

# CITY MANAGER'S OFFICE HANDBOOK

## FOR NEW COUNCIL MEMBERS



## City Overview

The City of Moreno Valley was incorporated as a General Law City on December 3, 1984, merging the communities of Moreno, Sunnymead and Edgemont. It is organized under the statutes of the State of California and governed by the California Constitution. The City spans 51.3 square miles with a population of 208,634 (US Census, 2020).

The City Council consists of four Council Members, each elected by and from a geographical district, and a directly-elected Mayor selected at large. These five elected officials set policy and enact municipal laws.

The City Council's duties include adopting ordinances, approving the budget, appointing committees, and appointing the City Manager, City Attorney and City Clerk. In addition to general City activities, the Council serves as the governing body for the Moreno Valley Community Services District, Moreno Valley Housing Authority, Moreno Valley Public Financing Authority, and the Board of Library Trustees. Additionally, the City acts as the Successor Agency for the former Community Redevelopment Agency.

The City Manager is responsible for carrying out the policies and ordinances of the Council, for overseeing the day-to-day operations of the City, and for appointing the heads of operating departments.

## General Law City

The City of Moreno Valley incorporated in 1984 as a general law City. All California cities are municipal corporations. Their formation is provided for in the state constitution, and they fall into three categories: general law cities (more than four out of five cities in California), charter cities, and one consolidated city and county (San Francisco). General law cities derive their powers from and organize their governments according to acts of the State Legislature. The fundamental law of these cities is found in the state Government Code, which enumerates their powers and specifies their structure. In Charter cities, voters frame and adopt a charter to establish the organization and basic laws of the city. The basic difference between general law and charter cities is found in the degree of control which the state government may exercise over them. The constitution guarantees to charter cities a large measure of "home rule" by granting them, independent of the legislature, direct control over local affairs. General law cities may also exercise choices in their form of municipal government and have fairly broad powers over local affairs.



# Council-Manager Form of Government

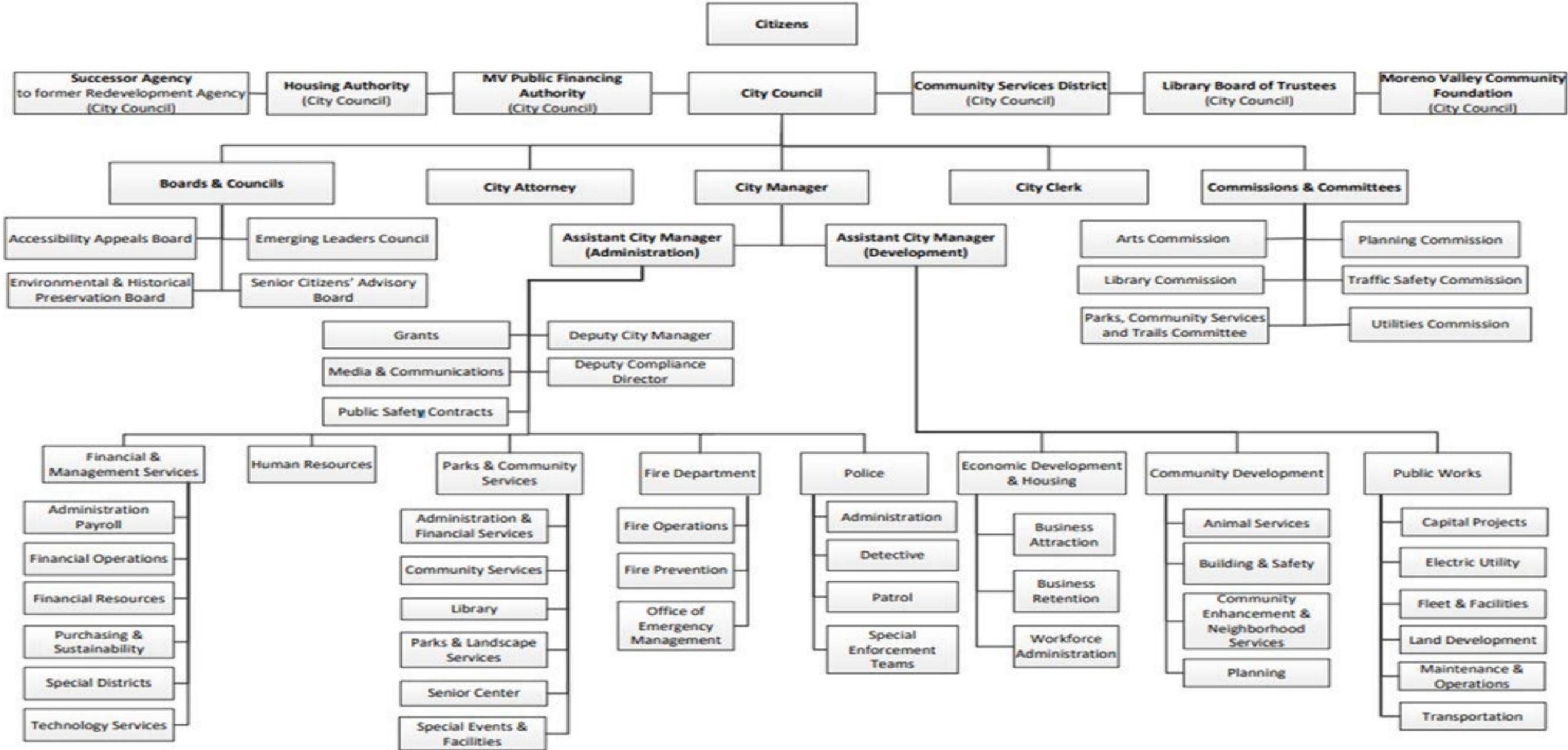
Like most cities, the City of Moreno Valley has adopted a City Council–City Manager form of government. This structure recognizes the City Council's role to establish City policy and priorities. The Council appoints a City Manager to implement approved policies and fully undertake the administration of the organization. The City Manager enforces the City laws, directs the daily operations of City government, prepares and monitors the municipal budget, directs and coordinates activities of operating departments and implements the policies and programs as approved by a majority of the City Council. The Council sets policy direction as a body (rather than as individual Council members) and works through the City Manager when it comes to dealing with City staff.

