




TOWN OF PORTOLA VALLEY

STAFF REPORT

TO: Mayor and Members of the Town Council

FROM: Jeremy Dennis, Town Manager 

DATE: November 9, 2022

RE: Study Session - Administration Department Overview

RECOMMENDATION

Staff recommends that the Town Council hold a study session on the Administration Department and provide feedback.

BACKGROUND/ DISCUSSION

The Administration Department of the Town's governance consists of six staff¹:

- Town Manager
- Assistant Town Manager
- Assistant to the Town Manager
- Town Clerk
- Communications and Community Engagement Analyst
- Administration and Operations Specialist

The Administration Department (outside of fiscal/budgetary duties) is responsible for management of:

General Town Administration

- Implementation of Town Council direction, including the Council Priorities
- Municipal service delivery and Town operations
- Support to Town Committees
- Constituent affairs
- Risk management

¹ While the Finance team is officially part of the Administration Department, for the purposes of this report they are excluded. The Town Council held a study session on the Finance Division on February 23, 2022.

- Staff leadership
- Analyzing public policy and legislative affairs
- Municipal/Regional Engagement

Town Clerk Functions

- Elections
- Town records
- Council agenda preparation
- Recording council actions
- Public records act requests

Communications

- Publish relevant information on the Town's activities, and provide opportunities for resident/public engagement
- Website management
- Town newsletter and publications
- Field general questions from the community

Parks & Recreation

- Community classes
- Facility and field reservations

Information Technology

- Procurement of IT managed services
- Management of IT projects
- Technology procurement and implementation

Sustainability

- Solid waste management including recycling and organic waste
- Greenhouse gas emissions reduction
- Resource conservation (energy/water)

Emergency Preparedness

- Emergency Operations Center (EOC), including integration of virtual EOC
- Liaising with Sheriff's Office, Woodside Fire Protection District, Community Emergency Response Team, and Emergency Preparedness Committee
- Sheriff's contract for policing services

Human Resources²

- Employment practices and policies
- Employee benefits and wellness
- Employee recruitment and retention

² Co-managed by the Assistant Town Manager and Finance Director

The Administration Department is generalist in nature, and is typically required to provide flexible support across the myriad policies and procedures implemented by the Town Council. The Administration team is involved in all facets of Town governance, acting as a “glue” that facilitates the operations of other Town departments while supporting their needs. The team also works on issues that require more than one department/discipline while also functioning as a “catch all” for issues that do not neatly fit in other departments.

Some of Town’s policy work begins as an Administration Department work product, as typically staff takes the lead on state-mandated or legal/practical requirements of new policies. This can include interpretation of new state laws, Town Council initiatives or community interests.

No day is the same as a member of the Administration team, and often there is a need to respond to inquiries requiring an immediate answer, communicate information on a controversial topic quickly, or other unforeseen circumstance.