

# Finance and Administration

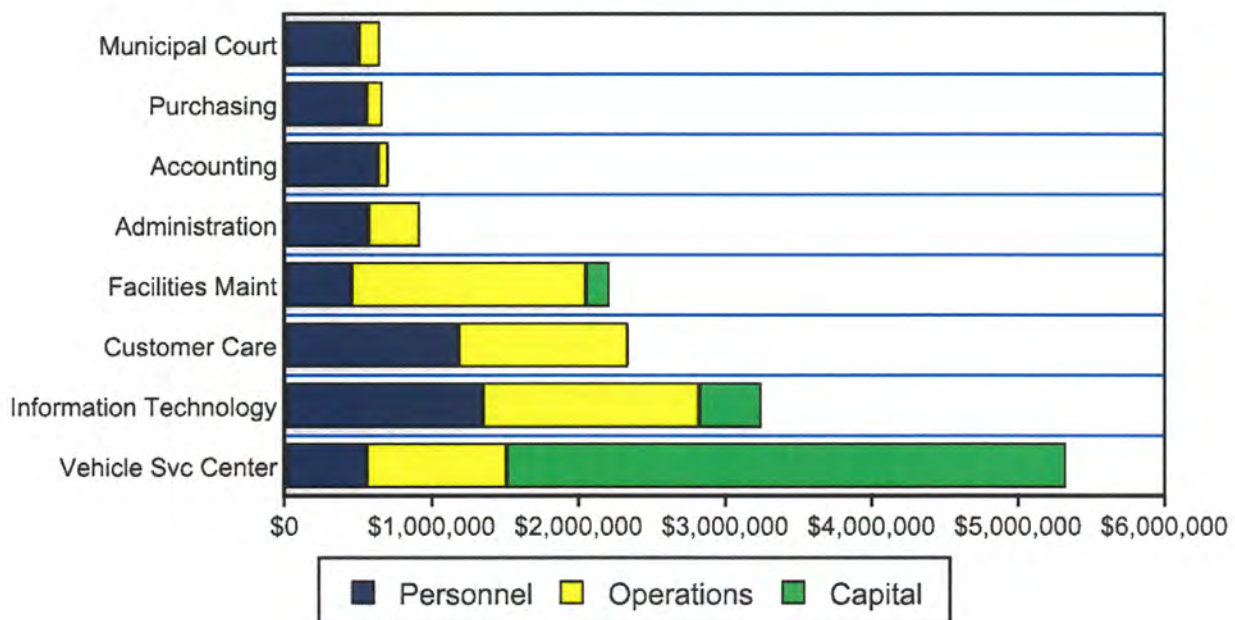
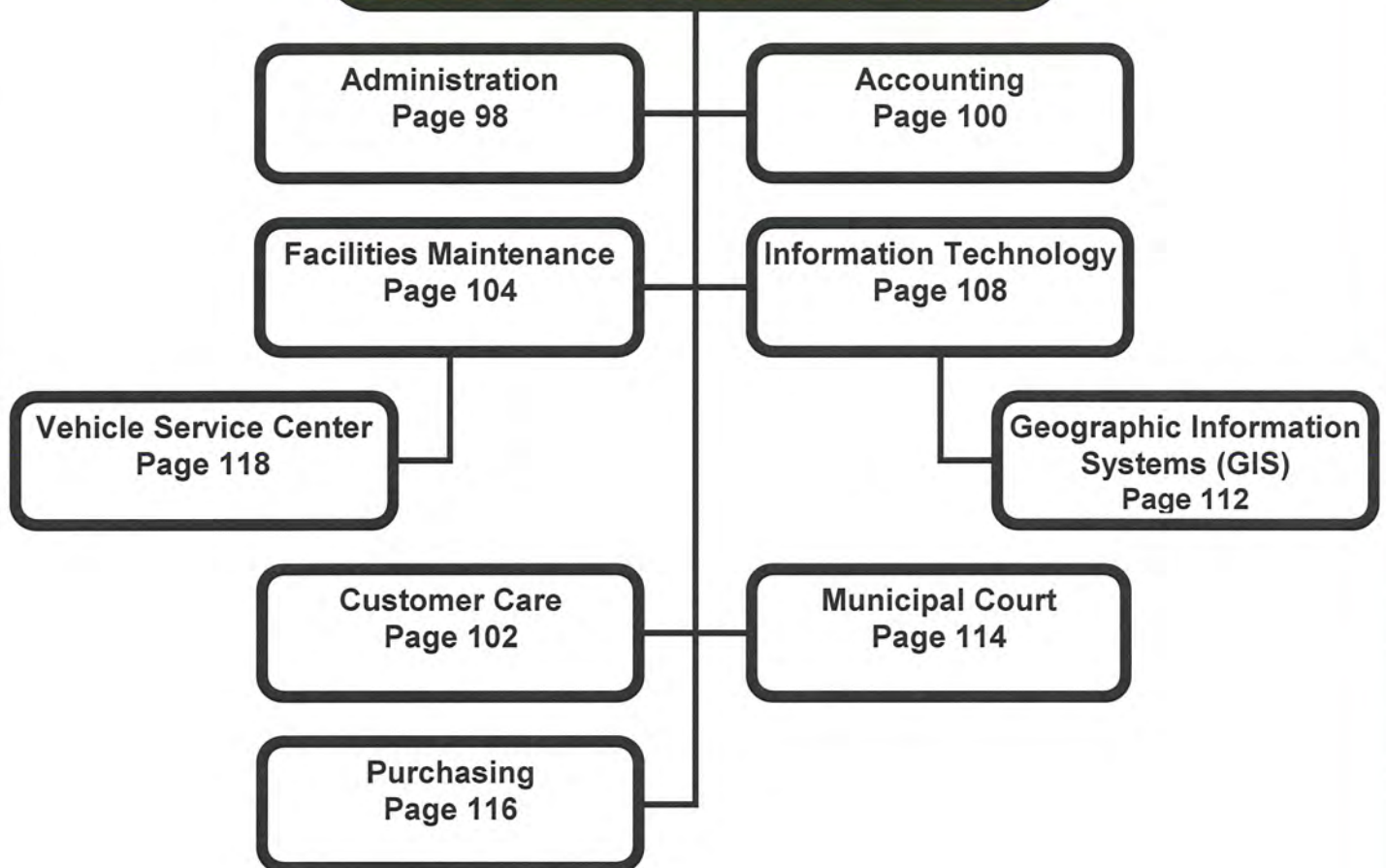


