



# AGENDA

## CITY OF MONTE SERENO

TUESDAY, FEBRUARY 18, 2014

REGULAR  
MEETING OF THE  
CITY COUNCIL  
7:30 P.M.

Monte Sereno City Council Chambers – 18041 Saratoga-Los Gatos Road, Monte Sereno, Ca 95030

### \*Staff Recommendation

#### MEETING CALLED TO ORDER

Confirm Quorum

#### PLEDGE OF ALLEGIANCE TO THE FLAG

#### ROLL CALL

#### ORDERS OF THE DAY

#### ORAL COMMUNICATIONS

#### WRITTEN COMMUNICATIONS - None

**CONSENT CALENDAR** (It is recommended that all items listed be acted on simultaneously unless separate discussion and/or action is required by a Councilmember or a member of the audience.)

Action

1. Approve Minutes of February 4, 2014 City Council Meeting
2. Approve Warrant Lists (December 20, 2013/ January 7, 2014 and February 18, 2014)
3. Approve Monthly Treasurer's Report of Month of January 2014
4. Approve Monthly Financial Report for Month of January 2014
5. Adopt City Council Goals for 2014

#### PUBLIC HEARINGS - None

#### UNFINISHED BUSINESS

6. Update on Emergency Preparedness Training
7. Customer Satisfaction Survey 2013

Info

Info

#### NEW BUSINESS

8. Appointment of Site and Architectural Commission (1 seat)

Action

#### COMMITTEE/COMMISSION REPORTS

#### COUNCIL MEMBER COMMENTS

#### CITY MANAGER'S REPORT

#### ADJOURNMENT

**\* All items on the agenda are subject to action/or change by the City Council**

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk (408) 354-7635. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR 35.10235.104 ADA Title II] Z:\ACCLRKOFF\CITYCOUNPACKETS\CCAGENDA\2014AGENDAS\02-18-14AGN.doc



**MONTE SERENO CITY COUNCIL  
MEETING MINUTES**

**FEBRUARY 4, 2014**

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**REGULAR MEETING CALLED TO ORDER**

At 7:30 p.m., Mayor Craig called the meeting to order.

**PLEDGE OF ALLIANCE**

**ROLL CALL**

Present: Council Members Allan, Anstandig, Huff, and Mayor Craig  
Absent: Council Member Rogers (arrived via teleconference at 7:35 p.m.)  
Staff Present: City Manager Loventhal, City Attorney Powell, and City Clerk Chelemengos

**ORDERS OF THE DAY**

There were no changes made.

**ORAL COMMUNICATIONS**

Council Member Rogers joined meeting via teleconference at 7:35 p.m.

Evert Wolsheimer, Chair of the Site and Architectural Commission, provided a report to the Council on the business of the Site and Architectural Commission. He also answered questions from the Council.

**WRITTEN COMMUNICATIONS**

None

**CONSENT CALENDAR**

Council Member Anstandig removed Warrant #14832 from the Warrant List.

1. Approve Minutes Of The January 21, 2014 City Council Meeting
2. Approve Warrant List in the amount of \$120,394.10
3. Cancel June 3, 2014 And November 4, 2014 City Council Meetings To Allow Use Of Council Chambers As A Polling Location For The 2014 Primary and General Election
4. Adopt Resolution Directing Staff To Conduct Biennial Review Of The City Of Monte Sereno's Conflict Of Interest Code

Council Member Anstandig moved to approve the Consent Calendar (except Warrant #14832). The motion was seconded by Council Member Allan and the motion passed (5-0) with the following roll call vote.

Ayes: Council Members Allan, Anstandig, Huff, Rogers and Mayor Craig  
Noes: None  
Abstain: None

Council Member Anstandig inquired about Warrant #14832 .

City Manager Loventhal explained that the warrant in question was for payment to the contracted City Engineering firm for design work on City streets slated for improvements in the coming months.

Council Member Anstandig moved to approve Warrant #14832. The motion was seconded by Council Member Huff and the motion passed (5-0) with the following roll call vote.

Ayes: Council Members Allan, Anstandig, Huff, Rogers and Mayor Craig  
Noes: None  
Abstain: None

## **PUBLIC HEARINGS**

None

## **UNFINISHED BUSINESS**

5. Consider Date For 2014 City Council Goal Setting Work Session

Discussion commenced. There was Council consensus to schedule the 2014 City Council Goal Setting Session for 4:00 p.m., Sunday, February 9, 2014.

6. Ratify Additional Commission/Committee Appointments For 2014

City Manager Loventhal provided a report on the matter to the Council

Council Member Anstandig moved to ratify the additional appointments as presented. The motion was seconded by Council Member Allan and the motion passed (5-0) with the following roll call vote:

Ayes: Council Members Allan, Anstandig, Huff, Rogers and Mayor Craig  
Noes: None  
Abstain: None

7. Discuss Civic Facility Master Plan Public Outreach Process

City Manager Loventhal provided a staff report and answered questions from the Council

Council discussion commenced. There was Council consensus to hold off on the matter until after the goal setting session to determine if improvements to City Hall would be set as a Council goal and, if so, to proceed from there.

8. Discuss City Council Code Of Ethics

City Manager Loventhal introduced the matter and reported that at the time of the original adoption of the Council Code of Ethics, the Council had decided that signing of the Code should be an annual matter of business.

Council Member Anstandig moved to adopt the Council Code of Ethic. The motion was seconded by Council Member Allan and the motion passed (5-0) with the following roll call vote:

Ayes: Council Members Allan, Anstandig, Huff, Rogers and Mayor Craig  
Noes: None  
Abstain: None

## **COMMITTEE/COMMISSION REPORTS**

The Council Members reported on the activities of their assigned Commissions/Committees.

