| **Totals for Service Delivery Plan 71713 - Regulatory Reporting and Payroll Information Requests** | | | | | |
| **Costs:** | **$18,275** | **$17,751** | **$27,095** | **$28,031** | **$29,945** |
| **Hours:** | **251** | **230** | **361** | **385** | **385** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71714 - Payroll Related Reconciliations

Reconciliations to the General Ledger (GL) on payroll related accounts are performed in a timely manner, by:

-Reconciling payroll liabilities accounts each accounting period (AP),
-Reconciling the GL account - wages payroll (3900) each accounting period (AP),
-Reconciling the deferred compensation account each quarter,
-Reconciling year-end accruals and payroll receivable accounts at the end of the fiscal year, and
-Reconciling the taxable wages control sheet each payroll.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71714 - Payroll Related Reconciliations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717400 - Reconcile Payroll Liabilities Accounts Each Accounting Period** | | | | | |
| Product: An Accounting Period | | | | | |
| Costs: | $2,276 | $3,147 | $3,440 | $2,738 | $2,925 |
| Products: | 13 | 13 | 14 | 13 | 13 |
| Work Hours: | 30 | 40 | 42 | 36 | 36 |
| Product Cost: | $175.06 | $242.08 | $245.72 | $210.60 | $225.03 |
| Work Hours/Product: | 2.31 | 3.08 | 3.00 | 2.77 | 2.77 |
| **Activity 717410 - Reconcile Wages Payable Account Each Accounting Period** | | | | | |
| Product: An Accounting Period | | | | | |
| Costs: | $9,697 | $5,119 | $10,480 | $10,292 | $10,990 |
| Products: | 13 | 13 | 13 | 13 | 13 |
| Work Hours: | 153 | 80 | 158 | 155 | 155 |
| Product Cost: | $745.89 | $393.74 | $806.14 | $791.69 | $845.41 |
| Work Hours/Product: | 11.76 | 6.15 | 12.17 | 11.89 | 11.89 |
| **Activity 717420 - Reconcile Deferred Compensation Each Quarter** | | | | | |
| Product: A Quarter | | | | | |
| Costs: | $1,163 | $629 | $3,792 | $1,238 | $1,323 |
| Products: | 4 | 4 | 8 | 4 | 4 |
| Work Hours: | 15 | 8 | 47 | 15 | 15 |
| Product Cost: | $290.64 | $157.36 | $474.00 | $309.40 | $330.67 |
| Work Hours/Product: | 3.75 | 2.00 | 5.88 | 3.86 | 3.86 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71714 - Payroll Related Reconciliations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717430 - Reconcile Year-End Reconciliations for Accruals and Payroll Receivable [DELETED - Moved to 717400]** | | | | | |
| Product: A Reconciliation | | | | | |
| Costs: | $332 | $629 | $2,471 | $0 | $0 |
| Products: | 5 | 4 | 4 | 0 | 0 |
| Work Hours: | 4 | 8 | 32 | 0 | 0 |
| Product Cost: | $66.32 | $157.36 | $617.73 | $0.00 | $0.00 |
| Work Hours/Product: | 0.86 | 2.00 | 7.88 | 0.00 | 0.00 |
| **Activity 717440 - Reconcile Payroll Taxable Wages Control Sheet Each Payroll [DELETED]** | | | | | |
| Product: A Pay Period | | | | | |
| Costs: | $3,524 | $2,360 | $323 | $0 | $0 |
| Products: | 10 | 26 | 0 | 0 | 0 |
| Work Hours: | 46 | 30 | 4 | 0 | 0 |
| Product Cost: | $352.38 | $90.78 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 4.60 | 1.15 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 71714 - Payroll Related Reconciliations** | | | | | |
| **Costs:** | **$16,990** | **$11,885** | **$20,506** | **$14,267** | **$15,238** |
| **Hours:** | **248** | **166** | **283** | **206** | **206** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71715 - Management and Support Services

Support the operating of the Payroll Administration program, by:

-Managing the program budget, staffing, and any personnel related matters,
-Supporting non-routines and special projects as needed, and
-Providing training to enhance technical skills and for professional development.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71715 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717500 - Provide PERS with Years-of-Service Requests within 30 Days [DELETED - Moved to 717340]** | | | | | |
| Product: A Request | | | | | |
| Costs: | $2,857 | $5,706 | $2,007 | $0 | $0 |
| Products: | 9 | 55 | 17 | 0 | 0 |
| Work Hours: | 48 | 80 | 26 | 0 | 0 |
| Product Cost: | $317.50 | $103.75 | $118.03 | $0.00 | $0.00 |
| Work Hours/Product: | 5.31 | 1.45 | 1.50 | 0.00 | 0.00 |
| **Activity 717510 - Provide EDD with Unemployment Insurance Verification Requests within 30 Days [DELETED - Moved to 717340]** | | | | | |
| Product: A Request | | | | | |
| Costs: | $899 | $5,706 | $2,261 | $0 | $0 |
| Products: | 49 | 20 | 48 | 0 | 0 |
| Work Hours: | 15 | 80 | 34 | 0 | 0 |
| Product Cost: | $18.35 | $285.32 | $47.11 | $0.00 | $0.00 |
| Work Hours/Product: | 0.30 | 4.00 | 0.70 | 0.00 | 0.00 |
| **Activity 717520 - Provide Inquiry Information to Employees, Managers and Other Agencies within 30 Days [DELETED - Moved to 717350]** | | | | | |
| Product: An Inquiry | | | | | |
| Costs: | $1,358 | $3,640 | $3,360 | $0 | $0 |
| Products: | 13 | 20 | 30 | 0 | 0 |
| Work Hours: | 19 | 50 | 42 | 0 | 0 |
| Product Cost: | $104.47 | $182.00 | $112.01 | $0.00 | $0.00 |
| Work Hours/Product: | 1.45 | 2.50 | 1.38 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71715 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717530 - Non-Routines and Special Projects** | | | | | |
| Product: A Project / Non-Routine | | | | | |
| Costs: | $1,298 | $6,852 | $7,708 | $1,650 | $1,764 |
| Products: | 0 | 4 | 2 | 2 | 2 |
| Work Hours: | 17 | 60 | 90 | 21 | 21 |
| Product Cost: | $0.00 | $1,713.05 | $3,854.04 | $825.06 | $881.79 |
| Work Hours/Product: | 0.00 | 15.00 | 45.10 | 10.30 | 10.30 |
| **Activity 717540 - Management and Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $3,397 | $15,735 | $6,109 | $8,213 | $8,793 |
| Products: | 44 | 200 | 68 | 82 | 82 |
| Work Hours: | 44 | 200 | 68 | 82 | 82 |
| Product Cost: | $77.21 | $78.68 | $89.84 | $99.65 | $106.69 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 717550 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $7,939 | $8,392 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 89 | 89 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,984.66 | $2,098.02 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 22.15 | 22.15 |
| **Totals for Service Delivery Plan 71715 - Management and Support Services** | | | | | |
| **Costs:** | **$9,810** | **$37,640** | **$21,445** | **$17,802** | **$18,949** |
| **Hours:** | **143** | **470** | **259** | **192** | **192** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71716 - Maintain City's Payroll System

Maintain the City's payroll system to ensure its integrity and reliability, by:

-Providing most current required enhancements and upgrades as they become available, including extensive testing and scheduling of implementation,
-Providing training to end users,
-Performing daily maintenance, including troubleshooting issues as they occur with the system, and
-Providing system security and essential structural set-ups.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

### Service Delivery Plan 71716 - Maintain City's Payroll System

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 717600 - Perform Daily Maintenance, System Set-ups and Troubleshooting of the City's Payroll System** | | | | | |
| Product: An Issue Resolved / Request Fulfilled | | | | | |
| Costs: | $17,929 | $10,283 | $25,671 | $30,157 | $32,236 |
| Products: | 60 | 60 | 57 | 200 | 200 |
| Work Hours: | 215 | 125 | 191 | 361 | 361 |
| Product Cost: | $298.81 | $171.38 | $450.37 | $150.79 | $161.18 |
| Work Hours/Product: | 3.59 | 2.08 | 3.34 | 1.80 | 1.80 |
| **Activity 717610 - Testing and Implementation of Payroll System Upgrades/Enhancements** | | | | | |
| Product: An Upgrade | | | | | |
| Costs: | $75,665 | $6,581 | $21,628 | $12,752 | $13,631 |
| Products: | 0 | 1 | 1 | 4 | 4 |
| Work Hours: | 936 | 80 | 76 | 152 | 152 |
| Product Cost: | $0.00 | $6,581.07 | $21,627.53 | $3,188.03 | $3,407.81 |
| Work Hours/Product: | 0.00 | 80.00 | 76.00 | 38.12 | 38.12 |
| **Activity 717620 - Payroll System Security and Structural Set-Ups** | | | | | |
| Product: A Request | | | | | |
| Costs: | $833 | $17,275 | $17,884 | $23,463 | $25,207 |
| Products: | 124 | 120 | 118 | 120 | 120 |
| Work Hours: | 10 | 210 | 213 | 291 | 291 |
| Product Cost: | $6.72 | $143.96 | $151.56 | $195.52 | $210.06 |
| Work Hours/Product: | 0.08 | 1.75 | 1.80 | 2.42 | 2.42 |
| **Totals for Service Delivery Plan 71716 - Maintain City's Payroll System** | | | | | |
| **Costs:** | **$94,427** | **$34,139** | **$65,183** | **$66,372** | **$71,075** |
| **Hours:** | **1,161** | **415** | **479** | **804** | **804** |

# City of Sunnyvale
# Program Performance Budget

## Program 717 - Payroll Administration

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 717** | **Costs:** | **$585,882** | **$445,705** | **$514,145** | **$529,191** | **$512,324** |
| | **Hours:** | **6,451** | **4,475** | **5,322** | **5,539** | **4,683** |

# City of Sunnyvale
# Program Performance Budget

## Program 718 - Finance Department Management and Support Services

**Program Performance Statement**

Provide overall leadership and supervision to department staff, and ensure that administrative support needs are met, by:

-Creating and implementing short/long-term operational strategies that maximize the efficiency and effectiveness of the Department,
-Overseeing the annual performance evaluation process for all departmental employees,
-Completing the annual departmental Performance Report to the City Manager,
-Facilitating the resolution of staffing challenges and issues, and administering personnel actions,
-Maintaining adequate provision of central administrative support services to the department, City staff and members of the public, and
-Providing liaison services between departments for the timely submittal of Reports to Council.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 718 - Finance Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The established percentage of the planned performance measure targets is met for the services provided by the Department of Finance. | C | | | | | |
| **- Percent Met or Exceeded** | | **79.00%** | **87.00%** | **71.00%** | **87.00%** | **87.00%** |
| - Total Number of Performance Measures Managed by the Department | | 100.00 | 100.00 | 99.00 | 89.00 | 89.00 |
| Q2. The satisfaction rating for the services that the Department of Finance provides to other City employees is achieved. | I | | | | | |
| **- Percent of Surveys Rated Very and Somewhat Satisfied** | | **83.44%** | **85.00%** | **78.78%** | **85.00%** | **85.00%** |
| - Number of Respondents | | NA | NA | NA | 250.00 | 250.00 |
| Q3. The satisfaction rating for central administrative support services provided to department staff is achieved. [DELETED] | I | | | | | |
| **- Percent of Surveys Rated Very and Somewhat Satisfied** | | **86.14%** | **85.00%** | **100.00%** | **NA** | **NA** |
| **Productivity** | | | | | | |
| P1. The Department of Finance shall complete the employee performance evaluation process for each full-time and regular part-time staff member supervised, and submit the evaluation to Human Resources in accordance with established procedures and timeframes. | C | | | | | |
| **- Percent of Evaluations Submitted to Human Resources by the Scheduled Submittal Date** | | **22.50%** | **95.00%** | **82.00%** | **95.00%** | **95.00%** |
| - Total Number of Evaluations for which the Department is Responsible | | 40.00 | 46.00 | 44.00 | 46.00 | 46.00 |
| P2. Percent of Reports to Council submitted to the Office of the City Manager in accordance with the Administrative Policy deadline. | I | | | | | |
| **- Percent of Reports to Council** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Reports | | NA | NA | NA | 140.00 | 140.00 |
| P3. Percent of Study Issues completed in accordance with Tentative Council Meeting Agenda Calendar (TCMAC) deadlines. | I | | | | | |
| **- Percent of Study Issues** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Study Issues | | NA | NA | NA | 3.00 | 3.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 718 - Finance Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P4. Percentage of department non-routine projects that are completed within initial plan. | D | | | | | |
| **- Percent Completed** | | **83.30%** | **75.00%** | **82.00%** | **75.00%** | **75.00%** |
| - Total Number of Non-Routine Projects | | 11.00 | 6.00 | 22.00 | 11.00 | 11.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The Department of Finance works to prevent future worker's compensation claims by providing a planned number of training sessions that address the top three causes of worker's compensation injuries for department employees. [DELETED] | I | | | | | |
| **- Number of Training Sessions Completed** | | **1.00** | **1.00** | **1.00** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for the Finance Department will not exceed planned department expenditures. | C | | | | | |
| - Total Department Expenditures [DELETED] | | $6,998,754.11 | $7,410,258.39 | $7,439,359.96 | NA | NA |
| **- Percent of Total Department Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 718 - Finance Department Management and Support Services

### Service Delivery Plan 71801 - Provide Department Management and Supervisory Services

Provide leadership to department staff through effective management and supervision, by:

-Strategically planning for the short and long range needs of the department,
-Coordinating the analysis of department-wide issues to prevent duplication and ensure the consistent application of policies and procedures,
-Responding to staffing challenges, issues and needs by providing clear direction and constructive feedback, and
-Managing periodic and annual performance measurement, reporting and evaluation processes.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 718 - Finance Department Management and Support Services

### Service Delivery Plan 71801 - Provide Department Management and Supervisory Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 718100 - Provide Management and Supervision** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $49,250 | $50,883 | $53,687 | $80,900 | $83,708 |
| Products: | 291 | 275 | 269 | 515 | 515 |
| Work Hours: | 291 | 275 | 269 | 515 | 515 |
| Product Cost: | $169.24 | $185.03 | $199.57 | $157.05 | $162.51 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 718110 - Provide Employee Selection, Development and Evaluative Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $13,394 | $15,845 | $32,177 | $16,938 | $17,625 |
| Products: | 90 | 100 | 88 | 103 | 103 |
| Work Hours: | 90 | 100 | 88 | 103 | 103 |
| Product Cost: | $148.83 | $158.45 | $367.74 | $164.42 | $171.08 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 71801 - Provide Department Management and Supervisory Services** | | | | | |
| **Costs:** | **$62,645** | **$66,728** | **$85,864** | **$97,838** | **$101,333** |
| **Hours:** | **381** | **375** | **357** | **618** | **618** |

# City of Sunnyvale
# Program Performance Budget

## Program 718 - Finance Department Management and Support Services

### Service Delivery Plan 71802 - Provide Central Administrative Support Services to the Department

Support the operational effectiveness of the Department of Finance, by:

-Providing centralized phone answer point services to city staff and the general public,
-Performing general administrative tasks to support the department's professional and management staff,
-Distributing financial and related reports to city staff on a timely basis, and
-Collecting and distributing interoffice and external mail to department staff.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 718 - Finance Department Management and Support Services

### Service Delivery Plan 71802 - Provide Central Administrative Support Services to the Department

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 718210 - Provide Mail Sorting and Delivery Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $20,807 | $31,562 | $20,693 | $26,793 | $28,387 |
| Products: | 506 | 1,012 | 436 | 515 | 515 |
| Work Hours: | 506 | 1,012 | 436 | 515 | 515 |
| Product Cost: | $41.14 | $31.19 | $47.46 | $52.01 | $55.11 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 718220 - Perform Department-Wide Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $88,430 | $93,447 | $113,412 | $0 | $0 |
| Products: | 1,678 | 1,600 | 1,989 | 0 | 0 |
| Work Hours: | 1,678 | 1,600 | 1,989 | 0 | 0 |
| Product Cost: | $52.71 | $58.40 | $57.02 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 718230 - Provide Administrative Support to the Director of Finance** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $59,995 | $60,760 | $55,739 | $68,329 | $72,926 |
| Products: | 944 | 930 | 856 | 1,030 | 1,030 |
| Work Hours: | 944 | 930 | 856 | 1,030 | 1,030 |
| Product Cost: | $63.53 | $65.33 | $65.14 | $66.33 | $70.79 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 718 - Finance Department Management and Support Services

### Service Delivery Plan 71802 - Provide Central Administrative Support Services to the Department

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 718240 - Provide Liaison Services for Reports to Council Submittal Process** | | | | | |
| Product: A Liaison Service Provided | | | | | |
| Costs: | $18,068 | $21,357 | $8,189 | $6,877 | $7,321 |
| Products: | 181 | 245 | 201 | 225 | 225 |
| Work Hours: | 300 | 325 | 126 | 113 | 113 |
| Product Cost: | $99.82 | $87.17 | $40.74 | $30.56 | $32.54 |
| Work Hours/Product: | 1.66 | 1.33 | 0.62 | 0.50 | 0.50 |
| **Activity 718250 - Provide Liaison Services for Department Personnel Actions** | | | | | |
| Product: Liaison Service Provided | | | | | |
| Costs: | $12,063 | $18,255 | $6,237 | $10,494 | $11,207 |
| Products: | 49 | 50 | 80 | 50 | 50 |
| Work Hours: | 201 | 275 | 95 | 155 | 155 |
| Product Cost: | $246.19 | $365.09 | $77.96 | $209.87 | $224.14 |
| Work Hours/Product: | 4.09 | 5.50 | 1.19 | 3.09 | 3.09 |
| **Activity 718260 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $3,259 | $3,442 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 41 | 41 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,086.33 | $1,147.24 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 13.74 | 13.74 |
| **Totals for Service Delivery Plan 71802 - Provide Central Administrative Support Services to the Department** | | | | | |
| **Costs:** | **$199,363** | **$225,381** | **$204,270** | **$115,751** | **$123,283** |
| **Hours:** | **3,628** | **4,142** | **3,501** | **1,854** | **1,854** |

# City of Sunnyvale
# Program Performance Budget

## Program 718 - Finance Department Management and Support Services

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 718** | **Costs:** | **$262,007** | **$292,109** | **$290,134** | **$213,590** | **$224,616** |
| | **Hours:** | **4,009** | **4,517** | **3,858** | **2,473** | **2,473** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

**Program Performance Statement**

Provide accounting and financial reporting services to City management and staff, City Council and regulatory agencies to enable them to make informed decisions regarding the financial affairs of the City, by:

-Maintaining the City's Financial System software by providing the required most current system upgrades and enhancements as they become available for continued peak performance,
-Performing daily maintenance of the City's Financial System, including daily balancing of financial tables,
-Managing the City's Financial System software by providing structural setups for new object codes, funds and subfunds, general ledger and subsidiary general ledger accounts, transaction codes, leave policies, pay components and premiums and security setups for new users,
-Providing financial system reports and query tools to City staff,
-Ensuring accounting period reports are made available within ten business days after the accounting period closes,
-Accounting for the City's financial transactions in accordance with generally accepted accounting principles (GAAP) for governments,
-Reconciling all bank and general ledger accounts,
-Monitoring grants and projects,
-Managing the independent financial audit and producing the City's annual financial report as specified by the City Charter,
-Preparing and providing financial or budgetary reports to Federal, State and other governmental agencies in order to comply with California law and to satisfy annual grant reporting and funding requirements, and
-Reporting and accounting for the Redevelopment Agency's financial transactions.

**Notes**

1. The training budget reflects:
-The need to keep up with new governmental accounting standards/pronouncements, and
-The succession plan to cross train employees so that the Financial System control remains effective as employees leave the work force.

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The City's annual financial report is certified by the independent auditors and receives an unqualified opinion. | M | | | | | |
| **- An Unqualified Opinion** | | **1.00** | **1.00** | **1.00** | **1.00** | **1.00** |
| - Number of Management Letter Issues | | NA | NA | NA | 0.00 | 0.00 |
| Q2. The City's annual financial report is completed within 160 days after the close of the fiscal period. | M | | | | | |
| **- Days After Close of the Fiscal Period** | | **160.00** | **160.00** | **159.00** | **160.00** | **160.00** |
| Q3. City management and staff rates the quality of support received in the area of account analysis as "satisfactory" or better. | I | | | | | |
| **- Percent Satisfied** | | **85.00%** | **85.00%** | **82.00%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 75.00 | 75.00 |
| Q4. The financial system is available at least 98% of the year. | I | | | | | |
| **- Percent Available** | | **98.60%** | **98.00%** | **98.90%** | **98.00%** | **98.00%** |
| - Number of Available Hours | | 8,356.00 | 8,476.00 | 8,664.00 | 8,760.00 | 8,760.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. All regulatory reports are submitted by due date. | M | | | | | |
| **- Percent Submitted by Due Date** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| - Number of Reports | | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 |
| P2. The accounting records are closed each accounting period and reports are issued within 10 business days or per pre-established deadlines. | I | | | | | |
| **- Percent On Time** | | **77.00%** | **85.00%** | **85.70%** | **85.00%** | **85.00%** |
| - Number of Accounting Periods | | 13.00 | 13.00 | 14.00 | 13.00 | 13.00 |
| P3. Structural set-ups and security set-ups for the financial management system are completed within two days after receipt of request. | I | | | | | |
| **- Percent within Two Days** | | **99.00%** | **97.00%** | **99.00%** | **97.00%** | **97.00%** |
| - Number of Set-ups | | NA | NA | NA | 25.00 | 25.00 |
| P4. Required reconciliations are completed within 45 days after the accounting period closes. | I | | | | | |
| **- Percent Completed within 45 Days** | | **93.00%** | **85.00%** | **92.00%** | **90.00%** | **90.00%** |
| - Number of Accounts Reconciled | | 1,004.00 | 1,262.00 | 993.00 | 1,026.00 | 1,026.00 |
| P5. All grant reimbursement requests are submitted within 60 days of expenditure. | I | | | | | |
| **- Percent Submitted within 60 Days** | | **92.00%** | **80.00%** | **92.00%** | **90.00%** | **90.00%** |
| - Number of Grants Billed and Monitored | | 137.00 | 62.00 | 131.00 | 137.00 | 137.00 |
| P6. Capital projects are reimbursed by the end of the accounting period. | I | | | | | |
| **- Percent Reimbursed by the End of the Accounting Period** | | **92.00%** | **80.00%** | **93.00%** | **90.00%** | **90.00%** |
| - Number of Capital Projects Monitored | | 201.00 | 156.00 | 265.00 | 200.00 | 200.00 |
| P7. Requests for account analysis and financial information are completed within 3 days. | I | | | | | |
| **- Percent Completed** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| - Number of Requests | | NA | NA | NA | 1,200.00 | 1,200.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The cost to reconcile a bank account will be less than or equal to the planned cost. [DELETED] | D | | | | | |
| **- Cost per Reconciled Bank Account** | | **$138.48** | **$134.20** | **$138.06** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Financial** | | | | | | |
| F1. Actual total expenditures for Accounting and Financial Reporting will not exceed the planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $632,182.00 | $715,733.42 | $713,155.33 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71911 - Maintain Automated Financial Management System

Maintain the City's automated financial management system to ensure their integrity and reliability, by:

-Providing system upgrades and enhancements as they become available, including extensive testing, scheduling of implementation and rolling out to users,
-Providing training to end users,
-Performing daily maintenance, including ensuring daily balancing of financial tables, and troubleshooting issues as they occur with systems,
-Serving as principal contact point with both vendors and Information Technology Department for financial management system,
-Performing annual rollover of system structure, data and encumbrances, and
-Providing system security and essential structural set-ups.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71911 - Maintain Automated Financial Management System

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719100 - Perform Daily Maintenance, System Setup, and Troubleshooting of the Financial Management System** | | | | | |
| Product: An Issue Resolved / Maintenance Performed | | | | | |
| Costs: | $56,106 | $10,318 | $14,640 | $43,197 | $46,159 |
| Products: | 75 | 60 | 62 | 70 | 70 |
| Work Hours: | 505 | 125 | 159 | 515 | 515 |
| Product Cost: | $748.08 | $171.97 | $236.13 | $617.10 | $659.41 |
| Work Hours/Product: | 6.73 | 2.08 | 2.56 | 7.36 | 7.36 |
| **Activity 719110 - Testing and Implementation of Financial Management System Upgrades/Enhancements** | | | | | |
| Product: An Upgrade | | | | | |
| Costs: | $0 | $11,557 | $12,057 | $19,421 | $20,743 |
| Products: | 0 | 1 | 1 | 1 | 1 |
| Work Hours: | 0 | 140 | 143 | 237 | 237 |
| Product Cost: | $0.00 | $11,556.69 | $12,057.49 | $19,420.55 | $20,743.08 |
| Work Hours/Product: | 0.00 | 140.00 | 143.03 | 236.95 | 236.95 |
| **Activity 719120 - Annual Accounting Rollover of Financial Management System Structure, Data and Encumbrances [DELETED - Moved to 719100]** | | | | | |
| Product: A Successful Rollover | | | | | |
| Costs: | $0 | $5,283 | $6,181 | $0 | $0 |
| Products: | 2 | 2 | 2 | 0 | 0 |
| Work Hours: | 0 | 64 | 74 | 0 | 0 |
| Product Cost: | $0.00 | $2,641.53 | $3,090.60 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 32.00 | 36.76 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71911 - Maintain Automated Financial Management System

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719130 - Financial Management System Installation and Training for New Users** | | | | | |
| Product: A User | | | | | |
| Costs: | $1,968 | $2,972 | $2,606 | $864 | $923 |
| Products: | 7 | 15 | 16 | 10 | 10 |
| Work Hours: | 25 | 36 | 31 | 10 | 10 |
| Product Cost: | $281.09 | $198.11 | $162.90 | $86.39 | $92.32 |
| Work Hours/Product: | 3.50 | 2.40 | 1.93 | 1.03 | 1.03 |
| **Activity 719140 - Financial Management System Security and Structural Set-Ups [DELETED - Moved to 719100]** | | | | | |
| Product: A Request | | | | | |
| Costs: | $464 | $28,066 | $28,034 | $0 | $0 |
| Products: | 66 | 150 | 156 | 0 | 0 |
| Work Hours: | 6 | 340 | 333 | 0 | 0 |
| Product Cost: | $7.03 | $187.11 | $179.70 | $0.00 | $0.00 |
| Work Hours/Product: | 0.09 | 2.27 | 2.13 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 71911 - Maintain Automated Financial Management System** | | | | | |
| **Costs:** | **$58,537** | **$58,196** | **$63,519** | **$63,482** | **$67,825** |
| **Hours:** | **535** | **705** | **739** | **762** | **762** |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71912 - Accounting Periodic Processing and Reporting

Ensure that all required financial transactions are processed so that accurate and timely financial reports are produced for each of the fourteen accounting periods of the fiscal year, by:

-Preparing and/or reviewing all City-wide accounting transactions and adjustments, including internal services charges, journal entries and fund level allocations,
-Running and monitoring operating programs cost allocation,
-Monitoring the General Ledger and processing periodic adjusting transactions, and
-Distributing hard copy or web-based reports ten business days or per pre-established schedule after the close of the accounting period.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71912 - Accounting Periodic Processing and Reporting

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719200 - Review and Code City-Wide Accounting Adjustments** | | | | | |
| Product: A Request | | | | | |
| Costs: | $5,186 | $4,647 | $5,771 | $5,488 | $5,887 |
| Products: | 416 | 260 | 435 | 420 | 420 |
| Work Hours: | 79 | 70 | 82 | 82 | 82 |
| Product Cost: | $12.47 | $17.87 | $13.27 | $13.07 | $14.02 |
| Work Hours/Product: | 0.19 | 0.27 | 0.19 | 0.20 | 0.20 |
| **Activity 719210 - Process and Monitor City-Wide Internal Service Charges** | | | | | |
| Product: An Allocation | | | | | |
| Costs: | $5,511 | $7,862 | $3,044 | $5,239 | $5,623 |
| Products: | 293 | 273 | 294 | 273 | 273 |
| Work Hours: | 77 | 110 | 42 | 72 | 72 |
| Product Cost: | $18.81 | $28.80 | $10.35 | $19.19 | $20.60 |
| Work Hours/Product: | 0.26 | 0.40 | 0.14 | 0.26 | 0.26 |
| **Activity 719220 - Prepare and Run Cost Allocation Monthly** | | | | | |
| Product: An Allocation Job | | | | | |
| Costs: | $9,963 | $9,906 | $18,400 | $8,639 | $9,232 |
| Products: | 15 | 14 | 14 | 14 | 14 |
| Work Hours: | 124 | 120 | 218 | 103 | 103 |
| Product Cost: | $664.22 | $707.55 | $1,314.31 | $617.10 | $659.41 |
| Work Hours/Product: | 8.23 | 8.57 | 15.58 | 7.36 | 7.36 |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71912 - Accounting Periodic Processing and Reporting

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719230 - Monitor General Ledger and Process Periodic Adjusting Transactions** | | | | | |
| Product: An Accounting Period | | | | | |
| Costs: | $39,411 | $30,066 | $35,012 | $42,699 | $53,737 |
| Products: | 13 | 14 | 14 | 14 | 14 |
| Work Hours: | 590 | 430 | 483 | 608 | 711 |
| Product Cost: | $3,031.59 | $2,147.59 | $2,500.85 | $3,049.90 | $3,838.37 |
| Work Hours/Product: | 45.42 | 30.71 | 34.49 | 43.42 | 50.78 |
| **Activity 719240 - Process Fund Level Allocations** | | | | | |
| Product: An Allocation | | | | | |
| Costs: | $7,192 | $12,268 | $9,089 | $7,488 | $8,037 |
| Products: | 59 | 43 | 66 | 60 | 60 |
| Work Hours: | 100 | 170 | 121 | 103 | 103 |
| Product Cost: | $121.90 | $285.30 | $137.71 | $124.81 | $133.96 |
| Work Hours/Product: | 1.69 | 3.95 | 1.84 | 1.72 | 1.72 |
| **Activity 719250 - Process Journal Entries** | | | | | |
| Product: A Line Entered | | | | | |
| Costs: | $31,522 | $35,012 | $34,121 | $32,291 | $34,193 |
| Products: | 88,849 | 30,000 | 92,167 | 90,000 | 90,000 |
| Work Hours: | 628 | 700 | 685 | 618 | 618 |
| Product Cost: | $0.35 | $1.17 | $0.37 | $0.36 | $0.38 |
| Work Hours/Product: | 0.01 | 0.02 | 0.01 | 0.01 | 0.01 |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71912 - Accounting Periodic Processing and Reporting

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719260 - Distribute and Archive Periodic Reports** | | | | | |
| Product: A Report Distributed | | | | | |
| Costs: | $6,281 | $21,610 | $14,283 | $5,567 | $5,889 |
| Products: | 196 | 196 | 196 | 196 | 196 |
| Work Hours: | 115 | 328 | 233 | 103 | 103 |
| Product Cost: | $32.04 | $110.26 | $72.87 | $28.40 | $30.05 |
| Work Hours/Product: | 0.59 | 1.67 | 1.19 | 0.53 | 0.53 |
| **Totals for Service Delivery Plan 71912 - Accounting Periodic Processing and Reporting** | | | | | |
| **Costs:** | **$105,066** | **$121,372** | **$119,720** | **$107,411** | **$122,598** |
| **Hours:** | **1,712** | **1,928** | **1,863** | **1,690** | **1,793** |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71913 - Account Reconciliations

Perform all required account reconciliations to ensure integrity of the City's General Ledger, by:

-Reconciling 24 bank and 105 general ledger accounts, and
-Following up on reconciling items within 45 days after the close of accounting period.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71913 - Account Reconciliations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719300 - Reconcile Bank Accounts and Follow-Up On Reconciling Items** | | | | | |
| Product: A Bank Account Reconciliation Completed | | | | | |
| Costs: | $36,196 | $34,221 | $37,074 | $38,351 | $41,133 |
| Products: | 245 | 255 | 252 | 251 | 251 |
| Work Hours: | 570 | 520 | 566 | 592 | 592 |
| Product Cost: | $147.74 | $134.20 | $147.12 | $152.79 | $163.87 |
| Work Hours/Product: | 2.33 | 2.04 | 2.25 | 2.36 | 2.36 |
| **Activity 719310 - Reconcile General Ledger Accounts and Follow-Up On Reconciling Items** | | | | | |
| Product: An Assigned General Ledger Account Reconciled | | | | | |
| Costs: | $60,388 | $69,563 | $64,937 | $63,226 | $67,848 |
| Products: | 632 | 848 | 625 | 650 | 650 |
| Work Hours: | 866 | 1,145 | 897 | 896 | 896 |
| Product Cost: | $95.55 | $82.03 | $103.90 | $97.27 | $104.38 |
| Work Hours/Product: | 1.37 | 1.35 | 1.44 | 1.38 | 1.38 |
| **Totals for Service Delivery Plan 71913 - Account Reconciliations** | | | | | |
| **Costs:** | **$96,584** | **$103,784** | **$102,011** | **$101,576** | **$108,981** |
| **Hours:** | **1,437** | **1,665** | **1,464** | **1,489** | **1,489** |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71914 - Grants, Projects and Fixed Asset Accounting

Monitor expenditures and revenues for all City's intergovernmental grants and capital projects and record fixed assets transactions, by:

-Billing and reimbursing intergovernmental grants,
-Preparing interfund transfers for capital projects, and
-Identifying and collecting information on fixed assets transactions.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71914 - Grants, Projects and Fixed Asset Accounting

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719400 - Bill Grants and File Grantee Reports** | | | | | |
| Product: A Grant Billed and Monitored | | | | | |
| Costs: | $28,756 | $24,807 | $35,477 | $31,519 | $33,828 |
| Products: | 137 | 62 | 131 | 137 | 137 |
| Work Hours: | 425 | 350 | 494 | 438 | 438 |
| Product Cost: | $209.90 | $400.12 | $270.82 | $230.07 | $246.92 |
| Work Hours/Product: | 3.10 | 5.65 | 3.77 | 3.20 | 3.20 |
| **Activity 719410 - Monitor Capital Projects and Prepare Transfers** | | | | | |
| Product: A Capital Project Monitored | | | | | |
| Costs: | $10,013 | $9,590 | $6,832 | $11,956 | $12,833 |
| Products: | 201 | 156 | 265 | 205 | 205 |
| Work Hours: | 156 | 135 | 111 | 165 | 165 |
| Product Cost: | $49.82 | $61.47 | $25.78 | $58.32 | $62.60 |
| Work Hours/Product: | 0.78 | 0.87 | 0.42 | 0.80 | 0.80 |
| **Activity 719420 - Record Fixed Asset Transactions** | | | | | |
| Product: A Fixed Asset Transaction Processed | | | | | |
| Costs: | $10,213 | $11,503 | $16,348 | $11,528 | $12,357 |
| Products: | 286 | 125 | 359 | 150 | 150 |
| Work Hours: | 152 | 160 | 223 | 155 | 155 |
| Product Cost: | $35.71 | $92.02 | $45.54 | $76.86 | $82.38 |
| Work Hours/Product: | 0.53 | 1.28 | 0.62 | 1.03 | 1.03 |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71914 - Grants, Projects and Fixed Asset Accounting

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719430 - Reconcile and Record Fixed Asset Changes and Deletions** | | | | | |
| Product: A Fixed Asset Transaction Processed | | | | | |
| Costs: | $0 | $0 | $0 | $11,248 | $12,073 |
| Products: | 0 | 0 | 0 | 150 | 150 |
| Work Hours: | 0 | 0 | 0 | 155 | 155 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $74.99 | $80.49 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.03 | 1.03 |
| **Totals for Service Delivery Plan 71914 - Grants, Projects and Fixed Asset Accounting** | | | | | |
| **Costs:** | **$48,982** | **$45,900** | **$58,657** | **$66,252** | **$71,091** |
| **Hours:** | **733** | **645** | **828** | **912** | **912** |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71915 - External Financial Audits and Reporting

Keep interested parties, including creditors and bondholders, informed of the fiscal health of the City and its reporting entities, by:

-Undergoing an independent financial audit annually as required by the City Charter and addressing any audit findings as appropriate and within 120 days for those findings under the Finance Department's control,
-Producing the Comprehensive Annual Financial Report (CAFR) within 160 days after the fiscal year end,
-Preparing other reports that require certification by an independent auditor by applicable due dates, and
-Filing regulatory reports with Federal, State, and Local agencies by the due date.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71915 - External Financial Audits and Reporting

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719550 - Manage Annual External Audit and Prepare Reports** | | | | | |
| Product: A Report Issued | | | | | |
| Costs: | $148,014 | $186,558 | $177,525 | $188,162 | $197,746 |
| Products: | 6 | 6 | 6 | 6 | 6 |
| Work Hours: | 1,243 | 1,440 | 1,438 | 1,530 | 1,530 |
| Product Cost: | $24,669.03 | $31,093.05 | $29,587.46 | $31,360.34 | $32,957.69 |
| Work Hours/Product: | 207.22 | 240.00 | 239.73 | 254.98 | 254.98 |
| **Activity 719560 - Prepare Regulatory Reports** | | | | | |
| Product: A Report Issued | | | | | |
| Costs: | $18,397 | $14,758 | $17,051 | $22,119 | $23,716 |
| Products: | 6 | 6 | 6 | 6 | 6 |
| Work Hours: | 274 | 200 | 236 | 299 | 299 |
| Product Cost: | $3,066.21 | $2,459.69 | $2,841.83 | $3,686.46 | $3,952.74 |
| Work Hours/Product: | 45.62 | 33.33 | 39.34 | 49.79 | 49.79 |
| **Totals for Service Delivery Plan 71915 - External Financial Audits and Reporting** | | | | | |
| **Costs:** | **$166,411** | **$201,316** | **$194,576** | **$210,281** | **$221,463** |
| **Hours:** | **1,517** | **1,640** | **1,674** | **1,829** | **1,829** |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71916 - Redevelopment Agency Accounting and Financial Reporting

Provide accounting and financial reporting services to enable the City management and staff, Redevelopment Agency and regulatory agencies to make informed decisions regarding the financial affairs of the Redevelopment Agency, by:

-Accounting for the Redevelopment Agency's financial transactions including trust account reconciliations and debt service transactions,
-Preparing the Redevelopment Agency's annual financial report, undergoing an independent financial audit, and addressing any findings,
-Preparing and providing financial reports to regulatory agencies, and
-Providing accounting assistance on Redevelopment Agency matters to City staff.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71916 - Redevelopment Agency Accounting and Financial Reporting

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719600 - Reconcile Bank Accounts and Follow-Up On Reconciling Items** | | | | | |
| Product: A Bank Account Reconciled | | | | | |
| Costs: | $779 | $3,579 | $1,030 | $1,109 | $1,190 |
| Products: | 22 | 24 | 24 | 24 | 24 |
| Work Hours: | 11 | 50 | 14 | 15 | 15 |
| Product Cost: | $35.40 | $149.13 | $42.92 | $46.21 | $49.60 |
| Work Hours/Product: | 0.50 | 2.08 | 0.58 | 0.64 | 0.64 |
| **Activity 719610 - Reconcile General Ledger Accounts and Follow-Up On Reconciling Items** | | | | | |
| Product: An Assigned General Ledger Account Reconciled | | | | | |
| Costs: | $2,339 | $6,578 | $2,407 | $2,745 | $2,947 |
| Products: | 101 | 135 | 92 | 101 | 101 |
| Work Hours: | 31 | 90 | 31 | 36 | 36 |
| Product Cost: | $23.16 | $48.73 | $26.16 | $27.18 | $29.18 |
| Work Hours/Product: | 0.31 | 0.67 | 0.34 | 0.36 | 0.36 |
| **Activity 719620 - Prepare Regulatory Reports** | | | | | |
| Product: A Report Completed | | | | | |
| Costs: | $3,026 | $5,937 | $3,177 | $3,308 | $3,546 |
| Products: | 2 | 2 | 2 | 2 | 2 |
| Work Hours: | 37 | 80 | 40 | 41 | 41 |
| Product Cost: | $1,512.99 | $2,968.30 | $1,588.40 | $1,653.76 | $1,772.80 |
| Work Hours/Product: | 18.50 | 40.00 | 19.76 | 20.61 | 20.61 |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71916 - Redevelopment Agency Accounting and Financial Reporting

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719630 - Manage Annual External Audits and Prepare Reports** | | | | | |
| Product: A Report Completed | | | | | |
| Costs: | $4,461 | $6,840 | $4,277 | $5,623 | $6,031 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 59 | 80 | 55 | 62 | 62 |
| Product Cost: | $4,461.40 | $6,839.65 | $4,277.27 | $5,622.66 | $6,030.79 |
| Work Hours/Product: | 58.50 | 80.00 | 54.51 | 61.81 | 61.81 |
| **Activity 719640 - Provide Support Regarding the Redevelopment Agency to City Staff** | | | | | |
| Product: A Number of Issues or Requests | | | | | |
| Costs: | $1,321 | $2,296 | $2,770 | $1,765 | $1,895 |
| Products: | 5 | 10 | 7 | 7 | 7 |
| Work Hours: | 17 | 30 | 35 | 23 | 23 |
| Product Cost: | $264.20 | $229.57 | $395.66 | $252.18 | $270.77 |
| Work Hours/Product: | 3.40 | 3.00 | 4.97 | 3.24 | 3.24 |
| **Totals for Service Delivery Plan 71916 - Redevelopment Agency Accounting and Financial Reporting** | | | | | |
| **Costs:** | **$11,926** | **$25,229** | **$13,661** | **$14,550** | **$15,609** |
| **Hours:** | **155** | **330** | **174** | **177** | **177** |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71917 - Management and Support Services

Provide accounting and financial expertise to all City Departments as needed.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71917 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719700, 719701, 719702 - Research and Provide Financial Information to City Departments** | | | | | |
| Product: A Request | | | | | |
| Costs: | $99,957 | $103,216 | $107,685 | $119,264 | $185,927 |
| Products: | 970 | 200 | 1,389 | 1,200 | 1,625 |
| Work Hours: | 1,393 | 1,206 | 1,483 | 1,607 | 2,360 |
| Product Cost: | $103.05 | $516.08 | $77.53 | $99.39 | $114.42 |
| Work Hours/Product: | 1.44 | 6.03 | 1.07 | 1.34 | 1.45 |
| **Activity 719710 - Non-Routines and Special Projects** | | | | | |
| Product: A Project / Non-Routine | | | | | |
| Costs: | $21,533 | $27,356 | $17,309 | $11,717 | $12,571 |
| Products: | 4 | 7 | 4 | 3 | 3 |
| Work Hours: | 299 | 620 | 236 | 155 | 155 |
| Product Cost: | $5,383.24 | $3,908.04 | $4,327.13 | $3,905.74 | $4,190.35 |
| Work Hours/Product: | 74.80 | 88.57 | 58.94 | 51.51 | 51.51 |
| **Activity 719720 - Staff Training and Development [DELETED - Moved to 719740]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $10,179 | $15,613 | $12,228 | $0 | $0 |
| Products: | 16 | 90 | 7 | 0 | 0 |
| Work Hours: | 107 | 124 | 101 | 0 | 0 |
| Product Cost: | $636.18 | $173.48 | $1,746.91 | $0.00 | $0.00 |
| Work Hours/Product: | 6.71 | 1.38 | 14.43 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

### Service Delivery Plan 71917 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 719730 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $13,007 | $13,750 | $23,791 | $14,659 | $15,719 |
| Products: | 116 | 140 | 208 | 144 | 144 |
| Work Hours: | 116 | 140 | 208 | 144 | 144 |
| Product Cost: | $112.42 | $98.22 | $114.52 | $101.63 | $108.98 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 719740 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $13,360 | $16,007 |
| Products: | 0 | 0 | 0 | 7 | 7 |
| Work Hours: | 0 | 0 | 0 | 138 | 138 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,908.51 | $2,286.65 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 19.72 | 19.72 |
| **Totals for Service Delivery Plan 71917 - Management and Support Services** | | | | | |
| **Costs:** | **$144,676** | **$159,936** | **$161,013** | **$159,000** | **$230,224** |
| **Hours:** | **1,915** | **2,090** | **2,028** | **2,044** | **2,797** |

# City of Sunnyvale
# Program Performance Budget

## Program 719 - Accounting and Financial Reporting

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 719** | **Costs:** | **$632,182** | **$715,733** | **$713,155** | **$722,552** | **$837,790** |
| | **Hours:** | **8,003** | **9,003** | **8,769** | **8,902** | **9,758** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

**Program Performance Statement**

Provide utility billing service, customer service, and financial management to enable the provision of high quality water, wastewater, and solid waste services to the City's 30,000 utility customers, by:

-Reading meters as required by the Sunnyvale Municipal Code (SMC Section 12.24.020) so that residential meters are read once every other month, and commercial meters are read once a month,
-Working with new and existing customers to start and stop utility services as requested,
-Distributing accurate and timely bills as required by the Sunnyvale Municipal Code (SMC Section 12.24.020) so that residential customers receive a bill once every other month, and commercial customers receive a bill once a month,
-Reviewing and auditing utility accounts regularly to ensure the accuracy and completeness of the data retained in the utility billing system,
-Working with existing customers to receive and process one time orders for service (for example special garbage pickups) and responding to detailed billing inquiries,
-Receiving and processing utility payments daily in a timely and accurate manner,
-Processing penalties on delinquent accounts as required by the Sunnyvale Municipal Code (SMC Section 12.50.050) and distributing reminder notices for those accounts,
-Reviewing delinquent utility accounts and interrupting water service to ensure the collection of delinquent funds weekly,
-Monitoring utility billing system performance and taking timely corrective action to address system problems,
-Setting utility rates that maintain the health of the utility enterprises over a twenty year period,
-Assisting in the preparation of utility operating and capital budgets for the utility enterprises,
-Providing timely and relevant utility billing system training to keep staff skills current with latest system upgrades,
-Auditing significant areas of risk each year as identified in the program's audit plan with the purpose of maintaining the accuracy and completeness of the data retained in the utility billing system, and
-Preparing and processing utility billing journal vouchers for interface with the City's financial system.

**Notes**

1. The Utility Billing, Collection, and Revenue Management Program's vision is to maximize the use of technology and employ an analytic based management approach to maintain current resource levels as the City grows.

In order to maintain our top notch public services in an ever shrinking resource environment, staff is focused on the implementation of cost and operationally effective technology, and the use of data to make real time predictive business decisions. To that end staff has made or is evaluating improvements to all significant work areas including customer service, payment processing, meter reading, and delinquency processing.

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Utility payments are applied correctly. | C | | | | | |
| **- Percentage of Time Payments are Applied Correctly** | | **99.99%** | **99.00%** | **99.99%** | **99.00%** | **99.00%** |
| - Number of Payments Processed | | 198,474.00 | 194,400.00 | 196,540.00 | 202,100.00 | 205,700.00 |
| Q2. Water meters are read correctly the first time. | I | | | | | |
| **- Percentage of Water Meters Read Correctly the First Time** | | **99.92%** | **99.50%** | **99.99%** | **99.50%** | **99.50%** |
| - Number of Reads | | 202,354.00 | 182,400.00 | 204,498.00 | 202,900.00 | 203,500.00 |
| - Number of Re-Reads | | NA | NA | NA | 950.00 | 950.00 |
| - Number of Correct Re-reads | | NA | NA | NA | 850.00 | 850.00 |
| Q3. Customer Service Representatives achieve a minimum overall observer evaluation score. | I | | | | | |
| **- Average Score On Observer Evaluations** | | **94.00%** | **95.00%** | **96.46%** | **95.00%** | **95.00%** |
| Q4. The Utility Rate Report will be delivered to the City Council as planned each fiscal year. [DELETED] | I | | | | | |
| **- Percentage of Reports Delivered within Planned Timeframe** | | **100.00%** | **100.00%** | **100.00%** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Accounts will have their meter read and account billed within five business days of the established billing and reading schedule. | M | | | | | |
| **- Percentage of Reading and Billing Done On Schedule** | | **94.00%** | **99.00%** | **92.20%** | **99.00%** | **99.00%** |
| - Number of Readings | | 202,345.00 | 182,400.00 | 204,498.00 | 202,900.00 | 203,500.00 |
| P2. Collection of utility revenues will be maintained at 99% of Total Utility Revenues Invoiced. | C | | | | | |
| **- Percentage of Invoiced Revenues Collected** | | **99.68%** | **99.00%** | **99.60%** | **99.00%** | **99.00%** |
| - Total Utility Revenues Invoiced | | $66,974,686.00 | $64,800,000.00 | $71,228,399.27 | $79,019,500.00 | $85,188,350.00 |
| P3. Customer calls, including queue time, are answered within the established average. | I | | | | | |
| **- Time, Including Queue Time, to Answer (seconds)** | | **0:42** | **0:45** | **0:44** | **0:45** | **0:45** |
| - Number of Customer Contacts | | 28,510.00 | 36,200.00 | 28,609.00 | 28,400.00 | 29,000.00 |
| P4. Customer service surveys rate utility billing customer service as "satisfactory" or higher. | I | | | | | |
| **- Percentage of Surveys with a Satisfactory or Higher Rating** | | **85.00%** | **95.00%** | **89.19%** | **95.00%** | **95.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 40.00 | 40.00 |
| P5. Payments are processed the day they are received. | I | | | | | |
| **- Percentage of Payments Processed the Day Received** | | **100.00%** | **95.00%** | **99.99%** | **99.00%** | **99.00%** |
| - Number of Payments | | 198,474.00 | 194,400.00 | 196,540.00 | 202,100.00 | 205,700.00 |
| P6. Service start and stop work orders are completed as scheduled. | I | | | | | |
| **- Percentage of Work Orders Completed as Scheduled** | | **99.81%** | **99.00%** | **100.00%** | **99.00%** | **99.00%** |
| - Number of Work Orders | | 7,183.00 | 9,500.00 | 6,229.00 | 7,500.00 | 7,650.00 |
| P7. Utility Billing Journal Vouchers will be completed by accounting period end. | I | | | | | |
| **- Percentage of JVs Completed In a Timely and Accurate Manner** | | **100.00%** | **92.00%** | **100.00%** | **92.00%** | **92.00%** |
| - Number of Journal Vouchers | | 13.00 | 26.00 | 13.00 | 14.00 | 14.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C1. Call center operations are managed so that the unit costs per call is equal to the average unit costs of similar call centers. | I | | | | | |
| **- Sunnyvale Cost Per Call** | | **$5.66** | **$9.86** | **NA** | **$4.34** | **$4.34** |
| - Average Cost Per Call | | $4.34 | $10.00 | NA | $5.98 | $6.17 |
| C2. Revenue generated from the audit of utility accounts will exceed the cost to audit these accounts. | I | | | | | |
| **- Revenue Recovered** | | **$222,655.00** | **$140,000.00** | **$75,509.00** | **$300,000.00** | **$300,000.00** |
| - Cost of Auditing | | $50,656.00 | $132,242.52 | $44,133.00 | $50,656.00 | $65,896.10 |
| C3. The annual cost to read meters will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Meter** | | **$1.12** | **$1.21** | **$0.92** | **NA** | **NA** |
| C4. The annual cost to process, print, and distribute utility bills will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Bill** | | **$1.37** | **$1.03** | **$1.55** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for the Utility Billing, Collection, and Revenue Management Program will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $1,859,106.58 | $1,961,235.99 | $1,979,302.70 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72001 - Provide Meter Reading Services

Provide reliable, cost effective, and timely meter reading services that ensure accurate and regular billing, by:

-Maintaining meter reading routes and schedules so that meter reading of approximately 28,600 meters is completed as required by the Sunnyvale Municipal Code,
-Reading meters daily, in adherence with the meter reading schedule, through automated and manual methods,
-Re-reading meters at the request of customers or the utility billing staff to ensure accuracy,
-Performing field duties related to starting and stopping water service as requested and scheduled,
-Closing work orders and completing related administrative duties in an accurate and timely manner,
-Evaluating and implementing new meter reading technology and techniques that improve safety, cost effectiveness, and efficiency,
-Maintaining the functionality of the City's meter reading hardware and software through evaluating and implementing upgrades as needed, and
-Providing timely and relevant utility billing system training to keep staff skills current with latest system upgrades.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72001 - Provide Meter Reading Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720000, 720001, 720014 - Read Water Meters for Billing** | | | | | |
| Product: A Meter Read | | | | | |
| Costs: | $226,622 | $220,716 | $188,690 | $257,818 | $276,024 |
| Products: | 202,345 | 184,000 | 204,498 | 202,900 | 203,500 |
| Work Hours: | 4,452 | 3,643 | 3,589 | 4,080 | 4,080 |
| Product Cost: | $1.12 | $1.20 | $0.92 | $1.27 | $1.36 |
| Work Hours/Product: | 0.02 | 0.02 | 0.02 | 0.02 | 0.02 |
| **Activity 720100 - Prepare Daily Meter Reading Activities** | | | | | |
| Product: A Route Assigned | | | | | |
| Costs: | $22,582 | $59,073 | $5,750 | $23,404 | $24,774 |
| Products: | 565 | 174 | 1,104 | 1,720 | 1,720 |
| Work Hours: | 319 | 930 | 65 | 308 | 308 |
| Product Cost: | $39.97 | $339.50 | $5.21 | $13.61 | $14.40 |
| Work Hours/Product: | 0.57 | 5.34 | 0.06 | 0.18 | 0.18 |
| **Activity 720110 - Re-Read Water Meters for Billing** | | | | | |
| Product: A Meter Read | | | | | |
| Costs: | $15,788 | $7,705 | $13,343 | $16,836 | $18,178 |
| Products: | 949 | 170 | 891 | 950 | 950 |
| Work Hours: | 283 | 140 | 229 | 294 | 294 |
| Product Cost: | $16.64 | $45.33 | $14.98 | $17.72 | $19.13 |
| Work Hours/Product: | 0.30 | 0.82 | 0.26 | 0.31 | 0.31 |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72001 - Provide Meter Reading Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720120 - Read Water Meters for Utility Account Starts and Stops** | | | | | |
| Product: A Meter Read | | | | | |
| Costs: | $77,469 | $93,183 | $85,776 | $76,865 | $82,856 |
| Products: | 7,183 | 9,500 | 6,229 | 7,500 | 7,650 |
| Work Hours: | 1,372 | 1,648 | 1,491 | 1,328 | 1,328 |
| Product Cost: | $10.79 | $9.81 | $13.77 | $10.25 | $10.83 |
| Work Hours/Product: | 0.19 | 0.17 | 0.24 | 0.18 | 0.17 |
| **Activity 720130 - Provide Utility Billing or Meter Reading System Training [DELETED - Moved to 720140]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $4,763 | $19,266 | $2,829 | $0 | $0 |
| Products: | 24 | 30 | 5 | 0 | 0 |
| Work Hours: | 85 | 249 | 52 | 0 | 0 |
| Product Cost: | $198.46 | $642.19 | $565.76 | $0.00 | $0.00 |
| Work Hours/Product: | 3.52 | 8.30 | 10.36 | 0.00 | 0.00 |
| **Activity 720140 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $3,439 | $3,618 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 49 | 49 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,146.18 | $1,206.07 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 16.48 | 16.48 |
| **Totals for Service Delivery Plan 72001 - Provide Meter Reading Services** | | | | | |
| **Costs:** | **$347,224** | **$399,943** | **$296,388** | **$378,362** | **$405,450** |
| **Hours:** | **6,511** | **6,610** | **5,424** | **6,059** | **6,059** |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72002 - Operate Utility Customer Service Center

Provide high quality, professional, courteous, and cost effective customer service to all customers by:

-Answering calls in a timely manner,
-Providing professional customer service over the phone or counter (approximately 33,000 contacts per year),
-Starting and stopping utility billing accounts,
-Processing one time orders such as unscheduled garbage service,
-Receiving and appropriately handling non-utility billing related calls,
-Responding to billing inquiries in a professional and courteous manner,
-Responding to and providing additional detailed utility account information as requested,
-Processing account changes and service orders in an accurate and timely manner, and
-Conducting administrative hearings to address appeals of utility charges as requested by customers.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72002 - Operate Utility Customer Service Center

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720200 - Provide Customer Service** | | | | | |
| Product: A Customer Contact | | | | | |
| Costs: | $314,796 | $357,055 | $386,397 | $329,214 | $348,513 |
| Products: | 31,942 | 36,200 | 31,113 | 32,600 | 33,290 |
| Work Hours: | 5,242 | 6,051 | 6,095 | 5,394 | 5,394 |
| Product Cost: | $9.86 | $9.86 | $12.42 | $10.10 | $10.47 |
| Work Hours/Product: | 0.16 | 0.17 | 0.20 | 0.17 | 0.16 |
| **Activity 720210 - Conduct Administrative Hearings** | | | | | |
| Product: An Administrative Hearing Completed | | | | | |
| Costs: | $2,903 | $14,155 | $432 | $3,059 | $3,198 |
| Products: | 13 | 12 | 2 | 10 | 10 |
| Work Hours: | 31 | 148 | 4 | 31 | 31 |
| Product Cost: | $223.28 | $1,179.62 | $216.04 | $305.87 | $319.80 |
| Work Hours/Product: | 2.37 | 12.33 | 2.01 | 3.09 | 3.09 |
| **Activity 720220 - Conduct Utility Billing System Training [DELETED - Moved to 720240]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $6,186 | $22,332 | $16,461 | $0 | $0 |
| Products: | 30 | 14 | 77 | 0 | 0 |
| Work Hours: | 65 | 252 | 232 | 0 | 0 |
| Product Cost: | $206.22 | $1,595.15 | $213.78 | $0.00 | $0.00 |
| Work Hours/Product: | 2.17 | 18.00 | 3.02 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72002 - Operate Utility Customer Service Center

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720230 - Automated Call Distribution Telephone System Rental Rates [DELETED]** | | | | | |
| Product: A Call Received | | | | | |
| Costs: | $5,797 | $6,584 | $6,583 | $0 | $0 |
| Products: | 27,926 | 30,391 | 28,005 | 0 | 0 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.21 | $0.22 | $0.24 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 720240 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $3,638 | $3,858 |
| Products: | 0 | 0 | 0 | 5 | 5 |
| Work Hours: | 0 | 0 | 0 | 52 | 52 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $727.53 | $771.64 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.30 | 10.30 |
| **Activity 720250 - Process On-Call Cleanup Requests** | | | | | |
| Product: A Customer Contact | | | | | |
| Costs: | $0 | $0 | $0 | $42,921 | $44,988 |
| Products: | 0 | 0 | 0 | 11,205 | 11,205 |
| Work Hours: | 0 | 0 | 0 | 630 | 630 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3.83 | $4.01 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.06 | 0.06 |
| **Totals for Service Delivery Plan 72002 - Operate Utility Customer Service Center** | | | | | |
| **Costs:** | **$329,682** | **$400,126** | **$409,874** | **$378,832** | **$400,557** |
| **Hours:** | **5,337** | **6,451** | **6,331** | **6,107** | **6,107** |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72003 - Process Utility Bills and Collect Utility Revenues

Provide timely, accurate, and consistent utility billing and revenue collection services, by:

-Preparing and processing approximately 200,000 bimonthly and monthly utility bills yearly as specified by Sunnyvale Municipal Code,
-Reviewing all utility accounts scheduled for billing for accuracy and anomalies,
-Auditing five significant areas of risk each year as identified in the program's audit plan with the purpose of maintaining the accuracy and completeness of the data retained in the utility billing system,
-Ensuring the preparation of accurate and timely bills by maintaining the billing schedule and review and auditing processes,
-Working with the City's contracted bill printer to print and mail utility bills in a timely manner,
-Preparing and processing utility billing journal vouchers for interface with the City's financial system,
-Processing payments as they are received accurately and efficiently, and
-Maintaining the accuracy and completeness of the data retained in the utility billing system.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72003 - Process Utility Bills and Collect Utility Revenues

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720300 - Review Utility Bills Being Processed for Accuracy** | | | | | |
| Product: An Utility Bill Reviewed | | | | | |
| Costs: | $138,339 | $76,673 | $156,414 | $148,075 | $158,292 |
| Products: | 195,263 | 193,800 | 193,922 | 198,800 | 202,400 |
| Work Hours: | 1,877 | 1,080 | 2,043 | 1,981 | 1,981 |
| Product Cost: | $0.71 | $0.40 | $0.81 | $0.74 | $0.78 |
| Work Hours/Product: | 0.01 | 0.01 | 0.01 | 0.01 | 0.01 |
| **Activity 720310 - Print and Distribute Utility Bills** | | | | | |
| Product: An Utility Bill Distributed | | | | | |
| Costs: | $128,509 | $122,467 | $143,142 | $119,044 | $123,384 |
| Products: | 195,263 | 193,800 | 193,922 | 198,800 | 202,400 |
| Work Hours: | 179 | 152 | 173 | 182 | 182 |
| Product Cost: | $0.66 | $0.63 | $0.74 | $0.60 | $0.61 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 720320 - Process Utility Payments** | | | | | |
| Product: A Payment Processed | | | | | |
| Costs: | $129,181 | $148,398 | $112,893 | $148,890 | $157,372 |
| Products: | 198,474 | 194,400 | 196,540 | 202,100 | 205,700 |
| Work Hours: | 2,252 | 2,338 | 2,016 | 2,288 | 2,288 |
| Product Cost: | $0.65 | $0.76 | $0.57 | $0.74 | $0.77 |
| Work Hours/Product: | 0.01 | 0.01 | 0.01 | 0.01 | 0.01 |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72003 - Process Utility Bills and Collect Utility Revenues

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720330 - Provide Utility Billing Accounting Services** | | | | | |
| Product: An Accounting Document Processed | | | | | |
| Costs: | $25,649 | $13,738 | $24,258 | $26,658 | $28,130 |
| Products: | 290 | 24 | 311 | 300 | 300 |
| Work Hours: | 334 | 184 | 305 | 322 | 322 |
| Product Cost: | $88.45 | $572.43 | $78.00 | $88.86 | $93.77 |
| Work Hours/Product: | 1.15 | 7.67 | 0.98 | 1.07 | 1.07 |
| **Activity 720340 - Audit Utility Billing Accounts** | | | | | |
| Product: An Account Audited | | | | | |
| Costs: | $50,657 | $135,378 | $44,133 | $62,064 | $65,896 |
| Products: | 153 | 15,500 | 115 | 160 | 160 |
| Work Hours: | 876 | 1,921 | 820 | 730 | 730 |
| Product Cost: | $331.09 | $8.73 | $383.77 | $387.90 | $411.85 |
| Work Hours/Product: | 5.73 | 0.12 | 7.13 | 4.57 | 4.57 |
| **Totals for Service Delivery Plan 72003 - Process Utility Bills and Collect Utility Revenues** | | | | | |
| **Costs:** | **$472,334** | **$496,655** | **$480,841** | **$504,731** | **$533,073** |
| **Hours:** | **5,517** | **5,675** | **5,355** | **5,504** | **5,504** |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72004 - Collect Delinquent Utility Charges

Maintain a high collection rate of utility charges, by:

-Reviewing and processing delinquent utility accounts,
-Providing accurate and timely notification of delinquency to delinquent customers,
-Working directly with customers to ensure the payment of late balances through the provision of payment arrangements,
-Reviewing and processing delinquent accounts of property owners for placement on the County tax roll,
-Interrupting water service to insure collection of delinquent funds,
-Reviewing garbage only accounts and reducing service to ensure collection of delinquent funds,
-Reviewing and processing bankruptcies and taking action, such as filing a claim, when appropriate, and
-Maximizing collection of delinquent funds through other collection techniques in compliance with applicable laws.

**Notes**

1. Staff is focused on reducing labor intensive delinquency activities (e.g. water turn offs) by using new tools. For example, included in the budget is $1,800 for a yearly subscription to a skip tracing product for our collections operation.

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72004 - Collect Delinquent Utility Charges

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720400 - Collect Delinquent Utility Revenues** | | | | | |
| Product: A Delinquent Notice Generated | | | | | |
| Costs: | $103,035 | $100,350 | $114,097 | $138,420 | $147,142 |
| Products: | 22,853 | 20,400 | 23,690 | 23,260 | 23,680 |
| Work Hours: | 1,774 | 1,612 | 1,792 | 2,010 | 2,010 |
| Product Cost: | $4.51 | $4.92 | $4.82 | $5.95 | $6.21 |
| Work Hours/Product: | 0.08 | 0.08 | 0.08 | 0.09 | 0.08 |
| **Activity 720410 - Interrupt Water Service for Delinquent Accounts** | | | | | |
| Product: A Water Service Interrupted | | | | | |
| Costs: | $29,043 | $27,967 | $31,979 | $31,402 | $33,549 |
| Products: | 456 | 735 | 344 | 450 | 450 |
| Work Hours: | 522 | 456 | 553 | 502 | 502 |
| Product Cost: | $63.69 | $38.05 | $92.96 | $69.78 | $74.55 |
| Work Hours/Product: | 1.14 | 0.62 | 1.61 | 1.11 | 1.11 |
| **Activity 720420 - Conduct Utility Billing System Training [DELETED - Moved to 720460]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $8,586 | $5,873 | $2,055 | $0 | $0 |
| Products: | 16 | 6 | 4 | 0 | 0 |
| Work Hours: | 97 | 70 | 14 | 0 | 0 |
| Product Cost: | $536.61 | $978.84 | $513.81 | $0.00 | $0.00 |
| Work Hours/Product: | 6.04 | 11.67 | 3.44 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72004 - Collect Delinquent Utility Charges

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720430 - Negotiate and Complete Payment Arrangements [DELETED - Moved to 720400]** | | | | | |
| Product: A Payment Arrangement Signed | | | | | |
| Costs: | $435 | $7,421 | $253 | $0 | $0 |
| Products: | 14 | 72 | 14 | 0 | 0 |
| Work Hours: | 8 | 128 | 4 | 0 | 0 |
| Product Cost: | $31.04 | $103.07 | $18.08 | $0.00 | $0.00 |
| Work Hours/Product: | 0.54 | 1.78 | 0.31 | 0.00 | 0.00 |
| **Activity 720440 - Review and Process Bankruptcies [DELETED - Moved to 720400]** | | | | | |
| Product: A Bankruptcy Processed | | | | | |
| Costs: | $1,331 | $3,274 | $977 | $0 | $0 |
| Products: | 10 | 20 | 20 | 0 | 0 |
| Work Hours: | 23 | 50 | 17 | 0 | 0 |
| Product Cost: | $133.13 | $163.70 | $48.86 | $0.00 | $0.00 |
| Work Hours/Product: | 2.30 | 2.50 | 0.83 | 0.00 | 0.00 |
| **Activity 720450 - Prepare, Review, and Deliver Tax Roll Assessments** | | | | | |
| Product: A Property Identified for Assessment | | | | | |
| Costs: | $974 | $8,242 | $1,431 | $4,030 | $4,273 |
| Products: | 0 | 1 | 8 | 5 | 5 |
| Work Hours: | 9 | 100 | 12 | 57 | 57 |
| Product Cost: | $0.00 | $8,242.03 | $178.82 | $806.07 | $854.58 |
| Work Hours/Product: | 0.00 | 100.00 | 1.51 | 11.33 | 11.33 |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72004 - Collect Delinquent Utility Charges

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720460 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $4,932 | $5,229 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 74 | 74 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,465.81 | $2,614.71 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 37.09 | 37.09 |
| **Totals for Service Delivery Plan 72004 - Collect Delinquent Utility Charges** | | | | | |
| **Costs:** | **$143,403** | **$153,127** | **$150,792** | **$178,784** | **$190,193** |
| **Hours:** | **2,433** | **2,416** | **2,392** | **2,642** | **2,642** |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72006 - Monitor and Maintain the Health of the Utility Enterprise Funds

Provide financial management to maintain the health of the utility enterprise funds, by:

-Providing the City Council with a yearly report on proposed utility rates for the coming year, including a discussion of utility enterprise fund condition,
-Setting utility rates to ensure recovery of the full cost of providing utility services,
-Reviewing utility fund income statements for accuracy,
-Consulting with Utility managers on an accounting period basis on the health of each utility enterprise,
-Providing financial and operational consulting services to the utility operating programs,
-Preparing a yearly report to council to assess charges for sewer service provided outside the City, and delivering the assessments to the county for processing,
-Querying information contained in the utility billing database to assist other departments in the ongoing management of their budget and provide year to date data trends, and
-Assisting in the preparation of utility operating and capital budgets for the utility enterprises.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72006 - Monitor and Maintain the Health of the Utility Enterprise Funds

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720600 - Provide Financial Management Services to the Utility Operating Programs** | | | | | |
| Product: A Request for Service Completed | | | | | |
| Costs: | $23,552 | $52,352 | $67,477 | $51,373 | $54,201 |
| Products: | 18 | 100 | 140 | 150 | 150 |
| Work Hours: | 239 | 500 | 491 | 536 | 536 |
| Product Cost: | $1,308.43 | $523.52 | $481.98 | $342.48 | $361.34 |
| Work Hours/Product: | 13.29 | 5.00 | 3.51 | 3.57 | 3.57 |
| **Activity 720610 - Develop, Review and Deliver to Council the Utility Rates** | | | | | |
| Product: A Utility Rate Report Completed | | | | | |
| Costs: | $72,447 | $32,390 | $81,405 | $43,383 | $42,354 |
| Products: | 0 | 1 | 1 | 1 | 1 |
| Work Hours: | 464 | 280 | 476 | 381 | 381 |
| Product Cost: | $0.00 | $32,389.55 | $81,404.98 | $43,383.21 | $42,353.66 |
| Work Hours/Product: | 0.00 | 280.00 | 476.36 | 381.18 | 381.18 |
| **Activity 720620 - Review and Prepare Operating Budgets** | | | | | |
| Product: A Program Budget Approved | | | | | |
| Costs: | $451 | $25,796 | $35,485 | $6,452 | $28,110 |
| Products: | 0 | 5 | 7 | 5 | 5 |
| Work Hours: | 5 | 250 | 330 | 62 | 258 |
| Product Cost: | $0.00 | $5,159.11 | $5,069.26 | $1,290.44 | $5,621.98 |
| Work Hours/Product: | 0.00 | 50.00 | 47.18 | 12.36 | 51.51 |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72006 - Monitor and Maintain the Health of the Utility Enterprise Funds

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720630 - Review and Prepare Capital Budgets** | | | | | |
| Product: A Capital Project Reviewed | | | | | |
| Costs: | $5,564 | $25,796 | $1,080 | $26,884 | $6,746 |
| Products: | 94 | 150 | 3 | 94 | 94 |
| Work Hours: | 56 | 250 | 10 | 258 | 62 |
| Product Cost: | $59.19 | $171.97 | $360.05 | $286.00 | $71.77 |
| Work Hours/Product: | 0.59 | 1.67 | 3.35 | 2.74 | 0.66 |
| **Activity 720640 - Query Utility Billing Database for Information** | | | | | |
| Product: A Report Completed | | | | | |
| Costs: | $41,874 | $40,480 | $20,321 | $25,611 | $27,512 |
| Products: | 142 | 100 | 351 | 50 | 50 |
| Work Hours: | 514 | 500 | 242 | 311 | 311 |
| Product Cost: | $294.89 | $404.80 | $57.90 | $512.21 | $550.24 |
| Work Hours/Product: | 3.62 | 5.00 | 0.69 | 6.22 | 6.22 |
| **Activity 720650 - Prepare, Review, and Deliver Special Assessments** | | | | | |
| Product: An Assessment Roll Delivered to the County | | | | | |
| Costs: | $2,045 | $5,883 | $2,781 | $2,651 | $2,756 |
| Products: | 0 | 1 | 1 | 1 | 1 |
| Work Hours: | 15 | 40 | 15 | 21 | 21 |
| Product Cost: | $0.00 | $5,883.23 | $2,780.73 | $2,650.72 | $2,756.29 |
| Work Hours/Product: | 0.00 | 40.00 | 15.28 | 20.60 | 20.60 |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72006 - Monitor and Maintain the Health of the Utility Enterprise Funds

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720660 - Print and Distribute Utility Rate Notices** | | | | | |
| Product: A Notice | | | | | |
| Costs: | $0 | $0 | $0 | $28,291 | $28,754 |
| Products: | 0 | 0 | 0 | 30,000 | 30,000 |
| Work Hours: | 0 | 0 | 0 | 21 | 21 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $0.94 | $0.96 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 72006 - Monitor and Maintain the Health of the Utility Enterprise Funds** | | | | | |
| **Costs:** | **$145,933** | **$182,697** | **$208,549** | **$184,645** | **$190,432** |
| **Hours:** | **1,292** | **1,820** | **1,565** | **1,589** | **1,589** |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72007 - Maintain Utility Billing Computer Hardware and Software Systems

Maintain the utility billing, meter reading, and supporting computer hardware and software systems, by:

-Monitoring system performance,
-Taking timely corrective action to address system problems,
-Keeping systems upgraded to the most current version,
-Providing and supporting appropriate staff training to maintain current system knowledge, and
-Interfacing with the Information Technology Department to maintain the integrity of the systems.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72007 - Maintain Utility Billing Computer Hardware and Software Systems

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720700 - Upgrade and Maintain the Utility Billing System** | | | | | |
| Product: An Hour of System Up Time | | | | | |
| Costs: | $52,229 | $23,329 | $91,905 | $53,809 | $57,200 |
| Products: | 2,477 | 2,490 | 2,479 | 2,490 | 2,490 |
| Work Hours: | 637 | 242 | 1,099 | 574 | 574 |
| Product Cost: | $21.09 | $9.37 | $37.07 | $21.61 | $22.97 |
| Work Hours/Product: | 0.26 | 0.10 | 0.44 | 0.23 | 0.23 |
| **Activity 720710 - Upgrade and Maintain the Meter Reading System** | | | | | |
| Product: An Hour of System Up Time | | | | | |
| Costs: | $7,831 | $10,160 | $1,725 | $16,008 | $16,981 |
| Products: | 2,490 | 2,490 | 2,490 | 2,490 | 2,490 |
| Work Hours: | 66 | 120 | 20 | 175 | 175 |
| Product Cost: | $3.14 | $4.08 | $0.69 | $6.43 | $6.82 |
| Work Hours/Product: | 0.03 | 0.05 | 0.01 | 0.07 | 0.07 |
| **Activity 720720 - Utility Billing System Rental Rates** | | | | | |
| Product: An Hour of System Up Time | | | | | |
| Costs: | $235,250 | $251,105 | $251,105 | $266,707 | $275,576 |
| Products: | 2,477 | 2,490 | 2,479 | 2,490 | 2,490 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $94.97 | $100.85 | $101.29 | $107.11 | $110.67 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 72007 - Maintain Utility Billing Computer Hardware and Software Systems** | | | | | |
| **Costs:** | **$295,309** | **$284,594** | **$344,735** | **$336,524** | **$349,756** |
| **Hours:** | **702** | **362** | **1,119** | **749** | **749** |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72008 - Management and Support Services

Provide management and supervision activities, by:

-Ensuring the full staffing of all positions to meet program goals,
-Providing timely and meaningful performance feedback to employees,
-Participating in and completing city wide assignments as required, and
-Communicating consistently with staff regarding program operations through regular staff meetings.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

### Service Delivery Plan 72008 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 720800 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $116,561 | $44,095 | $84,657 | $42,806 | $44,754 |
| Products: | 1,308 | 476 | 862 | 451 | 451 |
| Work Hours: | 1,308 | 476 | 862 | 451 | 451 |
| Product Cost: | $89.15 | $92.64 | $98.25 | $94.86 | $99.18 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 720810 - Complete Citywide Assignments [DELETED]** | | | | | |
| Product: An Assignment Completed | | | | | |
| Costs: | $8,660 | $0 | $3,467 | $0 | $0 |
| Products: | 2 | 0 | 1 | 0 | 0 |
| Work Hours: | 92 | 0 | 32 | 0 | 0 |
| Product Cost: | $4,329.91 | $0.00 | $3,467.28 | $0.00 | $0.00 |
| Work Hours/Product: | 45.76 | 0.00 | 32.07 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 72008 - Management and Support Services** | | | | | |
| **Costs:** | **$125,221** | **$44,095** | **$88,124** | **$42,806** | **$44,754** |
| **Hours:** | **1,399** | **476** | **894** | **451** | **451** |

# City of Sunnyvale
# Program Performance Budget

## Program 720 - Utility Billing, Collection, and Revenue Management

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 720** | **Costs:** | **$1,859,107** | **$1,961,236** | **$1,979,303** | **$2,004,682** | **$2,114,216** |
| | **Hours:** | **23,192** | **23,810** | **23,080** | **23,101** | **23,101** |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

**Program Performance Statement**

Develop, maintain and grow community partnerships and resources in Sunnyvale, by:

-Providing information and support to neighborhood associations, community organizations, and the general public,
-Enhancing cultural understanding, facilitating the civic involvement of Sunnyvale's multi-cultural population,
-Supporting volunteerism in Sunnyvale and the larger community,
-Encouraging community participation and leadership development, and
-Enhancing access to city services.

