

# Administration



## Department Description

The Administration Department manages two critical City-wide programs: Equal Opportunity Contracting and City-wide Grants & Gifts Administration. It coordinates the appropriate dissemination and ensures timely responses to all Public Records Act requests and Grand Jury reports whose timelines are mandated by law. The Department also manages the review and updating of Administrative Regulations and operational policies and procedures, as well as the City-wide position control and database 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; and
- Respect the diverse interests of its customers and the community.

City-wide Grants & Gift Administration is a concerted effort by the City to establish a centralized, coordinated effort for maximizing its success in obtaining grants and gifts, effectively managing and tracking grants on a City-wide basis and improving its efficiency and effectiveness.

The Department's mission is:

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

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## Goals and Objectives

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

### ***Goal 1: Effectively manage current City-wide policies and procedures***

It is imperative that we ensure that City-wide administrative regulations and operational policies are current. These regulations and policies make certain that the City's operations reflect the current business environment. The Department will move toward accomplishing this goal by focusing on the following objective.

- Track, review, and publicize City-wide administrative regulations and operational policies

### ***Goal 2: Effectively coordinate City-wide grants and gifts processes***

If the City is to move towards financial stability, the Department must ensure that the grant and gift policies are as effective as possible. Creating more awareness of and avenues in applying for grants is very important in a fiscally-constrained city. The Department will move toward accomplishing this goal by focusing on the following objectives.

- Communicate programs and opportunities effectively
- Promote continuous improvement of operations to secure grant funding

### ***Goal 3: Utilize systems and methods for delivering efficient and effective administrative services***

In a city government as large as San Diego, we must make certain that all of the parts in the organization are in line. 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 objective.

- Provide comprehensive and innovative administrative services

### ***Goal 4: Ensure Public Records Act requests and Grand Jury Reports are responded to as required by law***

Staying compliant with federal and State law is another important goal for this department. Now more than ever, it is vital that the City promotes an open and transparent government. 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

### ***Goal 5: 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 City staff involved in EOCP activities

## Service Efforts and Accomplishments

In October 2007, the San Diego region experienced a major fire emergency. The Department established and directed the activities of the City's Fire Recovery Local Assistance Center (LAC) located in Rancho Bernardo. This one-stop assistance center was established to help affected residents rebuild their lives after the devastating wildfires by providing services and support through federal, State, local and nonprofit organizations. As of December 17, 2007, the LAC served over 6,600 clients and by all accounts met or exceeded expectations.

The Department led and completed a business process reengineering study for Grants & Gifts Administration. It also administered the City-wide position control and database system, which was developed to ensure only vacant, authorized, and budgeted positions are filled; tracked and followed up on 135 Administrative Regulations and operational policies; completed 1,170 Request to Fill Vacancy memos; and coordinated the timely submittal of six Grand Jury reports and 148 Public Records Act request responses.

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## Budget Dollars at Work: Performance Expectations

### Goal 1: Effectively manage current City-wide policies and procedures

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Number of Administrative Regulations made current	N/A	3	95

### Goal 2: Effectively coordinate City-wide grants and gifts processes

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Number of grants applied for (City-wide)	60	68	70
2. Grant dollars awarded	N/A	\$63M	\$37M

### Goal 3: Utilize systems and methods for delivering efficient and effective administrative services

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Percent of customers satisfied with the administrative support provided by the Department	N/A	N/A	100%

### Goal 4: Ensure Public Records Act requests and Grand Jury reports are responded to as required by law

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Percent of Public Record Act requests filled within mandated timeline	100%	76%	100%
2. Average response time to Grand Jury report requests	90 days	90 days	90 days

### Goal 5: Effectively administer the City's Equal Opportunity Contracting Program

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Percent compliance with federal, state, and local equal opportunity laws	N/A	N/A	100%
2. Percent of prime contractors in compliance with EOCP non-discrimination clause	N/A	N/A	100%
3. Percent of sustained complaints of discrimination resolved within 120 day time period	N/A	N/A	100%
4. Percent of contract managers and field engineers that received EOCP training	N/A	N/A	100%
5. Percent of Final Summary Reports submitted to EOCP on time	N/A	N/A	100%
6. Percent of bi-annual reports submitted to City Council on time	N/A	N/A	100%
7. Number of findings in annual audits	N/A	N/A	0
8. Number of subcontractors identified as possible bidders	N/A	N/A	N/A <sup>1</sup>
9. Percent of contracts in which site visits and audits are completed	N/A	N/A	100%

<sup>1</sup> Fiscal Year 2009 data will be used as baseline

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## Budget Dollars at Work: Sizing and Workload Data

	Actual FY2005	Actual FY2006	Actual FY2007	Actual FY2008	Target FY2009
<b>Sizing Data</b>					
Number of Administrative Regulations/operational policies	N/A	N/A	125	135	135
<b>Workload Data</b>					
Number of Grand Jury reports processed	N/A	N/A	6	2	10
Number of Public Records Act requests processed	N/A	N/A	148	129 <sup>2</sup>	250
Number of grants administered	N/A	N/A	110	282	130
Number of Requests to Fill Vacancies processed	N/A	N/A	1,680	322 <sup>2</sup>	1,700

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<sup>2</sup> Based on Fiscal Year 2008, Quarter 4 data only