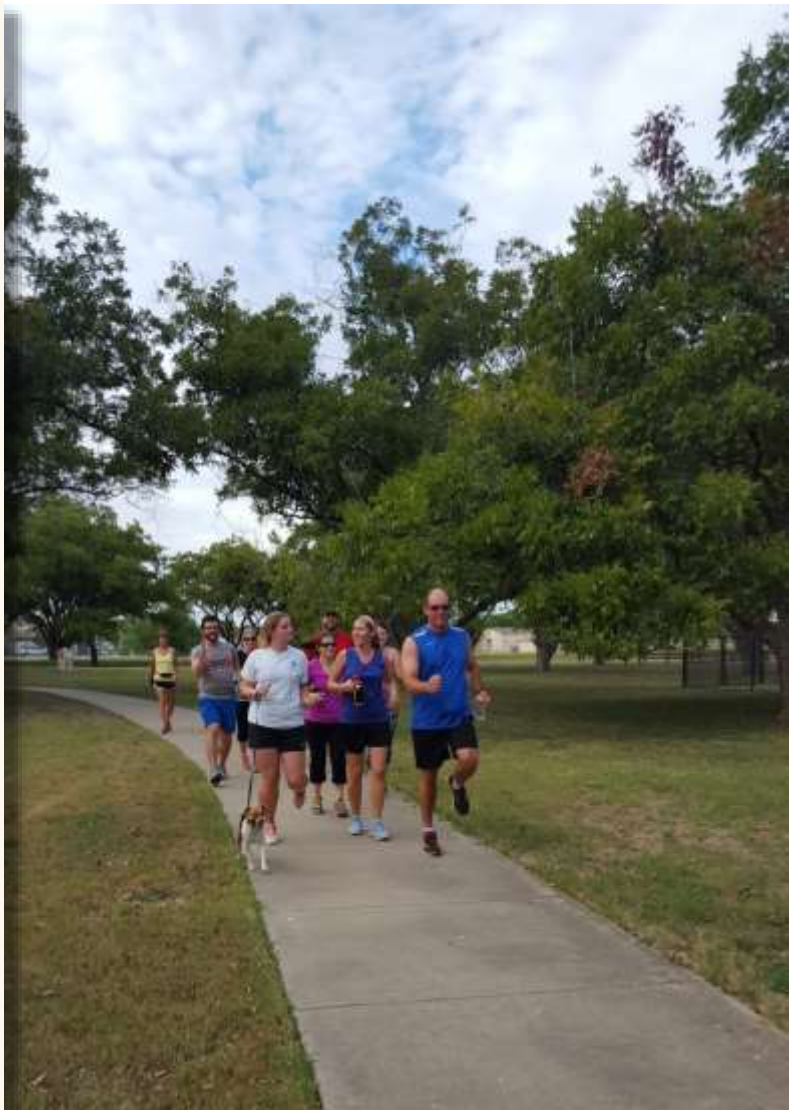


**INTERNAL SERVICE
FUNDS**



City of Georgetown Wellness Running Group in San Gabriel Park
165

NEW POSITIONS FY2016

Fleet Services Fund	
Fleet Technician.....	1
TOTAL NEW POSITIONS FY2016	1

INTERNAL SERVICE FUNDS

Facilities Maintenance Fund.....	167
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Internal Service Fund Premiums.....	181

Internal Service Funds are composed of departments providing administrative support to City funds and departments.

FACILITIES MAINTENANCE FUND

The Facilities Maintenance Fund provides janitorial services, light maintenance, equipment repair and replacement (copiers, HVAC, etc.), landscape maintenance, building repair and replacement (roofs, painting, carpet, etc.) on an established schedule. Charges for services to each department are made based on predetermined lease fees.

FACILITIES MAINTENANCE ISF INCOME STATEMENT

	FY2014 Actual	FY2015 Budget	FY2015 Proj. Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Beginning Fund Balance	512,875	120,102	138,700	507,960	-	507,960
Revenues						
Facility Maintenance Fees	1,994,121	3,121,108	3,121,108	3,215,867	-	3,215,867
Interest & Other	4,533	8,000	4,500	5,000	-	5,000
Transfers In, Salary Adj	31,300	-	-	-	-	-
Total Revenues	2,029,954	3,129,108	3,125,608	3,220,867	-	3,220,867
Expenditures						
Facility Maintenance Services	816,027	998,495	909,435	836,126	3,000	839,126
Facility Maintenance Contracts	1,382,718	1,877,354	1,846,913	2,351,148	127,000	2,478,148
Transfers Out	205,800	-	-	-	-	-
Total Expenditures	2,404,545	2,875,849	2,756,348	3,187,274	130,000	3,317,274
Ending Fund Balance	\$ 138,284	\$ 373,361	\$ 507,960	\$ 541,553	\$ (130,000)	\$ 411,553
CAFR Adjustment	416	-	-	-	-	-
Available Fund Balance	\$ 138,700	\$ 373,361	\$ 507,960	\$ 541,553	\$ (130,000)	\$ 411,553

Increases for FY2016 include higher annual janitorial costs due to expanded services in FY2015 and additional annual costs associated with the Public Safety Operations and Training Center (PSOTC). There has also been the addition of a new scissor lift for use at the PSOTC and the costs associated with the use of the old Power Plant building (old Police Station) by various City departments in FY2016.



Above Left: Public Safety Operations and Training Center (70,000 square feet)

Above Right: Georgetown Art Center (6,000 square feet)

CAPITAL REPLACEMENT CONTRACTS BUDGET

Major building maintenance expenses as well as janitorial services, HVAC replacement, and landscape maintenance are included in this department. Each maintenance service is assigned an annual lease value, which the leasing department pays into the Internal Service Fund. The annual lease value is determined by the projected replacement cost divided by the years of useful life for each item. These lease payments enable the Internal Service Fund to replace or repair items on a planned schedule.

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Lease and Contracts	766,106	1,166,525	1,176,525	1,544,864	-	1,544,864
Building Improvements	574,541	617,946	577,505	710,901	127,000	837,901
Other Operating	42,071	92,883.00	92,883	95,383	-	95,383
Total Departmental Budget	\$1,382,718	\$1,877,354	\$1,846,913	\$2,351,148	\$ 127,000	\$2,478,148

FACILITIES MAINTENANCE: FIVE-YEAR LEASE RATE PROJECTIONS

	FY2016	FY2017	FY2018	FY2019	FY2020
Carpet Replacement	72,198	20,000	4,500	-	-
Cost for Basic Park Maintenance	19,440	19,440	19,440	19,440	19,440
Elevator Maintenance	26,320	26,320	26,320	26,320	26,320
Emergency General Maintenance	55,897	55,897	55,897	55,897	55,897
Fire Extinguisher / Inspection	58,388	58,388	58,388	58,388	58,388
Fountain Maintenance	6,000	3,000	3,000	3,000	3,000
Gate Maintenance	12,490	12,490	12,490	12,490	12,490
Halon/Fire Alarm Maintenance	850	850	850	850	850
HVAC Maintenance	142,978	114,596	114,596	114,596	114,596
HVAC Replacement	165,000	83,000	32,000	-	32,000
Ice Maching Maintenance	19,500	19,500	19,500	19,500	19,500
Ice Machine Replacement	7,000	7,000	-	7,000	-
Irrigation Inspection	33,350	33,350	33,350	33,350	33,350
Irrigation Maintenance	44,500	44,500	44,500	44,500	44,500
Janitorial Services	775,043	775,043	775,043	775,043	775,043
Janitorial Supplies	65,383	65,383	65,383	65,383	65,383
Landscape Maintenance	345,444	345,444	345,444	345,444	345,444
Overhead Door Maintenance	24,750	19,800	19,800	19,800	19,800
Painting, Exterior	41,000	16,000	-	-	-
Painting, Interior	27,420	21,500	8,000	8,000	8,000
Parking Lot Maintenance	52,000	7,500	-	4,500	6,000
Pest Extermination	11,402	11,402	11,402	11,402	11,402
Preventative Maintenance	131,296	126,296	126,296	126,296	126,296
Roof Replacement	-	35,000	-	-	15,000
Security System Maintenance / Phone ,	128,419	71,131	71,131	71,131	71,131
Tennis Court Resurfacing	-	-	15,000	-	-
Tree Trimming	20,500	22,000	22,000	22,000	22,000
Vinyl Replacement	23,080	-	-	-	-
Water Softener Maintenance	1,500	1,500	1,500	1,500	1,500
Total Costs by Function	\$2,311,148	\$2,016,330	\$1,885,830	\$1,845,830	\$1,887,330

Base Project Costs: Projects by Building

Building	Amount
4th & Austin Lot	9,988
6th & Main Lot	5,262
9th & Main Lot	6,970
Airport Terminal	50,988
Airport Tower	35,307
Animal Shelter	33,290
Art Center / Office Buildings	22,416
Chamber Building	6,893
City Hall	82,175
Citywide Parking Lots	3,500
Community Center	79,702
Country Club Rivery	1,149
Court/Council Chambers	39,055
CVB	36,076
Fire 1	48,488
Fire 2	34,843
Fire 3	45,953
Fire 4	40,451
Fire 5	45,224
Fuel Site	7,990
GCAT	72,700
GMC	181,464
Grace Heritage	17,904
Industrial Ave Lot	4,857
Library	216,365
Madellia Hilliard	9,950
Main Street Landscaping	17,750
Monument Signs	12,250
Old Library	16,771
Old Police/Annex	34,000
Parks Admin	59,603
Public Safety	425,418
Rec Center	438,690
Scenic Drive Median	10,345
Substations East & West	14,000
Tennis Center	50,142
University & I 35 Median	824
Village PID	96,510
Western District	63,634
Williams Drive Median	824
Facilities ISF Total	2,379,721

Base Project Costs: Projects by Project Type

Project Type	Amount
Carpet Replacement	39,832
Carpet Replacement (GUS)	4,500
Carpet Replacement (Planning)	4,500
Carpet Replacement (Purchasing)	875
Carpet Replacement (Utility Office)	1,125
Concrete Staining	6,000
Cost for basic park maintenance	19,440
Council Chambers Chairs	1,067
Dry Deck	200
Elevator Maintenance	26,320
Emergency Generator Maintenance	55,897
Fire Extinguisher/Inspection	58,388
Fountain Maintenance	6,000
Furniture	34,571
Gate Maintenance	12,490
Gym & Racquetball Court Floor Maint.	5,000
Halon/Fire Alarm Maintenance	850
HVAC Maintenance	114,596
HVAC Replacement	187,818
Ice Machine Maintenance	19,500
Ice Machine Replacement	14,000
Irrigation Inspections	33,350
Irrigation Maintenance	44,500
Janitorial Services	767,223
Janitorial Supplies	62,883
Landscape Maintenance	345,144
Overhead Door Maintenance	16,600
Painting, Ext.	20,708
Painting, Int.	48,492
Parking Lot Maintenance	25,751
Pest Extermination	11,202
Preventative Maintenance	131,296
Racquetball Court Wall Tiles	2,700
Roof Replacement	125,117
Seal Kennels floors	4,858
Security System Maintenance/Phone	71,131
Table and Chair Replacement	4,700
Tennis Court Resurfacing	7,600
Tree Trimming	22,000
Vinyl Replacement	19,997
Water Softener Maintenance	1,500
Facilities ISF Total	2,379,721

FACILITIES MAINTENANCE

DEPARTMENT DESCRIPTION

The Facilities Maintenance Department provides building maintenance, Heating Ventilating and Air Conditioning (HVAC) maintenance, minor renovations, janitorial services, landscape services, equipment replacement and emergency repairs for 31 municipal buildings (396,234 sq.ft.). The Department is responsible for developing and maintaining the Facilities Internal Service Fund. The fund provides a repair and replacement schedule for various building maintenance items and equipment, and charges a lease fee to each building occupant to fund the repairs. The Department conducts monthly inspections of each facility to identify existing or potential problems and corrects those situations.

DOWNTOWN AND COMMUNITY SERVICES

FACILITIES MAINTENANCE

7 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Completed the resurfacing of floors and walls in the kennels of the Animal Shelter.
- ✓ Completed maintenance projects in City Facilities including, HVAC replacements, painting, and floor replacements.
- ✓ Hired an embedded tech to assist with the City's growing security and surveillance needs.
- ✓ Developed a long-term janitorial program for major facilities, including the new Public Safety building and successfully rebid the annual janitorial contract.
- ✓ Began an HVAC and roof assessment program for all City owned facilities to assist in asset management.
- ✓ Assisted in the design of the Public Safety Operations and Training Center to ensure long-term maintenance needs are minimized.
- ✓ Installation of security cameras for the Glasscock and East Substations were completed.

PRIMARY COUNCIL STRATEGIC GOALS



Notable Budget Item

Vertical Lift Lease
 \$3,000

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

- Provide quality maintenance of City public facilities to foster a safe and positive atmosphere for employees and citizens. 🏠
- Provide preventative maintenance services on all HVAC equipment, elevators, emergency generators, landscaping, copiers, and fire protection systems to ensure optimum operational efficiency and extend the life of capital investments. 🏠
- Modify and update the internal service fund to ensure a fully financed fund for facility repairs and services. 🏠
- Assist in the annual update of the Facility Master Plan. 🏠
- Assist in construction of Westside Service Center. 🏠
- Develop proactive maintenance programs to improve efficiency and enhance customer service. 🏠
- Complete year one of facilities ADA renovations. 🏠
- Complete MS4 priorities and best management practices. 🏠
- Assist in design and restoration of Grace Heritage Center. 🏠
- Implement new HVAC program. 🏠

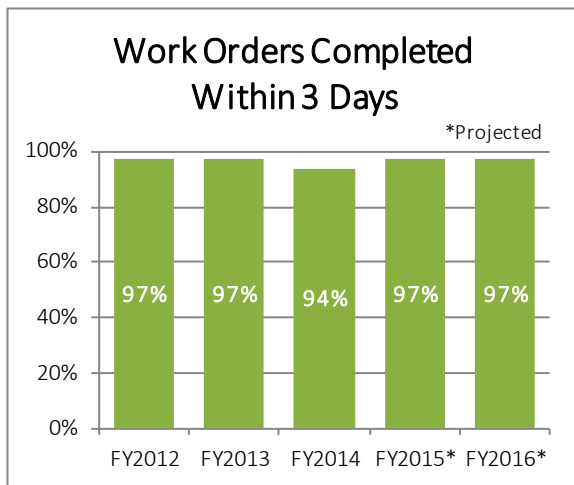
DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	440,276	535,799	446,739	528,506	-	528,506
Operations	375,751	462,696	462,696	307,620	3,000	310,620
Capital	-	-	-	-	-	-
Total Departmental Budget	\$ 816,027	\$ 998,495	\$ 909,435	\$ 836,126	\$ 3,000	\$ 839,126

DEPARTMENTAL PERFORMANCE MEASURES

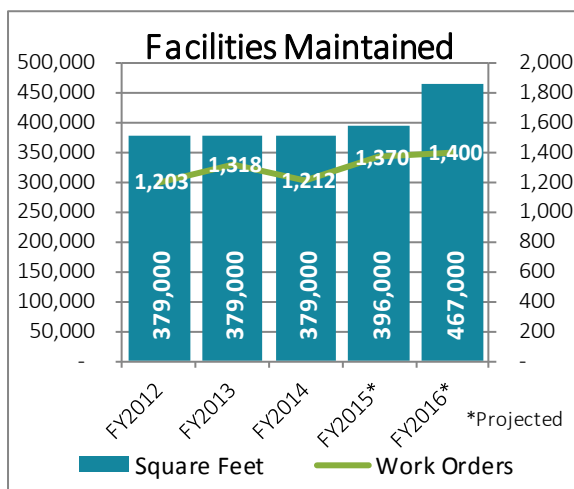
	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Workload Measures						
1. Work orders processed	1,212	1,300	1,370	1,400	0	1,400
2. Facilities maintained	31	31	32	34	0	34
3. Square feet of facilities maintained	379,000	396,000	467,000	492,000	0	492,000
4. Service contracts managed	17	17	17	17	0	17
Performance Measures						
1. Work orders / PM requests completed within 3 days	94%	97%	95%	97%	0%	97%
2. Avg. completion time per work order	4 days	4 days	3	3	0	3
3. Internal Customer Service rating of satisfied or better	83%	85%	unknown*	85%	0%	85%

*no survey was completed



Work Orders Completed Within 3 Days: A primary goal of the department is to provide quality and efficient maintenance that fosters a safe and positive atmosphere for our employees and citizens. Completing this measure at near 100% ensures the Facilities Department is doing all it can to meet this measure.

The **total square footage of facilities maintained vs. the number of work orders processed** quantifies the full utilization of existing resources as square footage and work orders increase while the number of employees remains steady.



FLEET SERVICES FUND

The Fleet Maintenance Fund finances repair and replacement for vehicles, necessary equipment, and specialized equipment. Charges for services are based on annualized replacement and maintenance costs of each vehicle.

FLEET MANAGEMENT FUND INCOME STATEMENT

	FY2014 Actual	FY2015 Budget	FY2015 Proj. Budget	FY2016 Base	FY2016 Changes	FY2016 Budget
Beginning Fund Balance	1,246,948	832,068	1,021,182	1,007,770	-	1,007,770
Revenues						
Charges for Services	2,475,712	2,625,848	2,626,376	2,776,522	93,066	2,869,588
Interest & Other	6,914	19,000	12,000	12,000	-	12,000
Sale of Property	-	20,000	20,000	20,000	-	20,000
Transfers In	-	-	-	-	14,000	14,000
Transfers In, General Fund	28,812	9,000	9,000	15,000	50,500	65,500
Transfers In, Joint Services	39,315	66,350	66,350	-	25,000	25,000
Transfers In, Facilities	35,000	-	-	-	-	-
Transfers In, Utilities	408,893	452,100	452,100	-	516,648	516,648
Transfers In, SRF	347,313	435,000	435,000	-	83,408	83,408
Transfers In, Salary Adj.	-	23,280	23,280	-	-	-
Transfers In, GCP	1,436,000	1,208,000	1,208,000	1,153,000	-	1,153,000
Total Revenues	4,777,959	4,858,578	4,852,106	3,976,522	782,622	4,759,144
Expenditures						
Capital Replace & Ins	3,952,155	3,358,763	3,358,763	2,417,233	655,900	3,073,133
Fleet Services	1,086,268	1,263,303	1,263,239	1,299,888	118,857	1,418,745
Transfers Out	-	243,516	243,516	-	-	-
Total Expenditures	5,038,423	4,865,582	4,865,518	3,717,121	774,757	4,491,878
Ending Fund Balance	\$ 986,484	\$ 825,064	\$ 1,007,770	\$ 1,267,171	\$ 7,865	\$ 1,275,036
CAFR Adjustment	34,698	-	-	-	-	-
Available Fund Balance	\$ 1,021,182	\$ 825,064	\$ 1,007,770	\$ 1,267,171	\$ 7,865	\$ 1,275,036

Projected ending FY2015 fund balance is higher than budgeted due to savings realized in FY2014. Various new City positions funded in FY2016 include vehicles that are reflected in the *FY2016 Changes* above.

Within the fund itself, FY2016 Changes include the addition of a new mechanic to assist with the increases in workload due to the addition of Western District and the new EMS program. Additional maintenance funds are included for the new TRV's to ensure the vehicle operational success of the EMS program. Five rebuilt hand-held radios are also being added to assist the *Citizens on Patrol* program.



CAPITAL REPLACEMENT CONTRACTS BUDGET

All vehicles except Public Safety (Police and Fire) and Street Department heavy equipment are assigned an annual lease value, which the leasing department pays into the Internal Service Fund. The lease payments made by the various departments enable the Internal Service Fund to schedule equipment and vehicle replacements. Public Safety vehicles, such as fire apparatus and patrol vehicles, as well as, street heavy equipment are funded through a debt funded replacement program. The Public Safety replacement program was initiated in FY2003 and includes five-year (if needed) replacements for all patrol vehicles and a ten year (if needed) fire apparatus plan. Heavy street equipment was added to the ten-year replacement program in FY2005. Each year's replacement costs are included in the City's annual short-term debt funding plan.

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Insurance	147,091	166,733	166,733	184,633	2,500	187,133
Contracts & Leases	166,170	183,000	183,000	155,000	653,400	808,400
Capital Outlay	3,638,894	3,009,030	3,009,030	2,077,600	-	2,077,600
Total Departmental Budget	\$ 3,952,155	\$ 3,358,763	\$ 3,358,763	\$ 2,417,233	\$ 655,900	\$ 3,073,133

VEHICLE REPLACEMENT & INSURANCE: FIVE-YEAR PROJECTIONS

	FY2016	FY2017	FY2018	FY2019	FY2020
Downtown and Community Services					
Replacement Cost	229,600	220,000	80,000	86,000	85,000
Number of Units	6	8	3	5	3
Finance & Administration					
Replacement Cost	5,000	37,500	-	113,500	123,500
Number of Units	1	3	-	6	5
Fire Services					
Replacement Cost	750,000	1,400,000	1,200,000	450,000	1,600,000
Number of Units	2	1	3	1	1
Georgetown Utility Systems					
Replacement Cost	612,500	659,000	973,500	563,600	708,100
Number of Units	8	15	14	15	12
Management Services					
Replacement Cost	-	17,600	-	33,500	-
Number of Units	-	1	-	1	-
Police Services					
Replacement Cost	199,000	386,500	903,500	900,000	757,000
Number of Units	6	10	20	19	16
Transportation Services					
Replacement Cost	262,000	378,500	399,300	256,500	351,600
Number of Units	4	4	4	7	6
Insurance/Radio Maintenance					
Annual Cost	342,133	342,133	342,133	342,133	342,133
Total ISF Replacement Costs	2,400,233	3,441,233	3,898,433	2,745,233	3,967,333
Total ISF Replacements	27	42	44	54	43
Non-ISF Capital Items					
Replacement Cost	644,900				
Number of Units	20				
Total Fleet Replacement Costs	\$3,045,133				
Total Fleet Replacements	47				

FLEET SERVICES

DEPARTMENT DESCRIPTION

The Fleet Services Department performs preventative maintenance and mechanical repairs on all City equipment and vehicles. The goal of the Department is to ensure safe, efficient operations while minimizing future replacement needs. The Fleet Services Supervisor manages the Fleet Internal Service Fund, writes specifications for new vehicle and equipment purchases, and performs new product research.

FINANCE & ADMINISTRATION

FLEET SERVICES

9 FTEs
 27.27% OF FTE'S WITHIN
 THIS FUND

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Awarded National Institute for Automotive Service Excellence (NIASE) Blue Seal for the seventh year in a row.
- ✓ Procured the following new and replacement vehicles:
 - Electric: one service utility truck.
 - Water: four service utility trucks and one crane truck.
 - Streets: three service utility trucks, one distributor truck and a skid steer loader.
 - Stormwater: one street sweeper.
 - Seven pickups and six small SUV's.
 - Parks: one mower, two service utility trucks and one utility vehicle
 - Police: three undercover SUV's.
 - Fire: four Transitional Response Vehicles.
- ✓ Incorporated Western District vehicles and equipment into City fleet.
 - 26 additional vehicles
- ✓ Purchased Fleet-Infor maintenance software for City's EAM system.
- ✓ Developed and implemented first department pages on new City intranet site that educates and provides access to information for other City departments.

PRIMARY COUNCIL STRATEGIC GOALS



MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

- Ensure a safe and efficient fleet for City operations.
- Preserve mechanical, electrical and hydraulic integrity of the City's fleet, thus extending the useful life of City assets.
- Decrease vehicle down time by increasing efficiency & cost-effectiveness.
- Maintain the integrity of the City's fleet through effective management of the Fleet Internal Service Fund.
- Provide "outstanding customer service" for all customers.
- Increase professionalism and customer services by obtaining additional certifications and hiring additional personnel.
- Continue to research alternative fuels for use in City fleet, such as exploring propane conversions for vehicles already in fleet. (U)
- Replace the following vehicles:
 - Six utility vehicles, one bucket truck and three mowers.
 - Streets: large rubber tire loader.
 - Police: two patrol and two undercover vehicles.
 - Fire: one wildland apparatus and water tanker.
- Implement new software: Infor EAM fleet module.

Notable Budget Items

Fleet Technician (1 FTE)

Funding for TRV's & Western
 District Integration
 \$32,000

DEPARTMENTAL BUDGET

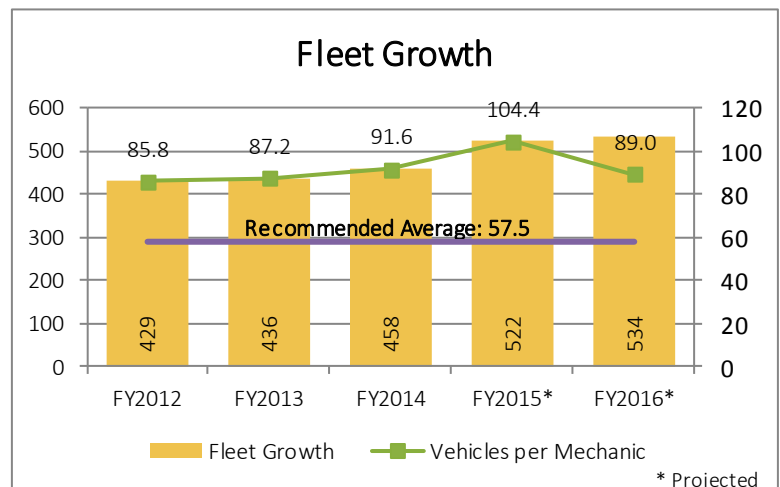
	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	531,435	588,705	588,641	598,927	79,417	678,344
Operations	532,812	674,598	674,598	700,961	39,440	740,401
Capital	-	-	-	-	-	-
Total Departmental Budget	\$1,064,247	\$1,263,303	\$1,263,239	\$1,299,888	\$ 118,857	\$1,418,745

DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Workload Measures						
1. # of City-owned vehicles and equipment	458	460	522	522	12	534
2. Mechanic to vehicle ratio	1-92	1-92	1-104	1-104	Add 1 Mech	1-89
3. Mechanic to Maintenance Repair Units (MRU's)	1-190	1-199	1-197	1-197	1-5	1-203
4. # of Work Orders per Year	4,004	3,500	3,880	3,800	400	4,200
5. Gallons of Fuel Used per Year						
Unleaded gasoline	113,095	110,500	128,257	128,257	8,337	136,594
Diesel fuel	91,730	96,800	93,548	93,548	5,613	99,161
Performance Measures						
1. # of ASE and EVT certifications held by Fleet staff	89	95	99	99	6	105
2. Percent of budget sent out for service / repairs	39%	40%	42%	42%	3%	45%
3. Internal Customer Service rating of satisfied or better	96%	97%	95%	95%	2%	97%
4. "Green" vehicles / equipment	101	104	108	108	-1	107

The *Number of Work Orders* per Year is a goal that is set by Fleet Services and is one way to show our progress to previous years. This Department has seen a growth in the number of work orders and will be adding a new FTE in FY2016 to help carry the growing workload.

Certifications Held by Staff shows the quality of the technicians employed by Fleet Services. ASE and EVT are independent third party certifications that allow us to impartially verify our technicians' knowledge. Fleet Services staff currently holds 97 ASE and EVT certifications.



AWARDS / ACCREDITATIONS

ASE Blue Seal recognized for seven consecutive years. In order to receive this award, a minimum of 75% of our shop's technicians must be ASE certified. The Department currently has five ASE Master Technicians and two Master Fire Apparatus Technicians.



INFORMATION TECHNOLOGY FUND

The Information Technology Fund provides computer hardware, software, training, GIS analysis, and staff support to all City departments. Charges are based on hardware and software replacements for each department.

INFORMATION TECHNOLOGY ISF INCOME STATEMENT

	FY2014	FY2015	FY2015	FY2016	FY2016	FY2016
	Actual	Budget	Proj. Actual	Base	Changes	Budget
Beginning Fund Balance	329,383	23,668	193,039	243,397	-	243,397
Revenues						
IS Fees	2,755,489	3,600,923	3,600,923	4,767,878	5,255	4,773,133
Other Revenues	21,286	15,400	13,900	13,900	-	13,900
Bond Proceeds				162,000	-	162,000
Transfers In	1,060	-	-	-	-	-
Transfers In, General Fund	8,436	412,872	412,872	20,000	10,110	30,110
Transfers In, Joint Services	58,035	7,685	7,685	-	1,450	1,450
Transfers In, Utilities	292,265	8,550	8,550	-	236,980	236,980
Transfers In, SRF's	13,900	-	-	-	3,650	3,650
Transfers In, Salary Ad	-	-	-	-	-	-
Transfers In, Fleet	-	243,516	243,516	-	-	-
Transfers In, GCP	-	-	-	-	-	-
Total Revenues	3,150,471	4,288,946	4,287,446	4,963,778	257,445	5,221,223
Expenditures						
GIS	391,296	-	-	-	-	-
I/T Operations	1,258,886	1,839,114	1,782,135	1,788,990	-	1,788,990
Capital Replacement	1,662,390	2,454,953	2,454,953	2,858,997	613,390	3,472,387
Total Expenditures	3,312,572	4,294,067	4,237,088	4,647,987	613,390	5,261,377
Ending Fund Balance	\$ 167,282	\$ 18,547	\$ 243,397	\$ 559,188	\$ (355,945)	\$ 203,243
CAFR Adjustment	25,757	-	-	-	-	-
Available Fund Balance	\$ 193,039	\$ 18,547	\$ 243,397	\$ 559,188	\$ (355,945)	\$ 203,243

Expense increases in FY2016 relate to major ISF replacements including the City's phone system, firewall upgrades and replacement of the major VMWare servers. Additionally in FY2016, the City will be replacing the Parks and Recreation program management software.

CAPITAL REPLACEMENT CONTRACTS BUDGET

The purchase and support of computers and peripherals, end-user training, major business applications, and the network system are included in this department. Costs are assessed on a per capita or per component basis, and charged back to the user division over the life of the equipment. Equipment is then purchased on a coordinated, centralized, pre-planned basis, which minimizes cost of purchase, maintenance, and training. Divisions are also charged for the maintenance of production applications and their proportionate use of network resources.

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	-	-	-	-	-	-
Operating	1,209,329	1,474,846	1,474,846	1,724,147	170,000	1,894,147
Capital	453,061	980,107	980,107	1,134,850	443,390	1,578,240
Total Departmental Budget	\$1,662,390	\$2,454,953	\$2,454,953	\$2,858,997	\$ 613,390	\$3,472,387

Project	Reason	FY2016 Cost
Hardware Replacements		
Replace primary network firewall/intrusion protection device	End of life	90,000
Replace core virtual server host machines (5 large servers)	End of life	300,000
Replace main storage area network data switch	End of support	60,000
Replace voice-over-ip phone system servers and software	End of life, End of vendor support	300,000
Replace Cisco telephones (200)	End of life	55,000
Replace library training laptops (12)	End of life	24,000
Lease buy-out of large format scanner/copier in Planning	Lease buy out will save money over long term	9,600
Replace Library Useful computers (partial)	End of life	10,000
Replace 15 workgroup data switches in buildings (partial)	End of life, equipment failures	70,000
Replace 2 physical application servers	End of life	15,000
IT loaner laptop inventory (4)	Reduce need for individual user laptops	4,000
Replace server rack power distribution units - partial	End of life	2,000
Hardware Replacements Total		\$ 939,600
Additional ISF Costs		
Software maintenance contracts	Support contracts for business critical apps	\$ 1,588,947
Hardware Replacements Total		\$ 1,588,947
Information Technology ISF Total		\$ 2,528,547

INFORMATION TECHNOLOGY: INTERNAL SERVICE FUND FIVE-YEAR PROJECTIONS

Contract	FY2016	FY2017	FY2018	FY2019	FY2020
Services					
First Contact Meetings	700	700	700	700	700
Software	150,000	20,000	20,000	20,000	20,000
Technology Training	15,000	13,000	13,000	13,000	13,000
Annual Contracts	1,630,147	1,345,993	1,480,592	1,628,652	1,791,517
Printer/Switch Replacements	17,500	17,500	17,500	17,500	17,500
Desktop Operations	5,000	5,000	5,000	5,000	5,000
Network Operations	45,800	45,800	45,800	45,800	45,800
Contingency	10,000	10,000	10,000	10,000	10,000
Network Replacement Contingency	20,000	20,000	20,000	20,000	20,000
Total Services	1,894,147	1,477,993	1,612,592	1,760,652	1,923,517
Capital Outlays and Projects					
Replacement Network Hardware	1,578,240	1,100,968	1,211,065	1,332,171	1,465,388
Total Capital Replacement	1,578,240	1,100,968	1,211,065	1,332,171	1,465,388
Total Costs by Function	\$3,472,387	\$2,578,961	\$2,823,657	\$3,092,823	\$3,388,905

INFORMATION TECHNOLOGY

DEPARTMENT DESCRIPTION

The Information Technology (IT) Department provides information and technology management services for the City. The Department provides application support, network infrastructure management, and the telephone system. Additionally, the Department manages the Information Technology Internal Services (ISF) Fund.

FINANCE AND ADMINISTRATION

INFORMATION TECHNOLOGY

17 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Continued rollout of virtualized desktops to all eligible City employees.
- ✓ Updated the City IT Master Plan and continued implementation of key projects identified in the Plan.
- ✓ Completed implementation of the City's Enterprise Asset Management System (Infor).
- ✓ Continued to optimize the City's BizTalk system, which will be used as a hub for all integrations between City software systems.
- ✓ Implemented several software and hardware systems to support newly created Emergency Medical Service
- ✓ Completed extensive technology installations at the new Public Safety Operations and Training Complex (PSOTC).
- ✓ Implemented new AV system and video cameras for Hewlett and Friends rooms in Library.
- ✓ Implemented Veam/Exogrid back-up/disaster recovery system for all IT servers.
- ✓ Completed several new integrations with the OSSI computer aided dispatch system.
- ✓ Planned and initiated projects to implement vehicle fleet management and airport management systems.

PRIMARY COUNCIL STRATEGIC GOALS



Notable Budget Items

Disaster Recovery System
\$100,000

Microsoft Exchange
\$20,000

Increase Backup Capacity
\$22,000

2-Factor Authentication
\$20,000

(All items accounted for in
Technology ISF)

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

- Lead the City in process improvements through technology.
- Deliver a highly reliable and resilient IT infrastructure to all City departments.
- Advise and assist division teams in selecting, implementing and upgrading application software products through implementation of the Information Technology Master Plan.
- Manage the City's IT investments in a cost-effective manner.
- Provide excellent customer service and support to all departments.
- Help in the selection and begin implementation of a Customer Information System (CIS) for Customer Care and HR management system.
- Expand implementation of the Infor Enterprise Asset Management system to additional departments and asset types.
- Implement IT system performance measures using Extrahop performance monitoring tool.
- Replace obsolete elements of the IT infrastructure including the VoIP phone system, virtual server hosts, and main network firewall.

DEPARTMENTAL BUDGET

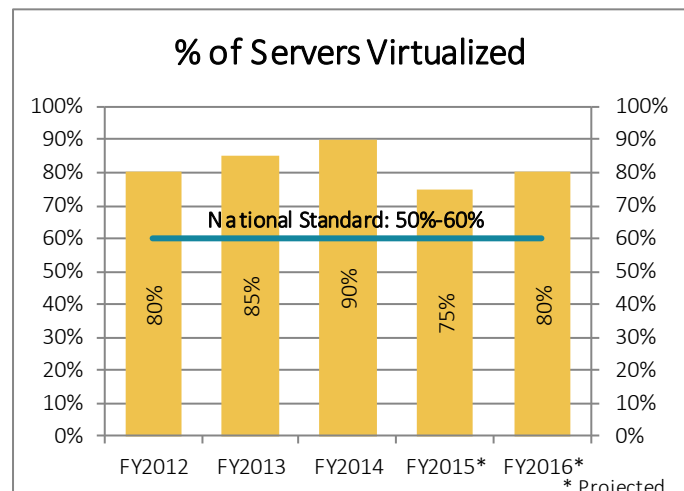
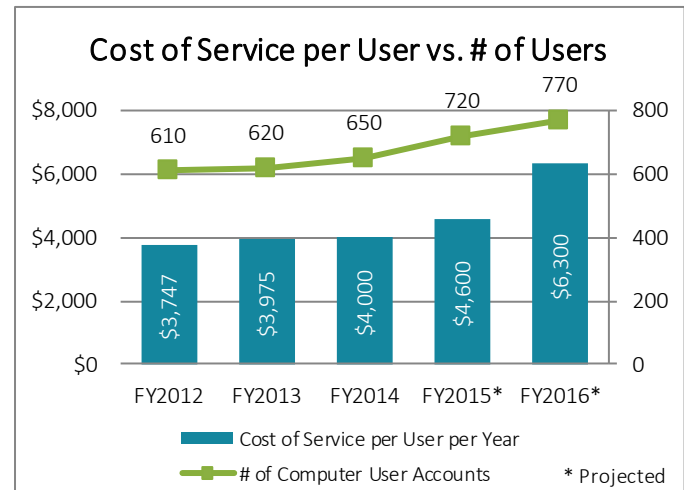
	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	1,065,768	1,573,979	1,537,600	1,547,076	-	1,547,076
Operations	160,504	265,135	244,535	241,914	-	241,914
Capital	32,614	-	-	-	-	-
Total Departmental Budget	\$1,258,886	\$1,839,114	\$1,782,135	\$1,788,990	\$ -	\$1,788,990

DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Workload Measures						
1. Help desk calls received	5,500	5,500	5,500	5,500	200	5,700
2. # of computer user accounts managed	650	680	720	720	50	770
3. # of servers managed	175	190	190	190	15	205
Performance Measures						
1. Core network uptime	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
2. % of servers virtualized	90%	95%	75%	75%	5%	80%
3. Cost of service per user/per year	\$4,000	\$4,600	\$4,600	\$4,600	\$1,700	\$6,300

Cost of service per user/per year is an important measure because it reflects the growing use of technology by the City's various business units. Software applications in particular are becoming an increasingly important tool for dealing with work demands generated by growth, online services, and the need for rapid access to information. Software purchases, however, generate costs for the IT department in the form of hardware expansion, increased maintenance, and system administration.

Percent of servers virtualized is key to measuring the IT Department's work to leverage new technologies that reduce the costs of increased software implementation. Virtualization delivers very high return on investment by minimizing the need to purchase hardware to provision new servers or to expand existing servers. In the future, this measure should include the use of "cloud" based infrastructure.



SELF-INSURANCE FUND

The Self Insurance Fund accounts for the revenues and expenses related to employee health benefits. The City provides health and dental benefits for full-time employees. The City transitioned to a self-funded medical plan out of the traditional fully insured model in FY2014 to help lower costs and maintain stability in premiums.

SELF-INSURANCE ISF INCOME STATEMENT

	FY2014 Actual	FY2015 Budget	FY2015 Proj. Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Beginning Fund Balance	-	82,796	221,021	756,904	-	756,904
Revenues						
EE PPO Contributions	1,539,745	2,191,481	2,498,511	2,608,500	-	2,608,500
EE HDHP Contributions	1,786,036	3,397,215	2,570,029	2,746,000	-	2,746,000
Interest	58	-	1,865	-	-	-
Other	-	-	160,000	-	-	-
Total Revenues	3,325,839	5,588,696	5,230,405	5,354,500	-	5,354,500
Expenditures						
Special Services	-	123,461	123,461	175,000	-	175,000
Medical Claims	2,455,852	3,515,619	3,515,619	3,700,000	-	3,700,000
Fees, Administrative	186,296	191,786	280,030	305,760	-	305,760
Fees, Stop Loss	444,169	649,572	740,215	840,000	-	840,000
Fees, Compass Admin	18,501	25,728	32,414	35,000	-	35,000
Fees, Legal Services	-	-	2,783	-	-	-
HSA Contributions	-	440,800	-	500,000	-	500,000
Health OPT Out Exp	-	-	-	-	-	-
Transfers Out	-	-	-	-	-	-
Total Expenditures	3,104,818	4,946,966	4,694,522	5,555,760	-	5,555,760
Ending Fund Balance	\$ 221,021	\$ 724,526	\$ 756,904	\$ 555,644	\$ -	\$ 555,644
CAFR Adjustment	-	-	-	-	-	-
Available Fund Balance	\$ 221,021	\$ 724,526	\$ 756,904	\$ 555,644	\$ -	\$ 555,644

As part of the overall move to the self-insurance model, increasing access to wellness events was a key strategy for the City. Throughout the year, the City offers wellness events like *Lunch & Learns*, flu shots, running groups, and bio-metric screenings free of charge to employees.



Wellness Class – Tennis Sampler



City of Georgetown Annual Health Fair

INTERNAL SERVICE FUND PREMIUMS

Internal Service Fund Premiums include:

- Facilities Maintenance
 - Contracts and repairs for buildings and grounds are charged to departments based on actual usage and charges
- Fleet Services
 - Vehicle lease fees are charged to departments based on actual replacement costs.
 - Maintenance fees are charged based on each department's prior year actual usage.
- Information Technology
 - Computer and software lease fees are charged to departments based on replacement costs and estimated usage.
- Joint Services and General (non-departmental)
 - Fees are charged to funds receiving administrative services from another fund based on a reasonable, rational basis. The following factors are used as applicable:
 - Relative revenues
 - Relative personnel
 - Number of utility accounts
 - Number of work orders
 - Number of requisitions

INTERNAL SERVICE PREMIUMS WITH PROGRAMS

ISF Premiums	Facilities Maintenance	Fleet	Information Services	Joint Services	General
<i>Information Services Fund</i>					
Information Resources	49,122	9,181	109,611	-	-
<i>Electric Fund</i>					
Administration	18,919	617,643	479,806	3,753,540	948,342
AMR					
Electric Engineering	-	3,167	-	-	-
Electric Contracts					
<i>Water Services Fund</i>					
Administration	-	523,504	607,120	4,683,050	446,399
Wastewater					
Wastewater Plant Management					
Water					
<i>Rural Water Fund</i>					
Administration	85,992	180,101	80,640	998,207	109,174
<i>Stormwater Drainage Fund</i>					
Stormwater Drainage	-	132,131	46,799	848,079	123,541
<i>Airport Fund</i>					
Airport Operations	116,615	28,275	13,371	123,127	91,691
ISF Totals	\$ 3,111,814	\$ 2,869,588	\$ 4,773,133	\$ 13,435,519	\$ 1,729,753

Excludes intergovernmental charges to GEDCO of \$305,216

Excludes intergovernmental charges to GTEC of \$132,698

Excludes intergovernmental charges to GTEC of \$192,850

INTERNAL SERVICE PREMIUMS WITH PROGRAMS

	Facilities Maintenance	Fleet	Information Services	Joint Services	General
General Fund					
Transportation Administration	-	5,463	20,057	-	-
Streets	-	231,168	120,339	-	-
Planning	28,176	4,019	60,263	-	-
Inspection Services	28,176	37,187	85,895	-	-
Code Enforcement	-	23,731	41,725	-	-
Municipal Court	13,247	-	38,686	-	-
Fire Services Administration	335,281	-	90,217	-	-
Fire Operations	-	209,429	562,118	-	-
Environmental Services	-	-	8,064	-	-
City Manager's Office	55,512	10,280	20,088	-	-
General Government	22,761	-	-	2,962,577	-
City Council	39,530	-	33,480	-	-
Communications	1,515	-	19,923	-	-
Downtown & Comm Services Adm	15,146	-	26,564	-	-
Parks	206,532	208,962	139,463	-	-
Recreation	792,484	25,865	146,104	-	-
Library	315,049	15,032	126,181	-	-
Police Administration	620,248	337,622	876,230	-	-
Animal Services	44,987	16,765	75,105	-	-
Economic Development & Tourism SRF					
Convention & Visitors Bureau	48,751	3,620	26,564	-	10,606
Emergency Management Services SRF					
Paramedic Program	-	36,428	104,096	-	-
Facilities Maintenance Fund					
Facilities Maintenance	-	36,608	46,488	-	-
Fleet Management Fund					
Vehicle Service Center	10,797	47,573	51,582	-	-
Joint Services Fund					
Economic Development	13,631	-	20,088	-	-
Main Street	-	-	6,641	-	-
GUS Administration	130,066	4,747	72,576	-	-
GIS	-	-	-	-	-
Systems Engineering	-	68,185	185,471	-	-
Pump Maintenance	-	-	-	-	-
Finance Administration	37,023	-	38,686	-	-
Accounting	-	-	64,477	-	-
Purchasing	42,473	17,536	51,582	-	-
Utility Office	16,357	9,356	148,297	-	-
Environmental & Conservation Ser	-	26,010	48,384	66,939	-
Human Resources	18,512	-	46,872	-	-
Legal	4,912	-	33,480	-	-