***Division Director: Micki Rundell, Chief Financial Officer***

The Finance & Administration Division serves City departments and citizens through Accounting, Administration, Customer Care, Facilities Maintenance, Fleet Management, Geographic Information Systems (GIS), Information Technology, Municipal Court, Purchasing, and the Vehicle Service Center. The Division also manages the City's internal service funds for Facilities, Fleet and Information Technology.

The primary funding sources include the Joint Services Fund (Administration, Accounting, GIS, Purchasing, Utility Office), General Fund (Municipal Court) and the Fleet, Facilities and Information Technology Internal Service Funds.

# Finance and Administration



## Finance and Administration Uses & Expenses

	12/13 AMENDED BUDGET	12/13 PROJECTED ACTUAL	13/14 ADOPTED BUDGET	% CHANGE (PROJ. ACTUAL)
<b><u>General Fund</u></b>				
Municipal Court	551,998	505,331	539,242	6.7%
total General Fund	551,998	505,331	539,242	6.7%
<b><u>Special Revenue Funds</u></b>				
Court Fees SRF	155,599	93,359	37,453	-59.9%
Juvenile SRF	58,753	58,545	59,823	2.2%
total Special Rev. Funds	214,352	151,904	97,276	-36.0%
<b><u>Internal Service Funds</u></b>				
Facilities Maintenance	671,317	654,132	819,534	25.3%
Facilities Maint. Contracts	1,529,647	1,529,647	1,379,978	-9.8%
Fleet Contracts	2,992,461	2,974,612	4,161,653	39.9%
Vehicle Service Center	1,103,173	1,072,348	1,155,833	7.8%
Accounting	602,538	595,650	689,416	15.7%
Finance & Admin.	935,513	903,741	906,967	0.4%
Purchasing	568,851	571,851	652,399	14.1%
Customer Care	2,145,533	2,160,544	2,325,773	7.6%
Information Technology	879,296	879,296	1,228,618	39.7%
IT Contracts	1,631,498	1,631,498	1,621,765	-0.6%
GIS	381,097	381,097	387,955	100.0%
total Internal Svc. Funds	13,440,924	13,354,416	15,329,891	14.8%
<b>Division Total</b>	<b>14,207,274</b>	<b>14,011,651</b>	<b>15,966,409</b>	<b>14.0%</b>