The four service delivery areas are:
-Promoting the formation and effectiveness of neighborhood associations by acting as their City liaison, providing timely and useful information, facilitating quarterly meetings of neighborhood leaders, and administering neighborhood grants.
-Creating and maintaining outreach tools, providing information to community members, and coordinating outreach strategies and leadership training.
-Enhancing Sunnyvale's sense of community and access to City services by supporting an inclusive and culturally diverse community, helping community members to resolve issues with the City, supporting community organizations (cultural, educations & faith-based organizations, not for profit agencies service groups, etc.) and administering Americans with Disabilities (ADA) related activities.
-Building community partnerships, augmenting the provision of City services and supporting civic engagement by providing volunteer opportunities in City departments, training City staff to be effective supervisors of volunteers and interns, and promoting a connected community through community service and employee volunteerism.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Percent of Community members' issues and complaints which are brought to the attention of the Community Liaison office and require cross-departmental coordination are addressed to residents' satisfaction. | C | | | | | |
| **- Percent Achieved** | | **70.00%** | **85.00%** | **66.00%** | **80.00%** | **80.00%** |
| - Total Number of Issues and Complaints | | NA | NA | NA | 73.00 | 73.00 |
| Q2. Percent of Community members that were treated professionally and courteously by the Community Liaison office staff. [External Survey] | C | | | | | |
| **- Percent Achieved** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| - Number of Respondents | | NA | NA | NA | 40.00 | 40.00 |
| Q3. Percent of Cultural Diversity Advisory Committee members that feel the committee made a positive difference. | C | | | | | |
| **- Percent Achieved** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |
| - Number of Members That Feel A Positive Difference | | NA | NA | NA | 10.00 | 10.00 |
| - Total Number of Members | | NA | NA | NA | 12.00 | 12.00 |
| Q4. Percent of neighborhood association leaders rating overall support from community resources staff as "good" or better. [External Survey] | C | | | | | |
| **- Percent Achieved** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |
| - Number of Neighborhood Association Leaders Rating "Good" or Better | | NA | NA | NA | 50.00 | 50.00 |
| - Total Number of Neighborhood Associations Leaders | | NA | NA | NA | 50.00 | 50.00 |
| Q5. Percent of Sunnyvale residents who rate their neighborhood as a place to live as "fair" or better. [External Survey] | C | | | | | |
| **- Percent Achieved** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| Q6. Percent of Sunnyvale residents who rate their neighborhood as a place to live as "good" or "excellent". [External Survey] | C | | | | | |
| **- Percent Achieved** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q7. Percent of participants that rate the City's civic engagement/education training as "good" or "excellent". | I | | | | | |
| **- Percent Achieved** | | **89.00%** | **85.00%** | **93.33%** | **85.00%** | **85.00%** |
| - Number of Participants in Civic Engagement/Education Training | | NA | NA | NA | 30.00 | 30.00 |
| Q8. Percent of volunteers/interns that rate their experience as "good" or "excellent". | I | | | | | |
| **- Percent Achieved** | | **87.00%** | **80.00%** | **80.04%** | **85.00%** | **85.00%** |
| - Total Number of Volunteers | | NA | NA | NA | 747.00 | 747.00 |
| - Number of Respondents | | NA | NA | NA | 90.00 | 90.00 |
| Q9. City staff who supervise volunteers rate the services of the Volunteer Program as "good" or "excellent". | I | | | | | |
| **- Percent Achieved** | | **90.00%** | **80.00%** | **84.00%** | **85.00%** | **85.00%** |
| - Number of City Staff Who Supervise Volunteers | | NA | NA | NA | 15.00 | 15.00 |
| Q10. Percent of surveyed neighborhood association leaders rating staff support as "good" or "excellent". [DELETED] | I | | | | | |
| **- Percent Achieved** | | **95.00%** | **85.00%** | **100.00%** | **NA** | **NA** |
| Q11. Percent of Advisory Committee on Accessibility members that feel the committee made a positive difference. | I | | | | | |
| **- Percent Achieved** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |
| - Number of Members That Feel a Positive Difference | | NA | NA | NA | NA | NA |
| - Total Number of Members | | NA | NA | NA | NA | NA |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. The total unduplicated yearly number of City volunteers remains at least 700. | C | | | | | |
| **- Number of Volunteers** | | **747.00** | **600.00** | **923.00** | **750.00** | **750.00** |
| P2. The number and percentage of households in Sunnyvale that belong to a neighborhood association. | I | | | | | |
| - Number of Households that Belong | | 25,594.00 | 7,295.00 | 25,594.00 | 26,000.00 | 26,000.00 |
| **- Percent of Households that Belong** | | **NA** | **NA** | **NA** | **45.00%** | **45.00%** |
| P3. The yearly number of volunteer hours is maintained at 40,000. | I | | | | | |
| **- Number of Hours** | | **42,736.00** | **35,000.00** | **44,182.00** | **43,000.00** | **43,000.00** |
| P4. The number of community organizations served by the volunteer office is maintained at 18. [DELETED] | I | | | | | |
| **- Number of Organizations** | | **18.00** | **18.00** | **18.00** | **NA** | **NA** |
| P5. Advisory Committee on Accessibility meets four times per year. [DELETED] | I | | | | | |
| **- Number of Meetings** | | **5.00** | **4.00** | **6.00** | **NA** | **NA** |
| P6. The number of community members referred to outside organizations for volunteer opportunities by the volunteer office. | I | | | | | |
| **- Number of Referrals** | | **NA** | **NA** | **NA** | **300.00** | **300.00** |
| **Cost Effectiveness** | | | | | | |
| C1. The monetary value of volunteer hours is at least 250% of the cost of the Volunteer Resources service delivery plan (SDP). | I | | | | | |
| **- Percentage of Cost** | | **605.00%** | **250.00%** | **619.00%** | **500.00%** | **500.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Financial** | | | | | | |
| F1. Actual total expenditures for Community Building, Civic Engagement and Volunteering will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $462,317.00 | $494,194.17 | $485,703.57 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72501 - Support Sunnyvale Neighborhood Associations

To promote the formation and effectiveness of Neighborhood Associations in Sunnyvale, by:

-Acting as Liaison to the City,
-Providing timely and useful information,
-Facilitating quarterly meetings for neighborhood leaders, and
-Administering Neighborhood Grants.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72501 - Support Sunnyvale Neighborhood Associations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725100 - Organize Neighborhood Association Meetings** | | | | | |
| Product: A Meeting Held | | | | | |
| Costs: | $3,487 | $4,717 | $5,390 | $4,137 | $4,361 |
| Products: | 5 | 4 | 4 | 4 | 4 |
| Work Hours: | 58 | 72 | 74 | 60 | 60 |
| Product Cost: | $697.32 | $1,179.17 | $1,347.46 | $1,034.33 | $1,090.30 |
| Work Hours/Product: | 11.60 | 18.00 | 18.38 | 15.00 | 15.00 |
| **Activity 725110 - Serve as Liaison / Communication Link to Neighborhood Associations** | | | | | |
| Product: A Neighborhood Association Leader Served | | | | | |
| Costs: | $12,297 | $13,070 | $10,926 | $13,923 | $14,678 |
| Products: | 50 | 50 | 58 | 50 | 50 |
| Work Hours: | 221 | 195 | 170 | 205 | 205 |
| Product Cost: | $245.94 | $261.39 | $188.39 | $278.46 | $293.56 |
| Work Hours/Product: | 4.42 | 3.90 | 2.93 | 4.10 | 4.10 |
| **Activity 725120 - Promote and Administer Neighborhood Association Registry Program** | | | | | |
| Product: An Association Registered | | | | | |
| Costs: | $9,529 | $8,869 | $7,278 | $9,061 | $9,518 |
| Products: | 16 | 13 | 19 | 16 | 16 |
| Work Hours: | 149 | 120 | 106 | 115 | 115 |
| Product Cost: | $595.55 | $682.23 | $383.06 | $566.28 | $594.85 |
| Work Hours/Product: | 9.32 | 9.23 | 5.55 | 7.19 | 7.19 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72501 - Support Sunnyvale Neighborhood Associations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725130 - Administer Neighborhood Grants Program** | | | | | |
| Product: A Grant Application Processed | | | | | |
| Costs: | $11,915 | $12,006 | $11,920 | $18,529 | $19,145 |
| Products: | 5 | 10 | 14 | 10 | 10 |
| Work Hours: | 148 | 95 | 105 | 125 | 125 |
| Product Cost: | $2,382.99 | $1,200.62 | $851.44 | $1,852.85 | $1,914.54 |
| Work Hours/Product: | 29.51 | 9.50 | 7.50 | 12.50 | 12.50 |
| **Totals for Service Delivery Plan 72501 - Support Sunnyvale Neighborhood Associations** | | | | | |
| **Costs:** | **$37,227** | **$38,662** | **$35,515** | **$45,649** | **$47,702** |
| **Hours:** | **576** | **482** | **454** | **505** | **505** |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72502 - Information and Outreach - Educate the Community

To promote an informed and engaged community, by:

-Creating and maintaining outreach tools,
-Providing information to community members,
-Coordinating outreach strategies, and
-Coordinating leadership training.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72502 - Information and Outreach - Educate the Community

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725200 - Coordinate Council Outreach Program [DELETED - Moved to 725210]** | | | | | |
| Product: A Council Outreach Meeting Held | | | | | |
| Costs: | $7,869 | $1,835 | $1,787 | $0 | $0 |
| Products: | 4 | 8 | 3 | 0 | 0 |
| Work Hours: | 116 | 120 | 26 | 0 | 0 |
| Product Cost: | $1,967.36 | $229.40 | $595.56 | $0.00 | $0.00 |
| Work Hours/Product: | 28.89 | 15.00 | 8.50 | 0.00 | 0.00 |
| **Activity 725210 - Coordinate Speakers Bureau and Council Outreach Program** | | | | | |
| Product: A Meeting Coordinated | | | | | |
| Costs: | $4,810 | $3,987 | $3,995 | $5,810 | $6,115 |
| Products: | 15 | 14 | 27 | 15 | 15 |
| Work Hours: | 91 | 70 | 66 | 85 | 85 |
| Product Cost: | $320.65 | $284.78 | $147.96 | $387.33 | $407.65 |
| Work Hours/Product: | 6.04 | 5.00 | 2.44 | 5.67 | 5.67 |
| **Activity 725220 - Maintain Community Outreach Tools (Community Calendar, NCR Web Sites, Community Line, CONNECT Database)** | | | | | |
| Product: An Update Completed | | | | | |
| Costs: | $11,364 | $10,583 | $12,613 | $11,536 | $12,202 |
| Products: | 148 | 75 | 147 | 140 | 140 |
| Work Hours: | 207 | 180 | 237 | 190 | 190 |
| Product Cost: | $76.79 | $141.11 | $85.80 | $82.40 | $87.16 |
| Work Hours/Product: | 1.40 | 2.40 | 1.61 | 1.36 | 1.36 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72502 - Information and Outreach - Educate the Community

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725230 - Consultation and Support for Other City Departments' and Divisions' Outreach Activities** | | | | | |
| Product: A Consultation/Support Activity Completed | | | | | |
| Costs: | $4,686 | $5,290 | $7,296 | $5,520 | $5,809 |
| Products: | 15 | 15 | 51 | 15 | 15 |
| Work Hours: | 75 | 80 | 107 | 80 | 80 |
| Product Cost: | $312.41 | $352.64 | $143.06 | $368.03 | $387.24 |
| Work Hours/Product: | 4.97 | 5.33 | 2.10 | 5.33 | 5.33 |
| **Activity 725240 - Information, Referral and Outreach** | | | | | |
| Product: An Information Item Provided | | | | | |
| Costs: | $18,496 | $23,794 | $21,352 | $17,858 | $18,813 |
| Products: | 48 | 15 | 42 | 50 | 50 |
| Work Hours: | 329 | 340 | 351 | 270 | 270 |
| Product Cost: | $385.34 | $1,586.29 | $508.39 | $357.17 | $376.27 |
| Work Hours/Product: | 6.85 | 22.67 | 8.35 | 5.40 | 5.40 |
| **Activity 725250 - Provide Civic/Leadership Training** | | | | | |
| Product: A Training Participant | | | | | |
| Costs: | $6,256 | $8,281 | $5,766 | $10,803 | $11,376 |
| Products: | 30 | 60 | 30 | 60 | 60 |
| Work Hours: | 113 | 120 | 94 | 158 | 158 |
| Product Cost: | $208.53 | $138.02 | $192.19 | $180.04 | $189.60 |
| Work Hours/Product: | 3.75 | 2.00 | 3.13 | 2.63 | 2.63 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72502 - Information and Outreach - Educate the Community

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725260 - Coordinate an Annual Community Workshop** | | | | | |
| Product: A Workshop Held | | | | | |
| Costs: | $19,176 | $21,221 | $23,422 | $26,895 | $27,988 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 141 | 200 | 285 | 260 | 260 |
| Product Cost: | $19,176.08 | $21,221.47 | $23,421.73 | $26,894.64 | $27,987.77 |
| Work Hours/Product: | 140.55 | 200.00 | 284.54 | 260.00 | 260.00 |
| **Totals for Service Delivery Plan 72502 - Information and Outreach - Educate the Community** | | | | | |
| **Costs:** | **$72,658** | **$74,992** | **$76,231** | **$78,422** | **$82,302** |
| **Hours:** | **1,069** | **1,110** | **1,165** | **1,043** | **1,043** |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72503 - Support Community Participation, Community Groups, and Issue Resolution

Enhance Sunnyvale's sense of community and access to City services, by:

-Working toward an inclusive and culturally diverse community,
-Helping community members to resolve issues with the City,
-Supporting community organizations (e.g. cultural, educational and faith-based organizations, not for profit agencies, service groups, etc.), and
-Administering Americans with Disabilities Act (ADA) related activities.

**Notes**

1. 725340 - Support for Advisory Committee on Accessibility (ACA) includes:
-Planning, scheduling and leading the meetings;
-Follow-up on action items and questions raised by ACA members;
-Making arrangements for guest speakers at the ACA meetings with staff and community members on accessibility issues;
-Note taking and distribution of notes following meetings;
-Coordinating special accessibility related activities, such as, community booth at the Health and Safety Fair;
-Special Order of the Day to recognize October as Disabilities Awareness Month; and
-Recruitment for members if a vacancy occurs.

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72503 - Support Community Participation, Community Groups, and Issue Resolution

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725300 - Conduct Outreach to Ethnic/Cultural Communities** | | | | | |
| Product: An Activity Promoting Diversity | | | | | |
| Costs: | $10,005 | $17,053 | $18,511 | $13,936 | $14,458 |
| Products: | 18 | 40 | 18 | 20 | 20 |
| Work Hours: | 180 | 170 | 217 | 135 | 135 |
| Product Cost: | $555.83 | $426.33 | $1,028.39 | $696.80 | $722.90 |
| Work Hours/Product: | 9.98 | 4.25 | 12.06 | 6.75 | 6.75 |
| **Activity 725310 - Facilitate Cultural Diversity Training for Staff and Community Members** | | | | | |
| Product: An Individual Participating | | | | | |
| Costs: | $9,515 | $8,417 | $8,407 | $12,396 | $12,815 |
| Products: | 94 | 150 | 65 | 100 | 100 |
| Work Hours: | 86 | 135 | 87 | 110 | 110 |
| Product Cost: | $101.23 | $56.11 | $129.33 | $123.96 | $128.15 |
| Work Hours/Product: | 0.91 | 0.90 | 1.34 | 1.10 | 1.10 |
| **Activity 725320 - Support City Staff in Outreach Activities to Diverse Cultures [DELETED - Moved to 725300]** | | | | | |
| Product: An Outreach Activity Supported | | | | | |
| Costs: | $6,251 | $9,686 | $10,556 | $0 | $0 |
| Products: | 6 | 2 | 7 | 0 | 0 |
| Work Hours: | 76 | 105 | 118 | 0 | 0 |
| Product Cost: | $1,041.81 | $4,843.04 | $1,507.96 | $0.00 | $0.00 |
| Work Hours/Product: | 12.59 | 52.50 | 16.79 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72503 - Support Community Participation, Community Groups, and Issue Resolution

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725330 - Provide Community Liaison Service** | | | | | |
| Product: An Issue Addressed | | | | | |
| Costs: | $10,721 | $12,233 | $8,628 | $12,770 | $13,496 |
| Products: | 73 | 40 | 53 | 70 | 70 |
| Work Hours: | 196 | 195 | 152 | 195 | 195 |
| Product Cost: | $146.86 | $305.84 | $162.79 | $182.43 | $192.80 |
| Work Hours/Product: | 2.68 | 4.88 | 2.87 | 2.79 | 2.79 |
| **Activity 725340 - Support Advisory Committee on Accessibility** | | | | | |
| Product: A Meeting Held | | | | | |
| Costs: | $8,176 | $9,992 | $8,054 | $9,614 | $9,982 |
| Products: | 5 | 4 | 7 | 4 | 4 |
| Work Hours: | 98 | 130 | 97 | 115 | 115 |
| Product Cost: | $1,635.13 | $2,497.95 | $1,150.55 | $2,403.58 | $2,495.51 |
| Work Hours/Product: | 19.61 | 32.50 | 13.79 | 28.75 | 28.75 |
| **Activity 725350 - Address Americans with Disabilities Act Issues** | | | | | |
| Product: An Issue Addressed | | | | | |
| Costs: | $6,542 | $10,048 | $8,816 | $9,476 | $9,797 |
| Products: | 9 | 6 | 11 | 10 | 10 |
| Work Hours: | 78 | 120 | 95 | 90 | 90 |
| Product Cost: | $726.89 | $1,674.61 | $801.46 | $947.65 | $979.66 |
| Work Hours/Product: | 8.67 | 20.00 | 8.64 | 9.00 | 9.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72503 - Support Community Participation, Community Groups, and Issue Resolution

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725360 - Coordinate Community Event Application Process** | | | | | |
| Product: An Application Processed | | | | | |
| Costs: | $11,255 | $12,107 | $13,703 | $47,791 | $38,747 |
| Products: | 18 | 17 | 27 | 30 | 25 |
| Work Hours: | 210 | 190 | 227 | 280 | 280 |
| Product Cost: | $625.25 | $712.20 | $507.51 | $1,593.05 | $1,549.86 |
| Work Hours/Product: | 11.64 | 11.18 | 8.41 | 9.33 | 11.20 |
| **Activity 725370 - Assist Community Organizations in Informing the Community About Their Services and Activities [DELETED - Moved to 725380]** | | | | | |
| Product: A Community Organization Supported | | | | | |
| Costs: | $8,332 | $8,880 | $8,849 | $0 | $0 |
| Products: | 12 | 6 | 10 | 0 | 0 |
| Work Hours: | 122 | 120 | 134 | 0 | 0 |
| Product Cost: | $694.29 | $1,479.96 | $884.86 | $0.00 | $0.00 |
| Work Hours/Product: | 10.17 | 20.00 | 13.40 | 0.00 | 0.00 |
| **Activity 725380 - Support Community-Initiated Events and Community Organizations** | | | | | |
| Product: A Support Activity Completed | | | | | |
| Costs: | $5,819 | $4,598 | $5,397 | $17,521 | $18,210 |
| Products: | 7 | 8 | 9 | 15 | 15 |
| Work Hours: | 99 | 60 | 89 | 170 | 170 |
| Product Cost: | $831.35 | $574.77 | $599.65 | $1,168.05 | $1,214.02 |
| Work Hours/Product: | 14.15 | 7.50 | 9.83 | 11.33 | 11.33 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72503 - Support Community Participation, Community Groups, and Issue Resolution

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725700 - Cultural Diversity Advisory Committee (CDAC)** | | | | | |
| Product: A Meeting Held | | | | | |
| Costs: | $0 | $0 | $0 | $11,302 | $11,736 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 135 | 135 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,883.69 | $1,956.05 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 22.50 | 22.50 |
| **Totals for Service Delivery Plan 72503 - Support Community Participation, Community Groups, and Issue Resolution** | | | | | |
| **Costs:** | **$85,555** | **$93,014** | **$90,919** | **$134,808** | **$129,241** |
| **Hours:** | **1,143** | **1,225** | **1,215** | **1,230** | **1,230** |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72504 - Volunteer Resources

The Volunteer Office builds community partnerships, augments the provision of City services and supports civic engagement in Sunnyvale, by:

-Providing volunteer opportunities in City Departments,
-Training City staff to be effective supervisors of volunteers and interns, and
-Promoting a connected community through community service and employee volunteerism.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72504 - Volunteer Resources

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725400 - Place Volunteers/Interns in City Departments and Provide Orientation** | | | | | |
| Product: A Volunteer or Intern Placed | | | | | |
| Costs: | $14,611 | $12,530 | $13,106 | $15,993 | $16,907 |
| Products: | 519 | 100 | 684 | 520 | 520 |
| Work Hours: | 223 | 200 | 223 | 245 | 245 |
| Product Cost: | $28.15 | $125.30 | $19.16 | $30.76 | $32.51 |
| Work Hours/Product: | 0.43 | 2.00 | 0.33 | 0.47 | 0.47 |
| **Activity 725410 - Provide Orientation for Volunteers [DELETED - Moved to 725400]** | | | | | |
| Product: A Volunteer Oriented | | | | | |
| Costs: | $2,939 | $4,607 | $6,494 | $0 | $0 |
| Products: | 41 | 30 | 30 | 0 | 0 |
| Work Hours: | 50 | 70 | 100 | 0 | 0 |
| Product Cost: | $71.69 | $153.58 | $216.47 | $0.00 | $0.00 |
| Work Hours/Product: | 1.21 | 2.33 | 3.33 | 0.00 | 0.00 |
| **Activity 725420 - Recognize Volunteers** | | | | | |
| Product: A Volunteer Recognized | | | | | |
| Costs: | $18,079 | $24,250 | $19,200 | $19,653 | $20,563 |
| Products: | 414 | 200 | 449 | 420 | 420 |
| Work Hours: | 275 | 338 | 256 | 230 | 230 |
| Product Cost: | $43.67 | $121.25 | $42.76 | $46.79 | $48.96 |
| Work Hours/Product: | 0.66 | 1.69 | 0.57 | 0.55 | 0.55 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72504 - Volunteer Resources

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725430 - Train Staff to Supervise Volunteers** | | | | | |
| Product: A Staff Member Trained | | | | | |
| Costs: | $10,591 | $13,481 | $9,322 | $9,321 | $9,841 |
| Products: | 9 | 40 | 21 | 20 | 20 |
| Work Hours: | 179 | 225 | 151 | 150 | 150 |
| Product Cost: | $1,176.80 | $337.03 | $443.93 | $466.05 | $492.05 |
| Work Hours/Product: | 19.84 | 5.63 | 7.19 | 7.50 | 7.50 |
| **Activity 725440 - Create New Volunteer Opportunities** | | | | | |
| Product: An Opportunity Created | | | | | |
| Costs: | $8,789 | $8,450 | $6,781 | $8,915 | $9,416 |
| Products: | 30 | 20 | 67 | 30 | 30 |
| Work Hours: | 139 | 130 | 119 | 140 | 140 |
| Product Cost: | $292.98 | $422.50 | $101.21 | $297.16 | $313.86 |
| Work Hours/Product: | 4.62 | 6.50 | 1.77 | 4.67 | 4.67 |
| **Activity 725450 - Manage the Volunteer Emergency Response Team (VERT)** | | | | | |
| Product: A Staff Training Event | | | | | |
| Costs: | $10,854 | $15,454 | $20,570 | $15,102 | $15,863 |
| Products: | 2 | 3 | 6 | 4 | 4 |
| Work Hours: | 149 | 215 | 292 | 200 | 200 |
| Product Cost: | $5,426.79 | $5,151.39 | $3,428.37 | $3,775.47 | $3,965.77 |
| Work Hours/Product: | 74.63 | 71.67 | 48.59 | 50.00 | 50.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72504 - Volunteer Resources

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725470 - Provide Consultations on Volunteer Management** | | | | | |
| Product: A Consultation | | | | | |
| Costs: | $11,201 | $15,067 | $13,862 | $13,506 | $14,208 |
| Products: | 31 | 20 | 27 | 25 | 25 |
| Work Hours: | 170 | 190 | 182 | 195 | 195 |
| Product Cost: | $361.32 | $753.34 | $513.42 | $540.25 | $568.32 |
| Work Hours/Product: | 5.48 | 9.50 | 6.72 | 7.80 | 7.80 |
| **Activity 725480 - Support Community Organizations** | | | | | |
| Product: A Referral | | | | | |
| Costs: | $13,153 | $16,132 | $14,100 | $13,520 | $14,294 |
| Products: | 298 | 200 | 308 | 300 | 300 |
| Work Hours: | 234 | 260 | 237 | 215 | 215 |
| Product Cost: | $44.14 | $80.66 | $45.78 | $45.07 | $47.65 |
| Work Hours/Product: | 0.78 | 1.30 | 0.77 | 0.72 | 0.72 |
| **Activity 725490 - Promote Employee Volunteerism** | | | | | |
| Product: A Volunteer Opportunity Publicized | | | | | |
| Costs: | $4,650 | $7,297 | $2,223 | $3,922 | $4,140 |
| Products: | 13 | 12 | 14 | 12 | 12 |
| Work Hours: | 75 | 120 | 32 | 60 | 60 |
| Product Cost: | $357.67 | $608.07 | $158.76 | $326.84 | $344.96 |
| Work Hours/Product: | 5.77 | 10.00 | 2.29 | 5.00 | 5.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72504 - Volunteer Resources

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725500 - Recruit Volunteers** | | | | | |
| Product: A New Application Received | | | | | |
| Costs: | $13,231 | $13,279 | $11,514 | $16,631 | $17,570 |
| Products: | 442 | 300 | 355 | 400 | 400 |
| Work Hours: | 238 | 210 | 203 | 260 | 260 |
| Product Cost: | $29.93 | $44.26 | $32.43 | $41.58 | $43.93 |
| Work Hours/Product: | 0.54 | 0.70 | 0.57 | 0.65 | 0.65 |
| **Activity 725510 - Support City Sponsored Events Utilizing Volunteers** | | | | | |
| Product: An Event Supported | | | | | |
| Costs: | $3,980 | $8,463 | $8,549 | $10,126 | $10,678 |
| Products: | 1 | 1 | 12 | 3 | 3 |
| Work Hours: | 65 | 130 | 128 | 150 | 150 |
| Product Cost: | $3,980.28 | $8,462.74 | $712.44 | $3,375.30 | $3,559.43 |
| Work Hours/Product: | 65.03 | 130.00 | 10.63 | 50.00 | 50.00 |
| **Totals for Service Delivery Plan 72504 - Volunteer Resources** | | | | | |
| **Costs:** | **$112,078** | **$139,010** | **$125,723** | **$126,688** | **$133,481** |
| **Hours:** | **1,795** | **2,088** | **1,920** | **1,845** | **1,845** |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72506 - Management and Support Services

Provide leadership to Office of the City Manager staff, City Council, the general public, and the business community, by:

-Planning for the long range needs of the department,
-Analyzing financial reports and making recommendations to improve operations,
-Responding to Council, citizen, and business inquiries in a professional and timely manner, and
-Coordinating the analysis of department wide issues to prevent duplication and ensure the even application of policies and procedures.

Support the operation and overall effectiveness of Community Building, Civic Engagement and Volunteering, by:

-Providing answer point services to the general public and business community,
-Supporting the administrative needs of staff and management,
-Accurately filing and retrieving Community Building, Civic Engagement and Volunteering onsite and offsite records,
-Processing purchase requisitions, POs and check requests, and
-Maintaining the operation of office equipment and collection and distribution of interoffice mail.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72506 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 725600 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $66,361 | $68,482 | $68,451 | $24,338 | $25,108 |
| Products: | 630 | 647 | 594 | 250 | 250 |
| Work Hours: | 630 | 647 | 594 | 250 | 250 |
| Product Cost: | $105.31 | $105.85 | $115.20 | $97.35 | $100.43 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 725610 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $21,216 | $18,331 | $23,554 | $21,879 | $23,251 |
| Products: | 402 | 360 | 434 | 395 | 395 |
| Work Hours: | 402 | 360 | 434 | 395 | 395 |
| Product Cost: | $52.82 | $50.92 | $54.33 | $55.39 | $58.86 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 725620 - Staff Training and Development [DELETED - Moved to 725640]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $12,889 | $13,420 | $17,614 | $0 | $0 |
| Products: | 150 | 138 | 221 | 0 | 0 |
| Work Hours: | 150 | 138 | 221 | 0 | 0 |
| Product Cost: | $85.89 | $97.25 | $79.87 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 725 - Community Building, Civic Engagement and Volunteering

### Service Delivery Plan 72506 - Management and Support Services

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Activity 725630 - Community Engagement Studies and New Initiatives** | | | | | | |
| Product: A Project Completed | | | | | | |
| | Costs: | $54,334 | $48,283 | $47,698 | $48,258 | $50,127 |
| | Products: | 5 | 3 | 5 | 3 | 3 |
| | Work Hours: | 715 | 804 | 616 | 575 | 575 |
| | Product Cost: | $10,866.80 | $16,094.19 | $9,539.51 | $16,086.13 | $16,708.87 |
| | Work Hours/Product: | 143.05 | 268.00 | 123.12 | 191.67 | 191.67 |
| **Activity 725640 - Staff Training and Development** | | | | | | |
| Product: An Employee Trained | | | | | | |
| | Costs: | $0 | $0 | $0 | $18,907 | $19,690 |
| | Products: | 0 | 0 | 0 | 4 | 4 |
| | Work Hours: | 0 | 0 | 0 | 205 | 205 |
| | Product Cost: | $0.00 | $0.00 | $0.00 | $4,726.64 | $4,922.58 |
| | Work Hours/Product: | 0.00 | 0.00 | 0.00 | 51.25 | 51.25 |
| **Totals for Service Delivery Plan 72506 - Management and Support Services** | | | | | | |
| | **Costs:** | **$154,800** | **$148,516** | **$157,316** | **$113,382** | **$118,176** |
| | **Hours:** | **1,897** | **1,949** | **1,864** | **1,425** | **1,425** |
| **Totals for Program 725** | **Costs:** | **$462,318** | **$494,194** | **$485,704** | **$498,949** | **$510,902** |
| | **Hours:** | **6,480** | **6,854** | **6,618** | **6,048** | **6,048** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

**Program Performance Statement**

Assist staff and City Council in representing the City's interests in intergovernmental activities, and making informed decisions when establishing policies and positions on legislative issues, by:

-Keeping Council informed about intergovernmental relations activities,
-Responding to bills/issues in a coordinated and timely manner, and
-Providing support to City-wide staff that are responsible for department-specific IGR activities.

Service delivery areas include:

-Advocate on significant issues of concern to Sunnyvale as appropriate.
-Manage and support Council's intergovernmental assignments by maintaining accurate records of Council assignments; notifying intergovernmental agencies of Council assignments at start of calendar year; processing new assignments for Council ratification in a timely way; and training IGR staff City-wide on Council support policies, procedures and expectations.
-Identify and advise Council on pending legislative and intergovernmental issues of significant concern to Sunnyvale by supporting and coordinating City-wide IGR activities to provide balanced analysis of issues, review current City policy, and outline and evaluate alternative courses of action.
-Provide management and support.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Intergovernmental Relations Reports to Council deadlines are met. | C | | | | | |
| **- Percent Met** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Reports | | NA | NA | NA | 7.00 | 7.00 |
| Q2. Council indicates overall satisfaction rating with intergovernmental relations activities (IGR committee assignments, study sessions, and Legislative Advocacy Positions). | I | | | | | |
| - Percent Satisfaction [DELETED] | | 80.00% | 85.00% | 100.00% | NA | NA |
| **- Number of Councilmembers Satisfied** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |
| Q3. Council indicates overall satisfaction with staff's administration of Council's intergovernmental committee assignments. [DELETED] | I | | | | | |
| **- Percent Satisfaction** | | **100.00%** | **85.00%** | **75.00%** | **NA** | **NA** |
| Q4. Council indicates overall satisfaction with staff's administration of Intergovernmental Study Sessions. [DELETED] | I | | | | | |
| **- Percent Satisfaction** | | **80.00%** | **85.00%** | **100.00%** | **NA** | **NA** |
| Q5. Council and management staff indicates overall satisfaction with the usefulness of the current year's City priorities and Legislative Advocacy Positions. [DELETED] | I | | | | | |
| **- Percent Satisfaction** | | **80.00%** | **85.00%** | **86.00%** | **NA** | **NA** |
| Q6. The City's advocacy efforts are effective. | I | | | | | |
| **- Number of Advocacy Actions on Priority Legislation or Issues** | | **NA** | **NA** | **NA** | **30.00** | **30.00** |
| Q7. Council indicates overall satisfaction with effectiveness of IGR advocacy. | I | | | | | |
| - Percent Satisfaction [DELETED] | | NA | NA | NA | NA | NA |
| **- Number of Councilmembers Satisfied** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmemberts | | NA | NA | NA | 7.00 | 7.00 |
| Q8. Management staff indicates overall satisfaction with intergovernmental relations activities. | D | | | | | |
| **- Percent Satisfaction** | | **NA** | **NA** | **NA** | **70.00%** | **70.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Legislative advocacy letters are drafted and mailed within two weeks of request. | C | | | | | |
| **- Percent On Time** | | **100.00%** | **85.00%** | **100.00%** | **90.00%** | **90.00%** |
| **Cost Effectiveness** | | | | | | |
| C1. The cost of supporting Council assignments by the Office of the City Manager staff does not exceed planned cost. [DELETED] | I | | | | | |
| **- Cost of Supporting Council Assignments** | | **$1,062.05** | **$2,639.52** | **$1,120.91** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Intergovernmental Relations will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $130,009.00 | $177,373.22 | $176,726.25 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

### Service Delivery Plan 72601 - Manage Council Intergovernmental (IGR) Assignments

Manage and support Council's intergovernmental assignments, by:

-Maintaining accurate records of Council assignments,
-Notifying intergovernmental agencies of Council assignments at start of calendar year,
-Processing new assignments for Council ratification in a timely way, and
-Training IGR staff City-wide on Council support policies, procedures and expectations.

**Notes**

1. Activity 726110 - FY08-09 hours will include an upgrade of the internal IGR website. In future years, these hours will be used for annual maintenance of the upgraded website and more individualized support of IGR liaisons and staff on IGR matters. These efforts will result in a more useful tool for department IGR liaisons and City staff; an upgraded website will also result in more available time for the IGR division to dedicate towards assisting departments with their advocacy efforts.

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

### Service Delivery Plan 72601 - Manage Council Intergovernmental (IGR) Assignments

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 726100 - Coordinate Administration of Council's Intergovernmental Activities City-Wide** | | | | | |
| Product: A Council IGR Assignment | | | | | |
| Costs: | $21,998 | $24,604 | $27,999 | $22,591 | $23,341 |
| Products: | 58 | 50 | 71 | 50 | 50 |
| Work Hours: | 253 | 260 | 289 | 240 | 240 |
| Product Cost: | $379.28 | $492.09 | $394.35 | $451.83 | $466.82 |
| Work Hours/Product: | 4.37 | 5.20 | 4.06 | 4.80 | 4.80 |
| **Activity 726110 - Support IGR Staff Liaisons and Staff Assigned to IGR Council Support Roles** | | | | | |
| Product: An IGR Staff Liaison or Council Support Staff Trained | | | | | |
| Costs: | $6,282 | $6,617 | $6,933 | $13,201 | $13,841 |
| Products: | 31 | 25 | 42 | 25 | 25 |
| Work Hours: | 100 | 90 | 91 | 205 | 205 |
| Product Cost: | $202.65 | $264.67 | $165.08 | $528.05 | $553.66 |
| Work Hours/Product: | 3.22 | 3.60 | 2.17 | 8.20 | 8.20 |
| **Activity 726120 - Support Council IGR Committee Assignments Assigned to the Office of the City Manager** | | | | | |
| Product: An Assignment Supported | | | | | |
| Costs: | $11,683 | $13,198 | $14,572 | $11,666 | $12,223 |
| Products: | 11 | 5 | 13 | 10 | 10 |
| Work Hours: | 202 | 170 | 159 | 180 | 180 |
| Product Cost: | $1,062.05 | $2,639.52 | $1,120.91 | $1,166.58 | $1,222.27 |
| Work Hours/Product: | 18.39 | 34.00 | 12.23 | 18.00 | 18.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

### Service Delivery Plan 72601 - Manage Council Intergovernmental (IGR) Assignments

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 726130 - Coordinate Intergovernmental Study Sessions** | | | | | |
| Product: A Study Session Held | | | | | |
| Costs: | $5,045 | $5,483 | $6,523 | $5,058 | $5,223 |
| Products: | 5 | 5 | 3 | 5 | 5 |
| Work Hours: | 73 | 60 | 77 | 60 | 60 |
| Product Cost: | $1,009.02 | $1,096.62 | $2,174.26 | $1,011.66 | $1,044.65 |
| Work Hours/Product: | 14.52 | 12.00 | 25.67 | 12.00 | 12.00 |
| **Totals for Service Delivery Plan 72601 - Manage Council Intergovernmental (IGR) Assignments** | | | | | |
| **Costs:** | **$45,008** | **$49,902** | **$56,027** | **$52,517** | **$54,628** |
| **Hours:** | **628** | **580** | **616** | **685** | **685** |

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

### Service Delivery Plan 72602 - Bill and Issue Advocacy

Identify and advise Council on pending legislative and intergovernmental issues of significant concern to Sunnyvale, by:

-Advocating on significant issues of concern to Sunnyvale as appropriate,
-Providing balanced analysis of issues, reviewing current City policy, and
-Outlining and evaluating alternative courses of action.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

### Service Delivery Plan 72602 - Bill and Issue Advocacy

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 726200 - Research, Develop, Coordinate and Track Advocacy on Legislation and Issues** | | | | | |
| Product: A Piece of Legislation or Issue Advocated For or Against | | | | | |
| Costs: | $13,250 | $15,616 | $14,895 | $16,604 | $17,152 |
| Products: | 27 | 30 | 44 | 30 | 30 |
| Work Hours: | 212 | 210 | 192 | 180 | 180 |
| Product Cost: | $490.74 | $520.52 | $338.51 | $553.48 | $571.73 |
| Work Hours/Product: | 7.86 | 7.00 | 4.35 | 6.00 | 6.00 |
| **Activity 726210 - Develop Annual City Advocacy Priorities and Update Legislative Advocacy Positions** | | | | | |
| Product: A Legislative Advocacy Position Supported | | | | | |
| Costs: | $6,760 | $4,662 | $13,843 | $4,867 | $4,619 |
| Products: | 427 | 419 | 388 | 100 | 100 |
| Work Hours: | 100 | 50 | 122 | 60 | 60 |
| Product Cost: | $15.83 | $11.13 | $35.68 | $48.67 | $46.19 |
| Work Hours/Product: | 0.23 | 0.12 | 0.31 | 0.60 | 0.60 |
| **Activity 726220 - Provide Council with Ballot Measures/League of California Cities (LCC) and National League of Cities Resolutions (NLC) Analysis** | | | | | |
| Product: A Report Completed | | | | | |
| Costs: | $15,807 | $22,261 | $20,859 | $17,841 | $18,584 |
| Products: | 3 | 5 | 5 | 3 | 3 |
| Work Hours: | 265 | 320 | 267 | 250 | 250 |
| Product Cost: | $5,269.13 | $4,452.30 | $4,171.84 | $5,946.91 | $6,194.57 |
| Work Hours/Product: | 88.48 | 64.00 | 53.30 | 83.33 | 83.33 |
| **Totals for Service Delivery Plan 72602 - Bill and Issue Advocacy** | | | | | |
| **Costs:** | **$35,818** | **$42,539** | **$49,596** | **$39,312** | **$40,354** |
| **Hours:** | **577** | **580** | **580** | **490** | **490** |

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

### Service Delivery Plan 72603 - Management and Support Services and IGR Projects

Provide leadership to Office of the City Manager staff, City Council, the general public, and the business community, by:

-Planning for the long range needs of the department,
-Analyzing financial reports and making recommendations to improve operations,
-Responding to Council, citizen, and business inquiries in a professional and timely manner, and
-Coordinating the analysis of department wide issues to prevent duplication and ensure the even application of policies and procedures.

Support the operation and overall effectiveness of Intergovernmental Relations, by:

-Supporting the administrative needs of staff and management,
-Accurately filing and retrieving Intergovernmental Relations onsite and offsite records,
-Processing purchase requisitions, POs and check requests, and
-Maintaining the operation of office equipment and collection and distribution of interoffice mail.

**Notes**

1. Activity 726330 (Interagency Projects) - Some examples of the types of projects that are managed by the IGR program include Moffett Field, NASA Ames, Onizuka Air Force Station, the City of Mountain View, Friendly Exchange Relations cities, and other visiting governments as directed.

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

### Service Delivery Plan 72603 - Management and Support Services and IGR Projects

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 726300, 726301 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $22,827 | $25,622 | $26,767 | $7,687 | $7,936 |
| Products: | 214 | 218 | 220 | 90 | 90 |
| Work Hours: | 214 | 218 | 220 | 90 | 90 |
| Product Cost: | $106.49 | $117.53 | $121.50 | $85.42 | $88.18 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 726310 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $13,301 | $15,513 | $25,141 | $17,748 | $18,778 |
| Products: | 255 | 270 | 442 | 300 | 300 |
| Work Hours: | 255 | 270 | 442 | 300 | 300 |
| Product Cost: | $52.08 | $57.46 | $56.95 | $59.16 | $62.59 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 726320 - Staff Training and Development [DELETED - Moved to 726340]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $4,039 | $4,995 | $1,190 | $0 | $0 |
| Products: | 37 | 40 | 15 | 0 | 0 |
| Work Hours: | 37 | 40 | 15 | 0 | 0 |
| Product Cost: | $110.48 | $124.87 | $79.31 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

### Service Delivery Plan 72603 - Management and Support Services and IGR Projects

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 726330, 726331 - Manage Inter-agency Projects** | | | | | |
| Product: An Inter-agency Project Managed | | | | | |
| Costs: | $8,980 | $38,803 | $18,004 | $13,712 | $14,205 |
| Products: | 4 | 3 | 8 | 5 | 5 |
| Work Hours: | 98 | 510 | 210 | 130 | 130 |
| Product Cost: | $2,244.91 | $12,934.27 | $2,250.55 | $2,742.40 | $2,841.00 |
| Work Hours/Product: | 24.54 | 170.00 | 26.19 | 26.00 | 26.00 |
| **Activity 726340 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $3,175 | $3,303 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 40 | 40 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,587.55 | $1,651.47 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 20.00 | 20.00 |
| **Totals for Service Delivery Plan 72603 - Management and Support Services and IGR Projects** | | | | | |
| **Costs:** | **$49,147** | **$84,933** | **$71,103** | **$42,322** | **$44,222** |
| **Hours:** | **604** | **1,038** | **886** | **560** | **560** |

# City of Sunnyvale
# Program Performance Budget

## Program 726 - Intergovernmental Relations (IGR)

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 726** | **Costs:** | **$129,973** | **$177,373** | **$176,726** | **$134,151** | **$139,205** |
| | **Hours:** | **1,810** | **2,198** | **2,082** | **1,735** | **1,735** |

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

**Program Performance Statement**

Maintain user-friendly, accurate City Council policies and administrative policies, manage the City's Study Issues process, and ensure efficient and effective City-wide work processes, by:

-Coordinating the development and maintenance of City policies,
-Coordinating policy reviews as needed,
-Managing the City's Study Issues process, and
-Developing and revising City-wide processes.

Service areas include:
-Maintain, review and update Council and administrative policies.
-Coordinate City-wide review of new laws, and coordinate updates to City policy as needed.
-Compile and track the City's annual Study Issues process.
-Review and revise City processes to improve efficiency and effectiveness.
-Provide management and support.

**Notes**

1. There are two new activities in this program: 1) Coordinate Planning and Management System (PAMS) activities citywide, and 2) Coordinate environmental sustainability activities citywide.

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Council reports satisfaction with implementation of the Study Issues Process. | C | | | | | |
| - Percent Satisfaction [DELETED] | | 80.00% | 95.00% | 50.00% | NA | NA |
| - Number of Councilmembers Satisfied | | NA | NA | NA | 7.00 | 7.00 |
| **- Total Number of Councilmembers** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| Q2. Intergovernmental Relations (IGR) office meets milestone deadlines for the Study Issues Process. | C | | | | | |
| **- Percent Met** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Milestones | | NA | NA | NA | 4.00 | 4.00 |
| Q3. City staff rate the currency of the Administrative and Legislative Policy Manuals positively. [DELETED] | I | | | | | |
| **- Percentage Rated Positively** | | **56.00%** | **85.00%** | **79.00%** | **NA** | **NA** |
| Q4. City staff rate the ease of use of the Administrative and Legislative Policy Manuals positively. [DELETED] | I | | | | | |
| **- Percentage Rated Positively** | | **48.00%** | **85.00%** | **73.00%** | **NA** | **NA** |
| Q5. Target customer(s) of City process improvements indicate improvement with revisions. | I | | | | | |
| **- Percent Satisfaction** | | **0.00%** | **80.00%** | **NA** | **80.00%** | **80.00%** |
| - Number of Customers | | NA | NA | NA | NA | NA |
| Q6. Percent of City staff indicating overall satisfaction with Council Policy Manual and Administrative Policy Manual. | I | | | | | |
| **- Percent Satisfied** | | **NA** | **NA** | **NA** | **60.00%** | **60.00%** |
| - Number of Survey Respondents | | NA | NA | NA | NA | NA |
| Q7. New or revised policies are posted within 20 business days of receipt by the IGR office with authorized signature. | D | | | | | |
| **- Percent of Time** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| **Productivity** | | | | | | |
| P1. The City reviews and/or updates administrative or Council policies annually. | I | | | | | |
| **- Number of Policies Updated or Reviewed** | | **41.00** | **31.00** | **65.00** | **35.00** | **35.00** |

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C. The average cost per policy updated or revised does not exceed planned cost. [DELETED] | I | | | | | |
| **- Average Cost Per Policy** | | **$427.33** | **$839.43** | **$407.42** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Policy Analysis and Citywide Process Improvement will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $148,379.17 | $163,315.54 | $162,991.06 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72701 - Council and Administrative Policies Review and Update

Review and update Council and administrative policies for accuracy, clarity and relevance. Coordinate department and City-wide review of new laws, and coordinate updates to City policy as needed. Develop City policy and Council reports on policy issues for the Office of the City Manager.

**Notes**

1. Activity 727100 - Increased hours reflect 1) the development and implementation of staff training on Council policy, and 2) the complexity of pending policy issues following completion of the policy clarity update project in 2006. Increased hours also reflect maintenance of online, searchable policy websites (internal and external).

2. Activity 727110 - Increased hours reflect 1) the development and implementation of staff training on Council policy, and 2) complexity of pending policy issues following completion of clarity update in 2007. Increased hours also reflect maintenance of administrative policy website (internal only).

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72701 - Council and Administrative Policies Review and Update

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 727100 - Manage, Review and Update Council Policies** | | | | | |
| Product: A Council Policy Reviewed/Revised | | | | | |
| Costs: | $7,265 | $7,555 | $9,887 | $13,183 | $13,760 |
| Products: | 17 | 9 | 19 | 15 | 15 |
| Work Hours: | 146 | 125 | 138 | 200 | 200 |
| Product Cost: | $427.33 | $839.43 | $520.39 | $878.86 | $917.35 |
| Work Hours/Product: | 8.56 | 13.89 | 7.24 | 13.33 | 13.33 |
| **Activity 727110 - Manage, Review, Develop, and Update Administrative Policies** | | | | | |
| Product: An Administrative Policy Reviewed/Revised or Developed | | | | | |
| Costs: | $11,153 | $11,514 | $13,545 | $12,685 | $13,231 |
| Products: | 27 | 22 | 46 | 20 | 20 |
| Work Hours: | 196 | 175 | 182 | 190 | 190 |
| Product Cost: | $413.08 | $523.38 | $294.45 | $634.27 | $661.56 |
| Work Hours/Product: | 7.24 | 7.95 | 3.96 | 9.50 | 9.50 |
| **Activity 727120 - Coordinate Annual City-Wide Review of New Laws** | | | | | |
| Product: A New Law Reviewed | | | | | |
| Costs: | $5,637 | $3,887 | $4,746 | $5,872 | $6,079 |
| Products: | 309 | 282 | 185 | 250 | 250 |
| Work Hours: | 88 | 55 | 69 | 75 | 75 |
| Product Cost: | $18.24 | $13.78 | $25.65 | $23.49 | $24.31 |
| Work Hours/Product: | 0.28 | 0.20 | 0.37 | 0.30 | 0.30 |

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72701 - Council and Administrative Policies Review and Update

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 727130 - Develop Council Reports on OCM Related Council Policy Issues** | | | | | |
| Product: A Report Completed | | | | | |
| Costs: | $7,765 | $11,014 | $17,231 | $10,187 | $10,534 |
| Products: | 0 | 3 | 3 | 2 | 2 |
| Work Hours: | 122 | 145 | 199 | 130 | 130 |
| Product Cost: | $0.00 | $3,671.35 | $5,743.58 | $5,093.33 | $5,267.05 |
| Work Hours/Product: | 0.00 | 48.33 | 66.33 | 65.00 | 65.00 |
| **Totals for Service Delivery Plan 72701 - Council and Administrative Policies Review and Update** | | | | | |
| **Costs:** | **$31,820** | **$33,970** | **$45,409** | **$41,927** | **$43,604** |
| **Hours:** | **551** | **500** | **588** | **595** | **595** |

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72702 - Manage City-Wide Study Issues Process

Compile and track the City's annual Study Issues process and develop report for review at annual Council Workshop.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72702 - Manage City-Wide Study Issues Process

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 727200 - Compile Citywide Proposed Study Issues, Develop Council Report and Track Workshop Results** | | | | | |
| Product: A Proposed Study Issue | | | | | |
| Costs: | $9,539 | $11,163 | $23,556 | $13,836 | $14,456 |
| Products: | 95 | 96 | 132 | 95 | 95 |
| Work Hours: | 160 | 160 | 289 | 200 | 200 |
| Product Cost: | $100.41 | $116.28 | $178.46 | $145.65 | $152.17 |
| Work Hours/Product: | 1.68 | 1.67 | 2.19 | 2.11 | 2.11 |
| **Activity 727210 - Track Approved Study Issues Through Final Council Review [DELETED - Moved to 727200]** | | | | | |
| Product: A Study Issue Tracked | | | | | |
| Costs: | $4,763 | $4,126 | $3,504 | $0 | $0 |
| Products: | 32 | 39 | 21 | 0 | 0 |
| Work Hours: | 73 | 60 | 56 | 0 | 0 |
| Product Cost: | $148.84 | $105.81 | $166.87 | $0.00 | $0.00 |
| Work Hours/Product: | 2.28 | 1.54 | 2.64 | 0.00 | 0.00 |
| **Activity 727220 - Coordinate Study Issues Process - Educate and Inform City Staff and the Public** | | | | | |
| Product: An Information Activity Completed | | | | | |
| Costs: | $7,153 | $8,816 | $8,888 | $11,193 | $11,644 |
| Products: | 33 | 30 | 68 | 30 | 30 |
| Work Hours: | 123 | 135 | 119 | 160 | 160 |
| Product Cost: | $216.76 | $293.85 | $130.70 | $373.11 | $388.14 |
| Work Hours/Product: | 3.71 | 4.50 | 1.74 | 5.33 | 5.33 |
| **Totals for Service Delivery Plan 72702 - Manage City-Wide Study Issues Process** | | | | | |
| **Costs:** | **$21,454** | **$24,105** | **$35,948** | **$25,030** | **$26,100** |
| **Hours:** | **356** | **355** | **463** | **360** | **360** |

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72703 - Process Improvement

Foster a culture of continuous improvement and ensure that the services delivered by the City of Sunnyvale to both internal and external customers meet service objectives in the most effective, and efficient manner by reviewing and revising City processes annually.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72703 - Process Improvement

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 727300 - A Process or City-Wide Issue Analyzed and/or Revised** | | | | | |
| Product: A Project Completed or City-wide Issue Reviewed | | | | | |
| Costs: | $33,721 | $35,604 | $24,879 | $20,229 | $20,918 |
| Products: | 2 | 2 | 6 | 2 | 2 |
| Work Hours: | 387 | 400 | 282 | 250 | 250 |
| Product Cost: | $16,860.43 | $17,801.99 | $4,146.58 | $10,114.41 | $10,459.10 |
| Work Hours/Product: | 193.50 | 200.00 | 46.92 | 125.00 | 125.00 |
| **Totals for Service Delivery Plan 72703 - Process Improvement** | | | | | |
| **Costs:** | **$33,721** | **$35,604** | **$24,879** | **$20,229** | **$20,918** |
| **Hours:** | **387** | **400** | **282** | **250** | **250** |

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72704 - Management and Support Services

Provide leadership to Office of the City Manager staff, City Council, the general public, and the business community, by:

-Planning for the long range needs of the department,
-Analyzing financial reports and making recommendations to improve operations,
-Responding to Council, citizen, and business inquiries in a professional and timely manner, and
-Coordinating the analysis of department wide issues to prevent duplication and ensure the even application of policies and procedures.

Support the operation and overall effectiveness of Policy Analysis and City-wide Process Improvement, by:

-Supporting the administrative needs of staff and management,
-Accurately filing and retrieving Policy Analysis and City-wide Process Improvement onsite and offsite records,
-Processing purchase requisitions, POs and check requests, and
-Maintaining the operation of office equipment and collection and distribution of interoffice mail.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72704 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 727400 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $28,798 | $34,264 | $24,498 | $8,620 | $8,894 |
| Products: | 280 | 310 | 196 | 105 | 105 |
| Work Hours: | 280 | 310 | 196 | 105 | 105 |
| Product Cost: | $102.74 | $110.53 | $125.12 | $82.09 | $84.70 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 727410 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $22,678 | $24,236 | $24,855 | $19,506 | $20,658 |
| Products: | 462 | 495 | 468 | 355 | 355 |
| Work Hours: | 462 | 495 | 468 | 355 | 355 |
| Product Cost: | $49.14 | $48.96 | $53.17 | $54.95 | $58.19 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 727420 - Staff Training and Development [DELETED - Moved to 727430]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $9,909 | $11,136 | $7,401 | $0 | $0 |
| Products: | 119 | 100 | 81 | 0 | 0 |
| Work Hours: | 119 | 100 | 81 | 0 | 0 |
| Product Cost: | $83.62 | $111.36 | $91.37 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72704 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 727430 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $4,955 | $5,143 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 60 | 60 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,477.43 | $2,571.53 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 30.00 | 30.00 |
| **Totals for Service Delivery Plan 72704 - Management and Support Services** | | | | | |
| **Costs:** | **$61,384** | **$69,636** | **$56,754** | **$33,081** | **$34,695** |
| **Hours:** | **860** | **905** | **744** | **520** | **520** |

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72705 - Interdepartmental Coordination

Ensure coordinated departmental efforts in planning and implementing City-wide policies, practices and initiatives, by:

-Coordinating interdepartmental processes and policy analysis to support City-wide efforts,
-Facilitating interdepartmental coordination, and
-Developing and communicating City-wide objectives, timelines and deliverables.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

### Service Delivery Plan 72705 - Interdepartmental Coordination

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 727500 - Coordinate Planning and Management System (PAMS) Activities City-Wide** | | | | | |
| Product: An Activity Coordinated or Reviewed | | | | | |
| Costs: | $0 | $0 | $0 | $11,020 | $11,433 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 150 | 150 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,754.90 | $2,858.29 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 37.50 | 37.50 |
| **Activity 727510 - Coordinate Sustainability Activities City-Wide** | | | | | |
| Product: An Activity Coordinated | | | | | |
| Costs: | $0 | $0 | $0 | $24,969 | $26,468 |
| Products: | 0 | 0 | 0 | 204 | 204 |
| Work Hours: | 0 | 0 | 0 | 240 | 240 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $122.40 | $129.75 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.18 | 1.18 |
| **Totals for Service Delivery Plan 72705 - Interdepartmental Coordination** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$35,988** | **$37,901** |
| **Hours:** | **0** | **0** | **0** | **390** | **390** |

# City of Sunnyvale
# Program Performance Budget

## Program 727 - Policy Analysis and City-Wide Process Improvement

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 727** | **Costs:** | **$148,379** | **$163,316** | **$162,991** | **$156,254** | **$163,218** |
| | **Hours:** | **2,153** | **2,160** | **2,076** | **2,115** | **2,115** |

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

**Program Performance Statement**

Provide effective advisory Boards and Commissions to City Council, by:

-Managing recruitment activities including publicizing to the community the opportunity to participate on ten (10) advisory boards and commissions: Arts Commission, Bicycle and Pedestrian Advisory Commission, Board of Building Code Appeals, Board of Library Trustees, Childcare Advisory Board, Heritage Preservation Commission, Housing and Human Services Commission, Parks and Recreation Commission, Personnel Board, and Planning Commission,
-Supporting Boards and Commissions member development through orientation and training,
-Supporting staff liaisons to the Boards and Commissions through training and problem-solving,
-Providing recognition of Boards and Commissions member service to Council and the community,
-Providing overall management and support of the Boards and Commissions process, and
-Providing ongoing monitoring of Boards and Commissions activities including attendance records.

**Notes**

1. This program focuses on strengthening Boards and Commissions member development, ensuring consistency amongst various Boards and Commissions where appropriate, and supporting staff liaisons responsible for Boards and Commissions. Program emphasis in FY 2008/2009 will be on reviewing and recommending revisions to Boards and Commissions by-laws revising and admin policy.

2. Administration oversight of City's Boards and Commissions program has been delegated, by the City Manager, to the City Clerk.

3. New program measures highlight the City's efforts to create a boards and commissions program that reflects the cultural demographics of the City.

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Council are satisfied overall with staff efforts to recruit Board and Commission applicants. | C | | | | | |
| - Average Satisfaction Rating [DELETED] | | 88.00% | 85.00% | 75.00% | NA | NA |
| **- Number of Councilmembers Satisfied** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |
| Q2. Number of Board and Commission applicants that are satisfied overall with the City recruitment process. | I | | | | | |
| - Average Overall Satisfaction Rating [DELETED] | | 100.00% | 85.00% | 100.00% | NA | NA |
| **- Number of Applicants Satisfied** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Applicants | | NA | NA | NA | 7.00 | 7.00 |
| Q3. New Board and Commission members are satisfied overall with orientation services. | I | | | | | |
| **- Average Overall Satisfaction Rating** | | **96.00%** | **85.00%** | **100.00%** | **95.00%** | **95.00%** |
| - Number of Members Satisfied | | NA | NA | NA | 20.00 | 20.00 |
| Q4. Board and Commission staff liaisons are satisfied with training and support received. | I | | | | | |
| **- Average Satisfaction Rating** | | **100.00%** | **85.00%** | **100.00%** | **90.00%** | **90.00%** |
| - Number of Staff Liaisons | | NA | NA | NA | 10.00 | 10.00 |
| Q5. Number of Council satisfied with overall administration of Board and Commissions program. | I | | | | | |
| **- Number of Councilmembers Satisfied** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Council is provided with timely Board and Commission work plans, appointment reports, attendance reports, and resignations. | C | | | | | |
| **- Percent Completed** | | **100.00%** | **75.00%** | **100.00%** | **100.00%** | **100.00%** |
| - Number of Items | | 15.00 | 8.00 | 14.00 | 15.00 | 15.00 |
| - Number of Work Plans | | NA | NA | NA | 10.00 | 10.00 |
| P2. Board and Commission work plans are coordinated and submitted in accordance with Council-established schedule. [DELETED] | I | | | | | |
| **- Percent Completed** | | **100.00%** | **100.00%** | **100.00%** | **NA** | **NA** |
| - Number of Work Plans | | 10.00 | 10.00 | 10.00 | NA | NA |
| P3. Percent of vacant Board and Commission seats that are filled within three (3) months. | I | | | | | |
| - Percent Vacant [DELETED] | | 19.00% | 6.00% | 10.00% | NA | NA |
| - Total Number of Vacancies | | 12.00 | 4.00 | 6.00 | 6.00 | 6.00 |
| **- Percent Filled Within Three (3) Months** | | **NA** | **NA** | **NA** | **50.00%** | **50.00%** |
| P4. Number of notifications of Boards and Commission openings published in multicultural newspapers, magazines and other identified culturally diverse resources. | I | | | | | |
| **- Number of Notifications** | | **NA** | **NA** | **NA** | **12.00** | **12.00** |
| P5. Number of Board and Commission applicants representing cultures which are underrepresented on Boards and Commissions as compared to overall City demographics. | I | | | | | |
| **- Number of Underrepresented Applicants** | | **NA** | **NA** | **NA** | **10.00** | **10.00** |
| - Total Number of Applicants | | NA | NA | NA | 50.00 | 50.00 |
| - Number of Individuals Appointed from Underrepresented Cultural Groups | | NA | NA | NA | 3.00 | 3.00 |
| - Percent of Board & Commission Members which Represent Cultural Demographic Make-up of the Community | | NA | NA | NA | 75.00% | 75.00% |
| **Cost Effectiveness** | | | | | | |
| C1. Actual total expenditures for the Boards/Commissions recognition events will not exceed planned expenditures. [DELETED] | I | | | | | |
| **- Total Expenditures** | | **$11,045.00** | **$13,393.45** | **$13,365.00** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Financial** | | | | | | |
| F1. Actual total expenditures for Council-Appointed Advisory Boards and Commissions will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $150,862.00 | $114,327.48 | $113,252.45 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

### Service Delivery Plan 72801 - Boards and Commissions Assistance and Support

Provide ongoing support for the Boards and Commissions program, by:

-Providing timely recruitment processes,
-Providing information and training about City policies, programs, and operations,
-Providing member development services through informational meetings and orientations, and informational materials and handbooks,
-Keeping Council informed about status of Boards and Commissions membership participation by preparing Reports to Council,
-Maintaining accurate board and commission recruitment and membership records, and
-Recognizing service.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

### Service Delivery Plan 72801 - Boards and Commissions Assistance and Support

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 728100 - Recruitment - Including Publicity, Application Processing, Interviews, Informational Meetings and Reports to Council Regarding Appointments** | | | | | |
| Product: An Application Processed | | | | | |
| Costs: | $30,037 | $22,555 | $21,916 | $37,045 | $39,381 |
| Products: | 31 | 50 | 94 | 50 | 50 |
| Work Hours: | 368 | 512 | 285 | 428 | 428 |
| Product Cost: | $968.94 | $451.10 | $233.15 | $740.90 | $787.63 |
| Work Hours/Product: | 11.87 | 10.24 | 3.03 | 8.56 | 8.56 |
| **Activity 728110 - Member Development - Including Orientation, Board and Commission Handbooks, and Supplemental Training [DELETED]** | | | | | |
| Product: A Board and Commission Member Receiving Training and/or Materials | | | | | |
| Costs: | $18,217 | $11,948 | $12,039 | $0 | $0 |
| Products: | 139 | 225 | 150 | 0 | 0 |
| Work Hours: | 215 | 260 | 147 | 0 | 0 |
| Product Cost: | $131.06 | $53.10 | $80.26 | $0.00 | $0.00 |
| Work Hours/Product: | 1.55 | 1.16 | 0.98 | 0.00 | 0.00 |
| **Activity 728120 - Service Recognition - Board and Commission Annual Event** | | | | | |
| Product: An Attendee | | | | | |
| Costs: | $11,045 | $13,393 | $13,365 | $14,386 | $16,540 |
| Products: | 61 | 75 | 61 | 75 | 75 |
| Work Hours: | 171 | 198 | 125 | 156 | 171 |
| Product Cost: | $181.06 | $178.58 | $219.10 | $191.81 | $220.53 |
| Work Hours/Product: | 2.80 | 2.64 | 2.04 | 2.08 | 2.28 |

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

### Service Delivery Plan 72801 - Boards and Commissions Assistance and Support

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 728130 - Member Development - Including Orientation** | | | | | |
| Product: An Orientation Conducted | | | | | |
| Costs: | $0 | $0 | $0 | $3,532 | $3,756 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 40 | 40 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,765.78 | $1,878.25 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 20.00 | 20.00 |
| **Activity 728140 - Supplemental Member Training** | | | | | |
| Product: A Training Session Conducted | | | | | |
| Costs: | $0 | $0 | $0 | $14,355 | $15,325 |
| Products: | 0 | 0 | 0 | 10 | 10 |
| Work Hours: | 0 | 0 | 0 | 170 | 170 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,435.45 | $1,532.47 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 17.00 | 17.00 |
| **Activity 728150 - Reporting and Monitoring - Including Maintaining Records, Preparing Quarterly Attendance Reports for Council and Resignation Reports as Needed** | | | | | |
| Product: A Report Prepared | | | | | |
| Costs: | $0 | $0 | $0 | $6,972 | $7,468 |
| Products: | 0 | 0 | 0 | 20 | 20 |
| Work Hours: | 0 | 0 | 0 | 100 | 100 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $348.61 | $373.39 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 5.00 | 5.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

### Service Delivery Plan 72801 - Boards and Commissions Assistance and Support

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 728160 - General Support for Boards and Commissions** | | | | | |
| Product: A Board or Commission Member Supported | | | | | |
| Costs: | $0 | $0 | $0 | $941 | $1,003 |
| Products: | 0 | 0 | 0 | 20 | 20 |
| Work Hours: | 0 | 0 | 0 | 10 | 10 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $47.07 | $50.17 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.50 | 0.50 |
| **Activity 728170 - Management and Supervisory Services for Boards and Commissions and Staff Liaisons** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $15,489 | $16,494 |
| Products: | 0 | 0 | 0 | 150 | 150 |
| Work Hours: | 0 | 0 | 0 | 150 | 150 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $103.26 | $109.96 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 72801 - Boards and Commissions Assistance and Support** | | | | | |
| **Costs:** | **$59,299** | **$47,896** | **$47,321** | **$92,719** | **$99,967** |
| **Hours:** | **754** | **970** | **557** | **1,054** | **1,069** |

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

### Service Delivery Plan 72802 - Support Boards and Commissions Staff Liaisons

Provide ongoing support of Boards and Commissions staff liaisons, by:

-Providing training, quarterly problem-solving discussions, and acting as an on-going resource for Board and Commission liaisons.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

### Service Delivery Plan 72802 - Support Boards and Commissions Staff Liaisons

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 728200 - Staff Training and Development for Liaisons** | | | | | |
| Product: An Attendee | | | | | |
| Costs: | $1,092 | $2,605 | $1,218 | $1,069 | $1,141 |
| Products: | 29 | 25 | 31 | 29 | 29 |
| Work Hours: | 12 | 120 | 13 | 13 | 13 |
| Product Cost: | $37.67 | $104.21 | $39.28 | $36.85 | $39.33 |
| Work Hours/Product: | 0.42 | 4.80 | 0.41 | 0.45 | 0.45 |
| **Activity 728210 - Facilitate Quarterly Problem-Solving Discussions with Staff Liaisons [DELETED - Moved to 728220]** | | | | | |
| Product: An Attendee at Four Sessions | | | | | |
| Costs: | $2,652 | $1,304 | $655 | $0 | $0 |
| Products: | 42 | 40 | 0 | 0 | 0 |
| Work Hours: | 30 | 90 | 10 | 0 | 0 |
| Product Cost: | $63.15 | $32.59 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.70 | 2.25 | 0.00 | 0.00 | 0.00 |
| **Activity 728220 - Support and Development for Liaisons** | | | | | |
| Product: A Liaison Contact | | | | | |
| Costs: | $0 | $0 | $0 | $6,196 | $6,598 |
| Products: | 0 | 0 | 0 | 196 | 196 |
| Work Hours: | 0 | 0 | 0 | 60 | 60 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $31.61 | $33.66 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.31 | 0.31 |
| **Totals for Service Delivery Plan 72802 - Support Boards and Commissions Staff Liaisons** | | | | | |
| **Costs:** | **$3,745** | **$3,909** | **$1,873** | **$7,264** | **$7,738** |
| **Hours:** | **42** | **210** | **22** | **73** | **73** |

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

### Service Delivery Plan 72803 - Support Services

Provide ongoing support of the Council-Appointed Advisory Boards and Commissions program, by:

-Providing administrative and clerical support services, and
-Providing training and educational opportunities for staff development.

