

POLICE: ANIMAL SERVICES

DEPARTMENT DESCRIPTION

Animal Services protects the health and safety of the residents in Georgetown from animal nuisances and dangers, while promoting animal welfare in our community. A primary focus of the Department is to protect the community from the threat of rabies. This is accomplished through a public information program as well as the enforcement of ordinances relating to vaccination and "leash laws". Officers proactively enforce City Code relating to animals and respond to a variety of calls for service.



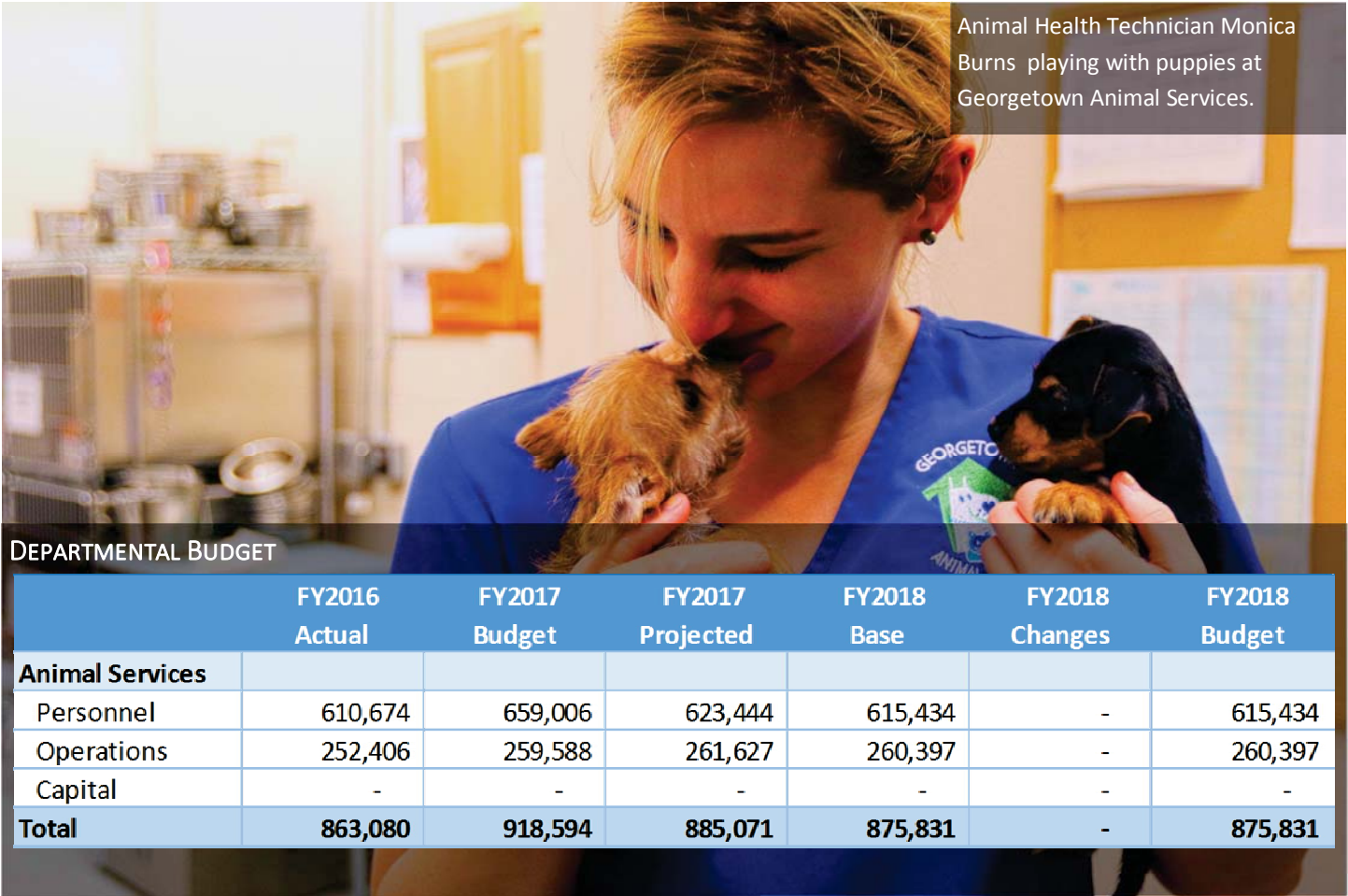
MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Achieved "No Kill" (less than 10% euthanasia rate) status for fourth consecutive year.
- ✓ Increased "Live Release" rate from 93.5% in FY2016 to 96.0% in FY2017.
- ✓ Bolstered community engagement efforts
 - Hosted middle school children from the After School Action Program of the GISD.
 - Expanded our outreach to have shelter dogs visit residents of assisted living homes to include Park Place and Brookdale.
 - Participated in Georgetown Project's Bridges to Growth Children's Safety Day, Law Enforcement Field Day, Junior Police Academy, Citizen's Police Academy, and Georgetown's Safety Expo.
 - Hosted five low-cost vaccine clinics and three free cat spay/neuter clinics.
- ✓ Created relationships with local tainers and wildlife rescues to improve live release outcomes and ensure safe adoptions.
- ✓ Enhanced volunteer program with the addition of background checks and the creation of "Adoption Event Training".

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Expand efforts in community engagement and outreach through pet safety education, having a positive impact on animal population control through our spay/neuter clinics, the importance of microchipping, and enhancing the lives of both people and pets through positive interactions.
- Increase our presence on Social Media to continue to build trust in the community, increase our exposure to gain more foot traffic, and highlight our adoptable animals. This will aide us in maintaining a high adoption rate and a high "Live Release" rate which directly impacts the achievement of "No Kill" status.
- Further enhance our volunteer program with the addition of an in-depth training program for dog walkers and offering a wider variety of opportunities for volunteers to support the shleter.
- Show a greater support for organizational development within the shelter through increased opportunities for staff training to include seminars, city training programs, team training during staff meetings, and hands-on training through partnerships with local veterinarians.





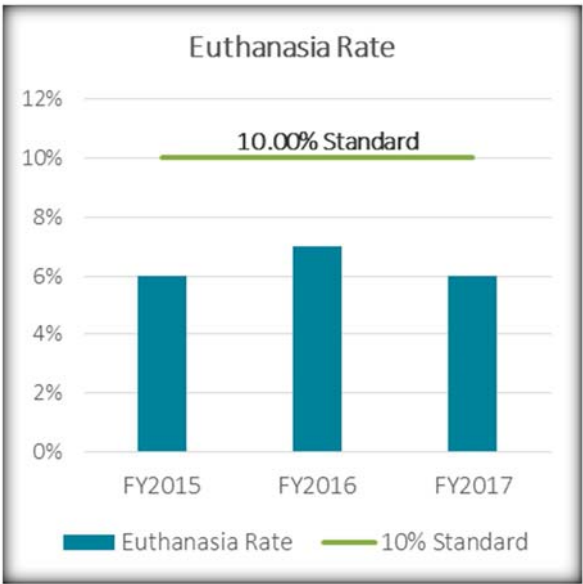
Animal Health Technician Monica Burns playing with puppies at Georgetown Animal Services.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Animal Services						
Personnel	610,674	659,006	623,444	615,434	-	615,434
Operations	252,406	259,588	261,627	260,397	-	260,397
Capital	-	-	-	-	-	-
Total	863,080	918,594	885,071	875,831	-	875,831

DEPARTMENTAL PERFORMANCE MEASURES

With the growth of the community the *number of Impounded Pets* has increased. It is projected the number of impounded animals will reach 1,900 in FY2017. This represents an increase of 14% relative to five years ago. The growth in the impounded pet population is consist with the City’s overall citizen popula- tion. In every month of since FY2016, the shelter has obtained the status of a “*No Kill*” shelter. To achieve this status, the eu- thanasia rate must be **below 10%**. It is the goal of staff to con- tinue this trend in FY2018.