	13/14 ADOPTED BUDGET				PERSONNEL SUMMARY (FTE's)
	PERSONNEL	OPERATING	CAPITAL	TOTAL	
<b><i>General Fund</i></b>					
Municipal Court	430,423	108,819	-	539,242	5
total General Fund	430,423	108,819	-	539,242	5
<b><i>Special Revenue Funds</i></b>					
Court Fees SRF	-	37,453	-	37,453	-
Juvenile SRF	59,823	-	-	59,823	1
total Special Rev. Funds	59,823	37,453	-	97,276	1
<b><i>Internal Service Funds</i></b>					
Facilities Maintenance	439,819	379,715	-	819,534	7
Facilities Maint. Contracts	-	1,218,978	161,000	1,379,978	-
Fleet Contracts	-	344,233	3,817,420	4,161,653	-
Vehicle Service Center	543,050	612,783	-	1,155,833	8
Accounting	619,956	69,060	400	689,416	9
Finance & Admin.	554,761	352,206	-	906,967	5
Purchasing	542,309	110,090	-	652,399	8
Customer Care	1,170,598	1,152,300	2,875	2,325,773	19
Information Technology	1,032,715	175,903	20,000	1,228,618	12
IT Contracts	-	1,213,834	407,931	1,621,765	-
GIS	306,542	81,413	-	387,955	4
total Internal Svc. Funds	5,209,750	5,710,515	4,409,626	15,329,891	72
<b>Division Total</b>	<b>5,699,996</b>	<b>5,856,787</b>	<b>4,409,626</b>	<b>15,966,409</b>	<b>78</b>

## ***Finance and Administration Administration***

### **DEPARTMENT DESCRIPTION**

---

The Administration Department plans and directs the City's financial activities: accounting, purchasing, tax collections, billings, financial reporting, and debt and investment management, as well as, oversight and support to the Divisional departments. The department directs the City's budgeting process; the preparation and publication of the annual budget document; monitors and updates long-term financial plan and prepares related policy recommendations; plans and coordinates city debt issuance, including presentations to bond rating agencies, and monitors the City's utility rate structure to ensure financial stability of the City's utility systems. The department is also liaison to the General Government and Finance (GGAF) Subcommittee of the City Council that provides additional review and feedback on financial matters. The department also provides financial management and support to the both of the City's economic development corporations, the 4A Georgetown Economic Development Corporation (GEDCO) and 4B Georgetown Transportation Enhancement Corporation (GTEC) as well as, various Public Improvement Districts and Tax Increment Reinvestment Zones.

### **MAJOR DEPARTMENT GOALS**

---

- Ensure the City's assets by maximizing available resources, minimizing costs, and protecting principle.
- Plan for the City's future financial growth, thus protecting and enhancing the City's quality of life.
- Be the leader in providing the highest level of service in administering the operating and capital budgets and implementing innovative approaches toward budgeting.
- Evaluate and make recommendations on City operations and procedures to make the City more effective in providing services to the citizens of Georgetown and more efficient in the use of City resources.
- Foster a "customer-oriented" philosophy toward internal and external departments in the City.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2012/13**

---

- Assisted Georgetown Utility Systems (GUS) in analysis of potential energy contracts for future power supply.
- Developed implementation and on-going maintenance plan for the City's new Compensation Study.
- Completed and adopted a "prevailing wage" survey.
- Coordinated the City's upcoming move to a self-funded health insurance plan.
- Coordinated the 2013 Citizen's Survey.
- Coordinated the Albertson's Feasibility Study.
- Developed the City's 2013 Bond Financing Package.
- Worked with the Transportation staff on the development of a new Transit Plan.
- Assisted in the negotiations for the Rivery Conference Center.
- Assisted GUS in negotiations with the Chisholm Trail Special Utility District (CTSUD) for consolidation efforts.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2013/14**

---

- Continue to refine the City of Excellence strategic planning process.
- Implement CTSUD financing and integration plans.
- Finalize and implement financing plan for the Rivery Conference Center.
- Oversee the implementation of the City's self-insurance program.
- Work with Customer Care in the selection of an enterprise Customer Information and Billing system software
- Assist Transportation in developing a possible 2014 Bond Referendum for targeted streets and sidewalk improvements.
- Continue to work with GUS in developing business processes for effective operations of the utility through innovative customer care.
- Assist in the development of an update to the City's Annexation Plan.
- Assist Economic Development in updating their strategic goals for implementing the City of Excellence.