**COUNCIL MEMBER COMMENTS**

None

**CITY MANAGER'S REPORT**

None

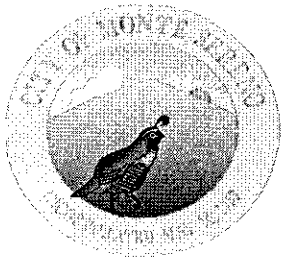
**ADJOURNMENT**

At 8:29 p.m., Mayor Craig adjourned the meeting to a work session at 4:00 p.m, Sunday, February 9, 2014 to be held in the City Council Chambers located at 18041 Saratoga-Los Gatos Road, Monte Sereno, California.

\_\_\_\_\_  
Burton Craig, Mayor

ATTEST:

\_\_\_\_\_  
Andrea M. Chelemengos, City Clerk

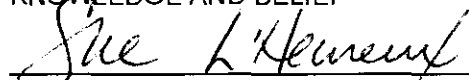


## CITY OF MONTE SERENO REGISTER OF ACCOUNTS PAYABLE

AS OF THIS DATE:  
February 18, 2014

CHECK NO.	TO	FOR	AMOUNT	ACCOUNT
14833	AVAYA, Inc.	Phone equipment maintenance contract	34.16	01-715
14834	PG&E	Office utility	276.06	01-705
14835	Brian Loventhal	Annual membership	420.00	01-745
14836	Kelex Security	Annual maintenance	540.00	01-860
14837	Wells Fargo Bank	Office supplies/meeting refreshments	201.20	VAR
14838	Wells Fargo Bank	Meeting expenses	173.30	01-740
14839	American Express	Office supplies	94.45	01-710
14840	Norman Pauls Print Center	Business cards and Letterhead	192.17	01-725
14841	Accrisoft Corp.	E-mail server	50.00	01-720
14842	Logan & Powell LLP	Litigation services	970.20	01-427
14843	LCC Peninsula Division	Annual membership	100.00	01-515
14844	CSG Consultants, Inc	Inspection and Code Enforcement	1,820.00	VAR
14845	XEROX	Supplies and Service	59.44	01-715
14846	AT&T Mobility	Cell phone service	44.07	01-720
14847	Critter Control	Building maintenance	159.00	01-860
14848	BMI Imaging Systems	Document storage	250.00	01-715
14849	ABAG Power Pool	Gas utility	134.18	01-705
14850	Tony Lem	Flag pole and installation	2,223.49	01-815
14851	COMCAST	Internet provider	99.90	01-720
14852	Town of Los Gatos	Police services for February 2014	45,775.16	03-545
14853	WV Sanitation District	Storm drain inspection & maintenance	9,540.60	25-850
		<b>Grand Total</b>	<b>63,157.38</b>	

I, SUE L'HEUREUX, FINANCE OFFICER DO HEREBY CERTIFY THAT THE PROCEEDING ACCOUNTS HAVE BEEN CHECKED AND FOUND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF

  
 \_\_\_\_\_  
 SUE L'HEUREUX, FINANCE OFFICER

\* Reimbursable expense



**CITY OF MONTE SERENO  
REGISTER OF ACCOUNTS PAYABLE**

AS OF THESE DATES:  
December 20, 2013 Payroll  
January 7, 2014 warrants

**VOUCHERED AS DUE**

CHECK NO.	TO	FOR	AMOUNT	ACCOUNT NO.
14753-14767		December 2013 payroll	91,159.91	
14768	Calif Building Standards	Disburse SB1473 fees	198.90	01-532
14769	Dept. of Conservation	Disburse SMIP fees	514.98	01-531
14770	Ali Fatapour, P.E.	Structural plan checks	7,383.80	01-765
14771	McKenna Landscape	Grounds maintenance	650.00	01-860
14772	AT&T Mobility	Cell phone service	44.03	01-720
14773	Accrisoft Corp	Email server	50.00	01-720
14774	Alhambra drinking water	Service for December 2013	25.57	01-710
14775	National Notary Assoc.	Annual membership	59.00	01-745
14776	Verizon	Local phone service	290.28	01-720
14777	Allegiance Cleaning Service	Janitorial services and supplies	290.00	01-860
14778	AT&T	Long distance phone service	81.76	01-720
14779	Goldfarb & Lipman Attorneys	Litigation services	2,053.50	01-427
14780	Town of Los Gatos	Mayors & Managers Luncheon	600.00	VAR
14781	PG&E	Office utility	286.16	01-705
14782	San Jose Water	Service for November & December 2013	341.75	01-705
14783	Town of Los Gatos	Disburse COPS grant 1st quarter	24,999.99	03-548
14784	McKenna Landscape	Installation new street signs	1,375.00	05-915
14785	D&M Traffic Services	Street sign hardware	2,076.04	05-915
14786	PG&E	Street Lighting services	568.26	VAR
14787*	Verizon	Post Office phone service	99.18	06-580
14788*	Pitney Bowes, Inc	Postal meter rental	412.20	06-580
		TOTAL January 7, 2014 warrants	<b>\$42,400.40</b>	
		Vochered as due December 2013 payroll	<b>\$91,159.91</b>	
		<b>GRAND TOTAL VOUCHERED AS DUE</b>	<b>\$133,560.31</b>	

\* Reimbursable expense

I, SUE L'HEUREUX, FINANCE OFFICER DO HEREBY CERTIFY THAT THE PROCEEDING ACCOUNTS HAVE BEEN CHECKED AND FOUND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF

*Sue L'Heureux*  
\_\_\_\_\_  
SUE L'HEUREUX, FINANCE OFFICER

**TREASURER'S REPORT**

**January 2014**

BALANCE AS OF December 2013  
 RECEIPTS FOR PERIOD  
 INVESTMENTS RECEIPTS DURING PERIOD  
 INTEREST EARNED  
 CASH DISBURSEMENTS FOR PERIOD  
 INVESTED DURING PERIOD

	\$624,351.23
	\$437,815.29
	\$0.00
	(\$175,716.05)
EFT(PERS retirement)	(\$13,060.90)
EFT (payroll taxes)	(\$19,690.17)
Bank card fees	(\$257.23)

**\$853,442.17**

**BALANCE IN DEMAND ACCOUNTS**  
 \$500.00 CHECKING  
 \$852,942.17 SAVINGS

**FUND DISTRIBUTION IN DEMAND ACCOUNTS**

1 GENERAL	\$643,176.17
3 LAW ENFORCEMENT	(\$190,704.32)
5 TRAFFIC SAFETY	\$154,484.98
6 POST OFFICE	\$36,515.05
12 GAS TAX (2107)	\$156,976.71
25 STORM DRAIN	\$50,598.95
30 SURETY TRUST	\$72.75
40 LOMA SERENA LTG.	(\$1.93)
50 ROSE/ANDREWS LTG.	\$2,323.81
<b>TOTAL</b>	<b><u>\$853,442.17</u></b>



City of Monte Sereno  
Investment Accounts

Local Agency Investment Fund - Custodian

FUND	12/31/2013	Interest	1/31/2014
General	5,931,832.87	3,858.80	5,935,691.67
Traffic Safety	0.00		0.00
2107 GAS TAX	20,267.89	13.06	20,280.95
Storm Drain	21,000.00		21,000.00
Surety Trust	27,042.53		27,042.53
Building Fund	0.00		0.00
Loma Serena Ltg.	9,000.00		9,000.00
<b>TOTAL</b>	<b>6,009,143.29</b>	<b>3,871.86</b>	<b>6,013,015.15</b>

NOTES:

Interest is deposited directly to LAIF account.

This quarterly report is in compliance with the City's investment policy and demonstrates the City's ability to meet its expenditure requirements for the next six months.

Local Agency Investment Fund  
 P.O. Box 942809  
 Sacramento, CA 94209-0001  
 (916) 653-3001

[www.treasurer.ca.gov/pmia-laif](http://www.treasurer.ca.gov/pmia-laif)  
 February 06, 2014

CITY OF MONTE SERENO

FINANCE OFFICER  
 18041 SARATOGA-LOS GATOS ROAD  
 MONTE SERENO, CA 95030

PMIA Average Monthly Yields

Account Number:  
 98-43-561

Tran Type Definitions

January 2014 Statement

Effective Date	Transaction Date	Tran Type	Confirm Number	Authorized Caller	Amount
1/15/2014	1/14/2014	QRD	1421949	SYSTEM	3,871.86

Account Summary

Total Deposit:	3,871.86	Beginning Balance:	6,009,143.29
Total Withdrawal:	0.00	Ending Balance:	6,013,015.15

THE CITY OF MONTE SERENO  
REVENUES AND EXPENDITURES REPORT  
FOR THE MONTH OF  
January 2014  
(59 % of FY)

REVENUES	ACCOUNT NUMBER	BUDGET	CURRENT PERIOD	YTD ACTUAL	% OF BUDGET
<b>PROPERTY TAX</b>					
Secured	01 202	1,103,656.00	284,013.37	615,765.12	55.79%
Unsecured	01 204	64,026.00	0.00	55,371.73	86.48%
Homeowners Exemption	01 210	5,454.00	1,852.31	2,646.16	48.52%
SB 813	01 214	12,000.00	3,577.03	6,903.21	57.53%
<b>TOTAL PROPERTY TAX</b>		<b>1,185,136.00</b>	<b>289,442.71</b>	<b>680,686.22</b>	<b>57.44%</b>
<b>REAL PROPERTY TAX</b>					
Real Prop Trans	01 222	40,000.00	1,659.08	36,694.37	91.74%
<b>TOTAL REAL PROP. TAX</b>		<b>40,000.00</b>	<b>1,659.08</b>	<b>36,694.37</b>	<b>91.74%</b>
<b>LICENSES AND PERMITS</b>					
Business Lic.	01 232	37,000.00	1,460.00	31,820.00	86.00%
Construction Tax	01 234	22,000.00	0.00	21,136.60	96.08%
Construction Permits	01 236	260,000.00	9,660.01	183,885.41	70.73%
Grading Permits	01 237	30,000.00	0.00	13,139.25	43.80%
Subdivision Fee	01 240	53,000.00	0.00	0.00	0.00%
Zoning Fees	01 242	65,000.00	0.00	34,590.00	53.22%
Encroachments	01 244	12,000.00	0.00	7,285.00	60.71%
Road Impact fees	01 246	50,000.00	723.65	54,220.21	108.44%
<b>TOTAL LICENSE &amp; PERMITS</b>		<b>529,000.00</b>	<b>11,843.66</b>	<b>346,076.47</b>	<b>65.42%</b>
<b>FRANCHISE TAX</b>					
Gas	01 262	14,000.00	0.00	0.00	0.00%
Electricity	01 263	42,000.00	0.00	0.00	0.00%
Water	01 264	19,000.00	0.00	0.00	0.00%
Refuse	01 266	80,000.00	2,046.20	55,156.61	68.95%
Recycle HHW & JPA fees	01 267	13,200.00	1,143.59	6,861.52	51.98%
Cable TV	01 268	59,000.00	0.00	16,269.70	27.58%
<b>TOTAL FRANCHISE TAX</b>		<b>227,200.00</b>	<b>3,189.79</b>	<b>78,287.83</b>	<b>34.46%</b>
Interest - General	01 282	20,000.00	12.91	3,922.13	19.61%
<b>TOTAL INTEREST</b>		<b>20,000.00</b>	<b>12.91</b>	<b>3,922.13</b>	<b>19.61%</b>
<b>MISCELLANEOUS</b>					
Horticultural/Arborist Service	01 284	500.00	0.00	0.00	0.00%
Merchant Credit service fee	01 286	1,500.00	153.88	1,221.57	81.44%
AB939	01 287	1,200.00	689.32	1,645.33	137.11%
AVASA	01 288	1,600.00	0.00	903.18	56.45%
BCJPIA/State fund Ins. rebate	01 290	3,700.00	1,586.00	1,917.61	51.83%
Microfilm Fee	01 291	5,000.00	240.00	4,496.00	89.92%
Miscellaneous	01 292	1,000.00	375.00	8,643.50	864.35%
Alarm Soundings	01 293	800.00	0.00	200.00	25.00%
Reimb. Publication	01 294	1,000.00	0.00	140.65	14.07%
Debt Collection	01 295	0.00	0.00	0.00	N/A
General Fund Reserve transfer	01 xxx	29,395.00	0.00	0.00	0.00%
<b>TOTAL MISCELLANEOUS</b>		<b>45,695.00</b>	<b>3,044.20</b>	<b>19,167.84</b>	<b>41.95%</b>