Support the operation and overall effectiveness of Council-Appointed Advisory Boards and Commissions, by:

-Providing answer point services to the general public,
-Supporting the administrative needs of professional staff and management,
-Accurately filing and retrieving Council-Appointed Advisory Boards and Commissions onsite and offsite records,
-Processing purchase requisitions, POs and check requests, and
-Maintaining the operation of office equipment and collection and distribution of interoffice mail.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

### Service Delivery Plan 72803 - Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 728300 - Management and Supervisory Services for Boards and Commissions and Staff Liaisons [DELETED]** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $34,075 | $32,240 | $49,475 | $0 | $0 |
| Products: | 311 | 269 | 424 | 0 | 0 |
| Work Hours: | 311 | 269 | 424 | 0 | 0 |
| Product Cost: | $109.60 | $119.85 | $116.82 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 728310 - Administrative Support for Boards and Commissions and Staff Liaisons** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $27,829 | $23,299 | $7,625 | $32,074 | $34,382 |
| Products: | 525 | 419 | 136 | 525 | 525 |
| Work Hours: | 525 | 419 | 136 | 525 | 525 |
| Product Cost: | $52.99 | $55.61 | $56.19 | $61.09 | $65.49 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 728320 - Staff Training and Development [DELETED - Moved to 728350]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $4,845 | $3,104 | $3,127 | $0 | $0 |
| Products: | 74 | 70 | 43 | 0 | 0 |
| Work Hours: | 74 | 70 | 43 | 0 | 0 |
| Product Cost: | $65.21 | $44.34 | $72.21 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

### Service Delivery Plan 72803 - Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 728330 - Reporting and Monitoring - Including Maintaining Records, Preparing Quarterly Attendance Reports for Council and Resignation Reports as Needed [DELETED]** | | | | | |
| Product: A Report Prepared | | | | | |
| Costs: | $3,375 | $3,879 | $3,832 | $0 | $0 |
| Products: | 15 | 6 | 14 | 0 | 0 |
| Work Hours: | 46 | 93 | 55 | 0 | 0 |
| Product Cost: | $224.99 | $646.57 | $273.74 | $0.00 | $0.00 |
| Work Hours/Product: | 3.07 | 15.50 | 3.94 | 0.00 | 0.00 |
| **Activity 728340 - Special Projects** | | | | | |
| Product: A Project Completed | | | | | |
| Costs: | $17,694 | $0 | $0 | $12,418 | $0 |
| Products: | 1 | 0 | 0 | 1 | 0 |
| Work Hours: | 204 | 0 | 0 | 130 | 0 |
| Product Cost: | $17,693.93 | $0.00 | $0.00 | $12,417.56 | $0.00 |
| Work Hours/Product: | 204.00 | 0.00 | 0.00 | 130.00 | 0.00 |
| **Activity 728350 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $1,730 | $1,846 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 20 | 20 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $576.60 | $615.45 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 6.67 | 6.67 |
| **Totals for Service Delivery Plan 72803 - Support Services** | | | | | |
| **Costs:** | **$87,818** | **$62,523** | **$64,059** | **$46,221** | **$36,229** |
| **Hours:** | **1,160** | **851** | **658** | **675** | **545** |

# City of Sunnyvale
# Program Performance Budget

## Program 728 - Council - Appointed Advisory Boards and Commissions

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 728** | **Costs:** | **$150,862** | **$114,327** | **$113,252** | **$146,205** | **$143,934** |
| | **Hours:** | **1,956** | **2,031** | **1,237** | **1,802** | **1,687** |

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

**Program Performance Statement**

Ensure the effective and efficient management of the Office of the City Manager by exercising the powers and fulfilling the City-wide duties of the City Manager, such as administering City operations, by:

-Preparing an annual budget recommendation to City Council,
-Administering the City's approved budget,
-Preparing and submitting a year-end financial and administrative report to City Council,
-Advising the Council regarding the financial condition and future needs of the City, and making related recommendations,
-Providing policy recommendations to City Council, and approving all staff reports to Council,
-Making investigations into the City's operations, contracts, and performance,
-Appointing and removing all employees of the City,
-Submitting to the Council at each meeting for its approval a list of all claims and bills approved for payment by the City Manager,
-Serving as the Director of the City's Emergency Operations Center, and
-Providing managerial support and advice to the City Council.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Number of Councilmembers indicating overall satisfaction with the managerial support provided by the Office of the City Manager. | C | | | | | |
| - Satisfaction Rating Based On Survey [DELETED] | | 90.00% | 85.00% | 100.00% | NA | NA |
| **- Number of Councilmembers** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |
| Q2. Number of Executive Leadership Team indicating overall satisfaction with the guidance and support provided by the Office of the City Manager. | I | | | | | |
| - Satisfaction Rating Based On Survey [DELETED] | | 86.00% | 85.00% | 100.00% | NA | NA |
| **- Number of ELT Members Satisfied** | | **NA** | **NA** | **NA** | **10.00** | **10.00** |
| - Total Number of ELT Members | | NA | NA | NA | 10.00 | 10.00 |
| Q3. Percent of residents who rate Sunnyvale as a place to live as "fair" or better. [External Survey] | I | | | | | |
| **- Percent Rating as "Fair" or Better** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| Q4. Percent of residents who rate Sunnyvale as a place to live as "good" or "excellent". [External Survey] | I | | | | | |
| **- Percent Rating as "Good" or "Excellent"** | | **NA** | **NA** | **NA** | **95.00%** | **95.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. The percent of City-wide performance measures met or exceeded is achieved. | C | | | | | |
| **- City-Wide Performance Measures Met or Exceeded** | | **80.41%** | **90.00%** | **80.00%** | **85.00%** | **85.00%** |
| P2. The Office of the City Manager shall complete the employee performance evaluation process for each full-time and regular part-time staff member supervised, and submit the evaluation to Human Resources in accordance with established procedures and timeframes. | C | | | | | |
| **- Percent of Evaluations Submitted to Human Resources by the Scheduled Submittal Date** | | **85.00%** | **95.00%** | **43.00%** | **95.00%** | **95.00%** |
| - Total Number of Evaluations for which the Department is Responsible | | 13.00 | 20.00 | 16.00 | 21.00 | 13.00 |
| P3. Percent of Reports to Council submitted to the Office of the City Manager in accordance with the Administrative Policy deadline. | I | | | | | |
| **- Percent of Reports to Council** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Reports | | NA | NA | NA | 45.00 | 45.00 |
| P4. Percent of Study Issues completed in accordance with Tentative Council Meeting Agenda Calendar (TCMAC) deadlines. | I | | | | | |
| **- Percent of Study Issues** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Study Issues | | NA | NA | NA | 3.00 | 3.00 |
| P5. Number of Reports to Council processed for review and signature. | D | | | | | |
| **- Number of Reports to Council Processed** | | **471.00** | **500.00** | **396.00** | **475.00** | **475.00** |
| **Cost Effectiveness** | | | | | | |
| C1. The Office of the City Manager works to prevent future worker's compensation claims by providing a planned number of training sessions that address the top three causes of worker's compensation injuries for department employees. [DELETED] | I | | | | | |
| **- Number of Training Sessions Completed** | | **2.00** | **1.00** | **1.00** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Financial** | | | | | | |
| F1. Actual total expenditures for the Office of the City Manager will not exceed planned department expenditures. | C | | | | | |
| - Total Department Expenditures [DELETED] | | $3,883,694.00 | $5,042,146.11 | $4,923,211.22 | NA | NA |
| **- Percent of Total Department Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| F2. Actual total expenditures for all City-wide funds will not exceed planned City-wide expenditures. | C | | | | | |
| **- Percent of Actual Program Expenditures to Planned** | | **84.40%** | **100.00%** | **98.99%** | **85.00%** | **85.00%** |
| F3. Total City-wide revenue is at least equal to planned amounts. | C | | | | | |
| **- Percent of Actual Revenue Generated to Planned** | | **93.90%** | **100.00%** | **89.60%** | **95.00%** | **95.00%** |
| F4. Actual total expenditures for Office of the City Manager Department Management and Support Services will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $901,548.56 | $900,268.65 | $1,002,889.75 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72901 - Management Services

Ensure the effective and efficient management of the Office of the City Manager by exercising the powers and fulfilling the City-wide duties of the City Manager and administering City operations, by:

-Preparing an annual budget recommendation to City Council,
-Administering the City's approved budget,
-Preparing and submitting a year-end financial and administrative report to City Council,
-Advising the Council regarding the financial condition and future needs of the City, and making related recommendations;
-Providing policy recommendations to City Council, and approving all staff reports to Council,
-Making investigations into the City's operations, contracts, and performance,
-Appointing and removing all employees of the City,
-Submitting to the Council at each meeting for its approval a list of all claims and bills approved for payment by the City Manager,
-Serving as the Director of the City's Emergency Operations Center, and
-Providing managerial support and advice to the City Council.

Oversee those Department-specific programs operated by the City Manager's Office (such as Communications; Intergovernmental Relations; City Policy Analysis and City-wide Process Improvement; Columbia Neighborhood Center; Youth, Family and Child Care Resources; Building Community, Civic Engagement, and Volunteerism; Records and Elections; and Boards and Commissions) by providing leadership, budgetary oversight, and clerical and administrative support to the Office of the City Manager.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72901 - Management Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 729100 - Executive Management - Work and Activities Conducted by the City Manager and Assistant City Manager** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $639,037 | $651,725 | $738,391 | $735,643 | $800,599 |
| Products: | 3,670 | 3,368 | 3,895 | 3,480 | 3,700 |
| Work Hours: | 3,670 | 3,368 | 3,895 | 3,480 | 3,700 |
| Product Cost: | $174.13 | $193.51 | $189.58 | $211.39 | $216.38 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 72901 - Management Services** | | | | | |
| **Costs:** | **$639,037** | **$651,725** | **$738,391** | **$735,643** | **$800,599** |
| **Hours:** | **3,670** | **3,368** | **3,895** | **3,480** | **3,700** |

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72902 - Administrative Support Services

Support the operation and overall effectiveness of the Office of the City Manager, by:

-Providing answer point services to the general public and business community,
-Supporting the administrative needs of staff and management,
-Accurately filing and retrieving Office of the City Manager onsite and offsite records,
-Processing purchase requisitions, POs and check requests, and
-Maintaining the operation of office equipment and collection and distribution of interoffice mail.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72902 - Administrative Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 729200 - Administrative Support - Admin and Clerical Support Provided to the Office of the City Manager** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $262,512 | $248,543 | $264,498 | $453,936 | $478,964 |
| Products: | 3,665 | 3,620 | 3,531 | 5,270 | 5,270 |
| Work Hours: | 3,665 | 3,620 | 3,531 | 5,270 | 5,270 |
| Product Cost: | $71.62 | $68.66 | $74.90 | $86.14 | $90.89 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 72902 - Administrative Support Services** | | | | | |
| **Costs:** | **$262,512** | **$248,543** | **$264,498** | **$453,936** | **$478,964** |
| **Hours:** | **3,665** | **3,620** | **3,531** | **5,270** | **5,270** |

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72998 - Allocated

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72998 - Allocated

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Activity 729980 - Program-Wide Allocation** | | | | | | |
| Product: None | | | | | | |
| | Costs: | $0 | $0 | $0 | $-167 | $0 |
| | Products: | 0 | 0 | 0 | 0 | 0 |
| | Work Hours: | 0 | 0 | 0 | 0 | 0 |
| | Product Cost: | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| | Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 72998 - Allocated** | | | | | | |
| | **Costs:** | **$0** | **$0** | **$0** | **$-167** | **$0** |
| | **Hours:** | **0** | **0** | **0** | **0** | **0** |
| **Totals for Program 729** | **Costs:** | **$901,549** | **$900,269** | **$1,002,890** | **$1,189,412** | **$1,279,563** |
| | **Hours:** | **7,335** | **6,988** | **7,426** | **8,750** | **8,970** |

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

**Program Performance Statement**

Ensure the effective and efficient management of the Office of the City Manager by exercising the powers and fulfilling the City-wide duties of the City Manager, such as administering City operations, by:

-Preparing an annual budget recommendation to City Council,
-Administering the City's approved budget,
-Preparing and submitting a year-end financial and administrative report to City Council,
-Advising the Council regarding the financial condition and future needs of the City, and making related recommendations,
-Providing policy recommendations to City Council, and approving all staff reports to Council,
-Making investigations into the City's operations, contracts, and performance,
-Appointing and removing all employees of the City,
-Submitting to the Council at each meeting for its approval a list of all claims and bills approved for payment by the City Manager,
-Serving as the Director of the City's Emergency Operations Center, and
-Providing managerial support and advice to the City Council.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Number of Councilmembers indicating overall satisfaction with the managerial support provided by the Office of the City Manager. | C | | | | | |
| - Satisfaction Rating Based On Survey [DELETED] | | 90.00% | 85.00% | 100.00% | NA | NA |
| **- Number of Councilmembers** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |
| Q2. Number of Executive Leadership Team indicating overall satisfaction with the guidance and support provided by the Office of the City Manager. | I | | | | | |
| - Satisfaction Rating Based On Survey [DELETED] | | 86.00% | 85.00% | 100.00% | NA | NA |
| **- Number of ELT Members Satisfied** | | **NA** | **NA** | **NA** | **10.00** | **10.00** |
| - Total Number of ELT Members | | NA | NA | NA | 10.00 | 10.00 |
| Q3. Percent of residents who rate Sunnyvale as a place to live as "fair" or better. [External Survey] | I | | | | | |
| **- Percent Rating as "Fair" or Better** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| Q4. Percent of residents who rate Sunnyvale as a place to live as "good" or "excellent". [External Survey] | I | | | | | |
| **- Percent Rating as "Good" or "Excellent"** | | **NA** | **NA** | **NA** | **95.00%** | **95.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. The percent of City-wide performance measures met or exceeded is achieved. | C | | | | | |
| **- City-Wide Performance Measures Met or Exceeded** | | **80.41%** | **90.00%** | **80.00%** | **85.00%** | **85.00%** |
| P2. The Office of the City Manager shall complete the employee performance evaluation process for each full-time and regular part-time staff member supervised, and submit the evaluation to Human Resources in accordance with established procedures and timeframes. | C | | | | | |
| **- Percent of Evaluations Submitted to Human Resources by the Scheduled Submittal Date** | | **85.00%** | **95.00%** | **43.00%** | **95.00%** | **95.00%** |
| - Total Number of Evaluations for which the Department is Responsible | | 13.00 | 20.00 | 16.00 | 21.00 | 13.00 |
| P3. Percent of Reports to Council submitted to the Office of the City Manager in accordance with the Administrative Policy deadline. | I | | | | | |
| **- Percent of Reports to Council** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Reports | | NA | NA | NA | 45.00 | 45.00 |
| P4. Percent of Study Issues completed in accordance with Tentative Council Meeting Agenda Calendar (TCMAC) deadlines. | I | | | | | |
| **- Percent of Study Issues** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Study Issues | | NA | NA | NA | 3.00 | 3.00 |
| P5. Number of Reports to Council processed for review and signature. | D | | | | | |
| **- Number of Reports to Council Processed** | | **471.00** | **500.00** | **396.00** | **475.00** | **475.00** |
| **Cost Effectiveness** | | | | | | |
| C1. The Office of the City Manager works to prevent future worker's compensation claims by providing a planned number of training sessions that address the top three causes of worker's compensation injuries for department employees. [DELETED] | I | | | | | |
| **- Number of Training Sessions Completed** | | **2.00** | **1.00** | **1.00** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Financial** | | | | | | |
| F1. Actual total expenditures for the Office of the City Manager will not exceed planned department expenditures. | C | | | | | |
| - Total Department Expenditures [DELETED] | | $3,883,694.00 | $5,042,146.11 | $4,923,211.22 | NA | NA |
| **- Percent of Total Department Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| F2. Actual total expenditures for all City-wide funds will not exceed planned City-wide expenditures. | C | | | | | |
| **- Percent of Actual Program Expenditures to Planned** | | **84.40%** | **100.00%** | **98.99%** | **85.00%** | **85.00%** |
| F3. Total City-wide revenue is at least equal to planned amounts. | C | | | | | |
| **- Percent of Actual Revenue Generated to Planned** | | **93.90%** | **100.00%** | **89.60%** | **95.00%** | **95.00%** |
| F4. Actual total expenditures for Office of the City Manager Department Management and Support Services will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $901,548.56 | $900,268.65 | $1,002,889.75 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72901 - Management Services

Ensure the effective and efficient management of the Office of the City Manager by exercising the powers and fulfilling the City-wide duties of the City Manager and administering City operations, by:

-Preparing an annual budget recommendation to City Council,
-Administering the City's approved budget,
-Preparing and submitting a year-end financial and administrative report to City Council,
-Advising the Council regarding the financial condition and future needs of the City, and making related recommendations;
-Providing policy recommendations to City Council, and approving all staff reports to Council,
-Making investigations into the City's operations, contracts, and performance,
-Appointing and removing all employees of the City,
-Submitting to the Council at each meeting for its approval a list of all claims and bills approved for payment by the City Manager,
-Serving as the Director of the City's Emergency Operations Center, and
-Providing managerial support and advice to the City Council.

Oversee those Department-specific programs operated by the City Manager's Office (such as Communications; Intergovernmental Relations; City Policy Analysis and City-wide Process Improvement; Columbia Neighborhood Center; Youth, Family and Child Care Resources; Building Community, Civic Engagement, and Volunteerism; Records and Elections; and Boards and Commissions) by providing leadership, budgetary oversight, and clerical and administrative support to the Office of the City Manager.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72901 - Management Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 729100 - Executive Management - Work and Activities Conducted by the City Manager and Assistant City Manager** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $639,037 | $651,725 | $738,391 | $735,643 | $800,599 |
| Products: | 3,670 | 3,368 | 3,895 | 3,480 | 3,700 |
| Work Hours: | 3,670 | 3,368 | 3,895 | 3,480 | 3,700 |
| Product Cost: | $174.13 | $193.51 | $189.58 | $211.39 | $216.38 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 72901 - Management Services** | | | | | |
| **Costs:** | **$639,037** | **$651,725** | **$738,391** | **$735,643** | **$800,599** |
| **Hours:** | **3,670** | **3,368** | **3,895** | **3,480** | **3,700** |

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72902 - Administrative Support Services

Support the operation and overall effectiveness of the Office of the City Manager, by:

-Providing answer point services to the general public and business community,
-Supporting the administrative needs of staff and management,
-Accurately filing and retrieving Office of the City Manager onsite and offsite records,
-Processing purchase requisitions, POs and check requests, and
-Maintaining the operation of office equipment and collection and distribution of interoffice mail.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 729 - Office of the City Manager Department Management and Support Services

### Service Delivery Plan 72902 - Administrative Support Services

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Activity 729200 - Administrative Support - Admin and Clerical Support Provided to the Office of the City Manager** | | | | | | |
| Product: A Work Hour | | | | | | |
| | Costs: | $262,512 | $248,543 | $264,498 | $453,936 | $478,964 |
| | Products: | 3,665 | 3,620 | 3,531 | 5,270 | 5,270 |
| | Work Hours: | 3,665 | 3,620 | 3,531 | 5,270 | 5,270 |
| | Product Cost: | $71.62 | $68.66 | $74.90 | $86.14 | $90.89 |
| | Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 72902 - Administrative Support Services** | | | | | | |
| | **Costs:** | **$262,512** | **$248,543** | **$264,498** | **$453,936** | **$478,964** |
| | **Hours:** | **3,665** | **3,620** | **3,531** | **5,270** | **5,270** |
| **Totals for Program 729** | **Costs:** | **$901,549** | **$900,269** | **$1,002,890** | **$1,189,579** | **$1,279,563** |
| | **Hours:** | **7,335** | **6,988** | **7,426** | **8,750** | **8,970** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

**Program Performance Statement**

Provide timely, relevant and accurate public information through appropriate media, including KSUN, news media, newsletters, information to neighborhood associations and special projects, by:

-Making information about the City of Sunnyvale easy to find, through the City's Web portal, fact sheets, Quarterly Report, photography and visual displays,
-Assisting City Council and City staff in planning and coordination of public/internal information activities, including Jasmine postings, City-wide e-mails, speech writing, special displays and special projects, and
-Support community groups and organizations through appropriate public relations activities and/or counseling, to include special activities, limited photographic support and public speaking.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Residents and businesses surveyed report that information about the City is easily accessible, timely and relevant on KSUN, Quarterly Report and Web site. [DELETED] | C | | | | | |
| **- Percent Satisfied** | | **93.00%** | **88.00%** | **92.00%** | **NA** | **NA** |
| Q2. Media information provided by Communications is accurately submitted to the media. | I | | | | | |
| **- Percent Accurate Pieces of Information** | | **99.00%** | **95.00%** | **99.00%** | **97.00%** | **97.00%** |
| Q3. Number of Councilmembers rating Communications services (speech writing, news media relations, talking points, etc.) as "satisfactory" or better. | I | | | | | |
| - Percent Rating "Satisfactory" or Better [DELETED] | | 43.00% | 85.00% | 100.00% | NA | NA |
| **- Number of Councilmembers** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |
| Q4. Percent of residents who rate the overall quality of the City's Public Information Services as "fair" or better. [External Survey] | I | | | | | |
| **- Percent Rating as "Fair" or Better** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| Q5. Percent of residents who rate the overall quality of the City's Public Information Services as "good" or "excellent". [External Survey] | I | | | | | |
| **- Percent Rating as "Good" or "Excellent"** | | **NA** | **NA** | **NA** | **70.00%** | **70.00%** |
| Q6. Percent of internal customers reporting satisfaction ratings of "very satisfied", "satisfied", or "neutral" with Communications services. | D | | | | | |
| **- Percent "Very Satisfied", "Satisfied", or "Neutral"** | | **NA** | **80.00%** | **72.72%** | **80.00%** | **80.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 76.00 | 76.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. The resident newsletters (Quarterly Report) are published on schedule. | C | | | | | |
| **- Number of Published Reports On Schedule** | | **4.00** | **4.00** | **4.00** | **4.00** | **4.00** |
| P2. The Annual Report is published on schedule. | I | | | | | |
| **- Number of Published Annual Reports On Schedule** | | **1.00** | **1.00** | **NA** | **1.00** | **1.00** |
| P3. The City's internal employee newsletter (Harbinger) is published on schedule. | I | | | | | |
| **- Number of Published Newsletters On Schedule** | | **6.00** | **6.00** | **6.00** | **6.00** | **6.00** |
| P4. Number of news releases issued annually by Communications. | I | | | | | |
| **- Number of News Releases** | | **157.00** | **96.00** | **117.00** | **120.00** | **120.00** |
| P5. Annual KSUN Cable TV on-air broadcast time (uptime) for Council meetings, Planning Commission, special and public information programming provided to Sunnyvale Residents is achieved. | I | | | | | |
| **- Percent of On-Air Time** | | **99.00%** | **95.00%** | **96.10%** | **95.00%** | **97.00%** |
| P6. News media inquiries will be responded to promptly by Communication staff. | D | | | | | |
| **- Percent of Media Responded to within Three (3) Hours of Receipt** | | **100.00%** | **85.00%** | **100.00%** | **95.00%** | **95.00%** |
| P7. Amount of KSUN broadcast airtime providing education and/or public information programming is achieved. [DELETED] | D | | | | | |
| **- Percent of Airtime** | | **100.00%** | **80.00%** | **94.25%** | **NA** | **NA** |
| **Cost Effectiveness** | | | | | | |
| C1. The cost per issue of the Quarterly Report does not exceed the planned cost. [DELETED] | D | | | | | |
| **- Cost Per Issue** | | **$30,139.09** | **$31,986.22** | **$31,233.86** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Communications will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $495,902.00 | $567,244.73 | $514,950.13 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73501 - External Communications

Assure timely, relevant, consistent and accurate public information; and assist City Council and City staff in the coordination of public participation and public informational activities.

**Notes**

1. 735160 - Annual Report - A new design for the Annual Report was approved in FY 2006/2007, but not implemented. The new design, with associated increases in printing and mailing costs is being used in FY 2007/2008 and on-going.

2. 735190 - External Satisfaction Survey - The external satisfaction survey is scheduled to return to its original annual schedule from the bi-annual schedule used over the past several years.

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73501 - External Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735000 - Prepare Quarterly Report** | | | | | |
| Product: A Quarterly Report Published | | | | | |
| Costs: | $120,556 | $127,945 | $124,935 | $141,082 | $145,329 |
| Products: | 4 | 4 | 4 | 4 | 4 |
| Work Hours: | 487 | 501 | 454 | 470 | 470 |
| Product Cost: | $30,139.09 | $31,986.22 | $31,233.86 | $35,270.57 | $36,332.22 |
| Work Hours/Product: | 121.75 | 125.25 | 113.50 | 117.50 | 117.50 |
| **Activity 735010, 735012, 735013, 735014 - Provide Public Information** | | | | | |
| Product: A News Story, Fact Sheet or Media Response | | | | | |
| Costs: | $75,224 | $77,401 | $75,180 | $95,528 | $93,628 |
| Products: | 176 | 200 | 211 | 200 | 188 |
| Work Hours: | 905 | 875 | 864 | 969 | 914 |
| Product Cost: | $427.41 | $387.01 | $356.30 | $477.64 | $498.02 |
| Work Hours/Product: | 5.14 | 4.38 | 4.09 | 4.85 | 4.86 |
| **Activity 735040, 735041, 735042, 735043, 735044 - Support Community Organization In Communication Issues** | | | | | |
| Product: A Community Activity Supported | | | | | |
| Costs: | $8,675 | $13,118 | $13,272 | $9,593 | $10,055 |
| Products: | 13 | 10 | 9 | 13 | 13 |
| Work Hours: | 133 | 165 | 178 | 133 | 133 |
| Product Cost: | $667.28 | $1,311.78 | $1,474.71 | $737.95 | $773.43 |
| Work Hours/Product: | 10.23 | 16.50 | 19.78 | 10.23 | 10.23 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73501 - External Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735130 - Manage City Web Site Homepage Content** | | | | | |
| Product: A Change In Front Page Content | | | | | |
| Costs: | $21,376 | $25,409 | $18,162 | $18,660 | $19,542 |
| Products: | 120 | 100 | 10 | 100 | 100 |
| Work Hours: | 260 | 350 | 254 | 260 | 260 |
| Product Cost: | $178.13 | $254.09 | $1,816.22 | $186.60 | $195.42 |
| Work Hours/Product: | 2.17 | 3.50 | 25.40 | 2.60 | 2.60 |
| **Activity 735160 - Prepare Annual Report** | | | | | |
| Product: An Annual Report Published | | | | | |
| Costs: | $12,047 | $25,840 | $13,560 | $29,319 | $30,225 |
| Products: | 1 | 1 | 0 | 1 | 1 |
| Work Hours: | 101 | 134 | 147 | 134 | 134 |
| Product Cost: | $12,046.73 | $25,840.33 | $0.00 | $29,318.93 | $30,225.38 |
| Work Hours/Product: | 100.50 | 134.00 | 0.00 | 134.00 | 134.00 |
| **Activity 735170 - Provide Information Via Cable TV** | | | | | |
| Product: A Cable Broadcast Hour | | | | | |
| Costs: | $41,234 | $44,353 | $38,777 | $55,580 | $57,133 |
| Products: | 8,749 | 7,884 | 8,757 | 7,884 | 7,884 |
| Work Hours: | 162 | 185 | 197 | 285 | 285 |
| Product Cost: | $4.71 | $5.63 | $4.43 | $7.05 | $7.25 |
| Work Hours/Product: | 0.02 | 0.02 | 0.02 | 0.04 | 0.04 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73501 - External Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735180 - Other External Publications (New Resident Guide, Community Updates, etc.)** | | | | | |
| Product: A Document Published | | | | | |
| Costs: | $2,074 | $3,638 | $7,642 | $3,745 | $3,918 |
| Products: | 13 | 5 | 5 | 20 | 20 |
| Work Hours: | 32 | 50 | 53 | 50 | 50 |
| Product Cost: | $159.56 | $727.69 | $1,528.39 | $187.26 | $195.88 |
| Work Hours/Product: | 2.46 | 10.00 | 10.60 | 2.50 | 2.50 |
| **Activity 735190 - Conduct External Satisfaction Survey** | | | | | |
| Product: A Survey Completed | | | | | |
| Costs: | $13,591 | $29,281 | $14,555 | $29,242 | $29,995 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 118 | 125 | 121 | 125 | 125 |
| Product Cost: | $13,591.23 | $29,280.74 | $14,554.70 | $29,242.43 | $29,995.40 |
| Work Hours/Product: | 118.00 | 125.00 | 121.00 | 125.00 | 125.00 |
| **Totals for Service Delivery Plan 73501 - External Communications** | | | | | |
| **Costs:** | **$294,777** | **$351,986** | **$306,083** | **$382,750** | **$389,825** |
| **Hours:** | **2,197** | **2,385** | **2,267** | **2,426** | **2,371** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73503 - Internal Communications

Assuring timely, relevant, consistent and accurate internal information; and Assisting City Council and City staff in the development, preparation and dissemination of materials to support employee communication.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73503 - Internal Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735300, 735301, 735302 - Assist City Departments In Communications-Related Issues** | | | | | |
| Product: A Project Completed | | | | | |
| Costs: | $62,487 | $70,928 | $69,863 | $70,324 | $85,012 |
| Products: | 37 | 30 | 31 | 35 | 35 |
| Work Hours: | 986 | 1,030 | 997 | 878 | 1,033 |
| Product Cost: | $1,688.85 | $2,364.26 | $2,253.64 | $2,009.26 | $2,428.92 |
| Work Hours/Product: | 26.64 | 34.33 | 32.15 | 25.09 | 29.51 |
| **Activity 735310 - Internal Staff Newsletter (Harbinger)** | | | | | |
| Product: A Harbinger Issue Published | | | | | |
| Costs: | $20,976 | $26,546 | $26,282 | $23,788 | $25,136 |
| Products: | 6 | 6 | 6 | 6 | 6 |
| Work Hours: | 339 | 390 | 391 | 356 | 356 |
| Product Cost: | $3,495.96 | $4,424.29 | $4,380.26 | $3,964.65 | $4,189.28 |
| Work Hours/Product: | 56.42 | 65.00 | 65.08 | 59.33 | 59.33 |
| **Activity 735320 - Employee Communications (Jasmine calendar, City-Wide emails, etc.)** | | | | | |
| Product: A Project Supported | | | | | |
| Costs: | $5,168 | $5,592 | $7,114 | $5,998 | $6,277 |
| Products: | 15 | 10 | 10 | 15 | 15 |
| Work Hours: | 80 | 90 | 103 | 85 | 85 |
| Product Cost: | $344.56 | $559.20 | $711.43 | $399.89 | $418.44 |
| Work Hours/Product: | 5.30 | 9.00 | 10.30 | 5.67 | 5.67 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73503 - Internal Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735330 - Delivery of Communications-Related Staff Training and Development** | | | | | |
| Product: A Training Completed | | | | | |
| Costs: | $3,395 | $3,004 | $5,715 | $8,012 | $8,310 |
| Products: | 7 | 5 | 6 | 7 | 7 |
| Work Hours: | 39 | 40 | 65 | 90 | 90 |
| Product Cost: | $485.03 | $600.75 | $952.48 | $1,144.53 | $1,187.21 |
| Work Hours/Product: | 5.57 | 8.00 | 10.83 | 12.86 | 12.86 |
| **Activity 735340 - News Clips and Other Internal Publications (Style Guide, Acronym List, etc.)** | | | | | |
| Product: A Publication Completed | | | | | |
| Costs: | $2,545 | $5,552 | $3,420 | $30,289 | $30,937 |
| Products: | 8 | 5 | 5 | 244 | 244 |
| Work Hours: | 36 | 45 | 34 | 501 | 501 |
| Product Cost: | $318.13 | $1,110.34 | $683.91 | $124.14 | $126.79 |
| Work Hours/Product: | 4.50 | 9.00 | 6.80 | 2.05 | 2.05 |
| **Activity 735350 - Council Speech Writing** | | | | | |
| Product: A Speech Completed | | | | | |
| Costs: | $5,122 | $9,074 | $3,919 | $9,344 | $9,731 |
| Products: | 27 | 15 | 15 | 15 | 15 |
| Work Hours: | 79 | 115 | 54 | 115 | 115 |
| Product Cost: | $189.69 | $604.90 | $261.28 | $622.92 | $648.74 |
| Work Hours/Product: | 2.91 | 7.67 | 3.60 | 7.67 | 7.67 |
| **Totals for Service Delivery Plan 73503 - Internal Communications** | | | | | |
| **Costs:** | **$99,694** | **$120,694** | **$116,312** | **$147,755** | **$165,403** |
| **Hours:** | **1,557** | **1,710** | **1,643** | **2,025** | **2,180** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73504 - Management and Support Services

Provide leadership to Office of the City Manager staff, City Council, the general public, and the business community, by:

-Planning for the long range needs of the department,
-Analyzing financial reports and making recommendations to improve operations, and
-Responding to Council, citizen, and business inquiries in a professional and timely manner.

Support the operation and overall effectiveness of Communications, by:

-Providing answer point services to the general public and business community,
-Supporting the administrative needs of staff and management,
-Accurately filing and retrieving Communications onsite and offsite records,
-Processing purchase requisitions, POs and check requests, and
-Maintaining the operation of office equipment and collection and distribution of interoffice mail.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73504 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735400 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $38,223 | $43,959 | $40,356 | $0 | $0 |
| Products: | 335 | 344 | 336 | 0 | 0 |
| Work Hours: | 335 | 344 | 336 | 0 | 0 |
| Product Cost: | $114.27 | $127.79 | $120.11 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 735410 - Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $52,904 | $34,986 | $40,564 | $37,121 | $39,032 |
| Products: | 549 | 524 | 593 | 524 | 524 |
| Work Hours: | 549 | 524 | 593 | 524 | 524 |
| Product Cost: | $96.36 | $66.77 | $68.46 | $70.84 | $74.49 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 735420 - Staff Training and Development [DELETED - Moved to 735430]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $10,305 | $15,620 | $11,635 | $0 | $0 |
| Products: | 142 | 191 | 154 | 0 | 0 |
| Work Hours: | 142 | 191 | 154 | 0 | 0 |
| Product Cost: | $72.83 | $81.78 | $75.55 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73504 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735430 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $15,070 | $15,695 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 174 | 174 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $5,023.22 | $5,231.70 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 58.00 | 58.00 |
| **Totals for Service Delivery Plan 73504 - Management and Support Services** | | | | | |
| **Costs:** | **$101,432** | **$94,565** | **$92,555** | **$52,191** | **$54,727** |
| **Hours:** | **1,025** | **1,059** | **1,083** | **698** | **698** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 735** | **Costs:** | **$495,902** | **$567,245** | **$514,950** | **$582,695** | **$609,955** |
| | **Hours:** | **4,779** | **5,154** | **4,993** | **5,149** | **5,249** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

**Program Performance Statement**

Provide timely, relevant and accurate public information through appropriate media, including KSUN, news media, newsletters, information to neighborhood associations and special projects, by:

-Making information about the City of Sunnyvale easy to find, through the City's Web portal, fact sheets, Quarterly Report, photography and visual displays,
-Assisting City Council and City staff in planning and coordination of public/internal information activities, including Jasmine postings, City-wide e-mails, speech writing, special displays and special projects, and
-Support community groups and organizations through appropriate public relations activities and/or counseling, to include special activities, limited photographic support and public speaking.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Residents and businesses surveyed report that information about the City is easily accessible, timely and relevant on KSUN, Quarterly Report and Web site. [DELETED] | C | | | | | |
| **- Percent Satisfied** | | **93.00%** | **88.00%** | **92.00%** | **NA** | **NA** |
| Q2. Media information provided by Communications is accurately submitted to the media. | I | | | | | |
| **- Percent Accurate Pieces of Information** | | **99.00%** | **95.00%** | **99.00%** | **97.00%** | **97.00%** |
| Q3. Number of Councilmembers rating Communications services (speech writing, news media relations, talking points, etc.) as "satisfactory" or better. | I | | | | | |
| - Percent Rating "Satisfactory" or Better [DELETED] | | 43.00% | 85.00% | 100.00% | NA | NA |
| **- Number of Councilmembers** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |
| Q4. Percent of residents who rate the overall quality of the City's Public Information Services as "fair" or better. [External Survey] | I | | | | | |
| **- Percent Rating as "Fair" or Better** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| Q5. Percent of residents who rate the overall quality of the City's Public Information Services as "good" or "excellent". [External Survey] | I | | | | | |
| **- Percent Rating as "Good" or "Excellent"** | | **NA** | **NA** | **NA** | **70.00%** | **70.00%** |
| Q6. Percent of internal customers reporting satisfaction ratings of "very satisfied", "satisfied", or "neutral" with Communications services. | D | | | | | |
| **- Percent "Very Satisfied", "Satisfied", or "Neutral"** | | **NA** | **80.00%** | **72.72%** | **80.00%** | **80.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 76.00 | 76.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. The resident newsletters (Quarterly Report) are published on schedule. | C | | | | | |
| **- Number of Published Reports On Schedule** | | **4.00** | **4.00** | **4.00** | **4.00** | **4.00** |
| P2. The Annual Report is published on schedule. | I | | | | | |
| **- Number of Published Annual Reports On Schedule** | | **1.00** | **1.00** | **NA** | **1.00** | **1.00** |
| P3. The City's internal employee newsletter (Harbinger) is published on schedule. | I | | | | | |
| **- Number of Published Newsletters On Schedule** | | **6.00** | **6.00** | **6.00** | **6.00** | **6.00** |
| P4. Number of news releases issued annually by Communications. | I | | | | | |
| **- Number of News Releases** | | **157.00** | **96.00** | **117.00** | **120.00** | **120.00** |
| P5. Annual KSUN Cable TV on-air broadcast time (uptime) for Council meetings, Planning Commission, special and public information programming provided to Sunnyvale Residents is achieved. | I | | | | | |
| **- Percent of On-Air Time** | | **99.00%** | **95.00%** | **96.10%** | **95.00%** | **97.00%** |
| P6. News media inquiries will be responded to promptly by Communication staff. | D | | | | | |
| **- Percent of Media Responded to within Three (3) Hours of Receipt** | | **100.00%** | **85.00%** | **100.00%** | **95.00%** | **95.00%** |
| P7. Amount of KSUN broadcast airtime providing education and/or public information programming is achieved. [DELETED] | D | | | | | |
| **- Percent of Airtime** | | **100.00%** | **80.00%** | **94.25%** | **NA** | **NA** |
| **Cost Effectiveness** | | | | | | |
| C1. The cost per issue of the Quarterly Report does not exceed the planned cost. [DELETED] | D | | | | | |
| **- Cost Per Issue** | | **$30,139.09** | **$31,986.22** | **$31,233.86** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Communications will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $495,902.00 | $567,244.73 | $514,950.13 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73501 - External Communications

Assure timely, relevant, consistent and accurate public information; and assist City Council and City staff in the coordination of public participation and public informational activities.

**Notes**

1. 735160 - Annual Report - A new design for the Annual Report was approved in FY 2006/2007, but not implemented. The new design, with associated increases in printing and mailing costs is being used in FY 2007/2008 and on-going.

2. 735190 - External Satisfaction Survey - The external satisfaction survey is scheduled to return to its original annual schedule from the bi-annual schedule used over the past several years.

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73501 - External Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735000 - Prepare Quarterly Report** | | | | | |
| Product: A Quarterly Report Published | | | | | |
| Costs: | $120,556 | $127,945 | $124,935 | $141,082 | $145,329 |
| Products: | 4 | 4 | 4 | 4 | 4 |
| Work Hours: | 487 | 501 | 454 | 470 | 470 |
| Product Cost: | $30,139.09 | $31,986.22 | $31,233.86 | $35,270.57 | $36,332.22 |
| Work Hours/Product: | 121.75 | 125.25 | 113.50 | 117.50 | 117.50 |
| **Activity 735010, 735012, 735013, 735014 - Provide Public Information** | | | | | |
| Product: A News Story, Fact Sheet or Media Response | | | | | |
| Costs: | $75,224 | $77,401 | $75,180 | $95,528 | $93,628 |
| Products: | 176 | 200 | 211 | 200 | 188 |
| Work Hours: | 905 | 875 | 864 | 969 | 914 |
| Product Cost: | $427.41 | $387.01 | $356.30 | $477.64 | $498.02 |
| Work Hours/Product: | 5.14 | 4.38 | 4.09 | 4.85 | 4.86 |
| **Activity 735040, 735041, 735042, 735043, 735044 - Support Community Organization In Communication Issues** | | | | | |
| Product: A Community Activity Supported | | | | | |
| Costs: | $8,675 | $13,118 | $13,272 | $9,593 | $10,055 |
| Products: | 13 | 10 | 9 | 13 | 13 |
| Work Hours: | 133 | 165 | 178 | 133 | 133 |
| Product Cost: | $667.28 | $1,311.78 | $1,474.71 | $737.95 | $773.43 |
| Work Hours/Product: | 10.23 | 16.50 | 19.78 | 10.23 | 10.23 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73501 - External Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735130 - Manage City Web Site Homepage Content** | | | | | |
| Product: A Change In Front Page Content | | | | | |
| Costs: | $21,376 | $25,409 | $18,162 | $18,660 | $19,542 |
| Products: | 120 | 100 | 10 | 100 | 100 |
| Work Hours: | 260 | 350 | 254 | 260 | 260 |
| Product Cost: | $178.13 | $254.09 | $1,816.22 | $186.60 | $195.42 |
| Work Hours/Product: | 2.17 | 3.50 | 25.40 | 2.60 | 2.60 |
| **Activity 735160 - Prepare Annual Report** | | | | | |
| Product: An Annual Report Published | | | | | |
| Costs: | $12,047 | $25,840 | $13,560 | $29,319 | $30,225 |
| Products: | 1 | 1 | 0 | 1 | 1 |
| Work Hours: | 101 | 134 | 147 | 134 | 134 |
| Product Cost: | $12,046.73 | $25,840.33 | $0.00 | $29,318.93 | $30,225.38 |
| Work Hours/Product: | 100.50 | 134.00 | 0.00 | 134.00 | 134.00 |
| **Activity 735170 - Provide Information Via Cable TV** | | | | | |
| Product: A Cable Broadcast Hour | | | | | |
| Costs: | $41,234 | $44,353 | $38,777 | $55,580 | $57,133 |
| Products: | 8,749 | 7,884 | 8,757 | 7,884 | 7,884 |
| Work Hours: | 162 | 185 | 197 | 285 | 285 |
| Product Cost: | $4.71 | $5.63 | $4.43 | $7.05 | $7.25 |
| Work Hours/Product: | 0.02 | 0.02 | 0.02 | 0.04 | 0.04 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73501 - External Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735180 - Other External Publications (New Resident Guide, Community Updates, etc.)** | | | | | |
| Product: A Document Published | | | | | |
| Costs: | $2,074 | $3,638 | $7,642 | $3,745 | $3,918 |
| Products: | 13 | 5 | 5 | 20 | 20 |
| Work Hours: | 32 | 50 | 53 | 50 | 50 |
| Product Cost: | $159.56 | $727.69 | $1,528.39 | $187.26 | $195.88 |
| Work Hours/Product: | 2.46 | 10.00 | 10.60 | 2.50 | 2.50 |
| **Activity 735190 - Conduct External Satisfaction Survey** | | | | | |
| Product: A Survey Completed | | | | | |
| Costs: | $13,591 | $29,281 | $14,555 | $29,242 | $29,995 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 118 | 125 | 121 | 125 | 125 |
| Product Cost: | $13,591.23 | $29,280.74 | $14,554.70 | $29,242.43 | $29,995.40 |
| Work Hours/Product: | 118.00 | 125.00 | 121.00 | 125.00 | 125.00 |
| **Totals for Service Delivery Plan 73501 - External Communications** | | | | | |
| **Costs:** | **$294,777** | **$351,986** | **$306,083** | **$382,750** | **$389,825** |
| **Hours:** | **2,197** | **2,385** | **2,267** | **2,426** | **2,371** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73503 - Internal Communications

Assuring timely, relevant, consistent and accurate internal information; and Assisting City Council and City staff in the development, preparation and dissemination of materials to support employee communication.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73503 - Internal Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735300, 735301, 735302 - Assist City Departments In Communications-Related Issues** | | | | | |
| Product: A Project Completed | | | | | |
| Costs: | $62,487 | $70,928 | $69,863 | $70,324 | $85,012 |
| Products: | 37 | 30 | 31 | 35 | 35 |
| Work Hours: | 986 | 1,030 | 997 | 878 | 1,033 |
| Product Cost: | $1,688.85 | $2,364.26 | $2,253.64 | $2,009.26 | $2,428.92 |
| Work Hours/Product: | 26.64 | 34.33 | 32.15 | 25.09 | 29.51 |
| **Activity 735310 - Internal Staff Newsletter (Harbinger)** | | | | | |
| Product: A Harbinger Issue Published | | | | | |
| Costs: | $20,976 | $26,546 | $26,282 | $23,788 | $25,136 |
| Products: | 6 | 6 | 6 | 6 | 6 |
| Work Hours: | 339 | 390 | 391 | 356 | 356 |
| Product Cost: | $3,495.96 | $4,424.29 | $4,380.26 | $3,964.65 | $4,189.28 |
| Work Hours/Product: | 56.42 | 65.00 | 65.08 | 59.33 | 59.33 |
| **Activity 735320 - Employee Communications (Jasmine calendar, City-Wide emails, etc.)** | | | | | |
| Product: A Project Supported | | | | | |
| Costs: | $5,168 | $5,592 | $7,114 | $5,998 | $6,277 |
| Products: | 15 | 10 | 10 | 15 | 15 |
| Work Hours: | 80 | 90 | 103 | 85 | 85 |
| Product Cost: | $344.56 | $559.20 | $711.43 | $399.89 | $418.44 |
| Work Hours/Product: | 5.30 | 9.00 | 10.30 | 5.67 | 5.67 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73503 - Internal Communications

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735330 - Delivery of Communications-Related Staff Training and Development** | | | | | |
| Product: A Training Completed | | | | | |
| Costs: | $3,395 | $3,004 | $5,715 | $8,012 | $8,310 |
| Products: | 7 | 5 | 6 | 7 | 7 |
| Work Hours: | 39 | 40 | 65 | 90 | 90 |
| Product Cost: | $485.03 | $600.75 | $952.48 | $1,144.53 | $1,187.21 |
| Work Hours/Product: | 5.57 | 8.00 | 10.83 | 12.86 | 12.86 |
| **Activity 735340 - News Clips and Other Internal Publications (Style Guide, Acronym List, etc.)** | | | | | |
| Product: A Publication Completed | | | | | |
| Costs: | $2,545 | $5,552 | $3,420 | $30,289 | $30,937 |
| Products: | 8 | 5 | 5 | 244 | 244 |
| Work Hours: | 36 | 45 | 34 | 501 | 501 |
| Product Cost: | $318.13 | $1,110.34 | $683.91 | $124.14 | $126.79 |
| Work Hours/Product: | 4.50 | 9.00 | 6.80 | 2.05 | 2.05 |
| **Activity 735350 - Council Speech Writing** | | | | | |
| Product: A Speech Completed | | | | | |
| Costs: | $5,122 | $9,074 | $3,919 | $9,344 | $9,731 |
| Products: | 27 | 15 | 15 | 15 | 15 |
| Work Hours: | 79 | 115 | 54 | 115 | 115 |
| Product Cost: | $189.69 | $604.90 | $261.28 | $622.92 | $648.74 |
| Work Hours/Product: | 2.91 | 7.67 | 3.60 | 7.67 | 7.67 |
| **Totals for Service Delivery Plan 73503 - Internal Communications** | | | | | |
| **Costs:** | **$99,694** | **$120,694** | **$116,312** | **$147,755** | **$165,403** |
| **Hours:** | **1,557** | **1,710** | **1,643** | **2,025** | **2,180** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73504 - Management and Support Services

Provide leadership to Office of the City Manager staff, City Council, the general public, and the business community, by:

-Planning for the long range needs of the department,
-Analyzing financial reports and making recommendations to improve operations, and
-Responding to Council, citizen, and business inquiries in a professional and timely manner.

Support the operation and overall effectiveness of Communications, by:

-Providing answer point services to the general public and business community,
-Supporting the administrative needs of staff and management,
-Accurately filing and retrieving Communications onsite and offsite records,
-Processing purchase requisitions, POs and check requests, and
-Maintaining the operation of office equipment and collection and distribution of interoffice mail.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73504 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735400 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $38,223 | $43,959 | $40,356 | $0 | $0 |
| Products: | 335 | 344 | 336 | 0 | 0 |
| Work Hours: | 335 | 344 | 336 | 0 | 0 |
| Product Cost: | $114.27 | $127.79 | $120.11 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 735410 - Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $52,904 | $34,986 | $40,564 | $37,121 | $39,032 |
| Products: | 549 | 524 | 593 | 524 | 524 |
| Work Hours: | 549 | 524 | 593 | 524 | 524 |
| Product Cost: | $96.36 | $66.77 | $68.46 | $70.84 | $74.49 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 735420 - Staff Training and Development [DELETED - Moved to 735430]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $10,305 | $15,620 | $11,635 | $0 | $0 |
| Products: | 142 | 191 | 154 | 0 | 0 |
| Work Hours: | 142 | 191 | 154 | 0 | 0 |
| Product Cost: | $72.83 | $81.78 | $75.55 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

### Service Delivery Plan 73504 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 735430 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $15,070 | $15,695 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 174 | 174 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $5,023.22 | $5,231.70 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 58.00 | 58.00 |
| **Totals for Service Delivery Plan 73504 - Management and Support Services** | | | | | |
| **Costs:** | **$101,432** | **$94,565** | **$92,555** | **$52,191** | **$54,727** |
| **Hours:** | **1,025** | **1,059** | **1,083** | **698** | **698** |

# City of Sunnyvale
# Program Performance Budget

## Program 735 - Communications

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 735** | **Costs:** | **$495,902** | **$567,245** | **$514,950** | **$582,695** | **$609,955** |
| | **Hours:** | **4,779** | **5,154** | **4,993** | **5,149** | **5,249** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

**Program Performance Statement**

Ensure official City documents comply with California State Law and City Policy and ensure City elections comply with the State of California Election Code and City policy by accurately and efficiently:

-Preparing for and facilitating Council meetings in accordance with Brown Act and City Charter,
-Providing ongoing management and support of the Public Records and City Elections Program by: attending Council meetings; providing administrative and clerical support services; and providing training and educational opportunities for staff development,
-Maintaining Tentative Council Meeting Agenda Calendar (TCMAC) and tracking Information and Action Items-Council direction to staff,
-Maintaining and managing official City legislative records, and
-Administering municipal elections in conjunction with the Santa Clara County Registrar of Voters.

**Notes**

1. City elections are held in November of odd-numbered years only. Significant differences in funding for this program every other year reflect the costs associated with election years as opposed to non-election years.

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Council meeting minutes including Onizuka Local Redevelopment Agency, Redevelopment Agency and Financing Authority minutes are prepared in accordance with established one week deadline. | C | | | | | |
| **- Total Number of Minutes Documents Prepared by Deadlines** | | **NA** | **NA** | **NA** | **90.00** | **90.00** |
| - Total Number of Minutes Documents | | NA | NA | NA | 44.00 | 44.00 |
| - Total Number of Pages of Minutes | | NA | NA | NA | 750.00 | 750.00 |
| Q2. Percent of community members who have made Public Records Act requests through the Office of the City Clerk and rate City staff's handling of their request as professional and courteous. | C | | | | | |
| **- Average Survey Rating** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Total Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |
| Q3. Number of Councilmembers indicating overall satisfaction with City Clerk's preparation of agendas, minutes, Council binders, public notices and digests. | I | | | | | |
| - Average Survey Rating [DELETED] | | 80.00% | 85.00% | 100.00% | NA | NA |
| - Number of Items Prepared | | NA | NA | NA | 1,035.00 | 1,035.00 |
| **- Number of Councilmembers Satisfied** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |
| Q4. City staff overall satisfaction with records management services is achieved. | I | | | | | |
| **- Average Survey Rating** | | **80.00%** | **85.00%** | **86.00%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 10.00 | 10.00 |
| Q5. The public's (those completing external survey) overall satisfaction with City's response to requests for information is achieved. [DELETED] | I | | | | | |
| **- Average Survey Rating** | | **96.00%** | **85.00%** | **62.00%** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q6. Number of Council candidates (completing survey) indicating overall satisfaction with candidate orientation process and response to election information. | I | | | | | |
| - Average Survey Rating [DELETED] | | NA | 85.00% | 95.00% | NA | NA |
| **- Number of Council Candidates Satisfied** | | **NA** | **NA** | **NA** | **6.00** | **6.00** |
| - Total Number of Council Candidates | | NA | NA | NA | 6.00 | 6.00 |
| Q7. Overall effective records management program achieves planned percentage. | I | | | | | |
| **- Percent** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| **Productivity** | | | | | | |
| P1. Legal notification requirements for Council meetings are met (24-hour notice for special meetings and 72-hour notice for regular meetings) | M | | | | | |
| **- Percent of Time** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| - Number of Notifications | | 53.00 | 44.00 | 52.00 | 53.00 | 53.00 |
| P2. Legal notification requirements for maintaining official City legislative records are met. [DELETED] | M | | | | | |
| **- Percent of Time** | | **100.00%** | **100.00%** | **NA** | **NA** | **NA** |
| P3. Election procedures are administered accurately and on time. | M | | | | | |
| **- Percent of Time** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| P4. Legal requirements for maintaining election-related disclosure records are met. | M | | | | | |
| **- Percent of Time** | | **NA** | **100.00%** | **100.00%** | **NA** | **100.00%** |
| P5. Council-related materials (agendas, minutes, notifications, digests, and agenda binders) are prepared and are error-free. [DELETED] | C | | | | | |
| **- Percent of Time** | | **96.00%** | **95.00%** | **95.00%** | **NA** | **NA** |
| - Number of Items Prepared | | 1,035.00 | 1,300.00 | 1,140.00 | NA | NA |

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C1. The cost to prepare Council-related documents will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Document** | | **$104.35** | **$96.53** | **$104.35** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Public Records and City Elections will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $364,594.00 | $1,071,306.69 | $1,071,450.13 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73601 - Records Management

Ensure Council-related documents are accurately maintained and/or distributed (ordinances, resolutions, contracts, claims, etc.); coordinate records retention and destruction, respond to internal and external requests for information, retrieval of City documents stored off-site, process FPPC 700 forms, and coordinate preparation of mandated costs summaries.

**Notes**

1. Planned products and dollars do not reflect potential changes as a result of current records management study, adoption of City-Wide records retention schedules, resulting reduction in need for off-site storage or implementation of a City-Wide electronic records management system.

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73601 - Records Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 736100 - Records Processing (On-Site)** | | | | | |
| Product: A Request Processed and /or Record Handled | | | | | |
| Costs: | $16,844 | $23,235 | $27,369 | $16,733 | $17,629 |
| Products: | 901 | 1,000 | 1,081 | 901 | 901 |
| Work Hours: | 322 | 320 | 541 | 265 | 265 |
| Product Cost: | $18.69 | $23.24 | $25.32 | $18.57 | $19.57 |
| Work Hours/Product: | 0.36 | 0.32 | 0.50 | 0.29 | 0.29 |
| **Activity 736110 - Respond to Public Records Act Requests** | | | | | |
| Product: A Request Received and Processed | | | | | |
| Costs: | $1,969 | $2,193 | $1,769 | $990 | $1,044 |
| Products: | 39 | 18 | 30 | 20 | 20 |
| Work Hours: | 27 | 40 | 23 | 13 | 13 |
| Product Cost: | $50.49 | $121.81 | $58.97 | $49.52 | $52.20 |
| Work Hours/Product: | 0.69 | 2.22 | 0.76 | 0.65 | 0.65 |
| **Activity 736120 - Economic Interest Statement Filings (FPPC 700's Statement of Economic Interests)** | | | | | |
| Product: A Document Processed | | | | | |
| Costs: | $9,531 | $9,488 | $4,797 | $28,475 | $29,022 |
| Products: | 310 | 203 | 448 | 310 | 310 |
| Work Hours: | 150 | 130 | 79 | 140 | 140 |
| Product Cost: | $30.75 | $46.74 | $10.71 | $91.85 | $93.62 |
| Work Hours/Product: | 0.48 | 0.64 | 0.18 | 0.45 | 0.45 |

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73601 - Records Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 736130 - Records Management Filing/Retrieving (Off-Site Service)** | | | | | |
| Product: A Request for Assistance | | | | | |
| Costs: | $80,288 | $81,208 | $82,121 | $83,766 | $75,593 |
| Products: | 588 | 315 | 577 | 588 | 588 |
| Work Hours: | 350 | 145 | 333 | 350 | 350 |
| Product Cost: | $136.54 | $257.80 | $142.32 | $142.46 | $128.56 |
| Work Hours/Product: | 0.60 | 0.46 | 0.58 | 0.60 | 0.60 |
| **Totals for Service Delivery Plan 73601 - Records Management** | | | | | |
| **Costs:** | **$108,632** | **$116,124** | **$116,055** | **$129,964** | **$123,289** |
| **Hours:** | **849** | **635** | **976** | **768** | **768** |

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73602 - City Elections

Ensure City elections are carried out in compliance with the State of California Election Code/City policy and coordinate elections-related activities with Santa Clara County Registrar of Voters. Includes all tasks associated with City Council elections and local ballot measures; filing of elections-related Fair Political Practices Commission (FPPC) forms; preparation of information for Council candidates; orientation for Council candidates; and development of informational materials to encourage voter registration.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73602 - City Elections

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 736200 - Elections - Including All Tasks Associated with City Council Election and City Ballot Measures** | | | | | |
| Product: A Task Completed | | | | | |
| Costs: | $10,068 | $645,336 | $646,299 | $6,553 | $460,279 |
| Products: | 2 | 10 | 16 | 2 | 10 |
| Work Hours: | 105 | 200 | 484 | 36 | 260 |
| Product Cost: | $5,033.82 | $64,533.61 | $40,393.71 | $3,276.26 | $46,027.95 |
| Work Hours/Product: | 52.55 | 20.00 | 30.26 | 18.00 | 26.00 |
| **Activity 736210 - Elections-Related Fair Political Practices Commission (FPPC) Filings** | | | | | |
| Product: A Form Processed | | | | | |
| Costs: | $1,917 | $3,969 | $3,343 | $2,520 | $4,568 |
| Products: | 36 | 70 | 88 | 36 | 62 |
| Work Hours: | 33 | 54 | 51 | 36 | 56 |
| Product Cost: | $53.24 | $56.70 | $37.99 | $70.01 | $73.68 |
| Work Hours/Product: | 0.90 | 0.77 | 0.58 | 1.00 | 0.90 |
| **Activity 736220 - Support Video Taping of Council Candidate Statements [DELETED]** | | | | | |
| Product: Coordination of One Annual Broadcast of Candidate Statements | | | | | |
| Costs: | $0 | $405 | $175 | $0 | $0 |
| Products: | 0 | 1 | 1 | 0 | 0 |
| Work Hours: | 0 | 5 | 2 | 0 | 0 |
| Product Cost: | $0.00 | $405.28 | $175.05 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 5.00 | 2.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73602 - City Elections

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 736230 - Develop and Distribute Informational Materials for Potential Council Candidates** | | | | | |
| Product: An Informational Brochure | | | | | |
| Costs: | $985 | $5,079 | $781 | $884 | $1,415 |
| Products: | 4 | 6 | 2 | 2 | 6 |
| Work Hours: | 14 | 60 | 9 | 13 | 20 |
| Product Cost: | $246.15 | $846.52 | $390.31 | $441.81 | $235.75 |
| Work Hours/Product: | 3.38 | 10.00 | 4.35 | 6.50 | 3.33 |
| **Activity 736240 - Develop and Distribute Informational Materials to Encourage Voter Registration** | | | | | |
| Product: An Informational Material or Event | | | | | |
| Costs: | $219 | $4,761 | $7,401 | $918 | $1,957 |
| Products: | 0 | 4 | 2 | 2 | 8 |
| Work Hours: | 4 | 55 | 3 | 12 | 24 |
| Product Cost: | $0.00 | $1,190.29 | $3,700.68 | $459.21 | $244.60 |
| Work Hours/Product: | 0.00 | 13.75 | 1.60 | 6.00 | 3.00 |
| **Activity 736250 - Preparation of Candidate Information (Binders and Updates)** | | | | | |
| Product: A Binder | | | | | |
| Costs: | $566 | $5,010 | $1,748 | $593 | $990 |
| Products: | 5 | 8 | 0 | 5 | 8 |
| Work Hours: | 6 | 64 | 20 | 6 | 10 |
| Product Cost: | $113.23 | $626.21 | $0.00 | $118.55 | $123.78 |
| Work Hours/Product: | 1.16 | 8.00 | 0.00 | 1.20 | 1.25 |
| **Totals for Service Delivery Plan 73602 - City Elections** | | | | | |
| **Costs:** | **$13,754** | **$666,968** | **$659,747** | **$11,468** | **$471,981** |
| **Hours:** | **161** | **470** | **569** | **103** | **402** |

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73603 - Management and Support Services

Provide ongoing management and support of the Public Records and City Elections Program, by:

-Providing administrative and clerical support services, and
-Providing training and educational opportunities for staff development.

Supporting the operation and overall effectiveness of Public Records and City Elections, by:
-Providing answer point services to the general public,
-Supporting the administrative needs of professional staff and management,
-Processing purchase requisitions, POs and check requests, and
-Maintaining the operation of office equipment and collection and distribution of interoffice mail.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73603 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 736300 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $54,047 | $99,945 | $100,008 | $35,529 | $48,866 |
| Products: | 543 | 330 | 1,039 | 348 | 458 |
| Work Hours: | 543 | 330 | 1,039 | 348 | 458 |
| Product Cost: | $99.53 | $302.86 | $96.30 | $102.10 | $106.70 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 736310 - Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $32,968 | $20,289 | $33,605 | $24,681 | $26,029 |
| Products: | 667 | 391 | 609 | 410 | 410 |
| Work Hours: | 667 | 391 | 609 | 410 | 410 |
| Product Cost: | $49.44 | $51.89 | $55.19 | $60.20 | $63.49 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 736320 - Staff Training and Development [DELETED - Moved to 736340]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $13,094 | $12,257 | $16,067 | $0 | $0 |
| Products: | 168 | 118 | 207 | 0 | 0 |
| Work Hours: | 168 | 118 | 207 | 0 | 0 |
| Product Cost: | $77.94 | $103.87 | $77.73 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73603 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 736330 - Special Projects** | | | | | |
| Product: A Project Completed | | | | | |
| Costs: | $15,894 | $0 | $8,720 | $24,948 | $0 |
| Products: | 1 | 0 | 0 | 2 | 0 |
| Work Hours: | 206 | 0 | 97 | 281 | 0 |
| Product Cost: | $15,893.79 | $0.00 | $0.00 | $12,474.11 | $0.00 |
| Work Hours/Product: | 206.10 | 0.00 | 0.00 | 140.50 | 0.00 |
| **Activity 736340 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $17,643 | $21,183 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 151 | 178 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $5,881.02 | $7,060.96 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 50.33 | 59.33 |
| **Activity 736350 - Phone/Answer Point/Mail Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $11,986 | $12,626 |
| Products: | 0 | 0 | 0 | 225 | 225 |
| Work Hours: | 0 | 0 | 0 | 225 | 225 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $53.27 | $56.11 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 73603 - Management and Support Services** | | | | | |
| **Costs:** | **$116,003** | **$132,490** | **$158,400** | **$114,788** | **$108,704** |
| **Hours:** | **1,584** | **839** | **1,951** | **1,415** | **1,271** |

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73604 - Preparation of Council-Related Documents and Preparation for and Attendance at Council Meetings

Provide ongoing support of all regular and special Council meetings, by:

-Preparing Council meeting-related documents (consistent with Council policy, City Charter, and Brown Act) including agendas, agenda binders/packets, minutes, digests of actions and public notices, and
-Coordinating pre-Council meeting arrangements and attending Council meetings.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

### Service Delivery Plan 73604 - Preparation of Council-Related Documents and Preparation for and Attendance at Council Meetings

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 736400, 736401 - Preparation of Council-Related Documents (Agendas, Digests, Notices, and RTCs)** | | | | | |
| Product: A Document Prepared/Handled | | | | | |
| Costs: | $108,001 | $125,489 | $119,162 | $71,237 | $74,773 |
| Products: | 1,035 | 1,300 | 931 | 805 | 805 |
| Work Hours: | 1,454 | 1,522 | 1,752 | 855 | 855 |
| Product Cost: | $104.35 | $96.53 | $127.99 | $88.49 | $92.89 |
| Work Hours/Product: | 1.40 | 1.17 | 1.88 | 1.06 | 1.06 |
| **Activity 736410 - Preparation and Attendance at Council Meetings** | | | | | |
| Product: A Council Meeting | | | | | |
| Costs: | $18,205 | $30,235 | $18,085 | $20,135 | $21,228 |
| Products: | 33 | 44 | 101 | 44 | 44 |
| Work Hours: | 209 | 340 | 206 | 207 | 207 |
| Product Cost: | $551.66 | $687.16 | $179.06 | $457.62 | $482.47 |
| Work Hours/Product: | 6.33 | 7.73 | 2.04 | 4.70 | 4.70 |
| **Activity 736420 - Preparation of Council Meeting Minutes - Including Onizuka Local Redevelopment Authority, Redevelopment Agency and Financing Authority** | | | | | |
| Product: A Document Prepared | | | | | |
| Costs: | $0 | $0 | $0 | $36,768 | $36,883 |
| Products: | 0 | 0 | 0 | 60 | 60 |
| Work Hours: | 0 | 0 | 0 | 743 | 703 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $612.79 | $614.71 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 12.38 | 11.72 |
| **Totals for Service Delivery Plan 73604 - Preparation of Council-Related Documents and Preparation for and Attendance at Council Meetings** | | | | | |
| **Costs:** | **$126,206** | **$155,725** | **$137,247** | **$128,140** | **$132,884** |
| **Hours:** | **1,663** | **1,862** | **1,958** | **1,805** | **1,765** |

# City of Sunnyvale
# Program Performance Budget

## Program 736 - Public Records and City Elections

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 736** | **Costs:** | **$364,594** | **$1,071,307** | **$1,071,450** | **$384,359** | **$836,858** |
| | **Hours:** | **4,257** | **3,806** | **5,454** | **4,091** | **4,206** |

# City of Sunnyvale
# Program Performance Budget

## Program 739 - City Council Budget and Clerical/Administrative Support to Council

**Program Performance Statement**

Provide the resources and support City Council needs to establish City policy and carry out legislative responsibilities. This includes the budget necessary to allow Council to provide the policy direction required to move the community forward and to guide staff actions (e.g. travel allowance, State of the City expenses, Council recognition and Council salaries). It also provides City Council clerical and administrative support, by:

-Completing Council Answer-Point Responsibilities: Responding to email, phone, fax, mail, and in-person inquires/complaints for Mayor and Council, and coordinating responses to inquiries with other City department staff; maintaining Council files,
-Assisting Council with the polling/scheduling of City-related meetings and functions, and maintaining Council calendar,
-Providing direct support to the Mayor including scheduling, mail processing, and preparation of correspondence,
-Completing Council conference registrations and travel arrangements for all major annual conferences, including LCC, NLC, USCM, and others,
-Preparing City recognitions, special orders of the day and announcements for Mayor/Council,
-Supporting Council transitions associated with new and departing Councilmembers, or Councilmembers transitioning into and out of the position of Mayor,
-Tracking Council seat number budgets,
-Coordinating duties with City Clerk, as pertaining to the Council and Council Meetings, including items requiring Brown Act compliance, coordination of City presentations and recognitions at Council Meetings, fulfillment of Public Records Act requests, weekly Council packet deliveries, etc., and
-Acting as a liaison between Mayor/Council and other City Departments.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 739 - City Council Budget and Clerical/Administrative Support to Council

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Number of Councilmembers indicating overall satisfaction with clerical and administrative support services. | C | | | | | |
| - Satisfaction Rating Based On Survey [DELETED] | | 100.00% | 85.00% | 100.00% | NA | NA |
| **- Number of Councilmembers Satisfied** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |
| **Productivity** | | | | | | |
| P1. Number of Council Meetings held as compared to planned. | D | | | | | |
| **- Number of Council Meetings** | | **51.00** | **44.00** | **42.00** | **51.00** | **51.00** |
| - Number of Study Sessions | | 23.00 | 13.00 | 51.00 | 23.00 | 23.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The cost per participant of the Mayor's Annual State of the City event does not exceed planned costs. [DELETED] | D | | | | | |
| **- Cost Per Participant** | | **$54.54** | **$63.07** | **NA** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for City Council Budget and Clerical/Administrative Support to Council will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $561,554.09 | $647,654.77 | $565,038.39 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 739 - City Council Budget and Clerical/Administrative Support to Council

### Service Delivery Plan 73902 - Conduct Council Business

Provide the fiscal resources necessary to allow Council to provide the policy direction required to move the community forward and to guide future staff actions.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 739 - City Council Budget and Clerical/Administrative Support to Council

### Service Delivery Plan 73902 - Conduct Council Business

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 739200 - Council Activities Leading to Policy Directions** | | | | | |
| Product: A Council Meeting Held | | | | | |
| Costs: | $300,149 | $340,787 | $309,147 | $343,642 | $354,733 |
| Products: | 0 | 44 | 0 | 51 | 51 |
| Work Hours: | 9 | 0 | 3 | 0 | 0 |
| Product Cost: | $0.00 | $7,745.17 | $0.00 | $6,738.09 | $6,955.56 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 739210 - Annual State of the City Event** | | | | | |
| Product: A Participant | | | | | |
| Costs: | $53,987 | $94,605 | $29,825 | $77,737 | $77,644 |
| Products: | 1,200 | 1,500 | 0 | 1,500 | 1,500 |
| Work Hours: | 357 | 643 | 252 | 691 | 591 |
| Product Cost: | $44.99 | $63.07 | $0.00 | $51.82 | $51.76 |
| Work Hours/Product: | 0.30 | 0.43 | 0.00 | 0.46 | 0.39 |
| **Activity 739220 - State of the City Carryover** | | | | | |
| Product: An Event | | | | | |
| Costs: | $20,511 | $27,000 | $23,999 | $50,620 | $0 |
| Products: | 0 | 0 | 0 | 0 | 0 |
| Work Hours: | 77 | 0 | 95 | 0 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 73902 - Conduct Council Business** | | | | | |
| **Costs:** | **$374,647** | **$462,392** | **$362,972** | **$472,000** | **$432,377** |
| **Hours:** | **442** | **643** | **350** | **691** | **591** |

# City of Sunnyvale
# Program Performance Budget

## Program 739 - City Council Budget and Clerical/Administrative Support to Council

### Service Delivery Plan 73903 - Administrative Support Services

Provide the clerical and administrative support required by City Council to establish City policy and carry out its legislative responsibilities, by:

-Completing Council AnswerPoint Responsibilities: Responding to email, phone, fax, mail, and in-person inquires/complaints for Mayor and Council, and coordinating responses to inquiries with other City department staff; maintaining Council files,
-Assisting Council with the polling/scheduling of City-related meetings and functions, and maintaining Council calendar,
-Providing direct support to the Mayor including scheduling, mail processing, and preparation of correspondence,
-Completing Council conference registrations and travel arrangements for all major annual conferences, including LCC, NLC, USCM, and others,
-Preparing City Recognitions, Special Orders of the Day and Announcements for Mayor/Council,
-Supporting Council transitions associated with new and departing Councilmembers, or Councilmembers transitioning into and out of the position of Mayor,
-Tracking Council seat number budgets,
-Coordinating duties with City Clerk, as pertaining to the Council and Council meetings, including items requiring Brown Act compliance, coordination of City presentations and recognitions at Council Meetings, fulfillment of Public Records Act requests, weekly Council packet deliveries, etc., and
-Acting as a liaison between Mayor/Council and other City Departments.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 739 - City Council Budget and Clerical/Administrative Support to Council

### Service Delivery Plan 73903 - Administrative Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 739300 - Administrative Support for Council - Including Clerical Staff Hours** | | | | | |
| Product: A Councilmember Supported | | | | | |
| Costs: | $186,907 | $185,263 | $202,068 | $213,246 | $224,067 |
| Products: | 14 | 7 | 7 | 7 | 7 |
| Work Hours: | 1,821 | 1,800 | 1,799 | 1,800 | 1,800 |
| Product Cost: | $13,350.49 | $26,466.08 | $28,866.90 | $30,463.68 | $32,009.60 |
| Work Hours/Product: | 130.04 | 257.14 | 256.93 | 257.14 | 257.14 |
| **Totals for Service Delivery Plan 73903 - Administrative Support Services** | | | | | |
| **Costs:** | **$186,907** | **$185,263** | **$202,068** | **$213,246** | **$224,067** |
| **Hours:** | **1,821** | **1,800** | **1,799** | **1,800** | **1,800** |

# City of Sunnyvale
# Program Performance Budget

## Program 739 - City Council Budget and Clerical/Administrative Support to Council

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 739** | **Costs:** | **$561,554** | **$647,655** | **$565,040** | **$685,245** | **$656,444** |
| | **Hours:** | **2,263** | **2,443** | **2,148** | **2,491** | **2,391** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

**Program Performance Statement**

In accordance with the City Charter and the Sunnyvale Municipal Code, centrally purchase and pay for all goods and services required to support City-wide operations, by:

