

## INTERNAL SERVICE FUNDS



2016 Georgetown Family Fun Run/Walk

**NEW POSITIONS FY2017**

Information Technology Fund  
Analyst..... 2  
AV Tech ..... 0.5  
**TOTAL NEW POSITIONS FY2017 ..... 2.5**

**INTERNAL SERVICE FUNDS**

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## INTERNAL SERVICE FUNDS OVERVIEW

### OVERVIEW

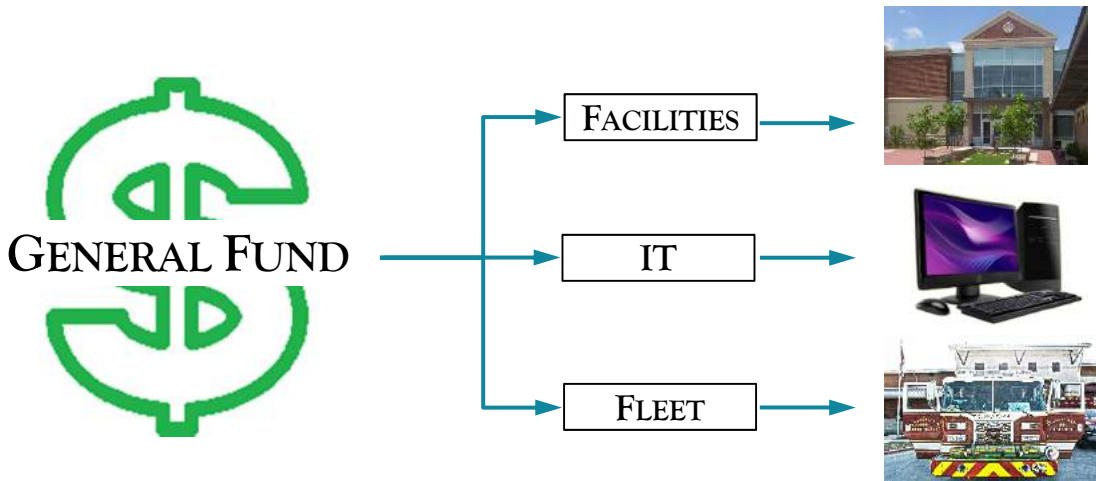
The City of Georgetown utilizes four Internal Service Funds (ISFs). Three of the funds manage the capital replacement and asset management of vehicles, facilities, and technology items. The fourth ISF manages the City’s health and wellness benefits program.

The fleet, facilities, and technology funds receive money from the other operating funds, like the General Fund, to purchase necessary equipment like fire trucks or computers. The operating funds pay not only for the capital purchase of the item, but also a portion of its future replacement. This prepaid amount is called the “lease back rate”, and is employed to help keep capital replacement costs steady and avoid large swings when expensive equipment is due to be replaced.

The health and wellness fund receives money from both the City as well as the employees to pay for medical and prescription costs.

Internal Service Funds	Beginning Fund Balance	FY2017 Revenues	FY2017 Expenditures	Ending Fund Balance
500 - Facilities	364,386	3,342,172	3,544,722	161,836
520 - Fleet	1,337,221	5,751,941	5,052,488	2,036,674
570 - IT	394,592	5,176,824	5,423,802	147,614
590 - Self Insurance	2,604,407	6,038,500	6,311,400	2,331,507
<b>Grand Total</b>	<b>4,700,606</b>	<b>20,309,437</b>	<b>20,332,412</b>	<b>4,677,631</b>

For example, the General Fund transfers money to the ISF’s for goods and services provided by those departments:



## 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 33 municipal buildings (507,924 sq. ft.). The Department is responsible for 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.

FACILITIES MAINTENANCE  
FUND

FACILITIES MAINTENANCE

7 FTEs

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2016

- ✓ Assisted with the completion of the West Side Service Center
- ✓ Finalized design work for the Parks Administration Building as part of the ADA transition plan
- ✓ Contributed to the design of Downtown West by providing facility maintenance information
- ✓ Completed year 1 and 2 of interior facility ADA improvements
- ✓ Concluded maintenance improvements to the Historic Light & Water Works building
- ✓ Installed new flooring in the circulation and public computer areas of the Library
- ✓ Finished City-wide roof and HAVC assessments and inventory
- ✓ Installed a cover over the outdoor pool mechanical equipment at the Recreation Center as part of the MS4 requirements
- ✓ Finished improvements at the Shot Gun House



### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2017

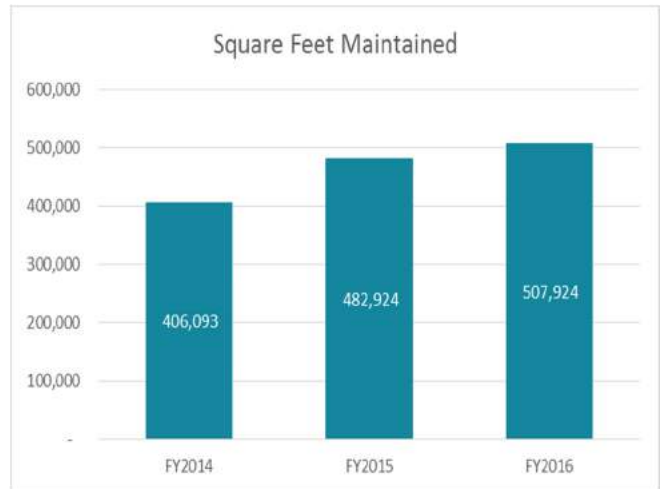
- Sustain quality maintenance of City public facilities to foster a safe and positive atmosphere for employees and citizens
- Complete ADA transition work for the Parks Administration Building, Library and Recreation Center
- Replacement of indoor pool HVAC equipment at the Recreation Center
- Provide 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 and in the construction of Downtown West
- Continue proactive maintenance programs to improve efficiency and enhance customer service
- Art Center roof replacement
- Conclude maintenance projects in City Facilities including flooring and painting

**DEPARTMENTAL BUDGET**

	FY2015 Actual	FY2016 Budget	FY2016 Projected	FY2017 Base Budget	FY2017 Changes	FY2017 Budget
<b>0319 - Facilities Maintenance</b>						
Personnel	436,627	528,506	526,777	555,935	-	555,935
O&M	463,246	320,620	320,620	288,633	-	288,633
Capital	-	-	-	-	-	-
<b>Total Departmental Budget</b>	<b>899,873</b>	<b>849,126</b>	<b>847,397</b>	<b>844,568</b>	<b>-</b>	<b>844,568</b>

**DEPARTMENTAL PERFORMANCE MEASURES**

One of the major goals of the Facilities Maintenance Department is to maintain an active assessment of City assets and their functionality, technical maintenance services, and overall building images and aesthetics. Department management measures functionality to ensure the provision of quality maintenance of City public facilities to foster a safe and positive atmosphere for employees and citizens. Additionally, monitoring the comprehensive replacement schedule provides the Department with an accurate evaluation of the condition of City buildings and their major components. Overall Aesthetics and building image are also monitored to ensure that both internal and external finishes of buildings are properly maintained to ensure quality provision of service while protecting the City's investments. Recent additions of the Public Safety Operations and Training Center, located at 3500 DB Wood Road in 2015 and the West Side Service Center at 5511 Williams Drive in 2016 have added over 100,000 square feet of facilities to be maintained by the department.



## 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 department manages the Fleet Services Fund, writes specifications for new vehicle and equipment purchases, and performs new product research.

FLEET SERVICES FUNDS

FLEET SERVICES

9 FTEs

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2016

- ✓ Recognized by the National Institute for Automotive Service Excellence Blue Seal of Excellence Program for the 8<sup>th</sup> year in a row
- ✓ Implemented new Infor EAM fleet maintenance software
- ✓ Hired additional technician to maintain customer service level
- ✓ Replacement of:
  - ✓ Three patrol and two undercover Police vehicles, two Fire apparatus
  - ✓ Electric Department bucket truck
  - ✓ Parks Department backhoe, four-door mowing crew truck, and one pickup, Recreation Department 15 passenger van
  - ✓ Two Water Department dump trucks and two pickups, two utility service trucks
  - ✓ One Ford Escape for Public Works Department
  - ✓ Street Department rubber tire loader
- ✓ Purchases
  - ✓ New Stormwater street sweeper
  - ✓ One additional utility service truck
  - ✓ Mini-van for CVB
  - ✓ Two additional Ford Escapes
  - ✓ Purchased additional pickup for System Engineering



### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2017

- 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
- Provide outstanding customer service for all customers
- Increase professionalism for mechanics by obtaining additional ASE and EVT Certifications
- Continue to research alternative fuels for use in City fleet, such as exploring propane conversions for vehicles already in fleet
- Improve customer service skills
- Maintain the integrity of the City's fleet through effective management of the Fleet Internal Service Fund
- Purchase the following vehicles: 10 Police patrol cars, 2 undercover and 2 Park Ranger carts; 1 Fire ladder apparatus (Quint); 2 small SUV's; 6 pickups; 1 service truck; 1 backhoe; 1 hydroexcavator; 1 sewer vacuum truck; 2 mowers; 2 tractors and 1 small van

**DEPARTMENTAL BUDGET**

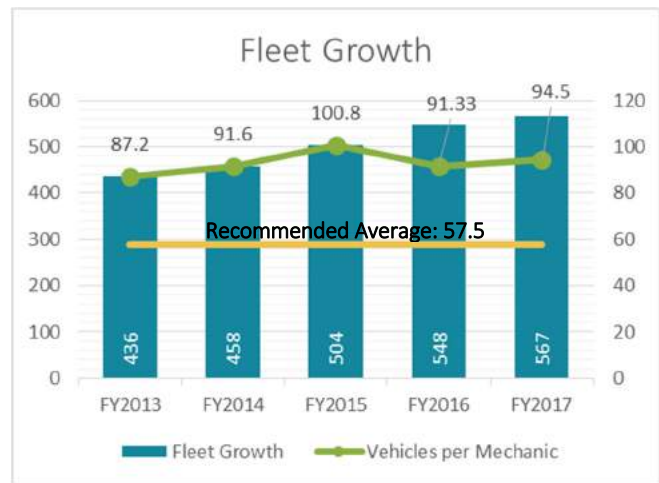
	FY2015 Actual	FY2016 Budget	FY2017 Base Budget	FY2017 Changes	FY2017 Budget
<b>0320 - Vehicle Services</b>					
Personnel	573,792	678,344	680,393	-	680,393
O&M	636,573	740,401	729,623	26,650	756,273
<b>Total Departmental Budget</b>	<b>1,210,365</b>	<b>1,418,745</b>	<b>1,410,016</b>	<b>26,650</b>	<b>1,436,666</b>

**DEPARTMENTAL PERFORMANCE MEASURES**

*Fleet growth* measures the ratio of number of fleet assets to mechanics on staff. Government Fleet Magazine recommends 57.5 vehicles per mechanic. This measurement is important as it can be directly linked to the workload experience by current staff. The recommended average is used as a tool for City staff to make sound decisions when considering additional mechanics for Fleet Services.

The *Number of Work Orders* per year is a measurement of Fleet Services and is one way to show our progress to previous years. This measure is important because it shows the productivity of technicians. It also shows that preventive maintenance and repairs are taking place.

Preventive maintenance is scheduled, routine maintenance to keep vehicles and equipment running as well as prevent downtime, and expensive repair costs. This includes oil/fluid changes, greasing the chassis, and making adjustments for wear. Fleet Services has seen a growth in the number of work orders.



*Percent of Budget Outsourced* is a measure of the amount of maintenance dollars spent with outside vendors as compared to total maintenance dollars spent at Fleet Services. For example, sending fire trucks to a shop that specializes in fire apparatus repair or sending vehicles to a fast lube shop to for oil changes. Many times these outside shops have specialized equipment and technical knowledge that can get the job done faster and have the vehicle back on the road sooner while allowing Fleet Services to focus on other priority repairs. Outsourcing repairs is not a replacement for technicians on staff, it is used to compliment the services performed by Fleet Services in an effort to reduce downtime.

*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 93 ASE and EVT certifications.

**AWARDS/ACCREDITATIONS**

*ASE Blue Seal recognized* for eight 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

## 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.



## MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2016

- ✓ Completion of CIS selection and Analysis phase
- ✓ Replacement of aging server and network infrastructure in datacenter
- ✓ Utilization of next generation firewall technology and major phone system upgrade
- ✓ Strategic plan for IT governance
- ✓ Reorganization of IT Steering Committee application review process
- ✓ Implementation of best practice methodology for IT cost allocation based on usage
- ✓ Completion of IT infrastructure for Westside service center, the Five-Year IT Asset Plan, and numerous other software implementations
- ✓ Creation of IT support team dedicated to Public Safety support



## MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2017

- Complete draft of the IT Strategic Plan
- Ongoing support of CIS project
- Selection of new Financial Information System and HR Information Systems
- Partial replacement of the City's Storage Area Network
- Replacement of obsolete desktop computers
- Implementation of numerous critical software applications including replacement of Parks management system and Legal contract management system
- Test pilot of cloud based disaster recovery
- IT infrastructure implementations in new facilities: Garey Park, New City Hall, Fire Station 6
- Complete implementation of two factor authentication to improve perimeter security
- Plan for addressing increasing printing costs

## Notable Budget Item(s)

- Reorganization of the IT staff
- Disaster Recovery Pilot Project
- 2 Analyst Positions

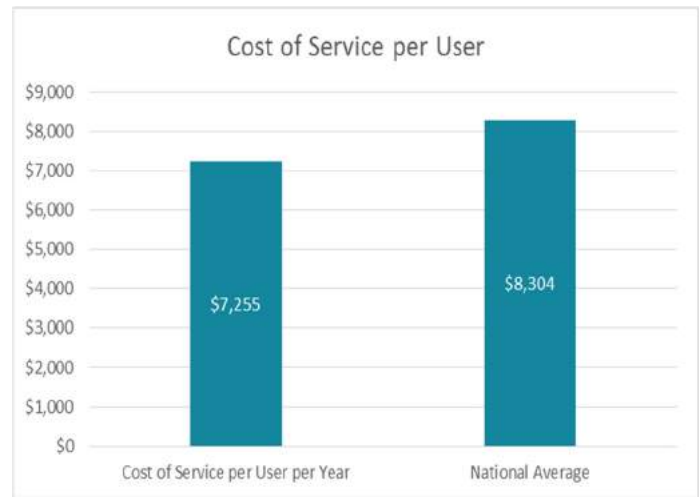


**DEPARTMENTAL BUDGET**

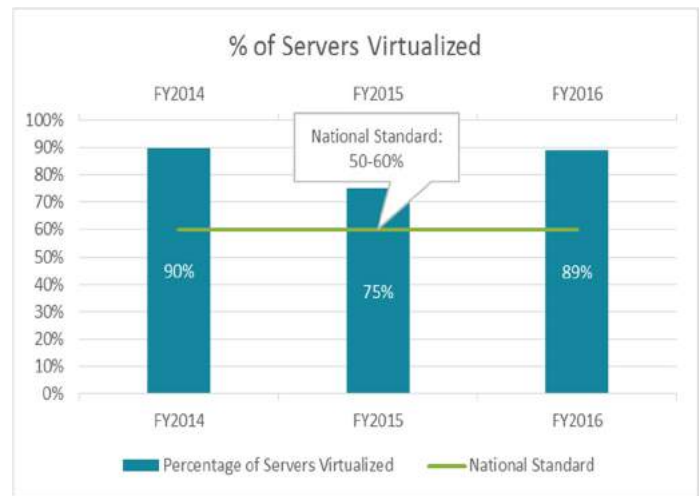
	FY2015 Actual	FY2016 Budget	FY2016 Projected	FY2017 Base Budget	FY2017 Changes	FY2017 Budget
<b>0536 - IT</b>						
Personnel	1,514,044	1,547,076	1,575,824	1,696,967	270,436	1,967,403
O&M	1,763,349	2,136,061	2,091,724	2,549,674	55,640	2,605,314
Capital	817,138	1,578,240	1,578,240	851,085	-	851,085
<b>Total Departmental Budget</b>	<b>4,094,531</b>	<b>5,261,377</b>	<b>5,245,788</b>	<b>5,097,726</b>	<b>326,076</b>	<b>5,423,802</b>

**DEPARTMENTAL PERFORMANCE MEASURES**

*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. The cost per user for IT went up to \$7,255, largely due to the implementation of new software packages and more accurate user counts from asset management software. The Number of users increased from 650 to 770, an 18.5% increase from the previous year. The national average cost of service for local government is \$8,304.



*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. 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.

### SELF-INSURANCE INCOME STATEMENT

	FY2015 Actual	FY2016 Budget	FY2016 Projected	FY2017 Base	FY2017 Changes	FY2017 Budget
Beginning Fund Balance	221,021	756,904	2,129,907	2,604,407	-	2,604,407

Revenues	FY2015 Actual	FY2016 Budget	FY2016 Projected	FY2017 Base	FY2017 Changes	FY2017 Budget
HDHP Contributions	3,062,148	2,746,000	2,658,500	2,658,500	-	2,658,500
Interest	4,560	-	4,000	4,000	-	4,000
Other	160,000	-	-	-	-	-
PPO Contributions	2,867,978	2,608,500	3,376,000	3,376,000	-	3,376,000
Transfers	-	-	-	-	-	-
<b>Grand Total</b>	<b>6,094,686</b>	<b>5,354,500</b>	<b>6,038,500</b>	<b>6,038,500</b>	<b>-</b>	<b>6,038,500</b>

Expenses	FY2015 Actual	FY2016 Budget	FY2016 Projected	FY2017 Base	FY2017 Changes	FY2017 Budget
Medical Claims	2,980,758	3,700,000	4,237,000	4,981,400	-	4,981,400
Administrative Fees	280,096	305,760	270,000	270,000	-	270,000
Compass Admin Fees	25,762	35,000	35,000	35,000	-	35,000
Legal Service Fees	36,600	-	-	-	-	-
Special Services	108,558	175,000	200,000	175,000	-	175,000
Stop Loss Fees	754,026	840,000	572,000	590,000	-	590,000
H.S.A. Contributions	-	500,000	250,000	260,000	-	260,000
<b>Grand Total</b>	<b>4,185,800</b>	<b>5,555,760</b>	<b>5,564,000</b>	<b>6,311,400</b>	<b>-</b>	<b>6,311,400</b>

	FY2015 Actual	FY2016 Budget	FY2016 Projected	FY2017 Base	FY2017 Changes	FY2017 Budget
<b>Ending Fund Balance</b>	<b>2,129,907</b>	<b>555,644</b>	<b>2,604,407</b>	<b>2,331,507</b>	<b>-</b>	<b>2,331,507</b>
Rate Stabilization Reserve	-	-	1,112,800	1,262,280	-	1,262,280
Incurred But Not Reported Reserve	-	-	556,400	631,140	-	631,140
<b>Available Fund Balance</b>	<b>2,129,907</b>	<b>555,644</b>	<b>935,207</b>	<b>438,087</b>	<b>-</b>	<b>438,087</b>



City Running Group in San Gabriel Park



City Dodgeball Tournament to kickoff United Way Campaign