THE CITY OF MONTE SERENO  
REVENUES AND EXPENDITURES REPORT  
FOR THE MONTH OF  
January 2014  
(59 % of FY)

REVENUES	ACCOUNT		BUDGET	CURRENT	YTD	% OF
	NUMBER			PERIOD	ACTUAL	BUDGET
<b>STATE SUBVENTION</b>						
Sales and Use Tax	01	296	10,500.00	589.57	3,133.93	29.85%
Misc. (Bev.recycle)	01	305	5,000.00	0.00	1,555.27	31.11%
<b>TOTAL STATE SUBVENTION</b>			<b>15,500.00</b>	<b>589.57</b>	<b>4,689.20</b>	<b>30.25%</b>
<b>LAW ENFORCEMENT</b>						
Law Enforcement Tax	03	316	183,150.00	106,467.00	106,467.00	58.13%
Miscellaneous/COPS grant	03	318	100,000.00	8,333.33	33,333.32	33.33%
<b>TOTAL LAW ENFORCEMENT</b>			<b>283,150.00</b>	<b>114,800.33</b>	<b>139,800.32</b>	<b>49.37%</b>
<b>TRAFFIC SAFETY</b>						
Traffic Safety	05	322	13,000.00	1,923.88	7,975.98	61.35%
Misc(Safe routes state grant)	05	323	447,000.00	0.00	390,894.06	87.45%
Traffic Safety Reserve transfer	05	xxx	68,570.00	0.00	0.00	0.00%
<b>TOTAL TRAFFIC SAFETY</b>			<b>528,570.00</b>	<b>1,923.88</b>	<b>398,870.04</b>	<b>75.46%</b>
<b>GAS TAX</b>						
Gas Tax	12	328	85,000.00	7,505.76	64,425.07	75.79%
Gas Tax Interest	12	332	150.00	11.69	43.71	29.14%
Misc ( Street rehab fed grant)	12	333	250,000.00	0.00	0.00	0.00%
Gas Tax reserver transfer	12	xxx	0.00	0.00	0.00	N/A
<b>TOTAL GAS TAX</b>			<b>335,150.00</b>	<b>7,517.45</b>	<b>64,468.78</b>	<b>19.24%</b>
<b>STORM DRAIN FEES</b>						
Storm drain dev fees	25	352	6,000.00	0.00	8,970.00	149.50%
Clean water program lease	25	353	4,140.00	0.00	2,070.00	50.00%
Storm Drain maintenance/Administration	25	354	22,470.00	0.00	0.00	0.00%
Storm drain transfer	25	xxx	0.00	0.00	0.00	N/A
<b>TOTAL STORM DRAIN FEES</b>			<b>32,610.00</b>	<b>0.00</b>	<b>11,040.00</b>	<b>33.85%</b>

THE CITY OF MONTE SERENO  
REVENUES AND EXPENDITURES REPORT  
FOR THE MONTH OF  
January 2014  
(59 % of FY)