-Creating and maintaining a fair and open purchasing system that encourages qualified suppliers and contractors to compete for City business,
-Obtaining maximum value for each dollar spent by soliciting formal competitive bids for purchases of goods and/or services and construction projects valued at more than $50,000 and soliciting informal quotes, when possible, for purchases valued at $50,000 or less,
-Participating in cooperative procurements with other governmental agencies to achieve cost savings through volume purchases,
-Enhancing competition for City contracts by increasing the vendor pool through effective advertising,
-Establishing purchasing and payment procedures which promote cost effective, efficient and ethical business practices and are in compliance with all laws, rules, regulations and policies,
-Providing assistance and training to City employees to ensure that they understand and comply with the City's purchasing and payment laws, policies and procedures,
-Maintaining a centralized warehouse where City employees are able to obtain commonly used supplies quickly and easily, and at a reduced cost due to volume discounts through consolidated purchases that are competitively bid,
-Paying supplier invoices timely, accurately and in compliance with contract terms and conditions and City policies and procedures,
-Issuing purchasing cards to those City employees whose work assignments are such that the cards enhance their productivity and cost effectiveness,
-Disposing of surplus and obsolete equipment and supplies, using processes that are cost effective, promote recycling and maximize sales revenue to the City, and
-Providing centralized receiving for all corporation yard programs.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. City bidding opportunities are advertised when legally required. | M | | | | | |
| **- Percent Advertised** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| - Number Requiring Ad | | 67.00 | 50.00 | 57.00 | 75.00 | 75.00 |
| Q2. Payments are processed accurately. | I | | | | | |
| **- Percent Accurate** | | **99.99%** | **95.00%** | **99.55%** | **99.00%** | **99.00%** |
| - Number Processed | | 29,031.00 | 29,000.00 | 28,551.00 | 30,000.00 | 30,000.00 |
| Q3. The results of the City's Internal Customer Satisfaction Survey indicate that internal customers are generally satisfied with the purchasing and payment services received. | D | | | | | |
| **- Percent Satisfied** | | **89.05%** | **85.00%** | **75.29%** | **90.00%** | **90.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 90.00 | 90.00 |
| Q4. Purchasing training attendees rate training received as satisfactory or better. | D | | | | | |
| **- Percent Satisfied** | | **100.00%** | **90.00%** | **NA** | **95.00%** | **95.00%** |
| - Number of Attendees | | 108.00 | 40.00 | NA | 80.00 | 100.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Contracts are issued for purchases over $50,000 within 55 calendar days of receipt of requisition. | C | | | | | |
| **- Percent Issued as Scheduled** | | **44.00%** | **80.00%** | **37.00%** | **40.00%** | **45.00%** |
| - Number of Contracts | | 95.00 | 82.00 | 78.00 | 100.00 | 100.00 |
| P2. Contracts are issued for purchases of $50,000 or less within 13 calendar days of receipt of requisition. | C | | | | | |
| **- Percent Issued as Scheduled** | | **74.00%** | **80.00%** | **64.00%** | **80.00%** | **80.00%** |
| - Number of Contracts | | 1,339.00 | 1,270.00 | 1,301.00 | 1,400.00 | 1,400.00 |
| P3. Contracts are issued for public works projects over $50,000 within 70 calendar days of receipt of requisition. | C | | | | | |
| **- Percent Issued as Scheduled** | | **28.00%** | **80.00%** | **35.00%** | **30.00%** | **30.00%** |
| - Number of Contracts | | 18.00 | 20.00 | 17.00 | 22.00 | 22.00 |
| P4. Supplier payments are made within 30 days of Accounts Payable's receipt of invoice. [DELETED] | I | | | | | |
| **- Percent Paid as Scheduled** | | **69.00%** | **75.00%** | **58.00%** | **NA** | **NA** |
| - Number of Payments | | 29,031.00 | 29,000.00 | 28,551.00 | NA | NA |
| P5. Central Stores stock turns over at least three times annually. | I | | | | | |
| - Turnover Rate [DELETED] | | 342.00% | 300.00% | 348.00% | NA | NA |
| - Inventory Value | | $454,462.00 | $425,000.00 | $463,137.00 | $454,462.00 | $454,462.00 |
| **- Turnover Rate** | | **NA** | **NA** | **NA** | **3.25** | **3.25** |
| P6. No more than 1% of items stocked at Central Stores are out of stock at any given time. | D | | | | | |
| **- Percent at Zero On-Hand** | | **1.07%** | **1.00%** | **1.61%** | **1.00%** | **1.00%** |
| - Total Items Stocked | | 1,350.00 | 1,400.00 | 1,361.00 | 1,350.00 | 1,350.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C1. Revenue generated from the sales of surplus property is at least 10 times the cost of disposal. | I | | | | | |
| **- Revenue Over Cost** | | **15.46** | **10.00** | **11.47** | **12.00** | **12.00** |
| - Revenue Generated | | $192,256.00 | $87,481.00 | $101,912.00 | $120,000.00 | $120,000.00 |
| C2. Purchasing staff generates cost savings equal to 100% of its planned program direct costs (74001-Centralized Purchasing) through bidding or negotiating lower prices than anticipated, standardizing products or services, eliminating ineffective or unnecessary contracted services, or through other innovative processes. [DELETED] | D | | | | | |
| **- Percent of Program Costs** | | **69.47%** | **50.00%** | **51.83%** | **NA** | **NA** |
| - Cost Savings | | $923,668.00 | $683,857.00 | $708,909.00 | NA | NA |
| C3. Cost of a purchasing card transaction equals 75% of the cost of an invoice transaction. [DELETED] | D | | | | | |
| **- Percent** | | **59.00%** | **75.00%** | **43.21%** | **NA** | **NA** |
| - Invoice Processing Cost | | $12.23 | $12.25 | $12.82 | NA | NA |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Purchasing and Payment of City Obligations will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $1,329,498.00 | $1,423,889.63 | $1,426,636.51 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74001 - Centralized Purchasing

Purchase, or supervise the purchase of equipment, supplies, construction and services as required to support City operations, by:

-Timely processing all purchase requisitions to ensure that necessary goods and services are received without interruption,
-Obtaining maximum value for each dollar spent by soliciting formal competitive bids for purchases of goods and/or services and construction projects valued at more than $50,000 and soliciting informal quotes, when possible, for purchases valued at $50,000 or less,
-Providing assistance and training to City employees to ensure that they understand and comply with the City's purchasing and payment laws, policies and procedures, and
-Administering all purchasing-related software applications, including establishing and maintaining system security, setting up user profiles and other critical application functions.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74001 - Centralized Purchasing

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740000 - Purchase Goods or Services Valued at More Than $50,000** | | | | | |
| Product: A Contract Issued | | | | | |
| Costs: | $176,758 | $167,425 | $188,956 | $204,728 | $217,321 |
| Products: | 95 | 82 | 78 | 100 | 100 |
| Work Hours: | 2,101 | 1,982 | 2,139 | 2,372 | 2,372 |
| Product Cost: | $1,860.61 | $2,041.77 | $2,422.51 | $2,047.28 | $2,173.21 |
| Work Hours/Product: | 22.12 | 24.17 | 27.42 | 23.72 | 23.72 |
| **Activity 740100 - Purchase Goods or Services Valued at $50,000 or Less** | | | | | |
| Product: A Contract Issued | | | | | |
| Costs: | $185,907 | $192,429 | $206,599 | $207,901 | $221,290 |
| Products: | 1,339 | 1,270 | 1,301 | 1,400 | 1,400 |
| Work Hours: | 2,324 | 2,483 | 2,471 | 2,473 | 2,473 |
| Product Cost: | $138.84 | $151.52 | $158.80 | $148.50 | $158.06 |
| Work Hours/Product: | 1.74 | 1.96 | 1.90 | 1.77 | 1.77 |
| **Activity 740110 - Bid and Issue Contracts for Public Works Projects** | | | | | |
| Product: A Contract Issued | | | | | |
| Costs: | $105,651 | $106,044 | $100,731 | $163,109 | $173,538 |
| Products: | 18 | 21 | 17 | 22 | 22 |
| Work Hours: | 1,276 | 1,300 | 1,167 | 1,942 | 1,942 |
| Product Cost: | $5,869.51 | $5,049.73 | $5,925.33 | $7,414.02 | $7,888.07 |
| Work Hours/Product: | 70.88 | 61.90 | 68.63 | 88.27 | 88.27 |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74001 - Centralized Purchasing

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740120 - Support Automated Purchasing System [DELETED - Moved to 740170]** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $114,556 | $108,395 | $142,640 | $0 | $0 |
| Products: | 1,326 | 1,270 | 1,423 | 0 | 0 |
| Work Hours: | 1,326 | 1,270 | 1,423 | 0 | 0 |
| Product Cost: | $86.39 | $85.35 | $100.24 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 740130 - Provide Purchasing Assistance to City Employees [DELETED - Moved to 740000, 740100, and 740110]** | | | | | |
| Product: A Request for Assistance | | | | | |
| Costs: | $30,848 | $48,685 | $34,181 | $0 | $0 |
| Products: | 610 | 720 | 438 | 0 | 0 |
| Work Hours: | 332 | 535 | 354 | 0 | 0 |
| Product Cost: | $50.57 | $67.62 | $78.04 | $0.00 | $0.00 |
| Work Hours/Product: | 0.54 | 0.74 | 0.81 | 0.00 | 0.00 |
| **Activity 740140 - Develop and Conduct Purchasing Training Sessions for City Employees** | | | | | |
| Product: A Participant | | | | | |
| Costs: | $8,433 | $17,911 | $692 | $26,518 | $28,067 |
| Products: | 108 | 40 | 5 | 80 | 100 |
| Work Hours: | 94 | 200 | 8 | 283 | 283 |
| Product Cost: | $78.09 | $447.78 | $138.37 | $331.47 | $280.67 |
| Work Hours/Product: | 0.87 | 5.00 | 1.60 | 3.54 | 2.83 |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74001 - Centralized Purchasing

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740150 - Advertise City Bids** | | | | | |
| Product: A Bid | | | | | |
| Costs: | $0 | $0 | $0 | $8,907 | $9,543 |
| Products: | 0 | 0 | 0 | 150 | 150 |
| Work Hours: | 0 | 0 | 0 | 103 | 103 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $59.38 | $63.62 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.69 | 0.69 |
| **Activity 740170 - Support Automated Purchasing Systems, Including Website Updating and Maintenance** | | | | | |
| Product: A Request | | | | | |
| Costs: | $0 | $0 | $0 | $59,233 | $63,461 |
| Products: | 0 | 0 | 0 | 3,000 | 3,000 |
| Work Hours: | 0 | 0 | 0 | 685 | 685 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $19.74 | $21.15 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.23 | 0.23 |
| **Totals for Service Delivery Plan 74001 - Centralized Purchasing** | | | | | |
| **Costs:** | **$622,153** | **$640,890** | **$673,798** | **$670,395** | **$713,219** |
| **Hours:** | **7,453** | **7,770** | **7,562** | **7,857** | **7,857** |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74002 - Payment of Non-Payroll Obligations

Establishing cost effective, efficient and fiscally sound payment practices, by:

-Paying all supplier invoices accurately, timely and in accordance with contract terms and conditions and City policies and procedures,
-Issuing purchasing cards to those City employees whose work assignments are such that the cards enhance their productivity and cost effectiveness,
-Facilitating appropriate business travel by issuing travel advances and processing travel expense reports upon conclusion of travel,
-Maintaining petty cash accounts by which City employees can be quickly reimbursed for incidental out-of-pocket expenditures for City business, and
-Generating all reports required by state and federal agencies in an accurate and timely manner.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74002 - Payment of Non-Payroll Obligations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740200 - Administer Purchasing Card Program** | | | | | |
| Product: A Purchasing Card Transaction | | | | | |
| Costs: | $33,216 | $28,569 | $25,063 | $37,939 | $40,612 |
| Products: | 10,182 | 13,000 | 11,231 | 11,000 | 11,000 |
| Work Hours: | 412 | 350 | 296 | 453 | 453 |
| Product Cost: | $3.26 | $2.20 | $2.23 | $3.45 | $3.69 |
| Work Hours/Product: | 0.04 | 0.03 | 0.03 | 0.04 | 0.04 |
| **Activity 740210 - Payment of Invoices and Other Non-Payroll Obligations** | | | | | |
| Product: A Payment Vouched | | | | | |
| Costs: | $271,800 | $258,810 | $274,873 | $294,908 | $313,099 |
| Products: | 29,031 | 29,000 | 28,551 | 30,000 | 30,000 |
| Work Hours: | 4,332 | 4,026 | 4,187 | 4,446 | 4,446 |
| Product Cost: | $9.36 | $8.92 | $9.63 | $9.83 | $10.44 |
| Work Hours/Product: | 0.15 | 0.14 | 0.15 | 0.15 | 0.15 |
| **Activity 740220 - Prepare and Issue IRS Form 1099s** | | | | | |
| Product: A 1099 Issued | | | | | |
| Costs: | $16,406 | $17,019 | $14,899 | $19,504 | $20,839 |
| Products: | 225 | 250 | 233 | 230 | 230 |
| Work Hours: | 208 | 225 | 187 | 242 | 242 |
| Product Cost: | $72.92 | $68.08 | $63.94 | $84.80 | $90.61 |
| Work Hours/Product: | 0.93 | 0.90 | 0.80 | 1.05 | 1.05 |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74002 - Payment of Non-Payroll Obligations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740230 - Prepare and File All Legally-Required Reports and Ad Hoc Reports** | | | | | |
| Product: A Report Generated | | | | | |
| Costs: | $7,690 | $7,564 | $8,378 | $10,345 | $11,074 |
| Products: | 35 | 51 | 40 | 45 | 45 |
| Work Hours: | 100 | 100 | 106 | 134 | 134 |
| Product Cost: | $219.71 | $148.32 | $209.44 | $229.90 | $246.08 |
| Work Hours/Product: | 2.87 | 1.96 | 2.65 | 2.98 | 2.98 |
| **Activity 740240 - Prepare Ad Hoc Reports [DELETED - Move to 740230]** | | | | | |
| Product: A Report Generated | | | | | |
| Costs: | $895 | $5,673 | $2,510 | $0 | $0 |
| Products: | 4 | 50 | 11 | 0 | 0 |
| Work Hours: | 12 | 75 | 32 | 0 | 0 |
| Product Cost: | $223.79 | $113.46 | $228.17 | $0.00 | $0.00 |
| Work Hours/Product: | 2.88 | 1.50 | 2.91 | 0.00 | 0.00 |
| **Activity 740250 - Review and Process Travel Documentation** | | | | | |
| Product: An Expense Report Processed | | | | | |
| Costs: | $13,699 | $19,813 | $13,451 | $20,116 | $21,311 |
| Products: | 411 | 450 | 497 | 550 | 550 |
| Work Hours: | 189 | 250 | 184 | 258 | 258 |
| Product Cost: | $33.33 | $44.03 | $27.06 | $36.57 | $38.75 |
| Work Hours/Product: | 0.46 | 0.56 | 0.37 | 0.47 | 0.47 |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74002 - Payment of Non-Payroll Obligations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740260 - Monitor and Replenish Petty Cash Accounts** | | | | | |
| Product: A Petty Cash Transaction | | | | | |
| Costs: | $4,012 | $3,065 | $1,754 | $3,613 | $3,819 |
| Products: | 1,119 | 1,200 | 1,301 | 1,200 | 1,200 |
| Work Hours: | 49 | 50 | 27 | 49 | 49 |
| Product Cost: | $3.59 | $2.55 | $1.35 | $3.01 | $3.18 |
| Work Hours/Product: | 0.04 | 0.04 | 0.02 | 0.04 | 0.04 |
| **Activity 740270 - Provide Payment Assistance to City Employees [DELETED - Moved to 740210]** | | | | | |
| Product: A Request for Assistance | | | | | |
| Costs: | $9,348 | $9,294 | $9,611 | $0 | $0 |
| Products: | 753 | 250 | 851 | 0 | 0 |
| Work Hours: | 121 | 115 | 117 | 0 | 0 |
| Product Cost: | $12.41 | $37.18 | $11.29 | $0.00 | $0.00 |
| Work Hours/Product: | 0.16 | 0.46 | 0.14 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 74002 - Payment of Non-Payroll Obligations** | | | | | |
| **Costs:** | **$357,065** | **$349,808** | **$350,538** | **$386,425** | **$410,754** |
| **Hours:** | **5,424** | **5,191** | **5,135** | **5,583** | **5,583** |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74004 - Central Stores

Maintain and operate a centralized warehouse from which City employees can quickly and easily obtain supplies and dispose of surplus, by:

-Ordering, stocking and distributing commonly-used items that are up-to-date and relevant to City operations,
-Maintaining inventory levels that are fiscally responsible while keeping stock outages at a minimum,
-Providing a centralized receiving station for Corporation Yard work units,
-Removing surplus and obsolete equipment and supplies from work areas throughout the City and disposing of it, using processes that are cost effective, promote recycling and maximize sales revenue to the City, and
-Maintaining a centralized warehouse where City employees are able to obtain commonly used supplies quickly and easily, and at a reduced cost due to volume discounts through consolidated purchases that are competitively bid.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74004 - Central Stores

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740400 - Replenish Inventory** | | | | | |
| Product: A Line Item Replenished | | | | | |
| Costs: | $69,400 | $77,979 | $53,004 | $70,516 | $75,729 |
| Products: | 3,269 | 3,500 | 3,053 | 3,300 | 3,300 |
| Work Hours: | 1,012 | 1,200 | 729 | 1,051 | 1,051 |
| Product Cost: | $21.23 | $22.28 | $17.36 | $21.37 | $22.95 |
| Work Hours/Product: | 0.31 | 0.34 | 0.24 | 0.32 | 0.32 |
| **Activity 740410 - Receive Inventory** | | | | | |
| Product: An Inventory Receipt | | | | | |
| Costs: | $46,891 | $94,189 | $55,409 | $46,761 | $50,595 |
| Products: | 3,812 | 4,000 | 3,528 | 3,850 | 3,850 |
| Work Hours: | 634 | 1,409 | 721 | 659 | 659 |
| Product Cost: | $12.30 | $23.55 | $15.71 | $12.15 | $13.14 |
| Work Hours/Product: | 0.17 | 0.35 | 0.20 | 0.17 | 0.17 |
| **Activity 740420 - Take Physical Inventory** | | | | | |
| Product: An Item Inventoried | | | | | |
| Costs: | $3,512 | $8,807 | $2,986 | $3,799 | $4,088 |
| Products: | 111,604 | 100,000 | 101,288 | 112,000 | 112,000 |
| Work Hours: | 55 | 136 | 48 | 58 | 58 |
| Product Cost: | $0.03 | $0.09 | $0.03 | $0.03 | $0.04 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74004 - Central Stores

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740430 - Issue Stock to City Employees** | | | | | |
| Product: An Item Issued | | | | | |
| Costs: | $125,261 | $109,226 | $157,784 | $134,010 | $144,043 |
| Products: | 23,150 | 24,000 | 21,527 | 24,000 | 24,000 |
| Work Hours: | 1,907 | 1,200 | 2,384 | 1,963 | 1,963 |
| Product Cost: | $5.41 | $4.55 | $7.33 | $5.58 | $6.00 |
| Work Hours/Product: | 0.08 | 0.05 | 0.11 | 0.08 | 0.08 |
| **Activity 740440 - Provide Centralized Receiving for the Corporation Yard** | | | | | |
| Product: A Shipment Received | | | | | |
| Costs: | $32,417 | $52,079 | $60,005 | $35,640 | $38,284 |
| Products: | 2,754 | 2,200 | 2,929 | 2,800 | 2,800 |
| Work Hours: | 501 | 416 | 882 | 515 | 515 |
| Product Cost: | $11.77 | $23.67 | $20.49 | $12.73 | $13.67 |
| Work Hours/Product: | 0.18 | 0.19 | 0.30 | 0.18 | 0.18 |
| **Activity 740450 - Dispose of Surplus** | | | | | |
| Product: An Item Disposed | | | | | |
| Costs: | $12,437 | $8,870 | $8,886 | $13,997 | $14,849 |
| Products: | 1,416 | 2,000 | 1,878 | 1,420 | 1,420 |
| Work Hours: | 147 | 125 | 115 | 175 | 175 |
| Product Cost: | $8.78 | $4.44 | $4.73 | $9.86 | $10.46 |
| Work Hours/Product: | 0.10 | 0.06 | 0.06 | 0.12 | 0.12 |
| **Totals for Service Delivery Plan 74004 - Central Stores** | | | | | |
| **Costs:** | **$289,917** | **$351,151** | **$338,074** | **$304,722** | **$327,588** |
| **Hours:** | **4,256** | **4,486** | **4,879** | **4,421** | **4,421** |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74005 - Management and Support Services

Provide management and support activities, by:

-Ensuring adequate staffing of positions to meet program goals,
-Providing timely and meaningful performance feedback to employees,
-Communicating consistently with staff regarding program operations through regular staff meetings,
-Creating an environment that allows staff members to develop their potential in order to positively impact the goals of the City,
-Contributing to City-wide improvement projects,
-Preparing and monitoring program budget, and
-Monitoring program activities to ensure performance meets expectations and performance outcome measures are met.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74005 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740500 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $37,433 | $43,375 | $29,978 | $32,356 | $33,469 |
| Products: | 364 | 400 | 270 | 299 | 299 |
| Work Hours: | 364 | 400 | 270 | 299 | 299 |
| Product Cost: | $102.76 | $108.44 | $110.97 | $108.30 | $112.03 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 740510 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $10,207 | $9,719 | $20,375 | $4,745 | $5,074 |
| Products: | 147 | 145 | 257 | 69 | 69 |
| Work Hours: | 147 | 145 | 257 | 69 | 69 |
| Product Cost: | $69.52 | $67.02 | $79.27 | $68.75 | $73.51 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 740520 - Participate In City-Wide Assignments [DELETED - Moved to 740550]** | | | | | |
| Product: A Project Completed | | | | | |
| Costs: | $0 | $16,266 | $254 | $0 | $0 |
| Products: | 0 | 5 | 0 | 0 | 0 |
| Work Hours: | 0 | 150 | 3 | 0 | 0 |
| Product Cost: | $0.00 | $3,253.10 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 30.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74005 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 740530 - Staff Training and Development [DELETED - Moved to 740560]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $12,722 | $12,682 | $13,620 | $0 | $0 |
| Products: | 21 | 13 | 4 | 0 | 0 |
| Work Hours: | 116 | 118 | 112 | 0 | 0 |
| Product Cost: | $605.81 | $975.51 | $3,404.92 | $0.00 | $0.00 |
| Work Hours/Product: | 5.50 | 9.08 | 27.89 | 0.00 | 0.00 |
| **Activity 740540 - Miscellaneous Procurement and Payment Activities** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $18,670 | $19,405 |
| Products: | 0 | 0 | 0 | 184 | 184 |
| Work Hours: | 0 | 0 | 0 | 184 | 184 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $101.24 | $105.23 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 740550 - Non-Routines and Special Projects** | | | | | |
| Product: A Project / Non-Routine | | | | | |
| Costs: | $0 | $0 | $0 | $9,156 | $9,453 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 82 | 82 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,289.10 | $2,363.25 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 20.61 | 20.61 |

# City of Sunnyvale
# Program Performance Budget

## Program 740 - Purchasing and Payment of City Obligations

### Service Delivery Plan 74005 - Management and Support Services

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Activity 740560 - Staff Training and Development** | | | | | | |
| Product: An Employee Trained | | | | | | |
| | Costs: | $0 | $0 | $0 | $16,612 | $17,457 |
| | Products: | 0 | 0 | 0 | 11 | 11 |
| | Work Hours: | 0 | 0 | 0 | 158 | 158 |
| | Product Cost: | $0.00 | $0.00 | $0.00 | $1,510.21 | $1,586.96 |
| | Work Hours/Product: | 0.00 | 0.00 | 0.00 | 14.33 | 14.33 |
| **Totals for Service Delivery Plan 74005 - Management and Support Services** | | | | | | |
| | **Costs:** | **$60,362** | **$82,041** | **$64,226** | **$81,539** | **$84,857** |
| | **Hours:** | **627** | **813** | **642** | **792** | **792** |
| **Totals for Program 740** | **Costs:** | **$1,329,498** | **$1,423,890** | **$1,426,637** | **$1,443,082** | **$1,536,418** |
| | **Hours:** | **17,760** | **18,260** | **18,218** | **18,653** | **18,653** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

**Program Performance Statement**

Assist the City Manager in annually developing and submitting a budget to City Council, 35 days prior to the beginning of the fiscal year as prescribed in the City Charter, that meets the current and future service demands of the community in an efficient and cost-effective manner, by:

-Developing revenue projections and a fee schedule annually,
-Reviewing and analyzing operating programs and projects in alternating years,
-Developing and updating the long-range financial plans annually,
-Preparing and publishing the recommended and adopted budgets on the City's website, CD-ROM, and hard copy,
-Analyzing the budgetary and fiscal impacts for various City issues arising through Reports to Council, labor negotiations, development proposals, requests for budget modifications and supplements, and requests from the City Manager, Finance Director and Departments,
-Conducting the Fiscal Issues Workshop which includes a mid-year update on the current budget's revenue projections and expenditures, analysis on economic indicators and trends, presentation of budgetary and fiscal challenges facing the City,
-Reviewing and analyzing the year end results and carryover requests for all City programs and projects and preparing the data for presentation to City Council,
-Tracking budgeted revenues and expenditures throughout the year and working with Departments to address any issues, and
-Training program managers and staff support on the budget structure, process and system throughout the year.

**Notes**

1. The Government Finance Officer's Association is the professional association of state/provincial and local finance officers in the United States and Canada, and has served the public finance profession since 1906. The Distinguished Budget Award recognizes budget documents of the highest quality that meet the needs of decision-makers and citizens.

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The City receives the annual Distinguished Budget Award from the Government Finance Officer's Association by achieving a rating of "proficient" in the four rating areas (policy documents, financial plan, operations guide, communications device). | I | | | | | |
| **- Proficient Ratings** | | **4.00** | **4.00** | **4.00** | **4.00** | **4.00** |
| Q2. An internal customer satisfaction rating for budget trainings is achieved. | I | | | | | |
| **- Percent Satisfied** | | **77.45%** | **85.00%** | **80.33%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |
| Q3. Actual revenues fall within projections, as estimated in May, for the top six General Fund revenue sources. | I | | | | | |
| **- Percent within Projections** | | **1.00%** | **5.00%** | **1.40%** | **3.00%** | **3.00%** |
| - Actual Revenues for Top Six Revenues | | $92,382,566.00 | $75,000,000.00 | $97,978,085.00 | $101,364,693.00 | $101,127,990.00 |
| Q4. An internal customer satisfaction rating for the budget system's usability is achieved. | I | | | | | |
| **- Percent Satisfied** | | **44.00%** | **85.00%** | **51.90%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |
| Q5. An internal customer satisfaction rating for Budget Staff responsiveness and quality of analyses is achieved. | I | | | | | |
| **- Percent Satisfied** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |
| Q6. Necessary follow-up actions related to revenue and expenditure monitoring are taken within 30 days. | I | | | | | |
| **- Percent of Time** | | **NA** | **NA** | **NA** | **95.00%** | **95.00%** |
| - Number of Days | | NA | NA | NA | 15.00 | 15.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. The City Charter requirements to adopt the Budget including submittal date, public hearing, and budget adoption date are met. | M | | | | | |
| **- Percent of Requirements Met** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| P2. The Budget is submitted to the City Council by the City Manager's established due date. | C | | | | | |
| **- Days Past Due Date** | | **0.00** | **0.00** | **NA** | **0.00** | **0.00** |
| P3. The Budget Division staff provides assistance to Departments as requested. | I | | | | | |
| **- Number of Requests** | | **311.00** | **200.00** | **415.00** | **330.00** | **330.00** |
| - Average Number of Hours Per Request | | 2.50 | 4.00 | 2.02 | 2.50 | 2.50 |
| P4. The Project Carry-over Report is submitted to City Council in a timely manner following the end of the fiscal year. [DELETED] | I | | | | | |
| **- Number of Days After Fiscal Year End** | | **144.00** | **135.00** | **115.00** | **NA** | **NA** |
| P5. A report highlighting major revenues and expenditures is distributed to the City Manager and City Council within 10 days after the end of each quarter. | D | | | | | |
| **- Percent of Time** | | **NA** | **NA** | **NA** | **75.00%** | **75.00%** |
| - Reports Distributed | | NA | NA | NA | 4.00 | 4.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The cost to publish a budget document will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Budget Volume Printed** | | **$228.31** | **$400.77** | **$346.17** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Budget Development and Analysis will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $738,055.00 | $870,121.07 | $867,734.26 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

Prepare a budget and long-range financial plan for the City annually, by:

-Developing revenue projections through historical and trend analysis, research economic indicators, and update of City fees,
-Reviewing and analyzing proposed operating programs and projects budget submittals in alternating years,
-Developing internal services rental and additive rates to allocate costs for fleet, facilities, information technology and personnel benefits annually to ensure appropriate cost recovery for internal services,
-Developing and updating long range financial plans to convey the City's long term position, and
-Developing supporting budget schedules including the City-wide Budget Summary, Fund Transfers Schedule, Debt Service Schedule, and City-wide Administration/Overhead Allocation Schedule.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743100, 743101 - Develop Revenue Projections and Update City Fees** | | | | | |
| Product: An Estimated Revenue Source | | | | | |
| Costs: | $47,030 | $35,314 | $30,053 | $64,098 | $67,429 |
| Products: | 401 | 417 | 423 | 400 | 400 |
| Work Hours: | 745 | 414 | 379 | 752 | 752 |
| Product Cost: | $117.28 | $84.69 | $71.05 | $160.25 | $168.57 |
| Work Hours/Product: | 1.86 | 0.99 | 0.90 | 1.88 | 1.88 |
| **Activity 743110, 743111, 743112 - Review and Analyze Two-Year Operating Program Budgets** | | | | | |
| Product: An Operating Program | | | | | |
| Costs: | $15,551 | $173,013 | $214,383 | $22,322 | $197,380 |
| Products: | 8 | 90 | 89 | 8 | 90 |
| Work Hours: | 240 | 1,880 | 2,362 | 258 | 2,163 |
| Product Cost: | $1,943.86 | $1,922.36 | $2,408.80 | $2,790.21 | $2,193.11 |
| Work Hours/Product: | 30.00 | 20.89 | 26.54 | 32.19 | 24.04 |
| **Activity 743120 - Review and Process Budget Restructures [DELETED - Moved to 743110]** | | | | | |
| Product: An Operating Program | | | | | |
| Costs: | $1,543 | $11,116 | $14,616 | $0 | $0 |
| Products: | 0 | 4 | 8 | 0 | 0 |
| Work Hours: | 22 | 130 | 192 | 0 | 0 |
| Product Cost: | $0.00 | $2,779.00 | $1,827.05 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 32.50 | 24.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743130 - Review and Analyze Projects Budgets with Departments and City Manager** | | | | | |
| Product: A Project Submitted | | | | | |
| Costs: | $141,394 | $16,837 | $8,334 | $186,913 | $23,867 |
| Products: | 364 | 30 | 75 | 360 | 30 |
| Work Hours: | 1,995 | 200 | 115 | 2,163 | 258 |
| Product Cost: | $388.45 | $561.23 | $111.12 | $519.20 | $795.56 |
| Work Hours/Product: | 5.48 | 6.67 | 1.53 | 6.01 | 8.59 |
| **Activity 743140 - Develop Internal Services / Additive Rates** | | | | | |
| Product: A Rate Developed | | | | | |
| Costs: | $32,315 | $40,418 | $27,375 | $31,488 | $38,911 |
| Products: | 13 | 13 | 13 | 10 | 10 |
| Work Hours: | 370 | 480 | 303 | 340 | 402 |
| Product Cost: | $2,485.80 | $3,109.09 | $2,105.75 | $3,148.78 | $3,891.07 |
| Work Hours/Product: | 28.42 | 36.92 | 23.31 | 34.00 | 40.18 |
| **Activity 743150 - Develop 20-Year Long-Range Financial Plans for All City Funds and Sub-Funds** | | | | | |
| Product: A Financial Plan | | | | | |
| Costs: | $83,605 | $73,885 | $63,130 | $98,777 | $104,459 |
| Products: | 50 | 59 | 52 | 50 | 50 |
| Work Hours: | 1,107 | 860 | 688 | 1,159 | 1,159 |
| Product Cost: | $1,672.11 | $1,252.29 | $1,214.05 | $1,975.54 | $2,089.19 |
| Work Hours/Product: | 22.13 | 14.58 | 13.22 | 23.18 | 23.18 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743160 - Perform Other Budget Development Activities** | | | | | |
| Product: A Schedule/Process | | | | | |
| Costs: | $23,496 | $15,695 | $22,655 | $37,034 | $39,097 |
| Products: | 9 | 9 | 10 | 11 | 11 |
| Work Hours: | 334 | 190 | 273 | 433 | 433 |
| Product Cost: | $2,610.70 | $1,743.87 | $2,265.45 | $3,366.73 | $3,554.30 |
| Work Hours/Product: | 37.11 | 21.11 | 27.26 | 39.34 | 39.34 |
| **Activity 743170 - Prepare Budget Transmittal Letter** | | | | | |
| Product: A Budget Transmittal Letter | | | | | |
| Costs: | $23,982 | $25,988 | $22,722 | $27,522 | $28,707 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 176 | 185 | 156 | 185 | 185 |
| Product Cost: | $23,981.63 | $25,988.14 | $22,722.36 | $27,522.20 | $28,706.57 |
| Work Hours/Product: | 176.00 | 185.00 | 156.00 | 185.44 | 185.44 |
| **Activity 743180 - Provide Oversight and Review of Services for Annual City-Wide Budget Preparation** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $73,679 | $87,149 | $63,356 | $88,927 | $92,529 |
| Products: | 508 | 550 | 399 | 541 | 541 |
| Work Hours: | 508 | 550 | 399 | 541 | 541 |
| Product Cost: | $145.04 | $158.45 | $158.78 | $164.42 | $171.08 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743190 - Coordinate and Manage Budget Priority Setting Process** | | | | | |
| Product: A Priority Item Ranked | | | | | |
| Costs: | $0 | $8,000 | $10,370 | $6,186 | $6,527 |
| Products: | 0 | 0 | 2,171 | 50 | 50 |
| Work Hours: | 0 | 0 | 151 | 77 | 77 |
| Product Cost: | $0.00 | $0.00 | $4.78 | $123.72 | $130.53 |
| Work Hours/Product: | 0.00 | 0.00 | 0.07 | 1.55 | 1.55 |
| **Totals for Service Delivery Plan 74311 - City Budget Development** | | | | | |
| **Costs:** | **$442,595** | **$487,416** | **$476,995** | **$563,267** | **$598,905** |
| **Hours:** | **5,496** | **4,889** | **5,016** | **5,908** | **5,970** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74312 - Budget Review, Adoption, and Publication

Prepare the budget for City Council review and adoption and publish the recommended and adopted budget annually, by:

-Submitting the recommended budget to City Council at least 35 days prior to the fiscal year, as prescribed in the City Charter,
-Holding a public hearing and adopting the budget on or before June 30 as specified in the City Charter,
-Conducting budget workshops including the City Manager's Workshop and Budget Issues Workshop,
-Publishing the budget document and distributing the budget through the City's website, CD-ROM, and hard copy, and
-Preparing and distributing supplemental budget communication materials including the Budget Summary Tri-fold and Budget-In-Brief.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74312 - Budget Review, Adoption, and Publication

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743200 - Publish Recommended and Adopted Budget Documents** | | | | | |
| Product: A Budget Volume Published | | | | | |
| Costs: | $37,443 | $56,108 | $71,657 | $39,950 | $42,109 |
| Products: | 194 | 140 | 207 | 230 | 230 |
| Work Hours: | 401 | 310 | 822 | 325 | 325 |
| Product Cost: | $193.00 | $400.77 | $346.17 | $173.69 | $183.08 |
| Work Hours/Product: | 2.07 | 2.21 | 3.97 | 1.41 | 1.41 |
| **Activity 743210 - Prepare Reports to Council and Budget Communication Materials** | | | | | |
| Product: A Report Document Prepared | | | | | |
| Costs: | $15,778 | $25,916 | $10,620 | $28,791 | $30,204 |
| Products: | 8 | 8 | 8 | 11 | 11 |
| Work Hours: | 133 | 240 | 45 | 258 | 258 |
| Product Cost: | $1,972.31 | $3,239.54 | $1,327.52 | $2,617.37 | $2,745.86 |
| Work Hours/Product: | 16.63 | 30.00 | 5.56 | 23.41 | 23.41 |
| **Activity 743220, 743221, 743222 - Coordinate and Conduct Budget Workshops** | | | | | |
| Product: A Workshop or Meeting | | | | | |
| Costs: | $14,407 | $15,938 | $8,730 | $15,609 | $16,420 |
| Products: | 2 | 2 | 1 | 2 | 2 |
| Work Hours: | 160 | 180 | 93 | 165 | 165 |
| Product Cost: | $7,203.50 | $7,969.02 | $8,729.69 | $7,804.57 | $8,210.18 |
| Work Hours/Product: | 79.75 | 90.00 | 93.00 | 82.42 | 82.42 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74312 - Budget Review, Adoption, and Publication

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743230 - Prepare Reports to Council for the Legally Required Public Hearing and Budget Adoption Council Meetings [DELETED- Combined with 743210]** | | | | | |
| Product: A Report | | | | | |
| Costs: | $11,224 | $8,853 | $14,383 | $0 | $0 |
| Products: | 3 | 3 | 3 | 0 | 0 |
| Work Hours: | 129 | 100 | 146 | 0 | 0 |
| Product Cost: | $3,741.26 | $2,951.03 | $4,794.18 | $0.00 | $0.00 |
| Work Hours/Product: | 43.00 | 33.33 | 48.50 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 74312 - Budget Review, Adoption, and Publication** | | | | | |
| **Costs:** | **$78,852** | **$106,816** | **$105,389** | **$84,350** | **$88,734** |
| **Hours:** | **823** | **830** | **1,105** | **747** | **747** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

Monitor the current year budget and provide budgetary analysis and resources to Departments, by:

-Analyzing all proposed adjustments to the budget including budget modifications and position allocation adjustment requests,
-Reviewing all carryover requests from one fiscal year budget to the next fiscal year budget,
-Analyzing year-end results for all revenues and expenditures by program and Fund and preparing a Report to Council, and
-Responding to requests for budgetary analysis from Departments and for special projects including review of study and budget issues.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743300 - Analyze and Process Budget Modification Requests from Departments** | | | | | |
| Product: A Budget Modification | | | | | |
| Costs: | $28,271 | $16,326 | $17,384 | $31,881 | $33,748 |
| Products: | 55 | 40 | 65 | 55 | 55 |
| Work Hours: | 389 | 200 | 233 | 402 | 402 |
| Product Cost: | $514.01 | $408.14 | $267.44 | $579.65 | $613.59 |
| Work Hours/Product: | 7.07 | 5.00 | 3.58 | 7.31 | 7.31 |
| **Activity 743310 - Analyze and Process Position Allocation Adjustment Requests from Departments** | | | | | |
| Product: A Position Allocation Request | | | | | |
| Costs: | $8,425 | $11,529 | $10,589 | $9,671 | $4,351 |
| Products: | 10 | 10 | 9 | 20 | 8 |
| Work Hours: | 113 | 140 | 129 | 113 | 52 |
| Product Cost: | $842.52 | $1,152.94 | $1,176.59 | $483.53 | $543.88 |
| Work Hours/Product: | 11.25 | 14.00 | 14.33 | 5.67 | 6.44 |
| **Activity 743320 - Analyze Requests for Budget Carry-overs** | | | | | |
| Product: A Carry-over Item | | | | | |
| Costs: | $33,826 | $15,494 | $24,479 | $36,064 | $37,718 |
| Products: | 304 | 300 | 324 | 300 | 300 |
| Work Hours: | 544 | 180 | 282 | 433 | 433 |
| Product Cost: | $111.27 | $51.65 | $75.55 | $120.21 | $125.73 |
| Work Hours/Product: | 1.79 | 0.60 | 0.87 | 1.44 | 1.44 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743330 - Analyze Year-End Results and Prepare Report to Council** | | | | | |
| Product: A Report | | | | | |
| Costs: | $6,158 | $14,792 | $6,819 | $9,010 | $9,365 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 103 | 170 | 88 | 108 | 108 |
| Product Cost: | $6,158.24 | $14,791.57 | $6,818.62 | $9,009.91 | $9,364.53 |
| Work Hours/Product: | 103.00 | 170.00 | 87.50 | 108.17 | 108.17 |
| **Activity 743340 - Prepare and Conduct Fiscal Issues Workshop [DELETED - Moved to 743220]** | | | | | |
| Product: A Workshop | | | | | |
| Costs: | $427 | $9,662 | $1,837 | $0 | $0 |
| Products: | 0 | 1 | 0 | 0 | 0 |
| Work Hours: | 10 | 110 | 19 | 0 | 0 |
| Product Cost: | $0.00 | $9,662.14 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 110.00 | 0.00 | 0.00 | 0.00 |
| **Activity 743350, 743351, 743352, 743353 - Provide Budgetary and Financial Assistance to Departments- Including Review of Reports to Council, Study and Budget Issues** | | | | | |
| Product: A Request | | | | | |
| Costs: | $59,377 | $64,083 | $72,117 | $37,795 | $39,919 |
| Products: | 311 | 180 | 415 | 330 | 330 |
| Work Hours: | 778 | 680 | 840 | 407 | 407 |
| Product Cost: | $190.92 | $356.02 | $173.78 | $114.53 | $120.97 |
| Work Hours/Product: | 2.50 | 3.78 | 2.02 | 1.23 | 1.23 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743360 - Provide Analytical Support for Special Projects [DELETED - Moved to 743380]** | | | | | |
| Product: A Project | | | | | |
| Costs: | $18,449 | $35,169 | $41,756 | $0 | $0 |
| Products: | 14 | 20 | 4 | 0 | 0 |
| Work Hours: | 290 | 220 | 476 | 0 | 0 |
| Product Cost: | $1,317.78 | $1,758.43 | $10,439.06 | $0.00 | $0.00 |
| Work Hours/Product: | 20.71 | 11.00 | 118.95 | 0.00 | 0.00 |
| **Activity 743370 - Provide Fiscal Impact Analysis for Reports to Council** | | | | | |
| Product: A Report to Council | | | | | |
| Costs: | $0 | $0 | $0 | $35,877 | $38,001 |
| Products: | 0 | 0 | 0 | 200 | 200 |
| Work Hours: | 0 | 0 | 0 | 443 | 443 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $179.39 | $190.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 2.21 | 2.21 |
| **Activity 743380 - Provide Budgetary and Financial Analysis on Major Issues** | | | | | |
| Product: An Issue | | | | | |
| Costs: | $0 | $0 | $0 | $23,448 | $24,555 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 258 | 258 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3,907.96 | $4,092.55 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 42.93 | 42.93 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743040 - Analyze Budget-to-Actual Amounts for Major Revenue Sources Each Accounting Period** | | | | | |
| Product: An Analysis Conducted | | | | | |
| Costs: | $0 | $0 | $0 | $11,603 | $12,258 |
| Products: | 0 | 0 | 0 | 14 | 14 |
| Work Hours: | 0 | 0 | 0 | 144 | 144 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $828.80 | $875.56 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.30 | 10.30 |
| **Activity 743050 - Analyze Budget-to-Actual Amounts for City Expenditures Each Accounting Period** | | | | | |
| Product: An Analysis Conducted | | | | | |
| Costs: | $0 | $0 | $0 | $15,921 | $16,808 |
| Products: | 0 | 0 | 0 | 14 | 14 |
| Work Hours: | 0 | 0 | 0 | 196 | 196 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,137.19 | $1,200.58 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 13.98 | 13.98 |
| **Activity 743060 - Prepare Quarterly Financial Report** | | | | | |
| Product: A Report Prepared | | | | | |
| Costs: | $0 | $0 | $0 | $3,619 | $3,784 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 41 | 41 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $904.77 | $945.97 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.30 | 10.30 |
| **Totals for Service Delivery Plan 74313 - Budget Monitoring and Analysis** | | | | | |
| **Costs:** | **$154,934** | **$167,055** | **$174,981** | **$214,888** | **$220,506** |
| **Hours:** | **2,226** | **1,700** | **2,066** | **2,545** | **2,483** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74314 - Budget Training and System Support

Provide budgetary training and resources to Departments, by:

-Developing and maintaining the operating and projects budget system, and
-Providing budget training and resources for all City staff.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74314 - Budget Training and System Support

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743400 - Provide Budget Training to City Staff, Elected Officials, and External Groups** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $2,144 | $14,828 | $17,085 | $11,430 | $12,077 |
| Products: | 8 | 35 | 24 | 18 | 18 |
| Work Hours: | 31 | 180 | 180 | 124 | 124 |
| Product Cost: | $268.05 | $423.66 | $711.89 | $635.01 | $670.92 |
| Work Hours/Product: | 3.88 | 5.14 | 7.50 | 6.87 | 6.87 |
| **Activity 743410 - Maintain and Update Internal Budget Tools Website [DELETED]** | | | | | |
| Product: An Update | | | | | |
| Costs: | $1,858 | $5,074 | $1,056 | $0 | $0 |
| Products: | 12 | 24 | 30 | 0 | 0 |
| Work Hours: | 28 | 70 | 15 | 0 | 0 |
| Product Cost: | $154.85 | $211.43 | $35.19 | $0.00 | $0.00 |
| Work Hours/Product: | 2.29 | 2.92 | 0.50 | 0.00 | 0.00 |
| **Activity 743420, 743421, 743422, 743423 - Modify and Maintain Budget Systems [DELETED - Moved to 743430]** | | | | | |
| Product: An Update | | | | | |
| Costs: | $14,815 | $33,166 | $33,722 | $0 | $0 |
| Products: | 52 | 150 | 70 | 0 | 0 |
| Work Hours: | 200 | 460 | 516 | 0 | 0 |
| Product Cost: | $284.90 | $221.11 | $481.74 | $0.00 | $0.00 |
| Work Hours/Product: | 3.84 | 3.07 | 7.36 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74314 - Budget Training and System Support

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743430, 743431, 743432, 743433 - Modify and Maintain Budget Systems** | | | | | |
| Product: A User | | | | | |
| Costs: | $0 | $0 | $0 | $17,832 | $18,915 |
| Products: | 0 | 0 | 0 | 150 | 150 |
| Work Hours: | 0 | 0 | 0 | 258 | 258 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $118.88 | $126.10 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.72 | 1.72 |
| **Totals for Service Delivery Plan 74314 - Budget Training and System Support** | | | | | |
| **Costs:** | **$18,817** | **$53,068** | **$51,863** | **$29,262** | **$30,991** |
| **Hours:** | **258** | **710** | **711** | **381** | **381** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74315 - Management and Support Services

Support the operation of the Budget Management program, by:

-Managing the program budget, staffing and any personnel related matters,
-Supporting City-wide projects as needed,
-Providing training to enhance technical skills and for professional development, and
-Providing administrative support for the program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74315 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743500 - Staff Training and Development [DELETED - Moved to 743550]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $14,922 | $24,090 | $28,638 | $0 | $0 |
| Products: | 25 | 5 | 46 | 0 | 0 |
| Work Hours: | 169 | 50 | 319 | 0 | 0 |
| Product Cost: | $596.89 | $4,817.95 | $622.57 | $0.00 | $0.00 |
| Work Hours/Product: | 6.77 | 10.00 | 6.93 | 0.00 | 0.00 |
| **Activity 743510 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $17,871 | $18,105 | $17,250 | $21,453 | $22,708 |
| Products: | 176 | 180 | 157 | 201 | 201 |
| Work Hours: | 176 | 180 | 157 | 201 | 201 |
| Product Cost: | $101.54 | $100.58 | $110.22 | $106.79 | $113.04 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 743520 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $4,409 | $6,875 | $8,130 | $7,623 | $7,966 |
| Products: | 68 | 80 | 101 | 72 | 72 |
| Work Hours: | 68 | 80 | 101 | 72 | 72 |
| Product Cost: | $64.83 | $85.94 | $80.49 | $105.71 | $110.46 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74315 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743530 - City-Wide Project Assignments [DELETED]** | | | | | |
| Product: An Assignment | | | | | |
| Costs: | $5,655 | $6,697 | $4,488 | $0 | $0 |
| Products: | 4 | 8 | 5 | 0 | 0 |
| Work Hours: | 82 | 76 | 51 | 0 | 0 |
| Product Cost: | $1,413.63 | $837.13 | $897.67 | $0.00 | $0.00 |
| Work Hours/Product: | 20.55 | 9.50 | 10.20 | 0.00 | 0.00 |
| **Activity 743540 - Non-Routines and Special Projects** | | | | | |
| Product: A Project / Non-Routine | | | | | |
| Costs: | $0 | $0 | $0 | $3,664 | $3,784 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 41 | 41 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,832.03 | $1,891.93 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 20.61 | 20.61 |
| **Activity 743550 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $20,299 | $21,169 |
| Products: | 0 | 0 | 0 | 5 | 5 |
| Work Hours: | 0 | 0 | 0 | 165 | 165 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $4,059.73 | $4,233.78 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 32.97 | 32.97 |
| **Totals for Service Delivery Plan 74315 - Management and Support Services** | | | | | |
| **Costs:** | **$42,856** | **$55,767** | **$58,506** | **$53,039** | **$55,627** |
| **Hours:** | **496** | **386** | **627** | **479** | **479** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 743** | **Costs:** | **$738,055** | **$870,121** | **$867,734** | **$944,805** | **$994,763** |
| | **Hours:** | **9,298** | **8,515** | **9,525** | **10,060** | **10,060** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

**Program Performance Statement**

Assist the City Manager in annually developing and submitting a budget to City Council, 35 days prior to the beginning of the fiscal year as prescribed in the City Charter, that meets the current and future service demands of the community in an efficient and cost-effective manner, by:

-Developing revenue projections and a fee schedule annually,
-Reviewing and analyzing operating programs and projects in alternating years,
-Developing and updating the long-range financial plans annually,
-Preparing and publishing the recommended and adopted budgets on the City's website, CD-ROM, and hard copy,
-Analyzing the budgetary and fiscal impacts for various City issues arising through Reports to Council, labor negotiations, development proposals, requests for budget modifications and supplements, and requests from the City Manager, Finance Director and Departments,
-Conducting the Fiscal Issues Workshop which includes a mid-year update on the current budget's revenue projections and expenditures, analysis on economic indicators and trends, presentation of budgetary and fiscal challenges facing the City,
-Reviewing and analyzing the year end results and carryover requests for all City programs and projects and preparing the data for presentation to City Council,
-Tracking budgeted revenues and expenditures throughout the year and working with Departments to address any issues, and
-Training program managers and staff support on the budget structure, process and system throughout the year.

**Notes**

1. The Government Finance Officer's Association is the professional association of state/provincial and local finance officers in the United States and Canada, and has served the public finance profession since 1906. The Distinguished Budget Award recognizes budget documents of the highest quality that meet the needs of decision-makers and citizens.

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The City receives the annual Distinguished Budget Award from the Government Finance Officer's Association by achieving a rating of "proficient" in the four rating areas (policy documents, financial plan, operations guide, communications device). | I | | | | | |
| **- Proficient Ratings** | | **4.00** | **4.00** | **4.00** | **4.00** | **4.00** |
| Q2. An internal customer satisfaction rating for budget trainings is achieved. | I | | | | | |
| **- Percent Satisfied** | | **77.45%** | **85.00%** | **80.33%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |
| Q3. Actual revenues fall within projections, as estimated in May, for the top six General Fund revenue sources. | I | | | | | |
| **- Percent within Projections** | | **1.00%** | **5.00%** | **1.40%** | **3.00%** | **3.00%** |
| - Actual Revenues for Top Six Revenues | | $92,382,566.00 | $75,000,000.00 | $97,978,085.00 | $101,364,693.00 | $101,127,990.00 |
| Q4. An internal customer satisfaction rating for the budget system's usability is achieved. | I | | | | | |
| **- Percent Satisfied** | | **44.00%** | **85.00%** | **51.90%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |
| Q5. An internal customer satisfaction rating for Budget Staff responsiveness and quality of analyses is achieved. | I | | | | | |
| **- Percent Satisfied** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |
| Q6. Necessary follow-up actions related to revenue and expenditure monitoring are taken within 30 days. | I | | | | | |
| **- Percent of Time** | | **NA** | **NA** | **NA** | **95.00%** | **95.00%** |
| - Number of Days | | NA | NA | NA | 15.00 | 15.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. The City Charter requirements to adopt the Budget including submittal date, public hearing, and budget adoption date are met. | M | | | | | |
| **- Percent of Requirements Met** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| P2. The Budget is submitted to the City Council by the City Manager's established due date. | C | | | | | |
| **- Days Past Due Date** | | **0.00** | **0.00** | **NA** | **0.00** | **0.00** |
| P3. The Budget Division staff provides assistance to Departments as requested. | I | | | | | |
| **- Number of Requests** | | **311.00** | **200.00** | **415.00** | **330.00** | **330.00** |
| - Average Number of Hours Per Request | | 2.50 | 4.00 | 2.02 | 2.50 | 2.50 |
| P4. The Project Carry-over Report is submitted to City Council in a timely manner following the end of the fiscal year. [DELETED] | I | | | | | |
| **- Number of Days After Fiscal Year End** | | **144.00** | **135.00** | **115.00** | **NA** | **NA** |
| P5. A report highlighting major revenues and expenditures is distributed to the City Manager and City Council within 10 days after the end of each quarter. | D | | | | | |
| **- Percent of Time** | | **NA** | **NA** | **NA** | **75.00%** | **75.00%** |
| - Reports Distributed | | NA | NA | NA | 4.00 | 4.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The cost to publish a budget document will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Budget Volume Printed** | | **$228.31** | **$400.77** | **$346.17** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Budget Development and Analysis will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $738,055.00 | $870,121.07 | $867,734.26 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

Prepare a budget and long-range financial plan for the City annually, by:

-Developing revenue projections through historical and trend analysis, research economic indicators, and update of City fees,
-Reviewing and analyzing proposed operating programs and projects budget submittals in alternating years,
-Developing internal services rental and additive rates to allocate costs for fleet, facilities, information technology and personnel benefits annually to ensure appropriate cost recovery for internal services,
-Developing and updating long range financial plans to convey the City's long term position, and
-Developing supporting budget schedules including the City-wide Budget Summary, Fund Transfers Schedule, Debt Service Schedule, and City-wide Administration/Overhead Allocation Schedule.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743100, 743101 - Develop Revenue Projections and Update City Fees** | | | | | |
| Product: An Estimated Revenue Source | | | | | |
| Costs: | $47,030 | $35,314 | $30,053 | $64,098 | $67,429 |
| Products: | 401 | 417 | 423 | 400 | 400 |
| Work Hours: | 745 | 414 | 379 | 752 | 752 |
| Product Cost: | $117.28 | $84.69 | $71.05 | $160.25 | $168.57 |
| Work Hours/Product: | 1.86 | 0.99 | 0.90 | 1.88 | 1.88 |
| **Activity 743110, 743111, 743112 - Review and Analyze Two-Year Operating Program Budgets** | | | | | |
| Product: An Operating Program | | | | | |
| Costs: | $15,551 | $173,013 | $214,383 | $22,322 | $197,380 |
| Products: | 8 | 90 | 89 | 8 | 90 |
| Work Hours: | 240 | 1,880 | 2,362 | 258 | 2,163 |
| Product Cost: | $1,943.86 | $1,922.36 | $2,408.80 | $2,790.21 | $2,193.11 |
| Work Hours/Product: | 30.00 | 20.89 | 26.54 | 32.19 | 24.04 |
| **Activity 743120 - Review and Process Budget Restructures [DELETED - Moved to 743110]** | | | | | |
| Product: An Operating Program | | | | | |
| Costs: | $1,543 | $11,116 | $14,616 | $0 | $0 |
| Products: | 0 | 4 | 8 | 0 | 0 |
| Work Hours: | 22 | 130 | 192 | 0 | 0 |
| Product Cost: | $0.00 | $2,779.00 | $1,827.05 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 32.50 | 24.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743130 - Review and Analyze Projects Budgets with Departments and City Manager** | | | | | |
| Product: A Project Submitted | | | | | |
| Costs: | $141,394 | $16,837 | $8,334 | $186,913 | $23,867 |
| Products: | 364 | 30 | 75 | 360 | 30 |
| Work Hours: | 1,995 | 200 | 115 | 2,163 | 258 |
| Product Cost: | $388.45 | $561.23 | $111.12 | $519.20 | $795.56 |
| Work Hours/Product: | 5.48 | 6.67 | 1.53 | 6.01 | 8.59 |
| **Activity 743140 - Develop Internal Services / Additive Rates** | | | | | |
| Product: A Rate Developed | | | | | |
| Costs: | $32,315 | $40,418 | $27,375 | $31,488 | $38,911 |
| Products: | 13 | 13 | 13 | 10 | 10 |
| Work Hours: | 370 | 480 | 303 | 340 | 402 |
| Product Cost: | $2,485.80 | $3,109.09 | $2,105.75 | $3,148.78 | $3,891.07 |
| Work Hours/Product: | 28.42 | 36.92 | 23.31 | 34.00 | 40.18 |
| **Activity 743150 - Develop 20-Year Long-Range Financial Plans for All City Funds and Sub-Funds** | | | | | |
| Product: A Financial Plan | | | | | |
| Costs: | $83,605 | $73,885 | $63,130 | $98,777 | $104,459 |
| Products: | 50 | 59 | 52 | 50 | 50 |
| Work Hours: | 1,107 | 860 | 688 | 1,159 | 1,159 |
| Product Cost: | $1,672.11 | $1,252.29 | $1,214.05 | $1,975.54 | $2,089.19 |
| Work Hours/Product: | 22.13 | 14.58 | 13.22 | 23.18 | 23.18 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743160 - Perform Other Budget Development Activities** | | | | | |
| Product: A Schedule/Process | | | | | |
| Costs: | $23,496 | $15,695 | $22,655 | $37,034 | $39,097 |
| Products: | 9 | 9 | 10 | 11 | 11 |
| Work Hours: | 334 | 190 | 273 | 433 | 433 |
| Product Cost: | $2,610.70 | $1,743.87 | $2,265.45 | $3,366.73 | $3,554.30 |
| Work Hours/Product: | 37.11 | 21.11 | 27.26 | 39.34 | 39.34 |
| **Activity 743170 - Prepare Budget Transmittal Letter** | | | | | |
| Product: A Budget Transmittal Letter | | | | | |
| Costs: | $23,982 | $25,988 | $22,722 | $27,522 | $28,707 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 176 | 185 | 156 | 185 | 185 |
| Product Cost: | $23,981.63 | $25,988.14 | $22,722.36 | $27,522.20 | $28,706.57 |
| Work Hours/Product: | 176.00 | 185.00 | 156.00 | 185.44 | 185.44 |
| **Activity 743180 - Provide Oversight and Review of Services for Annual City-Wide Budget Preparation** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $73,679 | $87,149 | $63,356 | $88,927 | $92,529 |
| Products: | 508 | 550 | 399 | 541 | 541 |
| Work Hours: | 508 | 550 | 399 | 541 | 541 |
| Product Cost: | $145.04 | $158.45 | $158.78 | $164.42 | $171.08 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74311 - City Budget Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743190 - Coordinate and Manage Budget Priority Setting Process** | | | | | |
| Product: A Priority Item Ranked | | | | | |
| Costs: | $0 | $8,000 | $10,370 | $6,186 | $6,527 |
| Products: | 0 | 0 | 2,171 | 50 | 50 |
| Work Hours: | 0 | 0 | 151 | 77 | 77 |
| Product Cost: | $0.00 | $0.00 | $4.78 | $123.72 | $130.53 |
| Work Hours/Product: | 0.00 | 0.00 | 0.07 | 1.55 | 1.55 |
| **Totals for Service Delivery Plan 74311 - City Budget Development** | | | | | |
| **Costs:** | **$442,595** | **$487,416** | **$476,995** | **$563,267** | **$598,905** |
| **Hours:** | **5,496** | **4,889** | **5,016** | **5,908** | **5,970** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74312 - Budget Review, Adoption, and Publication

Prepare the budget for City Council review and adoption and publish the recommended and adopted budget annually, by:

-Submitting the recommended budget to City Council at least 35 days prior to the fiscal year, as prescribed in the City Charter,
-Holding a public hearing and adopting the budget on or before June 30 as specified in the City Charter,
-Conducting budget workshops including the City Manager's Workshop and Budget Issues Workshop,
-Publishing the budget document and distributing the budget through the City's website, CD-ROM, and hard copy, and
-Preparing and distributing supplemental budget communication materials including the Budget Summary Tri-fold and Budget-In-Brief.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74312 - Budget Review, Adoption, and Publication

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743200 - Publish Recommended and Adopted Budget Documents** | | | | | |
| Product: A Budget Volume Published | | | | | |
| Costs: | $37,443 | $56,108 | $71,657 | $39,950 | $42,109 |
| Products: | 194 | 140 | 207 | 230 | 230 |
| Work Hours: | 401 | 310 | 822 | 325 | 325 |
| Product Cost: | $193.00 | $400.77 | $346.17 | $173.69 | $183.08 |
| Work Hours/Product: | 2.07 | 2.21 | 3.97 | 1.41 | 1.41 |
| **Activity 743210 - Prepare Reports to Council and Budget Communication Materials** | | | | | |
| Product: A Report Document Prepared | | | | | |
| Costs: | $15,778 | $25,916 | $10,620 | $28,791 | $30,204 |
| Products: | 8 | 8 | 8 | 11 | 11 |
| Work Hours: | 133 | 240 | 45 | 258 | 258 |
| Product Cost: | $1,972.31 | $3,239.54 | $1,327.52 | $2,617.37 | $2,745.86 |
| Work Hours/Product: | 16.63 | 30.00 | 5.56 | 23.41 | 23.41 |
| **Activity 743220, 743221, 743222 - Coordinate and Conduct Budget Workshops** | | | | | |
| Product: A Workshop or Meeting | | | | | |
| Costs: | $14,407 | $15,938 | $8,730 | $15,609 | $16,420 |
| Products: | 2 | 2 | 1 | 2 | 2 |
| Work Hours: | 160 | 180 | 93 | 165 | 165 |
| Product Cost: | $7,203.50 | $7,969.02 | $8,729.69 | $7,804.57 | $8,210.18 |
| Work Hours/Product: | 79.75 | 90.00 | 93.00 | 82.42 | 82.42 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74312 - Budget Review, Adoption, and Publication

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743230 - Prepare Reports to Council for the Legally Required Public Hearing and Budget Adoption Council Meetings [DELETED- Combined with 743210]** | | | | | |
| Product: A Report | | | | | |
| Costs: | $11,224 | $8,853 | $14,383 | $0 | $0 |
| Products: | 3 | 3 | 3 | 0 | 0 |
| Work Hours: | 129 | 100 | 146 | 0 | 0 |
| Product Cost: | $3,741.26 | $2,951.03 | $4,794.18 | $0.00 | $0.00 |
| Work Hours/Product: | 43.00 | 33.33 | 48.50 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 74312 - Budget Review, Adoption, and Publication** | | | | | |
| **Costs:** | **$78,852** | **$106,816** | **$105,389** | **$84,350** | **$88,734** |
| **Hours:** | **823** | **830** | **1,105** | **747** | **747** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

Monitor the current year budget and provide budgetary analysis and resources to Departments, by:

-Analyzing all proposed adjustments to the budget including budget modifications and position allocation adjustment requests,
-Reviewing all carryover requests from one fiscal year budget to the next fiscal year budget,
-Analyzing year-end results for all revenues and expenditures by program and Fund and preparing a Report to Council, and
-Responding to requests for budgetary analysis from Departments and for special projects including review of study and budget issues.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743300 - Analyze and Process Budget Modification Requests from Departments** | | | | | |
| Product: A Budget Modification | | | | | |
| Costs: | $28,271 | $16,326 | $17,384 | $31,881 | $33,748 |
| Products: | 55 | 40 | 65 | 55 | 55 |
| Work Hours: | 389 | 200 | 233 | 402 | 402 |
| Product Cost: | $514.01 | $408.14 | $267.44 | $579.65 | $613.59 |
| Work Hours/Product: | 7.07 | 5.00 | 3.58 | 7.31 | 7.31 |
| **Activity 743310 - Analyze and Process Position Allocation Adjustment Requests from Departments** | | | | | |
| Product: A Position Allocation Request | | | | | |
| Costs: | $8,425 | $11,529 | $10,589 | $9,671 | $4,351 |
| Products: | 10 | 10 | 9 | 20 | 8 |
| Work Hours: | 113 | 140 | 129 | 113 | 52 |
| Product Cost: | $842.52 | $1,152.94 | $1,176.59 | $483.53 | $543.88 |
| Work Hours/Product: | 11.25 | 14.00 | 14.33 | 5.67 | 6.44 |
| **Activity 743320 - Analyze Requests for Budget Carry-overs** | | | | | |
| Product: A Carry-over Item | | | | | |
| Costs: | $33,826 | $15,494 | $24,479 | $36,064 | $37,718 |
| Products: | 304 | 300 | 324 | 300 | 300 |
| Work Hours: | 544 | 180 | 282 | 433 | 433 |
| Product Cost: | $111.27 | $51.65 | $75.55 | $120.21 | $125.73 |
| Work Hours/Product: | 1.79 | 0.60 | 0.87 | 1.44 | 1.44 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743330 - Analyze Year-End Results and Prepare Report to Council** | | | | | |
| Product: A Report | | | | | |
| Costs: | $6,158 | $14,792 | $6,819 | $9,010 | $9,365 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 103 | 170 | 88 | 108 | 108 |
| Product Cost: | $6,158.24 | $14,791.57 | $6,818.62 | $9,009.91 | $9,364.53 |
| Work Hours/Product: | 103.00 | 170.00 | 87.50 | 108.17 | 108.17 |
| **Activity 743340 - Prepare and Conduct Fiscal Issues Workshop [DELETED - Moved to 743220]** | | | | | |
| Product: A Workshop | | | | | |
| Costs: | $427 | $9,662 | $1,837 | $0 | $0 |
| Products: | 0 | 1 | 0 | 0 | 0 |
| Work Hours: | 10 | 110 | 19 | 0 | 0 |
| Product Cost: | $0.00 | $9,662.14 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 110.00 | 0.00 | 0.00 | 0.00 |
| **Activity 743350, 743351, 743352, 743353 - Provide Budgetary and Financial Assistance to Departments- Including Review of Reports to Council, Study and Budget Issues** | | | | | |
| Product: A Request | | | | | |
| Costs: | $59,377 | $64,083 | $72,117 | $37,795 | $39,919 |
| Products: | 311 | 180 | 415 | 330 | 330 |
| Work Hours: | 778 | 680 | 840 | 407 | 407 |
| Product Cost: | $190.92 | $356.02 | $173.78 | $114.53 | $120.97 |
| Work Hours/Product: | 2.50 | 3.78 | 2.02 | 1.23 | 1.23 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743360 - Provide Analytical Support for Special Projects [DELETED - Moved to 743380]** | | | | | |
| Product: A Project | | | | | |
| Costs: | $18,449 | $35,169 | $41,756 | $0 | $0 |
| Products: | 14 | 20 | 4 | 0 | 0 |
| Work Hours: | 290 | 220 | 476 | 0 | 0 |
| Product Cost: | $1,317.78 | $1,758.43 | $10,439.06 | $0.00 | $0.00 |
| Work Hours/Product: | 20.71 | 11.00 | 118.95 | 0.00 | 0.00 |
| **Activity 743370 - Provide Fiscal Impact Analysis for Reports to Council** | | | | | |
| Product: A Report to Council | | | | | |
| Costs: | $0 | $0 | $0 | $35,877 | $38,001 |
| Products: | 0 | 0 | 0 | 200 | 200 |
| Work Hours: | 0 | 0 | 0 | 443 | 443 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $179.39 | $190.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 2.21 | 2.21 |
| **Activity 743380 - Provide Budgetary and Financial Analysis on Major Issues** | | | | | |
| Product: An Issue | | | | | |
| Costs: | $0 | $0 | $0 | $23,448 | $24,555 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 258 | 258 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3,907.96 | $4,092.55 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 42.93 | 42.93 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74313 - Budget Monitoring and Analysis

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743040 - Analyze Budget-to-Actual Amounts for Major Revenue Sources Each Accounting Period** | | | | | |
| Product: An Analysis Conducted | | | | | |
| Costs: | $0 | $0 | $0 | $11,603 | $12,258 |
| Products: | 0 | 0 | 0 | 14 | 14 |
| Work Hours: | 0 | 0 | 0 | 144 | 144 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $828.80 | $875.56 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.30 | 10.30 |
| **Activity 743050 - Analyze Budget-to-Actual Amounts for City Expenditures Each Accounting Period** | | | | | |
| Product: An Analysis Conducted | | | | | |
| Costs: | $0 | $0 | $0 | $15,921 | $16,808 |
| Products: | 0 | 0 | 0 | 14 | 14 |
| Work Hours: | 0 | 0 | 0 | 196 | 196 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,137.19 | $1,200.58 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 13.98 | 13.98 |
| **Activity 743060 - Prepare Quarterly Financial Report** | | | | | |
| Product: A Report Prepared | | | | | |
| Costs: | $0 | $0 | $0 | $3,619 | $3,784 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 41 | 41 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $904.77 | $945.97 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.30 | 10.30 |
| **Totals for Service Delivery Plan 74313 - Budget Monitoring and Analysis** | | | | | |
| **Costs:** | **$154,934** | **$167,055** | **$174,981** | **$214,888** | **$220,506** |
| **Hours:** | **2,226** | **1,700** | **2,066** | **2,545** | **2,483** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74314 - Budget Training and System Support

Provide budgetary training and resources to Departments, by:

-Developing and maintaining the operating and projects budget system, and
-Providing budget training and resources for all City staff.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74314 - Budget Training and System Support

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743400 - Provide Budget Training to City Staff, Elected Officials, and External Groups** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $2,144 | $14,828 | $17,085 | $11,430 | $12,077 |
| Products: | 8 | 35 | 24 | 18 | 18 |
| Work Hours: | 31 | 180 | 180 | 124 | 124 |
| Product Cost: | $268.05 | $423.66 | $711.89 | $635.01 | $670.92 |
| Work Hours/Product: | 3.88 | 5.14 | 7.50 | 6.87 | 6.87 |
| **Activity 743410 - Maintain and Update Internal Budget Tools Website [DELETED]** | | | | | |
| Product: An Update | | | | | |
| Costs: | $1,858 | $5,074 | $1,056 | $0 | $0 |
| Products: | 12 | 24 | 30 | 0 | 0 |
| Work Hours: | 28 | 70 | 15 | 0 | 0 |
| Product Cost: | $154.85 | $211.43 | $35.19 | $0.00 | $0.00 |
| Work Hours/Product: | 2.29 | 2.92 | 0.50 | 0.00 | 0.00 |
| **Activity 743420, 743421, 743422, 743423 - Modify and Maintain Budget Systems [DELETED - Moved to 743430]** | | | | | |
| Product: An Update | | | | | |
| Costs: | $14,815 | $33,166 | $33,722 | $0 | $0 |
| Products: | 52 | 150 | 70 | 0 | 0 |
| Work Hours: | 200 | 460 | 516 | 0 | 0 |
| Product Cost: | $284.90 | $221.11 | $481.74 | $0.00 | $0.00 |
| Work Hours/Product: | 3.84 | 3.07 | 7.36 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74314 - Budget Training and System Support

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743430, 743431, 743432, 743433 - Modify and Maintain Budget Systems** | | | | | |
| Product: A User | | | | | |
| Costs: | $0 | $0 | $0 | $17,832 | $18,915 |
| Products: | 0 | 0 | 0 | 150 | 150 |
| Work Hours: | 0 | 0 | 0 | 258 | 258 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $118.88 | $126.10 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.72 | 1.72 |
| **Totals for Service Delivery Plan 74314 - Budget Training and System Support** | | | | | |
| **Costs:** | **$18,817** | **$53,068** | **$51,863** | **$29,262** | **$30,991** |
| **Hours:** | **258** | **710** | **711** | **381** | **381** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74315 - Management and Support Services

Support the operation of the Budget Management program, by:

-Managing the program budget, staffing and any personnel related matters,
-Supporting City-wide projects as needed,
-Providing training to enhance technical skills and for professional development, and
-Providing administrative support for the program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74315 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743500 - Staff Training and Development [DELETED - Moved to 743550]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $14,922 | $24,090 | $28,638 | $0 | $0 |
| Products: | 25 | 5 | 46 | 0 | 0 |
| Work Hours: | 169 | 50 | 319 | 0 | 0 |
| Product Cost: | $596.89 | $4,817.95 | $622.57 | $0.00 | $0.00 |
| Work Hours/Product: | 6.77 | 10.00 | 6.93 | 0.00 | 0.00 |
| **Activity 743510 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $17,871 | $18,105 | $17,250 | $21,453 | $22,708 |
| Products: | 176 | 180 | 157 | 201 | 201 |
| Work Hours: | 176 | 180 | 157 | 201 | 201 |
| Product Cost: | $101.54 | $100.58 | $110.22 | $106.79 | $113.04 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 743520 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $4,409 | $6,875 | $8,130 | $7,623 | $7,966 |
| Products: | 68 | 80 | 101 | 72 | 72 |
| Work Hours: | 68 | 80 | 101 | 72 | 72 |
| Product Cost: | $64.83 | $85.94 | $80.49 | $105.71 | $110.46 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

### Service Delivery Plan 74315 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 743530 - City-Wide Project Assignments [DELETED]** | | | | | |
| Product: An Assignment | | | | | |
| Costs: | $5,655 | $6,697 | $4,488 | $0 | $0 |
| Products: | 4 | 8 | 5 | 0 | 0 |
| Work Hours: | 82 | 76 | 51 | 0 | 0 |
| Product Cost: | $1,413.63 | $837.13 | $897.67 | $0.00 | $0.00 |
| Work Hours/Product: | 20.55 | 9.50 | 10.20 | 0.00 | 0.00 |
| **Activity 743540 - Non-Routines and Special Projects** | | | | | |
| Product: A Project / Non-Routine | | | | | |
| Costs: | $0 | $0 | $0 | $3,664 | $3,784 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 41 | 41 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,832.03 | $1,891.93 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 20.61 | 20.61 |
| **Activity 743550 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $20,299 | $21,169 |
| Products: | 0 | 0 | 0 | 5 | 5 |
| Work Hours: | 0 | 0 | 0 | 165 | 165 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $4,059.73 | $4,233.78 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 32.97 | 32.97 |
| **Totals for Service Delivery Plan 74315 - Management and Support Services** | | | | | |
| **Costs:** | **$42,856** | **$55,767** | **$58,506** | **$53,039** | **$55,627** |
| **Hours:** | **496** | **386** | **627** | **479** | **479** |

# City of Sunnyvale
# Program Performance Budget

## Program 743 - Budget Management

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 743** | **Costs:** | **$738,055** | **$870,121** | **$867,734** | **$944,805** | **$994,763** |
| | **Hours:** | **9,298** | **8,515** | **9,525** | **10,060** | **10,060** |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

**Program Performance Statement**

Provide Cash Management, Billing and Treasury Services to ensure prudent management of the public's money, by:

-Managing City-wide cashiering operations,
-Maintaining efficient billing processes of all miscellaneous accounts receivable for all City departments,
-Managing effective collection practices for delinquent receivables, including referring accounts uncollectible by the City to an outside collection agency,
-Reviewing and processing revenue and taxes for all City departments,
-Administering the Transient Occupancy Tax ordinance including accepting, reviewing, and processing tax returns and providing due process (administrative hearings) for the collection of tax owed,
-Administering the Business License Tax ordinance including billing, reviewing and processing new and renewing applications and issuing license tax certificates,
-Investing City's pooled cash in high quality investments while maintaining the overall objectives of safety, liquidity, and yield,
-Administering all City bank accounts and all banking related activities including credit card processing, securities custody and account analysis of the City's bank accounts,
-Maintaining bond issues and ensuring that all debt service payments and continuing disclosure deadlines are met according to bond covenants, and
-Auditing disbursements to ensure compliance with City policies.