POLICE: CODE ENFORCEMENT

DEPARTMENT DESCRIPTION

Code Enforcement monitors existing property for continued compliance with fire, building, nuisance, development codes and ordinances. Code Enforcement's goal is to protect and maintain the public health, safety and welfare, and to protect and maintain the quality of life within the City.

GENERAL FUND

CODE ENFORCEMENT

5 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Hired a Chief Code Enforcement Officer and one Code Enforcement Officer.
- ✓ Developed and fostered positive relationships with Commercial and Residential Property managers as well as Home Owners Associations (HOA) contacts to more productively abate code violations.
- ✓ Participated in the Georgetown Community Clean-Up event.



MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Hire a new Code Enforcement Officer.
- Work with the City Prosecutor to update and implement the Junk Vehicle Removal policy.
- Partner with the Legal Department and Chief Building Official to update and implement the dangerous structure/condemned building process.
- Update all brochures and handouts to reflect any changes since the last printing.
- Work with IT to utilize technology available to streamline code enforcement processes.
- Certify all Code Enforcement Officers through the State as well as obtain the ICC Property Maintenance Code certification.

City of Georgetown Code Enforcement Fleet



DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Code Enforcement						
Personnel	277,125	331,433	300,667	328,366	-	328,366
Operations	89,981	76,340	73,198	87,383	-	87,383
Total	367,106	407,773	373,865	415,749	-	415,749

DEPARTMENTAL PERFORMANCE MEASURES

Quality of Code Enforcement: In the most recent citizen survey, when asked to rate the overall quality of Code Enforcement the majority of residents, 76.7% rated the quality of the Code Enforcement Department as good or excellent.

Code Enforcement tracks the **number of complaints** filed and **warnings issued** to ensure the staff is proactively responding to the needs of our growing community.

Additionally, Code Enforcement Staff measures the **closure rate** monthly. This measure is designed to ensure issues are resolved in a timely manner.

In FY2018, the department will use the number of complaints and the closure rate to develop performance measures that will evaluate success.



COMMUNICATIONS

DEPARTMENT DESCRIPTION

The Communications Department informs the public of City activities. The Department provides content and information for City websites, social media sites, YouTube sites, the City Reporter resident newsletter, GTV cable and website broadcasts, e-newsletters, news releases, and other mailings and advertisements. The Department also works with the Information Technology department to support the City's intranet site to enhance communication to City staff.

GENERAL FUND

COMMUNICATIONS

3 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Hired Information Specialist to increase social media presence and provide timely information to the public.
- ✓ Co-edited and coordinated the America's Fastest Growing City annual report for FY2017.
- ✓ Worked with City taskforce and City Manager's Office to develop a name for the City's transit system.
- ✓ Assisted the City taskforce in building the GoGeo website.
- ✓ Created 2018 budget highlight video as well as other popular videos for the Garey Park groundbreaking, Citizen Survey highlights, Palace Theater, Police Explorer program, Shop Small campaign, Rabbit Hill water storage tank, medications collection box, and Southwest Bypass.
- ✓ Created bi-weekly Georgetown Essential Messages (GEM) videos that are sent to City employees.
- ✓ Assisted with webpage, e-newsletter, social media, and other public outreach on the Williams Drive Study and the Austin Avenue Bridges project.
- ✓ Began process to develop a community vision statement for Georgetown.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Collaborate with stakeholders to develop a Communications Strategic Plan for the City.
- Work with cross-departmental team to research and implement an inbound and outbound citywide citizen communications and response system, including organizational fit and software assessment, acquisition, and implementation.
- Expand marketing for City programs and events through placements at local theaters, on social media platforms and on cable TV.
- Create performance measures to review and report on department effectiveness.



Communications Team Showing off their mastery of Green Screen Magic.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Communications						
Personnel	261,805	269,696	261,030	278,103	-	278,103
Operations	120,383	119,637	115,887	121,534	-	121,534
Capital	2,701	(2,000)	500	500	-	500
Total	384,889	387,333	377,417	400,137	-	400,137

DEPARTMENTAL PERFORMANCE MEASURES

The Public Communications Department seeks to provide relevant content to help keep the community informed across several mediums including the City website, social media platforms such as Facebook and Twitter, the City Reporter resident newsletter and YouTube. The City utilizes social media and the internet to engage the community regarding crime prevention and police assistance, emergency alerts and weather updates, upcoming events, activities and class registrations, and City Council Meetings and Agendas. This year the Department has created YouTube videos for the FY2018 Budget, the results of a Citizen Satisfaction Survey, and an update on the construction of the Southwest Bypass.



7,969 Fans



5,439 Followers

AWARDS/ACCREDITATIONS

Recognition from the [Government Finance Officers Association](#) for three years in a row for the Popular Annual Financial Report.

Won Excellence Award (second place) at TAMIO conference for special video on 100% renewable energy.



Government Finance Officers Association

**Award for
Outstanding
Achievement in
Popular Annual
Financial Reporting**

PUBLIC WORKS ADMINISTRATION

DEPARTMENT DESCRIPTION

The Public Works Administration Department oversees transportation planning, transit, streets and sidewalk operations and maintenance, stormwater operations and maintenance, airport operations and maintenance and environmental services. This Department interacts with federal, state, and county agencies to meet the current and future transit, mobility, and transportation needs of the community. Additionally, the Public Works Administration Department maintains stormwater infrastructure, oversees municipal solid waste operations, and maintains the closed landfill and transfer stations infrastructure.

GENERAL FUND

PUBLIC WORKS
ADMINISTRATION

4 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Finalized Transit Development Plan, ADA Paratransit Plan, and Title VI Accessibility Plan to implement GoGEO Urban Transit Program.
- ✓ Launched GoGEO fixed route transit and complimentary paratransit services.
- ✓ Continued Public Meetings and review process for Environmental Review of the Austing Avenue Bridges project.
- ✓ Programmed ADA improvements to 7 crossings of Williams Drive, 3 downtown sidewalks, and the Austin Avenue/Morrow Street crosswalk.
- ✓ Completed the Williams Drive Study.
- ✓ Constructed over \$1 million in sidewalks.