ADMINISTRATION	11/12 ACTUAL	12/13 ORIGINAL BUDGET	12/13 FINAL / ACTUAL	13/14 ADOPTED	14/15 PROPOSED
Chief Financial Officer	1	1	1	1	1
Finance Director	1	1	1	1	1
Chief Utilities Analyst	1	1	1	1	1
Project Manager	1	1	1	0	0
Executive Assistant	1	1	1	1	1
Administrative Assistant III	1	1	1	1	1
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>

WORKLOAD MEASURES	ACTUAL FY 10/11	ACTUAL FY 11/12	BUDGETED FY 12/13	PROJECTED FY 12/13	PROJECTED FY 13/14
1. # of bond issues outstanding	32	34	36	36	38
Amount of debt outstanding	\$143,600,922	\$147,935,460	\$153,705,985	\$164,344,253	\$167,764,126
2. Utility customers	25,450	26,481	27,000	27,400	27,800
3. Adopted Annual Budget	\$188,655,416	\$180,802,555	\$202,088,296	\$191,343,497	\$220,688,417
4. Presentations to Council	25	28	25	26	26
5. # of total division employees	71	72	72	78	78

PERFORMANCE MEASURES	ACTUAL FY 10/11	ACTUAL FY 11/12	BUDGETED FY 12/13	PROJECTED FY 12/13	PROJECTED FY 13/14
1. Receive GFOA Budget Award	Yes	Yes	Yes	Yes	Yes
2. Special projects completed/ initiated within the same fiscal year	95%	95%	95%	97%	97%
3. Cost to produce budget document	\$83.19	\$91.98	\$84.49	\$90.00	\$92.00
4. Bond Rating:					
Standard & Poor's Rating Group	AA	AA+	AA+	AA+	AA+
Moody's Investors Service	AA2	AA2	AA2	AA2	AA2
5. # of "kudos" for Customer Service awarded to divisional employees	220	225	225	301	310

---

**DEPARTMENT BUDGET: JOINT SERVICES FUND**

11/12 ACTUAL	12/13 BUDGET	12/13 PROJECTED ACTUAL		13/14 ADOPTED	14/15 ESTIMATED BASE
467,938	566,836	547,124	Personnel	554,761	554,761
363,520	368,677	356,617	Operations	352,206	381,206
<u>831,458</u>	<u>935,513</u>	<u>903,741</u>		<u>906,967</u>	<u>935,967</u>

---

## ***Finance and Administration Accounting***

### **DEPARTMENT DESCRIPTION**

---

The Accounting Department is responsible for keeping accurate financial records for the City and providing financial and related information to division directors, department heads, and council members when they make financial decisions for the City. The Department pays accounts payable promptly by issuing and mailing checks weekly and/or processing electronic ACHs, processes the City's payroll and related reports, tracks investments and cash flow of all City funds, maintains the general ledger and monitors internal controls, prepares interim and annual financial budget and investment reports, tracks the City's capital improvements and grant projects, monitors bond proceed disbursements and pays the City's debt service.