**Notes**

1. The costs reflected in the Business Tax activity reflect only Finance's portion of the application process. The zoning approval of the application and any other Community Development costs are not included.

2. In FY 2008/2009 an additional 350 work hours were added to this program to perform enhanced business license tax audit efforts.

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Staff verifies the calculations on the Transient Occupancy Tax return and any errors are addressed with the remitter within 21 days. | C | | | | | |
| **- Percent Accomplished** | | **95.00%** | **95.00%** | **100.00%** | **95.00%** | **95.00%** |
| - Number of Transient Occupancy Tax Returns | | 408.00 | 408.00 | 444.00 | 408.00 | 408.00 |
| Q2. Staff verifies the calculations on the Business License Tax return and any errors are addressed with the remitter within 60 days. | I | | | | | |
| **- Percent Accomplished** | | **99.90%** | **90.00%** | **93.00%** | **95.00%** | **95.00%** |
| - Number of Business License Tax Returns | | 5,089.00 | 5,000.00 | 4,854.00 | 5,100.00 | 5,100.00 |
| Q3. Central Cashier balances within $5.00. | I | | | | | |
| **- Percent Accomplished** | | **89.00%** | **95.00%** | **93.00%** | **95.00%** | **95.00%** |
| Q4. The City shall maintain a minimum of three months of average budgeted operating expenditures in short term investments. [DELETED] | I | | | | | |
| **- Percent Accomplished** | | **100.00%** | **100.00%** | **100.00%** | **NA** | **NA** |
| Q5. Internal customers rate accounts receivable services as satisfactory or better. | I | | | | | |
| **- Percent Accomplished** | | **90.00%** | **90.00%** | **87.00%** | **80.00%** | **80.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 55.00 | 55.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Investment reports are submitted within established timeframes. | M | | | | | |
| **- Percent Accomplished** | | **100.00%** | **80.00%** | **85.00%** | **92.00%** | **92.00%** |
| - Number of Reports | | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 |
| P2. Accounts Receivable bills are generated within 14 working days after receiving the billing request from the department. | C | | | | | |
| **- Percent Billed** | | **92.00%** | **90.00%** | **93.00%** | **92.00%** | **92.00%** |
| - Total Number of Bills | | 5,037.00 | 5,100.00 | 4,830.00 | 5,000.00 | 5,000.00 |
| - Dollars Billed | | NA | NA | NA | $2,300,000.00 | $2,300,000.00 |
| P3. All debt service is paid on the due date or not more than one business day before the due date. | C | | | | | |
| **- Percent Accomplished** | | **100.00%** | **95.00%** | **100.00%** | **100.00%** | **100.00%** |
| - Number of Debt Service Payments | | 16.00 | 16.00 | 16.00 | 16.00 | 16.00 |
| P4. A list of Bank analysis billing corrections is submitted to the Bank within 30 days of receipt. | I | | | | | |
| **- Percent Accomplished** | | **90.00%** | **90.00%** | **90.00%** | **90.00%** | **90.00%** |
| - Number of Account Analysis Statements | | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 |
| P5. Accounts Payable checks are printed, audited, and disbursed within two days. | I | | | | | |
| **- Percent Accomplished** | | **100.00%** | **95.00%** | **89.00%** | **95.00%** | **95.00%** |
| - Number of Accounts Payable Checks Processed | | 10,780.00 | 11,150.00 | 11,365.00 | 11,700.00 | 11,700.00 |
| P6. Purchasing card statements are audited and followed up for additional information within 30 days of statement receipt. | I | | | | | |
| **- Percent Accomplished** | | **92.30%** | **80.00%** | **100.00%** | **90.00%** | **90.00%** |
| - Number of Purchasing Card Statements | | 1,941.00 | 2,000.00 | 1,921.00 | 2,000.00 | 2,000.00 |
| P7. Special projects as approved by the Director of Finance are completed within initial plan. [DELETED] | D | | | | | |
| **- Percent Accomplished** | | **100.00%** | **80.00%** | **90.00%** | **NA** | **NA** |
| - Number of Special Projects | | 3.00 | 3.00 | 2.00 | NA | NA |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C1. The cost for processing an Accounts Receivable account will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Account** | | **$20.68** | **$18.84** | **NA** | **NA** | **NA** |
| C2. For every dollar spent on referring accounts to collections, $3.00 will be collected. | I | | | | | |
| **- Total Cost** | | **$29,575.00** | **$30,663.43** | **$14,162.33** | **$28,716.00** | **$29,560.00** |
| - Total Revenue | | $98,178.00 | $92,263.47 | $56,310.43 | $80,844.00 | $80,844.00 |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Treasury/Cash Management will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $798,147.00 | $843,702.13 | $844,107.00 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| F2. Actual revenue generated for Business License Tax will meet or exceed the planned projections. | C | | | | | |
| **- Annual Revenues** | | **$686,604.00** | **$1,100,000.00** | **$1,075,004.00** | **$1,133,000.00** | **$1,166,990.00** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74401 - Billing and Receiving Payment For All City Accounts Receivable

Manage an efficient billing and collection process for all miscellaneous debts owed to the City, by:

-Generating approximately 5,000 bills for all City departments including Public Safety, Public Works, and Community Services, and
-Employing proper collection techniques on delinquent accounts including referral to an outside collection agency.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74401 - Billing and Receiving Payment For All City Accounts Receivable

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 744000 - Process an Accounts Receivable Account for Debt Owed to the City** | | | | | |
| Product: An Account Processed | | | | | |
| Costs: | $115,577 | $101,725 | $110,355 | $111,422 | $119,106 |
| Products: | 4,895 | 5,400 | 4,827 | 5,000 | 5,000 |
| Work Hours: | 1,661 | 1,525 | 1,561 | 1,644 | 1,644 |
| Product Cost: | $23.61 | $18.84 | $22.86 | $22.28 | $23.82 |
| Work Hours/Product: | 0.34 | 0.28 | 0.32 | 0.33 | 0.33 |
| **Activity 744100 - Refer Delinquent Accounts to Collection Agency** | | | | | |
| Product: An Account Referred | | | | | |
| Costs: | $18,200 | $30,663 | $14,162 | $28,716 | $29,560 |
| Products: | 736 | 2,100 | 755 | 800 | 800 |
| Work Hours: | 99 | 200 | 67 | 103 | 103 |
| Product Cost: | $24.73 | $14.60 | $18.76 | $35.89 | $36.95 |
| Work Hours/Product: | 0.13 | 0.10 | 0.09 | 0.13 | 0.13 |
| **Activity 744110 - Recover Costs of Damage to City Property / Emergency Responses** | | | | | |
| Product: An Account Processed | | | | | |
| Costs: | $0 | $0 | $0 | $16,201 | $16,729 |
| Products: | 0 | 0 | 0 | 149 | 149 |
| Work Hours: | 0 | 0 | 0 | 154 | 154 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $108.73 | $112.27 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.03 | 1.03 |
| **Totals for Service Delivery Plan 74401 - Billing and Receiving Payment For All City Accounts Receivable** | | | | | |
| **Costs:** | **$133,777** | **$132,388** | **$124,517** | **$156,339** | **$165,395** |
| **Hours:** | **1,759** | **1,725** | **1,628** | **1,901** | **1,901** |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74402 - Cash Management

Provide prudent and efficient management of City cash, by:

-Investing the City's pooled cash portfolio of approximately $220 million to maximize yield without compromising safety or liquidity,
-Preparing monthly investment reports in accordance with the California Government Code,
-Maintaining the City's excellent credit rating by ensuring that debt service payments and continuing disclosure deadlines for the City's eight (8) outstanding bond issues are met,
-Ensuring that the City receives banking related services (including credit card processing and securities custody services) at the best possible price for its 16 bank accounts, and
-Providing miscellaneous treasury services as requested by departments.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74402 - Cash Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 744200 - Conduct Investment Transactions** | | | | | |
| Product: An Investment Transaction | | | | | |
| Costs: | $17,646 | $23,479 | $21,114 | $20,308 | $21,637 |
| Products: | 250 | 268 | 293 | 275 | 275 |
| Work Hours: | 228 | 300 | 267 | 258 | 258 |
| Product Cost: | $70.59 | $87.61 | $72.06 | $73.85 | $78.68 |
| Work Hours/Product: | 0.91 | 1.12 | 0.91 | 0.94 | 0.94 |
| **Activity 744210 - Prepare Monthly Investment Reports** | | | | | |
| Product: An Investment Report Produced | | | | | |
| Costs: | $35,974 | $40,523 | $41,431 | $43,488 | $45,157 |
| Products: | 13 | 13 | 13 | 13 | 13 |
| Work Hours: | 162 | 159 | 161 | 168 | 168 |
| Product Cost: | $2,767.22 | $3,117.18 | $3,186.97 | $3,345.24 | $3,473.63 |
| Work Hours/Product: | 12.42 | 12.23 | 12.37 | 12.92 | 12.92 |
| **Activity 744220 - Maintain City's Bond Issues and Ensure that Debt Service Payments and Continuing Disclosure Deadlines are Met** | | | | | |
| Product: A Bond Issue Maintained | | | | | |
| Costs: | $19,116 | $14,821 | $18,864 | $21,435 | $22,442 |
| Products: | 8 | 8 | 8 | 8 | 8 |
| Work Hours: | 204 | 146 | 184 | 210 | 210 |
| Product Cost: | $2,389.53 | $1,852.61 | $2,357.99 | $2,679.39 | $2,805.24 |
| Work Hours/Product: | 25.46 | 18.25 | 23.00 | 26.27 | 26.27 |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74402 - Cash Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 744230 - Maintain City's Banking Relationships** | | | | | |
| Product: A Bank Account Maintained | | | | | |
| Costs: | $38,821 | $18,783 | $26,886 | $30,460 | $32,177 |
| Products: | 16 | 16 | 16 | 16 | 16 |
| Work Hours: | 450 | 240 | 316 | 336 | 336 |
| Product Cost: | $2,426.32 | $1,173.96 | $1,680.36 | $1,903.74 | $2,011.07 |
| Work Hours/Product: | 28.14 | 15.00 | 19.75 | 20.99 | 20.99 |
| **Activity 744240 - Provide Miscellaneous Treasury Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $1,094 | $13,214 | $16,431 | $3,792 | $3,996 |
| Products: | 39 | 126 | 175 | 41 | 41 |
| Work Hours: | 39 | 126 | 175 | 41 | 41 |
| Product Cost: | $28.41 | $104.87 | $94.11 | $92.02 | $96.97 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 744250 - Non-Routines and Special Projects** | | | | | |
| Product: A Project / Non-Routine | | | | | |
| Costs: | $0 | $0 | $0 | $6,442 | $6,736 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 62 | 62 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,147.48 | $2,245.46 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 20.60 | 20.60 |
| **Totals for Service Delivery Plan 74402 - Cash Management** | | | | | |
| **Costs:** | **$112,651** | **$110,821** | **$124,725** | **$125,926** | **$132,146** |
| **Hours:** | **1,082** | **971** | **1,102** | **1,075** | **1,075** |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74404 - Review and Audit Disbursements

Review payments initiated by others to ensure compliance with City policies and procedures and to maintain proper internal control, by:

-Auditing all payments made with approximately 250 City issued purchasing cards and ensuring proper documentation exists for each purchase,
-Auditing approximately 11,700 accounts payable checks and ensuring that each payment has the proper documentation and approval, and
-Auditing all 26 payrolls for reasonableness.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74404 - Review and Audit Disbursements

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 744400 - Audit and Disburse All Payments Made through Accounts Payable** | | | | | |
| Product: An Accounts Payable Check Processed and Audited | | | | | |
| Costs: | $83,120 | $82,940 | $91,155 | $94,566 | $99,807 |
| Products: | 10,780 | 11,150 | 10,336 | 11,700 | 11,700 |
| Work Hours: | 1,298 | 1,283 | 1,407 | 1,436 | 1,436 |
| Product Cost: | $7.71 | $7.44 | $8.82 | $8.08 | $8.53 |
| Work Hours/Product: | 0.12 | 0.12 | 0.14 | 0.12 | 0.12 |
| **Activity 744410 - Audit Purchasing Cards** | | | | | |
| Product: A Purchasing Card Statement Audited | | | | | |
| Costs: | $39,750 | $35,378 | $37,116 | $35,724 | $37,710 |
| Products: | 1,941 | 2,000 | 1,921 | 2,000 | 2,000 |
| Work Hours: | 580 | 535 | 556 | 533 | 533 |
| Product Cost: | $20.48 | $17.69 | $19.32 | $17.86 | $18.86 |
| Work Hours/Product: | 0.30 | 0.27 | 0.29 | 0.27 | 0.27 |
| **Activity 744420 - Audit Payroll Disbursements** | | | | | |
| Product: A Payroll Audited | | | | | |
| Costs: | $4,096 | $15,771 | $5,679 | $5,129 | $5,396 |
| Products: | 3 | 26 | 4 | 26 | 26 |
| Work Hours: | 41 | 239 | 53 | 67 | 67 |
| Product Cost: | $1,365.34 | $606.57 | $1,419.65 | $197.25 | $207.54 |
| Work Hours/Product: | 13.67 | 9.19 | 13.25 | 2.58 | 2.58 |
| **Totals for Service Delivery Plan 74404 - Review and Audit Disbursements** | | | | | |
| **Costs:** | **$126,966** | **$134,089** | **$133,949** | **$135,418** | **$142,913** |
| **Hours:** | **1,918** | **2,057** | **2,016** | **2,036** | **2,036** |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74405 - City-Wide Cashiering

Manage efficient and fiscally sound cash collection processes, by:

-Providing cashiering oversight to approximately 20 locations to ensure adequate internal controls of City-wide cash collection,
-Processing approximately 3,500 Cash Receipt Vouchers from all cashiering sites,
-Providing cash handling training to all City cashiers, and
-Providing central cashiering at the City Hall Annex including walk-in payments such as Business Licensing, Transient Occupancy Tax and Utilities.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74405 - City-Wide Cashiering

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 744500 - City-Wide Cashiering Improvements** | | | | | |
| Product: A Project Completed | | | | | |
| Costs: | $33,662 | $37,164 | $16,614 | $34,565 | $36,327 |
| Products: | 5 | 3 | 3 | 5 | 5 |
| Work Hours: | 349 | 390 | 161 | 361 | 361 |
| Product Cost: | $6,732.49 | $12,387.98 | $5,537.97 | $6,912.93 | $7,265.46 |
| Work Hours/Product: | 69.78 | 130.00 | 53.57 | 72.11 | 72.11 |
| **Activity 744510 - Process Cash Receipt Vouchers for Other Departments** | | | | | |
| Product: A Remote Cash Receipt Voucher Processed | | | | | |
| Costs: | $29,349 | $27,867 | $28,286 | $25,166 | $26,674 |
| Products: | 3,440 | 4,000 | 3,657 | 3,500 | 3,500 |
| Work Hours: | 519 | 500 | 486 | 433 | 433 |
| Product Cost: | $8.53 | $6.97 | $7.73 | $7.19 | $7.62 |
| Work Hours/Product: | 0.15 | 0.13 | 0.13 | 0.12 | 0.12 |
| **Activity 744520 - Provide City-Wide Cashiering Training** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $3,876 | $9,108 | $1,677 | $2,527 | $2,669 |
| Products: | 6 | 20 | 2 | 4 | 4 |
| Work Hours: | 40 | 130 | 18 | 27 | 27 |
| Product Cost: | $646.08 | $455.42 | $838.74 | $631.75 | $667.17 |
| Work Hours/Product: | 6.58 | 6.50 | 8.75 | 6.70 | 6.70 |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74405 - City-Wide Cashiering

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 744530 - Central Cashiering** | | | | | |
| Product: A Transaction at the Counter | | | | | |
| Costs: | $127,874 | $137,327 | $142,051 | $148,056 | $156,095 |
| Products: | 25,787 | 24,000 | 28,321 | 24,000 | 24,000 |
| Work Hours: | 2,012 | 1,842 | 2,131 | 2,143 | 2,143 |
| Product Cost: | $4.96 | $5.72 | $5.02 | $6.17 | $6.50 |
| Work Hours/Product: | 0.08 | 0.08 | 0.08 | 0.09 | 0.09 |
| **Totals for Service Delivery Plan 74405 - City-Wide Cashiering** | | | | | |
| **Costs:** | **$194,762** | **$211,465** | **$188,629** | **$210,314** | **$221,764** |
| **Hours:** | **2,920** | **2,862** | **2,795** | **2,963** | **2,963** |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74406 - Revenue Accounting

Properly account for revenues received by the City, by:

-Accepting, reviewing and recording Non-City administered taxes remitted by the State and the County of Santa Clara (such as gas tax, sales tax, and property tax) correctly and in a timely manner,
-Reviewing and processing approximately 11,500 revenue transactions collected by the City, and
-Assisting other departments with revenue research and analysis.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74406 - Revenue Accounting

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 744600 - Accounting for Property Tax, Sales Tax and Remittances from Other Agencies** | | | | | |
| Product: A Tax Payment Coded | | | | | |
| Costs: | $18,602 | $15,223 | $23,821 | $8,346 | $8,960 |
| Products: | 132 | 108 | 143 | 87 | 87 |
| Work Hours: | 205 | 148 | 225 | 116 | 116 |
| Product Cost: | $140.92 | $140.96 | $166.58 | $95.93 | $102.99 |
| Work Hours/Product: | 1.55 | 1.37 | 1.57 | 1.34 | 1.34 |
| **Activity 744610 - Reviewing and Recording Revenues from City Departments** | | | | | |
| Product: A Revenue Transaction Coded | | | | | |
| Costs: | $75,706 | $73,333 | $78,007 | $78,756 | $84,310 |
| Products: | 11,548 | 11,550 | 11,562 | 11,500 | 11,500 |
| Work Hours: | 1,033 | 1,039 | 1,051 | 1,061 | 1,061 |
| Product Cost: | $6.56 | $6.35 | $6.75 | $6.85 | $7.33 |
| Work Hours/Product: | 0.09 | 0.09 | 0.09 | 0.09 | 0.09 |
| **Activity 744620 - Revenue Querying and Monitoring In Response to Departmental Requests** | | | | | |
| Product: A Query Performed | | | | | |
| Costs: | $4,731 | $3,503 | $5,115 | $5,660 | $6,052 |
| Products: | 276 | 200 | 304 | 300 | 300 |
| Work Hours: | 65 | 50 | 67 | 75 | 75 |
| Product Cost: | $17.14 | $17.52 | $16.83 | $18.87 | $20.17 |
| Work Hours/Product: | 0.24 | 0.25 | 0.22 | 0.25 | 0.25 |
| **Totals for Service Delivery Plan 74406 - Revenue Accounting** | | | | | |
| **Costs:** | **$99,039** | **$92,060** | **$106,943** | **$92,762** | **$99,322** |
| **Hours:** | **1,303** | **1,237** | **1,343** | **1,253** | **1,253** |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74407 - Record City Administered Tax Payments

Manage an efficient tax collection process, by:

-Accepting, reviewing, and recording payments for City administered taxes including Utility Users Tax on users of utilities such as gas and electric,
-Administering the Transient Occupancy Tax ordinance including accepting, reviewing, and processing tax returns and providing due process (administrative hearings) for the collection of tax owed for short term stays in approximately 34 Sunnyvale hotels, and
-Administering the Business License Tax ordinance including billing, reviewing, and processing new and renewing applications and issuing approximately 5,100 license tax certificates annually to businesses operating in Sunnyvale.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74407 - Record City Administered Tax Payments

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 744700 - Process Business Tax Applications, Renewals and Payments** | | | | | |
| Product: A License Tax Certificate Issued | | | | | |
| Costs: | $82,429 | $92,001 | $95,049 | $104,841 | $110,372 |
| Products: | 5,061 | 5,000 | 4,854 | 5,100 | 5,100 |
| Work Hours: | 1,040 | 970 | 1,476 | 1,436 | 1,436 |
| Product Cost: | $16.29 | $18.40 | $19.58 | $20.56 | $21.64 |
| Work Hours/Product: | 0.21 | 0.19 | 0.30 | 0.28 | 0.28 |
| **Activity 744710 - Process Utility Users Tax Payments** | | | | | |
| Product: A UUT Payment Coded | | | | | |
| Costs: | $8,694 | $18,616 | $10,155 | $9,227 | $9,723 |
| Products: | 1,325 | 2,100 | 1,512 | 1,800 | 1,800 |
| Work Hours: | 146 | 300 | 184 | 155 | 155 |
| Product Cost: | $6.56 | $8.86 | $6.72 | $5.13 | $5.40 |
| Work Hours/Product: | 0.11 | 0.14 | 0.12 | 0.09 | 0.09 |
| **Activity 744720 - Track Transient Occupancy Tax (TOT) Payments** | | | | | |
| Product: A TOT Remittance Reviewed | | | | | |
| Costs: | $5,724 | $7,662 | $7,348 | $7,318 | $7,796 |
| Products: | 408 | 413 | 444 | 408 | 408 |
| Work Hours: | 77 | 100 | 91 | 93 | 93 |
| Product Cost: | $14.03 | $18.55 | $16.55 | $17.94 | $19.11 |
| Work Hours/Product: | 0.19 | 0.24 | 0.21 | 0.23 | 0.23 |
| **Totals for Service Delivery Plan 74407 - Record City Administered Tax Payments** | | | | | |
| **Costs:** | **$96,847** | **$118,279** | **$112,552** | **$121,385** | **$127,890** |
| **Hours:** | **1,263** | **1,370** | **1,751** | **1,683** | **1,683** |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74408 - Management and Support

Provide Management and Support, by:

-Ensuring adequate staffing of positions to meet program goals,
-Providing timely and meaningful performance feedback to employees,
-Communicating consistently with staff regarding program operations through regular staff meetings, and
-Contributing to City-wide improvement projects.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

### Service Delivery Plan 74408 - Management and Support

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 744800, 744801 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $24,210 | $28,940 | $35,523 | $30,175 | $31,546 |
| Products: | 252 | 282 | 330 | 288 | 288 |
| Work Hours: | 252 | 282 | 330 | 288 | 288 |
| Product Cost: | $96.07 | $102.62 | $107.81 | $104.61 | $109.36 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 744810 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $8,171 | $7,823 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 82 | 82 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,361.91 | $1,303.80 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 13.74 | 13.74 |
| **Activity 744830 - Staff Training and Development [DELETED - Moved to 744810]** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $9,895 | $15,660 | $17,269 | $0 | $0 |
| Products: | 150 | 96 | 198 | 0 | 0 |
| Work Hours: | 150 | 96 | 198 | 0 | 0 |
| Product Cost: | $66.15 | $163.12 | $87.26 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 74408 - Management and Support** | | | | | |
| **Costs:** | **$34,105** | **$44,600** | **$52,792** | **$38,346** | **$39,369** |
| **Hours:** | **402** | **378** | **527** | **371** | **371** |

# City of Sunnyvale
# Program Performance Budget

## Program 744 - Treasury/Cash Management

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 744** | **Costs:** | **$798,147** | **$843,702** | **$844,106** | **$880,491** | **$928,800** |
| | **Hours:** | **10,647** | **10,600** | **11,163** | **11,281** | **11,281** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

**Program Performance Statement**

Conduct internal audits to ensure the honesty, integrity, efficiency, and effectiveness of City programs, processes, and procedures, by:

-Establishing an annual audit schedule using both a risk assessment evaluation tool and criteria to audit not less than 12.5% of the total budgeted amount for all programs,
-Conducting performance audits to validate program results and improve the effectiveness of City operations and performance reporting systems,
-Assisting departments to implement audit recommendations, and
-Providing ad hoc technical assistance in the areas of performance measurement and operational procedures.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Percent of performance audit recommendations that are approved for implementation by City Council. | I | | | | | |
| **- Percent of Recommendations Approved** | | **100.00%** | **80.00%** | **100.00%** | **95.00%** | **95.00%** |
| - Total Number of Recommendations Made | | 95.00 | 200.00 | 135.00 | 95.00 | 95.00 |
| Q2. On a scale of 1-5, customers rate their satisfaction with performance measurement technical support service rendered at 3 or higher. | D | | | | | |
| **- Average Survey Score** | | **4.60** | **3.00** | **4.20** | **4.00** | **4.00** |
| - Number of Respondents | | NA | NA | NA | 10.00 | 10.00 |
| **Productivity** | | | | | | |
| P1. A number of Programs or Service Delivery Plans representing not less than 12.5% on a running annual average of the budgeted amount for all programs shall undergo performance auditing each year. | C | | | | | |
| - Percent of Budget Audited | | 8.80% | 8.40% | 7.52% | 14.80% | 6.10% |
| **- Running Annual Average** | | **12.90%** | **16.90%** | **12.04%** | **13.40%** | **12.50%** |
| - Total City-Wide Total Operating Budgets for Audited Programs | | NA | $289,671,198.00 | $227,991,739.00 | $227,991,739.00 | $227,991,739.00 |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Internal Audits will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $272,838.00 | $264,933.27 | $262,460.73 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

### Service Delivery Plan 74501 - Performance Auditing

Conduct performance audits to help the City accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of City operations and performance reporting systems, by:

-Evaluating whether program objectives were achieved,
-Ensuring work processes and performance reporting procedures are efficient and effective while in compliance with all applicable policies and standards,
-Ensuring reported results are true and accurate by reconciling results back to source documentation, and
-Ensuring audit recommendations are implemented by performing follow-up performance audits and providing technical assistance to the departments/programs when needed.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

### Service Delivery Plan 74501 - Performance Auditing

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 745100 - Conduct Initial Performance Audit** | | | | | |
| Product: An Initial Audit Conducted | | | | | |
| Costs: | $175,513 | $172,266 | $164,274 | $308,681 | $329,282 |
| Products: | 5 | 4 | 9 | 20 | 22 |
| Work Hours: | 2,182 | 2,025 | 1,828 | 3,376 | 3,305 |
| Product Cost: | $35,102.59 | $43,066.51 | $18,252.62 | $15,434.06 | $14,967.36 |
| Work Hours/Product: | 436.35 | 506.25 | 203.15 | 168.80 | 150.22 |
| **Activity 745110 - Conduct Follow-Up Performance Audit** | | | | | |
| Product: A Follow-Up Audit Conducted | | | | | |
| Costs: | $15,413 | $23,767 | $12,270 | $16,443 | $28,042 |
| Products: | 3 | 3 | 0 | 5 | 18 |
| Work Hours: | 201 | 350 | 155 | 180 | 303 |
| Product Cost: | $5,137.66 | $7,922.48 | $0.00 | $3,288.65 | $1,557.88 |
| Work Hours/Product: | 66.92 | 116.67 | 0.00 | 36.06 | 16.83 |
| **Activity 745120 - Performance Audit Implementation Assistance** | | | | | |
| Product: A Program Assisted | | | | | |
| Costs: | $238 | $6,041 | $221 | $0 | $0 |
| Products: | 2 | 5 | 2 | 0 | 0 |
| Work Hours: | 3 | 300 | 3 | 0 | 0 |
| Product Cost: | $119.05 | $1,208.14 | $110.49 | $0.00 | $0.00 |
| Work Hours/Product: | 1.50 | 60.00 | 1.25 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 74501 - Performance Auditing** | | | | | |
| **Costs:** | **$191,164** | **$202,074** | **$176,764** | **$325,125** | **$357,324** |
| **Hours:** | **2,386** | **2,675** | **1,986** | **3,556** | **3,608** |

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

### Service Delivery Plan 74502 - Performance Measurement Technical Assistance

Providing ad hoc analytical support and technical assistance in the areas of performance measurement and operational procedures, by:

-Providing analysis and recommendations in the area of performance measurement, and
-Assisting departments to improve operational procedures.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

### Service Delivery Plan 74502 - Performance Measurement Technical Assistance

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 745200 - Technical Assistance** | | | | | |
| Product: A Request Completed | | | | | |
| Costs: | $34,715 | $13,634 | $6,227 | $2,537 | $2,620 |
| Products: | 2,488 | 50 | 10 | 10 | 10 |
| Work Hours: | 432 | 150 | 72 | 26 | 26 |
| Product Cost: | $13.95 | $272.68 | $622.67 | $253.72 | $261.99 |
| Work Hours/Product: | 0.17 | 3.00 | 7.15 | 2.58 | 2.58 |
| **Totals for Service Delivery Plan 74502 - Performance Measurement Technical Assistance** | | | | | |
| **Costs:** | **$34,715** | **$13,634** | **$6,227** | **$2,537** | **$2,620** |
| **Hours:** | **432** | **150** | **72** | **26** | **26** |

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

### Service Delivery Plan 74503 - Management and Support Services

Support the operation of the internal audit program, by:

-Managing the program budget, staffing, and any personnel related matters,
-Supporting City-wide projects that promote interdepartmental communication and teambuilding,
-Enhancing technical skills and providing opportunities for professional development for Internal Audit staff, and
-Providing administrative support to the program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

### Service Delivery Plan 74503 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 745300 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $29,716 | $24,193 | $54,522 | $5,011 | $5,240 |
| Products: | 372 | 252 | 581 | 52 | 52 |
| Work Hours: | 372 | 252 | 581 | 52 | 52 |
| Product Cost: | $79.99 | $96.00 | $93.90 | $97.29 | $101.72 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 745310 - Staff Training and Development [DELETED - Moved to 745350]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $3,599 | $6,506 | $3,402 | $0 | $0 |
| Products: | 45 | 50 | 36 | 0 | 0 |
| Work Hours: | 45 | 50 | 36 | 0 | 0 |
| Product Cost: | $79.80 | $130.11 | $94.51 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 745320 - City-Wide Project Assignments [DELETED]** | | | | | |
| Product: An Assignment | | | | | |
| Costs: | $1,498 | $7,067 | $5,664 | $0 | $0 |
| Products: | 9 | 4 | 4 | 0 | 0 |
| Work Hours: | 18 | 80 | 62 | 0 | 0 |
| Product Cost: | $166.42 | $1,766.72 | $1,416.09 | $0.00 | $0.00 |
| Work Hours/Product: | 2.00 | 20.00 | 15.38 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

### Service Delivery Plan 74503 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 745330 - Miscellaneous Audit Activities** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $12,146 | $11,460 | $15,881 | $23,691 | $20,678 |
| Products: | 134 | 118 | 181 | 335 | 283 |
| Work Hours: | 134 | 118 | 181 | 335 | 283 |
| Product Cost: | $90.83 | $97.12 | $87.61 | $70.76 | $72.99 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 745350 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $5,889 | $8,689 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 49 | 49 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,944.65 | $4,344.40 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 24.73 | 24.73 |
| **Totals for Service Delivery Plan 74503 - Management and Support Services** | | | | | |
| **Costs:** | **$46,959** | **$49,225** | **$79,470** | **$34,592** | **$34,606** |
| **Hours:** | **568** | **500** | **859** | **436** | **384** |

# City of Sunnyvale
# Program Performance Budget

## Program 745 - Program Performance Audits

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 745** | **Costs:** | **$272,838** | **$264,933** | **$262,461** | **$362,253** | **$394,550** |
| | **Hours:** | **3,385** | **3,325** | **2,917** | **4,018** | **4,018** |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

**Program Performance Statement**

To provide the City Council, City Manager and City Departments with professional, timely and cost-effective legal advice and representation on all matters involving municipal, state and federal law affecting the City of Sunnyvale. Provide pro-active counseling to the City Council and City Departments to minimize legal problems and liability whenever possible, and provide aggressive and effective litigation of matters when appropriate with a positive outcome for the City.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. An internal customer satisfaction rating for City Attorney responsiveness and quality of advice is achieved. | I | | | | | |
| **- Rating of Good or Excellent** | | **93.20%** | **95.00%** | **NA** | **93.00%** | **93.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 25.00 | 25.00 |
| Q2. Litigation and administrative hearings handled with acceptable results for City in light of facts and liability exposure. [DELETED] | I | | | | | |
| **- Percent within Range of Acceptable Results** | | **100.00%** | **80.00%** | **NA** | **NA** | **NA** |
| - Total Number of Cases Resolved | | 6.00 | 5.00 | NA | NA | NA |
| Q3. City Council indicates overall satisfaction with the managerial support provided by the Office of the City Attorney. | I | | | | | |
| - Satisfaction Rating Based On Survey [DELETED] | | NA | NA | NA | NA | NA |
| **- Number of Councilmembers Satisfied** | | **NA** | **NA** | **NA** | **7.00** | **7.00** |
| - Total Number of Councilmembers | | NA | NA | NA | 7.00 | 7.00 |
| Q4. Boards and Commissions indicates overall satisfaction with the managerial support provided by the Office of the City Attorney. | I | | | | | |
| **- Satisfaction Rating Based On Survey** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| Q5. Percent of Study Issues completed in accordance with Tentative Council Meeting Agenda Calendar (TCMAC) deadlines. | I | | | | | |
| **- Percent of Study Issues** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Study Issues | | NA | NA | NA | 3.00 | 3.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Amendments to City ordinances or procedures to comply with changes to law are completed. | M | | | | | |
| **- Completed by Established Due Date** | | **100.00%** | **90.00%** | **NA** | **95.00%** | **95.00%** |
| - Number of Amendments | | 20.00 | 4.00 | NA | 20.00 | 20.00 |
| P2. Responses to council/board/commission requests for legal advice and/or opinions related to City business and their official capacities provided. | C | | | | | |
| **- Response by Established Due Dates** | | **95.00%** | **95.00%** | **NA** | **95.00%** | **95.00%** |
| - Number of Responses | | 60.00 | 50.00 | NA | 60.00 | 60.00 |
| P3. Attendance at Council/Board/Commission meetings and providing legal advice and support. [DELETED] | C | | | | | |
| **- Number of Council/Board Meetings Attended** | | **97.00** | **50.00** | **NA** | **NA** | **NA** |
| P4. Provide timely and thorough legal advice to City Manager and City departments. | C | | | | | |
| **- Legal Advice Provided by Established Due Date** | | **95.00%** | **90.00%** | **NA** | **90.00%** | **90.00%** |
| - Legal Advice Provided | | NA | NA | NA | 1,500.00 | 1,500.00 |
| P5. The Office of the City Attorney shall complete the employee performance evaluation process for each full-time and regular part-time staff member supervised, and submit the evaluation to Human Resources in accordance with established procedures and timeframes. | C | | | | | |
| **- Percent of Evaluations Submitted to Human Resources by the Scheduled Submittal Date** | | **95.00%** | **95.00%** | **NA** | **83.00%** | **83.00%** |
| - Total Number of Evaluations for which the Department is Responsible | | 5.00 | 5.00 | NA | 6.00 | 6.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The Office of the City Attorney works to prevent future worker's compensation claims by providing a planned number of training sessions that address the top three causes of worker's compensation injuries for department employees. [DELETED] | I | | | | | |
| **- Number of Training Sessions Completed** | | **1.00** | **1.00** | **NA** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Financial** | | | | | | |
| F1. Actual total expenditures for Comprehensive Legal Services will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $1,726,318.00 | $1,669,736.68 | $1,561,393.31 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75101 - Provide Legal Advice - Written and Oral

To provide legal advice, opinions and document review in support of the Council and City Departments, including:

-Advice and opinions to Council, Boards and Commissions on matters related to City business and their official capacities,
-Attend all Council and Commission meetings and provide advice as required,
-Advice and document drafting/review to all City Departments, and
-Initiate and draft revisions to city ordinances and regulations to comply with changes in state and federal law.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75101 - Provide Legal Advice - Written and Oral

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751000 - Respond to Council/Board/Commission Requests for Legal Advice** | | | | | |
| Product: A Response (Written or Oral) Completed | | | | | |
| Costs: | $26,088 | $71,517 | $42,417 | $31,733 | $32,774 |
| Products: | 60 | 50 | 118 | 85 | 85 |
| Work Hours: | 187 | 470 | 272 | 185 | 185 |
| Product Cost: | $434.81 | $1,430.34 | $359.47 | $373.33 | $385.58 |
| Work Hours/Product: | 3.12 | 9.40 | 2.30 | 2.18 | 2.18 |
| **Activity 751010 - Initiate and Draft Revisions to City Ordinances and Regulations to Comply with State and Federal Law or to Update Ordinances** | | | | | |
| Product: A Revision of Ordinance or Regulation Completed | | | | | |
| Costs: | $6,868 | $34,089 | $35,240 | $36,492 | $38,122 |
| Products: | 18 | 4 | 35 | 20 | 20 |
| Work Hours: | 52 | 235 | 277 | 235 | 235 |
| Product Cost: | $381.54 | $8,522.14 | $1,006.85 | $1,824.58 | $1,906.12 |
| Work Hours/Product: | 2.91 | 58.75 | 7.91 | 11.75 | 11.75 |
| **Activity 751020 - Prepare for and Attend Council/Board/Commission Meeting** | | | | | |
| Product: A Council/Board/Commission Meeting Attended | | | | | |
| Costs: | $68,690 | $76,905 | $70,032 | $75,836 | $78,235 |
| Products: | 135 | 75 | 133 | 140 | 140 |
| Work Hours: | 459 | 500 | 464 | 435 | 435 |
| Product Cost: | $508.82 | $1,025.40 | $526.56 | $541.68 | $558.82 |
| Work Hours/Product: | 3.40 | 6.67 | 3.49 | 3.11 | 3.11 |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75101 - Provide Legal Advice - Written and Oral

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751160, 751161, 751162 - Provide Legal Advice and Document Drafting/Review for City Departments** | | | | | |
| Product: A Response (Written or Oral) Completed | | | | | |
| Costs: | $541,983 | $466,995 | $541,945 | $615,988 | $647,004 |
| Products: | 1,463 | 750 | 1,587 | 1,500 | 1,500 |
| Work Hours: | 4,336 | 3,500 | 4,192 | 4,280 | 4,280 |
| Product Cost: | $370.46 | $622.66 | $341.49 | $410.66 | $431.34 |
| Work Hours/Product: | 2.96 | 4.67 | 2.64 | 2.85 | 2.85 |
| **Activity 751170 - Provide Responses to Citizen Inquiries, As Appropriate** | | | | | |
| Product: A Response to Citizen Inquiry Completed | | | | | |
| Costs: | $30,412 | $6,112 | $18,160 | $7,593 | $7,995 |
| Products: | 240 | 10 | 88 | 200 | 200 |
| Work Hours: | 423 | 40 | 196 | 100 | 100 |
| Product Cost: | $126.72 | $611.20 | $206.36 | $37.97 | $39.98 |
| Work Hours/Product: | 1.76 | 4.00 | 2.22 | 0.50 | 0.50 |
| **Activity 751180 - Provide Legal Advice and Representation for Redevelopment Agency Issues [DELETED - Moved to 751600]** | | | | | |
| Product: A Response (Written or Oral) Completed | | | | | |
| Costs: | $190,055 | $12,239 | $133,371 | $0 | $0 |
| Products: | 505 | 10 | 52 | 0 | 0 |
| Work Hours: | 689 | 75 | 951 | 0 | 0 |
| Product Cost: | $376.35 | $1,223.86 | $2,564.82 | $0.00 | $0.00 |
| Work Hours/Product: | 1.36 | 7.50 | 18.29 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75101 - Provide Legal Advice - Written and Oral

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751600 - Provide Legal Advice and Representation for Redevelopment Agency Issues** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $165,663 | $171,389 |
| Products: | 0 | 0 | 0 | 715 | 715 |
| Work Hours: | 0 | 0 | 0 | 715 | 715 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $231.70 | $239.70 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 75101 - Provide Legal Advice - Written and Oral** | | | | | |
| **Costs:** | **$864,096** | **$667,856** | **$841,165** | **$933,304** | **$975,520** |
| **Hours:** | **6,146** | **4,820** | **6,351** | **5,950** | **5,950** |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75104 - Provide Representation In Litigation and Administrative Matters

Provide professional, cost-effective and successful representation for the City of Sunnyvale and its departments in the areas of code enforcement, litigation (including tort, employment, civil rights and land use), and administrative matters (Personnel Board, PUC, labor arbitrations, other administrative proceedings and outside legal services).

Provide direction and oversight on all outside legal services to ensure cost efficiency and quality of implementation.

**Notes**

1. The budget for the Redevelopment Agency (RDA) legal services is included in special project 824570 Outside Counsel Services for RDA.

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75104 - Provide Representation In Litigation and Administrative Matters

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751060, 751061 - Representation of City In Litigated Matters (Non-Code Enforcement) - Including Discovery, Trial, Motions and Appellate Matters** | | | | | |
| Product: A Litigation Case Opened | | | | | |
| Costs: | $73,590 | $124,285 | $77,665 | $94,812 | $98,890 |
| Products: | 66 | 25 | 99 | 25 | 25 |
| Work Hours: | 533 | 600 | 638 | 500 | 500 |
| Product Cost: | $1,115.00 | $4,971.39 | $784.49 | $3,792.47 | $3,955.62 |
| Work Hours/Product: | 8.07 | 24.00 | 6.44 | 20.00 | 20.00 |
| **Activity 751070, 751071, 751072 - Representation of City In Administrative Proceedings** | | | | | |
| Product: An Administrative Case Opened | | | | | |
| Costs: | $22,099 | $76,489 | $20,500 | $21,503 | $22,629 |
| Products: | 35 | 32 | 35 | 30 | 30 |
| Work Hours: | 176 | 565 | 157 | 150 | 150 |
| Product Cost: | $631.40 | $2,390.27 | $585.70 | $716.78 | $754.31 |
| Work Hours/Product: | 5.02 | 17.66 | 4.48 | 5.00 | 5.00 |
| **Activity 751190 - Provide Legal Advice and Representation for Municipal Code Enforcement Activities** | | | | | |
| Product: A Code Enforcement Matter/Legal Advice Provided | | | | | |
| Costs: | $9,216 | $42,582 | $23,912 | $28,822 | $30,511 |
| Products: | 19 | 55 | 27 | 55 | 55 |
| Work Hours: | 88 | 350 | 209 | 220 | 220 |
| Product Cost: | $485.03 | $774.21 | $885.62 | $524.03 | $554.74 |
| Work Hours/Product: | 4.61 | 6.36 | 7.74 | 4.00 | 4.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75104 - Provide Representation In Litigation and Administrative Matters

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751200 - Outside Counsel Services In Litigation and Administrative Matters [DELETED - Moved to 751500]** | | | | | |
| Product: An Hour of Outside Council Service | | | | | |
| Costs: | $383,842 | $209,730 | $220,749 | $0 | $0 |
| Products: | 1 | 20 | 2 | 0 | 0 |
| Work Hours: | 5 | 75 | 11 | 0 | 0 |
| Product Cost: | $383,842.48 | $10,486.52 | $110,374.51 | $0.00 | $0.00 |
| Work Hours/Product: | 5.35 | 3.75 | 5.55 | 0.00 | 0.00 |
| **Activity 751400 - Outside Counsel Services - Redevelopment Agency [DELETED - Moved to 751510]** | | | | | |
| Product: A Contract Administered | | | | | |
| Costs: | $62,490 | $2,660 | $6,921 | $0 | $0 |
| Products: | 13 | 1 | 2 | 0 | 0 |
| Work Hours: | 19 | 15 | 33 | 0 | 0 |
| Product Cost: | $4,806.90 | $2,659.85 | $3,460.47 | $0.00 | $0.00 |
| Work Hours/Product: | 1.47 | 15.00 | 16.31 | 0.00 | 0.00 |
| **Activity 751410 - Outside Counsel Services - Personnel [DELETED - Moved to 751520]** | | | | | |
| Product: A Contract Administered | | | | | |
| Costs: | $10,307 | $30,193 | $18,338 | $0 | $0 |
| Products: | 2 | 1 | 3 | 0 | 0 |
| Work Hours: | 2 | 10 | 3 | 0 | 0 |
| Product Cost: | $5,153.70 | $30,193.23 | $6,112.71 | $0.00 | $0.00 |
| Work Hours/Product: | 1.01 | 10.00 | 1.11 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75104 - Provide Representation In Litigation and Administrative Matters

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751420 - Outside Counsel Services - City Liability and Property Administration [DELETED - Moved to 751530]** | | | | | |
| Product: A Contract Administered | | | | | |
| Costs: | $13,176 | $123,629 | $12,839 | $0 | $0 |
| Products: | 6 | 1 | 4 | 0 | 0 |
| Work Hours: | 8 | 50 | 9 | 0 | 0 |
| Product Cost: | $2,196.04 | $123,629.39 | $3,209.68 | $0.00 | $0.00 |
| Work Hours/Product: | 1.30 | 50.00 | 2.36 | 0.00 | 0.00 |
| **Activity 751430 - Outside Counsel Services - Wastewater Treatment [DELETED - Moved to 751540]** | | | | | |
| Product: A Contract Administered | | | | | |
| Costs: | $2,808 | $28,118 | $2,666 | $0 | $0 |
| Products: | 2 | 1 | 1 | 0 | 0 |
| Work Hours: | 18 | 15 | 20 | 0 | 0 |
| Product Cost: | $1,403.76 | $28,118.07 | $2,666.48 | $0.00 | $0.00 |
| Work Hours/Product: | 9.23 | 15.00 | 19.97 | 0.00 | 0.00 |
| **Activity 751450 - Outside Counsel Services - Materials Recovery and Refuse Transfer (SMaRT) [DELETED - Moved to 751560]** | | | | | |
| Product: A Contract Administered | | | | | |
| Costs: | $736 | $9,341 | $74 | $0 | $0 |
| Products: | 3 | 1 | 1 | 0 | 0 |
| Work Hours: | 5 | 15 | 1 | 0 | 0 |
| Product Cost: | $245.42 | $9,340.57 | $74.12 | $0.00 | $0.00 |
| Work Hours/Product: | 1.69 | 15.00 | 0.55 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75104 - Provide Representation In Litigation and Administrative Matters

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751460 - Outside Counsel Services - Below Market Rate Housing [DELETED]** | | | | | |
| Product: A Contract Administered | | | | | |
| Costs: | $0 | $6,887 | $317 | $0 | $0 |
| Products: | 0 | 1 | 1 | 0 | 0 |
| Work Hours: | 0 | 5 | 3 | 0 | 0 |
| Product Cost: | $0.00 | $6,886.74 | $316.66 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 5.00 | 2.80 | 0.00 | 0.00 |
| **Activity 751470 - Manage and Direct All Outside Counsel Services** | | | | | |
| Product: A Contract Administered | | | | | |
| Costs: | $0 | $0 | $0 | $16,908 | $17,230 |
| Products: | 0 | 0 | 0 | 12 | 12 |
| Work Hours: | 0 | 0 | 0 | 50 | 50 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,408.99 | $1,435.83 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 4.17 | 4.17 |
| **Activity 751500 - Outside Counsel Services In Litigation and Administrative Matters** | | | | | |
| Product: An Hour of Outside Council Service | | | | | |
| Costs: | $0 | $0 | $0 | $225,150 | $228,530 |
| Products: | 0 | 0 | 0 | 20 | 20 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $11,257.50 | $11,426.51 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75104 - Provide Representation In Litigation and Administrative Matters

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751510 - Outside Counsel Services - Redevelopment Agency** | | | | | |
| Product: An Hour of Outside Council Service | | | | | |
| Costs: | $0 | $0 | $0 | $45,654 | $46,349 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $7,609.00 | $7,724.79 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 751520 - Outside Counsel Services - Personnel** | | | | | |
| Product: An Hour of Outside Council Service | | | | | |
| Costs: | $0 | $0 | $0 | $28,000 | $28,420 |
| Products: | 0 | 0 | 0 | 75 | 75 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $373.33 | $378.93 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 751530 - Outside Counsel Services - City Liability and Property Administration** | | | | | |
| Product: An Hour of Outside Council Service | | | | | |
| Costs: | $0 | $0 | $0 | $100,000 | $101,500 |
| Products: | 0 | 0 | 0 | 305 | 305 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $327.87 | $332.79 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75104 - Provide Representation In Litigation and Administrative Matters

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751540 - Outside Counsel Services - Wastewater Treatment** | | | | | |
| Product: An Hour of Outside Council Service | | | | | |
| Costs: | $0 | $0 | $0 | $25,000 | $25,375 |
| Products: | 0 | 0 | 0 | 65 | 65 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $384.62 | $390.38 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 751550 - Outside Counsel Services - Solid Waste Treatment** | | | | | |
| Product: An Hour of Outside Council Service | | | | | |
| Costs: | $0 | $0 | $0 | $1,015 | $1,030 |
| Products: | 0 | 0 | 0 | 7 | 7 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $145.00 | $147.17 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 751560 - Outside Counsel Services - Materials Recovery and Refuse Transfer (SMaRT)** | | | | | |
| Product: An Hour of Outside Council Service | | | | | |
| Costs: | $0 | $0 | $0 | $7,105 | $7,212 |
| Products: | 0 | 0 | 0 | 22 | 22 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $322.95 | $327.80 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 75104 - Provide Representation In Litigation and Administrative Matters** | | | | | |
| **Costs:** | **$578,603** | **$657,164** | **$383,980** | **$593,969** | **$607,676** |
| **Hours:** | **856** | **1,715** | **1,083** | **920** | **920** |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75108 - Management and Support Services

Provide management and support services for the Office of the City Attorney. Attend programs consistent with the State requirements for continuing legal education and review new court cases, statutes and other legal materials to keep abreast of developments in municipal law and specialized areas within municipal law.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75108 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751210, 751211, 751212 - Continuing Legal Education for Office of the City Attorney [DELETED - Moved to 751250]** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $36,042 | $28,890 | $38,017 | $0 | $0 |
| Products: | 266 | 200 | 278 | 0 | 0 |
| Work Hours: | 266 | 200 | 278 | 0 | 0 |
| Product Cost: | $135.27 | $144.45 | $136.82 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 751220 - Provide Administration, Budget Review, and Goal Development for Office of the City Attorney** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $28,659 | $32,210 | $52,765 | $34,472 | $35,982 |
| Products: | 221 | 225 | 350 | 225 | 225 |
| Work Hours: | 221 | 225 | 350 | 225 | 225 |
| Product Cost: | $129.94 | $143.16 | $150.86 | $153.21 | $159.92 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 751230 - Participate In City-Wide Management and Administration** | | | | | |
| Product: An Attendance/Participation In City-Wide Management Meeting or Task | | | | | |
| Costs: | $17,242 | $23,052 | $17,083 | $17,243 | $17,776 |
| Products: | 84 | 50 | 65 | 80 | 80 |
| Work Hours: | 107 | 130 | 105 | 100 | 100 |
| Product Cost: | $205.27 | $461.04 | $262.82 | $215.54 | $222.20 |
| Work Hours/Product: | 1.28 | 2.60 | 1.61 | 1.25 | 1.25 |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

### Service Delivery Plan 75108 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 751240, 751241, 751242 - Provide General Clerical Support to City Attorney's Office** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $180,650 | $260,564 | $227,131 | $267,799 | $281,935 |
| Products: | 2,490 | 3,600 | 3,223 | 3,500 | 3,500 |
| Work Hours: | 2,490 | 3,600 | 3,223 | 3,500 | 3,500 |
| Product Cost: | $72.55 | $72.38 | $70.48 | $76.51 | $80.55 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 751250, 751251, 751252 - Continuing Legal Education for Office of the City Attorney** | | | | | |
| Product: An Employee's Professional License Requirement Met | | | | | |
| Costs: | $0 | $0 | $0 | $42,249 | $44,298 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 280 | 280 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $10,562.23 | $11,074.60 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 70.00 | 70.00 |
| **Totals for Service Delivery Plan 75108 - Management and Support Services** | | | | | |
| **Costs:** | **$262,594** | **$344,717** | **$334,996** | **$361,763** | **$379,992** |
| **Hours:** | **3,085** | **4,155** | **3,955** | **4,105** | **4,105** |

# City of Sunnyvale
# Program Performance Budget

## Program 751 - Comprehensive Legal Services

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 751** | **Costs:** | **$1,705,293** | **$1,669,737** | **$1,560,141** | **$1,889,036** | **$1,963,188** |
| | **Hours:** | **10,087** | **10,690** | **11,389** | **10,975** | **10,975** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

**Program Performance Statement**

Provide effective, efficient, and timely recruitment and classification services, and compensation plan management for a workforce of approximately 1,200 employees in direct support of City-wide operations, by:

-Developing partnerships with customer departments to provide effective staffing through the administration of mutually agreed upon recruitment plans,
-Conducting recruitments to fill vacancies at the executive, management, professional, paraprofessional, technical, service maintenance, administrative, and clerical levels; and for public safety and dispatch positions,
-Managing the placement of temporary employees and administering the City's temporary placement agency contract,
-Administering the City's classification plan to optimize classification structure and to best support City-wide staffing needs,
-Preparing, reviewing, and updating job specifications to accurately reflect the classification definition; distinguishing characteristics; essential and other functions; required minimum qualifications, including education and experience, licenses, and other certifications, as may be appropriate; and required knowledge, skills, and abilities,
-Administering the City's compensation plan to support attracting and retaining qualified employees through regular market and other analysis,
-Assisting with the development/refinement of City departmental organization structure, and
-Providing clear, timely, and accurate information to customers regarding recruitment, classification, and compensation issues.

**Notes**

The budgets for fiscal years 2008/2009 and 2009/2010 have been established using a 10% turnover rate for full-time and regular part-time employees, based on historical and industry trends.

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The satisfaction rating for recruitment services provided by the Department of Human Resources is achieved. | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **54.00%** | **85.00%** | **40.54%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 30.00 | 30.00 |
| Q2. The satisfaction rating for classification/compensation services provided by the Department of Human Resources is achieved. | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **54.00%** | **85.00%** | **52.38%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 20.00 | 20.00 |
| **Productivity** | | | | | | |
| P1. Recruitments are completed in compliance with appropriate rules, policies, MOUs, laws, and to ensure the selection process measures job-related skills, knowledge, and abilities. | C | | | | | |
| **- Percent of Recruitments in Compliance** | | **100.00%** | **85.00%** | **100.00%** | **100.00%** | **100.00%** |
| - Number of Recruitment Plans Completed In the Year | | 68.00 | 45.00 | 78.00 | 86.00 | 86.00 |
| - Number of Hiring Requisitions Received Per Year | | NA | NA | NA | 104.00 | 104.00 |
| P2. Classification/compensation analysis is conducted within established procedures. [DELETED] | C | | | | | |
| **- Percent of Analyses Conducted within Established Procedures** | | **NA** | **85.00%** | **NA** | **NA** | **NA** |
| - Number of Analyses Conducted During the Year | | 19.00 | 42.00 | 25.00 | NA | NA |
| P3. The hiring manager is contacted within three (3) business days of receipt of the hiring requisition. [DELETED] | I | | | | | |
| **- Percent of Hiring Managers Contacted within Three Business Days** | | **NA** | **90.00%** | **NA** | **NA** | **NA** |
| - Number of Hiring Requisitions Received Per Year | | 68.00 | 50.00 | 89.00 | NA | NA |
| P4. A manager or employee requesting classification assistance is contacted within three (3) business days of initial inquiry. [DELETED] | I | | | | | |
| **- Percent of Managers/Employees Contacted within Three Business Days** | | **NA** | **90.00%** | **NA** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P5. Percent of eligible lists established within 90 calendar days of posting of the job announcement. | I | | | | | |
| **- Percent Established** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Posted Job Announcements | | NA | NA | NA | 86.00 | 86.00 |
| P6. The percentage of recruitment processes, from receipt of a completed hiring requisition by the Department of Human Resources to the establishment of an eligibility list, is achieved. | I | | | | | |
| **- Percent of Recruitments Completed in 6 Months** | | **NA** | **NA** | **NA** | **50.00%** | **50.00%** |
| - Number of Recruitments | | NA | NA | NA | 86.00 | 86.00 |
| P7. The Percentage of recruitments, which begin with a preliminary recruitment planning process, are commenced within 15 business days of receipt of a completed hiring requisition, and result in a preliminary recruitment timeline with the hiring department and Department of Human Resources is achieved. | D | | | | | |
| **- Percent Developed Within Established Timeframe** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| P8. Percent of Classification and/or Compensation studies and analyses, including revision and/or development of new classifications, that are conducted in compliance with appropriate rules and/or policies prior to the initiation of a recruitment process. | D | | | | | |
| **- Percent Conducted in Compliance With Appropriate Rules and/or Policies** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| P9. Percent of Classification and/or Compensation studies and analyses, including revision and/or development of new classifications, that are conducted in compliance with appropriate rules and/or policies resulting from a organizational analysis. | D | | | | | |
| **- Percent Conducted in Compliance With Appropriate Rules and/or Policies** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C1. The cost of conducting a recruitment for regular employees will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Recruitment for Regular Employees** | | **$10,252.34** | **$15,629.56** | **$10,885.45** | **NA** | **NA** |
| C2. The cost of completing a classification study will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Classification Study** | | **$2,576.92** | **$3,898.28** | **$3,452.33** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Recruitment, Classification, and Compensation will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $921,319.35 | $1,185,388.96 | $1,083,631.30 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

### Service Delivery Plan 75501 - Recruitment Services

Provide effective, efficient, and timely recruitment services through partnerships with customer departments to provide effective staffing, by:

-Guiding customers through the recruitment processes,
-Ensuring compliance with employment laws and regulations, City policies, rules and regulations, and applicable memorandum of understanding provisions,
-Designing innovative recruitment strategies,
-Administering timely recruitments that provide quality eligible lists,
-Coordinating appropriate pre-employment testing and other required pre-employment screening and processing,
-Managing the placement of temporary employees,
-Administering the City's temporary placement agency contract, and
-Providing clear, timely, and accurate information to customers.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

### Service Delivery Plan 75501 - Recruitment Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 755100 - Temporary Employee Processing** | | | | | |
| Product: A Temporary Employee Processed | | | | | |
| Costs: | $65,358 | $49,501 | $56,672 | $42,514 | $44,214 |
| Products: | 141 | 140 | 230 | 170 | 170 |
| Work Hours: | 902 | 650 | 549 | 440 | 440 |
| Product Cost: | $463.53 | $353.58 | $246.40 | $250.08 | $260.08 |
| Work Hours/Product: | 6.40 | 4.64 | 2.39 | 2.59 | 2.59 |
| **Activity 755110 - Pre-Employment Services** | | | | | |
| Product: A Candidate Processed | | | | | |
| Costs: | $9,132 | $120,141 | $36,529 | $129,767 | $59,440 |
| Products: | 44 | 100 | 80 | 84 | 84 |
| Work Hours: | 161 | 1,200 | 243 | 402 | 402 |
| Product Cost: | $207.55 | $1,201.41 | $456.62 | $1,544.85 | $707.62 |
| Work Hours/Product: | 3.65 | 12.00 | 3.03 | 4.79 | 4.79 |
| **Activity 755120, 755121 - Recruitment Services - Management/Executive** | | | | | |
| Product: A Management / Executive Recruitment Conducted | | | | | |
| Costs: | $136,951 | $220,974 | $169,980 | $252,435 | $248,312 |
| Products: | 12 | 7 | 11 | 12 | 12 |
| Work Hours: | 770 | 1,800 | 1,086 | 1,639 | 1,639 |
| Product Cost: | $11,412.61 | $31,567.75 | $15,452.71 | $21,036.22 | $20,692.69 |
| Work Hours/Product: | 64.13 | 257.14 | 98.75 | 136.58 | 136.58 |

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

### Service Delivery Plan 75501 - Recruitment Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 755130, 755131 - Recruitment Services - Regular Employees** | | | | | |
| Product: A Regular Recruitment Conducted | | | | | |
| Costs: | $533,122 | $593,923 | $664,012 | $626,229 | $656,533 |
| Products: | 52 | 38 | 61 | 70 | 70 |
| Work Hours: | 6,065 | 6,552 | 7,542 | 6,762 | 6,762 |
| Product Cost: | $10,252.34 | $15,629.56 | $10,885.45 | $8,946.12 | $9,379.04 |
| Work Hours/Product: | 116.63 | 172.42 | 123.63 | 96.60 | 96.60 |
| **Activity 755140 - Recruitment Services - PSOIT/Lateral** | | | | | |
| Product: A PSOIT / Lateral Recruitment Conducted | | | | | |
| Costs: | $31,204 | $30,645 | $11,697 | $30,739 | $32,466 |
| Products: | 4 | 3 | 6 | 4 | 4 |
| Work Hours: | 487 | 380 | 175 | 407 | 407 |
| Product Cost: | $7,801.09 | $10,215.07 | $1,949.58 | $7,684.76 | $8,116.60 |
| Work Hours/Product: | 121.87 | 126.67 | 29.22 | 101.75 | 101.75 |
| **Totals for Service Delivery Plan 75501 - Recruitment Services** | | | | | |
| **Costs:** | **$775,768** | **$1,015,184** | **$938,891** | **$1,081,684** | **$1,040,965** |
| **Hours:** | **8,385** | **10,582** | **9,595** | **9,650** | **9,650** |

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

### Service Delivery Plan 75502 - Classification and Compensation Services

Provide effective, efficient, and timely classification plan administration to optimize classification structure and to best support City-wide staffing needs, by:

-Conducting classification analysis, compensation studies and surveys,
-Conducting staffing and department structure analysis,
-Consulting with management regarding analysis results,
-Administering requests for budgeted position allocation changes,
-Reviewing job specifications and essential function worksheets prior to recruitments being conducted,
-Maintaining a current and accurate classification plan,
-Developing and administering compensation systems that are competitive with relevant markets, and
-Providing clear, timely, and accurate information to customers.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

### Service Delivery Plan 75502 - Classification and Compensation Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 755200 - Classification and Compensation Services [DELETED]** | | | | | |
| Product: A Study Completed | | | | | |
| Costs: | $54,115 | $58,474 | $79,404 | $0 | $0 |
| Products: | 21 | 15 | 23 | 0 | 0 |
| Work Hours: | 586 | 400 | 804 | 0 | 0 |
| Product Cost: | $2,576.92 | $3,898.28 | $3,452.33 | $0.00 | $0.00 |
| Work Hours/Product: | 27.89 | 26.67 | 34.96 | 0.00 | 0.00 |
| **Activity 755230 - Compensation Analysis [DELETED]** | | | | | |
| Product: An Analysis/Study Completed | | | | | |
| Costs: | $10,973 | $31,702 | $4,991 | $0 | $0 |
| Products: | 4 | 7 | 2 | 0 | 0 |
| Work Hours: | 140 | 300 | 50 | 0 | 0 |
| Product Cost: | $2,743.32 | $4,528.85 | $2,495.68 | $0.00 | $0.00 |
| Work Hours/Product: | 35.01 | 42.86 | 24.76 | 0.00 | 0.00 |
| **Activity 755240 - Recruitment Based Classification/Compensation Studies/Analyses** | | | | | |
| Product: A Study/Analysis | | | | | |
| Costs: | $0 | $0 | $0 | $44,323 | $46,859 |
| Products: | 0 | 0 | 0 | 18 | 18 |
| Work Hours: | 0 | 0 | 0 | 500 | 500 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,462.39 | $2,603.29 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 27.78 | 27.78 |

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

### Service Delivery Plan 75502 - Classification and Compensation Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 755250 - Organizational Based Classification/Compensation Studies** | | | | | |
| Product: A Study/Analysis | | | | | |
| Costs: | $0 | $0 | $0 | $53,843 | $56,655 |
| Products: | 0 | 0 | 0 | 14 | 14 |
| Work Hours: | 0 | 0 | 0 | 510 | 510 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3,845.94 | $4,046.82 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 36.43 | 36.43 |
| **Totals for Service Delivery Plan 75502 - Classification and Compensation Services** | | | | | |
| **Costs:** | **$66,864** | **$110,415** | **$84,395** | **$98,166** | **$103,515** |
| **Hours:** | **758** | **900** | **854** | **1,010** | **1,010** |

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

### Service Delivery Plan 75503 - Provide Management and Support Services

To provide management and support services to the Recruitment, Classification, and Compensation program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

### Service Delivery Plan 75503 - Provide Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 755300 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $49,276 | $37,364 | $31,968 | $24,705 | $26,129 |
| Products: | 432 | 268 | 261 | 250 | 250 |
| Work Hours: | 432 | 268 | 261 | 250 | 250 |
| Product Cost: | $114.03 | $139.42 | $122.45 | $98.82 | $104.51 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 755310 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $15,397 | $4,957 | $10,038 | $19,347 | $20,412 |
| Products: | 304 | 100 | 171 | 360 | 360 |
| Work Hours: | 304 | 100 | 171 | 360 | 360 |
| Product Cost: | $50.60 | $49.57 | $58.73 | $53.74 | $56.70 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 755320 - Staff Training and Development [DELETED]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $14,014 | $17,469 | $18,339 | $0 | $0 |
| Products: | 17 | 10 | 15 | 0 | 0 |
| Work Hours: | 153 | 100 | 150 | 0 | 0 |
| Product Cost: | $824.35 | $1,746.91 | $1,222.63 | $0.00 | $0.00 |
| Work Hours/Product: | 9.02 | 10.00 | 10.02 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

### Service Delivery Plan 75503 - Provide Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 755330 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $18,485 | $19,280 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 160 | 160 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3,080.78 | $3,213.36 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 26.67 | 26.67 |
| **Totals for Service Delivery Plan 75503 - Provide Management and Support Services** | | | | | |
| **Costs:** | **$78,687** | **$59,790** | **$60,346** | **$62,537** | **$65,820** |
| **Hours:** | **890** | **468** | **582** | **770** | **770** |

# City of Sunnyvale
# Program Performance Budget

## Program 755 - Recruitment, Classification, and Compensation

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 755** | **Costs:** | **$921,319** | **$1,185,389** | **$1,083,631** | **$1,242,386** | **$1,210,300** |
| | **Hours:** | **10,032** | **11,950** | **11,031** | **11,430** | **11,430** |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

**Program Performance Statement**

Provide effective, efficient, and timely employee/labor relations management and employee development/training for a workforce of approximately 1,200 City employees in direct support of City-wide operations, by:

-Managing the City's employee/labor relations program for five (5) recognized bargaining units: Communication Officers Association (COA), Public Safety Officers Association (PSOA), Service Employees International Union-Local 715 (SEIU), Sunnyvale Employees Association (SEA), and Sunnyvale Managers Association; and two (2) unrepresented groups: Unrepresented Management and Confidential employees in accordance with the Meyers-Milias Brown Act (MMBA),
-Partnering with customer departments to proactively resolve employee/labor relations issues,
-Managing the City's employee development/training program, including supervisory training, skills, professional, and leadership development, succession planning, and out placement services,
-Developing and managing the City-wide employee performance and evaluation programs,
-Assisting managers with employee performance issues,
-Providing counseling and assistance to employees on performance and other employee relations issues, and
-Providing clear, timely, and accurate information regarding the City's Human Resources policies and procedures.

**Notes**

1. The "Provide Mandated Training" activity includes training for Anti-Harassment and Ethics.

2. The "Employee Training /Development Program" activity includes a management-focused component that has been developed to address organizational needs in the next two fiscal years (08/09 and 09/10). This component, as well as other training provided, will be reviewed every two years to ensure that training provided addresses the changing needs of the organization.