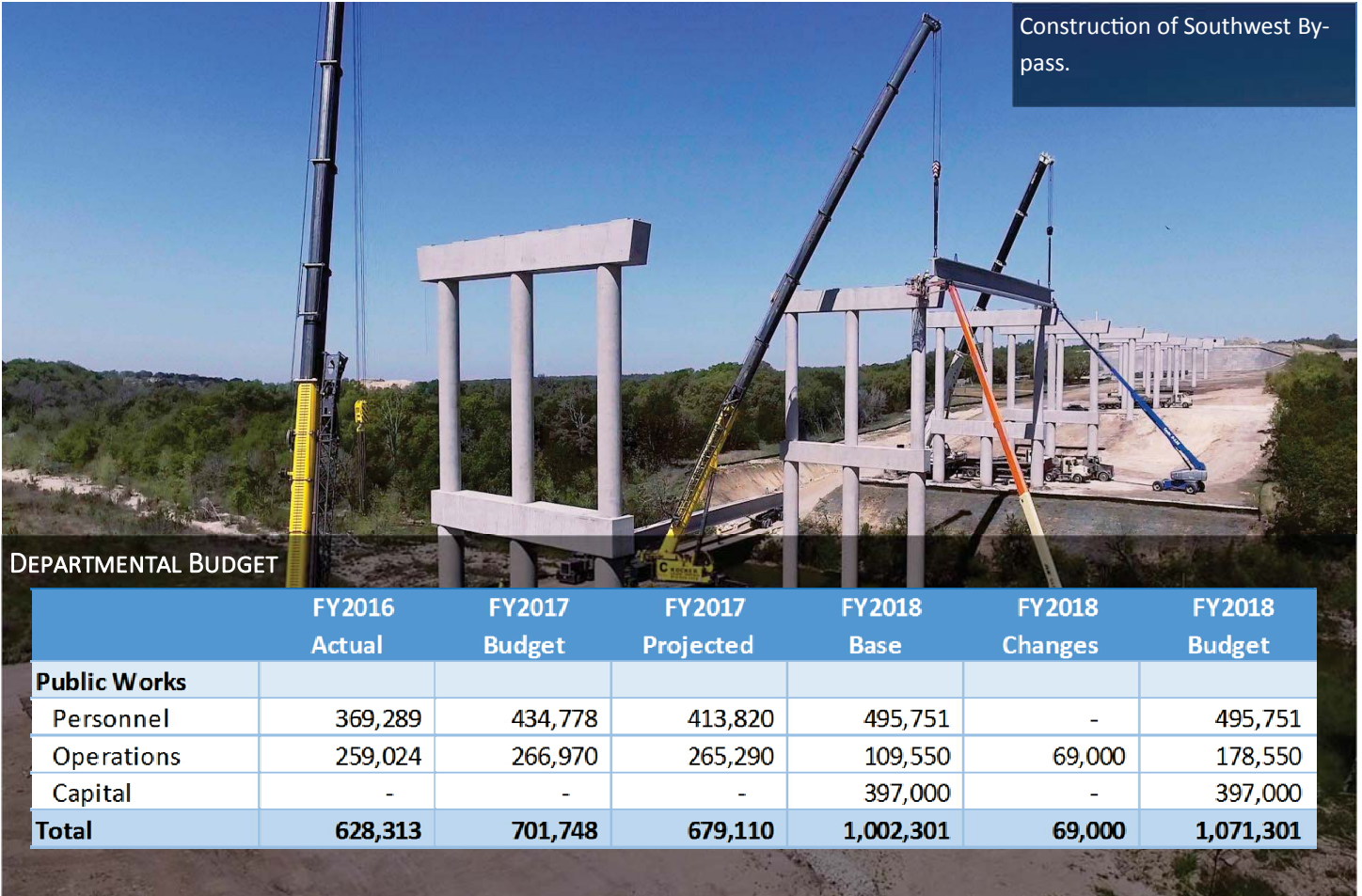


MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Develop implementation strategies for the Overall Transportation Plan and ADA Master Plan.
- Work with TxDOT and CAMPO to update necessary projections and models to facilitate the overall Transportation Plan.
- Monitor and report activity related to the implementation of the GoGeo Transit System.
- Complete self-assessment for APWA accreditation process.

Notable Budget Item(s)

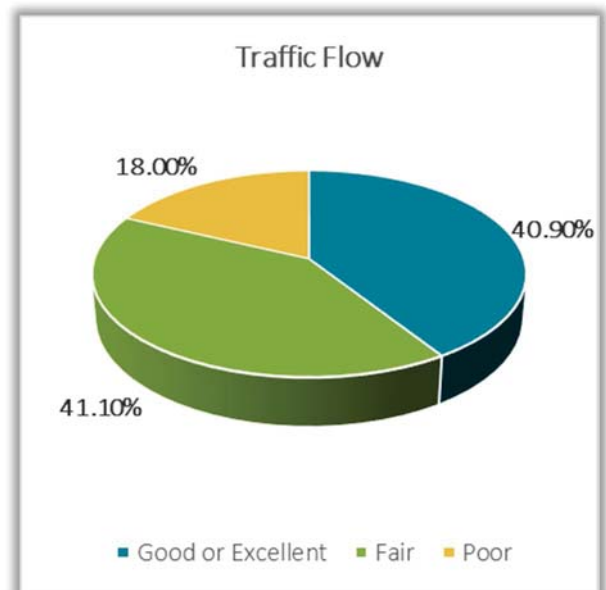
Bike Master Plan
\$44,000
Traffic Analysis
\$25,000



DEPARTMENTAL PERFORMANCE MEASURES

The most recent Citizen Survey identified *mobility* as a key concern in Georgetown. 41.1% of citizens who participated in the survey rated traffic flow as fair in the City.

The FY2018 budget seeks to improve the number by including \$21 million in voter-approved road improvements and over \$4 million dollars for road maintenance and repairs. \$15 million will fund the extension of Rivery Boulevard and Northwest Boulevard Bridge, a project that will create a key east-west alternative to Williams Drive.



SOLID WASTE AND RECYCLING SERVICES

DEPARTMENT DESCRIPTION

Solid Waste and Recycling Services provides curbside collection and disposal services for solid waste, recycling, and yard trimmings. These services are provided through an outsourced services contract with a third-party provider. Environmental Services administers the contract and oversees daily activities. The Department administers several other programs including disposal programs for household hazardous waste, solid waste, and recycling collection. Additionally, the Department provides free mulch to residents as part of the yard trimmings program. Environmental Services also manages, administers permits, and ensures environmental compliance of the City owned decommissioned landfill, the Public Collection Station, and the transfer station.

GENERAL FUND

SOLID WASTE AND
RECYCLING SERVICES

0 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Maintained the City's statutory compliance with local, state, and federal environmental legislation and regulations.
- ✓ Increased awareness of sanitation programs and events through proactive communication with citizens.
- ✓ Provided education and outreach to encourage recycling participation to promote environmental stewardship.
- ✓ Finished permit modifications for the landfill.
- ✓ Finalized construction of the transfer station detention pond.
- ✓ Renewed solid waste services contract maintaining competitive rates and services.
- ✓ Initiated the discussions and secured funding for a study for a modernized transfer station.
- ✓ Secured study project funding for a long-term High-Diversion Resource Management Plan.
- ✓ Continued work towards increasing Red Poppy Festival zero-waste program goal of 90% or greater waste diversion by 2021.



Notable Budget Item(s)

Sanitation Contract
\$1,000,000

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- File for City's transfer station SWP3 permit.
- Work towards an increasing Red Poppy Festival zero-waste program goal of 90% or greater waste diversion by 2021.
- Preserve the City's statutory compliance with local, state, and federal environmental legislation and regulations.
- Sustain sanitation programs awareness and events through active communication with citizens.
- Continue to provide education and outreach to encourage recycling participation to promote environmental stewardship.
- Begin the external study project of the City's transfer station site and possible modernized building.
- Begin the external study project building the long-term High-Diversion Resource Management Plan.
- Self-assessment for APWA accreditation process.



Zero Waste Initiative at Red Poppy Festival.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Solid Waste and Recycling Services						
Personnel	74,664	-	-	-	-	-
Operations	5,851,052	5,879,717	6,155,717	6,578,794	1,044,618	7,623,412
Capital	-	-	-	-	-	-
Total	5,925,716	5,879,717	6,155,717	6,578,794	1,044,618	7,623,412

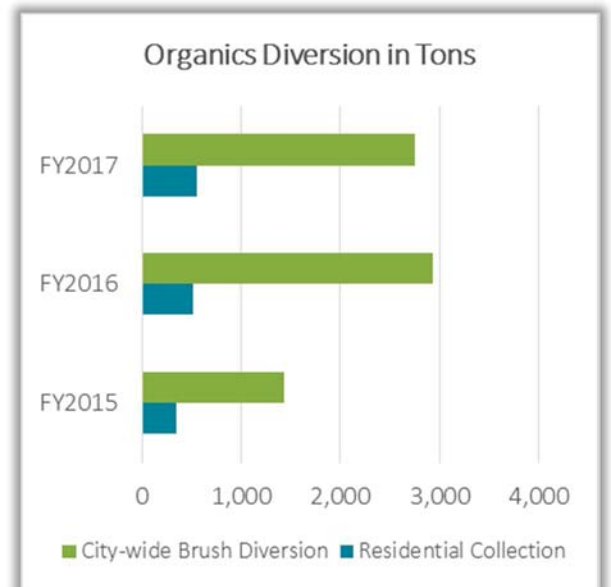
DEPARTMENTAL PERFORMANCE MEASURES

Yard Trimming Curbside Collection Program: Diverted over 2,800 tons of yard trimmings city-wide. The department increased yard trimming collections by 14% relative to last year's collections, netting nearly 600 tons of yard trimmings from residents.

Red Poppy Festival Zero-Waste Program: Resulted in a 69% diversion of waste from the landfill, up 15% from last year.

Rechargeable Battery Recycling Program: Resulted in over 180 pounds of alkaline and rechargeable batteries diverted for recycling.