### **MAJOR DEPARTMENT GOALS**

---

- Provide financial information in the form, frequency and timeliness needed for management decisions.
- Provide for accurate and timely payments to City employees and vendors.
- Provide financial reporting conformity with generally accepted accounting principles that receives the Government Finance Officers Association (GFOA) Certificate of Achievement.
- Monitor budget revenues and expenses to ensure fiscal accountability and responsible use of City resources.
- Ensure maximum safety of invested funds while achieving a competitive rate of return.
- Foster a "customer-oriented" approach toward internal departments of the City.
- Monitor internal controls to safeguard the City's resources and assets.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2012/13**

---

- Implemented new travel expense and mastercard reporting software citywide.
- Collaborated with Human Resources to create an electronic Personnel Action Form (PAF).
- Prepared an Request for Proposal (RFP) and selected a consultant for the City's arbitrage management.
- Automated vendor invoice upload into Accounts Payable system for increased efficiency and to take advantage of prompt payment discounts.
- Started a pilot program for "department" credit cards for those departments that have many, infrequent users, thus minimizing the number of credit cards issued.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2013/14**

---

- Participate with Georgetown Utility Systems (GUS) to implement an Enterprise Asset Management (EAM) Program for the utility.
- Update "Helpful Hints" training materials and conduct trainings related to the topics.
- Review and redesign monthly and quarterly financial reporting.
- Roll out "department" credit cards City-wide.
- Review and update Accounting Policies and Procedures.

<b>ACCOUNTING</b>	<b>11/12 ACTUAL</b>	<b>12/13 ORIGINAL BUDGET</b>	<b>12/13 FINAL / ACTUAL</b>	<b>13/14 ADOPTED</b>	<b>14/15 PROPOSED</b>
Controller	1	1	1	1	1
Accounting Supervisor	1	1	1	1	1
Senior Accountant	1	1	1	1	1
Accounting Specialist, Senior	3	3	3	3	3
Accounting Specialist	2	2	2	3	3
<b>TOTAL</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>9</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Vendor checks issued	11,298	10,051	11,000	10,036	10,500
2. Invoices processed	20,030	19,532	20,000	19,552	20,000
3. Payroll checks issued	15,922	15,803	15,500	15,624	15,750
4. Annual investment portfolio	\$69,512,375	\$74,086,071	\$80,000,000	\$106,889,000	\$90,000,000
5. # of grants	19	16	12	17	10
Annual grant expenditures	\$1,035,658	\$1,339,271	\$900,000	\$938,600	\$1,116,000

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Payments processed within vendor terms	96%	97%	98%	98%	98%
2. # of manual payroll checks processed	28	10	20	10	9
3. # of securities/CDs purchased	15	5	15	3	15
4. Internal customer rating of satisfied or better	90.5%	N/A	N/A	N/A	91%

\* The Internal Customer Service Survey is performed every three (3) years.

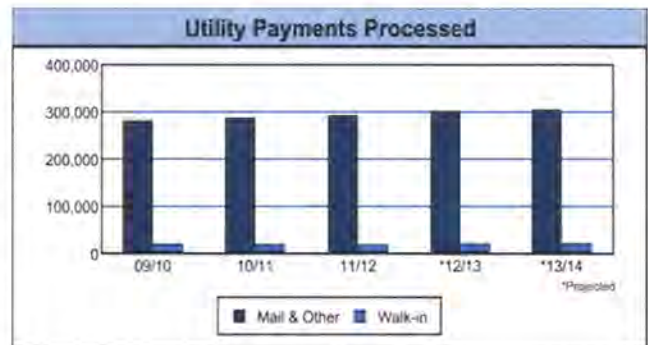
#### DEPARTMENTAL BUDGET: JOINT SERVICES FUND

<b>11/12 ACTUAL</b>	<b>12/13 BUDGET</b>	<b>12/13 PROJECTED ACTUAL</b>		<b>13/14 ADOPTED</b>	<b>14/15 ESTIMATED BASE</b>
517,858	544,032	532,294	Personnel	619,956	619,956
54,147	58,506	63,356	Operations	69,060	63,695
-	-	-	Capital	400	-
<u>572,005</u>	<u>602,538</u>	<u>595,650</u>		<u>689,416</u>	<u>683,651</u>

## ***Finance and Administration Customer Care Center***

### **DEPARTMENT DESCRIPTION**

The Utility Customer Care Center, consisting of both office and field personnel, offers customer assistance with utility operations and billing inquiries, provides communication and education of Georgetown Utility System processes with the goal of educating customers on utility and conservation programs; guides new development service initiations through City processes; manages the automated meter reading process, bills and collects for all City utility and airport services; manages utility service requests; and maintains City utility account records.



