



CITY OF SANTA ANA

**FY 20-21  
PROPOSED  
BUDGET**

*City Council Meeting  
June 16, 2020*

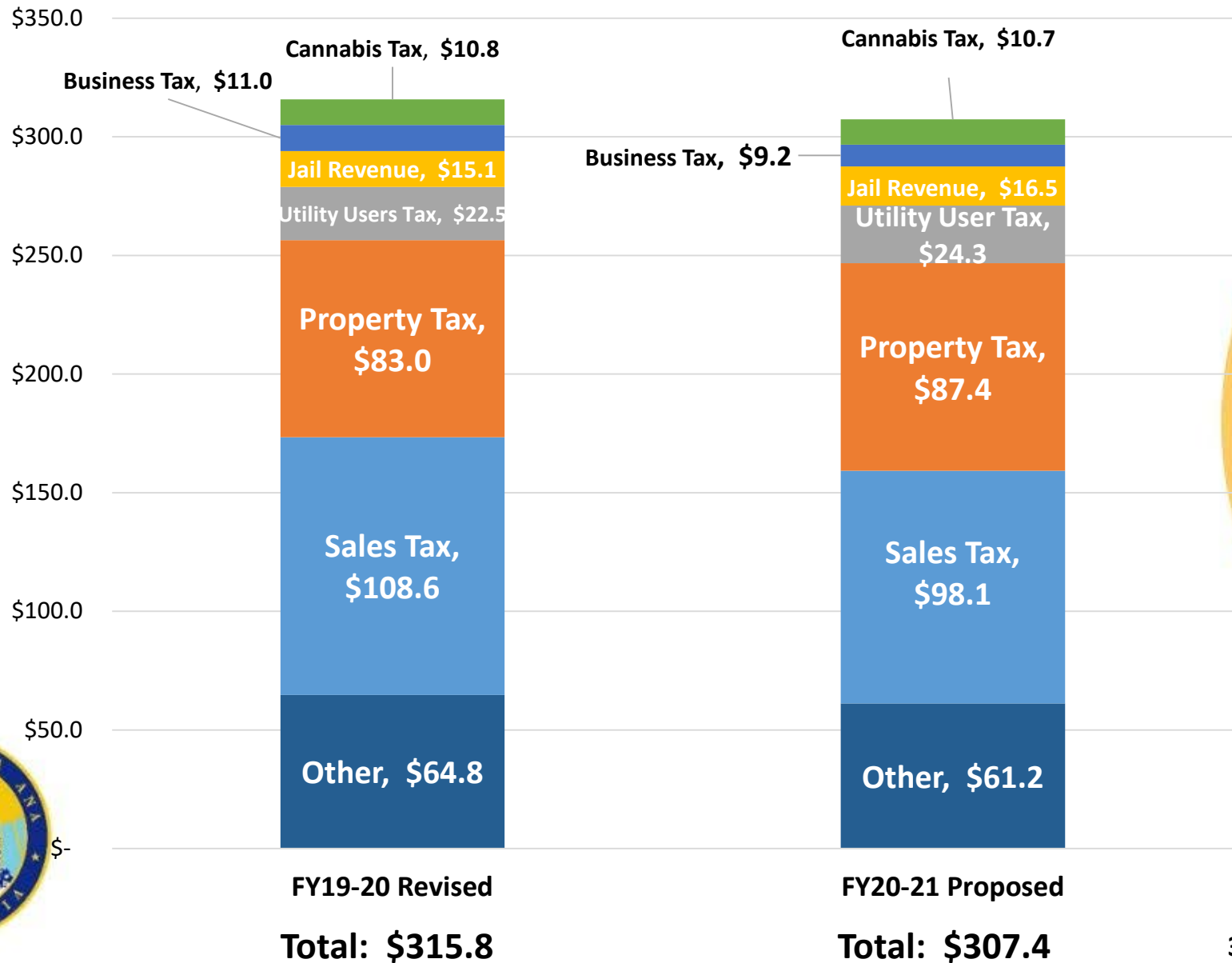
# AGENDA

- General Fund Revenues and Expenditures Summary Comparison
- Citywide Budget Summaries
- FY 20-21 Department Overview
  - Organizational Chart
  - Proposed Budget
  - Highlights
  - Goals
- CARES Act Spending Plan



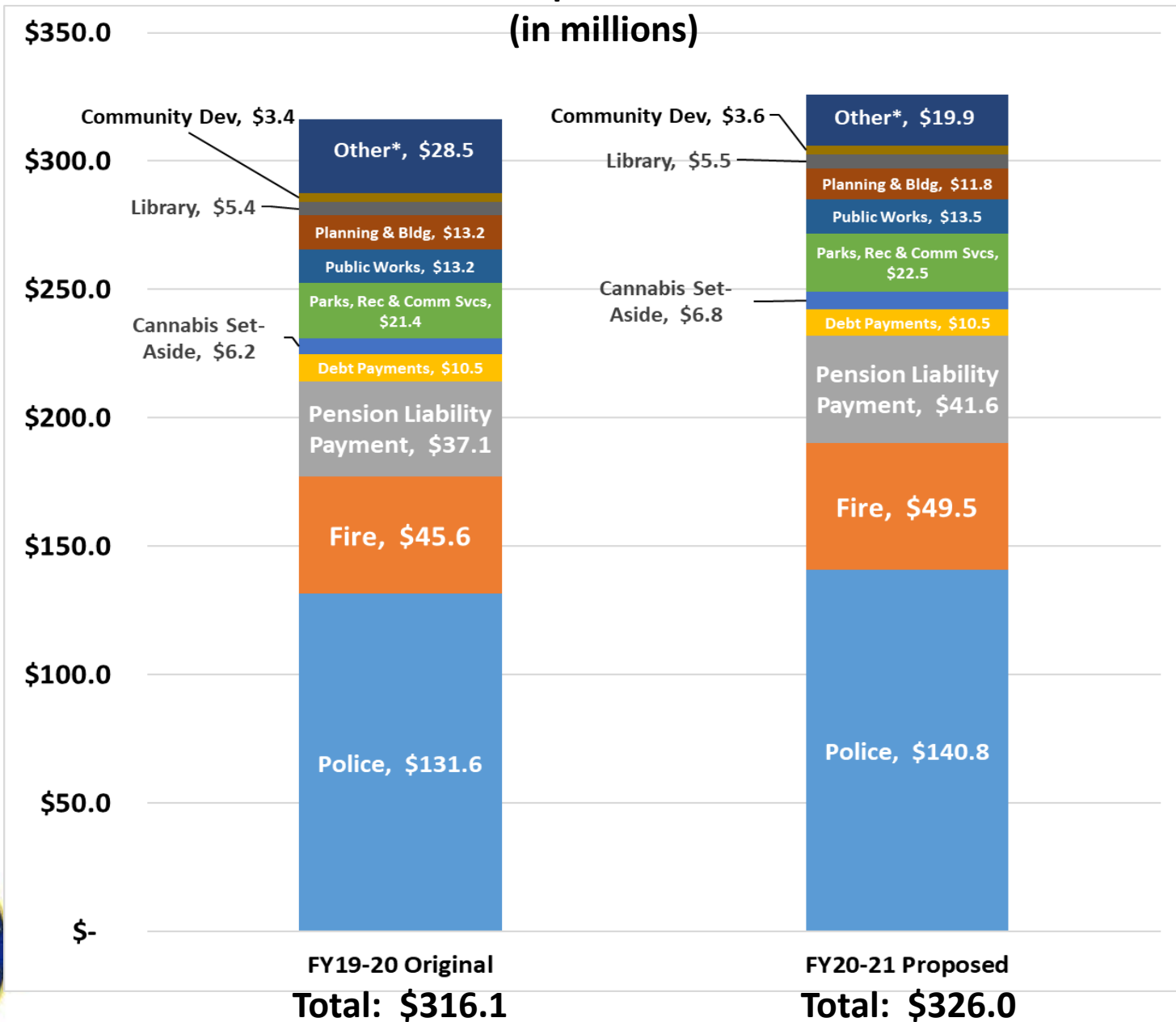


# General Fund Revenue (in millions)



# General Fund Expenditures & Transfers

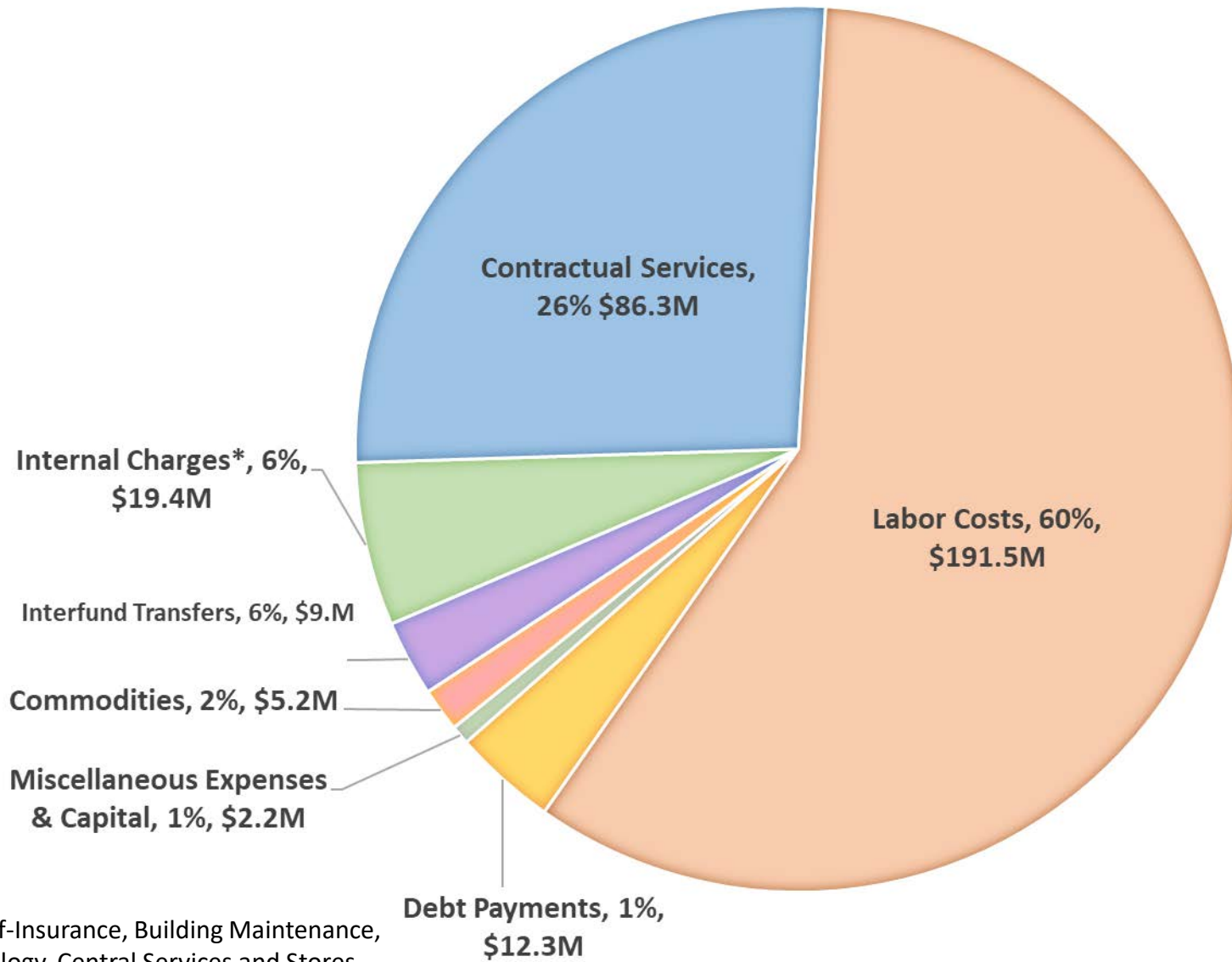
(in millions)



\*Other includes: City Manager's Office/Legislative, City Attorney's Office, City Clerk, Human Resources, Finance, Bowers Museum, Strategic Plan (FY 19-20), SARTC Subsidy (FY 20-21), and Labor Cost Savings (FY 20-21)

# General Fund Budget - \$326.0

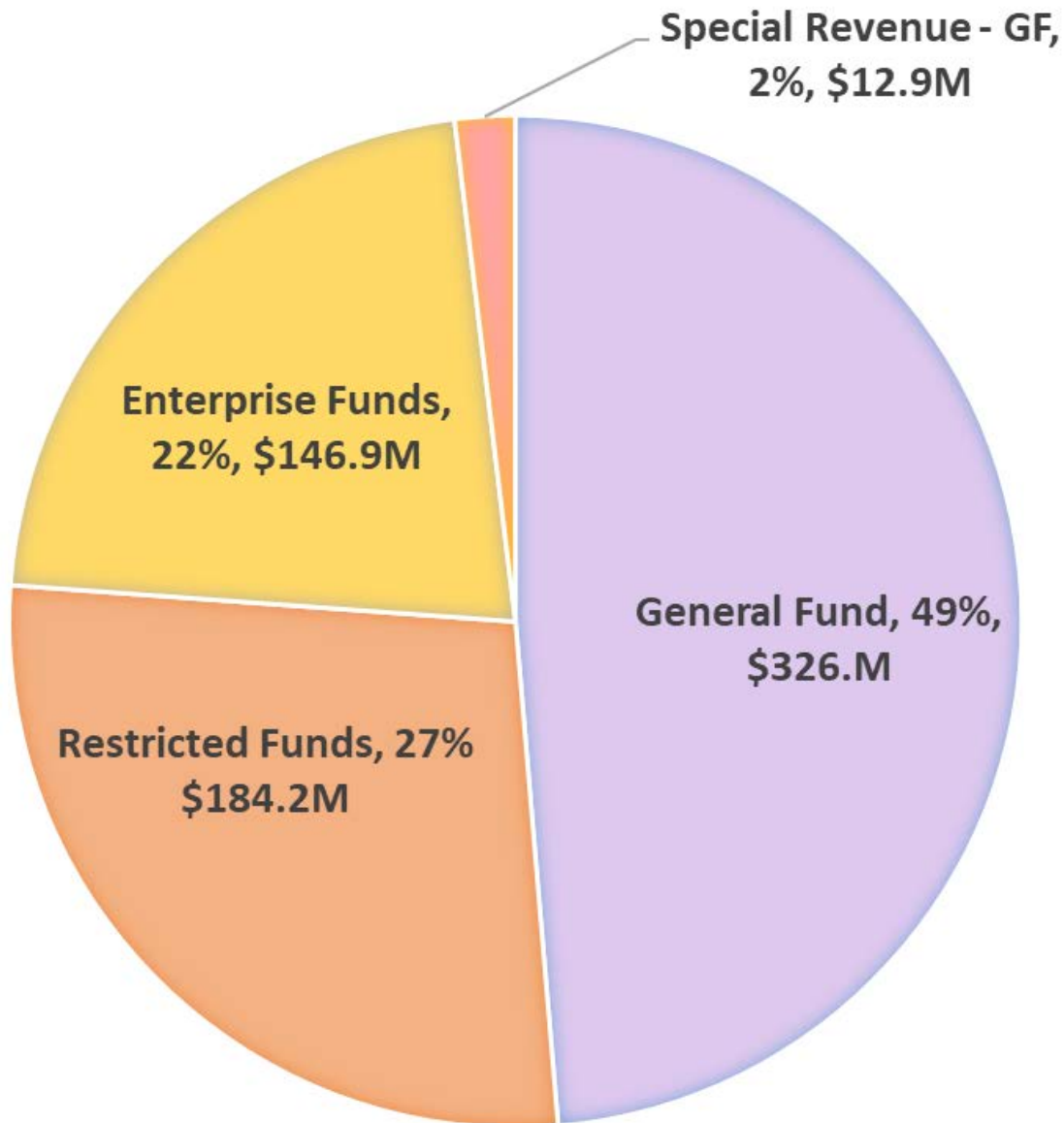
## Cost Category



\*Includes Self-Insurance, Building Maintenance, Fleet, Technology, Central Services and Stores

# City Budget - \$670.0

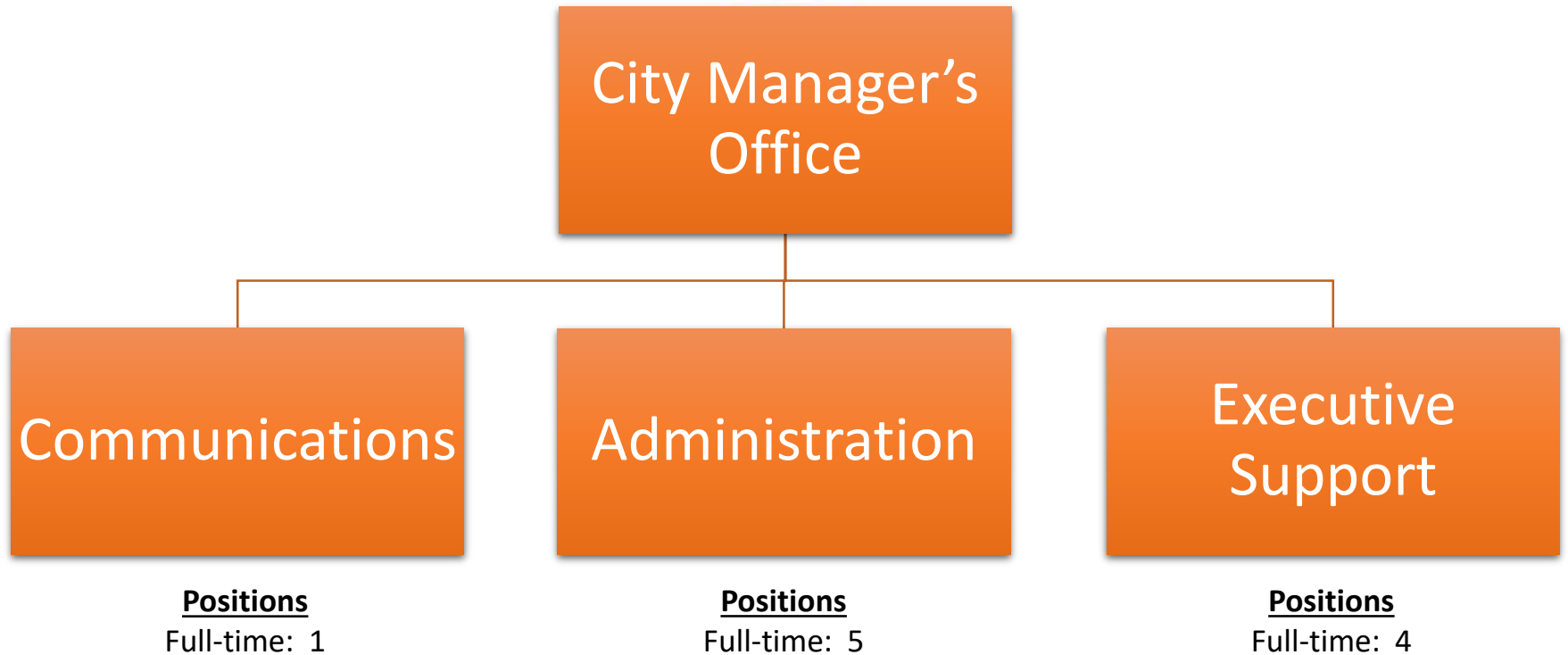
(in millions)



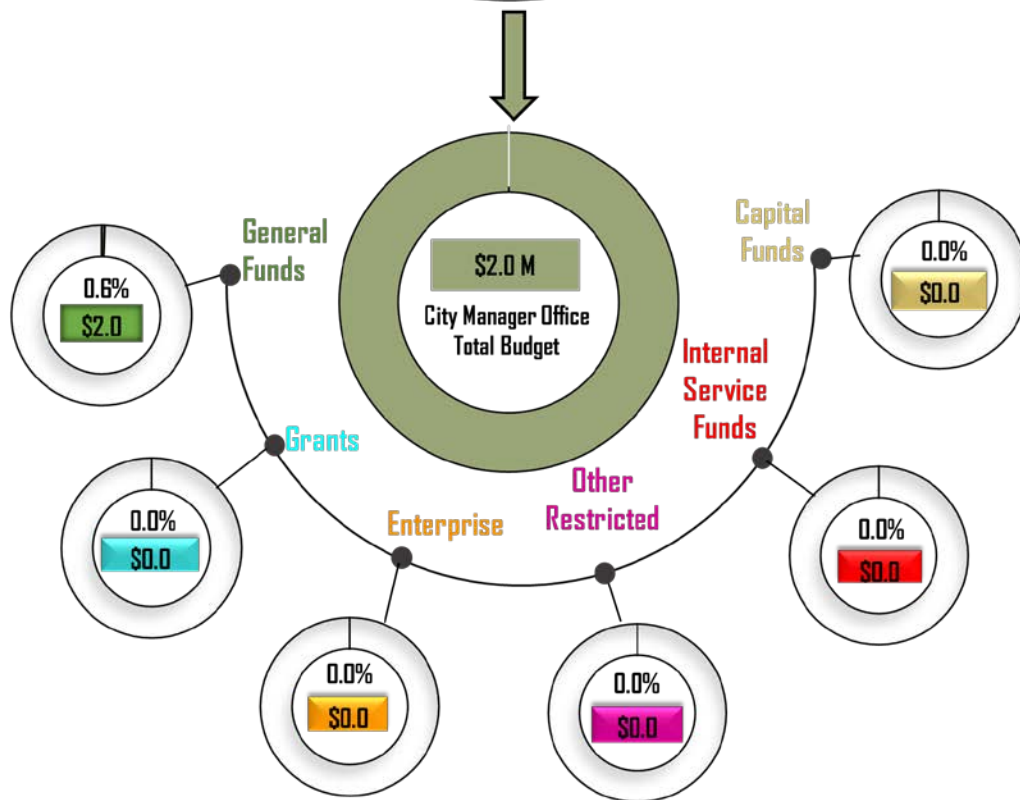
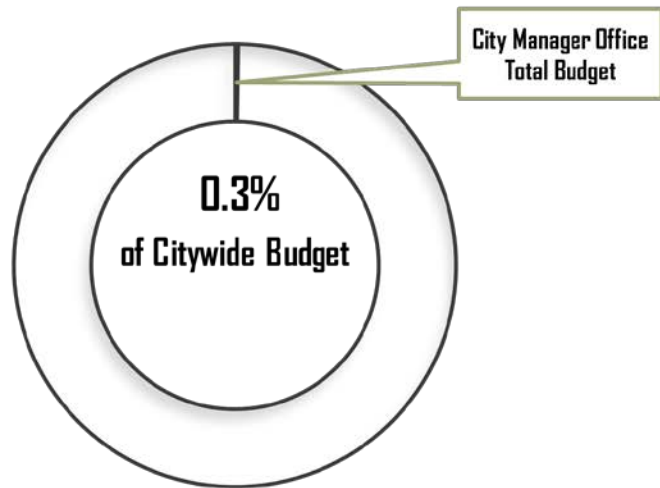
# CITY MANAGER'S OFFICE



# City Manager's Office Organizational Chart







# City Manager's Office

## HIGHLIGHTS

- Developed a new 5-year Strategic Plan
- Hired a Public Information Officer, a Public Works Director and a Library Director
- Restored Library as a Department
- Reached Agreement with Rancho Santiago CCD
- Created Homeless Action Plan and COVID-19 Crisis Communication Team
- Led the 150<sup>th</sup> Anniversary Celebration and the Santa Ana Census Campaign
- Increased Communication Outreach 300% across our social media outlets



# City Manager's Office

## GOALS

- Continue to provide research and advice to the Council and effectively implement City Council's policies and priorities.
- Provide leadership to all operating departments for implementation of the strategic plan and long-term fiscal viability.
- Complete comprehensive protocol and communications plan.
- Advocate for legislation as outlined in the legislative platform including pursuing new state/federal grants.



# CITY ATTORNEY'S OFFICE



# City Attorney's Office Organizational Chart

City Attorney's  
Office

SAPD Legal Advisor

**Positions**

Full-time: 1

Litigation and  
Code Enforcement  
Team

**Positions**

Full-time: 5

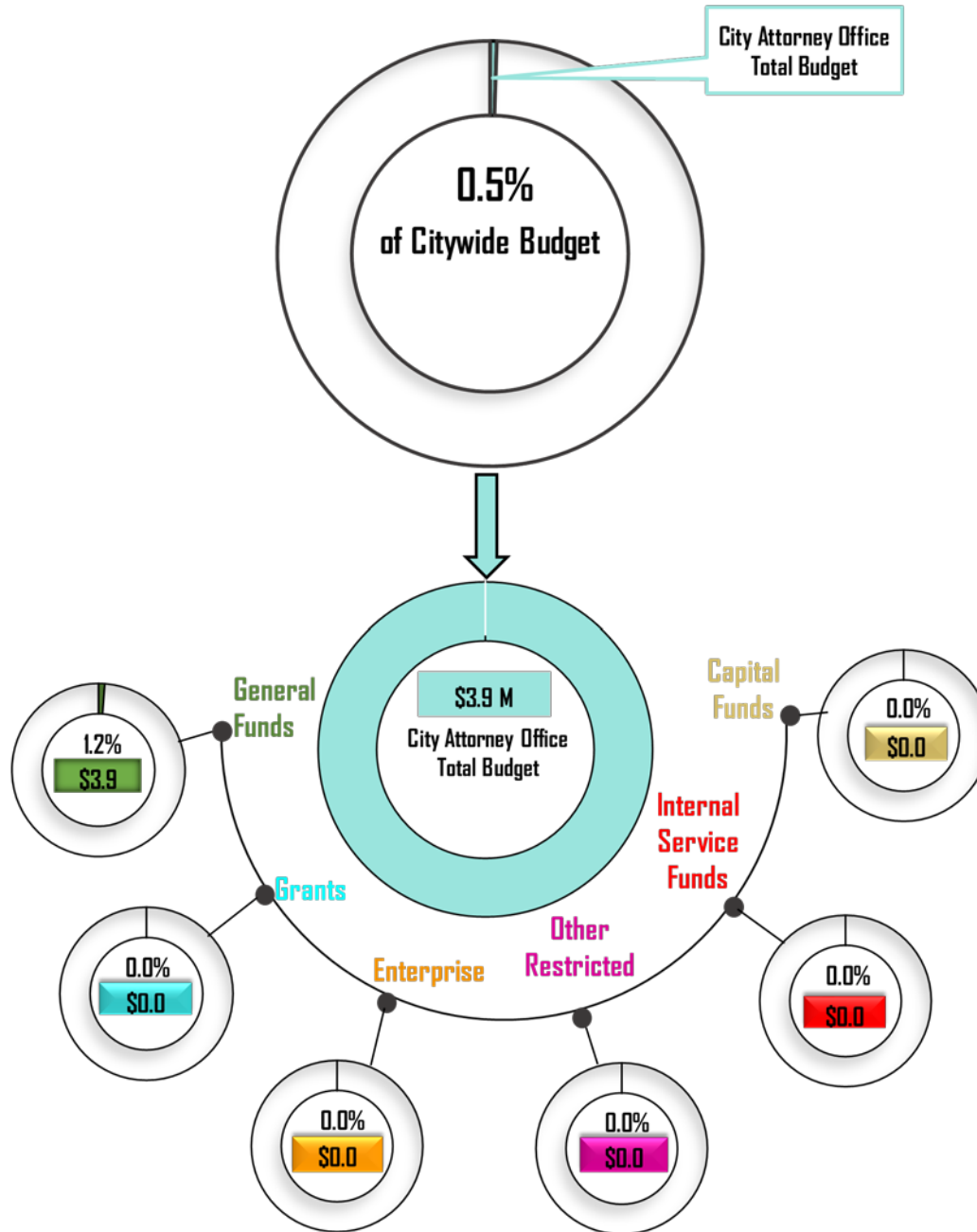
Transactional  
Team

**Positions**

Full-time: 5







# City Attorney's Office

## HIGHLIGHTS

- Negotiated settlement with Plaintiff of OC Catholic Worker case resulting in clearance to enforce City's anti-camping ordinance.
- Completion of Municipal Master Facilities License Agreement- for use of City streetlights by cell phone providers for small cell antennas
- Completed lease agreement with Santa Ana Unified School District for Centennial Park Education Center.
- Defended the City and its employees in numerous tort, election, Surplus Lands Act, and CEQA cases.
- Assisted with the preparation of Resolutions, Executive Orders and other matters related to the current local emergency.
- Responded to over 1,200 request for legal services from City departments
- Provided training sessions to City Staff.



# City Attorney's Office

## GOALS

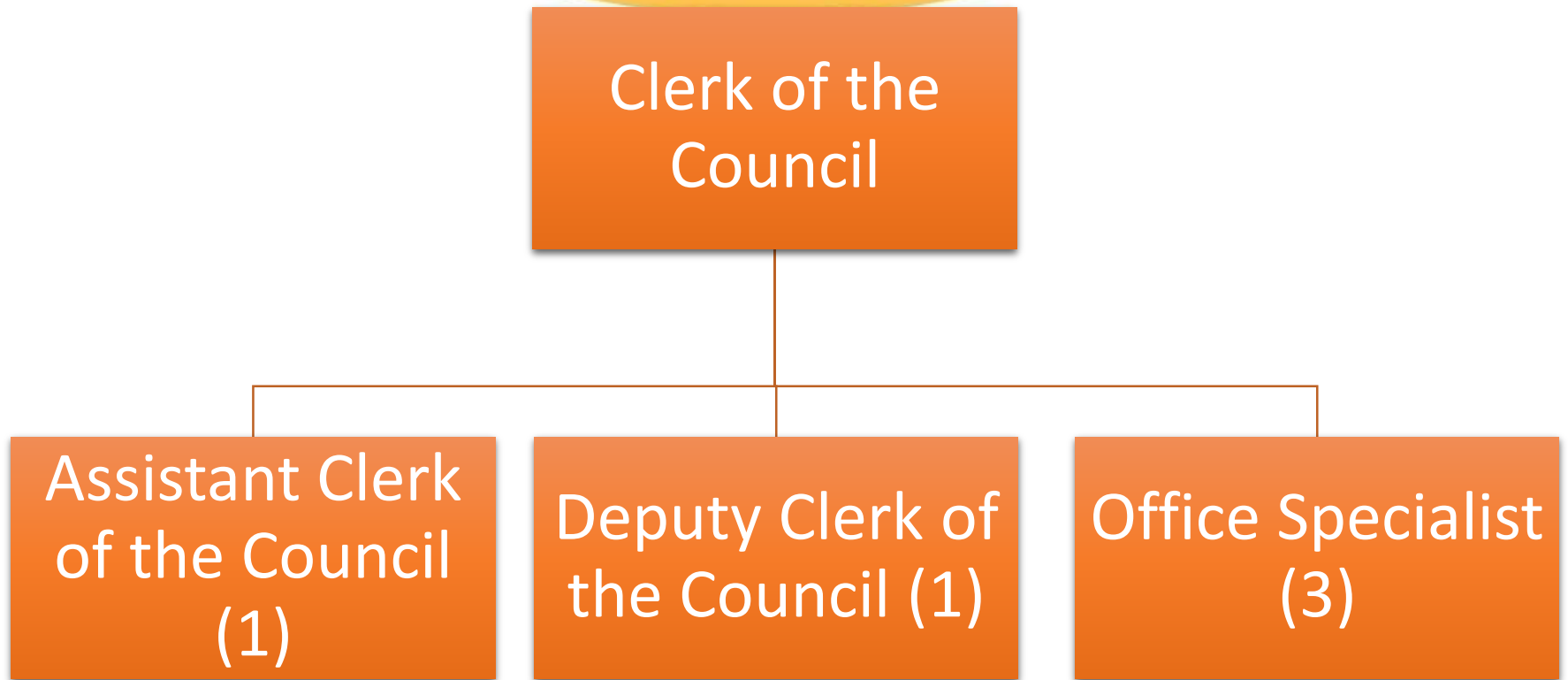
- Continue to provide reliable and exemplary service to the City.
- Provide an assessment regarding areas of potential modernization of the SAMC.
- Assist, where appropriate, with the streamlining of City services.
- Implement a cost recovery system to make certain that, where possible, costs for in house legal services are recovered by the City from third parties.
- Implement new community improvement enforcement task force to address high priority nuisance cases.



# CLERK OF THE COUNCIL



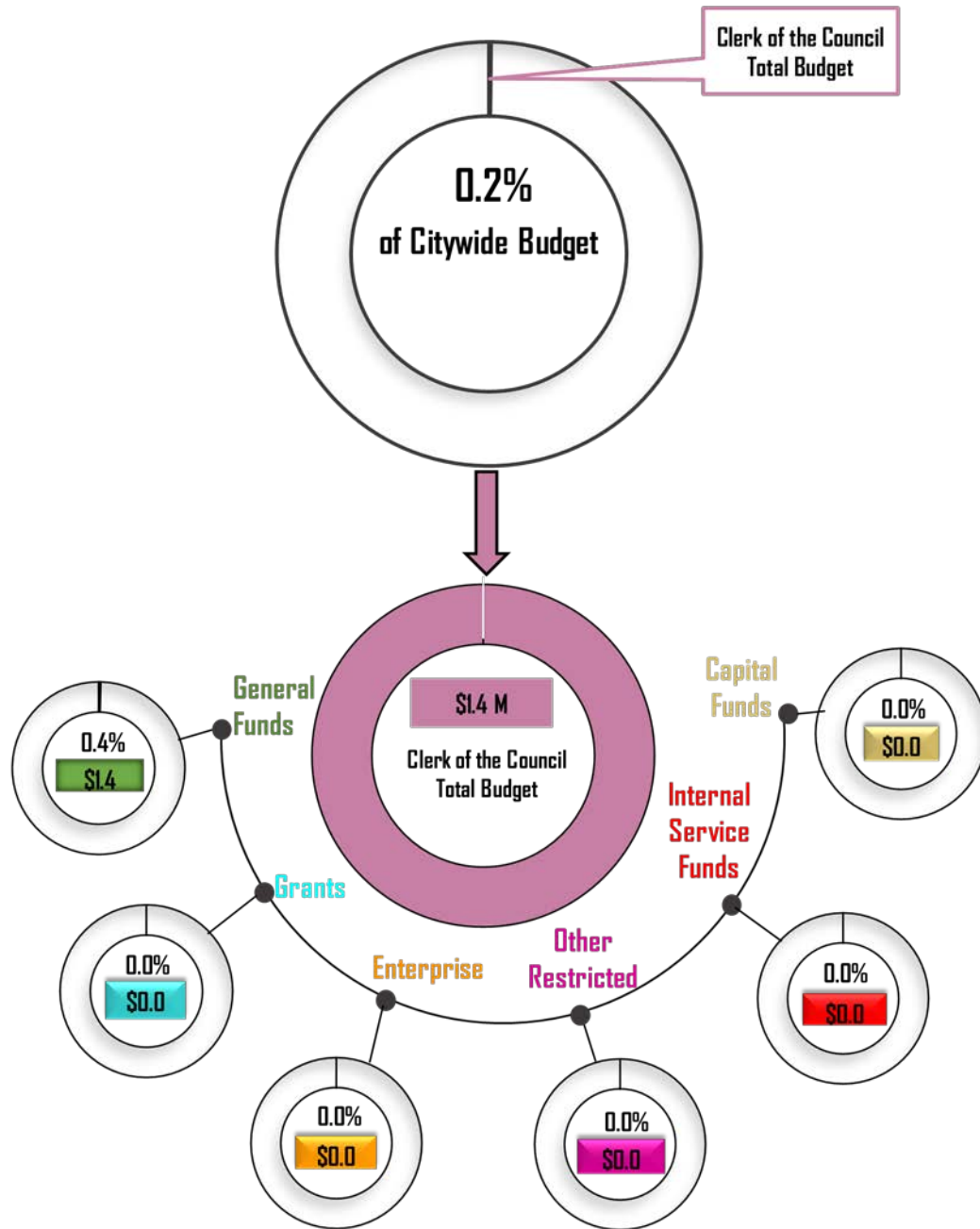
# Clerk of the Council Organizational Chart



**Positions**  
Full-time: 6.0







# Clerk of the Council

## HIGHLIGHTS

- Collaborated with the Orange County Registrar of Voters (ROV) to design and plan election infrastructure, most notably the new vote centers and vote-by-mail (VBM) drop boxes.
- Managed two elections to fill a vacancy in Ward 4 and a successful recall election in Ward 6; preliminary processing of three (3) recalls, one (1) referendum, one (1) citizen-driven initiative, and the Charter amendment as part of the Ad Hoc Charter Committee.
- Continual expansion of transparency efforts by using existing software to post recordings of all active government boards including City Council virtual meetings.
- Streamline online forms for filings such as: boards and commission applications, ethics training, and public records.
- Diligently negotiated with various vendors to have fees for services not rendered in FY 19-20 waived.



# Clerk of the Council

## GOALS

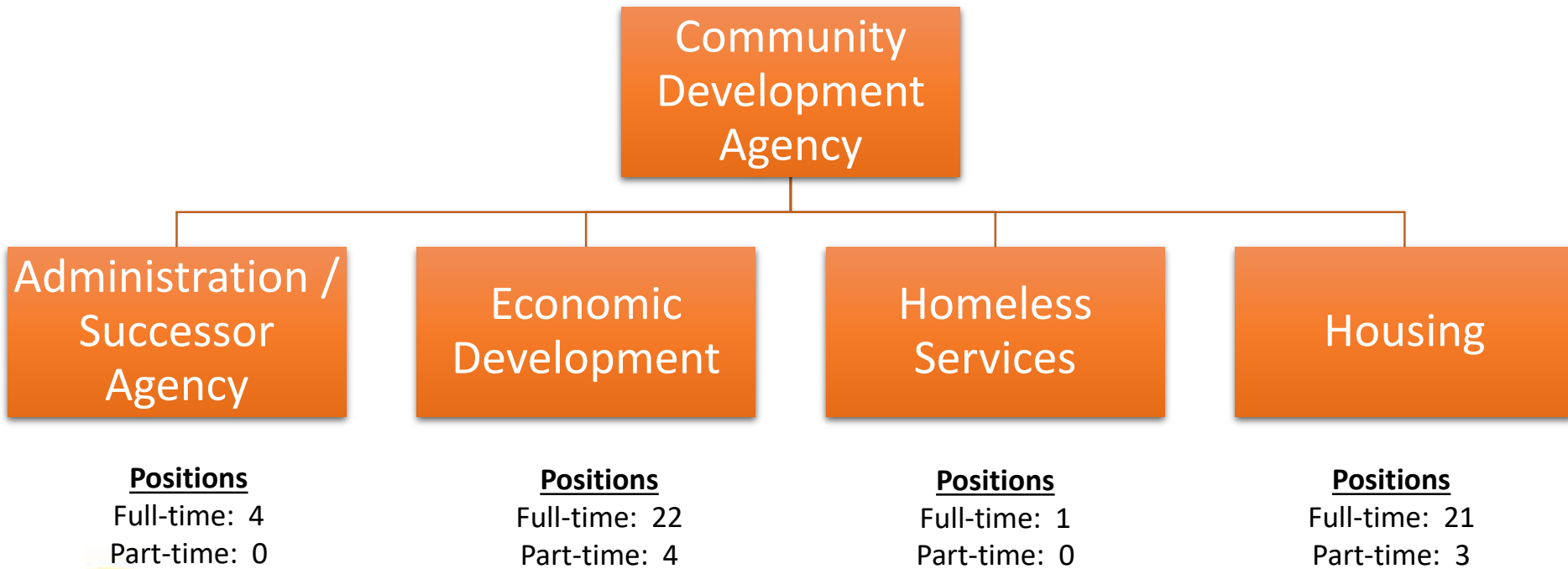
- Integrate an innovative agenda management system and software modules to mitigate adverse workload impacts associated with the legislative processes and public comments;
- Implement a digital voting system in the Council Chamber;
- Update Conflict of Interest Code and campaign committees;
- Update and digitize citywide records; and
- Work with City Attorney and staff to revise proposed Board and Commission ordinance.



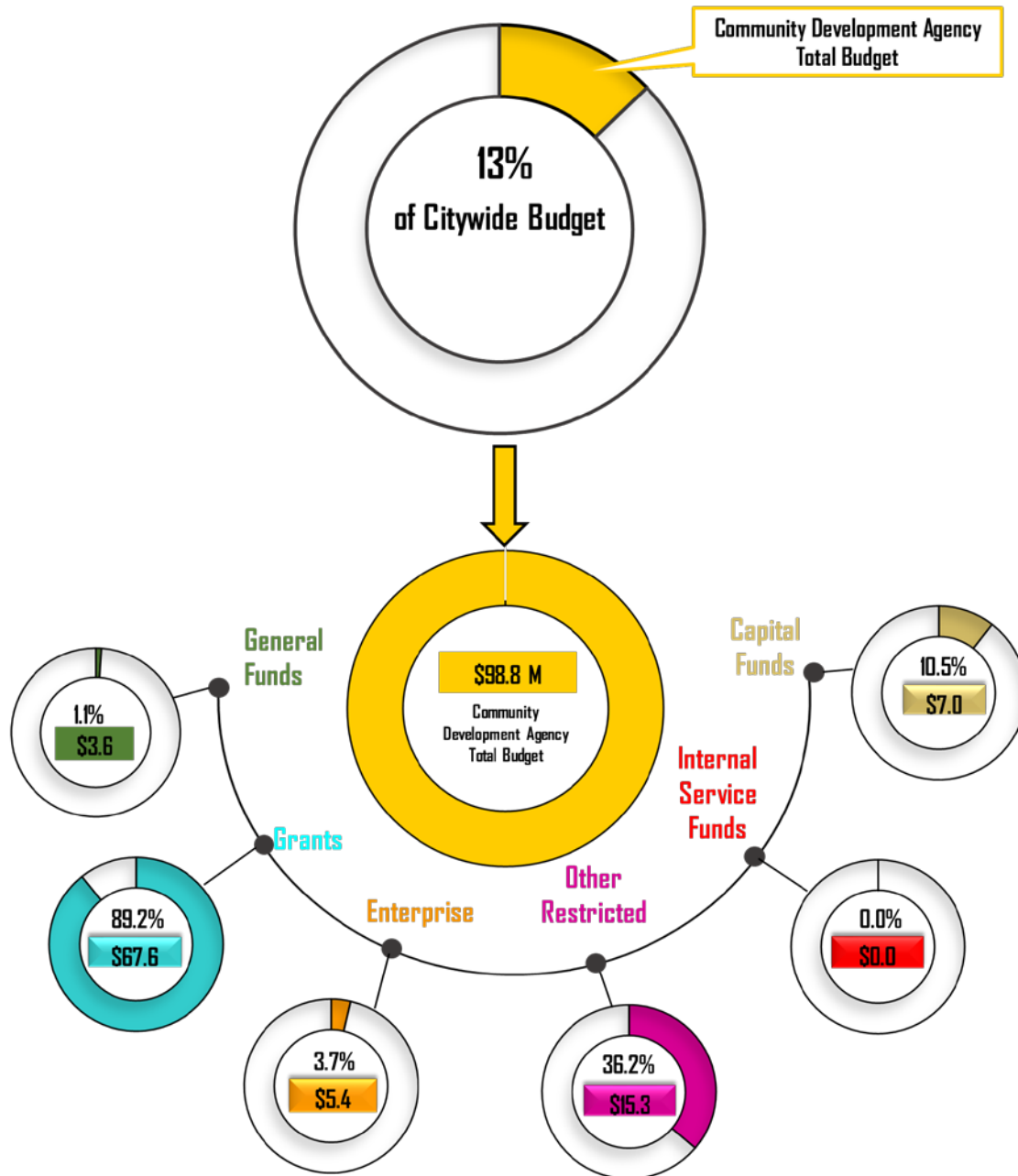
# COMMUNITY DEVELOPMENT AGENCY



# Community Development Agency Organizational Chart







# Community Development Agency

## HIGHLIGHTS

- Oversight of Downtown parking structure/lot operations
- Planning for a permanent homeless shelter in Fall 2020 and close temporary shelter (the LINK)
- Utilized CARES Act Funding for rental assistance, homeless shelter service, COVID test and employment and training services.
- Completion of Aqua Housing (56 affordable supportive units) & Tiny Tim Plaza (50 affordable units)
- Small business grants to provide assistance for business impacted by COVID.



# Community Development Agency

## GOALS

- Continue to provide COVID-19 resources to residents and businesses
- Complete transition into new permanent homeless shelter
- Finalize mixed use development (hotel/residential) agreement for Third and Broadway Parking Structure.
- Advance affordable housing projects (i.e. Crossroads at Washington)
- Disposition of YMCA Building



# HUMAN RESOURCES



# Human Resources Organizational Chart

HUMAN  
RESOURCES  
DEPARTMENT

OPERATIONS

Positions  
Full-time: 18

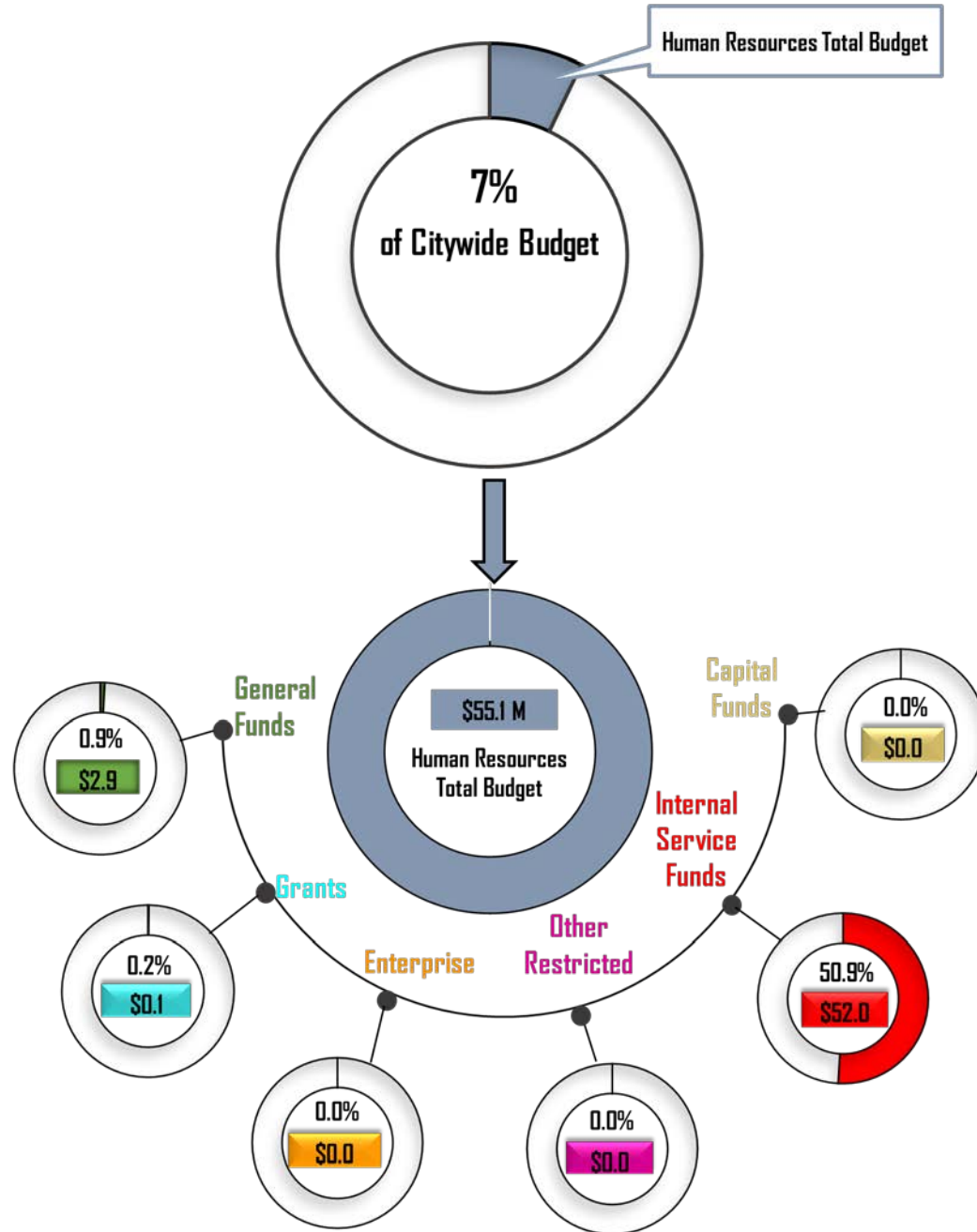
BENEFITS &  
COMPENSATION

Positions  
Full-time: 5

RISK  
MANAGEMENT

Positions  
Full-time: 4





# Human Resources Department

## HIGHLIGHTS

- Conducted 185+ recruitments including the processing of over 16,000 applications, which includes the hiring of 50 new police officers.
- Managed benefits for 1,316 employees & processed 188 employee separations/retirements.
- Processed 700+ subrogation/cost recovery cases resulting in funds recovery in excess of \$330,000 in 9 months.
- COVID-19 response: Developed policies, Managed EFMLA/PSL leaves, and Coordinated and funded installation of protective shields for Public Counters and employee workstations.

Return to Work Program, designed to bring injured employees back to work on temporary assignments.





# Human Resources Department

## GOALS

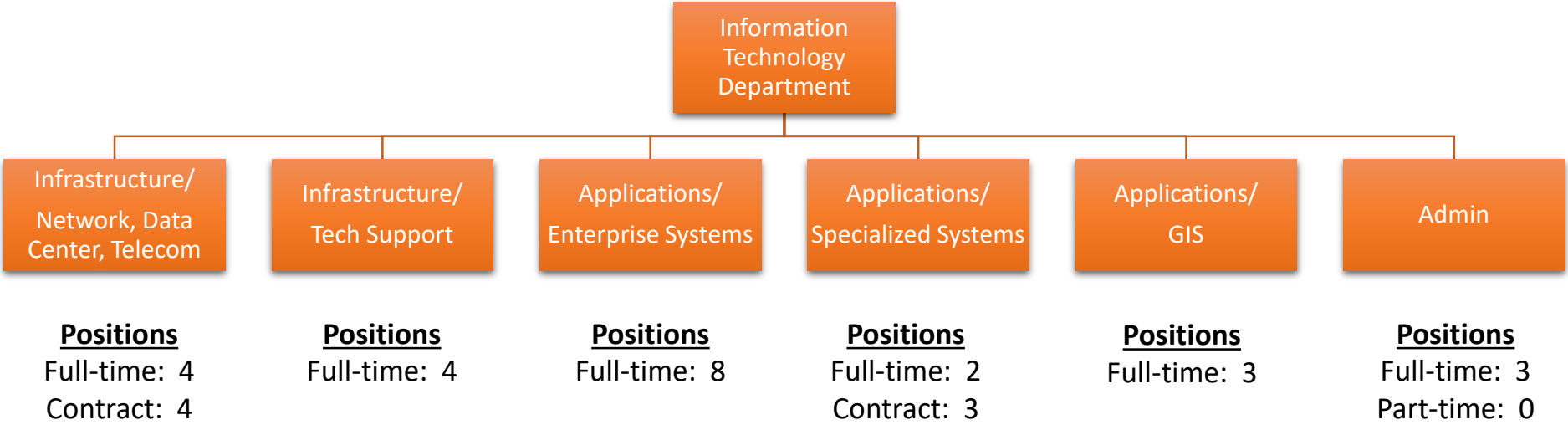
- Revamp citywide performance review system.
- Employee Wellness Program.
- New Employee Orientation.
- Continued COVID-19 mitigation and education measures.
- Focus on leadership & supervisor development.

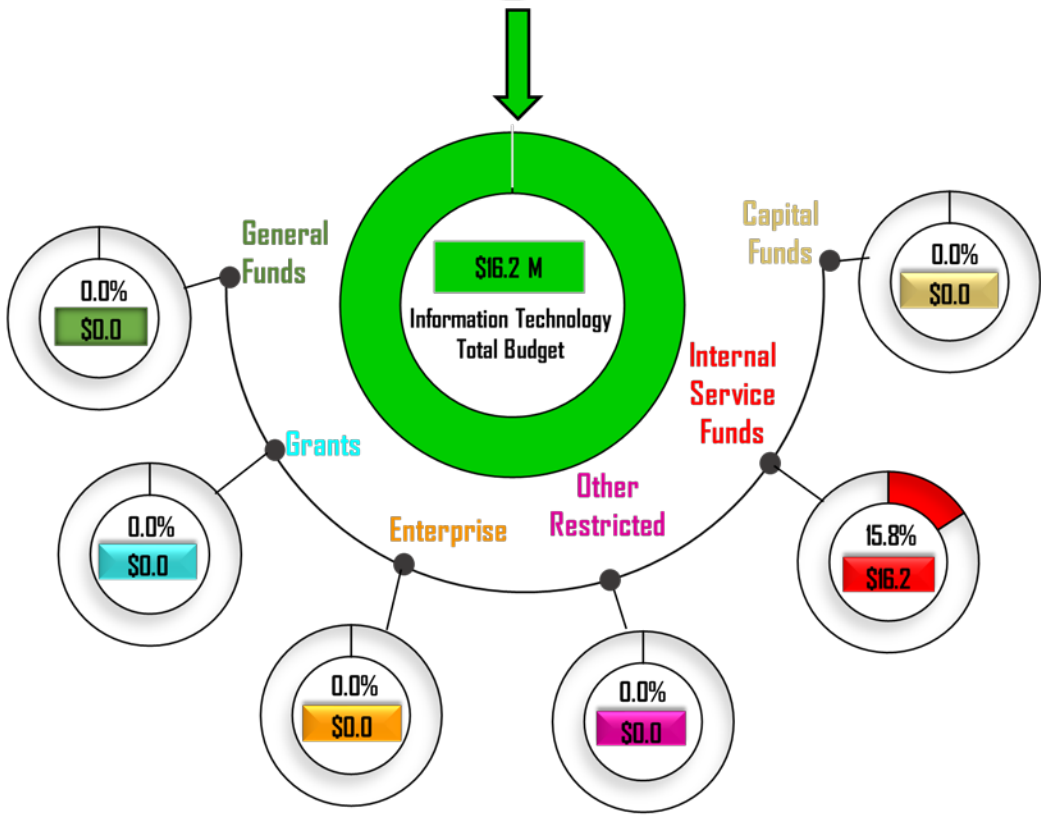
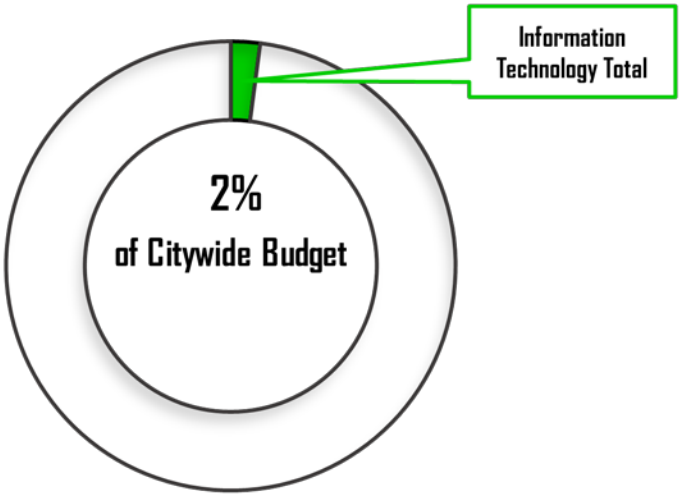


# INFORMATION TECHNOLOGY



# Information Technology Organizational Chart





# Information Technology

## HIGHLIGHTS

- Land Management System Replacement
- Data Center Backup Upgrade
- Timekeeping System
- Additional Cybersecurity Protection
- Infrastructure Upgrades



# Information Technology

## GOALS

- Document Management and Online Forms Improvements With Multiple Departments
- Complete Phone System Migration With PD
- Select and Start Land Management System Replacement
- Continue Replacing Outdated Infrastructure

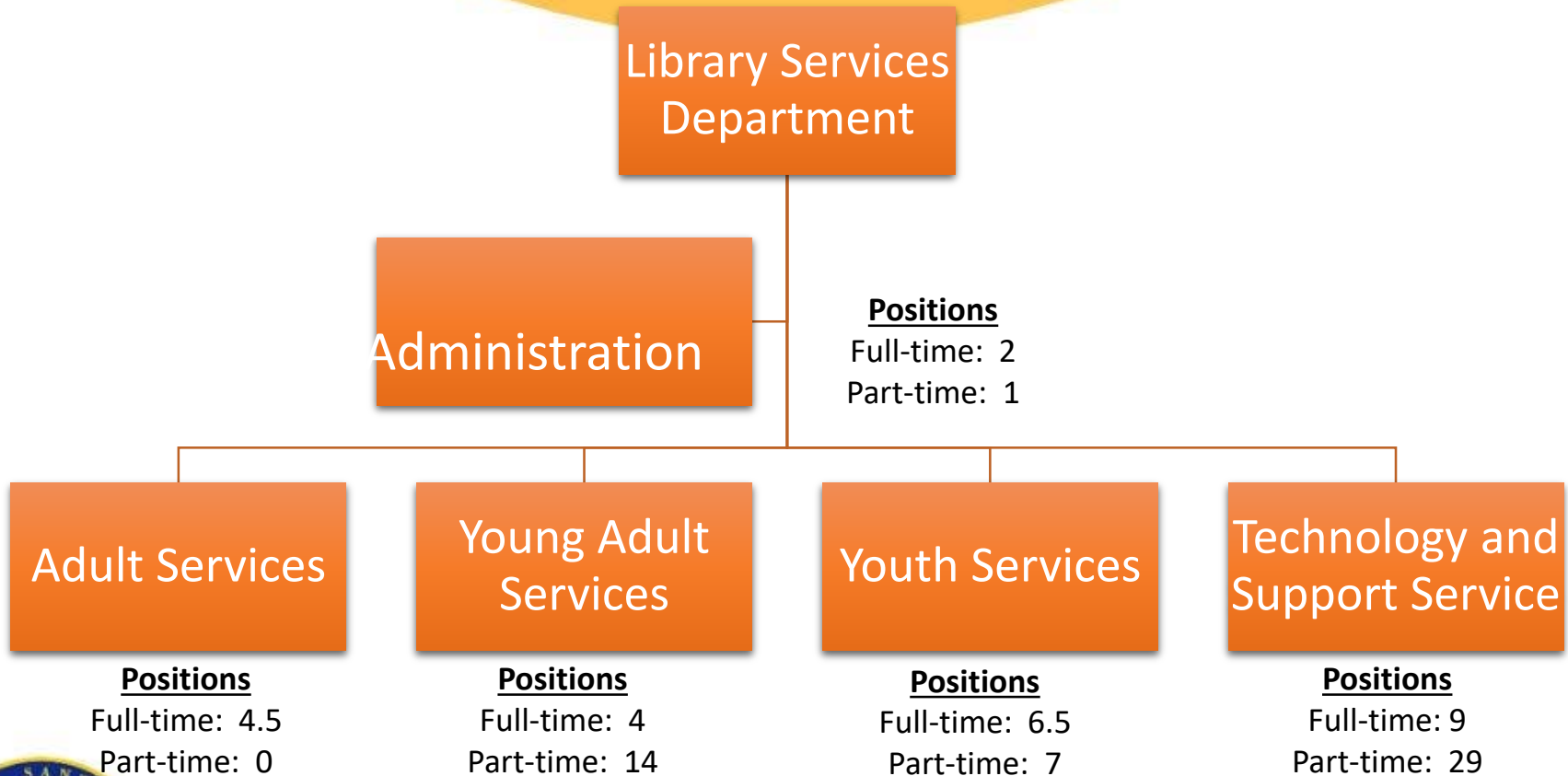


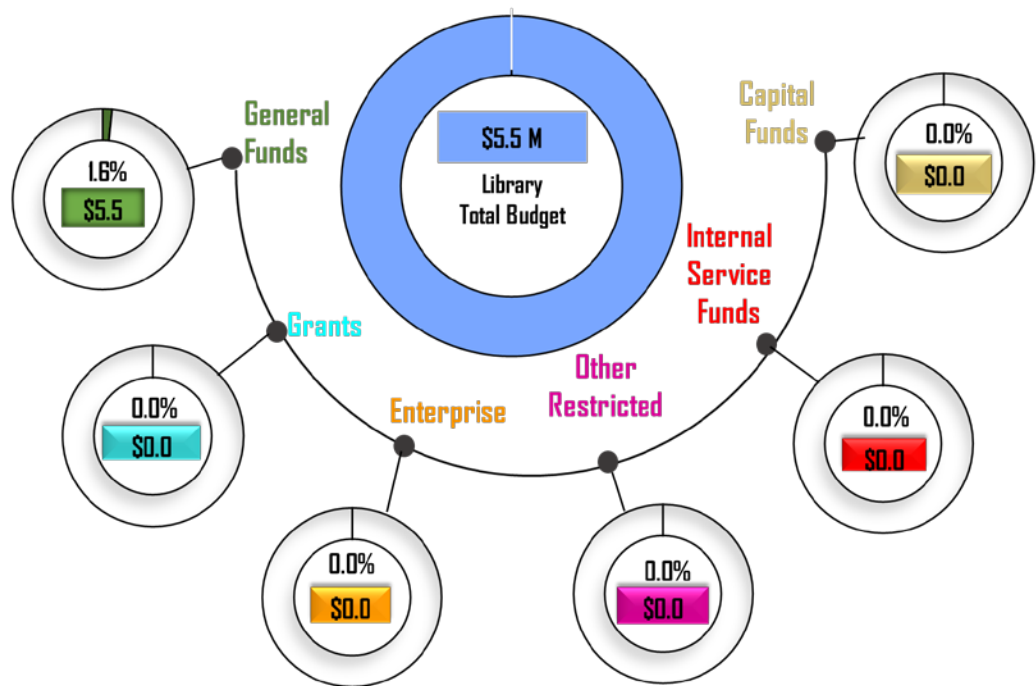
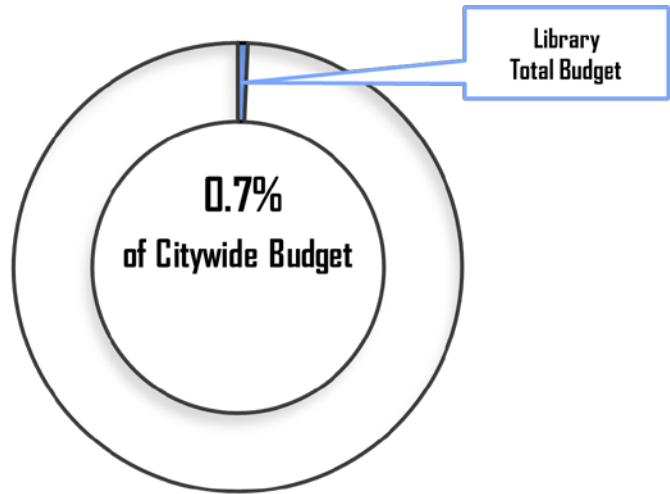
# LIBRARY





# Library Services Organizational Chart





# Library Services Department

## HIGHLIGHTS

- A new bookmobile was designed to better serve the community's technological, educational and entertainment needs that will launch in FY 20/21.
- Upgrades are being finalized for Newhope Library to become a full service building with expanded hours, new furniture, a media lab and a variety of exterior improvements.
- New virtual programs for all ages and expanded e-library services that now include a free movie streaming service for the community.
- Recruitment of a Library Operations Manager to provide the Department with administrative oversight of projects and programs.



# Library Services Department

## GOALS

- Expand the wireless hotspot lending program to better serve youth populations without internet access.
- Increase the Library's innovative virtual program offerings using popular streaming and video conferencing services.
- Explore new ways for technology to improve patron experiences including wireless printing and scanning services at the Library.
- Implement a free virtual high school diploma program allowing adult residents to accomplish their educational and career goals.



# PARKS AND RECREATION



# Parks, Recreation and Community Services Agency Organizational Chart

Parks, Recreation  
and Community  
Services Agency

Administration

Parks & Facilities

Recreation &  
Community  
Services

Santa Ana Zoo

**Positions**

Full-time: 11  
Part-time: 0

**Positions**

Full-time: 26  
Part-time: 16

**Positions**

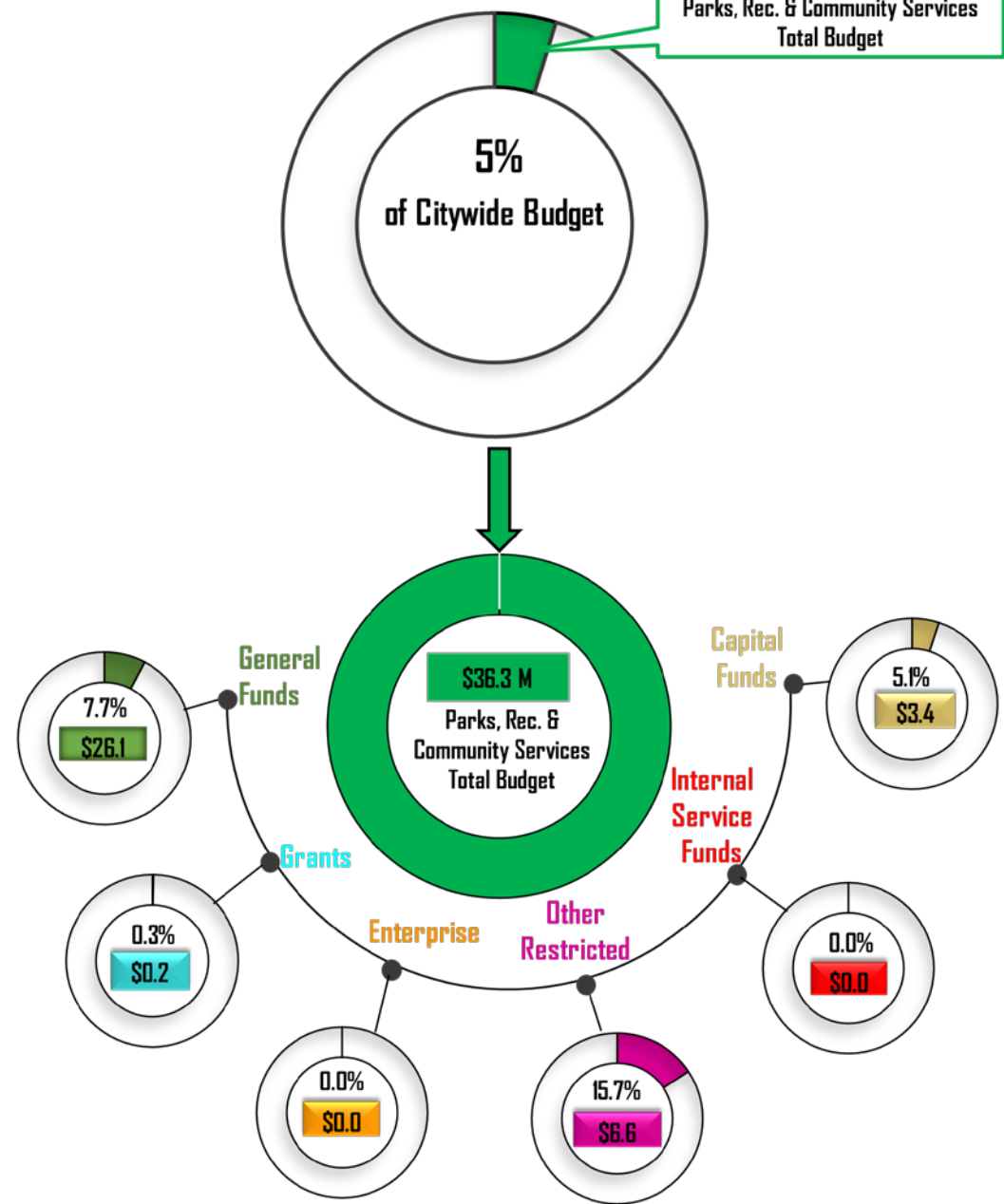
Full-time: 27  
Part-time: 164

**Positions**

Full-time: 15  
Part-time: 23



Parks, Rec. & Community Services  
Total Budget





# Parks, Recreation and Community Services Agency

## HIGHLIGHTS

- Awarded \$6,890,928 Grant Funds
- Park Maintenance Contracts
- Park Safety and Security
- Road Map For Public Parks, Open Space and Trails
- Evaluate service delivery and financial management to enhance and/or sustain services short and long term.



# Parks, Recreation and Community Services Agency

## GOALS

- Park Renovations & Construction  
New Parks
- Parks Safe, Clean and Green
- Park Patrol Security Program, Park  
Ambassador and Park Host
- Parks Master Plan
- Recreational Services and Financial  
Sustainability Analysis



# PLANNING & BUILDING AGENCY



# Planning and Building Agency Organizational Chart

Planning and  
Building Agency

Administrative  
Services

Building Safety

Code  
Enforcement

Planning

**Positions**

Full-time: 11  
Part-time: 6

**Positions**

Full-time: 25  
Part-time: 1

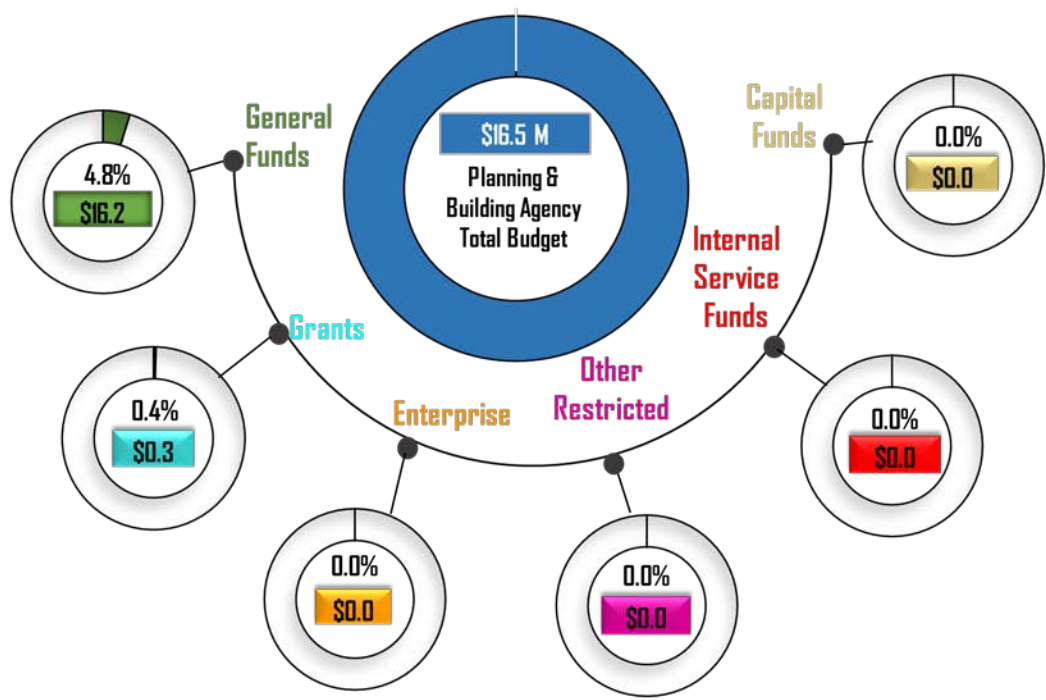
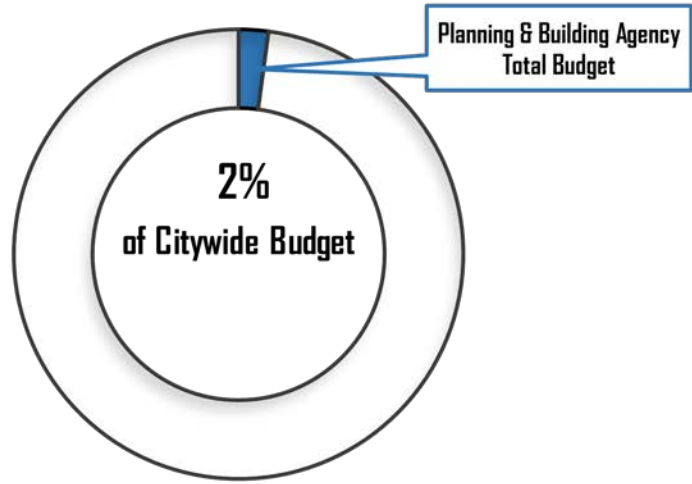
**Positions**

Full-time: 20  
Part-time: 0

**Positions**

Full-time: 16  
Part-time: 6





# Planning and Building Agency

## HIGHLIGHTS

- Issued over 6,500 permits with a total valuation of over \$350 million of project valuations
- Upgrade the customer management flow system (Q-matic) to better meet the needs of customers and city staff
- Process applications for major current planning projects, and incorporate methods of making Historic Resources program more efficient
- Adopt permanent regulations addressing ADUs and Code updates
- Railroad R.O.W. and Vice Enforcement (cyber cafes, cannabis, illegal gambling)



# Planning and Building Agency

## GOALS

In FY 2020-21, the Planning and Building Agency is focused on implementing and progressing several key initiatives.

- **Customer Service Enhancement:**
  - Strengthen core counter and cannabis teams to serve increasing demand
- **Technology Implementation:**
  - Implement electronic records management system and upgrade land management system to a more efficient permit system to improve customer service
- **Revenue Generation and Cost Savings:**
  - Diligently process projects, plan checks and inspections, and code enforcement inspections
  - Pursue opportunities to improve workflow efficiencies to save costs and streamline processes
  - Conduct Seismic Retrofitting Study to improve city's resiliency and prevent severe disruption to local economy in case of disaster

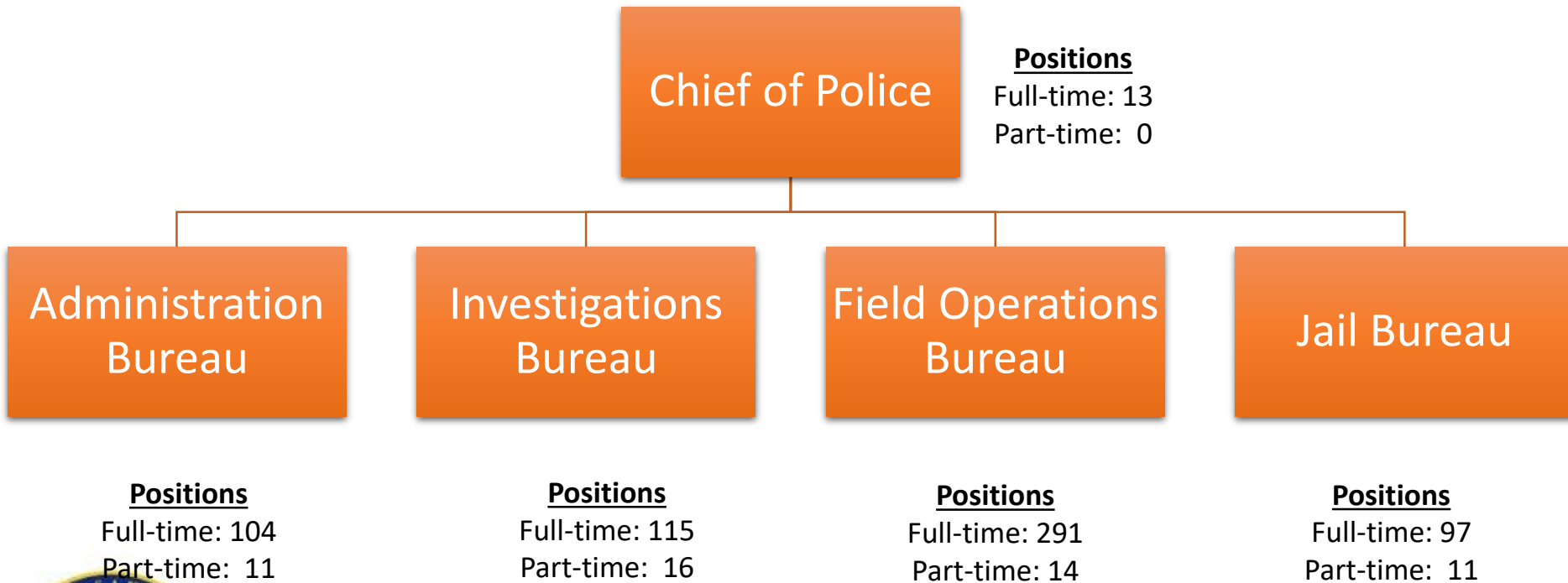




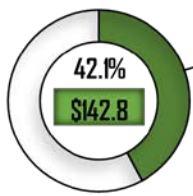
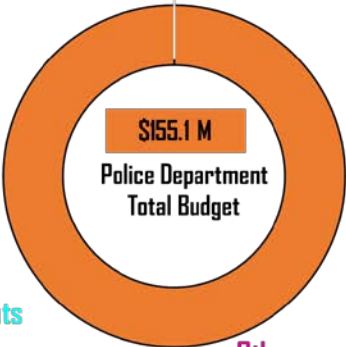
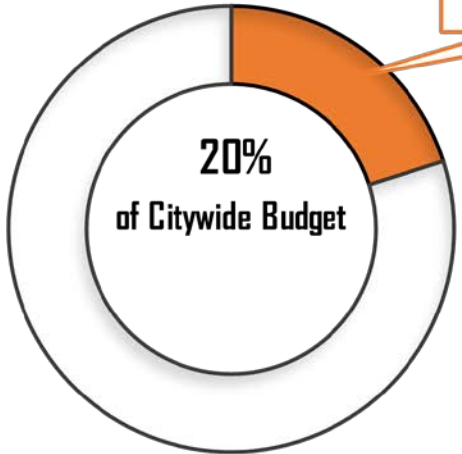
# POLICE



# Police Department Organizational Chart



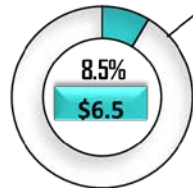
Police Department Total Budget



General  
Funds



Capital  
Funds



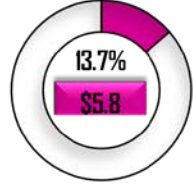
Grants

Internal  
Service  
Funds



Enterprise

Other  
Restricted



# Police Department

## HIGHLIGHTS

- Maintains funding for Community Oriented Policing to continue community engagement activities and programs, including CERT, Santa Ana PAAL, Parent Academy, and many other programs
- Maintains funding for 366 sworn officers in support of the Department's goal of continuing to reduce response times to 911 emergencies
- Maintains and increases funding for Quality of Life Teams to address community quality of life issues and support the City's efforts to address homelessness. QOLT staffing will increase effective July 5, 2020.
- Existing funding used to support new Metropolitan Division, which includes Major Enforcement Team and Gangs, to proactively respond, mitigate and prevent violent crime.



# Police Department

## GOALS

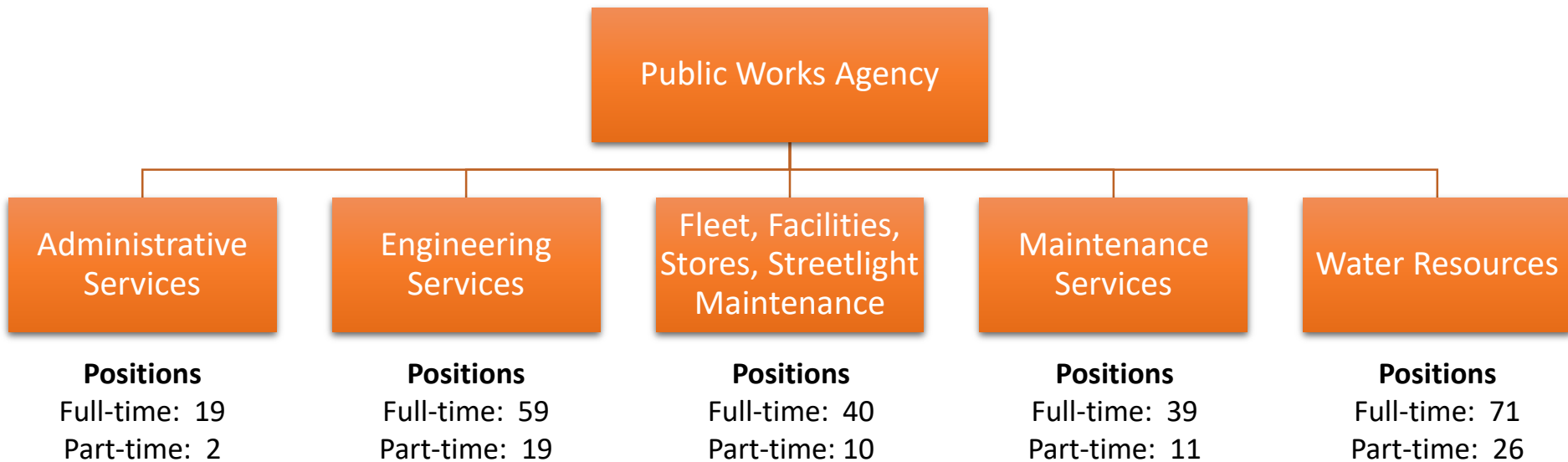
- Increase the Public's Safety
- Increase Community Engagement with focus on transparency
- Increase Operational Excellence and Efficiency
- Train (with focus on de-escalation tactics), Develop and Mentor personnel
- Recruitment, Branding and Succession Planning

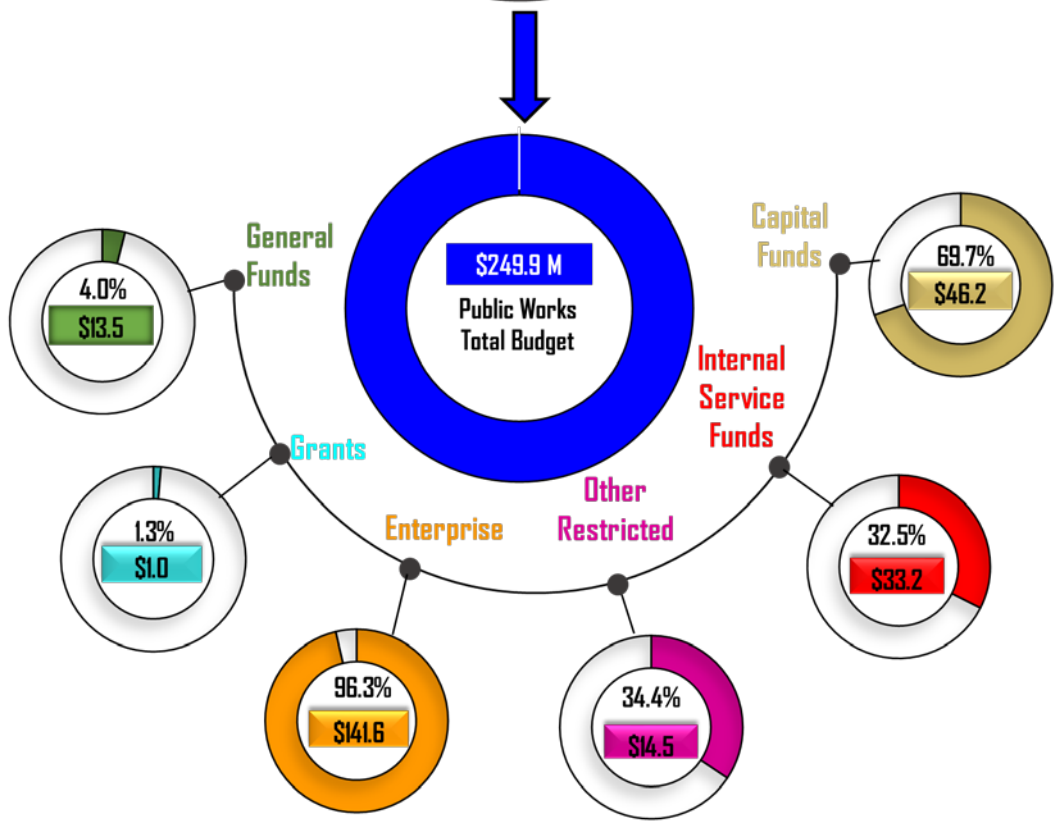
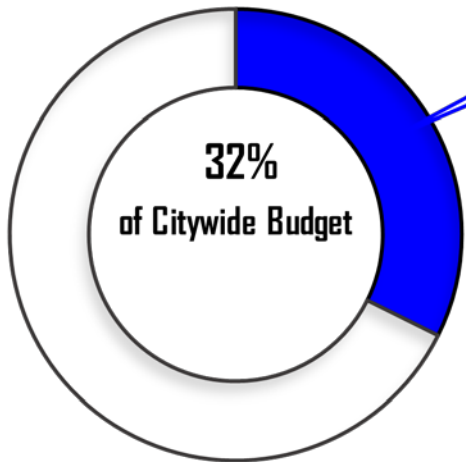


# PUBLIC WORKS AGENCY



# Public Works Agency Organizational Chart







# Public Works Agency

## HIGHLIGHTS

- Increased budget for homeless services cleaning activities.
- Partial funding approved for a Citywide Parking Plan.
- Increased budget for Graffiti Services Contract.



# Public Works Agency

## GOALS

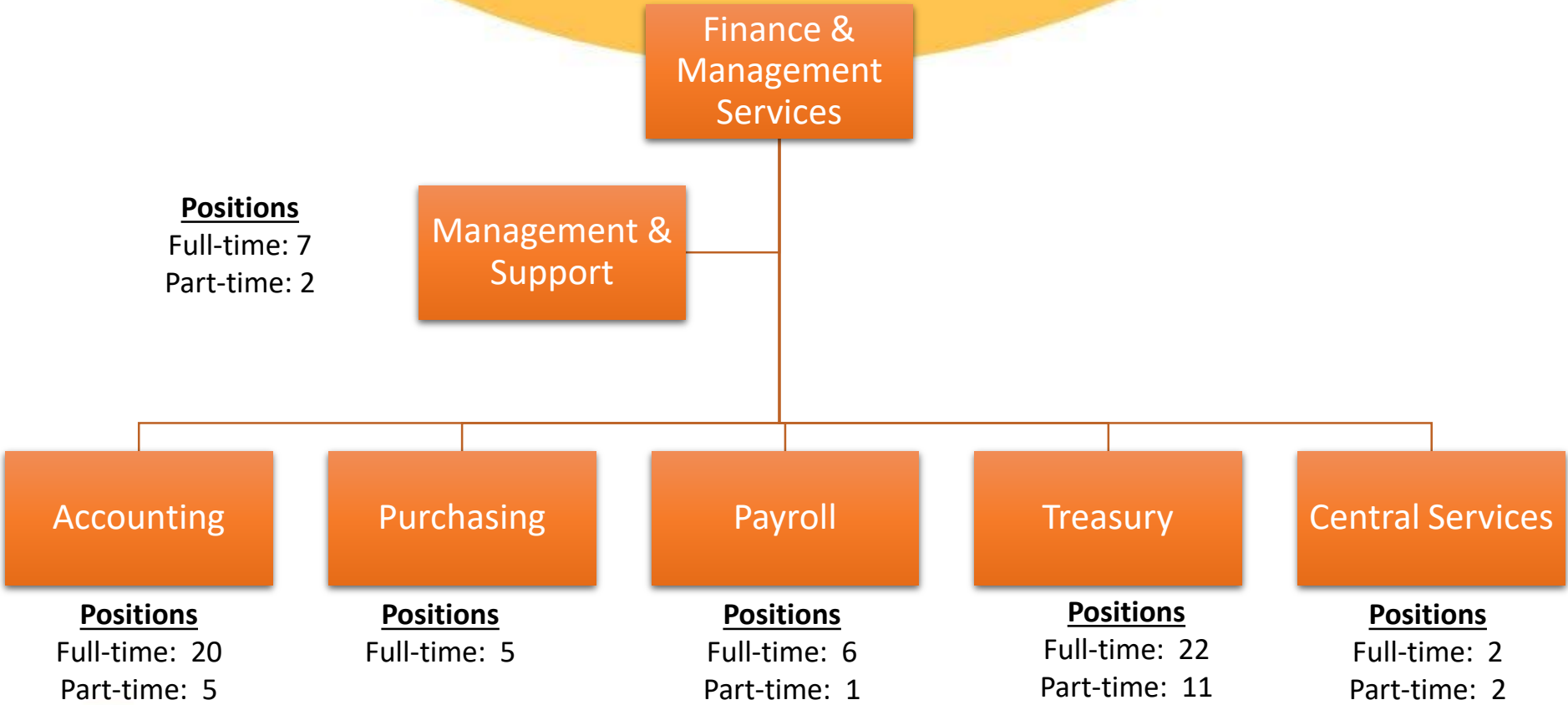
- Fulfill the 75% CIP CDBG Expenditure drawdown and MOE Expenditure drawdowns for the fiscal year by March 2021.
- Implement a dedicated Citywide concrete sidewalk replacement program.
- Conduct an assessment of all City Facilities to determine condition and required repairs.
- Design and construct a new CNG station at the City Yard.
- Award Advanced Meter Infrastructure contract and install first 1,000 smart water meters.
- Begin drilling of Washington Groundwater Well (first new water well in over 10 years).
- Complete applications for maximum requests in advance of grant deadlines for Active Transportation Program (ATP), Highway Safety Improvement Program (HSIP), and Bicycle Corridor Improvement Program (BCIP).

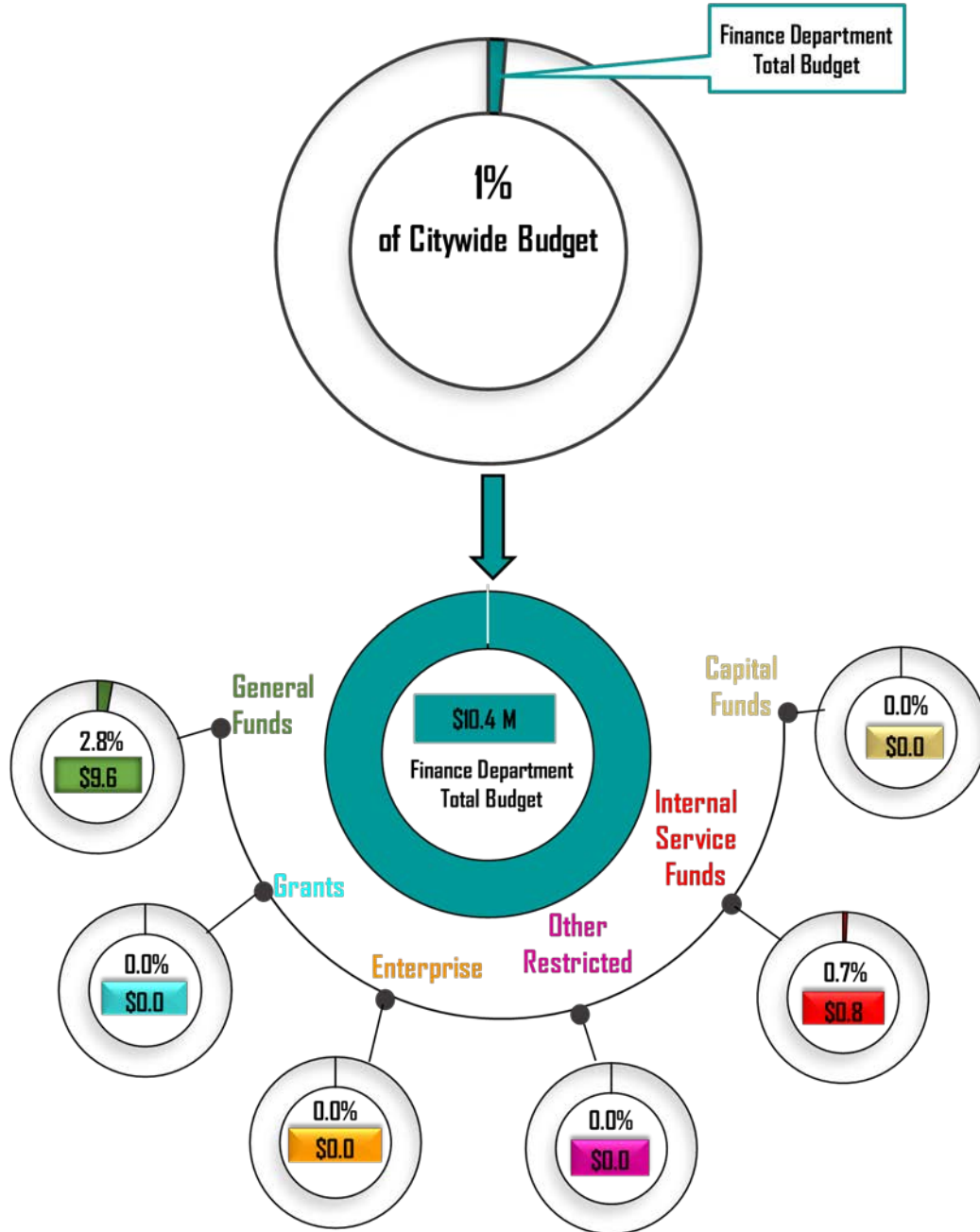


# FINANCE & MANAGEMENT SERVICES



# Finance & Management Services Organizational Chart





# Finance & Management Services Agency

## HIGHLIGHTS

We provide financial information, and seek opportunities to modernize and save money.

- **IMPROVE ACCOUNTABILITY** – Implemented Cost Allocation Plan which is compliant with State and Federal regulations.
- **MODERNIZE** – Successfully upgraded payroll system for better functionality.
- **SAVE MONEY** – Refinanced Gas Tax debt to provide additional funding for street repairs and long-term savings of \$18.8 million.



# Finance & Management Services Agency

## GOALS

- **IMPROVE ACCOUNTABILITY** – Implement a time-keeping system.
- **MODERNIZE** – Upgrade utility billing system to integrate with the Advanced Meter Infrastructure project.
- **SAVE MONEY** – Develop a pension cost reduction strategy for City Council consideration.



# CARES Act Spending Plan

City expects to receive allocations from both state and county, potentially more than \$31 million.

- The funding is restricted, and cannot be used to backfill revenue losses.

CARES Act Funding	Other Resources
City's match for EOC purchases and staff overtime covered by FEMA	FEMA for EOC purchases and staff overtime
Regular staff time for COVID-19 response not covered by FEMA	CESF grant for EOC purchases
Sanitization & Testing	HHAP and ESG grants for COVID-19 response for the homeless
Special Admin Leave	CDBG for small business grants
Unemployment Claims	





# NEXT STEPS

**July 7** – Adoption (second reading) of the City Budget and Capital Improvement Plan.

**July 1** – New Fiscal Year 2020-2021 Begins

**No later than October** – Budget update to City Council after April – June sales tax data is received.