Solid Waste Recycled: The goal for FY2018 is to increase the amount of solid waste recycled by our residents and commercial entities. This year we gained another 1% increase to up our recycling rate to 14% city-wide.



STREETS MAINTENANCE

DEPARTMENT DESCRIPTION

The Street Department manages, maintains, and repairs City streets and rights-of-way. Responsibilities include traffic control, off State system signalization, emergency response operations, special events, and assistance in code enforcement. The Department monitors roadways for signs, pavement repairs, and sight obstructions daily. Additionally, the Street Department participates with the Safety Committee to provide safety-training workshops. The Department also oversees the management of revenues collected through the City's ¼ cent sales tax for street maintenance program.

GENERAL FUND

STREET MAINTENANCE

19.75 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Upgraded traffic signals with battery backup and remote video access.
- ✓ Implemented traffic progression improvements on Williams Drive as outlined in the CAMPO "City of Georgetown Williams Drive Study".
- ✓ Utilized the City's Enterprise Asset Management system to track physical assets constructed for the new GoGeo! bus system.
- ✓ Reviewed the City's Pavement Maintenance Program with the Pavement Management Committee, the Georgetown Transportation Advisory Board, and the City Council.
- ✓ Collected additional asset data as part of pavement asset assessment process.
- ✓ Upgraded all street signs in the Historic District to enhance recognition of overlay areas.
- ✓ Started utilization of the Enterprise Asset Management system with Customer Care for all work related requests.
- ✓ Implemented pedestrian improvements at signalized intersections throughout City as part of the City's bond program.
- ✓ Completed various sidewalk and street improvements throughout the City.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

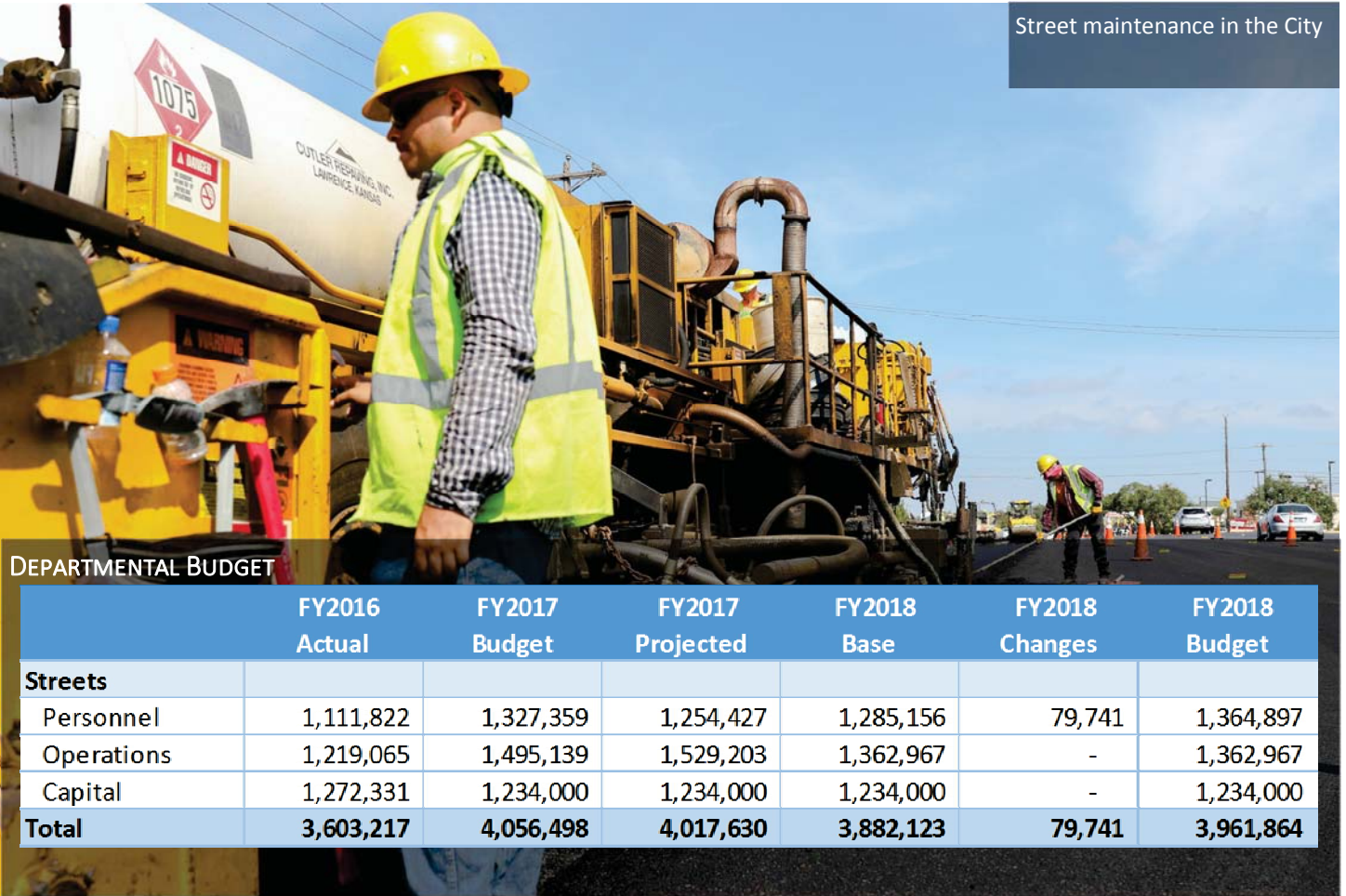
- Implement strategies identified in the Pavement Maintenance Program review as adopted by City Council.
- Complete self-assessment for APWA accreditation with emphasis on job progressions, training certification program, and quality control policies.
- Create a Preventative Maintenance Schedule with the goal of improving department efficiencies.
- Complete City wide sign inventory.
- Complete self-assessment for APWA accreditation process.



Notable Budget Item(s)

Increase in Certification
\$12,480

Street maintenance in the City



DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Streets						
Personnel	1,111,822	1,327,359	1,254,427	1,285,156	79,741	1,364,897
Operations	1,219,065	1,495,139	1,529,203	1,362,967	-	1,362,967
Capital	1,272,331	1,234,000	1,234,000	1,234,000	-	1,234,000
Total	3,603,217	4,056,498	4,017,630	3,882,123	79,741	3,961,864

DEPARTMENTAL PERFORMANCE MEASURES

Quality of Street Repairs: In the most recent citizen survey, when asked to rate the overall quality of street repairs, 61% of residents rated street repairs as good or excellent and 27.4% as fair. With only 11.6% of respondents rating street repairs as poor, the citizen survey indicates that the majority of residents, 88.4%, believe the services received from street repairs to be fair or better in regards to taxes paid.



GENERAL FUND FIVE-YEAR PROJECTIONS

- The Five Year Forecast is derived from statistical models relating to property tax and assessed value, sales tax, debt service, and overall growth.
- Revenue projections are conservative in their forecast.
- Expenses are projected using a combination of trend analysis and tentatively planned expansion of services.

GENERAL FUND

	FY2018 Budget	FY2019 Projected Budget	FY2020 Projected Budget	FY2021 Projected Budget	FY2022 Projected Budget
Beginning Fund Balance	11,155,457	9,902,000	10,330,191	11,016,224	11,845,392
Revenues	FY2018 Budget	FY2019 Projected Budget	FY2020 Projected Budget	FY2021 Projected Budget	FY2022 Projected Budget
Administrative Charges	2,087,555	2,181,494	2,246,939	2,291,878	2,314,797
All Other Revenue	4,056,192	4,259,002	4,344,182	4,431,065	4,475,376
Development and Permit Fees	2,553,500	2,655,640	2,690,163	2,720,831	2,752,121
Franchise Fees	5,203,863	5,464,056	5,627,978	5,796,817	5,854,785
Garey Park	225,000	236,250	243,338	250,638	253,144
Parks and Rec Fees	2,339,220	2,432,789	2,481,445	2,531,073	2,556,384
Property Tax	13,400,000	14,673,000	15,700,110	16,799,118	17,303,091
Return on Investment	8,417,635	8,754,340	8,929,427	9,018,721	9,108,909
Sales Tax	14,300,500	15,444,540	16,216,767	16,541,102	16,871,924
Sanitation Revenue	8,974,500	9,288,608	9,381,494	9,475,309	9,570,062
Transfer In	435,200	448,256	457,221	466,366	471,029
Total Revenues	61,993,165	65,837,975	68,319,063	70,322,918	71,531,622
Expenses	FY2018 Budget	FY2019 Projected Budget	FY2020 Projected Budget	FY2021 Projected Budget	FY2022 Projected Budget
0000 - Transfer	1,739,523	1,774,313	1,809,800	1,845,996	1,882,916
0107 - Planning	1,527,911	1,558,469	1,589,639	1,621,431	1,653,860
0202 - Parks Admin	607,229	619,374	631,761	644,396	657,284
0210 - Library	2,554,935	2,606,034	2,658,154	2,711,317	2,765,544
0211 - Parks	2,578,108	2,629,670	2,682,264	2,735,909	2,790,627
0212 - Recreation	2,527,496	2,578,046	2,629,607	2,682,199	2,735,843
0213 - Tennis Center	435,014	443,714	452,589	461,640	470,873
0214 - Rec Programs	1,338,038	1,364,799	1,392,095	1,419,937	1,448,335
0215 - Garey Park	621,557	776,946	808,024	824,184	840,668
0218 - Arts & Culture	80,900	82,518	84,168	85,852	87,569
0316 - Municipal Court	632,929	645,588	658,499	671,669	685,103
0402 - Fire Support Services	2,648,858	2,701,835	2,809,909	2,866,107	2,923,429
0422 - Fire Emergency Services	10,789,592	11,760,655	12,701,508	13,463,598	13,732,870
0533 - Solid Waste and Recycling Services	7,623,412	7,775,880	7,931,398	8,090,026	8,251,826
0536 - Inspections	1,231,441	1,256,070	1,281,191	1,306,815	1,332,951
0602 - Administrative Services	1,526,015	1,556,535	1,587,666	1,619,419	1,651,807
0634 - City Council	175,087	178,589	182,161	185,804	189,520
0635 - City Secretary	920,537	938,948	957,727	976,881	996,419
0638 - General Gov't Contracts	3,253,786	3,318,862	3,385,239	3,452,944	3,522,003
0655 - Communications	400,137	408,140	416,303	424,629	433,121
0702 - Police Admin	2,234,502	2,279,192	2,347,568	2,394,519	2,442,410
0742 - Police Operations	11,474,871	11,704,368	12,055,499	12,296,609	12,542,542
0744 - Animal Services	875,831	893,348	911,215	929,439	948,028
0745 - Code Enforcement	415,749	424,064	432,545	441,196	450,020
0802 - Public Works	1,071,301	1,092,727	1,114,582	1,136,873	1,159,611
0846 - Streets	3,961,864	4,041,101	4,121,923	4,204,361	4,288,449
Total Expenses	63,246,622	65,409,784	67,633,030	69,493,751	70,883,626
	FY2018 Budget	FY2019 Projected Budget	FY2020 Projected Budget	FY2021 Projected Budget	FY2022 Projected Budget
Ending Fund Balance	9,902,000	10,330,191	11,016,224	11,845,392	12,493,388
Contingency	8,500,000	8,750,000	9,000,000	9,500,000	10,000,000
Benefit Payout Reserve	252,000	277,200	304,920	335,412	350,000
Economic Stability Reserve	1,150,000	1,300,000	1,700,000	1,925,000	2,000,000
CAFR Adjustment	-	-	-	-	-
Available Fund Balance	(0)	2,991	11,304	84,980	143,388

ELECTRIC FUND



Spinning Spur Turbines

ELECTRIC FUND

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ELECTRIC FUND

The Electric Fund is used to account for the revenues and expenses of the City's electric utility. This includes the Electric Department, purchased power costs, debt payments, and capital projects. The fund also transfers a 7% return on investment (ROI) benefit to the General fund, which represents the community's utility ownership.

The City currently has wind and gas contracts that make Georgetown a 90% renewable energy provider. In July 2018, the City's gas contract will expire and a solar contract will be activated making Georgetown the first City in Texas to be at 100% renewable energy.

FISCAL YEAR 2017

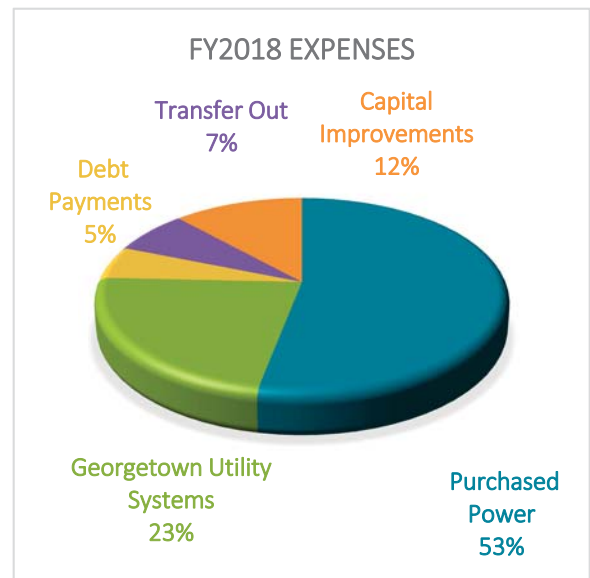
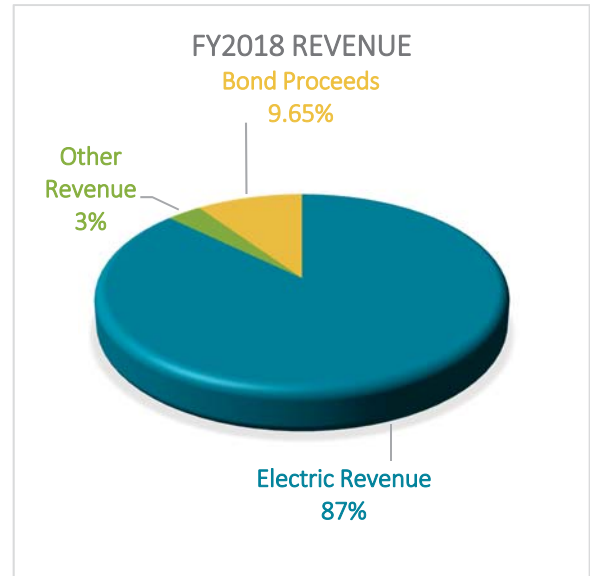
Total revenues are projected to be \$77 million, which is 1.79% higher than the current budget. The higher than expected revenue is primarily the result of higher than projected sales.

Total expenditures will be \$71 million, or 2.6% higher than the current budget. Purchased power is projected to cost \$44 million, which is 16% more than budgeted. This expense is a result of the City selling excess generation into a depressed wholesale market, milder weather conditions and the effects of Hurricane Harvey. The City is projecting to receive \$3 million more in congestion revenue right to help offset the overage in purchased power costs. It is anticipated the electric fund will need a budget amendment to cover this overage.

Total fund balance is projected to be \$12.5 million as of September 30, 2017 expenditures. This fund also features a rate stabilization reserve of \$4.5 million and a contingency reserve of \$5.0 million. Final rate stabilization reserves will depend upon the final purchased power costs.

FISCAL YEAR 2018

Budgeted revenues total \$77 million. Revenues are projected to increase by 1.03% when compared to the FY2017 projection, which is the result of continued customer growth. The chart to the right gives a breakdown of the fund's revenues by source.



Budgeted expenses total \$79 million and are expected to increase by 11% when compared to the FY2017 projection. The increase in expenses is the result of an increase in power costs.

Ending fund balance totals \$10.6 million and meets the Fiscal and Budgetary Policy reserve requirements in FY2018. Additionally, this fund has a \$5.5 million Rate Stabilization/Credit Reserve, which is growing by \$1 million over FY2017, and a \$5.1 million in Contingency. Due to the volatile nature of the electric market, reserve levels are monitored closely.