The Council–Manager form of government became popular nationally at the turn of the century as part of a government reform movement and in response to the impact of big city "bosses" and corresponding corruption. The model has matured in that City management is now considered a profession with many managers having earned academic degrees in public administration and devoted their careers to local government service.

The City Manager serves as the Chief Executive Officer of the City. The City Council must avoid situations that can result in City staff being directed, intentionally or unintentionally, by one or more members of the City Council. The Manager receives all questions or concerns that the Council may have concerning the execution of ordinances or delivery of public services.

Regular communication between the City Council and City Manager is critical to ensuring that staff successfully implements the Council's policy direction and that the Council remains informed of key issues. All dealings with the City Manager, whether in public or private, should respect the authority of the City Manager in administrative matters. Disagreements should be expressed in policy terms, rather than in terms that question satisfaction with or support of the City Manager.

# City of Moreno Valley Organization Chart



## City Manager's Office Overview

The City Manager serves as the chief executive officer of the City. Under the City Council's direction, the City Manager is responsible for efficiently managing all City business. Professional leadership is provided from the City Manager's Office to the Executive Team to enable them to serve and support the community in a responsive and resourceful manner. Functions of the City Manager's Office include coordinating the implementation and compliance of City Council policies and procedures; oversight of grants administration; oversight of public safety contracts; providing overall direction to the departments that administer City procedures and services; coordinating intergovernmental relations and legislative advocacy; and administration of the City's communications, media relations, and public information program. In addition to providing graphic design services and special events coordination services to City departments, they manage the operations and video productions for the City's government access cable TV channel, MV3, monitors state-issued cable television/video service franchise agreements and manages the content on the City's public Web site.

The department's budget is based on the continuation of essential, mandated, and City Council-directed services.