REVENUES		ACCOUNT NUMBER		BUDGET	CURRENT PERIOD	YTD ACTUAL	% OF BUDGET
<b>LOMA SERENA</b>							
	Secured	40	366	1,800.00	274.57	1,021.21	56.73%
	Unsecured	40	368	140.00	0.00	125.44	89.60%
	Homeowner Exempt/SB813	40	378	30.00	10.15	17.58	58.60%
<b>TOTAL LOMA SERENA</b>				<b>1,970.00</b>	<b>284.72</b>	<b>1,164.23</b>	<b>59.10%</b>
<b>ROSE/ANDREWS</b>							
	Secured	50	402	1,312.00	794.88	794.88	60.59%
<b>TOTAL ROSE/ANDREWS</b>				<b>1,312.00</b>	<b>794.88</b>	<b>794.88</b>	<b>60.59%</b>
<b>Post Office Revenue</b>							
		06	270	16,000.00	2,711.58	15,276.53	95.48%
<b>TOTAL</b>				<b>16,000.00</b>	<b>2,711.58</b>	<b>15,276.53</b>	<b>95.48%</b>
<b>TOTAL REVENUES</b>				<b>3,261,293.00</b>	<b>437,814.76</b>	<b>1,800,938.84</b>	<b>55.22%</b>
<b>EXPENDITURES</b>							
<b>CITY ATTORNEY</b>							
	Retainer	01	425	62,755.00	5,229.58	36,607.06	58.33%
	Litigation	01	427	50,000.00	3,069.90	29,118.64	58.24%
	Mtg, Trv, Prot.	01	435	500.00	0.00	328.86	65.77%
<b>TOTAL CITY ATTORNEY</b>				<b>113,255.00</b>	<b>8,299.48</b>	<b>66,054.56</b>	<b>58.32%</b>
<b>CITY AUDIT</b>							
	Audit	01	470	28,000.00	2,025.00	4,125.00	14.73%
	Gas Tax Audit	12	472	1,700.00	0.00	0.00	0.00%
	Misc/Bank charges	01	480	3,000.00	257.23	2,762.01	92.07%
<b>TOTAL CITY AUDIT</b>				<b>32,700.00</b>	<b>2,282.23</b>	<b>6,887.01</b>	<b>21.06%</b>

THE CITY OF MONTE SERENO  
REVENUES AND EXPENDITURES REPORT  
FOR THE MONTH OF  
January 2014  
(59 % of FY)

EXPENSES	ACCOUNT NUMBER	BUDGET	CURRENT PERIOD	YTD ACTUAL	% OF BUDGET
<b>GENERAL GOVERNMENT</b>					
Council Trvl, Mtgs, Protocol	01 505	22,000.00	312.48	9,999.86	45.45%
Council Membership	01 515	7,500.00	0.00	7,098.00	94.64%
Elections	01 520	0.00	0.00	0.00	N/A
Municipal Code Revision	01 521	2,000.00	0.00	959.73	47.99%
Environmental Svcs	01 522	15,000.00	0.00	8,860.38	59.07%
Professional Svcs	01 535	19,000.00	0.00	8,666.50	45.61%
Insurance & Bonding	01 540	65,000.00	0.00	61,976.00	95.35%
Code Enforcement	01 545	16,000.00	1,840.00	7,927.00	49.54%
Community Assist.	01 550	15,000.00	0.00	12,000.00	80.00%
Emergency Svcs	01 555	17,600.00	0.00	17,734.12	100.76%
Legal Ads	01 565	200.00	0.00	105.00	52.50%
General Plan Revise	01 570	5,000.00	0.00	34,562.90	691.26%
Misc/Refunds	01 575	200.00	0.00	55.00	27.50%
Sales Tax	01 576	114.00	0.00	24.00	21.05%
Animal Control	01 585	23,403.00	0.00	17,552.25	75.00%
<b>TOTAL GEN. GOVERNMENT</b>		<b>208,017.00</b>	<b>2,152.48</b>	<b>187,520.74</b>	<b>90.15%</b>
<b>PERSONNEL</b>					
Reg Full Time	01 605	666,858.00	55,816.94	383,780.92	57.55%
Part Time	01 615	26,386.00	2,272.97	15,929.41	60.37%
Ltdi Lif Ins	01 620	9,912.00	888.02	6,267.49	63.23%
Rtrmnt Employer	01 625	99,134.00	8,554.32	58,861.28	59.38%
Rtrmnt Employee	01 627	48,527.00	4,066.29	27,979.68	57.66%
Health Insurance	01 630	45,921.00	4,682.77	31,563.53	68.73%
Dental Insurance	01 635	8,542.00	496.80	3,477.60	40.71%
Workers Comp	01 642	16,714.00	811.41	5,456.69	32.65%
Social Security	01 645	46,180.00	3,859.41	19,835.23	42.95%
Medicare	01 647	10,800.00	902.60	6,233.78	57.72%
Unemployment	01 650	0.00	0.00	0.00	N/A
Tuition Reimb	01 655	0.00	0.00	0.00	N/A
Deferred Compensation	01 660	13,847.00	943.45	7,658.94	55.31%
Benefits Allowance	01 665	18,558.00	1,615.15	11,352.41	61.17%
<b>TOTAL PERSONNEL</b>		<b>1,011,379.00</b>	<b>84,910.13</b>	<b>578,396.96</b>	<b>57.19%</b>

THE CITY OF MONTE SERENO  
REVENUES AND EXPENDITURES REPORT  
FOR THE MONTH OF  
January 2014  
(59 % of FY)