Proposed enhancements include the following new positions, one-time expenditures, and new programs.

- **Technical Services: Overtime and Standby Time Increase:** With the increase of demand from the addition of the Western District service territory, staff is required the use of two on-call standby techs instead of one. Additional staff is needed to cover the after hour's call-outs and to ensure level of service for response times are met. Proposed Cost: \$20,800.
- **Technical Services: Meter Technician:** The addition of this technician addresses increases in requests for meter services and provides quality checks on equipment. Proposed Cost: \$107,370.
- **T&D Operations: Substation Testing Equipment:** A contractor is used to perform mandatory reliability testing and maintenance at a cost of around \$34,000 annually. Over the last four years this cost has totaled to approximately \$136,000. Current staff has the necessary skills and experience to perform this testing but do not have the equipment to perform the testing. By making this investment, staff would no longer have to rely on an outside contractor to perform mandated testing and maintenance work on breakers and relays inside substations, which will save money over time. Proposed Cost: \$85,000.
- **Resource Management: Electric Rate Study:** Under the current Fiscal and Budgetary Policy, rates must be reviewed every three years. This study will update the projected future rates, as well as anticipate the need for future rate stabilization increases to stabilize long term rates for customers. Proposed Cost: \$40,000.
- **Supervisory Control and Data Acquisition (SCADA): SCADA Reporting Software:** Update the SCADA reporting application by upgrading to an enterprise package, replacing the proprietary tool currently in use. Proposed Cost: \$10,000.

FUND SCHEDULE

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Beginning Fund Balance	10,241,728	6,436,145	6,196,296	12,328,770	-	12,328,770
	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Operating Revenue						
Electric Revenue	61,570,923	65,898,216	66,306,239	67,595,139	-	67,595,139
Other Revenue	5,345,286	3,820,000	3,838,465	3,165,000	-	3,165,000
Interest	25,079	18,100	48,000	48,318	-	48,318
Interfund Transfers/Shared Svcs	-	-	-	90,981	-	90,981
Operating Revenue Total	66,941,287	69,736,316	70,192,704	70,899,438	-	70,899,438
	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Operating Expense						
Purchased Power	42,622,904	38,000,000	44,000,000	44,000,000	-	44,000,000
Georgetown Utility Systems	14,563,760	16,771,435	16,258,519	17,538,194	243,777	17,781,971
Transfer Out	5,670,050	5,365,645	5,331,500	5,553,707	32,600	5,586,307
CIS Implementation	63,632	129,000	134,000	134,000	-	134,000
CRR Credits	(2,154,132)	(1,500,000)	(4,500,000)	(2,000,000)	-	(2,000,000)
Operating Expense Total	60,766,213	58,766,080	61,224,019	65,225,901	276,377	65,502,278
	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Available Operating Fund Balance	16,416,802	17,406,381	15,164,980	18,002,307	(276,377)	17,725,930
	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Budget	FY2018 Changes	FY2018 Budget
Non-Operating Revenue						
Bond Proceeds	1,761,132	7,025,000	7,025,000	6,537,000	-	6,537,000
Non-Operating Revenue Total	1,761,132	7,025,000	7,025,000	6,537,000	-	6,537,000
	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Non-Operating Expense						
Capital Improvements	8,596,647	6,956,000	6,383,408	9,385,000	-	9,385,000
Debt Payments	3,398,615	3,462,471	3,462,471	4,235,227	-	4,235,227
Debt Issuance Costs	94,168	16,800	15,331	16,800	-	16,800
Non-Operating Expense Total	12,089,430	10,435,271	9,861,210	13,637,027	-	13,637,027
	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Ending Fund Balance	6,088,504	13,996,110	12,328,770	10,902,280	(276,377)	10,625,903
CAFR Adjustment	107,792	-	-	-	-	-
Contingency	4,775,000	5,000,000	5,000,000	5,125,000	-	5,125,000
Rate Stabilization Reserve	-	4,500,000	4,500,000	5,500,000	-	5,500,000
Available Fund Balance	1,421,296	4,496,110	2,828,770	277,280	(276,377)	903

ELECTRIC ADMINISTRATION & ENERGY SERVICES

DEPARTMENT DESCRIPTION

The Electric Administration & Energy Services Departments operate, maintain, and construct an energy delivery system comprised of overhead and underground feeders and their branch circuits for over 23,000 electric customers. These Departments manage all major assets related to the distribution of electric services. The Public Utility Commission of Texas (PUCT), Energy Reliability Council of Texas (ERCT), and North American Electric Reliability Corporation (NERC) regulate these services.

ELECTRIC FUND

ELECTRIC ADMINISTRATION &
ENERGY SERVICES

33 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Provided outstanding Electric reliability to over 23,000 Georgetown customers.
- ✓ Prioritized safety initiatives with over 75,000 hours worked with zero injuries.
- ✓ Expanded the proactive maintenance inspection and repair program.
- ✓ Substantially completed the voltage conversion project (99%).
- ✓ Relocated Electric personnel and material into the Westside Service Center to improve response times.
- ✓ Refined the scheduling process to gain efficiencies in productivity as well as enhance customer satisfaction.
- ✓ Worked with the warehouse/materials to improve the material process.
- ✓ Finalize and implemented the GUS Emergency Response Center project.
- ✓ Maintained outstanding performance around maintenance, both proactive and reactive, for the Substation Department.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Continue to provide outstanding Electric reliability to over 23,000 Georgetown customers.
- Focus on safety and continue to meet the goal of "Zero Injuries and Zero Incidents".
- Develop and implement a proactive maintenance inspection and repair program for the rest of the assets moved into Infor/EAM.
- Refine and improve the crew scheduling process to gain further efficiencies.
- Purchase relay testing equipment for the Substation Department to reduce dependence on outsourcing and at the same time investing knowledge and skill in employees.
- Initiate a process to schedule service order work within prescribed time frames based on customer needs.
- Develop and implement a proactive maintenance program for the expanding underground electric distribution system.



Notable Budget Item(s)

Substation Testing Equipment
\$85,000

Electric Lineman checking for safety.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Electric Administration & Energy Services						
Personnel	2,722,491	3,416,935	3,139,043	2,897,453	-	2,897,453
Operations	8,676,269	8,223,279	8,445,389	9,376,562	1,607	9,378,169
Capital	115,033	75,000	120,000	120,000	85,000	205,000
Total	11,513,793	11,715,214	11,704,432	12,394,015	86,607	12,480,622

DEPARTMENTAL PERFORMANCE MEASURES

Energy Services strives to operate at a high level that is both safe and efficient. Key performance indicators (KPIs) are tracked in order to ensure quality service is provided to the citizens of the City of Georgetown. Safety is measured through training and number of incidents with a standard of 95% safety meeting attendance. Energy Services safety KPI currently measures 98% with zero incidents recorded through FY2017. The image to the right is a graphical representation of safety oriented performance measures tracked monthly by the Energy Services Department.

June 2017								
	GUS Safety	Water O&M	Electric O&M	Water Service Quality	Electric Service Quality	Good	Caution	Alert
Combined Water Services Safety	93%					>90%	90%-80%	<80%
Electric Ops Safety	92%					>90%	90%-80%	<80%
Water Loss		↑12.2%				<15%	15%-17%	>17%
SO OTC			↑100%			>90%	90%-80%	<80%
PM WO OTC		↑97%	↓96%			>90%	90%-80%	<80%
CM WO OTC		↑92%	↓99%			>90%	90%-80%	<80%
CM WO Backlog		28	0			N/A	N/A	N/A
ASAI			99.97		99.98	>99	99-98	<98
SAIFI			0.21		0.71	<1	1-2	>2
CAIDI			81.06		21.90	<116	116-200	>200
ASAI-Average Service Availability Index SAIFI-System Average Interruption Frequency CAIDI-Customer Average Interruption Duration Index Comments: Water Ops Safety - Meeting Attendance 80% (No Incidents) Observations 79% Water Plant Safety - Meeting Attendance 100% (No Incidents) (100% Overall) Wastewater Plant Safety - Meeting Attendance 87% (No Incidents) (93% Overall) Electric Ops Safety - Meeting Attendance 82% (No Incidents) Observations 93% Tech Services / Systems Engineering - Meeting Attendance 77% (No Incidents) (88% Overall)								

ELECTRICAL ENGINEERING

DEPARTMENT DESCRIPTION

The Electric Engineering Department is responsible for overall project coordination, design, and construction of projects for the City's Electric Distribution and Substation Systems, as well as the Fiber Network. The Department is also responsible for inter-departmental coordination of seamless customer service, management, and forecasting of the five-year CIP budget, and system master planning and performance.

ELECTRIC FUND

ELECTRIC ENGINEERING

7 FTEs

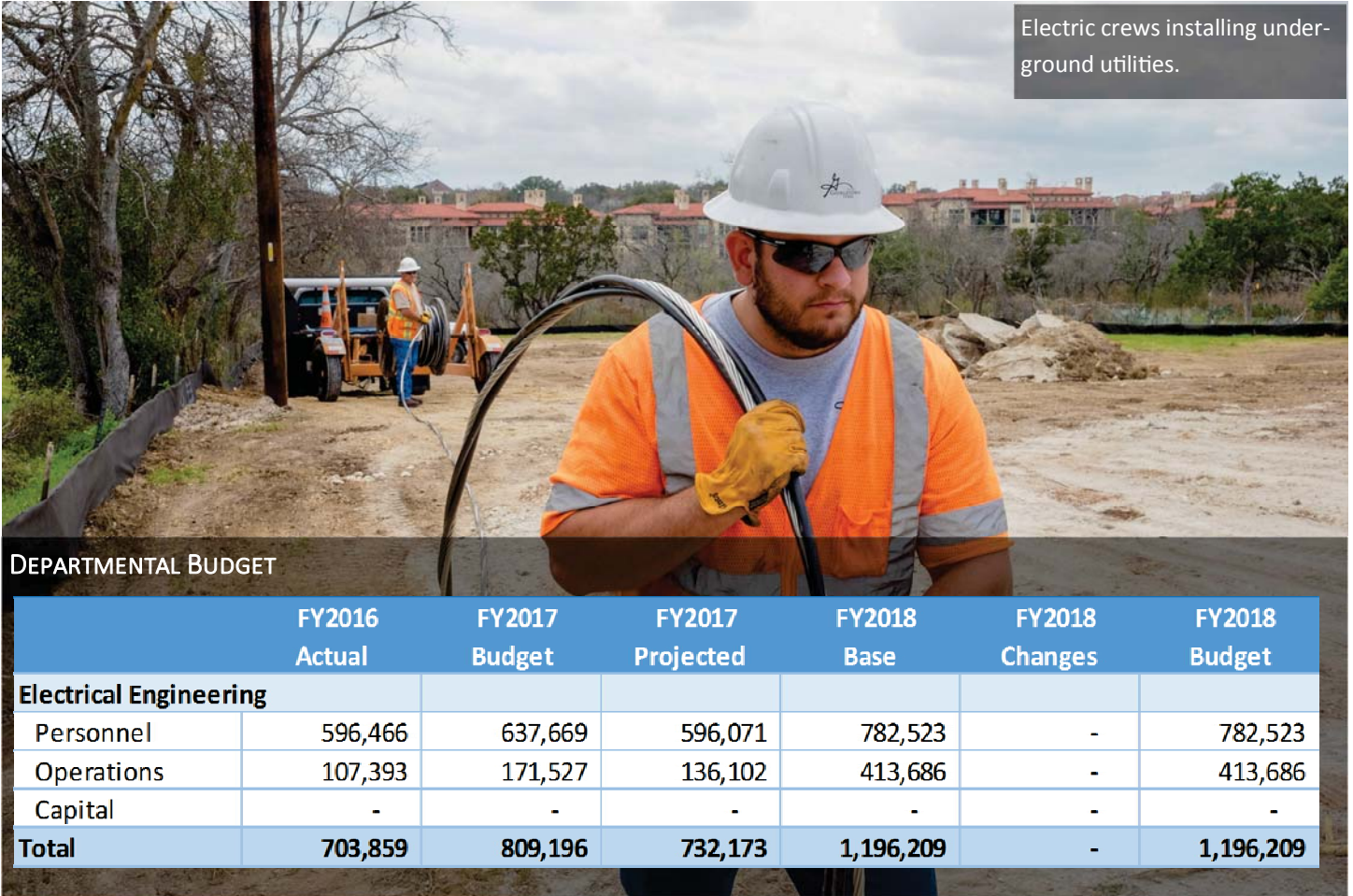
MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Established capital improvement project (CIP) tracking processes to track, monitor, and report project status and track year-to-date expenditures.
- ✓ Aggressively pursued new customers in dual certified electric areas including Vista Pointe, DPS Westinghouse, Estraya, Mansions II, and Goodwater Montessoria.
- ✓ Established new customer service guidelines to minimize cost to new development customers.
- ✓ Continued updating the electric distribution construction standards to include new technologies and improved products.
- ✓ Provided on time delivery to new development projects.
- ✓ Expanded fiber optic connectivity to Wastewater projects, both inside and outside Electric service area (when economically feasible).



MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Actively work towards improving CIP budget tracking.
- Continue to provide excellent customer service to new development projects while utilizing the cost effective methods.
- Improve system reliability with new technologies and design changes.
- Establish procedure for data sharing with Accounting, Finance, and City Management for CIP budgets.
- Support downtown redevelopment, including Downtown West.
- Support major CIP roadway projects as they move to construction, including Rivery Blvd, Northwest Blvd, and Airport Road.
- Continue to aggressively pursue new customers in dually certified service areas.



Electric crews installing underground utilities.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Electrical Engineering						
Personnel	596,466	637,669	596,071	782,523	-	782,523
Operations	107,393	171,527	136,102	413,686	-	413,686
Capital	-	-	-	-	-	-
Total	703,859	809,196	732,173	1,196,209	-	1,196,209

DEPARTMENTAL PERFORMANCE MEASURES

Capital Improvement Projects (CIP) and the maintenance of the City's fiber network are top priorities for the Electrical Engineering Department. Over the past five years, the Department has completed millions of dollars in improvements within the transmittal and fiber networks to keep pace with the growth the City is experiencing. The department aims to deliver projects in a *timely* fashion and *on budget*. In the coming year, the Electrical Engineering Department will be engaging in the City's performance management program to develop quality performance metrics focused on timely project completion, fiscal transparency, and cost effectiveness of these activities.

ELECTRIC SYSTEM OPERATIONS

DEPARTMENT DESCRIPTION

System Operations is the Control Center for the Georgetown Utility Systems (GUS). Using SCADA and specialized programs, this Department monitors and operates the Utility systems on a 24/7 basis. The Department receives all work requests and either dispatches on-call field staff in Electric or Water Operations or passes lower priority work to operations planner/schedulers. After normal business hours, this Department takes on the role of Customer Care to resolve equipment issues reported by customers. In addition, this Department conducts all infrastructure locates required as part of the One-call system. While this department is located in the Electric Fund, costs are also allocated to the Water Fund.

ELECTRIC FUND

ELECTRIC SYSTEM OPERATIONS

16.5 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Provided outstanding electric reliability to 23,000 Georgetown customers as well as 35,600 water customers.
- ✓ Developed a progression/training process for the operators in the Control Center.
- ✓ Added a second supervisor to the Control Center.
- ✓ Established expanded shifts for operators in order to provide better service.
- ✓ Improved communication to both Electric and Water customers regarding outage information.
- ✓ Fully leveraged the outage management system.
- ✓ Maintained zero switching errors.
- ✓ The mark and locate program responded successfully to a record number of locate requests.

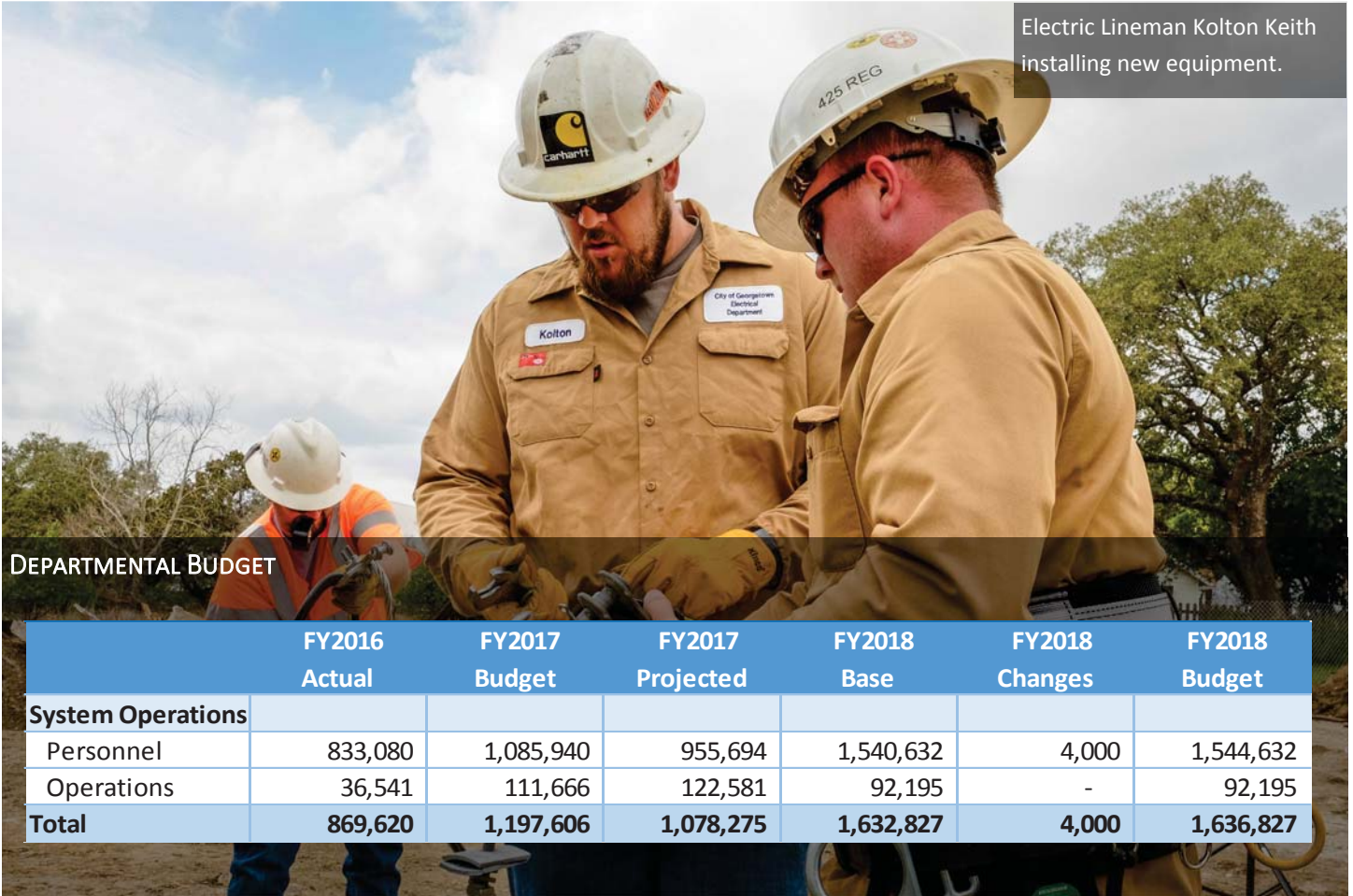


Notable Budget Item(s)

Stand by Pay
 \$4,000

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Continue to provide outstanding Electric and Water reliability to all Georgetown customers.
- Continue to maintain zero switching errors.
- Refine and improve communication to both Electric and Water customers.
- Fully Implement the progression/training process for operators that was developed in late FY2017.
- Analyze and continue to look for opportunities to expand shift coverage.
- Continue to partner with the Water Department to improve switching/valve operations in the field.
- Actively evaluate and monitor for opportunities for process improvement with the goal of providing excellent outage management communication to staff and customers.



Electric Lineman Kolton Keith installing new equipment.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
System Operations						
Personnel	833,080	1,085,940	955,694	1,540,632	4,000	1,544,632
Operations	36,541	111,666	122,581	92,195	-	92,195
Total	869,620	1,197,606	1,078,275	1,632,827	4,000	1,636,827

DEPARTMENTAL PERFORMANCE MEASURES

Providing reliable, safe electrical service to customers is a top priority for the Department. Performance measures relating to availability, capacity, and reliability have been developed to ensure our citizens are receiving the highest quality service.

Specific measures include the [Average Service Availability Index \(ASAI\)](#), the [System Average Interruption Frequency Index \(SAIFI\)](#), and the [Customer Average Interruption Duration Index \(CAIDI\)](#).

ASAI is a measure that calculates the ratio of total customer minutes that service was available to the total customer minutes demanded in a time period. System Operations aims for a value of 99 or greater for ASAI. The most recent value was 99.985%. SAIFI is defined as the average interruption duration for customers served during a specific time period. This index enables the utility to report how many minutes customers would have been out of service if all customers were out at one time. System Operations aims for a value of 1 or less for SAIFI. The most recent value was 0.70%. CAIDI is a measure of the average length of an interruption, weighted by the number of customers affected, for customers interrupted during a specific time period. The index enables the utility to report the average duration of a customer outage for those customers affected. Georgetown is exceeding the goals for Availability, Interruption, and Duration. System Operations aims for a value of 116 or less for CAIDI. The most recent value was 21.7.

$$SAIFI = \frac{\text{Total Number of Customer Interruptions}}{\text{Total Number of Customers Served}}$$

$$CAIDI = \frac{\text{Total Duration of Customer Interruptions}}{\text{Total Number of Customer Interruptions}}$$

$$ASAI = \frac{\text{Customer Hours Service Availability}}{\text{Customer Hours Service Demand}}$$

TECHNICAL SERVICES

DEPARTMENT DESCRIPTION

Technical Services is responsible for efficiently managing the utility's technical systems that support water, wastewater, and electric operations, customer care, public works, and engineering. It includes maintenance and management of the specialized operating systems and technical hardware, and assets that comprise the utility SCADA (Supervisory Control and Data Acquisition), metering, and fiber systems.

ELECTRIC FUND

TECHNICAL SERVICES

12 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Supported utility operations through safe and efficient operations and maintenance of the utility's SCADA, fiber, and utility metering systems.
- ✓ Expanded the use of Enterprise Asset Management (EAM) to include SCADA assets.
- ✓ Replaced, updated, or installed SCADA equipment at several existing and new sites (3 new lift stations, 4 new capacitor banks, and 2 new storage tanks).
- ✓ Enhanced SCADA reporting capabilities.
- ✓ Improved communications to two existing sites by deploying the use of WiMAX technology.
- ✓ Expanded the unmetered water measurement initiatives to improve the water utility annual water loss number through several projects.
- ✓ Replaced the aging Utility Control Center dispatch radio system.
- ✓ Supported the development of all existing and future utility metering work flow models for use with the new Customer Information System project.
- ✓ Created training and progression program for SCADA Technicians.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Expand the use of automated metering infrastructure into the rural water service areas to enhance metering services for use by Customer Care and Metering Services.
- Develop training and progression program for Metering Technicians.
- Develop and expand the use of Enterprise Asset Management (EAM) to include metering system assets and incorporate the Planner/Scheduler discipline into the work flow for metering services.
- Expand the use of EAM to include utility metering assets.
- Increase the metering technician staff to support the increased demands from customer growth and meter maintenance responsibilities.
- Establish and implement Key Performance Indicators (KPIs) for the department.



Notable Budget Item(s)

SCADA Reporting Software
 \$10,000

Metering Technician
 \$107,000