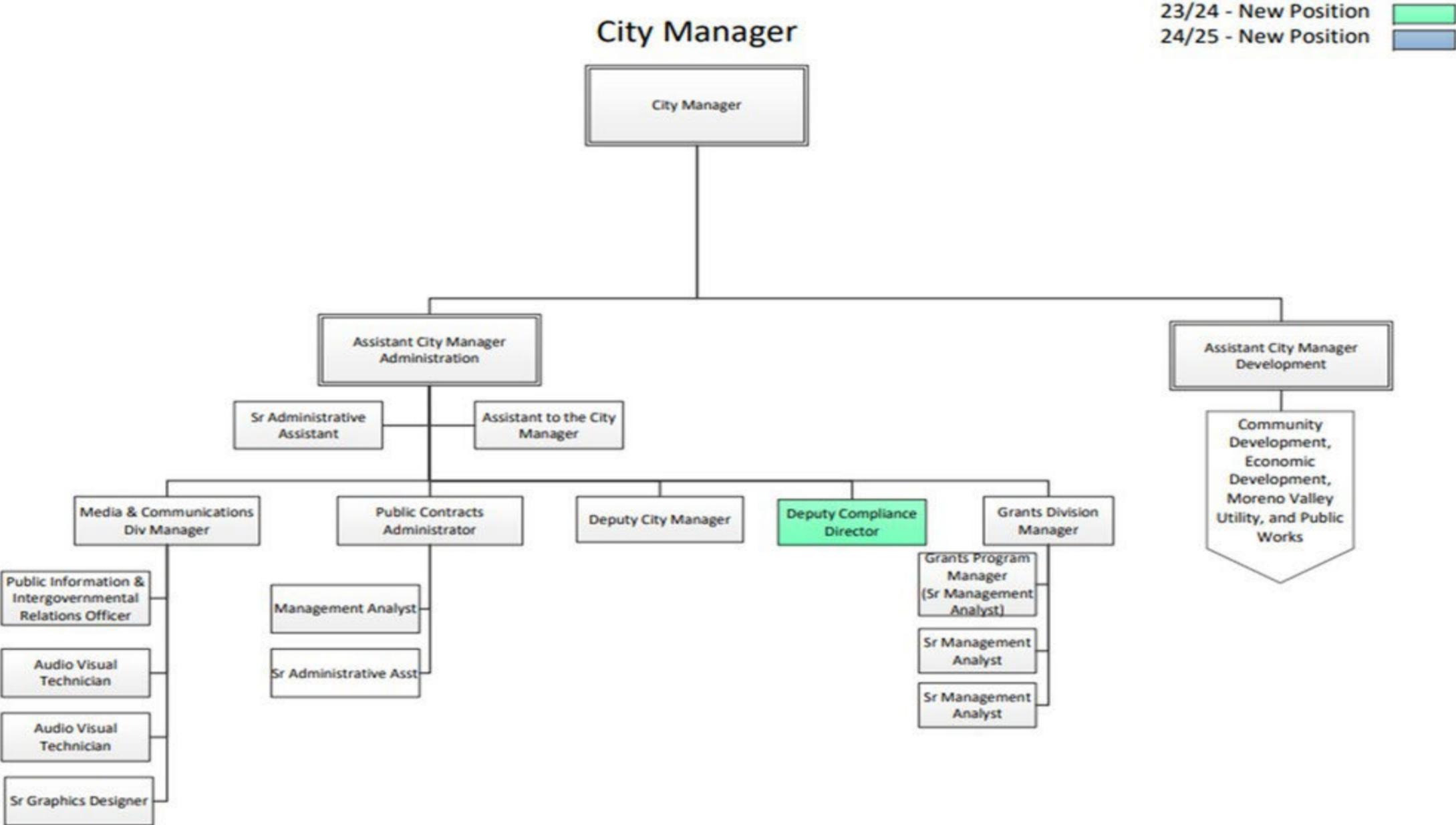
The City Manager's Office has 5 divisions: Compliance, Grants, Media and Communications, Programs, and Public Safety Contracts Administration

### **Mission Statement**

The City Manager's Office is committed to providing and coordinating excellent staff support and sound policy recommendations to the City Council, leading the organization in an effective, efficient, and principled manner, and providing organizational support and direction to the departments.