EXPENSES	ACCOUNT		BUDGET	CURRENT	YTD	% OF
	NUMBER			PERIOD	ACTUAL	BUDGET
<b>ADMINISTRATION</b>						
Off Utilities	01	705	8,000.00	1,036.38	5,079.56	63.49%
Off Supplies	01	710	7,000.00	90.99	3,891.59	55.59%
Postage	01	711	5,000.00	0.00	297.38	5.95%
Off Equip Maintenance	01	715	5,000.00	91.98	2,740.08	54.80%
Communications	01	720	8,000.00	605.97	5,892.74	73.66%
Reproduction/Printing	01	725	7,000.00	0.00	5,035.66	71.94%
Mtgs/Trvl/Mileage reimb.	01	740	21,000.00	1,939.09	12,166.54	57.94%
Pubs/Books/Membership	01	745	7,100.00	224.00	3,918.92	55.20%
Contract Services	01	765	129,000.00	19,435.80	75,186.76	58.28%
Training	01	770	5,000.00	0.00	2,090.35	41.81%
Miscellaneous	01	775	0.00	0.00	0.00	N/A
Horticultural/Arborist Services	01	885	500.00	0.00	0.00	0.00%
City Mngrs Revolving	01	999	3,000.00	663.05	663.05	22.10%
<b>TOTAL ADMINISTRATION</b>			<b>205,600.00</b>	<b>24,087.26</b>	<b>116,962.63</b>	<b>56.89%</b>
<b>EQUIPMENT/IMPROVEMENTS</b>						
Office	01	805	2,000.00	4,358.00	4,358.00	217.90%
Field	01	810	200.00	0.00	0.00	0.00%
Computer, Hard/Software	01	811	25,000.00	0.00	1,332.80	5.33%
Building Improvements	01	815	7,000.00	0.00	0.00	0.00%
<b>TOTAL EQUIP./IMPROV.</b>			<b>34,200.00</b>	<b>4,358.00</b>	<b>5,690.80</b>	<b>16.64%</b>
<b>LAW ENFORCEMENT</b>						
Police Services	03	545	525,470.00	45,775.16	305,506.24	58.14%
Booking & CAL-ID	03	546	60.00	0.00	0.00	0.00%
Disburse COPS grant	03	548	100,000.00	24,999.99	24,999.99	25.00%
<b>TOTAL LAW ENFORCEMENT</b>			<b>625,530.00</b>	<b>45,775.16</b>	<b>305,506.24</b>	<b>48.84%</b>
<b>BUILDING MAINTENANCE</b>						
Building & Ground Maint	01	860	15,000.00	940.00	7,989.43	53.26%
Building & Ground Const	01	920	0.00	0.00	0.00	N/A
<b>TOTAL BUILDING MAINTENANCE</b>			<b>15,000.00</b>	<b>940.00</b>	<b>7,989.43</b>	<b>53.26%</b>
<b>MAINTENANCE</b>						
Street Maint.&Repair	12	845	50,000.00	0.00	6,390.00	12.78%
Storm Drain Maintenance	25	850	5,000.00	0.00	993.66	19.87%
Clean Water Program Administration	25	805	24,447.00	0.00	18,500.00	75.67%
Street Sweeping	12	865	6,500.00	0.00	2,301.54	35.41%
Traffic Safety	05	870	10,000.00	322.15	4,105.87	41.06%
Traffic Safety projects ( Signs)	05	915	50,000.00	6,461.04	18,593.95	37.19%
Congestion Management	12	875	2,000.00	0.00	1,997.55	99.88%
<b>TOTAL MAINTENANCE</b>			<b>147,947.00</b>	<b>6,783.19</b>	<b>52,882.57</b>	<b>35.74%</b>
<b>CONSTRUCTION</b>						
Gen Fund Road Project(monuments)	01	905	50,000.00	0.00	0.00	0.00%
Road Project (Street rehab grant)	12	905	250,000.00	0.00	0.00	0.00%
Traffic Safety (safe routes grant)	05	905	522,000.00	0.00	408,276.78	78.21%
Storm Drain Project	25	910	0.00	0.00	0.00	N/A
<b>TOTAL CONSTRUCTION</b>			<b>822,000.00</b>	<b>0.00</b>	<b>408,276.78</b>	<b>49.67%</b>

THE CITY OF MONTE SERENO  
REVENUES AND EXPENDITURES REPORT  
FOR THE MONTH OF  
January 2014  
(59 % of FY)

EXPENSES	ACCOUNT NUMBER	BUDGET	CURRENT PERIOD	YTD ACTUAL	% OF BUDGET
SPECIAL DISTRICTS					
Post Office Expense	06 580	4,000.00	554.55	1,710.24	42.76%
Payroll	06 606	24,703.00	2,026.56	14,333.70	58.02%
PERS	06 626	5,261.00	440.29	3,114.14	59.19%
Soc Sec	06 646	1,531.00	125.65	888.68	58.05%
Medicare	06 648	358.00	29.39	207.84	58.06%
Loma Serena Ltg	40 935	2,300.00	194.84	1,170.59	50.90%
Rose/Andrews	50 945	1,312.00	51.27	308.04	23.48%
TOTAL SPECIAL DISTRICTS		39,465.00	3,422.55	21,733.23	55.07%
TOTAL EXPENDITURES		3,255,093.00	183,010.48	1,757,900.95	54.00%



## **DRAFT 2014 CITY COUNCIL GOALS WITH CORE VALUES (in bold)**

**A well run government that continues to encourage citizen participation, operates with transparency and delivers fast and respectful services.**

- Publish what we do (animal control, S&A, etc) in newsletter
- Consider changing City Council meeting time to 7 PM
- Consider changes to City Council term limits
- Continue to encourage participation on the Youth Commission

**Effective use of the City's Design Guidelines to balance the direct benefits of a project to the property owner against the impacts of the project on his or her neighbors and the community.**

- Consider appointing City Council Ad Hoc Committee for new civic facility

**Safe and effective road and sidewalk systems for bicyclists and pedestrians.**

- Continue to pursue funding opportunities for safety improvements

**Exceptional government services: i.e., police, fire, education, library to help ensure a quality, safe and peaceful environment for residents of all ages.**

- Adopt a revised Housing Element
  - Appoint Housing Element Ad Hoc subcommittee
- Consider new civic facility alternatives
- Continue to improve City branding
- Consider opportunities for enhancing public safety

**Timely, effective delivery of communications with our residents.**

- Announce key City Council meetings (Pd and Fire reports)
- Outreach/email of new residents
- Consider increasing newsletter frequency
- Review website to see what improvements can be made

**A high level of ethical standards and integrity for our personal, professional and organizational conduct.**

- Publish City Council Code of Ethics
- Conduct a City Council study session for annual budget adoption

**MEETING DATE**

February 18, 2014

**REPORT TO MONTE SERENO CITY COUNCIL**

Update on Emergency Operations Plan and Disaster Response Training

**RECOMMENDATION:**

This report is for informational purposes only.