### **MAJOR DEPARTMENT GOALS**

- Develop and maintain quality utility programs and innovative services administered in a positive, proactive, and professional manner.
- Provide proactive communication to customers to increase awareness of utility operations and service impacts.
- Respond to customer inquiries and issues timely and fairly, with intentions of satisfying and educating each customer.
- Ensure the effective delivery of timely and accurate billing and payment information to our customers.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2012/13**

- Implemented a new departmental structure focused on enhanced customer interaction through a defined "front facing" channel and back office support structure to ensure customer centric approach.
- Enhanced meter to cash operations by implementing a combined billing statement for customers with both irrigation and water meter accounts, added additional filters to detect billing discrepancies, and established monitoring infrastructure framework to support automated meter reading process.
- Completed Automated Metering Infrastructure (AMI) project, replacing 44,000 water and electric meters, and began workflow modifications and process development for new architecture.
- Provided expanded options for Good Neighbor Fund monthly pledges and increased awareness of utility programs.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2013/14**

- Define and develop a Georgetown Utility Systems (GUS) long term Customer Service Vision and Strategy.
- Develop a unified customer facing portal objective and infrastructure that encompasses WEB customer bill pay, load profile information, telephone bill pay and outage reporting in one easily accessible area.
- Improve the customer experience by combining and creating a unified architecture and call flow within the Customer Care, GUS Control Center, and Permitting area.
- Evaluate and procure a new Customer Information System and Customer Relationship system to improve efficiencies and add additional customer benefit.
- Implement 1<sup>st</sup> Call Resolution in the Customer Care Call Center for an enhanced customer experience.

<b>CUSTOMER CARE</b>	<b>11/12 ACTUAL</b>	<b>12/13 ORIGINAL BUDGET</b>	<b>12/13 FINAL / ACTUAL</b>	<b>13/14 ADOPTED</b>	<b>14/15 PROPOSED</b>
Utility Customer Service Manager	1	1	1	1	1
Utility Customer Ops Supervisor	0	0	1	1	1
Utility Customer Service Supervisor	1	1	1	1	1
Billing Specialist, Utilities	1	1	1	1	1
Accounting Specialist, Utilities	1	1	1	1	1
Customer Service Representative, Sr	4	6	3	3	3
Customer Service Representative	2	2	3	3	3
Development Account Specialist	1	1	3	3	3
Field Customer Service Technician	3	1	2	2	2
Field Customer Service Rep II	2	2	0	0	0
AMR Systems Operator, Senior	0	0	1	1	1
AMR Systems Operator	2	2	1	1	1
AMI Operator	0	0	0	1	1
<b>TOTAL</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>19</b>	<b>19</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Work orders processed	19,561	16,599(1)	15,000	12,550	13,000
2. Payments processed	304,875	309,791	315,000	320,500	325,000
3. Customers paying by ACH Draft	2,619	3,620	3,700	4,000	4,500
4. Families helped by the Good Neighbor Fund (GNF)	133	194	225	230	250
5. # of AquaMessenger customers	559	725	800	1,000	2,500

(1) Department realized efficiency in processing delinquent account cut-off (DAC) work orders with addition of "yellow card" step in notification process.

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Avg. monthly customer service cost per account	\$4.62	\$4.48	\$4.60	\$4.60	\$4.70
2. % of walk-in customers	6.12%	5.74%	6.25%	6.25%	6.50%
3. % of payments by draft	21.16%	21.63%	22%	22%	25%
4. % of customers contributing to the Good Neighbor Fund	5.88%	4.62%	6%	6 %	7%

#### DEPARTMENTAL BUDGET: JOINT SERVICES FUND

<b>11/12 ACTUAL</b>	<b>12/13 BUDGET</b>	<b>12/13 PROJECTED ACTUAL</b>		<b>13/14 ADOPTED</b>	<b>14/15 ESTIMATED BASE</b>
980,424	1,012,391	1,011,077	Personnel	1,170,598	1,170,598
407,911	410,967	406,467	Operations	430,125	408,125
0	0	0	Capital	2,875	3,450
<u>1,388,335</u>	<u>1,423,358</u>	<u>1,417,544</u>	Subtotal - Department	<u>1,603,598</u>	<u>1,582,173</u>
260,596	358,175	400,000	Credit Card Fees	354,175	354,175
276,409	300,000	275,000	Bad Debt	300,000	300,000
64,889	64,000	68,000	Contracts - Other	68,000	68,000
<u>1,990,229</u>	<u>2,145,533</u>	<u>2,160,544</u>		<u>2,325,773</u>	<u>2,304,348</u>

## **Finance and Administration Facilities Maintenance**

### **DEPARTMENT DESCRIPTION**

The Facilities Maintenance Department provides building maintenance, minor renovations, janitorial services, landscape services, equipment replacement and emergency repairs for approximately 31 municipal buildings (approx. 396,234 sq.ft.). This department is responsible for developing and maintaining the Facilities Internal Service Fund which provides a repair/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.