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The satisfaction rating for employee/labor relations services provided by the Department of Human Resources is achieved. | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **100.00%** | **85.00%** | **79.73%** | **95.00%** | **95.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 30.00 | 30.00 |
| Q2. The satisfaction rating for the employee development/training program provided by the Department of Human Resources is achieved. | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **100.00%** | **85.00%** | **100.00%** | **95.00%** | **95.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 1,400.00 | 900.00 |
| Q3. Managers who had employees who attended City-provided training classes targeting improved job performance report that training has assisted with improving job performance. | I | | | | | |
| **- Percent of Managers Surveyed Who Report Improved Job Performance** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |
| Q4. Managers who have consulted with Employee Relations Division staff and who found the consultation to be effective in addressing the issue/situation. | I | | | | | |
| **- Percent of Managers Who Rate the Consultation Services as Effective** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Labor Relations are conducted in accordance with the Meyers-Milias Brown Act, and the City will meet and confer in good faith on matters within the scope of bargaining/representation, under the jurisdiction of the Public Employment Relations Board. [DELETED] | M | | | | | |
| **- Percent of Labor Relations Matters Conducted In Accordance with Legal Requirements** | | **100.00%** | **100.00%** | **100.00%** | **NA** | **NA** |
| P2. Effective working relationships are established and maintained with the bargaining units through the investigation and resolution of issues of concern in accordance with applicable MOUs, policies, rules and law. | M | | | | | |
| **- Number of Issues Addressed** | | **NA** | **NA** | **NA** | **185.00** | **185.00** |
| P3. For contract negotiations, timely information is provided to the City Council, including options to address contract issues, and regular updates are provided during the course of negotiations in accordance with the timeline developed by Council. | C | | | | | |
| **- Percent of Time that Information is Provided On Time** | | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| P4. The customer is contacted within three (3) business days of a request for Memoranda of Understanding (MOU) interpretation, and is provided an accurate and timely response. [DELETED] | C | | | | | |
| **- Percent of Customers Contacted within Three Business Days** | | **100.00%** | **90.00%** | **100.00%** | **NA** | **NA** |
| P5. The annual training program is developed and conducted as scheduled during the year. | C | | | | | |
| **- Percent of Planned Training Sessions Provided** | | **100.00%** | **90.00%** | **100.00%** | **90.00%** | **90.00%** |
| - Number of Non-Mandated Training Sessions Provided | | 30.00 | 40.00 | 47.00 | 60.00 | 60.00 |
| - Number of Mandated Training Sessions Provided | | NA | NA | NA | 9.00 | 2.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P6. The annual performance evaluation processes are conducted in accordance with established procedures. | I | | | | | |
| - Percent of Customers Who Rate the Evaluation Process as Satisfactory or Higher [DELETED] | | 100.00% | 85.00% | 100.00% | NA | NA |
| **- Percent of Processes Conducted According to MOU Provisions, Administrative Policy, and/or PAMS** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| **Cost Effectiveness** | | | | | | |
| C1. The cost of managing labor relations will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| - Cost Per Bargaining Unit | | $38,849.53 | $42,838.79 | $31,279.21 | NA | NA |
| **- Percent of Planned Costs Expended** | | **NA** | **NA** | **NA** | **NA** | **NA** |
| C2. The cost of managing the employee development/training program will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| - Cost Per Employee Trained | | $171.88 | $263.22 | $349.98 | NA | NA |
| **- Percent of Planned Costs Expended** | | **NA** | **NA** | **NA** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Employee/Labor Relations and Employee Development will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $716,891.52 | $818,782.28 | $732,191.06 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75701 - Employee / Labor Relations

Provide effective, efficient, and timely employee/labor relations management, by:

-Partnering with customer departments to effectively resolve employee/labor relations issues,
-Developing strategies to proactively address employee/labor relations issues,
-Representing the City in collective bargaining of memoranda of understanding (MOU) and related issues,
-Developing effective working relationships with the bargaining units,
-Conducting MOU-based compensation and benefit surveys and studies,
-Assisting departments in responding to grievances,
-Assisting departments with disciplinary actions,
-Conducting/coordinating investigations,
-Managing the City's Federally Mandated Department of Transportation (DOT) Commercial Drivers License Drug and Alcohol Testing, and
-Providing clear, timely, and accurate information to customers.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75701 - Employee / Labor Relations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 757100 - Labor Relations** | | | | | |
| Product: A Bargaining Unit | | | | | |
| Costs: | $155,398 | $171,355 | $156,396 | $147,440 | $154,111 |
| Products: | 4 | 4 | 5 | 5 | 5 |
| Work Hours: | 797 | 1,300 | 864 | 1,100 | 1,100 |
| Product Cost: | $38,849.53 | $42,838.79 | $31,279.21 | $29,487.98 | $30,822.22 |
| Work Hours/Product: | 199.37 | 325.00 | 172.80 | 220.00 | 220.00 |
| **Activity 757110 - Collective Bargaining** | | | | | |
| Product: A MOU Negotiated | | | | | |
| Costs: | $26,838 | $90,963 | $16,184 | $108,540 | $111,529 |
| Products: | 2 | 2 | 3 | 3 | 3 |
| Work Hours: | 203 | 300 | 108 | 510 | 510 |
| Product Cost: | $13,418.81 | $45,481.51 | $5,394.81 | $36,180.07 | $37,176.47 |
| Work Hours/Product: | 101.57 | 150.00 | 36.00 | 170.00 | 170.00 |
| **Activity 757120 - Grievance Assistance** | | | | | |
| Product: A Formal Grievance Responded To | | | | | |
| Costs: | $335 | $9,994 | $1,412 | $10,558 | $11,183 |
| Products: | 1 | 2 | 4 | 2 | 2 |
| Work Hours: | 4 | 100 | 11 | 100 | 100 |
| Product Cost: | $334.90 | $4,996.91 | $353.01 | $5,278.89 | $5,591.72 |
| Work Hours/Product: | 3.52 | 50.00 | 2.75 | 50.00 | 50.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75701 - Employee / Labor Relations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 757130 - Disciplinary Action Consultation** | | | | | |
| Product: A Disciplinary Action | | | | | |
| Costs: | $9,626 | $23,520 | $10,530 | $23,714 | $25,462 |
| Products: | 34 | 24 | 36 | 30 | 30 |
| Work Hours: | 101 | 200 | 96 | 240 | 240 |
| Product Cost: | $283.12 | $979.99 | $292.50 | $790.46 | $848.74 |
| Work Hours/Product: | 2.97 | 8.33 | 2.67 | 8.00 | 8.00 |
| **Activity 757140 - Investigations** | | | | | |
| Product: An Investigation | | | | | |
| Costs: | $80,956 | $41,038 | $70,381 | $111,146 | $116,868 |
| Products: | 16 | 6 | 10 | 15 | 15 |
| Work Hours: | 250 | 350 | 409 | 770 | 770 |
| Product Cost: | $5,059.74 | $6,839.59 | $7,038.13 | $7,409.71 | $7,791.17 |
| Work Hours/Product: | 15.65 | 58.33 | 40.92 | 51.33 | 51.33 |
| **Activity 757150 - Employee Relations Advice and Consultation-Managers** | | | | | |
| Product: A Consultation | | | | | |
| Costs: | $123,880 | $48,148 | $112,004 | $85,685 | $112,146 |
| Products: | 81 | 20 | 85 | 125 | 150 |
| Work Hours: | 1,456 | 550 | 1,261 | 1,030 | 1,295 |
| Product Cost: | $1,529.38 | $2,407.40 | $1,317.70 | $685.48 | $747.64 |
| Work Hours/Product: | 17.97 | 27.50 | 14.84 | 8.24 | 8.63 |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75701 - Employee / Labor Relations

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 757160 - Employee Relations Advice and Consultation-Employees** | | | | | |
| Product: A Consultation | | | | | |
| Costs: | $0 | $0 | $0 | $11,432 | $12,300 |
| Products: | 0 | 0 | 0 | 30 | 30 |
| Work Hours: | 0 | 0 | 0 | 120 | 120 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $381.06 | $409.99 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 4.00 | 4.00 |
| **Activity 757170 - Coordinate DOT Activities** | | | | | |
| Product: A Test Conducted | | | | | |
| Costs: | $0 | $0 | $0 | $32,146 | $33,855 |
| Products: | 0 | 0 | 0 | 40 | 40 |
| Work Hours: | 0 | 0 | 0 | 190 | 190 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $803.65 | $846.38 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 4.75 | 4.75 |
| **Totals for Service Delivery Plan 75701 - Employee / Labor Relations** | | | | | |
| **Costs:** | **$397,032** | **$385,017** | **$366,908** | **$530,661** | **$577,455** |
| **Hours:** | **2,811** | **2,800** | **2,749** | **4,060** | **4,325** |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75702 - Employee Development

Provide an effective, efficient, and timely employee development/training program, by:

-Providing an annual training program targeting employee developmental and future staffing needs,
-Conducting exit interviews and separation analysis, and
-Providing clear, timely, and accurate information to customers.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75702 - Employee Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 757200 - Employee Training / Development Program** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $240,629 | $263,224 | $290,830 | $273,806 | $284,201 |
| Products: | 1,400 | 1,000 | 831 | 920 | 920 |
| Work Hours: | 1,924 | 2,100 | 2,795 | 2,039 | 2,039 |
| Product Cost: | $171.88 | $263.22 | $349.98 | $297.62 | $308.91 |
| Work Hours/Product: | 1.37 | 2.10 | 3.36 | 2.22 | 2.22 |
| **Activity 757210 - Provide Employee Orientation [DELETED - Moved to 758220]** | | | | | |
| Product: An Orientation Session | | | | | |
| Costs: | $877 | $14,533 | $4,435 | $0 | $0 |
| Products: | 24 | 10 | 30 | 0 | 0 |
| Work Hours: | 12 | 200 | 66 | 0 | 0 |
| Product Cost: | $36.52 | $1,453.32 | $147.82 | $0.00 | $0.00 |
| Work Hours/Product: | 0.50 | 20.00 | 2.20 | 0.00 | 0.00 |
| **Activity 757220 - Exit Questionnaires and Analysis** | | | | | |
| Product: An Exit Questionnaire Reviewed/Analyzed | | | | | |
| Costs: | $92 | $12,257 | $2,462 | $32,564 | $35,301 |
| Products: | 69 | 40 | 25 | 63 | 63 |
| Work Hours: | 1 | 160 | 25 | 400 | 400 |
| Product Cost: | $1.34 | $306.43 | $98.46 | $516.89 | $560.33 |
| Work Hours/Product: | 0.01 | 4.00 | 1.00 | 6.35 | 6.35 |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75702 - Employee Development

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 757230 - Provide Mandated Training** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $45,032 | $15,843 |
| Products: | 0 | 0 | 0 | 940 | 220 |
| Work Hours: | 0 | 0 | 0 | 335 | 70 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $47.91 | $72.01 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.36 | 0.32 |
| **Totals for Service Delivery Plan 75702 - Employee Development** | | | | | |
| **Costs:** | **$241,598** | **$290,014** | **$297,726** | **$351,402** | **$335,344** |
| **Hours:** | **1,937** | **2,460** | **2,886** | **2,774** | **2,509** |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75703 - Employee Performance

Provide effective, efficient, and timely assistance to managers/supervisors for employee performance issues, by:

-Partnering with customer departments to effectively resolve issues,
-Developing strategies to proactively address employee performance issues,
-Administering the new hire performance review process,
-Administering the annual employee performance review process, and
-Providing clear, timely, and accurate information to customers.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75703 - Employee Performance

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 757300 - Administration of Employee Performance Evaluation Process** | | | | | |
| Product: An Evaluation Reviewed/Processed | | | | | |
| Costs: | $40,951 | $104,215 | $42,215 | $96,609 | $102,685 |
| Products: | 730 | 730 | 730 | 900 | 900 |
| Work Hours: | 474 | 1,150 | 448 | 1,100 | 1,100 |
| Product Cost: | $56.10 | $142.76 | $57.83 | $107.34 | $114.09 |
| Work Hours/Product: | 0.65 | 1.58 | 0.61 | 1.22 | 1.22 |
| **Totals for Service Delivery Plan 75703 - Employee Performance** | | | | | |
| **Costs:** | **$40,951** | **$104,215** | **$42,215** | **$96,609** | **$102,685** |
| **Hours:** | **474** | **1,150** | **448** | **1,100** | **1,100** |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75704 - Provide Management and Support Services

To provide management and support services for the Employee/Labor Relations and Employee Development program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75704 - Provide Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 757400 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $18,337 | $6,996 | $18,427 | $13,337 | $14,350 |
| Products: | 228 | 70 | 181 | 140 | 140 |
| Work Hours: | 228 | 70 | 181 | 140 | 140 |
| Product Cost: | $80.47 | $99.94 | $102.09 | $95.27 | $102.50 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 757410 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $9,987 | $19,837 | $2,422 | $12,829 | $13,560 |
| Products: | 181 | 308 | 45 | 200 | 200 |
| Work Hours: | 181 | 308 | 45 | 200 | 200 |
| Product Cost: | $55.05 | $64.41 | $54.07 | $64.15 | $67.80 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 757420 - Staff Training and Development [DELETED - Moved to 757430]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $8,987 | $12,703 | $4,492 | $0 | $0 |
| Products: | 17 | 7 | 12 | 0 | 0 |
| Work Hours: | 71 | 112 | 45 | 0 | 0 |
| Product Cost: | $528.63 | $1,814.71 | $374.37 | $0.00 | $0.00 |
| Work Hours/Product: | 4.17 | 16.00 | 3.73 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

### Service Delivery Plan 75704 - Provide Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 757430 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $12,302 | $12,951 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 96 | 96 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3,075.53 | $3,237.71 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 24.00 | 24.00 |
| **Totals for Service Delivery Plan 75704 - Provide Management and Support Services** | | | | | |
| **Costs:** | **$37,311** | **$39,536** | **$25,342** | **$38,468** | **$40,861** |
| **Hours:** | **480** | **490** | **270** | **436** | **436** |

# City of Sunnyvale
# Program Performance Budget

## Program 757 - Employee/Labor Relations and Employee Development

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 757** | **Costs:** | **$716,892** | **$818,782** | **$732,191** | **$1,017,140** | **$1,056,345** |
| | **Hours:** | **5,703** | **6,900** | **6,353** | **8,370** | **8,370** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

**Program Performance Statement**

Provide effective, efficient, and timely administration of employee insurances, benefits, leave, HRIS, and wellness in accordance with current laws, legal mandates, memoranda of understanding, and City policies for a workforce of approximately 1,200 City employees, by:

-Proactively managing the City's five (5) employee insurance contracts to ensure that services provided are cost-effective and meet the needs of the organization,
-Managing City health care benefits and related costs,
-Providing ongoing evaluation of benefits to ensure that cost effective benefits are provided for employees,
-Providing customers with a central point of contact for prompt and effective assistance with insurance, benefits, pay, and retirement issues,
-Effectively managing the City's human resources information systems (HRIS), including Human Resources payroll activities,
-Providing guidance, and partnering with managers to proactively resolve benefit and leave issues,
-Managing Citywide Wellness,
-Meeting reporting and regulatory requirements,
-Partnering with managers and customer departments to proactively resolve issues, and
-Providing clear, timely, and accurate information regarding program policies and procedures.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The satisfaction rating for benefit services provided by the Department of Human Resources is achieved. | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **82.33%** | **85.00%** | **75.36%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 170.00 | 170.00 |
| Q2. The satisfaction rating for support/guidance provided by the Department of Human Resources to managers for benefit/leave issues related to their employees is achieved. | I | | | | | |
| **- Percent of Managers Who Rate Services as Satisfactory or Higher** | | **82.56%** | **85.00%** | **78.47%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 30.00 | 30.00 |
| Q3. The satisfaction rating for workers' compensation services provided by the Department of Human Resources is achieved. [DELETED] | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **80.39%** | **85.00%** | **75.00%** | **NA** | **NA** |
| Q4. The satisfaction rating for guidance and assistance provided by the Department of Human Resources to managers for workers' compensation issues is achieved. [DELETED] | I | | | | | |
| **- Percent of Managers Who Rate Services as Satisfactory or Higher** | | **85.14%** | **85.00%** | **85.71%** | **NA** | **NA** |
| Q5. The satisfaction rating for wellness services provided by the Department of Human Resources is achieved. | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **84.88%** | **85.00%** | **81.09%** | **85.00%** | **85.00%** |
| - Total Disability Hours Used City-wide (Including FMLA/CFRA) | | NA | NA | NA | 53,000.00 | 53,000.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Required benefits reporting/response to outside agencies (including PERS, Employment Development Department [Unemployment Insurance], Department of Self Insurance) are submitted in a timely manner. | M | | | | | |
| **- Percent of Reportings/Responses Made On Time** | | **100.00%** | **95.00%** | **100.00%** | **95.00%** | **95.00%** |
| - Number of Reportings/Responses | | 98.00 | 15.00 | 112.00 | 90.00 | 90.00 |
| P2. Workers' compensation claims will be administered in accordance with State Law and City policy, and to minimize lost work time. [DELETED] | M | | | | | |
| **- Percent of Claims Processed within Required Timeframes** | | **100.00%** | **95.00%** | **100.00%** | **NA** | **NA** |
| - Number of Claims | | 126.00 | 150.00 | 116.00 | NA | NA |
| P3. Employee insurance contracts are reviewed and renewed/implemented in a timely manner. | C | | | | | |
| **- Percent of Contracts Implemented/Renewed Before Expiration Date** | | **85.70%** | **85.00%** | **100.00%** | **100.00%** | **100.00%** |
| - Number of Contracts | | 5.00 | 4.00 | 3.00 | 3.00 | 3.00 |
| P4. HRIS transactions are processed accurately and in a timely manner. | C | | | | | |
| **- Percent of HRIS Transactions Made Correctly Within Established Payroll Schedule** | | **81.38%** | **95.00%** | **98.60%** | **95.00%** | **95.00%** |
| - Number of Transactions | | 5,007.00 | 5,000.00 | 5,576.00 | 5,000.00 | 5,000.00 |
| P5. Workers' compensation excess insurance and third party administrator contracts are renewed/implemented in a timely manner. [DELETED] | C | | | | | |
| **- Percent of Contracts Implemented/Renewed On Time** | | **100.00%** | **100.00%** | **100.00%** | **NA** | **NA** |
| - Number of Contracts | | 2.00 | 2.00 | 2.00 | NA | NA |
| P6. The number of workers' compensation penalties assessed will not exceed the average number of penalties assessed during the prior two (2) years. [DELETED] | I | | | | | |
| **- Number of Penalties Imposed** | | **NA** | **1.00** | **NA** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P7. Each year, at least one section of the City's Injury and Illness Prevention Program will be reviewed for compliance with current Federal and State regulations, and updated as necessary. [DELETED] | I | | | | | |
| **- Number of Sections Reviewed** | | **1.00** | **1.00** | **5.00** | **NA** | **NA** |
| - Number of Sections | | 15.00 | 15.00 | 15.00 | NA | NA |
| **Cost Effectiveness** | | | | | | |
| C1. The annual cost to administer the City's employee insurance contracts will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Employee Insurance Contract** | | **$584.77** | **$5,415.53** | **$2,016.66** | **NA** | **NA** |
| C2. The cost to process a workers' compensation claim will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Claim** | | **$643.10** | **$387.99** | **$467.46** | **NA** | **NA** |
| C3. The cost to administer City-wide employee safety services will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Issue Addressed** | | **$169.30** | **$324.87** | **$543.66** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Employee Benefits, HRIS, and Wellness Administration will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $1,511,691.97 | $1,669,016.88 | $1,513,618.41 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75801 - Employee Insurance and Contract Administration

Provide effective, efficient, and timely contract administration for the following employee insurances: medical, dental, vision, life and accidental death and dismemberment, long-term disability, and the employee assistance program (EAP), by:

-Managing contracts to ensure compliance with current laws, memoranda of understanding, and City policies and procedures,
-Regularly reviewing contracts to ensure that the most cost-effective method of providing required insurances is maintained,
-Regularly reviewing contracts to ensure that they meet the needs of the organization, and
-Providing contract interpretation, and acting as a liaison between the provider and the customer employee.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75801 - Employee Insurance and Contract Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758100 - Employee Insurance Contract Administration** | | | | | |
| Product: A Contract Reviewed/Processed | | | | | |
| Costs: | $4,093 | $21,662 | $6,050 | $16,053 | $28,232 |
| Products: | 7 | 4 | 3 | 5 | 5 |
| Work Hours: | 44 | 210 | 50 | 150 | 250 |
| Product Cost: | $584.77 | $5,415.53 | $2,016.66 | $3,210.56 | $5,646.40 |
| Work Hours/Product: | 6.21 | 52.50 | 16.67 | 30.00 | 50.00 |
| **Totals for Service Delivery Plan 75801 - Employee Insurance and Contract Administration** | | | | | |
| **Costs:** | **$4,093** | **$21,662** | **$6,050** | **$16,053** | **$28,232** |
| **Hours:** | **44** | **210** | **50** | **150** | **250** |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75802 - Employee Benefits and Leave Administration

Provide effective, efficient, and timely employee benefits and leave administration, by:

-Ensuring compliance with current laws, legal mandates, memoranda of understanding, and City policies and procedures,
-Providing clear, timely, and accurate information to employees regarding their benefits, including retirement,
-Managing benefit provider services, and regularly reviewing for best practices,
-Timely and accurately processing of benefit transactions,
-Timely and accurately processing of payments and submitting information to vendors in accordance with contract provisions,
-Providing new employee orientation,
-Processing insurance enrollments, terminations, and other transactions in a timely manner,
-Providing clear, timely, and accurate information to employees regarding insurance programs,
-Providing an annual benefit statement to employees,
-Processing employee separations and retirements,
-Providing clear, timely, and accurate information to employees and managers regarding leaves and leave usage, and
-Providing benefit interpretation, and partnering with managers to proactively resolve benefit and leave issues.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75802 - Employee Benefits and Leave Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758200 - Administer and Analyze Employee Benefits** | | | | | |
| Product: An Employee Benefit Transaction | | | | | |
| Costs: | $294,947 | $315,009 | $269,850 | $97,845 | $115,907 |
| Products: | 833 | 1,000 | 791 | 942 | 942 |
| Work Hours: | 3,958 | 4,262 | 3,956 | 1,019 | 1,139 |
| Product Cost: | $354.08 | $315.01 | $341.15 | $103.87 | $123.04 |
| Work Hours/Product: | 4.75 | 4.26 | 5.00 | 1.08 | 1.21 |
| **Activity 758210 - Administer and Analyze Employee Leaves** | | | | | |
| Product: An Employee Leave Transaction | | | | | |
| Costs: | $102,972 | $94,250 | $86,682 | $97,380 | $116,059 |
| Products: | 3,016 | 3,000 | 3,186 | 3,000 | 3,000 |
| Work Hours: | 1,513 | 1,250 | 1,143 | 1,404 | 1,524 |
| Product Cost: | $34.14 | $31.42 | $27.21 | $32.46 | $38.69 |
| Work Hours/Product: | 0.50 | 0.42 | 0.36 | 0.47 | 0.51 |
| **Activity 758220 - Provide New Employee Orientation** | | | | | |
| Product: An Employee Orientation Session | | | | | |
| Costs: | $0 | $0 | $0 | $22,132 | $23,650 |
| Products: | 0 | 0 | 0 | 24 | 24 |
| Work Hours: | 0 | 0 | 0 | 250 | 250 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $922.18 | $985.41 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.42 | 10.42 |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75802 - Employee Benefits and Leave Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758230 - Consultation With Employees for City-Provided Benefits** | | | | | |
| Product: A Consultation | | | | | |
| Costs: | $0 | $0 | $0 | $49,519 | $52,143 |
| Products: | 0 | 0 | 0 | 454 | 454 |
| Work Hours: | 0 | 0 | 0 | 605 | 605 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $109.07 | $114.85 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.33 | 1.33 |
| **Activity 758240 - Consultation With Employees/Managers for City-Provided Leaves** | | | | | |
| Product: A Consultation | | | | | |
| Costs: | $0 | $0 | $0 | $77,361 | $81,199 |
| Products: | 0 | 0 | 0 | 320 | 320 |
| Work Hours: | 0 | 0 | 0 | 860 | 860 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $241.75 | $253.75 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 2.69 | 2.69 |
| **Totals for Service Delivery Plan 75802 - Employee Benefits and Leave Administration** | | | | | |
| **Costs:** | **$397,919** | **$409,258** | **$356,532** | **$344,237** | **$388,957** |
| **Hours:** | **5,471** | **5,512** | **5,099** | **4,138** | **4,378** |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75803 - Human Resources Information Systems (HRIS) Administration

Provide effective, efficient, and timely personnel administration through the utilization of Human Resources Systems (HRIS), by:

-Ensuring compliance with current laws, memoranda of understanding, and City policies and procedures,
-Providing clear, timely, and accurate information to employees regarding their compensation,
-Ensuring accurate and timely set-up and data input in the payroll system, including reconciliation of all personnel actions, payroll changes, and management of related record-keeping,
-Timely and accurate processing of bi-weekly payroll and related transactions,
-Timely and accurate distribution of information to managers, and
-Providing compensation interpretation, and partnering with managers to proactively resolve compensation issues.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75803 - Human Resources Information Systems (HRIS) Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758300 - Administer HRIS Systems [DELETED - Moved to 758320]** | | | | | |
| Product: A Transaction Processed | | | | | |
| Costs: | $613,575 | $498,300 | $490,692 | $0 | $0 |
| Products: | 5,007 | 5,000 | 5,576 | 0 | 0 |
| Work Hours: | 5,234 | 3,092 | 3,203 | 0 | 0 |
| Product Cost: | $122.54 | $99.66 | $88.00 | $0.00 | $0.00 |
| Work Hours/Product: | 1.05 | 0.62 | 0.57 | 0.00 | 0.00 |
| **Activity 758310 - Administer HRIS Systems** | | | | | |
| Product: A System Modification | | | | | |
| Costs: | $0 | $0 | $0 | $94,968 | $111,358 |
| Products: | 0 | 0 | 0 | 125 | 125 |
| Work Hours: | 0 | 0 | 0 | 1,174 | 1,274 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $759.74 | $890.87 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 9.39 | 10.19 |
| **Activity 758320 - Process Human Resources Payroll Transactions** | | | | | |
| Product: A Transaction Processed | | | | | |
| Costs: | $0 | $0 | $0 | $405,405 | $421,729 |
| Products: | 0 | 0 | 0 | 5,000 | 5,000 |
| Work Hours: | 0 | 0 | 0 | 2,024 | 2,024 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $81.08 | $84.35 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.40 | 0.40 |
| **Totals for Service Delivery Plan 75803 - Human Resources Information Systems (HRIS) Administration** | | | | | |
| **Costs:** | **$613,575** | **$498,300** | **$490,692** | **$500,373** | **$533,088** |
| **Hours:** | **5,234** | **3,092** | **3,203** | **3,198** | **3,298** |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75804 - Workers' Compensation Administration

Provide effective, efficient, and timely employee Workers' Compensation administration, by:

-Ensuring compliance with current laws, memoranda of understanding, and City policies and procedures,
-Providing clear, timely, and accurate information to employees regarding their workers' compensation benefits,
-Providing timely management of employee workers' compensation claims,
-Ensuring accurate and timely data input and reconciliation for internal data management systems, and legally-mandated reporting requirements,
-Providing benefit interpretation, and partnering with managers to proactively resolve workers' compensation issues,
-Timely and accurately distribution of information to managers,
-Developing strategies to reduce workers' compensation claims City-wide,
-Contracting with a proactive third-party administrator (TPA) to effectively manage claims and contain costs,
-Securing legal counsel, as appropriate, for litigation and defense of workers' compensation claims, and
-Securing the most cost-effective Workers' Compensation Excess Insurance available for public agencies with a workforce similar in composition to that of the City of Sunnyvale, and effectively managing the contract.

**Notes**

DELETED - Moved to Program 786

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75804 - Workers' Compensation Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758400 - Workers' Compensation Claims Administration [DELETED]** | | | | | |
| Product: A Claim | | | | | |
| Costs: | $81,030 | $58,199 | $54,226 | $0 | $0 |
| Products: | 126 | 150 | 116 | 0 | 0 |
| Work Hours: | 1,001 | 692 | 661 | 0 | 0 |
| Product Cost: | $643.10 | $387.99 | $467.46 | $0.00 | $0.00 |
| Work Hours/Product: | 7.95 | 4.61 | 5.70 | 0.00 | 0.00 |
| **Activity 758410 - Workers' Compensation Program Administration - External Resources, including TPA and Attorneys [DELETED]** | | | | | |
| Product: An External Contact | | | | | |
| Costs: | $44,636 | $46,479 | $65,302 | $0 | $0 |
| Products: | 5,007 | 3,500 | 5,545 | 0 | 0 |
| Work Hours: | 516 | 500 | 684 | 0 | 0 |
| Product Cost: | $8.91 | $13.28 | $11.78 | $0.00 | $0.00 |
| Work Hours/Product: | 0.10 | 0.14 | 0.12 | 0.00 | 0.00 |
| **Activity 758420 - Workers' Compensation Program Administration - Internal Customer Assistance [DELETED]** | | | | | |
| Product: An Internal Contact | | | | | |
| Costs: | $89,747 | $168,868 | $76,206 | $0 | $0 |
| Products: | 9,986 | 3,000 | 11,216 | 0 | 0 |
| Work Hours: | 1,186 | 2,150 | 846 | 0 | 0 |
| Product Cost: | $8.99 | $56.29 | $6.79 | $0.00 | $0.00 |
| Work Hours/Product: | 0.12 | 0.72 | 0.08 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 75804 - Workers' Compensation Administration** | | | | | |
| **Costs:** | **$215,413** | **$273,546** | **$195,734** | **$0** | **$0** |
| **Hours:** | **2,703** | **3,342** | **2,191** | **0** | **0** |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75805 - Wellness Administration

Provide effective, efficient, and timely employee wellness services, by:

-Ensuring compliance with current laws, memoranda of understanding, and City policies and procedures,
-Developing strategies to promote employee wellness,
-Partnering with managers and customer departments to proactively address wellness issues,
-Providing wellness services and training to assist in reduction of lost work time, and
-Providing clear, timely, and accurate information to managers/supervisors and employees.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75805 - Wellness Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758500 - Administer Employee Safety Services [DELETED - Moved to 758570]** | | | | | |
| Product: An Issue Addressed | | | | | |
| Costs: | $75,001 | $97,783 | $113,080 | $0 | $0 |
| Products: | 443 | 300 | 208 | 0 | 0 |
| Work Hours: | 657 | 450 | 453 | 0 | 0 |
| Product Cost: | $169.30 | $325.94 | $543.66 | $0.00 | $0.00 |
| Work Hours/Product: | 1.48 | 1.50 | 2.18 | 0.00 | 0.00 |
| **Activity 758510 - Provide Occupational Health Safety Education/Training [DELETED]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $19,452 | $41,478 | $37,400 | $0 | $0 |
| Products: | 142 | 25 | 24 | 0 | 0 |
| Work Hours: | 275 | 293 | 138 | 0 | 0 |
| Product Cost: | $136.99 | $1,659.11 | $1,558.33 | $0.00 | $0.00 |
| Work Hours/Product: | 1.93 | 11.72 | 5.74 | 0.00 | 0.00 |
| **Activity 758520 - Inspect City Facilities, Identify, Evaluate, and Mitigate Hazards/Safety Issues [DELETED]** | | | | | |
| Product: An Inspection | | | | | |
| Costs: | $7,762 | $17,907 | $338 | $0 | $0 |
| Products: | 68 | 38 | 29 | 0 | 0 |
| Work Hours: | 109 | 200 | 6 | 0 | 0 |
| Product Cost: | $114.14 | $471.23 | $11.66 | $0.00 | $0.00 |
| Work Hours/Product: | 1.60 | 5.26 | 0.21 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75805 - Wellness Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758530 - Coordinate Mandated Health Testing [DELETED]** | | | | | |
| Product: A Test Administered | | | | | |
| Costs: | $58,675 | $57,978 | $40,490 | $0 | $0 |
| Products: | 528 | 400 | 528 | 0 | 0 |
| Work Hours: | 43 | 100 | 36 | 0 | 0 |
| Product Cost: | $111.13 | $144.94 | $76.69 | $0.00 | $0.00 |
| Work Hours/Product: | 0.08 | 0.25 | 0.07 | 0.00 | 0.00 |
| **Activity 758540 - Coordinate DOT Activities [DELETED - Moved to 757170]** | | | | | |
| Product: A Test Conducted | | | | | |
| Costs: | $4,153 | $22,453 | $10,570 | $0 | $0 |
| Products: | 44 | 35 | 68 | 0 | 0 |
| Work Hours: | 21 | 100 | 46 | 0 | 0 |
| Product Cost: | $94.38 | $641.51 | $155.44 | $0.00 | $0.00 |
| Work Hours/Product: | 0.48 | 2.86 | 0.68 | 0.00 | 0.00 |
| **Activity 758550 - Administer MOU-Related Safety Equipment Services [DELETED]** | | | | | |
| Product: A Safety Shoe Allowance Processed / Safety Glasses Authorized | | | | | |
| Costs: | $65,675 | $71,172 | $65,230 | $0 | $0 |
| Products: | 309 | 300 | 343 | 0 | 0 |
| Work Hours: | 16 | 25 | 28 | 0 | 0 |
| Product Cost: | $212.54 | $237.24 | $190.18 | $0.00 | $0.00 |
| Work Hours/Product: | 0.05 | 0.08 | 0.08 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75805 - Wellness Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758560 - Coordinate the City's Wellness Program** | | | | | |
| Product: A Participant | | | | | |
| Costs: | $13,510 | $110,091 | $147,890 | $114,690 | $117,625 |
| Products: | 0 | 500 | 339 | 400 | 400 |
| Work Hours: | 32 | 100 | 368 | 400 | 400 |
| Product Cost: | $0.00 | $220.18 | $436.25 | $286.73 | $294.06 |
| Work Hours/Product: | 0.00 | 0.20 | 1.09 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 75805 - Wellness Administration** | | | | | |
| **Costs:** | **$244,228** | **$418,862** | **$414,999** | **$114,690** | **$117,625** |
| **Hours:** | **1,152** | **1,268** | **1,075** | **400** | **400** |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75806 - Provide Management and Support Services

To provide management and support services for the Employee Benefits, Human Resources Information Systems (HRIS), Workers' Comp, Safety and Wellness Administration program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75806 - Provide Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758600 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $15,963 | $29,385 | $20,320 | $8,425 | $8,892 |
| Products: | 177 | 218 | 183 | 78 | 78 |
| Work Hours: | 177 | 218 | 183 | 78 | 78 |
| Product Cost: | $90.44 | $134.79 | $111.30 | $108.01 | $114.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 758610 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $16,959 | $2,251 | $19,176 | $11,356 | $11,919 |
| Products: | 283 | 42 | 374 | 200 | 200 |
| Work Hours: | 283 | 42 | 374 | 200 | 200 |
| Product Cost: | $59.86 | $53.60 | $51.21 | $56.78 | $59.60 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 758620 - Staff Training and Development [DELETED - Moved to 758630]** | | | | | |
| Product: A Training Session | | | | | |
| Costs: | $3,541 | $15,752 | $10,115 | $0 | $0 |
| Products: | 0 | 11 | 3 | 0 | 0 |
| Work Hours: | 49 | 136 | 58 | 0 | 0 |
| Product Cost: | $0.00 | $1,432.04 | $3,371.69 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 12.36 | 19.34 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

### Service Delivery Plan 75806 - Provide Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 758630 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $10,805 | $11,227 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 80 | 80 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,701.14 | $2,806.87 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 20.00 | 20.00 |
| **Totals for Service Delivery Plan 75806 - Provide Management and Support Services** | | | | | |
| **Costs:** | **$36,463** | **$47,389** | **$49,612** | **$30,586** | **$32,038** |
| **Hours:** | **509** | **396** | **615** | **358** | **358** |

# City of Sunnyvale
# Program Performance Budget

## Program 758 - Employee Benefits, Human Resources Information Systems (HRIS), and Wellness Administration

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 758** | **Costs:** | **$1,511,692** | **$1,669,017** | **$1,513,618** | **$1,005,939** | **$1,099,940** |
| | **Hours:** | **15,113** | **13,820** | **12,232** | **8,244** | **8,684** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

**Program Performance Statement**

Provide customers with a central point of contact for human resources issues, and facilitate the cohesive and cost-effective operation of the Department of Human Resources, by:

-Providing high level customer service through timely and accurate first point of contact services for employees, managers, job seekers, and other visitors to the Department of Human Resources,
-Developing, implementing, and managing short/long-term operational strategies that maximize the efficiency and effectiveness of the department,
-Centralizing department-wide management activities,
-Centralizing department-wide support activities,
-Managing/coordinating City-wide recognition programs, including years of service and/or annual celebration, as determined each year,
-Managing City-wide activities, such as the Internal Customer Satisfaction Survey, as determined each year,
-Promoting community activities, such as the Employee Giving Campaign, as determined each year, and
-Providing clear, timely, and complete information to customers.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. First point of contact telephone and in-person assistance is available during regular business hours of Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays. [DELETED] | C | | | | | |
| **- Percent of Time that Services Are Available During Regular Business Hours** | | **96.70%** | **95.00%** | **96.60%** | **NA** | **NA** |
| - Number of Business Hours Per Fiscal Year | | 2,241.00 | 2,250.00 | 2,241.00 | NA | NA |
| Q2. The established percentage of the planned performance measure targets is met for the services provided by the Department of Human Resources. | C | | | | | |
| **- Percent of Performance Measures Met or Exceeded** | | **84.80%** | **85.00%** | **74.00%** | **85.00%** | **85.00%** |
| - Number of Performance Measures Managed by the Department | | 46.00 | 45.00 | 46.00 | 42.00 | 42.00 |
| Q3. The satisfaction rating for first point of contact services provided by the Department of Human Resources is achieved. | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **91.54%** | **85.00%** | **87.93%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 195.00 | 195.00 |
| Q4. The satisfaction rating for the Human Resources web-page is achieved. [DELETED] | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **85.09%** | **85.00%** | **83.76%** | **NA** | **NA** |

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. The Department of Human Resources shall complete the employee performance evaluation process for each full-time and regular part-time staff member supervised, and submit the evaluation to Human Resources in accordance with established procedures and timeframes. | C | | | | | |
| **- Percent of Evaluations Submitted to Human Resources by the Scheduled Submittal Date** | | **38.50%** | **95.00%** | **16.00%** | **100.00%** | **100.00%** |
| - Total Number of Evaluations for which the Department is Responsible | | 13.00 | 19.00 | 19.00 | 20.00 | 20.00 |
| P2. The average wait time for customer calls to the main answer point will not exceed 50 seconds. | I | | | | | |
| **- Percent of Calls for Which the Wait Time is Within Established Timeframe** | | **84.00%** | **85.00%** | **84.10%** | **85.00%** | **85.00%** |
| - Total Number of Calls Received Per Year | | 5,021.00 | 4,000.00 | 6,632.00 | 5,000.00 | 5,000.00 |
| P3. The Department of Human Resources Web-Page will be maintained to provide current and accurate information. | I | | | | | |
| **- Percent of Customers Who Rate Web-Page Information as Satisfactory or Higher** | | **87.26%** | **85.00%** | **85.28%** | **85.00%** | **85.00%** |
| P4. The Department of Human Resources Reports to Council and Personnel Board Agendas will be prepared to meet established deadlines. [DELETED] | I | | | | | |
| **- Percent of Reports and Agendas Prepared to Meet Established Deadlines** | | **100.00%** | **95.00%** | **100.00%** | **NA** | **NA** |
| P5. Percent of Reports to Council submitted to the Office of the City Manager in accordance with the Administrative Policy deadline. | I | | | | | |
| **- Percent of Reports to Council** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Reports | | NA | NA | NA | 20.00 | 20.00 |
| P6. Percent of Study Issues completed in accordance with Tentative Council Meeting Agenda Calendar (TCMAC) deadlines. | I | | | | | |
| **- Percent of Study Issues** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Study Issues | | NA | NA | NA | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C1. The cost of providing Department of Human Resources first point of contact services will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Client Contact** | | **$0.59** | **$3.44** | **$3.10** | **NA** | **NA** |
| C2. The Department of Human Resources works to prevent future workers' compensation claims by providing a planned number of training sessions that address the top three causes of workers' compensation injuries for department employees. [DELETED] | I | | | | | |
| **- Number of Training Sessions Completed** | | **1.00** | **1.00** | **1.00** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Human Resources Department Public Information, Management, and Support Services will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $358,134.29 | $446,921.42 | $410,257.88 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| F2. Actual total expenditures for the five (5) Human Resources Department Operating Programs (755, 757, 758, 759, 786) will not exceed planned program expenditures. | C | | | | | |
| **- Percent of Total Department Operating Budgets Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75901 - Public Information and Client Services

Provide high level customer service through timely and accurate first point of contact services to employees, managers, job seekers, and other visitors to the Department of Human Resources, by:

-Providing telephone, electronic mail, and in-person assistance,
-Responding to inquiries and requests for information,
-Directing inquiries and requests for information to appropriate department staff, and
-Maintaining the Human Resources internal and external webpages through regular web-site review and update.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75901 - Public Information and Client Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 759100 - HR Front Counter Client Services** | | | | | |
| Product: A Client Contact | | | | | |
| Costs: | $4,823 | $18,057 | $31,836 | $58,101 | $61,210 |
| Products: | 8,152 | 5,245 | 10,261 | 8,000 | 8,000 |
| Work Hours: | 65 | 300 | 582 | 1,100 | 1,100 |
| Product Cost: | $0.59 | $3.44 | $3.10 | $7.26 | $7.65 |
| Work Hours/Product: | 0.01 | 0.06 | 0.06 | 0.14 | 0.14 |
| **Activity 759110 - HR Web-Based Information Coordination** | | | | | |
| Product: A Web Update | | | | | |
| Costs: | $855 | $35,200 | $14,779 | $17,233 | $18,183 |
| Products: | 38 | 50 | 91 | 90 | 90 |
| Work Hours: | 15 | 500 | 247 | 240 | 240 |
| Product Cost: | $22.50 | $704.00 | $162.41 | $191.48 | $202.04 |
| Work Hours/Product: | 0.38 | 10.00 | 2.72 | 2.67 | 2.67 |
| **Totals for Service Delivery Plan 75901 - Public Information and Client Services** | | | | | |
| **Costs:** | **$5,679** | **$53,257** | **$46,615** | **$75,335** | **$79,394** |
| **Hours:** | **79** | **800** | **829** | **1,340** | **1,340** |

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75902 - Human Resources Management

Provide leadership to the Department of Human Resources responsive to customer needs, by:

-Analyzing, evaluating, and prioritizing human resources services,
-Strategically planning for the short and long range needs of the department,
-Monitoring the ongoing financial condition and results of operations of human resources programs,
-Coordinating the analysis of department-wide issues to ensure the consistent application of policies and procedures,
-Coordinating the preparation of operating budgets with Human Resources managers,
-Coordinating the analysis of legislative and legal issues,
-Providing clear, timely, and complete information to customers,
-Providing effective management and supervision,
-Responding to staffing challenges, issues, and needs by providing clear direction and constructive feedback,
-Managing the City Manager and City Attorney evaluation processes, and
-Conducting the City Manager and City Attorney salary/benefits surveys.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75902 - Human Resources Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 759200 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $143,009 | $103,349 | $122,581 | $105,102 | $108,351 |
| Products: | 1,145 | 700 | 828 | 600 | 600 |
| Work Hours: | 1,145 | 700 | 828 | 600 | 600 |
| Product Cost: | $124.93 | $147.64 | $148.13 | $175.17 | $180.58 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 759210 - Policy and Department Research/Analysis** | | | | | |
| Product: An Issue Researched/Analyzed | | | | | |
| Costs: | $6,810 | $34,750 | $2,125 | $15,643 | $16,547 |
| Products: | 23 | 20 | 10 | 45 | 45 |
| Work Hours: | 77 | 350 | 21 | 150 | 150 |
| Product Cost: | $296.08 | $1,737.51 | $212.51 | $347.63 | $367.71 |
| Work Hours/Product: | 3.33 | 17.50 | 2.10 | 3.33 | 3.33 |
| **Activity 759220 - IGR Liaison and Legislative Analysis** | | | | | |
| Product: An Analysis | | | | | |
| Costs: | $4,540 | $14,893 | $1,902 | $5,214 | $5,516 |
| Products: | 51 | 25 | 22 | 50 | 50 |
| Work Hours: | 50 | 150 | 19 | 50 | 50 |
| Product Cost: | $89.03 | $595.72 | $86.44 | $104.29 | $110.31 |
| Work Hours/Product: | 0.98 | 6.00 | 0.85 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75902 - Human Resources Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 759230 - Departmental Budget Preparation and Monitoring** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $33,538 | $29,786 | $71,134 | $31,287 | $33,094 |
| Products: | 364 | 300 | 700 | 300 | 300 |
| Work Hours: | 364 | 300 | 700 | 300 | 300 |
| Product Cost: | $92.11 | $99.29 | $101.58 | $104.29 | $110.31 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 75902 - Human Resources Management** | | | | | |
| **Costs:** | **$187,897** | **$182,778** | **$197,742** | **$157,246** | **$163,507** |
| **Hours:** | **1,635** | **1,500** | **1,567** | **1,100** | **1,100** |

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75903 - Centralized Administrative Support Services for the Department

Support the operation and overall effectiveness of the Department of Human Resources, by:

-Supporting the administrative needs of Human Resources professional staff and management,
-Maintaining the operation of office equipment, procuring office and general supplies,
-Collecting and distributing interoffice and external department mail,
-Processing and managing department-wide purchase requisitions, purchase orders, check requests, and contract payments to meet deadlines; maintaining appropriate logs, and
-Notifying Building Services of facility-related issues.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75903 - Centralized Administrative Support Services for the Department

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 759300 - Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $118,494 | $94,271 | $118,040 | $101,368 | $106,729 |
| Products: | 1,612 | 1,200 | 1,731 | 1,465 | 1,465 |
| Work Hours: | 1,612 | 1,200 | 1,731 | 1,465 | 1,465 |
| Product Cost: | $73.53 | $78.56 | $68.21 | $69.19 | $72.85 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 75903 - Centralized Administrative Support Services for the Department** | | | | | |
| **Costs:** | **$118,494** | **$94,271** | **$118,040** | **$101,368** | **$106,729** |
| **Hours:** | **1,612** | **1,200** | **1,731** | **1,465** | **1,465** |

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75904 - Employee Recognition, Internal Customer Satisfaction Survey, and Giving Campaign

Provide employee recognition awards and events, manage City-wide activities, and promote community activities, by:

-Recognizing employees for years of service or by other means of recognition, as determined each year,
-Managing the Internal Customer Satisfaction Survey (City-wide activity),
-Promoting and managing the Employee Giving Campaign (Community activity), and
-Administering the Planning and Management System (PAMS) processes.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75904 - Employee Recognition, Internal Customer Satisfaction Survey, and Giving Campaign

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 759400 - Employee Recognition** | | | | | |
| Product: An Employee Recognized | | | | | |
| Costs: | $35,056 | $59,619 | $39,025 | $41,104 | $41,688 |
| Products: | 179 | 167 | 186 | 150 | 150 |
| Work Hours: | 110 | 250 | 125 | 100 | 100 |
| Product Cost: | $195.85 | $357.00 | $209.81 | $274.03 | $277.92 |
| Work Hours/Product: | 0.62 | 1.50 | 0.67 | 0.67 | 0.67 |
| **Activity 759410 - City Internal Customer Satisfaction Survey** | | | | | |
| Product: A Survey | | | | | |
| Costs: | $5,905 | $49,015 | $5,254 | $5,372 | $5,612 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 80 | 400 | 47 | 40 | 40 |
| Product Cost: | $5,905.34 | $49,014.96 | $5,253.96 | $5,371.53 | $5,612.47 |
| Work Hours/Product: | 79.57 | 400.00 | 47.01 | 40.00 | 40.00 |
| **Activity 759420 - Coordinate Employee Giving Campaign** | | | | | |
| Product: A Campaign | | | | | |
| Costs: | $5,150 | $7,981 | $3,581 | $5,144 | $5,403 |
| Products: | 1 | 1 | 1 | 1 | 1 |
| Work Hours: | 72 | 100 | 42 | 60 | 60 |
| Product Cost: | $5,149.92 | $7,981.39 | $3,581.11 | $5,144.04 | $5,403.11 |
| Work Hours/Product: | 72.30 | 100.00 | 42.02 | 60.00 | 60.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

### Service Delivery Plan 75904 - Employee Recognition, Internal Customer Satisfaction Survey, and Giving Campaign

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 759430 - PAMS Administration and Training** | | | | | |
| Product: An Activity Administered/Issue Addressed | | | | | |
| Costs: | $0 | $0 | $0 | $27,115 | $28,681 |
| Products: | 0 | 0 | 0 | 40 | 40 |
| Work Hours: | 0 | 0 | 0 | 260 | 260 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $677.88 | $717.03 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 6.50 | 6.50 |
| **Totals for Service Delivery Plan 75904 - Employee Recognition, Internal Customer Satisfaction Survey, and Giving Campaign** | | | | | |
| **Costs:** | **$46,112** | **$116,615** | **$47,861** | **$78,734** | **$81,385** |
| **Hours:** | **262** | **750** | **214** | **460** | **460** |

# City of Sunnyvale
# Program Performance Budget

## Program 759 - Human Resources Department Public Information, Management and Support Services

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 759** | **Costs:** | **$358,134** | **$446,921** | **$410,258** | **$412,683** | **$431,015** |
| | **Hours:** | **3,588** | **4,250** | **4,341** | **4,365** | **4,365** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

**Program Performance Statement**

To protect the assets of the City and its constituents through a comprehensive liability and insurance program (self-insured and pooled risk) that assures appropriate insurance coverage in the event of loss, by:

-Managing the self-funded property and liability program, including the investigation and processing of claims in compliance with State law and City policy,
-Representing the City in Small Claims Court actions,
-Proactively managing the purchase of appropriate insurance, including employee bonds and theft policies, property coverage, boiler and machinery coverage, to ensure that policies are cost-effective and meet the needs of the organization,
-Ensuring appropriate loss recovery in the event of City property damage,
-Proactively identifying and coordinating the reduction of potential liability exposures,
-Providing City departments with advice on exposure reduction,
-Coordinating review of citizen complaints relating to potential liability exposures with responsible departments,
-Coordinating the mitigation of identified liability exposures with responsible departments,
-Coordinating and managing all activities required to maintain membership in a joint powers insurance risk pool, including preparation of financial reports, maintaining claims logs, and attend required meetings, and
-Assisting City departments with contract reviews and insurance compliance.

And provide effective, efficient, and timely administration of safety services and workers' compensation benefits in accordance with current laws, legal mandates, memoranda of understanding, and City policies for a workforce of approximately 1,200 City employees, by:

-Proactively managing the City's workers' compensation contracts to ensure legal compliance and that services provided are cost-effective,
-Managing the City's workers' compensation program, including administration of claims, review of leave usage, management of third party administrator contract, and securing legal counsel when appropriate,
-Providing on-going evaluation of safety services to ensure that cost effective services and benefits are provided,
-Meeting reporting and regulatory requirements,
-Partnering with managers and customer departments to proactively resolve issues, and
-Providing clear, timely, and accurate information regarding program policies and procedures.

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

**Notes**

1. Beginning in Fiscal Year 08/09, this program includes safety services and workers' compensation administration. Budgeted hours in FY 07/08 for safety services were 1,268, and for workers' compensation were 3,342, for a total of 4,610. The budget for FY 08/09 includes 1,489 hours for safety services and 2,170 hours for workers' compensation, for a total of 3,659 hours. The reduction in hours for workers' compensation is due to efficiencies that have been implemented during the past two years in workers' compensation administration, and a redistribution of leave management. Leaves, other than those related to workers' compensation, will be managed by staff in Program 758.

2. For Fiscal Year 2008/2009, one-time funding has been included so that program services can be reviewed, options evaluated, policies updated, and efficiencies implemented so that services are provided in the most cost-effective manner.

$30,000 is budgeted for a medical standards study. This study would develop job profiles for selected city job classifications. A job profile is developed by a specialized medical consultant who conducts an analysis of working conditions and environmental exposures encountered on the job. The job profile will then provide the foundation for the establishment of pre-employment job-related, cost effective medical examinations.

$20,000 is budgeted for a safety specialist to assist the City in updating outdated safety policy and procedures, ensuring the City's legal compliance with appropriate OSHA rules and regulations, updating training needs and making recommendations for an ongoing safety programs. This process began in January 2008 but will need additional funds and time to be completed in FY 2008/2009.

$15,000 is budgeted for a specialist to review and update several city policies and practices related to insurance requirements, contractual risk transfer, claims management and processes, and other necessary risk management improvements.

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The City performs all necessary activities to maintain its membership in an appropriate joint powers insurance risk pool (JPA). [DELETED] | C | | | | | |
| **- Membership is Maintained in an Applicable JPA** | | **100.00%** | **100.00%** | **NA** | **NA** | **NA** |
| Q2. The satisfaction rating for workers' compensation services provided by the Department of Human Resources is achieved. | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |
| Q3. The satisfaction rating for support/guidance provided by the Department of Human Resources to managers for workers' compensation issues is achieved. | I | | | | | |
| **- Percent of Managers Who Rate Services as Satisfactory or Higher** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 35.00 | 35.00 |
| Q4. The satisfaction rating for safety services is achieved. | I | | | | | |
| **- Percent of Customers Who Rate Services as Satisfactory or Higher** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 50.00 | 50.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Liability claims are investigated, administered, and adjusted or denied within legal timeframes. | C | | | | | |
| **- Percent of Claims Investigated/Adjusted/Denied within Legal Timeframes** | | **95.00%** | **90.00%** | **NA** | **95.00%** | **95.00%** |
| - Number of Claims Received | | NA | 30.00 | NA | 120.00 | 120.00 |
| - Number of Claims Paid | | NA | NA | NA | 50.00 | 50.00 |
| - Total Amount Settled | | NA | NA | NA | 300,000.00 | 304,500.00 |
| P2. Liability insurance contracts are reviewed and renewed/implemented timely and in the most cost effective manner. | I | | | | | |
| **- Percent of Contracts Implemented/Renewed On Time** | | **100.00%** | **85.00%** | **NA** | **100.00%** | **100.00%** |
| - Number of Contracts | | NA | 10.00 | NA | 6.00 | 6.00 |
| P3. Responsible departments are notified of liability exposures within two (2) business days of being identified to ensure appropriate mitigation. | I | | | | | |
| **- Percent Notified within Two Business Days of Identification** | | **NA** | **100.00%** | **NA** | **100.00%** | **100.00%** |
| - Number of Liability Exposures Identified | | NA | 10.00 | NA | 20.00 | 20.00 |
| P4. Workers' compensation excess insurance and third party administrator contracts are renewed/implemented timely and in the most cost effective manner. | I | | | | | |
| **- Percent of Contracts Implemented/Renewed on Time** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Contracts | | NA | NA | NA | 2.00 | 2.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P5. Employees return to full duty or modified duty following a workers' compensation injury. | I | | | | | |
| **- Percent of Employees Returned to Full Duty or Modified Duty Within 3 Days of Injury** | | **NA** | **NA** | **NA** | **75.00%** | **75.00%** |
| - Number of Employees Returned to Modified or Full Duty Within 3 Days of Injury | | NA | NA | NA | 91.00 | 89.00 |
| - Total Lost Time Work Hours for Those Employees With Lost Time of 3 Days or Less or Partial Days | | NA | NA | NA | 2,291.00 | 2,245.00 |
| - Number of Employees With Workers' Compensation Lost Time of More Than 3 Days | | NA | NA | NA | 31.00 | 30.00 |
| - Total Lost Time Work Hours for Those Employees With Lost Time of More Than 3 Days | | NA | NA | NA | 11,184.00 | 10,961.00 |
| - Number of Workers' Compensation Claims | | NA | NA | NA | 122.00 | 119.00 |
| P6. Responsible departments are notified of safety hazards within 2 business days of safety inspection report completion to ensure appropriate mitigation. | I | | | | | |
| **- Percent Notified Within 2 Business Days of Safety Inspection Report Completion** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Hazards Identified | | NA | NA | NA | 120.00 | 120.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The cost of managing investigations and claims will be less than or equal to the planned cost. [DELETED] | I | | | | | |
| **- Cost Per Claim Investigated** | | **$115.78** | **$2,185.05** | **NA** | **NA** | **NA** |
| **Financial** | | | | | | |
| F1. Actual total expenditures for City Liability and Property Administration will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $1,649,658.00 | $1,274,057.99 | $1,206,316.69 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78601 - Self-Funded Property and Liability Program

Manage the self-funded property and liability program in compliance with State law and City policy, by:

-Maintaining the City's joint powers insurance pool membership (JPA),
-Investigating claims in a timely and effective manner,
-Administering and adjusting claims,
-Representing the City in Small Claims Court actions,
-Managing the purchase of appropriate insurance, including employee bonds and theft policies, property coverage, boiler and machinery coverage, to ensure that the City obtains the most cost-effective policies,
-Ensuring appropriate loss recovery in the event of City property damage,
-Providing clear, timely, and accurate information to customers,
-Proactively identifying and coordinating the reduction of potential liability exposures, and
-Coordinating the mitigation of identified liability exposures with responsible departments.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78601 - Self-Funded Property and Liability Program

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786100 - Claims Investigation, Processing and Oversight** | | | | | |
| Product: A Claim Investigated | | | | | |
| Costs: | $50,385 | $65,551 | $255,105 | $0 | $0 |
| Products: | 449 | 30 | 35 | 0 | 0 |
| Work Hours: | 581 | 700 | 570 | 0 | 0 |
| Product Cost: | $112.22 | $2,185.05 | $7,288.72 | $0.00 | $0.00 |
| Work Hours/Product: | 1.29 | 23.33 | 16.27 | 0.00 | 0.00 |
| **Activity 786110 - Claims Liability Settled** | | | | | |
| Product: A Claim Settled | | | | | |
| Costs: | $676,159 | $304,504 | $38,247 | $0 | $0 |
| Products: | 0 | 15 | 0 | 0 | 0 |
| Work Hours: | 15 | 0 | 5 | 0 | 0 |
| Product Cost: | $0.00 | $20,300.27 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 786140 - Insurance Administration** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $29,784 | $0 | $14,556 | $0 | $0 |
| Products: | 150 | 0 | 246 | 0 | 0 |
| Work Hours: | 150 | 0 | 246 | 0 | 0 |
| Product Cost: | $198.96 | $0.00 | $59.24 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 0.00 | 1.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78601 - Self-Funded Property and Liability Program

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786150 - Loss Recovery** | | | | | |
| Product: A Dollar Recovered | | | | | |
| Costs: | $15,377 | $0 | $7,716 | $0 | $0 |
| Products: | 281 | 0 | 24 | 0 | 0 |
| Work Hours: | 211 | 0 | 72 | 0 | 0 |
| Product Cost: | $54.72 | $0.00 | $321.51 | $0.00 | $0.00 |
| Work Hours/Product: | 0.75 | 0.00 | 2.98 | 0.00 | 0.00 |
| **Activity 786160 - Liability Exposure Reduction/Mitigation** | | | | | |
| Product: An Identified Potential Exposure | | | | | |
| Costs: | $3,112 | $26,901 | $5,206 | $0 | $0 |
| Products: | 90 | 100 | 0 | 0 | 0 |
| Work Hours: | 40 | 400 | 2 | 0 | 0 |
| Product Cost: | $34.58 | $269.01 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.44 | 4.00 | 0.00 | 0.00 | 0.00 |
| **Activity 786170 - Provide Excess Liability Insurance** | | | | | |
| Product: An Annual Membership | | | | | |
| Costs: | $599,838 | $600,196 | $23,740 | $0 | $0 |
| Products: | 0 | 1 | 0 | 0 | 0 |
| Work Hours: | 0 | 80 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $600,196.26 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 80.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78601 - Self-Funded Property and Liability Program

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786180 - Provide Property Fire Liability Insurance** | | | | | |
| Product: An Annual Membership | | | | | |
| Costs: | $255,300 | $261,079 | $842,083 | $0 | $0 |
| Products: | 0 | 3 | 0 | 0 | 0 |
| Work Hours: | 0 | 10 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $87,026.18 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 3.33 | 0.00 | 0.00 | 0.00 |
| **Activity 786190 - Provide Fidelity Bond Insurance** | | | | | |
| Product: A Bond Insurance | | | | | |
| Costs: | $19,609 | $15,827 | $19,396 | $0 | $0 |
| Products: | 0 | 6 | 0 | 0 | 0 |
| Work Hours: | 0 | 10 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $2,637.76 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 0.00 | 1.67 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 78601 - Self-Funded Property and Liability Program** | | | | | |
| **Costs:** | **$1,649,564** | **$1,274,058** | **$1,206,049** | **$0** | **$0** |
| **Hours:** | **996** | **1,200** | **894** | **0** | **0** |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78612 - Self-Funded Liability & Property Program

Manage the self-funded property and liability program in compliance with State law and City policy, by:

-Maintaining the City's joint powers authority insurance pool membership (JPA),
-Investigating claims in a timely and effective manner,
-Administering and adjusting claims,
-Representing the City in Small Claims Court actions,
-Managing the purchase of appropriate insurance, including employee bonds and theft policies, property coverage, boiler and machinery coverage, to ensure that the City obtains the most cost-effective policies,
-Ensuring appropriate loss recovery in the event of City property damage,
-Providing clear, timely, and accurate information to customers,
-Proactively identifying and coordinating the reduction of potential liability exposures, and
-Coordinating the mitigation of identified liability exposures with responsible departments.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78612 - Self-Funded Liability & Property Program

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786200 - Claims Investigations, Processing, and Oversight** | | | | | |
| Product: A Claim Investigated | | | | | |
| Costs: | $0 | $0 | $0 | $73,503 | $60,991 |
| Products: | 0 | 0 | 0 | 120 | 120 |
| Work Hours: | 0 | 0 | 0 | 360 | 360 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $612.52 | $508.25 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 3.00 | 3.00 |
| **Activity 786210 - Claims Liability Settled** | | | | | |
| Product: A Claim Settled | | | | | |
| Costs: | $0 | $0 | $0 | $24,487 | $26,058 |
| Products: | 0 | 0 | 0 | 50 | 50 |
| Work Hours: | 0 | 0 | 0 | 250 | 250 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $489.75 | $521.16 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 5.00 | 5.00 |
| **Activity 786220 - Loss Recovery** | | | | | |
| Product: A Loss Recovery Claim | | | | | |
| Costs: | $0 | $0 | $0 | $5,467 | $5,819 |
| Products: | 0 | 0 | 0 | 20 | 20 |
| Work Hours: | 0 | 0 | 0 | 60 | 60 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $273.36 | $290.94 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 3.00 | 3.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78612 - Self-Funded Liability & Property Program

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786230 - Liability Exposure Reduction/Mitigation** | | | | | |
| Product: Consultation/Analysis With Departments Regarding Potential Exposures | | | | | |
| Costs: | $0 | $0 | $0 | $75,915 | $50,401 |
| Products: | 0 | 0 | 0 | 100 | 100 |
| Work Hours: | 0 | 0 | 0 | 668 | 408 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $759.15 | $504.01 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 6.68 | 4.08 |
| **Activity 786240 - Process Certificate and Insurance Requests** | | | | | |
| Product: A Request Processed | | | | | |
| Costs: | $0 | $0 | $0 | $4,955 | $5,275 |
| Products: | 0 | 0 | 0 | 60 | 60 |
| Work Hours: | 0 | 0 | 0 | 60 | 60 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $82.58 | $87.91 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 786250 - Participate in Joint Powers Authority (JPA)** | | | | | |
| Product: A Meeting/Event Attended | | | | | |
| Costs: | $0 | $0 | $0 | $20,639 | $21,740 |
| Products: | 0 | 0 | 0 | 5 | 5 |
| Work Hours: | 0 | 0 | 0 | 180 | 180 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $4,127.78 | $4,348.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 36.00 | 36.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78612 - Self-Funded Liability & Property Program

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786260 - Manage Property Insurance Activities** | | | | | |
| Product: An Insurance Policy | | | | | |
| Costs: | $0 | $0 | $0 | $8,656 | $9,209 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 80 | 80 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,885.20 | $3,069.68 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 26.67 | 26.67 |
| **Activity 786270 - Manage Fidelity Bond Insurance Activities** | | | | | |
| Product: A Policy for Appropriate Officials | | | | | |
| Costs: | $0 | $0 | $267 | $4,328 | $4,605 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 40 | 40 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $721.30 | $767.42 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 6.67 | 6.67 |
| **Totals for Service Delivery Plan 78612 - Self-Funded Liability & Property Program** | | | | | |
| **Costs:** | **$0** | **$0** | **$267** | **$217,949** | **$184,097** |
| **Hours:** | **0** | **0** | **0** | **1,698** | **1,438** |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78613 - Safety Services Administration

Provide effective, efficient, and timely employee Safety (Injury and Illness Prevention) services, by:

-Ensuring compliance with current laws, memoranda of understanding, and City policies and procedures,
-Serving as the City's contact for California Occupational Safety and Health Act (Cal/OSHA) inquiries/issues,
-Developing strategies to maintain safe working conditions in the workplace,
-Partnering with managers and customer departments to proactively address and resolve safety issues,
-Implementing and managing mandated and adopted occupational safety rules and regulations,
-Providing training for prevention and correction of unsafe work conditions and practices,
-Managing the City's Safety Committee, and coordinating committee activities,
-Inspecting City facilities to identify safety/health exposures and hazards, and facilitating the mitigation of exposure/hazards,
-Providing safety services/training to assist in reduction of lost work time,
-Conducting testing as required by law and/or City policies, such as hearing tests, self-contained breathing apparatus (SCBA) physicals, and other health-related testing,
-Timely reporting of incidents and accidents, as required, by regulatory agencies,
-Ensuring accurate and timely data input and reconciliation for internal data management systems, and legally-mandated reporting requirements, and
-Providing clear, timely, and accurate information to managers/supervisors and employees.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78613 - Safety Services Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786300 - Manage Employee Safety Services** | | | | | |
| Product: An Issue Addressed | | | | | |
| Costs: | $0 | $0 | $0 | $162,963 | $107,221 |
| Products: | 0 | 0 | 0 | 120 | 120 |
| Work Hours: | 0 | 0 | 0 | 950 | 850 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,358.03 | $893.51 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 7.92 | 7.08 |
| **Activity 786310 - Administer MOU-Related Safety Equipment Services** | | | | | |
| Product: A Safety Shoe Allowance Processed/Safety Glasses Authorized | | | | | |
| Costs: | $0 | $0 | $0 | $73,702 | $71,770 |
| Products: | 0 | 0 | 0 | 300 | 300 |
| Work Hours: | 0 | 0 | 0 | 65 | 45 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $245.67 | $239.23 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.22 | 0.15 |
| **Activity 786320 - Coordinate Mandated Health Testing** | | | | | |
| Product: A Test Administered | | | | | |
| Costs: | $0 | $0 | $0 | $66,576 | $65,812 |
| Products: | 0 | 0 | 0 | 490 | 490 |
| Work Hours: | 0 | 0 | 0 | 120 | 100 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $135.87 | $134.31 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.24 | 0.20 |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78613 - Safety Services Administration

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786340 - Inspect City Facilities, Identify, Evaluate and Mitigate Issues** | | | | | |
| Product: An Inspection Report | | | | | |
| Costs: | $0 | $0 | $0 | $16,285 | $15,023 |
| Products: | 0 | 0 | 0 | 36 | 36 |
| Work Hours: | 0 | 0 | 0 | 180 | 160 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $452.35 | $417.31 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 5.00 | 4.44 |
| **Activity 786350 - Provide Occupational Health/Safety Education/Training** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $36,763 | $25,800 |
| Products: | 0 | 0 | 0 | 240 | 240 |
| Work Hours: | 0 | 0 | 0 | 174 | 154 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $153.18 | $107.50 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.73 | 0.64 |
| **Totals for Service Delivery Plan 78613 - Safety Services Administration** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$356,289** | **$285,626** |
| **Hours:** | **0** | **0** | **0** | **1,489** | **1,309** |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78614 - Workers' Compensation Claims Admin

Provide effective, efficient, and timely employee Workers' Compensation administration, by:

- Ensuring compliance with current laws, memoranda of understanding, and City policies and procedures,
- Providing clear, timely, and accurate information to employees regarding their workers' compensation benefits,
- Providing timely management of employee workers' compensation claims,
- Ensuring accurate and timely data input and reconciliation for internal data management systems and legally-mandated reporting requirements,
- Providing benefit interpretation, and partnering with managers to proactively resolve workers' compensation issues,
- Ensuring timely and accurate distribution of information to managers,
- Developing strategies to reduce workers' compensation claims City-wide,
- Contracting with a proactive third-party administrator (TPA) to effectively manage claims and contain costs,
- Securing legal counsel, as appropriate, for litigation and defense of workers' compensation claims, and
- Securing the most cost-effective Workers' Compensation Excess Insurance available for public agencies with a workforce similar in composition to that of the City of Sunnyvale, and effectively managing the contract.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78614 - Workers' Compensation Claims Admin

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786400 - Workers' Compensation Contract Admin** | | | | | |
| Product: A Contract Reviewed/Processed | | | | | |
| Costs: | $0 | $0 | $0 | $13,896 | $14,563 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 120 | 120 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $6,947.84 | $7,281.64 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 60.00 | 60.00 |
| **Activity 786410 - Process Workers' Compensation Claims** | | | | | |
| Product: A Claim | | | | | |
| Costs: | $0 | $0 | $0 | $111,762 | $118,530 |
| Products: | 0 | 0 | 0 | 122 | 119 |
| Work Hours: | 0 | 0 | 0 | 1,350 | 1,350 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $916.08 | $996.05 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 11.07 | 11.34 |
| **Activity 786420 - Consultation With Employees/Managers for Workers' Compensation Issues** | | | | | |
| Product: An Employee Assisted | | | | | |
| Costs: | $0 | $0 | $0 | $68,446 | $72,269 |
| Products: | 0 | 0 | 0 | 150 | 150 |
| Work Hours: | 0 | 0 | 0 | 700 | 700 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $456.31 | $481.79 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 4.67 | 4.67 |
| **Totals for Service Delivery Plan 78614 - Workers' Compensation Claims Admin** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$194,103** | **$205,362** |
| **Hours:** | **0** | **0** | **0** | **2,170** | **2,170** |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78615 - Provide Management and Support Services

To provide management and support services for the City Liability Property, Safety Services, and Workers' Compensation Benefits Administration Program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

### Service Delivery Plan 78615 - Provide Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 786500 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $23,852 | $24,936 |
| Products: | 0 | 0 | 0 | 180 | 180 |
| Work Hours: | 0 | 0 | 0 | 180 | 180 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $132.51 | $138.53 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 786510 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $11,393 | $12,142 |
| Products: | 0 | 0 | 0 | 200 | 200 |
| Work Hours: | 0 | 0 | 0 | 200 | 200 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $56.97 | $60.71 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 786520 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $8,594 | $7,599 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 64 | 64 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,864.79 | $2,532.88 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 21.33 | 21.33 |
| **Totals for Service Delivery Plan 78615 - Provide Management and Support Services** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$43,839** | **$44,677** |
| **Hours:** | **0** | **0** | **0** | **444** | **444** |

# City of Sunnyvale
# Program Performance Budget

## Program 786 - City Liability and Property, Safety Services, and Workers' Compensation Benefits Administration

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 786** | **Costs:** | **$1,649,659** | **$1,274,058** | **$1,206,317** | **$812,181** | **$719,762** |
| | **Hours:** | **996** | **1,200** | **894** | **5,801** | **5,361** |

**General Services**
**Operating Programs**

# General Services

There are certain operating programs that do not fit into one of the seven General Plan elements. These General Services programs are used to account for the financing of goods and services provided by one program to other programs that are a part of the seven elements. The General Services operating programs include internal operations like fleet and facilities management, employee leaves and benefits, workers' compensation, insurance and information technology.

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

**Program Performance Statement**

Support the City's business technological needs through major computer applications software, such as Computer Aided Dispatch (CAD), the City's Website, and the Library, Utility Billing, Financial and Human Resources/Payroll systems, by:

-Ensuring that critical applications software, which are those that, if inoperable or unavailable, present a potential liability to the organization, result in a financial loss, impact life and/or property safety, cause failure to meet urgent deadlines or negatively impact direct service to the City's constituents, are available for use and operating efficiently for their users;
-Escalating corrective actions for critical applications software in order to minimize their impact on users;
-Installing, upgrading, maintaining and supporting applications used throughout the City to maximize their effectiveness;
-Responding to requests for modifications or corrective actions to the satisfaction of and within timeframes agreed upon by our customers; and
-Using Geographical Information Systems (GIS) to implement, maintain and analyze multi-dimensional geographical data to create cost-effective and accurate business solutions.

**Notes**

1. The operating budgets for the Information Technology Department do not include capital acquisitions costs.

2. There is an $18,000 increase in the FY 2009/2010 Software Licensing and Support budget for the City's webcasting solution, provided by Granicus. Support for FY 2008/2009 is funded through the IT Investment Account.

3. There is a $31,000 increase in the Software Licensing and Support budget for software and licenses that we purchased since the last operating budget cycle or will purchase in FY 2008/2009 or 2009/2010. These include: Bardon Data Internet Security, COBOL Compiler, Compulaw, Distributed Time Entry, InfoWater Suite, Loan Ledger, Transoft Traffic Solutions and Training Tracker, and additional Groupwise, Crystal Reports and Tiburon (CAD/RMS) Licenses.

4. There is a $3,000 increase in the Software as a Service (SAaS) budget for software subscriptions that we purchased since the last operating budget cycle or will purchase in FY 2008/2009 or 2009/2010. These include: Survey Analytics, Secure Socket Layer (SSL) Certificate and Pay Flow Pro.

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Critical applications software are operational and available (uptime hours). | C | | | | | |
| **- Percent of Uptime Hours** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Critical Applications Software | | NA | NA | NA | 42.00 | 42.00 |
| Q2. Staff will restore failures that result in non-operational critical applications software within 24 hours from the time they are reported. | C | | | | | |
| **- Percent of Critical Applications Software Restored within 24 Hours** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| - Total Number of Failures | | NA | NA | NA | 84.00 | 84.00 |
| Q3. Staff will complete service requests for critical applications software within the negotiated deadline. | C | | | | | |
| **- Percent of Service Requests Completed within the Negotiated Deadline** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Service Requests for Critical Applications Software | | NA | NA | NA | 5,222.00 | 5,222.00 |
| Q4. Staff will complete non-critical service requests within 30 working days or, if more time is required, within a negotiated deadline. | I | | | | | |
| **- Percent of Non-Critical Service Requests Completed within the Negotiated Deadline** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Non-Critical Service Requests | | NA | NA | NA | 2,432.00 | 2,432.00 |
| Q5. Internal City customers are satisfied with the services provided by the Application and Integration Services and Support program. | I | | | | | |
| **- Percent of Satisfied Customers** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 115.00 | 115.00 |
| **Financial** | | | | | | |
| F1. Actual total expenditures for the Application and Integration Services and Support program will not exceed planned program expenditures. | C | | | | | |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

Ensure data accuracy and integrity during the implementation, maintenance and support of the City's applications software, by:

-Developing structured applications as required to support City operations;
-Maintaining and upgrading applications to ensure they are operational and useful;
-Creating reports for users that improve their use of applications software data; and
-Providing applications software technical support, including making modifications, corrective actions, troubleshooting and end user training.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761100 - Maintain and Support the City's Department of Public Safety Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $288,924 | $296,252 |
| Products: | 0 | 0 | 0 | 1,091 | 1,091 |
| Work Hours: | 0 | 0 | 0 | 1,135 | 1,135 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $264.83 | $271.54 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.04 | 1.04 |
| **Activity 761110 - Provide Technical Support for the City's Department of Public Safety Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $98,945 | $105,326 |
| Products: | 0 | 0 | 0 | 1,072 | 1,072 |
| Work Hours: | 0 | 0 | 0 | 1,145 | 1,145 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $92.30 | $98.25 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.07 | 1.07 |
| **Activity 761120 - Maintain and Support the City's Library Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $43,353 | $43,972 |
| Products: | 0 | 0 | 0 | 75 | 75 |
| Work Hours: | 0 | 0 | 0 | 50 | 50 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $578.04 | $586.30 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.67 | 0.67 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761130 - Provide Technical Support for the City's Library Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $4,642 | $4,930 |
| Products: | 0 | 0 | 0 | 9 | 9 |
| Work Hours: | 0 | 0 | 0 | 50 | 50 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $515.79 | $547.82 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 5.56 | 5.56 |
| **Activity 761140 - Maintain and Support the City's Utility Billing Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $87,080 | $89,509 |
| Products: | 0 | 0 | 0 | 73 | 73 |
| Work Hours: | 0 | 0 | 0 | 450 | 450 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,192.87 | $1,226.15 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 6.16 | 6.16 |
| **Activity 761150 - Provide Technical Support for the City's Utility Billing Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $38,053 | $40,507 |
| Products: | 0 | 0 | 0 | 45 | 45 |
| Work Hours: | 0 | 0 | 0 | 455 | 455 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $845.63 | $900.16 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.11 | 10.11 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761160 - Maintain and Support the City's Financial Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $188,897 | $193,082 |
| Products: | 0 | 0 | 0 | 460 | 460 |
| Work Hours: | 0 | 0 | 0 | 780 | 780 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $410.65 | $419.74 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.70 | 1.70 |
| **Activity 761170 - Provide Technical Support for the City's Financial Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $67,368 | $71,624 |
| Products: | 0 | 0 | 0 | 500 | 500 |
| Work Hours: | 0 | 0 | 0 | 795 | 795 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $134.74 | $143.25 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.59 | 1.59 |
| **Activity 761180 - Maintain and Support the City's Human Resources/Payroll Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $69,590 | $70,906 |
| Products: | 0 | 0 | 0 | 36 | 36 |
| Work Hours: | 0 | 0 | 0 | 200 | 200 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,933.05 | $1,969.60 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 5.56 | 5.56 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761190 - Provide Technical Support for the City's Human Resources/Payroll Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $18,390 | $19,491 |
| Products: | 0 | 0 | 0 | 224 | 224 |
| Work Hours: | 0 | 0 | 0 | 215 | 215 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $82.10 | $87.01 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.96 | 0.96 |
| **Activity 761000 - Maintain and Support the City's Planning and Management Systems (PAMS) Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $10,558 | $11,239 |
| Products: | 0 | 0 | 0 | 149 | 149 |
| Work Hours: | 0 | 0 | 0 | 115 | 115 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $70.86 | $75.43 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.77 | 0.77 |
| **Activity 761010 - Provide Technical Support for the City's Planning and Management Systems (PAMS) Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $11,425 | $12,163 |
| Products: | 0 | 0 | 0 | 80 | 80 |
| Work Hours: | 0 | 0 | 0 | 125 | 125 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $142.81 | $152.04 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.56 | 1.56 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761020 - Maintain and Support the City's E-mail Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $72,867 | $74,756 |
| Products: | 0 | 0 | 0 | 1,051 | 1,051 |
| Work Hours: | 0 | 0 | 0 | 350 | 350 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $69.33 | $71.13 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.33 | 0.33 |
| **Activity 761030 - Provide Technical Support for the City's E-mail Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $38,147 | $40,606 |
| Products: | 0 | 0 | 0 | 1,608 | 1,608 |
| Work Hours: | 0 | 0 | 0 | 470 | 470 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $23.72 | $25.25 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.29 | 0.29 |
| **Activity 761040, 761041, 761042, 761043, 761044 - Maintain and Support the City's Other Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $302,621 | $311,523 |
| Products: | 0 | 0 | 0 | 2,052 | 2,052 |
| Work Hours: | 0 | 0 | 0 | 2,045 | 2,045 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $147.48 | $151.81 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761050 - Provide Technical Support for the City's Other Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $182,625 | $194,143 |
| Products: | 0 | 0 | 0 | 554 | 554 |
| Work Hours: | 0 | 0 | 0 | 2,055 | 2,055 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $329.65 | $350.44 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 3.71 | 3.71 |
| **Activity 761060 - Development of Applications Software** | | | | | |
| Product: An Application Developed | | | | | |
| Costs: | $0 | $0 | $0 | $123,726 | $129,911 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 1,230 | 1,230 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $30,931.55 | $32,477.77 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 307.50 | 307.50 |
| **Totals for Service Delivery Plan 76101 - Applications Software Management** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$1,647,212** | **$1,709,940** |
| **Hours:** | **0** | **0** | **0** | **11,665** | **11,665** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76102 - Geographic Info Systems (GIS) Management

Utilize multi-dimensional geographical data to support City business operations and planning, by:

-Administering and supporting a GIS environment that is consistently operational and available; and
-Developing and maintaining GIS data layers that meet the specific needs of users.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76102 - Geographic Info Systems (GIS) Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761200 - Administer and Support the City's GIS Environment** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $79,371 | $83,420 |
| Products: | 0 | 0 | 0 | 382 | 382 |
| Work Hours: | 0 | 0 | 0 | 750 | 750 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $207.78 | $218.38 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.96 | 1.96 |
| **Activity 761210 - Develop GIS Maps and Data Layers** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $62,813 | $66,862 |
| Products: | 0 | 0 | 0 | 348 | 348 |
| Work Hours: | 0 | 0 | 0 | 750 | 750 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $180.50 | $192.13 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 2.16 | 2.16 |
| **Totals for Service Delivery Plan 76102 - Geographic Info Systems (GIS) Management** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$142,183** | **$150,281** |
| **Hours:** | **0** | **0** | **0** | **1,500** | **1,500** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76103 - City's Internet (Public Website) and Intranet (Internal Website) Management

Support web applications in order to provide business activities and information through the City's Internet and Intranet, by:

-Analyzing, planning, deploying and supporting web-based technologies; and
-Providing technical support, including making modifications, corrective actions, troubleshooting and end user training.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76103 - City's Internet (Public Website) and Intranet (Internal Website) Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761300 - Maintain and Support the City's Internet Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $130,351 | $153,183 |
| Products: | 0 | 0 | 0 | 1,000 | 1,000 |
| Work Hours: | 0 | 0 | 0 | 625 | 625 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $130.35 | $153.18 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.63 | 0.63 |
| **Activity 761310 - Provide Technical Support for the City's Internet Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $51,524 | $54,822 |
| Products: | 0 | 0 | 0 | 3,132 | 3,132 |
| Work Hours: | 0 | 0 | 0 | 610 | 610 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $16.45 | $17.50 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.19 | 0.19 |
| **Activity 761320 - Maintain and Support the City's Intranet Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $24,786 | $26,307 |
| Products: | 0 | 0 | 0 | 1,000 | 1,000 |
| Work Hours: | 0 | 0 | 0 | 260 | 260 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $24.79 | $26.31 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.26 | 0.26 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76103 - City's Internet (Public Website) and Intranet (Internal Website) Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761330 - Provide Technical Support for the City's Intranet Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $23,586 | $25,107 |
| Products: | 0 | 0 | 0 | 178 | 178 |
| Work Hours: | 0 | 0 | 0 | 260 | 260 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $132.51 | $141.05 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.46 | 1.46 |
| **Totals for Service Delivery Plan 76103 - City's Internet (Public Website) and Intranet (Internal Website) Management** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$230,248** | **$259,418** |
| **Hours:** | **0** | **0** | **0** | **1,755** | **1,755** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76197 - Management and Support Services

Ensure the Application and Integration Services and Support program is able to meet the City's business needs within the current service levels, by:

-Planning, allocating and administering program and staff resources;
-Ensuring staff are equipped with necessary knowledge and skills to perform their job functions; and
-Planning, documenting and administering services support.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76197 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761700 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $31,843 | $33,018 |
| Products: | 0 | 0 | 0 | 295 | 295 |
| Work Hours: | 0 | 0 | 0 | 295 | 295 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $107.94 | $111.93 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 761710 - Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $1,592 | $1,694 |
| Products: | 0 | 0 | 0 | 30 | 30 |
| Work Hours: | 0 | 0 | 0 | 30 | 30 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $53.06 | $56.48 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 761720 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $77,615 | $87,432 |
| Products: | 0 | 0 | 0 | 9 | 9 |
| Work Hours: | 0 | 0 | 0 | 680 | 680 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $8,623.94 | $9,714.68 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 75.56 | 75.56 |
| **Totals for Service Delivery Plan 76197 - Management and Support Services** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$111,051** | **$122,145** |
| **Hours:** | **0** | **0** | **0** | **1,005** | **1,005** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

| | | | | | | |
|---|---|---|---|---|---|---|
| **Totals for Program 761** | **Costs:** | **$0** | **$0** | **$0** | **$2,130,693** | **$2,241,784** |
| | **Hours:** | **0** | **0** | **0** | **15,925** | **15,925** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

**Program Performance Statement**

Support the City's business technological needs through major computer applications software, such as Computer Aided Dispatch (CAD), the City's Website, and the Library, Utility Billing, Financial and Human Resources/Payroll systems, by:

-Ensuring that critical applications software, which are those that, if inoperable or unavailable, present a potential liability to the organization, result in a financial loss, impact life and/or property safety, cause failure to meet urgent deadlines or negatively impact direct service to the City's constituents, are available for use and operating efficiently for their users;
-Escalating corrective actions for critical applications software in order to minimize their impact on users;
-Installing, upgrading, maintaining and supporting applications used throughout the City to maximize their effectiveness;
-Responding to requests for modifications or corrective actions to the satisfaction of and within timeframes agreed upon by our customers; and
-Using Geographical Information Systems (GIS) to implement, maintain and analyze multi-dimensional geographical data to create cost-effective and accurate business solutions.

**Notes**

1. The operating budgets for the Information Technology Department do not include capital acquisitions costs.

2. There is an $18,000 increase in the FY 2009/2010 Software Licensing and Support budget for the City's webcasting solution, provided by Granicus. Support for FY 2008/2009 is funded through the IT Investment Account.

3. There is a $31,000 increase in the Software Licensing and Support budget for software and licenses that we purchased since the last operating budget cycle or will purchase in FY 2008/2009 or 2009/2010. These include: Bardon Data Internet Security, COBOL Compiler, Compulaw, Distributed Time Entry, InfoWater Suite, Loan Ledger, Transoft Traffic Solutions and Training Tracker, and additional Groupwise, Crystal Reports and Tiburon (CAD/RMS) Licenses.

4. There is a $3,000 increase in the Software as a Service (SAaS) budget for software subscriptions that we purchased since the last operating budget cycle or will purchase in FY 2008/2009 or 2009/2010. These include: Survey Analytics, Secure Socket Layer (SSL) Certificate and Pay Flow Pro.

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Critical applications software are operational and available (uptime hours). | C | | | | | |
| **- Percent of Uptime Hours** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Critical Applications Software | | NA | NA | NA | 42.00 | 42.00 |
| Q2. Staff will restore failures that result in non-operational critical applications software within 24 hours from the time they are reported. | C | | | | | |
| **- Percent of Critical Applications Software Restored within 24 Hours** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| - Total Number of Failures | | NA | NA | NA | 84.00 | 84.00 |
| Q3. Staff will complete service requests for critical applications software within the negotiated deadline. | C | | | | | |
| **- Percent of Service Requests Completed within the Negotiated Deadline** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Service Requests for Critical Applications Software | | NA | NA | NA | 5,222.00 | 5,222.00 |
| Q4. Staff will complete non-critical service requests within 30 working days or, if more time is required, within a negotiated deadline. | I | | | | | |
| **- Percent of Non-Critical Service Requests Completed within the Negotiated Deadline** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Non-Critical Service Requests | | NA | NA | NA | 2,432.00 | 2,432.00 |
| Q5. Internal City customers are satisfied with the services provided by the Application and Integration Services and Support program. | I | | | | | |
| **- Percent of Satisfied Customers** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 115.00 | 115.00 |
| **Financial** | | | | | | |
| F1. Actual total expenditures for the Application and Integration Services and Support program will not exceed planned program expenditures. | C | | | | | |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

Ensure data accuracy and integrity during the implementation, maintenance and support of the City's applications software, by:

-Developing structured applications as required to support City operations;
-Maintaining and upgrading applications to ensure they are operational and useful;
-Creating reports for users that improve their use of applications software data; and
-Providing applications software technical support, including making modifications, corrective actions, troubleshooting and end user training.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761100 - Maintain and Support the City's Department of Public Safety Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $288,924 | $296,252 |
| Products: | 0 | 0 | 0 | 1,091 | 1,091 |
| Work Hours: | 0 | 0 | 0 | 1,135 | 1,135 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $264.83 | $271.54 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.04 | 1.04 |
| **Activity 761110 - Provide Technical Support for the City's Department of Public Safety Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $98,945 | $105,326 |
| Products: | 0 | 0 | 0 | 1,072 | 1,072 |
| Work Hours: | 0 | 0 | 0 | 1,145 | 1,145 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $92.30 | $98.25 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.07 | 1.07 |
| **Activity 761120 - Maintain and Support the City's Library Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $43,353 | $43,972 |
| Products: | 0 | 0 | 0 | 75 | 75 |
| Work Hours: | 0 | 0 | 0 | 50 | 50 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $578.04 | $586.30 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.67 | 0.67 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761130 - Provide Technical Support for the City's Library Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $4,642 | $4,930 |
| Products: | 0 | 0 | 0 | 9 | 9 |
| Work Hours: | 0 | 0 | 0 | 50 | 50 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $515.79 | $547.82 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 5.56 | 5.56 |
| **Activity 761140 - Maintain and Support the City's Utility Billing Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $87,080 | $89,509 |
| Products: | 0 | 0 | 0 | 73 | 73 |
| Work Hours: | 0 | 0 | 0 | 450 | 450 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,192.87 | $1,226.15 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 6.16 | 6.16 |
| **Activity 761150 - Provide Technical Support for the City's Utility Billing Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $38,053 | $40,507 |
| Products: | 0 | 0 | 0 | 45 | 45 |
| Work Hours: | 0 | 0 | 0 | 455 | 455 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $845.63 | $900.16 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.11 | 10.11 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761160 - Maintain and Support the City's Financial Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $188,897 | $193,082 |
| Products: | 0 | 0 | 0 | 460 | 460 |
| Work Hours: | 0 | 0 | 0 | 780 | 780 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $410.65 | $419.74 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.70 | 1.70 |
| **Activity 761170 - Provide Technical Support for the City's Financial Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $67,368 | $71,624 |
| Products: | 0 | 0 | 0 | 500 | 500 |
| Work Hours: | 0 | 0 | 0 | 795 | 795 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $134.74 | $143.25 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.59 | 1.59 |
| **Activity 761180 - Maintain and Support the City's Human Resources/Payroll Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $69,590 | $70,906 |
| Products: | 0 | 0 | 0 | 36 | 36 |
| Work Hours: | 0 | 0 | 0 | 200 | 200 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,933.05 | $1,969.60 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 5.56 | 5.56 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761190 - Provide Technical Support for the City's Human Resources/Payroll Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $18,390 | $19,491 |
| Products: | 0 | 0 | 0 | 224 | 224 |
| Work Hours: | 0 | 0 | 0 | 215 | 215 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $82.10 | $87.01 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.96 | 0.96 |
| **Activity 761000 - Maintain and Support the City's Planning and Management Systems (PAMS) Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $10,558 | $11,239 |
| Products: | 0 | 0 | 0 | 149 | 149 |
| Work Hours: | 0 | 0 | 0 | 115 | 115 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $70.86 | $75.43 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.77 | 0.77 |
| **Activity 761010 - Provide Technical Support for the City's Planning and Management Systems (PAMS) Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $11,425 | $12,163 |
| Products: | 0 | 0 | 0 | 80 | 80 |
| Work Hours: | 0 | 0 | 0 | 125 | 125 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $142.81 | $152.04 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.56 | 1.56 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761020 - Maintain and Support the City's E-mail Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $72,867 | $74,756 |
| Products: | 0 | 0 | 0 | 1,051 | 1,051 |
| Work Hours: | 0 | 0 | 0 | 350 | 350 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $69.33 | $71.13 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.33 | 0.33 |
| **Activity 761030 - Provide Technical Support for the City's E-mail Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $38,147 | $40,606 |
| Products: | 0 | 0 | 0 | 1,608 | 1,608 |
| Work Hours: | 0 | 0 | 0 | 470 | 470 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $23.72 | $25.25 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.29 | 0.29 |
| **Activity 761040, 761041, 761042, 761043, 761044 - Maintain and Support the City's Other Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $302,621 | $311,523 |
| Products: | 0 | 0 | 0 | 2,052 | 2,052 |
| Work Hours: | 0 | 0 | 0 | 2,045 | 2,045 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $147.48 | $151.81 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76101 - Applications Software Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761050 - Provide Technical Support for the City's Other Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $182,625 | $194,143 |
| Products: | 0 | 0 | 0 | 554 | 554 |
| Work Hours: | 0 | 0 | 0 | 2,055 | 2,055 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $329.65 | $350.44 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 3.71 | 3.71 |
| **Activity 761060 - Development of Applications Software** | | | | | |
| Product: An Application Developed | | | | | |
| Costs: | $0 | $0 | $0 | $123,726 | $129,911 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 1,230 | 1,230 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $30,931.55 | $32,477.77 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 307.50 | 307.50 |
| **Totals for Service Delivery Plan 76101 - Applications Software Management** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$1,647,212** | **$1,709,940** |
| **Hours:** | **0** | **0** | **0** | **11,665** | **11,665** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76102 - Geographic Info Systems (GIS) Management

Utilize multi-dimensional geographical data to support City business operations and planning, by:

-Administering and supporting a GIS environment that is consistently operational and available; and
-Developing and maintaining GIS data layers that meet the specific needs of users.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76102 - Geographic Info Systems (GIS) Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761200 - Administer and Support the City's GIS Environment** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $79,371 | $83,420 |
| Products: | 0 | 0 | 0 | 382 | 382 |
| Work Hours: | 0 | 0 | 0 | 750 | 750 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $207.78 | $218.38 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.96 | 1.96 |
| **Activity 761210 - Develop GIS Maps and Data Layers** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $62,813 | $66,862 |
| Products: | 0 | 0 | 0 | 348 | 348 |
| Work Hours: | 0 | 0 | 0 | 750 | 750 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $180.50 | $192.13 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 2.16 | 2.16 |
| **Totals for Service Delivery Plan 76102 - Geographic Info Systems (GIS) Management** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$142,183** | **$150,281** |
| **Hours:** | **0** | **0** | **0** | **1,500** | **1,500** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76103 - City's Internet (Public Website) and Intranet (Internal Website) Management

Support web applications in order to provide business activities and information through the City's Internet and Intranet, by:

-Analyzing, planning, deploying and supporting web-based technologies; and
-Providing technical support, including making modifications, corrective actions, troubleshooting and end user training.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76103 - City's Internet (Public Website) and Intranet (Internal Website) Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761300 - Maintain and Support the City's Internet Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $130,351 | $153,183 |
| Products: | 0 | 0 | 0 | 1,000 | 1,000 |
| Work Hours: | 0 | 0 | 0 | 625 | 625 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $130.35 | $153.18 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.63 | 0.63 |
| **Activity 761310 - Provide Technical Support for the City's Internet Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $51,524 | $54,822 |
| Products: | 0 | 0 | 0 | 3,132 | 3,132 |
| Work Hours: | 0 | 0 | 0 | 610 | 610 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $16.45 | $17.50 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.19 | 0.19 |
| **Activity 761320 - Maintain and Support the City's Intranet Applications Software** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $24,786 | $26,307 |
| Products: | 0 | 0 | 0 | 1,000 | 1,000 |
| Work Hours: | 0 | 0 | 0 | 260 | 260 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $24.79 | $26.31 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.26 | 0.26 |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76103 - City's Internet (Public Website) and Intranet (Internal Website) Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761330 - Provide Technical Support for the City's Intranet Applications Software** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $23,586 | $25,107 |
| Products: | 0 | 0 | 0 | 178 | 178 |
| Work Hours: | 0 | 0 | 0 | 260 | 260 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $132.51 | $141.05 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.46 | 1.46 |
| **Totals for Service Delivery Plan 76103 - City's Internet (Public Website) and Intranet (Internal Website) Management** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$230,248** | **$259,418** |
| **Hours:** | **0** | **0** | **0** | **1,755** | **1,755** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76197 - Management and Support Services

Ensure the Application and Integration Services and Support program is able to meet the City's business needs within the current service levels, by:

-Planning, allocating and administering program and staff resources;
-Ensuring staff are equipped with necessary knowledge and skills to perform their job functions; and
-Planning, documenting and administering services support.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

### Service Delivery Plan 76197 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 761700 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $31,843 | $33,018 |
| Products: | 0 | 0 | 0 | 295 | 295 |
| Work Hours: | 0 | 0 | 0 | 295 | 295 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $107.94 | $111.93 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 761710 - Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $1,592 | $1,694 |
| Products: | 0 | 0 | 0 | 30 | 30 |
| Work Hours: | 0 | 0 | 0 | 30 | 30 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $53.06 | $56.48 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 761720 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $77,615 | $87,432 |
| Products: | 0 | 0 | 0 | 9 | 9 |
| Work Hours: | 0 | 0 | 0 | 680 | 680 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $8,623.94 | $9,714.68 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 75.56 | 75.56 |
| **Totals for Service Delivery Plan 76197 - Management and Support Services** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$111,051** | **$122,145** |
| **Hours:** | **0** | **0** | **0** | **1,005** | **1,005** |

# City of Sunnyvale
# Program Performance Budget

## Program 761 - Application and Integration Services and Support

| | | | | | | |
|---|---|---|---|---|---|---|
| **Totals for Program 761** | **Costs:** | **$0** | **$0** | **$0** | **$2,130,693** | **$2,241,784** |
| | **Hours:** | **0** | **0** | **0** | **15,925** | **15,925** |

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

**Program Performance Statement**

Support City operations with a safe, functional and dependable fleet of vehicles at the lowest possible cost, by:

-Performing preventative maintenance and corrective repairs to minimize operating cost and maximize reliability of City vehicles and motorized equipment,
-Supplying City programs with necessary and appropriate vehicles and motorized equipment, and
-Generating and maintaining long range replacement plans to anticipate future vehicle and equipment needs.

**Notes**

1. Operator Certification includes providing in-house training on a variety of specialized equipment to enhance operator performance and address specific safety concerns. Of the 12 types of training provided by Fleet, forklift operator, commercial driver's license refresher, and underground storage tank operator training are mandated or recommended by other state agencies. The other 9 refer to items such as aerial basket trucks, backhoes, rotary mowers, loaders, crane trucks etc.

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Customers are satisfied with Provision of Vehicles and Motorized Equipment Services. | D | | | | | |
| **- Percent of Customers Satisfied** | | **90.68%** | **86.00%** | **91.05%** | **90.00%** | **90.00%** |
| - Number of Internal Customer Survey Respondents | | 112.00 | 175.00 | 170.00 | 112.00 | 112.00 |
| **Productivity** | | | | | | |
| P1. Percentage of time that city vehicles and equipment are available for usage (also known as "uptime"). | C | | | | | |
| **- Percent Available** | | **98.32%** | **97.50%** | **98.23%** | **97.50%** | **97.50%** |
| - Number of City Vehicles and Equipment | | 537.00 | 531.00 | 537.00 | 537.00 | 537.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The monthly rental cost for vehicles and motorized equipment is maintained at a level that is below commercial rates. | I | | | | | |
| **- Percent Below Commercial Rate** | | **61.04%** | **60.00%** | **67.30%** | **60.00%** | **60.00%** |
| C2. Cost of a preventative maintenance service for pickups shall be at or below the planned cost. | I | | | | | |
| **- Total Number of Pickups Receiving Preventative Maintenance Service** | | **NA** | **NA** | **NA** | **62.00** | **62.00** |
| C3. The hours spent to test and certify operators utilizing city vehicles and specialized equipment shall be at or below the planned hours. | I | | | | | |
| **- Total Number of Certified Operators** | | **NA** | **NA** | **NA** | **350.00** | **350.00** |
| C4. The cost for a vehicular preventive maintenance service or inspection will not exceed the planned cost. [DELETED] | D | | | | | |
| **- Cost Per Service or Inspection** | | **$213.63** | **$172.52** | **$249.53** | **NA** | **NA** |
| - Number of Vehicular Preventive Maintenance Services or Inspections | | 1,165.00 | 1,800.00 | 809.00 | NA | NA |
| C5. The cost for an equipment related preventive maintenance service or inspection will not exceed the planned cost. [DELETED] | D | | | | | |
| **- Cost Per Service or Inspection** | | **$147.75** | **$140.08** | **$179.45** | **NA** | **NA** |
| - Number of Equipment Preventive Maintenance Services or Inspections | | 640.00 | 450.00 | 533.00 | NA | NA |

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C6. The cost for a vehicular repair will not exceed the planned cost. [DELETED] | D | | | | | |
| **- Cost Per Vechicular Repair** | | **$217.30** | **$170.74** | **$236.27** | **NA** | **NA** |
| - Number of Vehicular Repairs | | 3,079.00 | 4,400.00 | 2,887.00 | NA | NA |
| C7. The cost for an equipment related repair will not exceed the planned cost. [DELETED] | D | | | | | |
| **- Cost Per Equipment Repair** | | **$151.92** | **$144.10** | **$195.51** | **NA** | **NA** |
| - Number of Equipment Repairs | | 1,425.00 | 1,100.00 | 970.00 | NA | NA |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Provision of Vehicles and Motorized Equipment will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $2,658,858.00 | $2,736,932.97 | $2,873,896.00 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| F2. The actual cost of replacing fleet assets shall be at or below planned annual cost. [DELETED] | I | | | | | |
| **- Annual Rental Rate Schedule** | | **$1,869,972.00** | **$1,528,884.00** | **$1,159,494.00** | **NA** | **NA** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

### Service Delivery Plan 76301 - Vehicle and Motorized Equipment Operation and Maintenance

Optimize safety, functionality and availability of vehicles and motorized equipment to support City operations, by:

-Performing comprehensive "class specific" preventive maintenance per manufacturer specifications to City vehicles and motorized equipment to reduce unscheduled repairs and maintain vehicle warranties,
-Correcting mechanical deficiencies and completing necessary modifications to City vehicles and motorized equipment, and
-Providing and managing fuel services for all City vehicles and motorized equipment.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 763060 - Facility Maintenance - Time Spent by Fleet Staff Maintaining Fleet Shop** | | | | | |
| Product: A Cleaning of Fleet Shop or Associated Facilities | | | | | |
| Costs: | $87,770 | $53,234 | $71,290 | $87,053 | $90,942 |
| Products: | 445 | 249 | 335 | 440 | 440 |
| Work Hours: | 1,938 | 850 | 1,523 | 1,752 | 1,752 |
| Product Cost: | $197.24 | $213.79 | $212.80 | $197.85 | $206.69 |
| Work Hours/Product: | 4.35 | 3.41 | 4.55 | 3.98 | 3.98 |
| **Activity 763070 - Transportation - Time Spent by Fleet Staff Transporting City Vehicles and Motorized Equipment to City Sites and Vendors** | | | | | |
| Product: A Vehicle/Motorized Equipment Transported | | | | | |
| Costs: | $86,846 | $76,867 | $100,077 | $86,157 | $90,094 |
| Products: | 1,881 | 2,400 | 1,630 | 1,880 | 1,880 |
| Work Hours: | 1,174 | 1,440 | 1,468 | 1,166 | 1,166 |
| Product Cost: | $46.17 | $32.03 | $61.40 | $45.83 | $47.92 |
| Work Hours/Product: | 0.62 | 0.60 | 0.90 | 0.62 | 0.62 |
| **Activity 763080 - Vehicle Preventive Maintenance - Periodic, Scheduled Maintenance and Inspection Services for City Vehicles** | | | | | |
| Product: A Preventive Maintenance Service or Inspection Performed | | | | | |
| Costs: | $248,877 | $310,539 | $202,007 | $234,510 | $244,466 |
| Products: | 1,165 | 1,800 | 809 | 1,100 | 1,100 |
| Work Hours: | 2,932 | 4,100 | 2,579 | 2,800 | 2,800 |
| Product Cost: | $213.63 | $172.52 | $249.70 | $213.19 | $222.24 |
| Work Hours/Product: | 2.52 | 2.28 | 3.19 | 2.55 | 2.55 |

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

### Service Delivery Plan 76301 - Vehicle and Motorized Equipment Operation and Maintenance

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 763090 - Equipment Preventive Maintenance - Periodic, Scheduled Maintenance and Inspection Services for City Motorized Equipment** | | | | | |
| Product: A Preventive Maintenance Service or Inspection Performed | | | | | |
| Costs: | $94,561 | $63,036 | $95,791 | $98,723 | $103,062 |
| Products: | 640 | 450 | 533 | 640 | 640 |
| Work Hours: | 1,199 | 800 | 1,251 | 1,200 | 1,200 |
| Product Cost: | $147.75 | $140.08 | $179.72 | $154.26 | $161.03 |
| Work Hours/Product: | 1.87 | 1.78 | 2.35 | 1.88 | 1.88 |
| **Activity 763100 - Vehicle Repairs - Includes Repairs to City Vehicles, such as Corrective Repairs, Modification, Warranty Repair, Tire Repair and Installation, and Public Safety Training Vehicle Repairs** | | | | | |
| Product: A Vehicle Repair | | | | | |
| Costs: | $669,073 | $713,683 | $684,569 | $664,298 | $687,298 |
| Products: | 3,079 | 4,180 | 2,887 | 3,000 | 3,000 |
| Work Hours: | 4,906 | 6,910 | 5,356 | 5,500 | 5,500 |
| Product Cost: | $217.30 | $170.74 | $237.12 | $221.43 | $229.10 |
| Work Hours/Product: | 1.59 | 1.65 | 1.86 | 1.83 | 1.83 |
| **Activity 763110 - Equipment Repairs - Includes Repairs to City Motorized Equipment, such as Corrective Repairs, Modification, Warranty Repair, Tire Repair and Installation** | | | | | |
| Product: A Motorized Equipment Repair | | | | | |
| Costs: | $216,487 | $150,583 | $190,778 | $214,990 | $223,173 |
| Products: | 1,425 | 1,045 | 970 | 1,300 | 1,300 |
| Work Hours: | 2,132 | 1,377 | 1,735 | 2,100 | 2,100 |
| Product Cost: | $151.92 | $144.10 | $196.68 | $165.38 | $171.67 |
| Work Hours/Product: | 1.50 | 1.32 | 1.79 | 1.62 | 1.62 |

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

### Service Delivery Plan 76301 - Vehicle and Motorized Equipment Operation and Maintenance

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 763120 - Provide Fuel and Petroleum Products for City Vehicles and Motorized Equipment** | | | | | |
| Product: A Vehicle/Motorized Equipment Provided with Fuel | | | | | |
| Costs: | $669,389 | $921,416 | $857,877 | $754,425 | $677,915 |
| Products: | 536 | 531 | 731 | 537 | 537 |
| Work Hours: | 68 | 255 | 270 | 70 | 70 |
| Product Cost: | $1,248.86 | $1,735.25 | $1,173.57 | $1,404.89 | $1,262.41 |
| Work Hours/Product: | 0.13 | 0.48 | 0.37 | 0.13 | 0.13 |
| **Activity 763130 - Maintenance Coordination - Planning Work Schedules and Working with Vendors by the Lead Equipment Mechanics** | | | | | |
| Product: A Vehicle/Motorized Equipment Serviced or Repaired | | | | | |
| Costs: | $100,952 | $77,031 | $140,175 | $99,660 | $104,604 |
| Products: | 5,317 | 7,480 | 5,199 | 5,400 | 5,400 |
| Work Hours: | 1,390 | 1,100 | 2,054 | 1,400 | 1,400 |
| Product Cost: | $18.99 | $10.30 | $26.96 | $18.46 | $19.37 |
| Work Hours/Product: | 0.26 | 0.15 | 0.40 | 0.26 | 0.26 |
| **Activity 763140, 763141, 763142 - Shop Support Services - Includes Shop Inventory and Parts Pick-Up** | | | | | |
| Product: A Vehicle/Motorized Equipment Service or Repaired | | | | | |
| Costs: | $56,370 | $43,523 | $76,833 | $42,763 | $43,946 |
| Products: | 5,317 | 7,475 | 5,009 | 5,300 | 5,300 |
| Work Hours: | 189 | 485 | 353 | 212 | 212 |
| Product Cost: | $10.60 | $5.82 | $15.34 | $8.07 | $8.29 |
| Work Hours/Product: | 0.04 | 0.06 | 0.07 | 0.04 | 0.04 |
| **Totals for Service Delivery Plan 76301 - Vehicle and Motorized Equipment Operation and Maintenance** | | | | | |
| **Costs:** | **$2,230,115** | **$2,409,911** | **$2,419,397** | **$2,282,580** | **$2,265,499** |
| **Hours:** | **15,929** | **17,317** | **16,589** | **16,200** | **16,200** |

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

### Service Delivery Plan 76302 - Vehicle and Motorized Equipment Acquisition and Disposal

Support city operating programs with necessary and appropriate vehicles and motorized equipment and dispose of surplus inventory, by:

-Providing vehicles and motorized equipment to operating programs in a cost effective manner,
-Acquiring appropriate vehicles and motorized equipment that meet the needs of operating programs,
-Preparing and placing newly acquired vehicles into service,
-Disposing of retired vehicles and motorized equipment in accordance with City standards, and
-Generating and maintaining long range replacement plans to anticipate future vehicle and equipment needs based on the following criteria:

1. Condition of existing vehicle or equipment.
2. Current and historic 'up-time' of existing vehicle or equipment.
3. Current and cumulative usage of existing vehicle or equipment in hours or miles.
4. Age of existing vehicle or equipment.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

### Service Delivery Plan 76302 - Vehicle and Motorized Equipment Acquisition and Disposal

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 763200, 763201, 763202, 763203 - Acquire Vehicles and Motorized Equipment - Includes Developing Vehicle and Motorized Equipment Specifications and "Build-Up" Work** | | | | | |
| Product: A Vehicle/Motorized Equipment Acquired | | | | | |
| Costs: | $111,912 | $46,610 | $110,840 | $121,248 | $125,676 |
| Products: | 68 | 55 | 62 | 91 | 78 |
| Work Hours: | 1,249 | 605 | 1,237 | 1,230 | 1,230 |
| Product Cost: | $1,645.77 | $847.45 | $1,787.74 | $1,332.39 | $1,611.23 |
| Work Hours/Product: | 18.36 | 11.00 | 19.95 | 13.52 | 15.77 |
| **Activity 763220 - Disposal of Surplus Vehicles/Motorized Equipment** | | | | | |
| Product: A Surplus Vehicle/Motorized Equipment Disposed | | | | | |
| Costs: | $19,453 | $9,629 | $21,946 | $9,662 | $10,114 |
| Products: | 99 | 55 | 57 | 72 | 72 |
| Work Hours: | 185 | 140 | 335 | 135 | 135 |
| Product Cost: | $196.49 | $175.07 | $385.02 | $134.20 | $140.47 |
| Work Hours/Product: | 1.86 | 2.55 | 5.87 | 1.88 | 1.88 |
| **Activity 763240 - Manage Rental Rate and Replacement Schedules** | | | | | |
| Product: A Vehicle/Motorized Equipment Rental Rate Class Processed | | | | | |
| Costs: | $26,395 | $45,008 | $28,835 | $31,516 | $32,545 |
| Products: | 72 | 72 | 72 | 71 | 71 |
| Work Hours: | 322 | 520 | 307 | 320 | 320 |
| Product Cost: | $366.60 | $625.11 | $400.48 | $443.89 | $458.37 |
| Work Hours/Product: | 4.47 | 7.22 | 4.26 | 4.51 | 4.51 |

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

### Service Delivery Plan 76302 - Vehicle and Motorized Equipment Acquisition and Disposal

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 763250 - Operator Certification** | | | | | |
| Product: An Internal Certification Completed | | | | | |
| Costs: | $3,645 | $17,012 | $2,730 | $18,147 | $18,979 |
| Products: | 294 | 545 | 252 | 300 | 300 |
| Work Hours: | 53 | 210 | 36 | 225 | 225 |
| Product Cost: | $12.40 | $31.22 | $10.83 | $60.49 | $63.26 |
| Work Hours/Product: | 0.18 | 0.39 | 0.14 | 0.75 | 0.75 |
| **Totals for Service Delivery Plan 76302 - Vehicle and Motorized Equipment Acquisition and Disposal** | | | | | |
| **Costs:** | **$161,405** | **$118,259** | **$164,351** | **$180,573** | **$187,313** |
| **Hours:** | **1,808** | **1,475** | **1,914** | **1,910** | **1,910** |

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

### Service Delivery Plan 76303 - Management and Support Services

Support the operation of the Provision of Vehicles and Motorized Equipment Program, by:

-Actively managing the day to day operations of staff,
-Maintaining complete and thorough records to support operations and planning,
-Providing timely and accurate administrative support services, and
-Providing training to enhance staff skills.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

### Service Delivery Plan 76303 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 763300 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $114,052 | $88,879 | $108,729 | $99,880 | $102,985 |
| Products: | 1,286 | 890 | 1,060 | 940 | 940 |
| Work Hours: | 1,286 | 890 | 1,060 | 940 | 940 |
| Product Cost: | $88.72 | $99.86 | $102.56 | $106.26 | $109.56 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 763310 - Administrative Support [DELETED - Moved to 763330]** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $98,312 | $75,925 | $117,869 | $0 | $0 |
| Products: | 1,670 | 1,320 | 2,001 | 0 | 0 |
| Work Hours: | 1,670 | 1,320 | 2,001 | 0 | 0 |
| Product Cost: | $58.88 | $57.52 | $58.90 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 763320 - Staff Training and Development [DELETED - Moved to 763340]** | | | | | |
| Product: A Training Session Completed | | | | | |
| Costs: | $54,973 | $43,959 | $63,480 | $0 | $0 |
| Products: | 195 | 347 | 153 | 0 | 0 |
| Work Hours: | 737 | 670 | 873 | 0 | 0 |
| Product Cost: | $281.91 | $126.68 | $414.90 | $0.00 | $0.00 |
| Work Hours/Product: | 3.78 | 1.93 | 5.70 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

### Service Delivery Plan 76303 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 763330 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $99,136 | $104,818 |
| Products: | 0 | 0 | 0 | 1,650 | 1,650 |
| Work Hours: | 0 | 0 | 0 | 1,650 | 1,650 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $60.08 | $63.53 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 763340 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $71 | $39,637 | $41,262 |
| Products: | 0 | 0 | 0 | 11 | 11 |
| Work Hours: | 0 | 0 | 0 | 494 | 494 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3,603.32 | $3,751.06 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 44.91 | 44.91 |
| **Activity 763350 - Tailgates and Other Staff Meetings** | | | | | |
| Product: A Meeting Held | | | | | |
| Costs: | $0 | $0 | $0 | $19,802 | $20,729 |
| Products: | 0 | 0 | 0 | 26 | 26 |
| Work Hours: | 0 | 0 | 0 | 286 | 286 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $761.61 | $797.28 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 11.00 | 11.00 |
| **Totals for Service Delivery Plan 76303 - Management and Support Services** | | | | | |
| **Costs:** | **$267,337** | **$208,763** | **$290,148** | **$258,454** | **$269,794** |
| **Hours:** | **3,692** | **2,880** | **3,934** | **3,370** | **3,370** |

# City of Sunnyvale
# Program Performance Budget

## Program 763 - Provision of Vehicles and Motorized Equipment

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 763** | **Costs:** | **$2,658,858** | **$2,736,933** | **$2,873,896** | **$2,721,607** | **$2,722,606** |
| | **Hours:** | **21,429** | **21,672** | **22,436** | **21,480** | **21,480** |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

**Program Performance Statement**

Ensure that City departments can effectively and efficiently use technology and share information to perform their daily business operations, by:

-Providing, maintaining and monitoring secure access to and use of the Wide Area Network (WAN), Local Area Networks (LANs), electronic mail, Internet and Intranet;
-Providing, maintaining and monitoring the voice, data and video communications systems and networks;
-Providing and maintaining voice, data and video communications equipment;
-Providing technical support and technical training for desktop computing hardware and software;
-Performing system and database backups and other routine production functions with minimal disruption to ensure the smooth and timely completion of daily operations throughout the City;
-Developing and implementing policies and procedures to prevent systems failures, and to minimize the loss of data in the event of failure;
-Ensuring that systems and equipment critical to the City's daily operations, which are those that, if inoperable or unavailable, present a potential liability to the organization, result in a financial loss, impact life and/or property safety, cause failure to meet urgent deadlines or negatively impact direct service to the City's constituents, are available for use and operating efficiently for their users; and
-Escalating corrective actions for critical systems and equipment in order to minimize the disruption to City operations.

**Notes**

1. The operating budgets for the Information Technology Department do not include capital acquisitions costs.

2. There is a $35,000 increase in the Miscellaneous Services budget for the IT Department's planned acquisition of a redundant internet service, needed by the City's Emergency Management Organization (EMO). It is also needed to expand our already strained bandwidth and to support the City's webcasting of Council and Planning Commission meetings.

3. There is a $12,000 increase in the Software Licensing and Support budget for software and licenses that we purchased since the last operating budget cycle or will purchase in FY 2008/2009 or 2009/2010. These include: Electronic Call Accounting System (eCAS), Enterprise Backup Software and Faronics Anti-Executable, and additional Norton Anti-Virus Licenses.

4. There is a $10,500 increase in the FY 2009/2010 Hardware Maintenance budget for support costs on the Network Appliance File Server that is currently under warranty.

5. $12,000 of the Professional Services costs are for network consulting and troubleshooting. It is necessary to budget these dollars to ensure the City has the resources available to prevent and minimize any downtime of the City's network.

6. $24,000 of the Professional Services costs are for outside support of various Department of Public Safety technology initiatives that the IT Department has neither the resources nor the expertise to provide.

7. Basic cell phone charges are budgeted as regular rental rates. Any new costs or those above the normal monthly charges will be treated as unbudgeted expenses and charged directly to a department's operating budget.

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Staff resolve critical service requests within 4 business hours. | C | | | | | |
| **- Percent of Critical Service Requests Resolved within 4 Business Hours** | | **NA** | **NA** | **NA** | **87.00%** | **87.00%** |
| - Total Number of Critical Service Requests | | NA | NA | NA | 8.00 | 8.00 |
| Q2. Network log-in scripts take 90 seconds or less. | C | | | | | |
| **- Percent of Log-in Scripts Completed in 90 Seconds or Less** | | **NA** | **NA** | **NA** | **95.00%** | **95.00%** |
| Q3. Block junk e-mail messages classified as spam to prevent productivity loss, such as the time employees would have spent reviewing and processing the messages. | C | | | | | |
| **- Percent of Spam Messages Blocked** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| Q4. E-mail messages to City employees are delivered within 5 minutes from the time they are sent. | C | | | | | |
| **- Percent of Deliveries within 5 Minutes** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| Q5. In the event of a system failure, staff are able to recover the system within 24 hours and the associated data within 48 hours. | C | | | | | |
| **- Percent of Recovered Systems** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of System Failures | | NA | NA | NA | 3.00 | 3.00 |
| Q6. Staff resolve non-critical service requests within 12 business hours. | I | | | | | |
| **- Percent of Non-Critical Service Requests Resolved within 12 Business Hours** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Total Number of Non-Critical Service Requests | | NA | NA | NA | 7,312.00 | 7,312.00 |
| Q7. Staff complete service requests to add, move or disconnect phones within 20 business days of receipt. | I | | | | | |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| **- Percent of Service Requests to Add, Move or Disconnect Phones Completed within 20 Business Days** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| - Total Number of Service Requests to Add, Move or Disconnect Phones | | NA | NA | NA | 256.00 | 256.00 |
| Q8. Staff complete service requests to add, move or disconnect computing equipment within 20 business days of receipt. | I | | | | | |
| **- Percent of Service Requests Completed within 20 Business Days** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| - Total Number of Service Requests to Add, Move or Disconnect Computing Equipment | | NA | NA | NA | 493.00 | 493.00 |
| Q9. City employees report increased knowledge or understanding based on training provided by IT Department staff. | I | | | | | |
| **- Percent of Staff Reporting Increased Knowledge or Understanding** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| - Total Number of Staff Trained | | NA | NA | NA | 548.00 | 548.00 |
| Q10. Internal customers are satisfied with the overall services provided by the Infrastructure Services and Support program. | I | | | | | |
| **- Percent of Satisfied Customers** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 197.00 | 197.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. The City's major computing systems, which are the Department of Public Safety's Computer Aided Dispatch, Library, Utility Billing, Financial, Human Resources/Payroll and E-mail systems, are available 24 hours per day, 365 days per year. | C | | | | | |
| **- Percent of Uptime Hours** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Major Computing Systems | | NA | NA | NA | 6.00 | 6.00 |
| P2. The network backbone is available 24 hours per day, 365 days per year. | C | | | | | |
| **- Percent of Uptime Hours** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Hours | | NA | NA | NA | 8,760.00 | 8,760.00 |
| P3. The City's connection to the Internet is available 24 hours per day, 365 days per year. | C | | | | | |
| **- Percent of Uptime Hours** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Hours | | NA | NA | NA | 8,760.00 | 8,760.00 |
| P4. The voice telecommunications systems are available 24 hours per day, 365 days per year. | C | | | | | |
| **- Percent of Uptime Hours** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Hours | | NA | NA | NA | 8,760.00 | 8,760.00 |
| P5. The emergency and non-emergency wireless communications systems are available 24 hours per day, 365 days per year. | C | | | | | |
| **- Percent of Uptime Hours** | | **NA** | **NA** | **NA** | **99.00%** | **99.00%** |
| - Total Number of Hours | | NA | NA | NA | 8,760.00 | 8,760.00 |
| P6. Recurring high-level information processing, such as the production of Operating Reports, is completed as scheduled. | I | | | | | |
| **- Percent of Recurring Processes Completed on Schedule** | | **NA** | **NA** | **NA** | **95.00%** | **95.00%** |
| - Total Number of Recurring Processes | | NA | NA | NA | 775.00 | 775.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C1. The IT Department maximizes the efficiency and effectiveness of the City's data storage system by monitoring the electronic files stored on it. | I | | | | | |
| **- Percent of Files Accessed Within the Last 12 Months** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| C2. Help Desk staff are able to complete service requests without having to escalate the request to another support group. | D | | | | | |
| **- Percent of Service Requests Completed at First Contact to the Help Desk** | | **NA** | **NA** | **NA** | **75.00%** | **75.00%** |
| - Total Number of Service Requests | | NA | NA | NA | 7,320.00 | 7,320.00 |
| **Financial** | | | | | | |
| F1. Actual total expenditures for the Infrastructure Services and Support program will not exceed planned program expenditures. | C | | | | | |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76701 - Administer the City's Desktop Computing Environment

Provide and maintain desktop computing hardware and software so that users can efficiently and effectively use technology to conduct City operations, by:

-Providing technical support, including monitoring, troubleshooting and repairing, for desktop computing equipment;
-Providing group and individual technical training on desktop hardware and software, as well as educating users on the polices and procedures related to their use; and
-Coordinating and communicating IT-related changes to minimize their impact on users.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76701 - Administer the City's Desktop Computing Environment

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767100 - Provide and Maintain the City's Desktop Computing Environment** | | | | | |
| Product: A Workstation | | | | | |
| Costs: | $0 | $0 | $0 | $42,929 | $43,854 |
| Products: | 0 | 0 | 0 | 698 | 698 |
| Work Hours: | 0 | 0 | 0 | 85 | 85 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $61.50 | $62.83 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.12 | 0.12 |
| **Activity 767110 - Install, Change and Remove Desktop Computing Equipment** | | | | | |
| Product: A Piece of Equipment | | | | | |
| Costs: | $0 | $0 | $0 | $62,595 | $66,522 |
| Products: | 0 | 0 | 0 | 493 | 493 |
| Work Hours: | 0 | 0 | 0 | 835 | 835 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $126.97 | $134.93 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.69 | 1.69 |
| **Activity 767120 - Receive and Resolve Requests for Service for Desktop Computing Equipment** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $149,582 | $159,088 |
| Products: | 0 | 0 | 0 | 3,710 | 3,710 |
| Work Hours: | 0 | 0 | 0 | 2,030 | 2,030 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $40.32 | $42.88 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.55 | 0.55 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76701 - Administer the City's Desktop Computing Environment

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767130 - Refer Requests for Service to Another IT Department Workgroup** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $29,474 | $31,347 |
| Products: | 0 | 0 | 0 | 2,171 | 2,171 |
| Work Hours: | 0 | 0 | 0 | 400 | 400 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $13.58 | $14.44 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.18 | 0.18 |
| **Activity 767140 - Proactively Communicate and Administer Changes to IT Equipment and Systems** | | | | | |
| Product: A Change | | | | | |
| Costs: | $0 | $0 | $0 | $7,834 | $8,284 |
| Products: | 0 | 0 | 0 | 24 | 24 |
| Work Hours: | 0 | 0 | 0 | 90 | 90 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $326.43 | $345.16 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 3.75 | 3.75 |
| **Activity 767150 - Prevent, Communicate and Administer Responses to IT Equipment, Systems Malfunctions** | | | | | |
| Product: An Incident | | | | | |
| Costs: | $0 | $0 | $0 | $61,249 | $62,347 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 50 | 50 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $15,312.32 | $15,586.73 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 12.50 | 12.50 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76701 - Administer the City's Desktop Computing Environment

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767160 - Conduct Technical Training for Users** | | | | | |
| Product: A Person Trained Per Class | | | | | |
| Costs: | $0 | $0 | $0 | $70,839 | $75,342 |
| Products: | 0 | 0 | 0 | 548 | 548 |
| Work Hours: | 0 | 0 | 0 | 960 | 960 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $129.27 | $137.48 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.75 | 1.75 |
| **Totals for Service Delivery Plan 76701 - Administer the City's Desktop Computing Environment** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$424,503** | **$446,784** |
| **Hours:** | **0** | **0** | **0** | **4,450** | **4,450** |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76702 - Administer the City's Network (Data Equipment and Systems)

Ensure that the City's data equipment and systems are continuously accessible, operational and efficient, by:

-Executing best practices, including requirements analysis, planning, design and deployment, for moves, adds and changes (MACs) to the City's network;
-Monitoring, troubleshooting, repairing, and conducting preventive maintenance on the City's network;
-Providing ongoing operations management of and technical support for the City's network;
-Responsively administering network security, including users, systems and databases; and
-Anticipating, preventing and recovering from loss of systems or data through development and maintenance of a Disaster Recovery Plan.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76702 - Administer the City's Network (Data Equipment and Systems)

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767200 - Provide and Maintain the City's Network** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $170,088 | $175,093 |
| Products: | 0 | 0 | 0 | 7,369 | 7,369 |
| Work Hours: | 0 | 0 | 0 | 920 | 920 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $23.08 | $23.76 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.12 | 0.12 |
| **Activity 767210 - Evaluate, Design and Implement Changes to the Network** | | | | | |
| Product: A Change | | | | | |
| Costs: | $0 | $0 | $0 | $19,277 | $20,504 |
| Products: | 0 | 0 | 0 | 10 | 10 |
| Work Hours: | 0 | 0 | 0 | 230 | 230 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,927.66 | $2,050.40 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 23.00 | 23.00 |
| **Activity 767220 - Install, Change and Remove Network Equipment** | | | | | |
| Product: A Piece of Equipment | | | | | |
| Costs: | $0 | $0 | $0 | $23,467 | $24,961 |
| Products: | 0 | 0 | 0 | 30 | 30 |
| Work Hours: | 0 | 0 | 0 | 280 | 280 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $782.24 | $832.05 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 9.33 | 9.33 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76702 - Administer the City's Network (Data Equipment and Systems)

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767230 - Receive and Resolve Requests for Service for Network Equipment and Systems** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $8,381 | $8,915 |
| Products: | 0 | 0 | 0 | 50 | 50 |
| Work Hours: | 0 | 0 | 0 | 100 | 100 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $167.62 | $178.30 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 2.00 | 2.00 |
| **Activity 767240 - Administer IT-Related Systems (User and Security Administration)** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $6,705 | $7,132 |
| Products: | 0 | 0 | 0 | 7,369 | 7,369 |
| Work Hours: | 0 | 0 | 0 | 80 | 80 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $0.91 | $0.97 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.01 | 0.01 |
| **Activity 767250 - Perform Production Operations: Backups, Restores and Records Management** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $90 | $83,767 | $88,137 |
| Products: | 0 | 0 | 0 | 7,369 | 7,369 |
| Work Hours: | 0 | 0 | 0 | 920 | 920 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $11.37 | $11.96 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.12 | 0.12 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76702 - Administer the City's Network (Data Equipment and Systems)

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767260 - Perform Production Operations: Routine Batch Jobs, Reports** | | | | | |
| Product: A User Application Access | | | | | |
| Costs: | $0 | $0 | $0 | $7,369 | $7,837 |
| Products: | 0 | 0 | 0 | 7,369 | 7,369 |
| Work Hours: | 0 | 0 | 0 | 100 | 100 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1.00 | $1.06 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.01 | 0.01 |
| **Activity 767270 - Implement Processes and Procedures for a Comprehensive Disaster Recovery Plan** | | | | | |
| Product: An Update | | | | | |
| Costs: | $0 | $0 | $0 | $6,705 | $7,132 |
| Products: | 0 | 0 | 0 | 1 | 3 |
| Work Hours: | 0 | 0 | 0 | 80 | 80 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $6,704.90 | $2,377.27 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 80.00 | 26.67 |
| **Totals for Service Delivery Plan 76702 - Administer the City's Network (Data Equipment and Systems)** | | | | | |
| **Costs:** | **$0** | **$0** | **$90** | **$325,758** | **$339,711** |
| **Hours:** | **0** | **0** | **0** | **2,710** | **2,710** |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76703 - Administer and Support the City's Voice Equipment and Systems (Telephone and Voicemail)

Ensure that the City's telephone and voicemail equipment and systems are continuously accessible, operational and efficient, by:

-Executing best practices, including requirements analysis, planning, design and deployment, for moves, adds and changes (MACs) to the voice systems;
-Maintaining telephone services such as T1s, T3s, 1-Measured Business lines, voice and radio circuits and payphones provided by outside vendors; and
-Monitoring, troubleshooting, repairing, and conducting preventive maintenance on the City's voice equipment and systems.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76703 - Administer and Support the City's Voice Equipment and Systems (Telephone and Voicemail)

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767300 - Provide and Maintain the City's Voice Equipment and Systems** | | | | | |
| Product: A Telecommunications Connection | | | | | |
| Costs: | $0 | $0 | $0 | $393,479 | $399,805 |
| Products: | 0 | 0 | 0 | 377 | 377 |
| Work Hours: | 0 | 0 | 0 | 110 | 110 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,043.71 | $1,060.49 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.29 | 0.29 |
| **Activity 767310 - Evaluate, Design and Implement Changes to the Voice Systems** | | | | | |
| Product: A Change | | | | | |
| Costs: | $0 | $0 | $0 | $25,143 | $26,744 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 300 | 300 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $4,190.56 | $4,457.39 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 50.00 | 50.00 |
| **Activity 767320 - Install, Change and Remove Voice Equipment** | | | | | |
| Product: A Piece of Equipment | | | | | |
| Costs: | $0 | $0 | $0 | $21,319 | $22,677 |
| Products: | 0 | 0 | 0 | 256 | 256 |
| Work Hours: | 0 | 0 | 0 | 255 | 255 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $83.28 | $88.58 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76703 - Administer and Support the City's Voice Equipment and Systems (Telephone and Voicemail)

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767330 - Receive and Resolve Requests for Service for Voice Equipment and Systems** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $66,137 | $68,390 |
| Products: | 0 | 0 | 0 | 202 | 202 |
| Work Hours: | 0 | 0 | 0 | 310 | 310 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $327.41 | $338.56 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.53 | 1.53 |
| **Totals for Service Delivery Plan 76703 - Administer and Support the City's Voice Equipment and Systems (Telephone and Voicemail)** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$506,078** | **$517,616** |
| **Hours:** | **0** | **0** | **0** | **975** | **975** |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

**Service Delivery Plan 76704 - Administer and Support the City's Emergency Wireless Communications Equipment and Systems (Radios, Cell Phones and Other Devices)**

Ensure that the City's emergency wireless communications equipment and systems used by the Department of Public Safety, including the two-way radio communications system, emergency phone system (E-911), cellular telephones and other specialized equipment, are continuously accessible, operational and efficient, by:

-Executing best practices, including requirements analysis, planning, design and deployment, for moves, adds and changes (MACs) to the emergency wireless communications systems; and

-Monitoring, troubleshooting, repairing, and conducting preventive maintenance on the emergency wireless communications equipment and systems.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

**Service Delivery Plan 76704 - Administer and Support the City's Emergency Wireless Communications Equipment and Systems (Radios, Cell Phones and Other Devices)**

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767400 - Provide and Maintain the City's Emergency Wireless Equipment and Systems** | | | | | |
| Product: A Wireless Device | | | | | |
| Costs: | $0 | $0 | $0 | $161,640 | $164,978 |
| Products: | 0 | 0 | 0 | 611 | 611 |
| Work Hours: | 0 | 0 | 0 | 455 | 455 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $264.55 | $270.01 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.74 | 0.74 |
| **Activity 767410 - Evaluate, Design and Implement Changes to the Emergency Wireless Systems** | | | | | |
| Product: A Change | | | | | |
| Costs: | $0 | $0 | $0 | $6,876 | $7,061 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 20 | 20 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3,438.11 | $3,530.48 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.00 | 10.00 |
| **Activity 767420 - Install, Change and Remove Emergency Wireless Equipment** | | | | | |
| Product: A Piece of Equipment | | | | | |
| Costs: | $0 | $0 | $0 | $70,851 | $73,429 |
| Products: | 0 | 0 | 0 | 89 | 89 |
| Work Hours: | 0 | 0 | 0 | 420 | 420 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $796.08 | $825.05 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 4.72 | 4.72 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

**Service Delivery Plan 76704 - Administer and Support the City's Emergency Wireless Communications Equipment and Systems (Radios, Cell Phones and Other Devices)**

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767430 - Receive and Resolve Requests for Service for Emergency Wireless Equipment and Systems** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $60,496 | $61,506 |
| Products: | 0 | 0 | 0 | 280 | 280 |
| Work Hours: | 0 | 0 | 0 | 25 | 25 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $216.06 | $219.66 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.09 | 0.09 |
| **Totals for Service Delivery Plan 76704 - Administer and Support the City's Emergency Wireless Communications Equipment and Systems (Radios, Cell Phones and Other Devices)** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$299,864** | **$306,974** |
| **Hours:** | **0** | **0** | **0** | **920** | **920** |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

**Service Delivery Plan 76705 - Administer and Support the City's Non-Emergency Wireless Communications Equipment and Systems (Radios, Cell Phones and Other Devices)**

Ensure that the City's non-emergency wireless communications equipment and systems, including the two-way radio communications system, cellular telephones and other equipment, are continuously accessible, operational and efficient, by:

-Executing best practices, including requirements analysis, planning, design and deployment, for moves, adds and changes (MACs) to the non-emergency wireless communications systems; and

-Monitoring, troubleshooting, repairing, and conducting preventive maintenance on the non-emergency wireless communications equipment and systems.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

**Service Delivery Plan 76705 - Administer and Support the City's Non-Emergency Wireless Communications Equipment and Systems (Radios, Cell Phones and Other Devices)**

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767500 - Provide and Maintain the City's Non-Emergency Wireless Equipment and Systems** | | | | | |
| Product: A Wireless Device | | | | | |
| Costs: | $0 | $0 | $62 | $83,316 | $85,368 |
| Products: | 0 | 0 | 0 | 326 | 326 |
| Work Hours: | 0 | 0 | 0 | 370 | 370 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $255.57 | $261.86 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.13 | 1.13 |
| **Activity 767510 - Evaluate, Design and Implement Changes to the Non-Emergency Wireless Systems** | | | | | |
| Product: A Change | | | | | |
| Costs: | $0 | $0 | $0 | $1,676 | $1,783 |
| Products: | 0 | 0 | 0 | 2 | 2 |
| Work Hours: | 0 | 0 | 0 | 20 | 20 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $838.11 | $891.48 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.00 | 10.00 |
| **Activity 767520 - Install, Change and Remove Non-Emergency Wireless Equipment** | | | | | |
| Product: A Piece of Equipment | | | | | |
| Costs: | $0 | $0 | $0 | $12,895 | $13,714 |
| Products: | 0 | 0 | 0 | 48 | 48 |
| Work Hours: | 0 | 0 | 0 | 175 | 175 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $268.65 | $285.72 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 3.65 | 3.65 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

**Service Delivery Plan 76705 - Administer and Support the City's Non-Emergency Wireless Communications Equipment and Systems (Radios, Cell Phones and Other Devices)**

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767530 - Receive and Resolve Requests for Service for Non-Emergency Wireless Equipment and Systems** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $1,676 | $1,783 |
| Products: | 0 | 0 | 0 | 71 | 71 |
| Work Hours: | 0 | 0 | 0 | 20 | 20 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $23.61 | $25.11 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.28 | 0.28 |
| **Totals for Service Delivery Plan 76705 - Administer and Support the City's Non-Emergency Wireless Communications Equipment and Systems (Radios, Cell Phones and Other Devices)** | | | | | |
| **Costs:** | **$0** | **$0** | **$62** | **$99,563** | **$102,648** |
| **Hours:** | **0** | **0** | **0** | **585** | **585** |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76706 - Administer City's Servers Environment

Provide and maintain a secure server environment so that City systems are accessible, operational and efficient, by:

-Executing best practices, including requirements analysis, planning, design and deployment, for moves, adds and changes (MACs) to the City's server environment;
-Monitoring, troubleshooting, repairing and conducting preventive maintenance on the City's server environment;
-Managing operating systems and databases; and
-Installing and/or upgrading server software.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76706 - Administer City's Servers Environment

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767600 - Provide and Maintain the City's Servers Environment** | | | | | |
| Product: A Server | | | | | |
| Costs: | $0 | $0 | $0 | $150,788 | $163,730 |
| Products: | 0 | 0 | 0 | 90 | 90 |
| Work Hours: | 0 | 0 | 0 | 405 | 405 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,675.42 | $1,819.22 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 4.50 | 4.50 |
| **Activity 767610 - Evaluate, Design and Implement Changes to the Servers Environment** | | | | | |
| Product: A Change | | | | | |
| Costs: | $0 | $0 | $0 | $12,881 | $13,482 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 100 | 100 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,146.85 | $2,247.05 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 16.67 | 16.67 |
| **Activity 767620 - Install, Change and Remove Servers and Server Components** | | | | | |
| Product: A Piece of Equipment | | | | | |
| Costs: | $0 | $0 | $0 | $3,352 | $3,566 |
| Products: | 0 | 0 | 0 | 24 | 24 |
| Work Hours: | 0 | 0 | 0 | 40 | 40 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $139.68 | $148.58 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.67 | 1.67 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76706 - Administer City's Servers Environment

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767630 - Receive and Resolve Requests for Service for the Servers Environment** | | | | | |
| Product: A Service Request | | | | | |
| Costs: | $0 | $0 | $0 | $8,381 | $8,915 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 100 | 100 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,396.85 | $1,485.80 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 16.67 | 16.67 |
| **Activity 767640 - Administer Server Operations Environment** | | | | | |
| Product: A Server | | | | | |
| Costs: | $0 | $0 | $0 | $11,734 | $12,481 |
| Products: | 0 | 0 | 0 | 90 | 90 |
| Work Hours: | 0 | 0 | 0 | 140 | 140 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $130.37 | $138.67 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.56 | 1.56 |
| **Activity 767650 - Administer Back-End Databases Environment** | | | | | |
| Product: A Database | | | | | |
| Costs: | $0 | $0 | $0 | $8,381 | $8,915 |
| Products: | 0 | 0 | 0 | 86 | 86 |
| Work Hours: | 0 | 0 | 0 | 100 | 100 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $97.45 | $103.66 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.16 | 1.16 |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76706 - Administer City's Servers Environment

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767660 - Perform Server Software Installations and Upgrades** | | | | | |
| Product: An Install or Upgrade | | | | | |
| Costs: | $0 | $0 | $0 | $8,381 | $8,915 |
| Products: | 0 | 0 | 0 | 344 | 344 |
| Work Hours: | 0 | 0 | 0 | 100 | 100 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $24.36 | $25.92 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.29 | 0.29 |
| **Totals for Service Delivery Plan 76706 - Administer City's Servers Environment** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$203,898** | **$220,003** |
| **Hours:** | **0** | **0** | **0** | **985** | **985** |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76797 - Management and Support Services

Ensure the Infrastructure Services and Support program is able to meet the City's business needs within the current service levels, by:

-Planning, allocating and administering program and staff resources;
-Ensuring staff are equipped with necessary knowledge and skills to perform their job functions; and
-Planning, documenting and administering services support.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

### Service Delivery Plan 76797 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 767700 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $73,010 | $75,289 |
| Products: | 0 | 0 | 0 | 665 | 665 |
| Work Hours: | 0 | 0 | 0 | 665 | 665 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $109.79 | $113.22 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 767710 - Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $1,594 | $1,694 |
| Products: | 0 | 0 | 0 | 30 | 30 |
| Work Hours: | 0 | 0 | 0 | 30 | 30 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $53.13 | $56.48 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 767720 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $63,558 | $68,529 |
| Products: | 0 | 0 | 0 | 8 | 8 |
| Work Hours: | 0 | 0 | 0 | 600 | 600 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $7,944.71 | $8,566.13 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 75.00 | 75.00 |
| **Totals for Service Delivery Plan 76797 - Management and Support Services** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$138,161** | **$145,513** |
| **Hours:** | **0** | **0** | **0** | **1,295** | **1,295** |

# City of Sunnyvale
# Program Performance Budget

## Program 767 - Infrastructure Services and Support

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 767** | **Costs:** | **$0** | **$0** | **$152** | **$1,997,826** | **$2,079,249** |
| | **Hours:** | **0** | **0** | **0** | **11,920** | **11,920** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

**Program Performance Statement**

Maintain 87 City buildings, approximately 485,509 square feet, including Public Safety, Library, 6 Fire Stations, Civic Center, Community Center, and Senior Center, in a safe, functional, clean and cost effective manner for all users, by:

-Providing building inspections to ensure the safety, functionality, and code requirements of all City buildings and building components are met,
-Providing preventive maintenance including proactive service to HVAC, plumbing, electrical and other building systems to ensure City-maintained buildings meet applicable codes and components function in an efficient and effective manner,
-Providing a secured access control and fire monitoring system for the safety of City buildings and building occupants, issuing electronic and mechanical access keys, and maintaining records and associated equipment,
-Responding to building related urgent calls for service requests such as flooding, electrical outages, HVAC failure and structural building issues,
-Performing scheduled maintenance and responding to over 2,500 building related non-urgent repair requests each year including temperature malfunctions or concerns, leaking water pipes and faucets, lighting and other electrical repairs, furniture and appliance repair and malfunctioning doors and windows,
-Providing scheduled and non-scheduled contractual janitorial services to 330,000 square feet of buildings,
-Managing, preparing, and implementing internal charges for City building occupied space and facility related equipment and their associated maintenance and repair costs,
-Making City buildings ADA (American Disabilities Act) compliant by developing plans and implementing Capital Improvement Projects that allow for mandated federal ADA related upgrades to buildings, and
-Maintaining the City building infrastructure in a manner that provides necessary utilities (natural gas, electricity, and potable water) for building users, and implementing comprehensive methods and practices to help conserve energy and water resources.

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

**Notes**

1. The product cost variance between janitorial services to the Columbia Neighborhood Center (Activity 769110) and janitorial services to other City buildings (Activity 769100) is due to the fact that the Columbia Neighborhood Center receives janitorial services seven days each week, as opposed to most other buildings that receive services five days each week. Additionally, the janitorial company must be mobilized to service the Columbia Neighborhood Center since it is located away from the Civic Center.

2. Utilities expenditures for FY 2006/2007 were down 12.7% from the previous fiscal year. This was due to a variety of factors, including milder temperatures placing less demand on the heating and cooling systems, the replacement of the Library HVAC system's cooling tower, and more concentrated efforts on conservation and efficiency.

3. The budget overage in hours and expenditures for FY 2006/2007 was the result of increased Facilities services requests from other City departments. For a portion of the year, Facilities was absorbing these requests within its budget, as opposed to charging the departments for these service requests, which had previously been the methodology. These charges are for Facilities services that are above and beyond the current service level agreement.

4. Additional supplemental restroom cleanings at the Library, the Community Center and the Senior Center have been incorporated into the Facilities division budget. These cleanings will be provided by City staff as opposed to the contractor based on the ability of City staff to provide the service at a lower cost.

5. Beginning in FY 2008/2009, the budgeted and actual expenditures for utilities will be included in the Columbia Neighborhood Center and Sunnyvale Office Center activities. Previously, these expenditures were budgeted in a separate SDP consisting of only utilities expenditures. This change will provide greater visibility to total Facilities services costs for the Columbia Neighborhood Center and the Sunnyvale Office Center.

6. Activity 769530 (Utilities Usage Monitoring and Conservation) is carried out as a part of the daily duties of Facilities staff and includes monitoring usage and consumption, studying alternatives to current utilities sources and identifying ways to become more energy efficient.

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The customer satisfaction rating for facility repair turn around time for non-urgent requests is at an acceptable level as determined by internal customer satisfaction surveys. | I | | | | | |
| **- Percent of Customers Satisfied** | | **84.50%** | **75.00%** | **77.20%** | **75.00%** | **75.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 233.00 | 233.00 |
| Q2. The customer satisfaction rating for facility cleanliness is at an acceptable level as determined by internal customer satisfaction surveys. | I | | | | | |
| **- Percent of Customers Satisfied** | | **65.60%** | **60.00%** | **66.60%** | **60.00%** | **60.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 233.00 | 233.00 |
| Q3. The customer satisfaction rating for facilities is at an acceptable level as determined by internal customer satisfaction surveys. | I | | | | | |
| **- Percent of Customers Satisfied** | | **83.70%** | **70.00%** | **78.20%** | **70.00%** | **70.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 234.00 | 234.00 |
| Q4. Percent of buildings surveyed that are determined to be safe. | I | | | | | |
| **- Percent of Buildings Surveyed Annually** | | **93.00%** | **85.00%** | **95.00%** | **93.00%** | **93.00%** |
| - Total Number of Buildings | | 56.00 | 50.00 | 56.00 | 56.00 | 56.00 |
| Q5. Percent of buildings surveyed that are determined to be functional. | I | | | | | |
| **- Percent of Buildings Surveyed Annually** | | **85.00%** | **75.00%** | **87.00%** | **85.00%** | **85.00%** |
| - Total Number of Buildings | | 56.00 | 50.00 | 56.00 | 56.00 | 56.00 |
| Q6. Internal quality surveys are performed monthly by Facilities staff to insure city buildings and related components are clean as per current standards. | D | | | | | |
| **- Percent of Buildings Surveyed Annually** | | **89.00%** | **70.00%** | **84.00%** | **89.00%** | **89.00%** |
| - Total Number of Buildings | | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Urgent call for service requests result in the issue being mitigated within 24 hours of notification to Facility Services. | C | | | | | |
| **- Percent Mitigated** | | **91.00%** | **90.00%** | **92.80%** | **90.00%** | **90.00%** |
| - Total Number of Calls | | 469.00 | 441.00 | NA | 441.00 | 441.00 |
| P2. Non-urgent service requests are completed within 15 days of notification to Facility Services. | C | | | | | |
| **- Percent Completed** | | **89.00%** | **80.00%** | **94.70%** | **90.00%** | **90.00%** |
| - Total Number of Requests | | 2,915.00 | 2,571.00 | 2,583.00 | 2,571.00 | 2,571.00 |
| P3. Perform facility related inspections to minimize unforeseen conditions to buildings and related components. | I | | | | | |
| **- Percent of Facilities Inspected** | | **100.00%** | **90.00%** | **80.00%** | **90.00%** | **90.00%** |
| - Total Number of Inspections | | 5,762.00 | 5,741.00 | 4,567.00 | 5,648.00 | 5,648.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The consumption of utilities (electricity, gas, and water) is at or below planned costs. | I | | | | | |
| **- Kilowatt Hours [Electric]** | | **5,810,095.00** | **5,968,986.00** | **5,821,057.00** | **5,810,095.00** | **5,810,095.00** |
| - Therms Consumed [Gas] | | 148,052.00 | 154,825.00 | 162,570.00 | 148,052.00 | 148,052.00 |
| - 100 Cubic Feet [Water] | | 31,627.00 | 40,827.00 | 35,819.00 | 31,627.00 | 31,627.00 |
| C2. The cost of maintenance per building square foot is at or below the proposed cost. | I | | | | | |
| **- Total Maintenance Square Footage** | | **484,535.00** | **484,535.00** | **485,509.00** | **485,509.00** | **485,509.00** |
| - Cost Per Building Square Feet | | $7.96 | $7.69 | $7.55 | $7.96 | $7.96 |
| **Financial** | | | | | | |
| F1. Actual total expenditures for Facility Services will not exceed planned program expenditures. | C | | | | | |
| - Total Program Expenditures [DELETED] | | $3,859,703.00 | $3,746,615.02 | $3,814,813.54 | NA | NA |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76901 - Provide Janitorial Services to City Buildings

Maintain City buildings in a clean and cost effective manner for all users, by:

-Providing monthly building inspections to ensure the service levels for cleaning of City buildings are met,
-Managing the janitorial contract for the cleaning of approximately 330,000 sq.ft. of City buildings and serving as a liaison between the janitorial contractor and the City, and
-Providing scheduled and non-scheduled janitorial services to City buildings.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76901 - Provide Janitorial Services to City Buildings

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769100 - Provide Janitorial Services to City Buildings (Excludes Columbia Neighborhood Center and Sunnyvale Office Center)** | | | | | |
| Product: A Square Foot Served | | | | | |
| Costs: | $353,482 | $343,484 | $300,232 | $311,878 | $329,416 |
| Products: | 272,363 | 272,361 | 251,412 | 272,361 | 272,361 |
| Work Hours: | 320 | 208 | 159 | 320 | 320 |
| Product Cost: | $1.30 | $1.26 | $1.19 | $1.15 | $1.21 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 769110 - Provide Janitorial Services to the Columbia Neighborhood Center Building** | | | | | |
| Product: A Square Foot Served | | | | | |
| Costs: | $35,661 | $37,715 | $11,704 | $16,917 | $18,047 |
| Products: | 19,734 | 19,735 | 18,216 | 19,735 | 19,735 |
| Work Hours: | 3 | 18 | 1 | 3 | 3 |
| Product Cost: | $1.81 | $1.91 | $0.64 | $0.86 | $0.91 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 769120 - Provide Janitorial Services to the Sunnyvale Office Center** | | | | | |
| Product: A Square Foot Served | | | | | |
| Costs: | $30,719 | $26,049 | $17,904 | $31,941 | $33,858 |
| Products: | 35,503 | 35,500 | 32,772 | 35,500 | 35,500 |
| Work Hours: | 7 | 11 | 2 | 7 | 7 |
| Product Cost: | $0.87 | $0.73 | $0.55 | $0.90 | $0.95 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76901 - Provide Janitorial Services to City Buildings

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769130 - Provide Training for Janitorial Services** | | | | | |
| Product: A Training Provided | | | | | |
| Costs: | $4,338 | $17,079 | $1,027 | $0 | $0 |
| Products: | 4 | 167 | 0 | 0 | 0 |
| Work Hours: | 75 | 251 | 16 | 0 | 0 |
| Product Cost: | $1,084.40 | $102.27 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 18.85 | 1.50 | 0.00 | 0.00 | 0.00 |
| **Activity 769140 - Provide Janitorial Contract Oversight and Supervision** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $59,955 | $79,435 | $72,397 | $80,103 | $84,472 |
| Products: | 1,307 | 1,358 | 1,718 | 1,307 | 1,307 |
| Work Hours: | 1,307 | 1,358 | 1,718 | 1,307 | 1,307 |
| Product Cost: | $45.89 | $58.49 | $42.14 | $61.31 | $64.65 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 769150, 769151, 769152 - Provide Janitorial Supplemental Cleaning** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $31,475 | $24,499 | $21,916 | $46,551 | $48,340 |
| Products: | 740 | 400 | 563 | 740 | 740 |
| Work Hours: | 387 | 400 | 470 | 885 | 885 |
| Product Cost: | $42.53 | $61.25 | $38.93 | $62.91 | $65.32 |
| Work Hours/Product: | 0.52 | 1.00 | 0.83 | 1.20 | 1.20 |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76901 - Provide Janitorial Services to City Buildings

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769160 - Provide Janitorial Contract Management** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $22,622 | $22,449 | $18,608 | $22,991 | $23,970 |
| Products: | 297 | 283 | 223 | 280 | 280 |
| Work Hours: | 297 | 283 | 223 | 280 | 280 |
| Product Cost: | $76.17 | $79.47 | $83.44 | $82.11 | $85.61 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 769170 - Provide Training for Janitorial Services** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $2,775 | $2,931 |
| Products: | 0 | 0 | 0 | 10 | 10 |
| Work Hours: | 0 | 0 | 0 | 45 | 45 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $277.47 | $293.12 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 4.50 | 4.50 |
| **Totals for Service Delivery Plan 76901 - Provide Janitorial Services to City Buildings** | | | | | |
| **Costs:** | **$538,252** | **$550,709** | **$443,788** | **$513,155** | **$541,034** |
| **Hours:** | **2,395** | **2,529** | **2,588** | **2,846** | **2,846** |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76902 - Facilities Maintenance Services

Maintain city buildings in a safe, functional, and cost effective manner, by:

-Providing building inspections and preventative maintenance to 84 City buildings and related components to ensure safety, functionality, and applicable code compliance,
-Maintaining access control and fire monitoring system for City buildings to ensure occupant safety and monitoring. Functions include electronic and mechanical key issuance and charting, electronic component maintenance, and monitoring building access and fire suppression systems,
-Performing repairs to 84 City buildings and related components such as HVAC, electrical and plumbing systems, furniture, and equipment, and
-Responding to urgent calls for service for mitigating building related issues maintaining a safe environment for building occupants, and preserving the city's infrastructure.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76902 - Facilities Maintenance Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769200 - Perform Preventative Maintenance** | | | | | |
| Product: A Service Provided | | | | | |
| Costs: | $114,257 | $161,164 | $131,928 | $163,585 | $171,124 |
| Products: | 1,856 | 2,067 | 1,443 | 2,280 | 2,280 |
| Work Hours: | 1,654 | 1,573 | 1,536 | 2,031 | 2,031 |
| Product Cost: | $61.56 | $77.97 | $91.43 | $71.75 | $75.05 |
| Work Hours/Product: | 0.89 | 0.76 | 1.06 | 0.89 | 0.89 |
| **Activity 769210, 769211 - Provide Structural Maintenance, Repairs, and Painting** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $370,605 | $284,401 | $389,207 | $380,008 | $396,950 |
| Products: | 2,306 | 1,637 | 2,173 | 2,160 | 2,160 |
| Work Hours: | 4,755 | 3,200 | 5,214 | 4,456 | 4,456 |
| Product Cost: | $160.75 | $173.73 | $179.11 | $175.93 | $183.77 |
| Work Hours/Product: | 2.06 | 1.95 | 2.40 | 2.06 | 2.06 |
| **Activity 769220, 769221 - Provide Service to Facility Access & Fire Control Systems** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $130,787 | $145,232 | $148,407 | $135,990 | $141,963 |
| Products: | 2,062 | 2,323 | 2,013 | 2,040 | 2,040 |
| Work Hours: | 1,516 | 1,665 | 1,681 | 1,499 | 1,499 |
| Product Cost: | $63.43 | $62.52 | $73.72 | $66.66 | $69.59 |
| Work Hours/Product: | 0.74 | 0.72 | 0.84 | 0.73 | 0.73 |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76902 - Facilities Maintenance Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769230, 769231 - Provide Service to Facility HVAC Systems** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $212,180 | $179,518 | $180,739 | $210,852 | $218,941 |
| Products: | 1,670 | 4,243 | 1,221 | 1,401 | 1,401 |
| Work Hours: | 2,146 | 1,916 | 1,317 | 1,800 | 1,800 |
| Product Cost: | $127.05 | $42.31 | $148.03 | $150.50 | $156.27 |
| Work Hours/Product: | 1.28 | 0.45 | 1.08 | 1.28 | 1.28 |
| **Activity 769240, 769241 - Provide Service to Facility Electrical Systems** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $154,376 | $185,354 | $158,671 | $157,604 | $165,127 |
| Products: | 2,690 | 3,763 | 2,276 | 2,230 | 2,230 |
| Work Hours: | 2,492 | 2,301 | 2,221 | 2,065 | 2,065 |
| Product Cost: | $57.39 | $49.26 | $69.72 | $70.67 | $74.05 |
| Work Hours/Product: | 0.93 | 0.61 | 0.98 | 0.93 | 0.93 |
| **Activity 769250, 769251 - Provide Service to Facility Plumbing Systems** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $117,918 | $134,809 | $96,981 | $121,210 | $127,113 |
| Products: | 864 | 1,201 | 887 | 747 | 747 |
| Work Hours: | 1,863 | 1,727 | 1,456 | 1,611 | 1,611 |
| Product Cost: | $136.48 | $112.25 | $109.34 | $162.26 | $170.17 |
| Work Hours/Product: | 2.16 | 1.44 | 1.64 | 2.16 | 2.16 |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76902 - Facilities Maintenance Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769260, 769261 - Provide Maintenance Services to Columbia Neighborhood Center** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $43,814 | $35,181 | $80,873 | $62,123 | $64,867 |
| Products: | 469 | 134 | 541 | 469 | 469 |
| Work Hours: | 356 | 293 | 419 | 355 | 355 |
| Product Cost: | $93.42 | $262.54 | $149.49 | $132.46 | $138.31 |
| Work Hours/Product: | 0.76 | 2.18 | 0.77 | 0.76 | 0.76 |
| **Activity 769270, 769271 - Provide Facilities Maintenance Services to the Sunnyvale Office Center** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $243,764 | $226,427 | $165,089 | $249,406 | $260,068 |
| Products: | 1,062 | 347 | 555 | 1,063 | 1,063 |
| Work Hours: | 699 | 1,148 | 326 | 699 | 699 |
| Product Cost: | $229.58 | $652.53 | $297.46 | $234.62 | $244.65 |
| Work Hours/Product: | 0.66 | 3.31 | 0.59 | 0.66 | 0.66 |
| **Activity 769280, 769281 - Provide Services to Facilities Furniture & Equipment** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $46,842 | $38,683 | $36,950 | $44,438 | $46,356 |
| Products: | 707 | 271 | 622 | 550 | 550 |
| Work Hours: | 722 | 392 | 514 | 500 | 500 |
| Product Cost: | $66.25 | $142.74 | $59.40 | $80.80 | $84.28 |
| Work Hours/Product: | 1.02 | 1.45 | 0.83 | 0.91 | 0.91 |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76902 - Facilities Maintenance Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769290 - Provide Training for Facilities Maintenance Services** | | | | | |
| Product: A Training Provided | | | | | |
| Costs: | $93,948 | $32,814 | $76,498 | $0 | $0 |
| Products: | 938 | 307 | 630 | 0 | 0 |
| Work Hours: | 1,918 | 460 | 1,397 | 0 | 0 |
| Product Cost: | $100.21 | $106.89 | $121.43 | $0.00 | $0.00 |
| Work Hours/Product: | 2.05 | 1.50 | 2.22 | 0.00 | 0.00 |
| **Activity 769300 - Provide Inspections to City Buildings** | | | | | |
| Product: An Inspection | | | | | |
| Costs: | $97,100 | $146,505 | $67,113 | $103,776 | $108,486 |
| Products: | 5,762 | 5,741 | 4,567 | 4,384 | 4,384 |
| Work Hours: | 1,718 | 2,130 | 1,412 | 1,306 | 1,306 |
| Product Cost: | $16.85 | $25.52 | $14.70 | $23.67 | $24.75 |
| Work Hours/Product: | 0.30 | 0.37 | 0.31 | 0.30 | 0.30 |
| **Activity 769310 - Provide Grounds Maintenance to the SOC** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $17,834 | $52,195 | $8,051 | $37,266 | $38,229 |
| Products: | 139 | 104 | 81 | 140 | 140 |
| Work Hours: | 815 | 830 | 648 | 815 | 815 |
| Product Cost: | $128.31 | $501.88 | $99.39 | $266.18 | $273.07 |
| Work Hours/Product: | 5.86 | 7.98 | 8.00 | 5.82 | 5.82 |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76902 - Facilities Maintenance Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769320 - Provide Facility Contract Management** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $31,044 | $50,703 | $37,216 | $29,709 | $31,158 |
| Products: | 410 | 600 | 443 | 410 | 410 |
| Work Hours: | 410 | 600 | 443 | 410 | 410 |
| Product Cost: | $75.81 | $84.50 | $84.01 | $72.46 | $76.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 769330 - Provide Training for Facilities Maintenance Services** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $30,821 | $32,540 |
| Products: | 0 | 0 | 0 | 10 | 10 |
| Work Hours: | 0 | 0 | 0 | 500 | 500 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3,082.14 | $3,254.03 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 50.00 | 50.00 |
| **Totals for Service Delivery Plan 76902 - Facilities Maintenance Services** | | | | | |
| **Costs:** | **$1,674,470** | **$1,672,988** | **$1,577,723** | **$1,726,787** | **$1,802,922** |
| **Hours:** | **21,062** | **18,234** | **18,580** | **18,046** | **18,046** |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76905 - Provide Utilities to City Facilities

Provide electricity, gas, and water to city buildings in a cost effective manner, by:

-Purchasing electricity, natural gas, and water for the users of city buildings,
-Monitoring utility usage in city buildings and implementing comprehensive methods and products to conserve energy and building water resources, and
-Maintaining the city building infrastructure in a manner that provides necessary utilities for building users.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76905 - Provide Utilities to City Facilities

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769500 - Provide Electricity** | | | | | |
| Product: A Kilowatt Hour Consumed | | | | | |
| Costs: | $739,965 | $818,937 | $760,972 | $710,565 | $753,907 |
| Products: | 5,248,535 | 5,968,986 | 5,344,299 | 5,248,535 | 5,248,535 |
| Work Hours: | 0 | 1 | 0 | 1 | 1 |
| Product Cost: | $0.14 | $0.14 | $0.14 | $0.14 | $0.14 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 769510 - Provide Gas** | | | | | |
| Product: A Therm Consumed | | | | | |
| Costs: | $154,605 | $191,388 | $203,930 | $172,595 | $172,599 |
| Products: | 119,231 | 154,825 | 142,619 | 119,231 | 119,231 |
| Work Hours: | 0 | 1 | 0 | 1 | 1 |
| Product Cost: | $1.30 | $1.24 | $1.43 | $1.45 | $1.45 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 769520 - Provide Water** | | | | | |
| Product: 100 Cubic Feet Consumed | | | | | |
| Costs: | $104,297 | $110,991 | $127,617 | $113,342 | $122,743 |
| Products: | 31,627 | 40,827 | 35,820 | 31,627 | 31,627 |
| Work Hours: | 0 | 1 | 0 | 1 | 1 |
| Product Cost: | $3.30 | $2.72 | $3.56 | $3.58 | $3.88 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76905 - Provide Utilities to City Facilities

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769530 - Utility Usage Monitoring and Conservation** | | | | | |
| Product: A Service Rendered | | | | | |
| Costs: | $16,222 | $31,097 | $25,199 | $23,269 | $24,427 |
| Products: | 82 | 117 | 272 | 80 | 80 |
| Work Hours: | 333 | 483 | 395 | 325 | 325 |
| Product Cost: | $197.83 | $265.78 | $92.64 | $290.86 | $305.34 |
| Work Hours/Product: | 4.06 | 4.13 | 1.45 | 4.06 | 4.06 |
| **Activity 769540 - Provide Training for Utilities Services** | | | | | |
| Product: A Training Provided | | | | | |
| Costs: | $5,484 | $11,747 | $3,537 | $0 | $0 |
| Products: | 135 | 138 | 77 | 0 | 0 |
| Work Hours: | 72 | 175 | 42 | 0 | 0 |
| Product Cost: | $40.78 | $85.12 | $45.94 | $0.00 | $0.00 |
| Work Hours/Product: | 0.54 | 1.27 | 0.55 | 0.00 | 0.00 |
| **Activity 769550 - Provide Training For Utilities Services** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $2,469 | $2,608 |
| Products: | 0 | 0 | 0 | 10 | 10 |
| Work Hours: | 0 | 0 | 0 | 40 | 40 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $246.86 | $260.83 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 4.00 | 4.00 |
| **Totals for Service Delivery Plan 76905 - Provide Utilities to City Facilities** | | | | | |
| **Costs:** | **$1,020,574** | **$1,164,161** | **$1,121,254** | **$1,022,240** | **$1,076,285** |
| **Hours:** | **405** | **661** | **437** | **368** | **368** |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76907 - Management and Supervisory Services

Support the operation of the Facility Services Program, by:

-Actively managing program staff and the day to day operation of the Facility Services Program,
-Providing administrative support to the program and functions of the program including accurate record keeping, and
-Providing the necessary planning and implementation of approved systems to make the Facility Services Program meet stated goals.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76907 - Management and Supervisory Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 769700 - Provide Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $217,519 | $276,934 | $184,762 | $271,670 | $281,126 |
| Products: | 2,527 | 2,671 | 2,005 | 2,565 | 2,565 |
| Work Hours: | 2,527 | 2,671 | 2,005 | 2,565 | 2,565 |
| Product Cost: | $86.08 | $103.68 | $92.16 | $105.91 | $109.60 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 769710 - Provide Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $108,766 | $81,824 | $147,848 | $83,381 | $88,622 |
| Products: | 2,679 | 1,340 | 3,774 | 1,360 | 1,360 |
| Work Hours: | 2,679 | 1,340 | 3,774 | 1,360 | 1,360 |
| Product Cost: | $40.60 | $61.06 | $39.17 | $61.31 | $65.16 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 769720 - Produce Training for Facilities Trainers** | | | | | |
| Product: A Trainer Trained | | | | | |
| Costs: | $0 | $0 | $0 | $46,641 | $48,525 |
| Products: | 0 | 0 | 0 | 10 | 10 |
| Work Hours: | 0 | 0 | 0 | 525 | 525 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $4,664.07 | $4,852.53 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 52.50 | 52.50 |
| **Totals for Service Delivery Plan 76907 - Management and Supervisory Services** | | | | | |
| **Costs:** | **$326,284** | **$358,758** | **$332,610** | **$401,692** | **$418,274** |
| **Hours:** | **5,206** | **4,011** | **5,779** | **4,450** | **4,450** |

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76998 - Allocated

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 769 - Facility Services

### Service Delivery Plan 76998 - Allocated

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Activity 769970 - Program-Wide Allocation** | | | | | | |
| Product: None | | | | | | |
| | Costs: | $300,123 | $0 | $340,078 | $0 | $0 |
| | Products: | 0 | 0 | 0 | 0 | 0 |
| | Work Hours: | 36 | 0 | 10 | 0 | 0 |
| | Product Cost: | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| | Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 76998 - Allocated** | | | | | | |
| | **Costs:** | **$300,123** | **$0** | **$340,078** | **$0** | **$0** |
| | **Hours:** | **36** | **0** | **10** | **0** | **0** |
| **Totals for Program 769** | **Costs:** | **$3,859,703** | **$3,746,615** | **$3,815,452** | **$3,663,875** | **$3,838,514** |
| | **Hours:** | **29,104** | **25,434** | **27,393** | **25,710** | **25,710** |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

**Program Performance Statement**

Maximize the effectiveness of technology to support City operations, by:

-Monitoring and evaluating emerging technologies and technology-related legislation to assess their value to and impact on the City and its operations;
-Defining and planning for the short and long term technology needs of the City;
-Improving efficiency by evaluating current business processes and recommending appropriate technology solutions;
-Managing the City's technology assets to ensure they are provided and supported in the least costly and most effective manner;
-Ensuring that adequate funds are available to acquire, replace and maintain technology assets; and
-Enforcing franchise and wireless lease agreements to ensure subscribers receive quality service area coverage, customer support and competitive choices.

**Notes**

1. The operating budgets for the IT Department do not include capital acquisitions costs.

2. The IT Department plans to develop the following policies in FY 2008/2009: Storage Management, Password Policies, Remote Network Access, Use of Portable Devices, Project Management and Project Initiation.

3. $12,000 of the Professional Services costs are for outside assistance with the acquisition of custom and standard technology used specifically by the Department of Public Safety.

4. $2,250 of the Professional Services costs are for outside assistance with the analysis of the annual cable television rate changes.

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Analyze and recommend solutions for major technology requests (acquisitions, replacements, developments or upgrades) within 90 days of receipt. | C | | | | | |
| **- Percent of Recommendations Made within 90 days** | | **NA** | **NA** | **NA** | **90.00%** | **90.00%** |
| - Total Number of Technology Requests Received | | NA | NA | NA | 15.00 | 15.00 |
| Q2. The IT Department will enforce customer service standards for telecommunication franchises. | C | | | | | |
| **- Percent of Enforcement Actions Taken** | | **NA** | **NA** | **NA** | **83.00%** | **83.00%** |
| - Total Number of Instances | | NA | NA | NA | 6.00 | 6.00 |
| Q3. Recommended technology solutions are accepted by users for implementation. | I | | | | | |
| **- Percent of Solutions Accepted for Implementation** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Total Number of Recommended Solutions | | NA | NA | NA | 15.00 | 15.00 |
| - Number of Solutions Implemented | | NA | NA | NA | 15.00 | 15.00 |
| Q4. City staff who partnered with the IT Department feel our project leadership added value to the overall project implementation. | I | | | | | |
| **- Percent of Satisfied Staff** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 43.00 | 43.00 |
| Q5. Internal customers are satisfied with the overall services provided by the Internal and External Business Support Services program. | I | | | | | |
| **- Percent of Satisfied Customers** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 184.00 | 184.00 |
| Q6. Recommended solutions for business processes reengineering and technology requests meet cost benefit objectives. | I | | | | | |
| **- Percent of Cost Benefit Objectives Met** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Recommended Solutions | | NA | NA | NA | 15.00 | 15.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Respond to cable television and other franchised telecommunication services complaints or inquiries within 1 business day. | C | | | | | |
| **- Percent of Complaints and Inquiries Responded to within 1 Business Day** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |
| - Total Number of Complaints and Inquiries | | NA | NA | NA | 150.00 | 150.00 |
| P2. Acquire or replace standard IT equipment within 45 days of receipt. | I | | | | | |
| **- Percent of Standard Technology Requests Acquired or Replaced with 45 Days** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |
| - Total Number of Standard Technology Requests | | NA | NA | NA | 218.00 | 218.00 |
| **Financial** | | | | | | |
| F1. Actual total expenditures for the Internal and External Business Support Services program will not exceed planned program expenditures. | C | | | | | |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77001 - IT Policies, Procedures and Directions

Manage the impact of technology and related legislation on City operations, by:

-Evaluating and monitoring emerging technologies and technological trends;
-Identifying, tracking and responding to IT-related legislation and governmental issues;
-Developing short and long range strategic technology plans; and
-Developing, adhering to and monitoring City policies.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77001 - IT Policies, Procedures and Directions

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 770100 - Develop and Administer IT Specific Policies and Procedures** | | | | | |
| Product: A Policy or Procedure | | | | | |
| Costs: | $0 | $0 | $0 | $17,375 | $18,424 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 210 | 210 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,895.78 | $3,070.71 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 35.00 | 35.00 |
| **Activity 770110 - Identify, Analyze and Track Progress of External Policies and Legislation** | | | | | |
| Product: An Identification, Analysis or Tracking | | | | | |
| Costs: | $0 | $0 | $0 | $24,672 | $25,547 |
| Products: | 0 | 0 | 0 | 10 | 10 |
| Work Hours: | 0 | 0 | 0 | 250 | 250 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,467.16 | $2,554.66 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 25.00 | 25.00 |
| **Activity 770120 - Evaluate Emerging Technologies and Technical Trends and Develop Corresponding Short and Long Term Objectives** | | | | | |
| Product: A Technology Initiative | | | | | |
| Costs: | $0 | $0 | $0 | $40,783 | $42,191 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 400 | 400 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $6,797.15 | $7,031.83 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 66.67 | 66.67 |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77001 - IT Policies, Procedures and Directions

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 770130 - Develop and Maintain the Internal IT Department Intranet** | | | | | |
| Product: An Update | | | | | |
| Costs: | $0 | $0 | $0 | $40,166 | $42,393 |
| Products: | 0 | 0 | 0 | 50 | 50 |
| Work Hours: | 0 | 0 | 0 | 475 | 475 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $803.33 | $847.86 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 9.50 | 9.50 |
| **Totals for Service Delivery Plan 77001 - IT Policies, Procedures and Directions** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$122,996** | **$128,555** |
| **Hours:** | **0** | **0** | **0** | **1,335** | **1,335** |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77002 - Business Support Services

Support business processes and operations throughout the organization, by:

-Providing centralized and systematic business processes analysis;
-Evaluating requests for acquisition, upgrade or development of technology to ensure they have return on investment (ROI);
-Ensuring that technology solutions are appropriate for business needs; and
-Administering technology projects in a systematic and effective manner.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77002 - Business Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 770200 - Identify, Evaluate Options and Recommend Solutions for Business Processes Reengineering** | | | | | |
| Product: A Process | | | | | |
| Costs: | $0 | $0 | $0 | $110,781 | $116,265 |
| Products: | 0 | 0 | 0 | 8 | 8 |
| Work Hours: | 0 | 0 | 0 | 1,255 | 1,255 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $13,847.61 | $14,533.14 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 156.88 | 156.88 |
| **Activity 770210 - Provide Technology Project Management** | | | | | |
| Product: A Project | | | | | |
| Costs: | $0 | $0 | $0 | $123,901 | $128,994 |
| Products: | 0 | 0 | 0 | 7 | 7 |
| Work Hours: | 0 | 0 | 0 | 1,230 | 1,230 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $17,700.21 | $18,427.73 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 175.71 | 175.71 |
| **Activity 770220 - Identify, Evaluate Options and Recommend Solutions for Technology Requests** | | | | | |
| Product: A Request | | | | | |
| Costs: | $0 | $0 | $0 | $119,472 | $125,610 |
| Products: | 0 | 0 | 0 | 7 | 7 |
| Work Hours: | 0 | 0 | 0 | 1,305 | 1,305 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $17,067.37 | $17,944.26 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 186.43 | 186.43 |
| **Totals for Service Delivery Plan 77002 - Business Support Services** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$354,154** | **$370,869** |
| **Hours:** | **0** | **0** | **0** | **3,790** | **3,790** |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77003 - Technology Budget and Asset Management

Maximize the value of technology used throughout the City, by:

-Negotiating the pricing and terms of technology vendor contracts to ensure they are most favorable to the City;
-Preparing and monitoring operating and projects budgets; and
-Developing and maintaining logical asset management inventories, replacement schedules and replacement processes.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77003 - Technology Budget and Asset Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 770300 - Acquire Standard Technology Equipment** | | | | | |
| Product: A Piece of Equipment | | | | | |
| Costs: | $0 | $0 | $0 | $45,922 | $48,051 |
| Products: | 0 | 0 | 0 | 218 | 218 |
| Work Hours: | 0 | 0 | 0 | 550 | 550 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $210.65 | $220.42 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 2.52 | 2.52 |
| **Activity 770310 - Acquire Custom Technology Solutions** | | | | | |
| Product: A Solution | | | | | |
| Costs: | $0 | $0 | $0 | $68,680 | $71,271 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 700 | 700 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $22,893.28 | $23,757.05 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 233.33 | 233.33 |
| **Activity 770320 - Manage, Negotiate and Renew Technology Vendor Contracts** | | | | | |
| Product: A Purchase Order Issued | | | | | |
| Costs: | $0 | $0 | $0 | $60,818 | $63,786 |
| Products: | 0 | 0 | 0 | 214 | 214 |
| Work Hours: | 0 | 0 | 0 | 905 | 905 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $284.19 | $298.06 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 4.23 | 4.23 |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77003 - Technology Budget and Asset Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 770330 - Manage Operating and Capital Budgets** | | | | | |
| Product: An Operating Budget or Replacement Schedule | | | | | |
| Costs: | $0 | $0 | $0 | $20,268 | $21,014 |
| Products: | 0 | 0 | 0 | 196 | 196 |
| Work Hours: | 0 | 0 | 0 | 200 | 200 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $103.41 | $107.22 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.02 | 1.02 |
| **Activity 770340 - Manage Technology Asset Inventories, Replacement Schedules and Rental Rates** | | | | | |
| Product: An Asset | | | | | |
| Costs: | $0 | $0 | $0 | $45,134 | $47,507 |
| Products: | 0 | 0 | 0 | 3,686 | 3,686 |
| Work Hours: | 0 | 0 | 0 | 550 | 550 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $12.24 | $12.89 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.15 | 0.15 |
| **Totals for Service Delivery Plan 77003 - Technology Budget and Asset Management** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$240,821** | **$251,630** |
| **Hours:** | **0** | **0** | **0** | **2,905** | **2,905** |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77004 - Telecommunications Franchise and Lease Agreement Management

Negotiate and administer franchise and lease agreements for telecommunications services, such as cable television, wireless Internet and cellular telephone, so that customers receive quality service area coverage, customer support and competitive choices, by:

-Conducting periodic reviews to determine the quality of the telecommunications service provided;
-Enforcing compliance with customer service standards;
-Ensuring that the City is fairly compensated for use of its property;
-Ensuring that vendors are in compliance with their agreement terms and conditions and with local, state and federal regulations;
-Ensuring the proper processes and procedures for City approval of agreements and permits are followed; and
-Receiving and responding to resident inquiries and complaints, and following up to ensure the appropriate resolution action was taken.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77004 - Telecommunications Franchise and Lease Agreement Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 770400 - Negotiate and Administer Telecommunications Franchises** | | | | | |
| Product: A Franchise | | | | | |
| Costs: | $0 | $0 | $0 | $30,419 | $31,344 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 255 | 255 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $10,139.63 | $10,447.84 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 85.00 | 85.00 |
| **Activity 770410 - Resolve Telecommunications Customer Complaints** | | | | | |
| Product: A Complaint | | | | | |
| Costs: | $0 | $0 | $0 | $13,202 | $13,857 |
| Products: | 0 | 0 | 0 | 150 | 150 |
| Work Hours: | 0 | 0 | 0 | 180 | 180 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $88.01 | $92.38 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.20 | 1.20 |
| **Activity 770420 - Enforce AT&T and Comcast Telecommunications Franchises Terms and Cell Tower Lease Agreement Terms** | | | | | |
| Product: An Enforcement | | | | | |
| Costs: | $0 | $0 | $0 | $12,654 | $13,291 |
| Products: | 0 | 0 | 0 | 6 | 6 |
| Work Hours: | 0 | 0 | 0 | 175 | 175 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,109.01 | $2,215.23 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 29.17 | 29.17 |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77004 - Telecommunications Franchise and Lease Agreement Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 770430 - Negotiate and Administer Cell Tower Lease Agreements** | | | | | |
| Product: A Lease | | | | | |
| Costs: | $0 | $0 | $0 | $27,694 | $28,585 |
| Products: | 0 | 0 | 0 | 17 | 22 |
| Work Hours: | 0 | 0 | 0 | 255 | 255 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,629.05 | $1,299.31 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 15.00 | 11.59 |
| **Totals for Service Delivery Plan 77004 - Telecommunications Franchise and Lease Agreement Management** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$83,969** | **$87,077** |
| **Hours:** | **0** | **0** | **0** | **865** | **865** |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77097 - Management and Support Services

Ensure the Internal and External Business Support Services program is able to meet the City's business needs within the current service levels, by:

-Planning, allocating and administering program and staff resources;
-Ensuring staff are equipped with necessary knowledge and skills to perform their job functions; and
-Planning, documenting and administering services support.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

### Service Delivery Plan 77097 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 770700 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $3,288 | $3,393 |
| Products: | 0 | 0 | 0 | 30 | 30 |
| Work Hours: | 0 | 0 | 0 | 30 | 30 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $109.62 | $113.11 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 770710 - Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $1,589 | $1,691 |
| Products: | 0 | 0 | 0 | 30 | 30 |
| Work Hours: | 0 | 0 | 0 | 30 | 30 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $52.95 | $56.37 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 770720 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $14,763 | $14,137 |
| Products: | 0 | 0 | 0 | 4 | 4 |
| Work Hours: | 0 | 0 | 0 | 165 | 165 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3,690.71 | $3,534.20 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 41.25 | 41.25 |
| **Totals for Service Delivery Plan 77097 - Management and Support Services** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$19,640** | **$19,221** |
| **Hours:** | **0** | **0** | **0** | **225** | **225** |

# City of Sunnyvale
# Program Performance Budget

## Program 770 - Internal and External Business Support Services

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 770** | **Costs:** | **$0** | **$0** | **$0** | **$821,580** | **$857,351** |
| | **Hours:** | **0** | **0** | **0** | **9,120** | **9,120** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

**Program Performance Statement**

Provide centralized print, copy, bindery and mail services and support so that City employees are able to efficiently and effectively deliver and support business services, by:

- Receiving, processing and delivering internal and external written correspondence, packages and materials; and
- Providing the appropriate equipment and support to produce and deliver print, copy and/or bindery jobs at the lowest cost.

**Notes**

1. The operating budgets for the IT Department do not include capital acquisitions costs.

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. Mail will be delivered to City locations and the U.S. Postal Service pursuant to established schedules. [DELETED] | C | | | | | |
| **- Percent of Working Days** | | **100.00%** | **98.00%** | **100.00%** | **NA** | **NA** |
| - Total Number of Working Days | | 250.00 | 250.00 | 250.00 | NA | NA |
| Q2. Mail will be delivered to City locations and the U. S. Postal Service within 1 work day. | C | | | | | |
| **- Percent of Mail Delivered within 1 Work Day** | | **NA** | **NA** | **NA** | **95.00%** | **95.00%** |
| - Total Number of Work Days | | NA | NA | NA | 249.00 | 249.00 |
| Q3. Internal customers are satisfied with the overall services provided by the Office and Mail Systems program. [DELETED] | I | | | | | |
| **- Percent of Satisfied Customers** | | **80.88%** | **85.00%** | **83.10%** | **NA** | **NA** |
| Q4. Job requests for print, copy and/or bindery services are completed within the timeframe requested by the customer. | I | | | | | |
| **- Percent of Job Requests Completed within the Requested Timeframe** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |
| - Total Number of Job Requests | | NA | NA | NA | 2,086.00 | 2,086.00 |
| Q5. Internal customers are satisfied with the overall services provided by the Print, Copy, Bindery and Mail Services and Support program. | I | | | | | |
| **- Percent of Satisfied Customers** | | **NA** | **NA** | **NA** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 197.00 | 197.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Productivity** | | | | | | |
| P1. Percentage of service requests for satellite copiers and office equipment that are completed within the timeframes specified by the contracts or upon mutually agreed upon completion dates to ensure maximum availability of equipment. [DELETED] | I | | | | | |
| **- Percent of Service Requests Completed** | | **91.05%** | **85.00%** | **84.00%** | **NA** | **NA** |
| - Total Number of Service Requests | | 257.00 | 200.00 | 282.00 | NA | NA |
| P2. The centralized print/copy center completes the majority of jobs rather than vending them out so that the customers receive quality jobs at the lowest cost. | I | | | | | |
| **- Percent of Requests** | | **75.20%** | **65.00%** | **76.50%** | **75.00%** | **75.00%** |
| - Total Number of Requests | | 1,568.00 | 1,300.00 | 1,989.00 | 1,568.00 | 1,568.00 |
| P3. New or replacement office, copier or print/mail equipment is purchased and installed within 45 working days after the request is approved. [DELETED] | I | | | | | |
| **- Percent of Equipment Requests** | | **75.00%** | **80.00%** | **66.67%** | **NA** | **NA** |
| - Total Number of Equipment Requests | | 4.00 | 15.00 | 6.00 | NA | NA |
| P4. Service requests for leased and City-owned copiers are completed within 2 work days or, if more time is required, within a negotiated deadline. | I | | | | | |
| **- Percent of Service Requests Completed within 2 Work Days or a Negotiated Deadline** | | **NA** | **NA** | **NA** | **80.00%** | **80.00%** |
| - Total Number of Service Requests | | NA | NA | NA | 255.00 | 255.00 |
| **Cost Effectiveness** | | | | | | |
| C1. The cost per copy for centralized copying services is maintained at a level that is below commercial rates. [DELETED] | I | | | | | |
| **- Percent Below Commercial Rate** | | **43.87%** | **15.00%** | **26.30%** | **NA** | **NA** |
| - Cost Per Copy | | $0.06 | $0.06 | $0.07 | NA | NA |
| C2. The cost per copy, including capital and overhead, is maintained at a level that is below commercial rates. | I | | | | | |
| **- Percent Below Commercial Rate** | | **NA** | **NA** | **NA** | **5.00%** | **5.00%** |
| - Cost per Copy | | NA | NA | NA | 0.06 | 0.06 |

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Financial** | | | | | | |
| F1. Actual total expenditures for Office and Mail Systems will not exceed planned program expenditures. [DELETED] | C | | | | | |
| **- Total Program Expenditures** | | **$918,796.36** | **$951,351.39** | **$775,984.44** | **NA** | **NA** |
| F2. Actual total expenditures for the Print, Copy, Bindery and Mail Services and Support program will not exceed planned program expenditures. | C | | | | | |
| **- Percent of Total Program Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

### Service Delivery Plan 77511 - Provide Print, Copy and Bindery Services

Provide satellite and centralized print, copy and bindery services so that customers are able to receive and reproduce printed images and documents used to deliver their services or to share information, by:

- Producing materials and documents at the lowest possible cost and within the expected turnaround times;
- Performing quality control, developing job specifications and reviewing proofs for in-house and vended jobs; and
- Leasing or purchasing equipment that provides the best solution for producing relevant materials and documents.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

### Service Delivery Plan 77511 - Provide Print, Copy and Bindery Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 775130 - Provide Satellite Copier Services** | | | | | |
| Product: A Page | | | | | |
| Costs: | $0 | $0 | $0 | $181,646 | $184,533 |
| Products: | 0 | 0 | 0 | 4,412,520 | 4,412,520 |
| Work Hours: | 0 | 0 | 0 | 75 | 75 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $0.04 | $0.04 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 775140 - Provide Centralized Print, Copy and Bindery Services** | | | | | |
| Product: A Page | | | | | |
| Costs: | $0 | $0 | $0 | $148,422 | $155,716 |
| Products: | 0 | 0 | 0 | 2,401,848 | 2,401,848 |
| Work Hours: | 0 | 0 | 0 | 2,060 | 2,060 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $0.06 | $0.06 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 775150 - Provide Outsourced Print, Copy and Bindery Services** | | | | | |
| Product: A Job | | | | | |
| Costs: | $0 | $0 | $0 | $374,190 | $382,095 |
| Products: | 0 | 0 | 0 | 518 | 518 |
| Work Hours: | 0 | 0 | 0 | 940 | 940 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $722.37 | $737.63 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.81 | 1.81 |
| **Totals for Service Delivery Plan 77511 - Provide Print, Copy and Bindery Services** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$704,258** | **$722,343** |
| **Hours:** | **0** | **0** | **0** | **3,075** | **3,075** |

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

### Service Delivery Plan 77512 - Provide Centralized Mail Services

Provide centralized mail services to ensure that written communications are available to City departments and distributed internally or mailed, by:

- Picking up mail from and delivering mail to the US Postal Service and off-campus locations;
- Delivering office and general supplies from Central Stores to off-campus locations;
- Delivering to and picking up print shop jobs from vendors;
- Sorting incoming mail picked up from the US Postal Service and off-campus locations; and
- Processing outgoing mail including first class, bulk express, parcel and UPS.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

### Service Delivery Plan 77512 - Provide Centralized Mail Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 775250 - Deliver Mail, Supplies and Print Shop Jobs** | | | | | |
| Product: A Mail Stop | | | | | |
| Costs: | $0 | $0 | $0 | $52,585 | $56,044 |
| Products: | 0 | 0 | 0 | 14,049 | 14,049 |
| Work Hours: | 0 | 0 | 0 | 1,245 | 1,245 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $3.74 | $3.99 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.09 | 0.09 |
| **Activity 775260 - Process Incoming Mail** | | | | | |
| Product: A Work Day | | | | | |
| Costs: | $0 | $0 | $0 | $26,268 | $27,855 |
| Products: | 0 | 0 | 0 | 249 | 249 |
| Work Hours: | 0 | 0 | 0 | 605 | 605 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $105.49 | $111.87 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 2.43 | 2.43 |
| **Activity 775270 - Process Outgoing Mail** | | | | | |
| Product: A Piece of Mail | | | | | |
| Costs: | $0 | $0 | $0 | $24,188 | $25,591 |
| Products: | 0 | 0 | 0 | 243,253 | 243,253 |
| Work Hours: | 0 | 0 | 0 | 520 | 520 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $0.10 | $0.11 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 77512 - Provide Centralized Mail Services** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$103,041** | **$109,490** |
| **Hours:** | **0** | **0** | **0** | **2,370** | **2,370** |

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

### Service Delivery Plan 77597 - Management and Support Services

Ensure the Print, Copy, Bindery and Mail Services and Support program is able to meet the City's business needs within the current service levels, by:

- Planning, allocating and administering program and staff resources;
- Ensuring staff are equipped with necessary knowledge and skills to perform their job functions; and
- Planning, documenting and administering services support.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

### Service Delivery Plan 77597 - Management and Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 775700 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $9,192 | $9,480 |
| Products: | 0 | 0 | 0 | 80 | 80 |
| Work Hours: | 0 | 0 | 0 | 80 | 80 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $114.89 | $118.50 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 775710 - Administrative Support Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $0 | $0 | $0 | $794 | $846 |
| Products: | 0 | 0 | 0 | 15 | 15 |
| Work Hours: | 0 | 0 | 0 | 15 | 15 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $52.93 | $56.38 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| **Activity 775720 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $3,007 | $2,729 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 60 | 60 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $1,002.27 | $909.62 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 20.00 | 20.00 |
| **Totals for Service Delivery Plan 77597 - Management and Support Services** | | | | | |
| **Costs:** | **$0** | **$0** | **$0** | **$12,992** | **$13,054** |
| **Hours:** | **0** | **0** | **0** | **155** | **155** |

# City of Sunnyvale
# Program Performance Budget

## Program 775 - Print, Copy, Bindery and Mail Services and Support

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 775** | **Costs:** | **$0** | **$0** | **$0** | **$820,291** | **$844,887** |
| | **Hours:** | **0** | **0** | **0** | **5,600** | **5,600** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 779 - Information Technology Department Management and Support Services

**Program Performance Statement**

Manage the efficient and cost-effective operation of the Department of Information Technology in accordance with the policies, guidelines and standards of conduct of the City of Sunnyvale, by:

-Providing centralized leadership and direction of the internal management of the department;
-Providing support and leadership within the Executive Leadership Team for management of the entire City of Sunnyvale organization; and
-Providing centralized department administrative support.

**Notes**

1. The operating budgets for the IT Department do not include capital acquisitions costs.

# City of Sunnyvale
# Program Performance Budget

## Program 779 - Information Technology Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Quality** | | | | | | |
| Q1. The established percentage of the planned performance measure targets is met for the services provided by the Information Technology Department. | C | | | | | |
| **- Percent of Measure Targets** | | **83.02%** | **90.00%** | **75.44%** | **90.00%** | **90.00%** |
| - Total Number of Program Performance Measures | | 53.00 | 56.00 | 57.00 | 50.00 | 50.00 |
| Q2. Sunnyvale community members are satisfied with the overall services provided by the IT Department. [External Survey] | I | | | | | |
| **- Percent of Satisfied Customers** | | **91.00%** | **85.00%** | **83.00%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 340.00 | 340.00 |
| Q3. City employees are satisfied with the overall services provided by the IT Department. | I | | | | | |
| **- Percent of Satisfied Customers** | | **81.27%** | **85.00%** | **88.06%** | **85.00%** | **85.00%** |
| - Number of Survey Respondents | | NA | NA | NA | 250.00 | 250.00 |
| **Productivity** | | | | | | |
| P1. The Department of Information Technology shall complete the employee performance evaluation process for each full-time and regular part-time staff member supervised, and submit the evaluation to Human Resources in accordance with established procedures and timeframes. | C | | | | | |
| **- Percent of Evaluations Submitted to Human Resources by the Scheduled Submittal Date** | | **100.00%** | **95.00%** | **NA** | **100.00%** | **100.00%** |
| - Total Number of Evaluations Completed | | 21.00 | 23.00 | 20.00 | 26.00 | 26.00 |
| P2. Percent of Reports to Council submitted to the Office of the City Manager in accordance with the Administrative Policy deadline. | I | | | | | |
| **- Percent of Reports to Council** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| - Number of Reports | | NA | NA | NA | 6.00 | 6.00 |
| P3. Percent of Study Issues completed in accordance with Tentative Council Meeting Agenda Calendar (TCMAC) deadlines. | I | | | | | |
| **- Percent of Study Issues** | | **NA** | **NA** | **NA** | **NA** | **100.00%** |
| - Number of Study Issues | | NA | NA | NA | NA | 3.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 779 - Information Technology Department Management and Support Services

| Program Measures | Priority | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Cost Effectiveness** | | | | | | |
| C1. The Department of Information Technology works to prevent future workers' compensation claims by providing a planned number of training sessions that address the top three causes of workers' compensation injuries for department employees. | I | | | | | |
| **- Number of Training Sessions Completed** | | **1.00** | **1.00** | **1.00** | **1.00** | **1.00** |
| **Financial** | | | | | | |
| F1. Actual total expenditures of the Information Technology Department will not exceed planned department expenditures. | C | | | | | |
| - Total Department Expenditures [DELETED] | | $5,757,151.43 | $6,110,134.54 | $5,537,383.02 | NA | NA |
| **- Percent of Total Department Budget Expended** | | **NA** | **NA** | **NA** | **100.00%** | **100.00%** |
| F2. Actual total revenues (excluding rental rates) for the IT Department will be received as compared to the total revenue projection for the programs managed by the Department. | C | | | | | |
| **- Percent of Projected Revenues** | | **97.70%** | **95.00%** | **97.76%** | **100.00%** | **97.70%** |
| - Total Revenues | | $1,130,763.87 | $1,253,070.00 | $1,224,996.00 | $1,473,216.00 | $1,514,506.00 |

**Priority Legend**

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

# City of Sunnyvale
# Program Performance Budget

## Program 779 - Information Technology Department Management and Support Services

### Service Delivery Plan 77901 - Information Technology Department Management

Ensure the Information Technology Department program is able to meet the City's business needs within the current service levels, by:

-Planning, allocating and administering department resources; and
-Providing leadership and support to staff, City Council, the general public and the business community.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 779 - Information Technology Department Management and Support Services

### Service Delivery Plan 77901 - Information Technology Department Management

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 779100 - Management and Supervisory Services** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $271,106 | $274,158 | $326,565 | $474,446 | $490,134 |
| Products: | 1,970 | 1,800 | 2,145 | 1,850 | 1,850 |
| Work Hours: | 1,970 | 1,800 | 2,145 | 1,850 | 1,850 |
| Product Cost: | $137.62 | $152.31 | $152.22 | $256.46 | $264.94 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Totals for Service Delivery Plan 77901 - Information Technology Department Management** | | | | | |
| **Costs:** | **$271,106** | **$274,158** | **$326,565** | **$474,446** | **$490,134** |
| **Hours:** | **1,970** | **1,800** | **2,145** | **1,850** | **1,850** |

# City of Sunnyvale
# Program Performance Budget

## Program 779 - Information Technology Department Management and Support Services

### Service Delivery Plan 77902 - Information Technology Department Administrative Support Services

Ensure the Information Technology Department program is able to meet the City's business needs within the current service levels, by:

-Providing main answer point services to the general public and business community; and
-Providing centralized administrative support to the department.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 779 - Information Technology Department Management and Support Services

### Service Delivery Plan 77902 - Information Technology Department Administrative Support Services

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 779200 - Administrative Support** | | | | | |
| Product: A Work Hour | | | | | |
| Costs: | $76,496 | $48,363 | $53,989 | $187,206 | $196,806 |
| Products: | 1,220 | 770 | 816 | 1,200 | 1,200 |
| Work Hours: | 1,220 | 770 | 816 | 1,200 | 1,200 |
| Product Cost: | $62.70 | $62.81 | $66.20 | $156.01 | $164.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 779210 - Staff Training and Development [DELETED - Moved to 779220]** | | | | | |
| Product: A Training Hour | | | | | |
| Costs: | $364 | $5,815 | $1,415 | $0 | $0 |
| Products: | 6 | 40 | 16 | 0 | 0 |
| Work Hours: | 6 | 40 | 16 | 0 | 0 |
| Product Cost: | $66.14 | $145.38 | $87.86 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| **Activity 779220 - Staff Training and Development** | | | | | |
| Product: An Employee Trained | | | | | |
| Costs: | $0 | $0 | $0 | $7,683 | $5,431 |
| Products: | 0 | 0 | 0 | 3 | 3 |
| Work Hours: | 0 | 0 | 0 | 30 | 30 |
| Product Cost: | $0.00 | $0.00 | $0.00 | $2,561.06 | $1,810.30 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 10.00 | 10.00 |
| **Totals for Service Delivery Plan 77902 - Information Technology Department Administrative Support Services** | | | | | |
| **Costs:** | **$76,860** | **$54,178** | **$55,404** | **$194,889** | **$202,236** |
| **Hours:** | **1,226** | **810** | **832** | **1,230** | **1,230** |

# City of Sunnyvale
# Program Performance Budget

## Program 779 - Information Technology Department Management and Support Services

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 779** | **Costs:** | **$347,966** | **$328,336** | **$381,969** | **$669,336** | **$692,370** |
| | **Hours:** | **3,196** | **2,610** | **2,977** | **3,080** | **3,080** |

# City of Sunnyvale
# Program Performance Budget

## Program 781 - Employee Leave Benefits - Leave Earned/Usage Information

**Program Performance Statement**

This program is utilized solely to track the dollars and hours associated with the various leaves available for employees.

There are no performance measures associated with this program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 781 - Employee Leave Benefits - Leave Earned/Usage Information

### Service Delivery Plan 78101 - Employee Leaves

Tracking employee leave accrual and usage for the following leaves:

-Mandated Leaves such as Jury Duty, Voting, Military, and Family and Medical Care Leave (FMLA) (except employee disability),
-Negotiated/Discretionary Leaves taken or accrued such as PTO, Vacation, Holiday, Bereavement, Medical Appointment, Family Emergency, Military Reservist,
-Disability Leave such as short term non-FMLA, short term paid FMLA, short term unpaid FMLA, long term unpaid, and
-Leave Without Pay.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 781 - Employee Leave Benefits - Leave Earned/Usage Information

### Service Delivery Plan 78101 - Employee Leaves

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 781100 - Mandated Leaves** | | | | | |
| Product: An Hour of Leave Used | | | | | |
| Costs: | $72,673 | $354,757 | $95,795 | $355,379 | $87,671 |
| Products: | 1,811 | 1,831 | 1,971 | 1,831 | 1,831 |
| Work Hours: | 1,811 | 1,831 | 1,971 | 1,831 | 1,792 |
| Product Cost: | $40.12 | $193.75 | $48.60 | $194.09 | $47.88 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 0.98 |
| **Activity 781110 - Negotiated / Discretionary Leaves** | | | | | |
| Product: An Hour of Leave Accrued/Taken/Credited | | | | | |
| Costs: | $9,831,879 | $10,087,813 | $10,223,061 | $10,536,661 | $10,708,955 |
| Products: | 242,578 | 239,492 | 231,956 | 235,401 | 235,921 |
| Work Hours: | 242,578 | 239,492 | 231,956 | 235,401 | 240,275 |
| Product Cost: | $40.53 | $42.12 | $44.07 | $44.76 | $45.39 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.02 |
| **Activity 781120 - Disability Leave** | | | | | |
| Product: An Hour of Leave Taken | | | | | |
| Costs: | $2,126,381 | $2,153,729 | $2,033,674 | $2,240,287 | $2,177,209 |
| Products: | 55,566 | 55,053 | 51,137 | 53,000 | 53,000 |
| Work Hours: | 55,566 | 55,053 | 51,137 | 53,000 | 51,137 |
| Product Cost: | $38.27 | $39.12 | $39.77 | $42.27 | $41.08 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 0.96 |

# City of Sunnyvale
# Program Performance Budget

## Program 781 - Employee Leave Benefits - Leave Earned/Usage Information

### Service Delivery Plan 78101 - Employee Leaves

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 781130, 781131 - Leave Without Pay** | | | | | |
| Product: An Hour of Leave Taken | | | | | |
| Costs: | $139 | $0 | $29 | $0 | $0 |
| Products: | 9,732 | 8,872 | 7,671 | 8,128 | 0 |
| Work Hours: | 9,732 | 8,872 | 7,671 | 8,128 | 10,000 |
| Product Cost: | $0.01 | $0.00 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 0.00 |
| **Activity 781140 - Compensatory Time Off** | | | | | |
| Product: An Hour of Leave Taken | | | | | |
| Costs: | $34,713 | $0 | $11,587 | $0 | $0 |
| Products: | 78 | 0 | 0 | 0 | 0 |
| Work Hours: | 78 | 0 | 0 | 0 | 0 |
| Product Cost: | $447.62 | $0.00 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 78101 - Employee Leaves** | | | | | |
| **Costs:** | **$12,065,784** | **$12,596,299** | **$12,364,145** | **$13,132,327** | **$12,973,835** |
| **Hours:** | **309,765** | **305,248** | **292,735** | **298,360** | **303,204** |

# City of Sunnyvale
# Program Performance Budget

## Program 781 - Employee Leave Benefits - Leave Earned/Usage Information

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Totals for Program 781** | **Costs:** | **$12,065,767** | **$12,596,299** | **$12,364,145** | **$13,132,327** | **$12,973,835** |
| | **Hours:** | **309,765** | **305,248** | **292,735** | **298,360** | **303,204** |

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 784 - Retirement, Insurances, and Taxes - Usage Information

**Program Performance Statement**

This program is utilized solely to track the City's expenses associated with employee retirement and insurance benefits, and employer/employee taxes.

There are no performance measures associated with this program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 784 - Retirement, Insurances, and Taxes - Usage Information

### Service Delivery Plan 78407 - Retirement, Insurances, and Taxes Usage

Tracking of the City's expenses for retirement, health insurances, and employer/employee taxes including:

-CalPERS retirement costs for the City's two plans: Miscellaneous and Safety,
-City's contribution for Deferred Compensation,
-Health insurance expenses for Medical, Dental, Vision, Employee Assistance Program, Life/AD&D, Long Term Disability, and
-Employer/Employee Taxes for FICA, Medicare, Unemployment.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 784 - Retirement, Insurances, and Taxes - Usage Information

### Service Delivery Plan 78407 - Retirement, Insurances, and Taxes Usage

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 784700 - Miscellaneous PERS Retirement** | | | | | |
| Product: An Expenditure | | | | | |
| Costs: | $10,328,428 | $13,397,947 | $12,516,035 | $13,078,709 | $13,064,858 |
| Products: | 0 | 13,397,947 | 0 | 13,078,709 | 13,426,149 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $1.00 | $0.00 | $1.00 | $0.97 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 784710 - Safety PERS Retirement** | | | | | |
| Product: An Expenditure | | | | | |
| Costs: | $11,420,142 | $11,988,834 | $11,727,064 | $13,070,881 | $13,649,225 |
| Products: | 0 | 11,988,834 | 0 | 13,070,881 | 12,395,730 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $1.00 | $0.00 | $1.00 | $1.10 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 784720 - Deferred Compensation - City Contribution** | | | | | |
| Product: An Expenditure | | | | | |
| Costs: | $479,093 | $273,603 | $268,987 | $289,318 | $297,254 |
| Products: | 0 | 273,603 | 0 | 289,318 | 295,105 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $1.00 | $0.00 | $1.00 | $1.01 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

# City of Sunnyvale
# Program Performance Budget

## Program 784 - Retirement, Insurances, and Taxes - Usage Information

### Service Delivery Plan 78407 - Retirement, Insurances, and Taxes Usage

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Activity 784730 - Health Insurances** | | | | | | |
| Product: An Expenditure | | | | | | |
| | Costs: | $11,900,888 | $12,848,401 | $12,375,314 | $14,091,542 | $14,100,741 |
| | Products: | 0 | 12,848,401 | 0 | 14,091,542 | 15,582,304 |
| | Work Hours: | 0 | 0 | 0 | 0 | 0 |
| | Product Cost: | $0.00 | $1.00 | $0.00 | $1.00 | $0.90 |
| | Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 784740 - Employer / Employee Taxes** | | | | | | |
| Product: An Expenditure | | | | | | |
| | Costs: | $1,257,092 | $1,291,308 | $1,319,725 | $1,286,857 | $1,236,487 |
| | Products: | 0 | 1,291,308 | 0 | 1,286,857 | 1,275,481 |
| | Work Hours: | 0 | 0 | 0 | 0 | 0 |
| | Product Cost: | $0.00 | $1.00 | $0.00 | $1.00 | $0.97 |
| | Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 78407 - Retirement, Insurances, and Taxes Usage** | | | | | | |
| | **Costs:** | **$35,385,643** | **$39,800,093** | **$38,207,125** | **$41,817,307** | **$42,348,565** |
| | **Hours:** | **0** | **0** | **0** | **0** | **0** |
| **Totals for Program 784** | **Costs:** | **$35,385,643** | **$39,800,093** | **$38,207,125** | **$41,817,307** | **$42,348,565** |
| | **Hours:** | **0** | **0** | **0** | **0** | **0** |

# City of Sunnyvale
# Program Performance Budget

## Program 785 - Workers' Compensation Excess Insurance, Cost of Claims, and Leave Hours Taken - Usage Information

**Program Performance Statement**

This program is utilized solely to track the dollars and hours associated with the workers' compensation excess insurance, claims cost, and leave usage.

There are no performance measures associated with this program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 785 - Workers' Compensation Excess Insurance, Cost of Claims, and Leave Hours Taken - Usage Information

### Service Delivery Plan 78512 - Workers' Compensation Excess Insurance, Third Party Administrator Contract and Claims

Tracking of Workers' Compensation Excess Insurance Costs and Cost of Claims.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 785 - Workers' Compensation Excess Insurance, Cost of Claims, and Leave Hours Taken - Usage Information

### Service Delivery Plan 78512 - Workers' Compensation Excess Insurance, Third Party Administrator Contract and Claims

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 785200 - Workers' Compensation Excess Insurance** | | | | | |
| Product: A Dollar Paid | | | | | |
| Costs: | $321,357 | $330,998 | $387,123 | $350,424 | $357,110 |
| Products: | 0 | 330,998 | 0 | 350,424 | 357,110 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $1.00 | $0.00 | $1.00 | $1.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 785210 - Workers' Compensation Cost of Claims** | | | | | |
| Product: A Dollar Paid | | | | | |
| Costs: | $2,158,317 | $1,873,828 | $1,842,339 | $2,063,476 | $2,109,069 |
| Products: | 0 | 1,873,828 | 0 | 2,063,476 | 2,072,812 |
| Work Hours: | -27 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $1.00 | $0.00 | $1.00 | $1.02 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 785220 - Workers' Compensation Third Party Administrator Contract** | | | | | |
| Product: A Dollar Spent | | | | | |
| Costs: | $250,000 | $255,000 | $250,000 | $260,100 | $265,302 |
| Products: | 0 | 255,000 | 0 | 260,100 | 265,302 |
| Work Hours: | 0 | 0 | 0 | 0 | 0 |
| Product Cost: | $0.00 | $1.00 | $0.00 | $1.00 | $1.00 |
| Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 78512 - Workers' Compensation Excess Insurance, Third Party Administrator Contract and Claims** | | | | | |
| **Costs:** | **$2,729,674** | **$2,459,826** | **$2,479,462** | **$2,674,000** | **$2,731,481** |
| **Hours:** | **-27** | **0** | **0** | **0** | **0** |

# City of Sunnyvale
# Program Performance Budget

## Program 785 - Workers' Compensation Excess Insurance, Cost of Claims, and Leave Hours Taken - Usage Information

### Service Delivery Plan 78513 - Safety Employee Workers' Compensation Leave Usage

Tracking of Safety Employee Workers' Compensation Leave Usage Pursuant to Labor Code 4850, and Light Duty Work Hours.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 785 - Workers' Compensation Excess Insurance, Cost of Claims, and Leave Hours Taken - Usage Information

### Service Delivery Plan 78513 - Safety Employee Workers' Compensation Leave Usage

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 785300 - Safety Employees WC Leave Usage - Full Day** | | | | | |
| Product: An Hour of Leave Taken | | | | | |
| Costs: | $650,965 | $758,933 | $252,812 | $594,606 | $370,201 |
| Products: | 10,672 | 11,552 | 4,266 | 9,928 | 9,730 |
| Work Hours: | 10,672 | 11,552 | 4,266 | 9,928 | 9,730 |
| Product Cost: | $61.00 | $65.70 | $59.26 | $59.89 | $38.05 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 785320 - Safety Employees WC Leave Usage - Medical Appointment [DELETED]** | | | | | |
| Product: An Hour of Leave Taken | | | | | |
| Costs: | $873 | $0 | $86 | $0 | $0 |
| Products: | 8 | 0 | 0 | 0 | 0 |
| Work Hours: | 8 | 0 | 0 | 0 | 0 |
| Product Cost: | $110.45 | $0.00 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 78513 - Safety Employee Workers' Compensation Leave Usage** | | | | | |
| **Costs:** | **$671,094** | **$758,933** | **$252,898** | **$594,606** | **$370,201** |
| **Hours:** | **11,038** | **11,552** | **4,266** | **9,928** | **9,730** |

# City of Sunnyvale
# Program Performance Budget

## Program 785 - Workers' Compensation Excess Insurance, Cost of Claims, and Leave Hours Taken - Usage Information

### Service Delivery Plan 78514 - Miscellaneous Employees Workers' Compensation Leave Usage

Tracking of Miscellaneous Employee Workers' Compensation Leave Usage.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 785 - Workers' Compensation Excess Insurance, Cost of Claims, and Leave Hours Taken - Usage Information

### Service Delivery Plan 78514 - Miscellaneous Employees Workers' Compensation Leave Usage

| | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|
| **Activity 785400 - Miscellaneous Employees WC Leave Usage - Full Day** | | | | | |
| Product: An Hour of Leave Taken | | | | | |
| Costs: | $80,173 | $235,547 | $205,343 | $125,310 | $168,400 |
| Products: | 2,501 | 3,648 | 6,391 | 3,547 | 3,476 |
| Work Hours: | 2,501 | 3,648 | 6,391 | 3,547 | 3,476 |
| Product Cost: | $32.06 | $64.57 | $32.13 | $35.33 | $48.45 |
| Work Hours/Product: | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| **Activity 785410 - Miscellaneous Employees WC Leave Usage - Partial Day [DELETED]** | | | | | |
| Product: An Hour of Leave Taken | | | | | |
| Costs: | $44,401 | $37,245 | $10 | $0 | $0 |
| Products: | 1,368 | 1,134 | 0 | 0 | 0 |
| Work Hours: | 1,368 | 1,134 | 0 | 0 | 0 |
| Product Cost: | $32.47 | $32.84 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 1.00 | 0.00 | 0.00 | 0.00 |
| **Activity 785420 - Miscellaneous Employees WC Leave Usage - Medical Appointment [DELETED]** | | | | | |
| Product: An Hour of Leave Taken | | | | | |
| Costs: | $4,453 | $0 | $-310 | $0 | $0 |
| Products: | 149 | 0 | 0 | 0 | 0 |
| Work Hours: | 149 | 0 | 0 | 0 | 0 |
| Product Cost: | $29.82 | $0.00 | $0.00 | $0.00 | $0.00 |
| Work Hours/Product: | 1.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 78514 - Miscellaneous Employees Workers' Compensation Leave Usage** | | | | | |
| **Costs:** | **$129,027** | **$272,791** | **$205,043** | **$125,310** | **$168,400** |
| **Hours:** | **4,018** | **4,782** | **6,391** | **3,547** | **3,476** |

# City of Sunnyvale
# Program Performance Budget

## Program 785 - Workers' Compensation Excess Insurance, Cost of Claims, and Leave Hours Taken - Usage Information

| | | | | | | |
|---|---|---|---|---|---|---|
| **Totals for Program 785** | **Costs:** | **$3,528,735** | **$3,491,550** | **$2,937,403** | **$3,393,916** | **$3,270,082** |
| | **Hours:** | **15,029** | **16,334** | **10,657** | **13,475** | **13,206** |

**This Page Not Used**

**This Page Not Used**

# City of Sunnyvale
# Program Performance Budget

## Program 787 - City Liability and Property Insurance and Claim Costs - Usage Information

**Program Performance Statement**

This program is utilized solely track the dollars associated with the City's general liability and property insurance costs.

There are no performance measures associated with this program.

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 787 - City Liability and Property Insurance and Claim Costs - Usage Information

### Service Delivery Plan 78701 - City Liability and Property Insurance and Claim Costs - Usage Information

Tracking of the City's expenses for excess liability insurance, cost of liability claims paid, and property insurance (including fire, boiler and machinery, auto and fidelity).

**Notes**

# City of Sunnyvale
# Program Performance Budget

## Program 787 - City Liability and Property Insurance and Claim Costs - Usage Information

### Service Delivery Plan 78701 - City Liability and Property Insurance and Claim Costs - Usage Information

| | | 2006/2007 Actual | 2007/2008 Budget | 2007/2008 Actual | 2008/2009 Current | 2009/2010 Adopted |
|---|---|---|---|---|---|---|
| **Activity 787100 - City Liability and Property Insurance** | | | | | | |
| Product: An Expenditure | | | | | | |
| | Costs: | $0 | $0 | $0 | $897,750 | $920,614 |
| | Products: | 0 | 0 | 0 | 897,750 | 920,614 |
| | Work Hours: | 0 | 0 | 0 | 0 | 0 |
| | Product Cost: | $0.00 | $0.00 | $0.00 | $1.00 | $1.00 |
| | Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Activity 787110 - Liability Claims Paid** | | | | | | |
| Product: An Expenditure | | | | | | |
| | Costs: | $0 | $0 | $0 | $300,000 | $304,500 |
| | Products: | 0 | 0 | 0 | 300,000 | 304,500 |
| | Work Hours: | 0 | 0 | 0 | 0 | 0 |
| | Product Cost: | $0.00 | $0.00 | $0.00 | $1.00 | $1.00 |
| | Work Hours/Product: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Totals for Service Delivery Plan 78701 - City Liability and Property Insurance and Claim Costs - Usage Information** | | | | | | |
| | **Costs:** | **$0** | **$0** | **$0** | **$1,197,750** | **$1,225,114** |
| | **Hours:** | **0** | **0** | **0** | **0** | **0** |
| **Totals for Program 787** | **Costs:** | **$0** | **$0** | **$0** | **$1,197,750** | **$1,225,114** |
| | **Hours:** | **0** | **0** | **0** | **0** | **0** |

**This Page Not Used**

**Redevelopment Agency**

REPORT TO REDEVELOPMENT AGENCY NO: RDA-09-002

**Redevelopment Agency Meeting: June 23, 2009**

**SUBJECT:** Adoption of the FY 2009/2010 Budget for the Redevelopment Agency of the City of Sunnyvale

## REPORT IN BRIEF

The Sunnyvale Redevelopment Agency (Agency) is required to adopt an annual budget. It is recommended that the Agency approve a resolution to adopt the FY 2009/2010 budget as outlined in this report.

## BACKGROUND

The Sunnyvale Redevelopment Agency was established under the provisions of the community redevelopment laws of the State of California by a resolution of the City Council adopted on November 19, 1957. In this resolution, the City Council declared itself to be the governing members of the Agency.

The Sunnyvale Redevelopment Agency Fund accounts for activities of the Redevelopment Project Area, which is primarily the downtown area. This Fund accounts for debt service, capital projects, low-and-moderate-income housing, and general activities of the Agency. Capital projects can be long-term in nature and are often carried over to the next fiscal year. Certain transfers are made to the General Fund for repayment of the Agency's debt. Calculations for this repayment are dependent on the Agency's available resources at the end of the fiscal year, and therefore may differ from budgeted amounts.

## EXISTING POLICY

Section 33606 of the California State Health and Safety Code requires that a Redevelopment Agency adopt an annual budget. Section 1304 of the City Charter requires the City Council to adopt the budget for the upcoming fiscal year on or before June 30.

## DISCUSSION

### Recommended FY 2009/2010 Budget

Projected Revenues

Total recommended revenue for FY 2009/2010 for the Agency is approximately $8.7 million. A breakdown of the sources of revenue is highlighted below:

| **Revenues** | **FY 2009/10 Budget** |
|---|---|
| Property Tax Increment | $5,989,325 |
| Rents and Concessions | $1,210,893 |
| Addition to 1986 General Fund Loan | $1,401,979 |
| Interest Income | $100,000 |
| **Total** | **$8,702,197** |

The primary source of revenue to the Redevelopment Agency is Property Tax Increment, which is expected to total approximately $6.0 million in FY 2009/2010. Property Tax Increment is defined as Property Tax revenue generated within the redevelopment project area boundary *in excess* of the last equalized tax roll prior to the effective date of redevelopment plan adoption. The last equalized tax roll is known as the "Frozen Base." Property Tax revenue generated from property valuations up to the Frozen Base goes pro rata to all taxing agencies such as schools, the County and the City. All property tax revenue generated above the Frozen Base goes to the Redevelopment Agency in order to repay investments made by the City to redevelop the project area.

The recommended FY 2009/2010 Budget for the Redevelopment Agency reflects Property Tax Increment that is approximately $840,000 lower than the projected FY 2008/2009 Increment. The reason for the reduction in Property Tax Increment is the expected decrease in assessed valuation of the property in the redevelopment area. The decrease in the assessed valuation projections stems from appeals of assessments by property owners in the area. While the County Assessor's Office has not made a decision on the appeals as of yet, the assumption that many of the appeals would be successful was incorporated into the projections for Property Tax Increment. This is due to the recent slowdown in activity on the downtown redevelopment project that has reduced the value of a number of properties in the area. This reduction impacts not only the Property Tax Increment utilized by the Redevelopment Agency Fund to repay its loan from the General Fund, but it also impacts the Property Tax Increment due to the developer of the downtown redevelopment project.

As part of the Amended and Restated Disposition, Development, and Owner Participation Agreement (ARDDOPA) signed with the Town Center developer in February 2007, the Agency has agreed to return to the developer up to $4.5 million per year of Tax Increment plus 50% of any receipts above this amount, in return for construction by the developer of public streets and underground parking. This agreement reflects on the RDA Long Term Financial Plan as

*Repayment to City – Town Center Developer*, since the mechanism for making the payments will be repayment of the General Fund loan. On the General Fund Long Term Financial Plan, a corresponding revenue is shown and an expense item that shows *Payment to Town Center Developer.* The tax increment agreement ends in FY 2025/2026. The reassessment of the Town Center property is expected to reduce the overall value of the property below the amount that triggers this part of the agreement for FY 2009/2010.

The Rents and Concessions revenue is received from the City of Sunnyvale per the Sunnyvale Town Center parking structure lease agreement which was signed on May 1, 1977. The lease, as amended, requires the City to pay to the Agency base rental payments on October 1 and April 1 of each year. The rental payments are used to fund the annual debt service for the Parking Facility Certificates of Participation (COP). The lease agreement was later amended by the City and the Agency to substitute another asset. When the Mathilda Parking structure was demolished, the Macy's surface parking lot and the land underneath the Target structure were identified as this alternative asset for the purpose of the COP. In addition to base rental payments, the City is also obligated to pay all taxes, assessments, administrative costs, certain insurance premiums, certain maintenance costs, and all other such costs in order to comply with the terms of the related bond resolutions.

The Long Term Financial Plan also includes a resource entitled "Addition to 1986 General Fund Loan." This represents the amount that the General Fund needs to loan the Redevelopment Agency to fund all expected expenditures in the fiscal year. It should be noted that the Agency will repay the earlier General Fund loan approximately $5.4 million in the same year.

The Agency also receives annual interest income of approximately $100,000 from the Debt Service Reserves on bond issues held with Trustees.

<u>Operating Expenditures and Debt Service</u>
Total recommended expenditures for the Agency for FY 2009/2010 are approximately $8.7 million. Detailed below are the proposed expenditures:

| **Expenditures** | **FY 2009/10 Budget** |
|---|---|
| RDA Administration | $367,786 |
| Debt Service | $1,817,429 |
| Repayment to City – 1977 Loan | $5,382,789 |
| Capital Projects | $1,000,000 |
| Special Projects | $75,000 |
| Transfer Out to General Fund (In Lieu) | $59,193 |
| **Total** | **$ 8,702,197** |

Operating expenses for the Redevelopment Agency include only those activities directly related to management of the Agency. Debt service payments total $1,817,429 for the Central Core Redevelopment Project Tax Allocation Refunding Bonds-Series 2003 and the 1998 Parking Facility Series A Certificates of Participation.

The Repayment to City – 1977 Loan represents payment to the City of Sunnyvale in the amount of $5,382,789 in FY 2009/2010 for outstanding loans due to the City General Fund. At the close of FY 2007/2008 the Redevelopment Agency had two outstanding loans, the "1977 Loan" and the "1986 Loan," due to the City's General Fund of approximately $58.6 million. These loans are separated because there are two different repayment agreements. The projected total loan outstanding due to the City's General Fund at the end of the plan in November 2028 will be approximately $17 million.

Projects

There is one capital project budgeted in the Redevelopment Agency Fund for FY 2009/2010. The Town Center Site Investigation/Remediation of Hazmat project provides an additional $1 million for the investigation of soil conditions at the Town Center and remediation as necessary. The ARDDOPA requires the Redevelopment Agency to split the costs of these activities on a tiered basis. The total budget for this project, which represents the Redevelopment Agency's anticipated share, is $9 million.

The FY 2009/2010 Recommended Budget for the Redevelopment Agency also includes two ongoing special projects. These two projects include the Special Studies for the Redevelopment Plan Project Area ($25,000) and Outside Counsel Services for the Redevelopment Agency ($50,000).

Transfers

The ongoing transfer of funds to the General Fund is for the services of the Agency's Treasurer and other related support costs. These services are not

charged directly to the RDA Fund, but rather are included in the General Fund and are charged as General Fund In-Lieu payments.

Reserves and Liabilities

Reserves
The Redevelopment Agency Fund maintains a reserve that reflects Debt Service Reserve Funds held by trustees for the two outstanding bond issues mentioned above.

Low and Moderate Income Housing Fund
The Redevelopment Agency is currently unable to make payments of 20% of its tax increment revenues to the Low and Moderate Income Housing Fund because of preexisting debt obligations. Each year, the Agency calculates the contribution that should have been made and books it as a liability in its financial statements. It is currently estimated that when the initial tax increment cap is reached the liability will total approximately $22.7 million. At that point, which is estimated to be FY 2014/2015, 20% of the Tax Increment received by the Agency will begin to be set aside for housing purposes. State law allows the Agency to continue collecting tax increment after the Project area's time and increment limits are reached to fund its $22.7 million housing liability. Repayments of the housing liability are anticipated to begin in FY 2028/2029, following the redevelopment plan's current termination date of November 2028, and be completed by FY 2029/2030.

The FY 2009/2010 Redevelopment Agency Budget Adoption Resolution is included in Attachment A of this Report to the Redevelopment Agency.

State Structural Budget Deficit
The State continues to experience a significant structural budget deficit. A number of solutions have been proposed, including AB1389, which authorized a one-time take of $350 million from the State's various redevelopment agencies. This bill, which was originally approved by the Legislature in September of 2008 and would have had an approximately $420,000 impact on the City's Redevelopment Agency, was determined to be unconstitutional by the Superior Court of California in late April of 2009. As a result, the City's Redevelopment Agency was not required to make a payment to the State. Regardless of this decision, the Agency's revenues remain at risk. Not only is the State appealing the ruling of the Superior Court, there are also strong indications that Legislators are continuing to look at redevelopment funds as a means to deal with the State's structural budget deficit. While there are few details available and no official proposals on the table, redevelopment funds

remain vulnerable, and staff will continue to closely track the actions of the Legislature in this area.

**FISCAL IMPACT**

Adoption of a budget for the Redevelopment Agency for FY 2009/2010 will authorize appropriate expenditures to be made as outlined in this report.

**PUBLIC CONTACT**

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall, in the Council Chambers lobby, in the Office of the City Clerk, at the Library, Senior Center, Community Center and Department of Public Safety; posting the agenda and report on the City's Web site; and making the report available at the Library and the Office of the City Clerk.

**ALTERNATIVES**

1. Approve a resolution to adopt the budget as recommended.
2. Approve a resolution to adopt the budget in an amount other than recommended.

**RECOMMENDATION**

Staff recommends Council approve Alternative 1, approve a resolution to adopt the budget as recommended.

Reviewed by:

Mary J. Bradley, Treasurer, Redevelopment Agency
Prepared by: Drew Corbett, Budget Office

Approved by:

Gary Luebbers
Executive Director-Secretary, Redevelopment Agency

**Attachments**

A. FY 2009/2010 Redevelopment Agency Budget Adoption Resolution

Certified as a true copy
By:
City Clerk of the City of Sunnyvale

**RESOLUTION NO. 122-09-RA**

**A RESOLUTION OF THE REDEVELOPMENT AGENCY OF THE CITY OF SUNNYVALE ADOPTING THE BUDGET OF THE REDEVELOPMENT AGENCY FOR FISCAL YEAR JULY 1, 2009 TO JUNE 30, 2010**

WHEREAS, the proposed budget of the Redevelopment Agency of the City of Sunnyvale for the fiscal year 2009-10 was prepared and submitted to the Redevelopment Agency by the Executive Director on June 23, 2009;

NOW, THEREFORE, BE IT RESOLVED BY THE REDEVELOPMENT AGENCY OF THE CITY OF SUNNYVALE THAT:

1. The budget of the Redevelopment Agency of the City of Sunnyvale for the fiscal year beginning on July 1, 2009, and ending on June 30, 2010, as submitted to the Redevelopment Agency by the Executive Director on June 23, 2009, is hereby approved and adopted as the budget of the Redevelopment Agency for the fiscal year 2009-10.

2. A copy of the budget hereby adopted, certified by the Secretary of the Redevelopment Agency, shall be filed with the Executive Director or designated representative. Copies of the certified budget shall be made available for the use of departments, offices and agencies of the Redevelopment Agency of the City of Sunnyvale.

Adopted by the Redevelopment Agency of the City of Sunnyvale at a regular meeting held on June 23, 2009, by the following vote:

AYES: WHITTUM, SWEGLES, MOYLAN, SPITALERI, CHU, HOWE, HAMILTON
NOES: NONE
ABSTAIN: NONE
ABSENT: NONE

ATTEST:

Clerk, Redevelopment Agency
(SEAL)

APPROVED:

Chair, Redevelopment Agency

APPROVED AS TO FORM AND LEGALITY:

By_____
David E. Kahn
Redevelopment Agency Counsel

Certified as a true copy
By_____
City Clerk of the City of Sunnyvale