**BACKGROUND**

Emergency response in the City of Monte Sereno is currently a collaborative effort between the City, the County and the Town of Los Gatos. Like all other cities in the State of California the City of Monte Seneno follows a standardized operating procedure for emergency management called Standardized Emergency Management System (SEMS). SEMS is a response system and functional structure for the response phase of an emergency. By using SEMS all elements of emergency management are integrated into one system and standardized.

SEMS allows for employees of any jurisdiction to participate in another jurisdiction's Emergency Operations Center (EOC) because of the standardized nature of the structure.

The City's EOC is located at the Los Gatos Police building. In a state of emergency the EOC would be "activated" and disaster service workers, City and County staff, would begin operating the EOC and coordinating a disaster response including planning for disaster recovery. This is all in collaboration with the Santa Clara County Fire Department, the Monte Sereno/Los Gatos Police Department and other community organizations like the American Red Cross and CERT.

During and after a disaster every City employee has specific roles and responsibilities. Training for a disaster and especially understanding SEMS is extremely important. State agencies are required to use SEMS and local government entities must use SEMS in order to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs.

Over the last year the City has been working in conjunction with the Santa Clara County Fire Department and the cities of Campbell, Cupertino, Saratoga, and the Town of Los Gatos to align emergency preparedness within the West Valley working towards unified training and exercises in West Valley Cities. In preparing the West Valley cities for an emergency the Santa Clara County Fire Department has updated the City's Emergency Operations Plan (EOP), which is currently in draft form. Staff anticipates bring the EOP to the Council for consideration in late spring/early summer. As part of that update the EOP contains many principal of Unified Command. Unified Command allows for jurisdictions within close proximity to work together during an emergency. As Monte Sereno is such a small community with limited resources, it is imperative that there is a working relationship and collaborative training with the other West Valley Cities.

Starting in February the Santa Clara County Fire Department will be holding monthly trainings for varies section and participants of the Emergency Operations Center (EOC). **Included in the training calendar for the year is a session for elected officials.** This class will be held in spring 2014. Staff will provide the Council with more information once it is available. Other trainings include Disaster/EOC Orientation for non-EOC staff and other tabletop and functional exercises. These trainings allow for staff to work together with members of other West Valley cities' staff, and to practice using the EOP during a simulated disaster.



\_\_\_\_\_  
Associate Planner



\_\_\_\_\_  
Approved By

**MEETING DATE**

February 18, 2014

**REPORT TO MONTE SERENO CITY COUNCIL**  
Report on Customer Satisfaction Survey for Construction Projects

**RECOMMENDATION:**

Staff recommends the City Council consider the 2013 customer satisfaction survey summary.

**BACKGROUND:**

Since 2006, the City has conducted customer satisfaction surveys for all construction projects in the City. Each year, Monte Sereno home owners that have completed construction projects, are invited to complete the satisfaction survey. The survey is intended to allow the City to engage the public and to determine how the City compares with other nearby communities. Additionally, the survey is intended to identify areas of strength and weakness within the organization. Finally, the survey can be used to track organizational improvements from year to year. The survey form was developed over the years based on satisfaction surveys conducted by other cities, input from a citizen focus group, and the City Council feedback.

This report summarizes the survey process and results for all construction permits receiving a final inspection in 2013.

**DISCUSSION:**

In 2013, there were 210 permits that received a final inspection. The City emailed or mailed satisfaction surveys to the homeowner for each completed permit. There were 24 surveys returned (11% response rate). Some surveys responses did not comment on one or more of the department areas of the survey because those departments may not have been involved with their permit. The survey results are summarized below along with a brief description of each step of the development review and construction process

1. **Site Development Permit, Conditional Use Permit, Tree Removal Permit, etc.**  
This process involves numerous interactions between the front counter staff and the applicant in obtaining application forms, requirements and in submitting the application. This step also involves numerous interactions with the Planning Department staff. These interactions include pre-planning meetings, the Planning staff attendance at all hearings and the follow-up meetings with the applicant and interested parties. The public hearing process may require one or more Site and Architecture Commission and/or City Council hearings.

Statistics: For the calendar year 2013, the City of Monte Sereno Planning Department staff processed 38 planning applications and administered 45 public

hearings. Twelve (12) survey responses were received that rated the planning department.

Survey Results: Ten (10) of the responses indicated that the City staff was very good or excellent in their courteousness, professionalism, and knowledge of the subject. One (1) of the response ranked the permit process slightly lower as "good". One (1) respondent rated all survey questions as unacceptable.

Comments/Action Taken: The City continues to monitor its zoning requirements to balance the time/cost for the applicant with the need of the community to be informed about potential impacts of a project. Over the last few years, the City has made several modifications to the Site Development Permit process, including eliminating the story pole requirement for small projects, and eliminating the use permit requirement for accessory structures.

- 2. Obtain Building and Grading Permits.** This process involves several interactions with front counter staff in obtaining application forms, requirements and in submitting the applications. This step also involves several interactions with the Building Department staff in reviewing the construction plans. The Public Works Department (City Engineer) also may have several interactions with the applicant if a grading permit and/or drainage alterations are required. The Planning Department also has several interactions with the applicant in reviewing construction plans for compliance with the Site Development Permit approval and other City zoning requirements.

Statistics: For the calendar year 2013 the City staff issued 287 building permits and issued a final inspection for 210 permits.

Survey Results: The City received thirteen (13) survey responses for this department. Eleven (11) of the responses indicated that the Building Department staff was very good or excellent in their courteousness and professionalism. One (1) response rated the service as good. One (1) response rated that building services as unacceptable.

Only eight (8) respondents had interactions with the City Public Works Department. Seven (7) of those responding indicated that the Public Works Department staff was excellent in their courteousness and professionalism. One (1) respondent indicated the Public Works Department services were unacceptable.

Comments/Action Taken: The one unacceptable response received for the planning, building and public works departments was from the same respondent.

- 3. Obtain Final Inspection of Permits.** This process can vary in the number of staff interactions depending on the complexity of the permitted construction. A simple permit may have one or two inspections, while a permit for a new house may have numerous inspections. These inspections are performed by the Building Department staff and involve interaction with the homeowner and construction contractor.

Statistics: For the calendar year 2013 the City staff performed 1,326 building, electrical, plumbing and mechanical inspections.

Survey Results: Twenty-four (24) responses were received for inspection services. Twenty (20) of the responses indicated that the Building Department staff was good, very good or excellent in their courteousness and professionalism. Three (3) respondents indicated that the courteousness of the Building Inspector was below average or unacceptable. One (1) of these respondents is the same homeowner that rated the other cities department services as unacceptable.

Comments/Action Taken: The City of Monte Sereno expects a high standard of customer service. As City Manager, I expect to hold all employees to this standard. It is my goal that 100% of those served will respond that staff was very good or excellent in its courteousness. The Building Inspector is required to attend communication, customer service and/or sensitivity training periodically.

The City informs all permit holders of their ability to request an alternate City approved building inspector.

#### **4. City Regulations and Overall Satisfaction:**

Nineteen (19) out of twenty (20) responses ranked their overall satisfaction with the City's rules and regulations as excellent, very good or good. One (1) respondent ranked the rules as unacceptable.

Twenty-one (21) out of Twenty-three (23) responses ranked their overall satisfaction with the City as excellent, very good or good. Two (2) respondents ranked their overall satisfaction as below average or unacceptable.


#### **SUMMARY:**

Enclosed with this report is a summary of survey results with excerpts from the written survey comments.

The City will continue to survey all homeowners that receive a final inspection for construction related permits. The City will also continue to explore methods to obtain a higher response rate to the survey. In the past, the City has attempted to increase the response rate by using an online survey with email. The City has also utilized a self addressed, stamped return envelope. However, these efforts have only provided a

minimal increase in responses. In the future, as applicants provide their email addresses, it is anticipated that more online surveys will be conducted. This year 75% of the responses were received via email.

Last year one of the goals adopted by the City Council included a goal to promote customer satisfaction with the building permit process. As part of the action plan to achieve this goal, the City conducted a building permit seminar. The purpose of the seminar was to promote a positive relationship between the residents and City staff, to explain the design review and building permit process and to answer questions residents may have about their individual projects. The residents came away from the seminar having a greater level of confidence in the permit process and a better understanding of how to navigate the potential pitfalls of a construction project. The Building Official, City Manager and a Site and Architecture Commissioner participated in the event to provide their various perspectives on the process and issues involved. The City will continue to offer these seminars at least annually or more frequently, based on demand.



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City Manager

Attachments:                    Attachment A-Survey Summary with Comment Excerpts  
   Attachment B-Sample Survey with Cover Letter

**ATTACHMENT A**  
**2013 CUSTOMER SATISFACTION SURVEY SUMMARY**

	Front		Plan		PW		Build.		Inspect		Overall		
	Court.	Profess. Know.	Court.	Time Know.	Court.	Time Know.	Court.	Time Know.	Court.	Time Know.	Rules	Satisfied	
Average Rankings	9.41	9.47	9.08	9.17	9.00	9.18	9.00	9.00	9.23	9.23	8.58	8.46	
Combined Rank per Dept	9.39		9.14		9.00		9.01		8.97		9.05		
Percentage of Responses													
Excellent	65%	59%	42%	50%	38%	55%	38%	38%	54%	63%	58%	83%	45%
Very Good	24%	29%	42%	33%	50%	27%	50%	31%	31%	17%	25%	8%	25%
Good	6%	12%	8%	8%	0%	9%	0%	8%	8%	17%	8%	4%	25%
Below Average	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unacceptable	6%	0%	8%	8%	13%	9%	13%	8%	8%	8%	8%	4%	4%

\* Ranking based on a scale from 1 to 10. (Excellent=10, Very Good=9, Good=8, Below Ave=7, Unacceptable=6)

\*\* Note: due to rounding the percentages reflected may not add up to 100%

Excerpts of Survey Comments Received

“We found the process very good. The planning department etc., were helpful, and Howard very attentive and providing a strong backstop to insure that contractors did their job. He struck the proper balance of attention to detail, and reasonability and made himself available for pre-inspections discussion (sic) which were very helpful.”

“I have had many vendors (pool companies and general contractors) who tell me they will no longer do work in Monte Sereno because the inspection process is so intense. Recently my GC says that he installed the same material in many other cities, but never had to supply the detail documentation that Monte Sereno requires. This costs him time & profit.”

“I appreciate the (Inspector’s) focus on safe building practices, but he seems to be too focused on minute details, without an understanding of the bigger picture.”

“(Inspector) was very helpful with his suggestions and advice. Much appreciated.”