# City Manager's Office Organization Chart

The chart below provides an overview of the City Manager's Office organizational breakdown:



## Compliance

The Deputy Compliance Director is a single position responsible for maintaining internal controls in the following: internal auditing by planning, organizing, directing and conducting reviews of citywide policies and procedures, assessing contracts, performance and/or operational grant regulatory compliance in accordance with governmental auditing procedures and standards oversee internal audit functions conducted by the City's external auditors and other audit agencies when applicable monitors existing policies, processes, and procedures to ensure citywide compliance with oversight requirements and management mandates.

## Grants Division

The Grants Division is comprised of 4 full-time equivalent (FTE) staff members; Grants Division Manager, Grants Program Manager, and two Senior Management Analysts. This division is responsible for the oversight, tracking, management and record keeping of grants citywide.

Under the City Manager Authority, the Grants Division Manager will work with department grant liaisons to assist in the subject matter expertise for specific grant writing and sourcing.

The Grants division also oversees the following:

- Community Development Block Grant (CDBG)
- HOME Investment Partnership Program (HOME)
- Emergency Solutions Grant (ESG)

## Media and Communications

The Media and Communications Division serves as the City's media relations/public information office; provides graphic design and special events coordination services to City departments; manages the operations and video productions of the City's government access cable TV channel MV3; monitors state-issued cable television/video service franchise agreements and manages content on the City's public Web site and employee Intranet.

Moreno Valley's award-winning videos are available on MV3 and the City's YouTube channel at [www.youtube.com/mvtv3morenovalley](http://www.youtube.com/mvtv3morenovalley).

## Programs

The Deputy City Manager is a division manager level class that assists the City Manager and Assistant City Managers in the following: Oversees the planning and execution of special internal city events and programs (ie. Bring Your Child to Work Day, Quarterly Employee Appreciation Events, Employee Engagement Activities). Serve as representative from the City Manager's Office in various community and business groups; attend various conferences and other community events in promoting the City. Serves as staff to a variety of boards and committees. Prepares and delivers presentations for community groups. Research, track and analyze legislation. Provide support to City Manager and Assistant City Managers in development of new innovative programs and revising existing programs.

## Public Contracts Administration

The City of Moreno Valley contracts with Riverside County Sheriff's Department and CALFIRE/Riverside County Fire Department for public safety services. The Public Safety contracts make up over \$90 million annually for both police and fire.

The police department provides law enforcement services and coordinates the overall operations including patrol, traffic enforcement, crime prevention, detective unit and special enforcement.

The fire department is the primary response agency for fires, emergency medical services, hazardous materials incidents, traffic accidents, terrorist acts, catastrophic weather events, and technical rescues for the City of Moreno Valley.

The Public Contracts Administration is responsible for the oversight and management of both public safety contracts.

## City Manager's Report

The City provides a wide range of services which include general government, public safety (police, fire, community enhancement, animal control services, disaster preparedness, and school crossing guards), construction and maintenance of highways and streets, community development services, economic development, library, an electric utility which primarily serves the newly developed areas of the City, parks, and a wide range of recreation programs.

To access the latest version of the City Manager's Annual Report, please visit <https://moval.gov/departments/city-manager.html>.

## Customer Care Standards

Under the strong leadership of Moreno Valley's City Council, staff members in all City Departments and Divisions reached new heights to foster economic development and enhance livability in Moreno Valley. The City leadership is anchored in excellence in the following three core areas:

- **Collaboration:** Without fostering key relationships both internally and externally, the City cannot provide the best services or programming to our customers, residents, businesses and partners. In Moreno Valley, staff are encouraged to collaborate to create better and more efficient programs and services always staying focused on the needs of our customers.
- **Innovation:** Innovation is the cornerstone of the City's success. Staff are encouraged to consider new approaches to old problems and to utilize technology and fresh approaches to streamline and improve the customer experience and overall function of government.
- **Customer Service:** Always focused on providing positive outcomes, City staff are trained and encouraged to provide excellent customer service to both internal and external customers. The City leadership adopted the Moreno Valley Customer Care Standards to guide staff as they interact and serve customers.