### **MAJOR DEPARTMENT GOALS**

- Provide quality maintenance of City public facilities which fosters a safe and positive atmosphere for our employees and citizens.
- Provide preventative maintenance services on all Heating Ventilating and Air Conditioning (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 provide a perpetual funding source for facility repairs and services.
- Assist in the annual update of the Facility Plan to ensure adequate space for customers to transact business and for employees to work, and forecast future funding requirements.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2012/13**

- Completed the construction of Fire Station 2.
- Completed various maintenance projects in City Facilities; HVAC replacements, painting, floor replacements.
- Completed installation of Fire Detection system for Visitor Center, Airport, and Art Center.
- Develop long-term janitorial program for major facilities, including the new Public Safety building.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2013/14**

- Assist in construction of West Side Service Center.
- Complete LED lighting pilot program.
- Develop proactive maintenance programs to improve efficiency and enhance customer service.
- Install security cameras and access points to the City's electric substations and water plant.
- Assist in the design of the Public Safety Operations and Training Center to ensure long-term maintenance needs are minimized.

<b>FACILITIES MAINTENANCE</b>	<b>11/12 ACTUAL</b>	<b>12/13 ORIGINAL BUDGET</b>	<b>12/13 FINAL / ACTUAL</b>	<b>13/14 ADOPTED</b>	<b>14/15 PROPOSED</b>
Support Services Manager	1	1	1	1	1
Building Maint Tech, Lead	0	0	1	1	1
Building Maint Tech, Senior	2	2	2	3	3
Building Maint Tech	2	2	1	1	1
Facilities Coordinator	1	1	1	1	1
Capital Projects Manager	1	1	0	0	0
<b>TOTAL</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>7</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Work orders processed	1,203	1,318	1,300	1,300	1,300
2. Facilities maintained	27	28	31	31	31
3. Square feet of facilities maintained	377,000	379,000	379,000	379,000	396,000
4. Service contracts managed	16	17	17	17	17

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Work orders / PM requests completed within 3 days	97%	97%	97%	94%	97%
2. Avg. completion time per work order	4 days	4 days	5 days	4 days	2 days
3. Internal Customer Service rating of satisfied or better	83%	83%	83%	83%	85%

\* The Internal Customer Service Survey is conducted biennially.

---

#### DEPARTMENTAL BUDGET: FACILITIES FUND

<b>11/12 ACTUAL</b>	<b>12/13 BUDGET</b>	<b>12/13 PROJECTED ACTUAL</b>		<b>13/14 ADOPTED</b>	<b>14/15 ESTIMATED BASE</b>
537,170	441,226	405,641	Personnel	<b>439,819</b>	478,606
140,266	230,091	248,491	Operations	<b>379,715</b>	238,665
<u>677,436</u>	<u>671,317</u>	<u>654,132</u>		<u><b>819,534</b></u>	<u>717,271</u>

---

## ***Finance and Administration*** ***Facilities Contracts***

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 into the years of useful life for each item. These lease payments enable the Internal Service Fund to replace or repair items on a pre-planned schedule. Thus, the City maintains comfortable, safe and aesthetically appealing City facilities.

### **FACILITIES CONTRACTS BUDGET: FACILITIES FUND**

<b>11/12</b>	<b>12/13</b>	<b>12/13</b>		<b>13/14</b>	<b>14/15</b>
<b>ACTUAL</b>	<b>BUDGET</b>	<b>PROJECTED</b>		<b>ADOPTED</b>	<b>ESTIMATED</b>
		<b>ACTUAL</b>			<b>BASE</b>
63,488	12,000	12,000	Buildings & