



Department Description

The Administration Department manages the Equal Opportunity Contracting, Living Wage and Equal Benefits Programs, Citizens' Assistance, Emergency Medical Services, the Commission on Gang Prevention and Intervention, the Citizens Equal Opportunity Commission, and the Senior Affairs Advisory Board. It coordinates the appropriate dissemination of, and response to, all Public Records Act requests and Grand Jury reports whose timelines are mandated by law. The Department also manages the review and update of administrative regulations, operational policies and procedures, and the automated citizen information system.

The Equal Opportunity Contracting Program (EOCP) serves both businesses and the labor market by working to ensure equal access to contracting opportunities with the City of San Diego. Working in partnership with City departments/agencies and other local, State, and federal agencies, the EOCP monitors and enforces equal opportunity and public contracting laws related to the use of construction contractors, consultants, vendors, and suppliers. The Program's purpose is to:

- Ensure compliance with public contracting regulations
- Enforce federal, State, and local equal opportunity laws
- Provide mentorship opportunities and technical assistance to small and emerging contractors
- Conduct broad outreach efforts to increase the diversity of the contracting community
- Develop partnerships with City departments, business associations, and emerging businesses
- Respect the diverse interests of its customers and the community

The Department is responsible for monitoring City contracts for compliance with the mandates of both the Living Wage and Equal Benefits Ordinances, and responding to and resolving complaints from employees of contracted firms.

Citizens' Assistance operates the City Information Center in the lobby of the City Administration Building, maintains an internet information resource database, schedules use of the City Administration Building lobby displays, produces bilingual resource documents, administers the citywide Route Slip Tracking System for responses to public inquiries, complaints, and service requests directed to the City's legislative officials, and performs as-needed ombudsman services for customers.

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The Emergency Medical Services (EMS) Program provides oversight and administration of the City's contracts for EMS and medical transportation services, as well as the City EMS Medical Director. The Program is mandated through a City-County contract and is responsible for ensuring high quality emergency medical services to the residents of San Diego through clinical oversight, quality assurance and improvement, monitoring of First Responder Medic Units and the transport provider's response times, and the financial and operational oversight of the entire EMS system.

The City's Commission on Gang Prevention and Intervention is tasked with developing a strategic, coordinated, and collaborative effort between the City, law enforcement agencies, social service providers, and the general public with the objective of significantly curtailing gang involvement, and its negative impact in the City of San Diego.

The Department staffs both the Senior Affairs Advisory Board (SAAB) whose purpose and intent is to serve in an advisory capacity to the Mayor and City Council on matters which directly impact the elderly and the Citizens Equal Opportunity Commission who monitors and evaluates the Equal Opportunity Program of the City. Both Commissions report at least annually to the Mayor and City Council.

The Department's mission is:

To provide guidance, support, and coordination of administrative activities for the City and its departments to promote responsive and efficient City government, and to ensure economic opportunities in public contracting are provided to City residents and businesses through effective policies, procedures, and compliance efforts

Goals and Objectives

The following goals and objectives represent the action plan for the Department:

Goal 1: Effectively manage current citywide policies and procedures to promote responsive and efficient City government

It is imperative that the Department ensures that citywide administrative regulations and operational policies are current. These regulations and policies make certain that City operations reflect the current business environment. The Department will move toward accomplishing this goal by focusing on the following objectives:

- Ensure administrative regulations and operational policies are current and applicable
- Streamline the internal customer complaint notification process

Goal 2: Utilize systems and methods for delivering efficient, effective, and responsive administrative services

One of the Department's most important goals is to ensure the satisfaction of its customers. The Department will move toward accomplishing this goal by focusing on the following objectives:

- Provide comprehensive and innovative administrative services
- Effectively manage the City's Emergency Medical Services contract

Goal 3: Ensure Public Records Act requests and Grand Jury Reports are responded to as required by law

Staying compliant with federal and State law and promoting open and transparent government is another important goal for the Department. The Department will move toward accomplishing this goal by focusing on the following objective:

- Effectively collaborate with City departments, City Council, and the City Attorney to respond to Public Records Act requests and Grand Jury reports

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Goal 4: Effectively administer the City's Equal Opportunity Contracting Program

It is important that the City promotes economic opportunities in public contracting for City residents and businesses. Developing effective policies, procedures, and monitoring contractor compliance will ensure an effective EOCP. The Department will move toward accomplishing this goal by focusing on the following objectives:

- Ensure that all who do business with the City comply with federal, State, and local labor laws
- Foster collaborative relationships with the public, contractor organizations and subcontractors, and the City staff involved in EOCP activities

Service Efforts and Accomplishments

Under general administration efforts the Department processed over 1,275 formal citizen inquiries and document searches related to City Attorney investigations, and facilitated responses to seven grand jury reports, 10 administrative hearings, and over 600 public record act requests.

With the implementation of the new Small Local Business Enterprise Program (SLBE), an application with review forms was developed and the City began accepting applications in April 2010. Between April and June, a total of 90 applications were received, 80 of which were approved and 10 denied. The SLBE Program provides local small and emerging businesses certain advantages under the City's contracting policies including bid discounts, restricted competition, the provision of technical assistance and, in some cases, contract-by-contract goals. Several construction projects have been sized to afford competitive prime contract opportunities for small and emerging local businesses.

The Department purchased and began implementing a contractor/vendor/subcontractor management software solution as part of its efforts of automating, streamlining, and improving the efficiency of EOCP Compliance monitoring.

Under the new contract administered by the Emergency Medical Services (EMS) Program, 125 monitor-defibrillators were upgraded. These devices are now capable of acquiring and wirelessly transmitting 12-lead electrocardiograms to regional heart attack receiving centers, thereby facilitating faster care. In addition, the City's EMS Medical Director represented the City's EMS System on a variety of collaborative efforts to improve EMS delivery and public health including: Serial Inebriate Program, Homeless Outreach Team, Clean Needle Exchange Program, San Diego Project Heartbeat, and various other State and federal initiatives.

The Living Wage Program administered the Living Wage Ordinance (LWO) during its fifth year since enactment through oversight of requirements on all applicable service contracts, complaint investigations, and proactive contract compliance reviews. The Program submitted an annual report of detailed data to City Council; provided ongoing assistance in understanding and fulfilling obligations for City staff, designated City facilities, covered employers and employees, labor and community organizations, and the public; and posted information material on the City's website. The City's new Equal Benefits Ordinance (EBO) prohibits the City from entering into a contract with any firm that discriminates in provision of benefits between employees with spouses and employees with domestic partners and their respective families. The Equal Benefits Program conducted research and responded to concerns prior to adoption. The EBO became effective on January 1, 2011, less than 60 days after its final passage, and the Program swiftly developed and distributed procedures, rules, forms, and educational material. The Program provides assistance to City staff and contractors to explain and ensure EBO compliance on an ongoing basis.

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Key Performance Indicators

Performance Measure	Actual FY2010	Actual FY2011
1. Percent of Public Record Act requests completed within mandated timeline ¹	79%	79%
2. Number of EMS compliance monitoring reports prepared and submitted	12	12
3. Percent of EMS compliance	97%	97%
4. Number of contractors certified within 10 days of receipt of complete Small Local Business Enterprise (SLBE) application package	80	250
5. Percent achievement of annual SLBE aspirational goal	N/A ²	100%
6. Dollar value of awards to certified disadvantaged, minority, women, and disabled veteran enterprises	\$21.9M ³	\$26.8M ³
7. Percent compliance with federal, State, and local equal opportunity employment and contracting laws	100%	100%

¹ This is a citywide performance measure. The Department continues to explore ways to facilitate improvement in this area.

² The SLBE program was not implemented until Fiscal Year 2011.

³ Includes both Construction and A/E Consultant contract awards.

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Department Summary

	FY2011 Budget	FY2012 Adopted	FY2011–2012 Change
Positions	18.47	18.45	(0.02)
Personnel Expenditures	\$ 1,927,771	\$ 1,947,218	\$ 19,447
Non-Personnel Expenditures	444,406	448,655	4,249
Total Department Expenditures	\$ 2,372,177	\$ 2,395,873	\$ 23,696
Total Department Revenue	\$ 246,000	\$ 420,465	\$ 174,465

General Fund

Department Expenditures

	FY2011 Budget	FY2012 Adopted	FY2011–2012 Change
Administration	\$ 1,965,837	\$ 1,991,855	\$ 26,018
Emergency Medical Services	406,340	404,018	(2,322)
Total	\$ 2,372,177	\$ 2,395,873	\$ 23,696

Department Personnel

	FY2011 Budget	FY2012 Adopted	FY2011–2012 Change
Administration	17.47	17.45	(0.02)
Emergency Medical Services	1.00	1.00	0.00
Total	18.47	18.45	(0.02)

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Gang Commission Transfer Transfer of the Gang Commission, consisting of 1.00 Executive Director and associated revenue and non-personnel expenditures, from the Police Department.	1.00	\$ 174,412	\$ 29,151
Equipment/Support for Information Technology Funding allocated according to a zero-based annual review of information technology funding requirements and priority analyses.	0.00	53,161	-
Non-Discretionary Adjustment Total expenditure allocations that are determined outside of the department's direct control. These allocations are generally based on prior year expenditure trends and examples of these include utilities, insurance, and rent.	0.00	27,355	-
Hourly Personnel Funding Funding allocated according to a zero-based annual review of hourly funding requirements.	0.70	18,227	-
Reduction in Overtime Reduction of overtime expenditures.	0.00	(669)	-
Reduction in Travel and Training Reduction of travel and training expenditures.	0.00	(928)	-
Reduction of Non-Personnel Expenditures Reduction of office supplies, training, and print shop services.	0.00	(18,855)	-

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Significant Budget Adjustments (Cont'd)

	FTE	Expenditures	Revenue
Reduction in Supplies and Contracts Additional reduction of supplies and contracts expenditures after a review of prior year spending trends.	0.00	(21,295)	-
Reduction of Senior Management Analyst Reduction of 1.00 vacant Senior Management Analyst.	(1.00)	(103,142)	-
Reimbursement From San Diego Medical Services Enterprise (SDMSE) Reimbursement for 1.00 Program Manager and 0.25 Supervising Management Analyst from SDMSE.	0.00	-	166,465
Revised Revenue Adjustment to reflect Fiscal Year 2012 revenue projections.	0.00	-	(21,151)
Total	0.70	\$ 128,266	\$ 174,465

Expenditures by Category

	FY2011 Budget	FY2012 Adopted	FY2011-2012 Change
PERSONNEL			
Salaries and Wages	\$ 1,142,651	\$ 1,175,880	\$ 33,229
Fringe Benefits	785,120	771,338	(13,782)
PERSONNEL SUBTOTAL	\$ 1,927,771	\$ 1,947,218	\$ 19,447
NON-PERSONNEL			
Supplies	\$ 15,233	\$ 10,017	\$ (5,216)
Contracts	367,332	373,597	6,265
Information Technology	55,920	53,161	(2,759)
Energy and Utilities	1,680	5,434	3,754
Other	4,241	6,446	2,205
NON-PERSONNEL SUBTOTAL	\$ 444,406	\$ 448,655	\$ 4,249
Total	\$ 2,372,177	\$ 2,395,873	\$ 23,696

Revenues by Category

	FY2011 Budget	FY2012 Adopted	FY2011-2012 Change
Charges for Current Services	\$ 246,000	\$ 420,465	\$ 174,465
Total	\$ 246,000	\$ 420,465	\$ 174,465

Personnel Expenditures

Job Number	Job Class	Job Title / Wages	FY2011 Budget	FY2012 Adopted	Salary Range	Total
Salaries and Wages						
20000119	1218	Associate Management Analyst	4.00	4.00	\$54,059 - \$65,333	\$ 250,477
20001101	2132	Department Director	1.00	1.00	59,155 - 224,099	130,224
20001220	2268	Executive Director	0.00	1.00	46,966 - 172,744	87,300
20000924	1876	Executive Secretary	0.50	0.50	43,555 - 52,666	26,471
90001073	2103	Management Intern - Hourly	0.72	0.70	24,274 - 29,203	16,992
20001255	2178	Mayor Representative 2	1.00	1.00	19,323 - 151,840	40,019
20001196	2244	Paramedic Coordinator	1.00	1.00	23,005 - 137,904	87,300
20001222	2270	Program Manager	1.00	1.00	46,966 - 172,744	97,971
20000779	1774	Public Information Specialist	2.00	2.00	32,968 - 39,811	80,020

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Personnel Expenditures (Cont'd)

Job Number	Job Class	Job Title / Wages	FY2011 Budget	FY2012 Adopted	Salary Range	Total
20000015	1106	Senior Management Analyst	5.00	4.00	59,363 - 71,760	215,985
20000970	1917	Supervising Management Analyst	1.25	1.25	66,768 - 80,891	98,078
20000756	1746	Word Processing Operator	1.00	1.00	31,491 - 37,918	36,970
		Bilingual - Regular				3,646
		Exceptional Performance Pay-Unclassified				1,671
		Overtime Budgeted				2,756
Salaries and Wages Subtotal			18.47	18.45		\$ 1,175,880
Fringe Benefits						
		Employee Offset Savings				\$ 22,795
		Flexible Benefits				132,843
		Long-Term Disability				6,629
		Medicare				16,126
		Other Post-Employment Benefits				100,423
		Retiree Medical Trust				252
		Retirement 401 Plan				1,010
		Retirement ARC				405,161
		Retirement Offset Contribution				660
		Risk Management Administration				16,746
		Supplemental Pension Savings Plan				46,737
		Unemployment Insurance				4,577
		Workers' Compensation				17,379
Fringe Benefits Subtotal						\$ 771,338
Total Personnel Expenditures						\$ 1,947,218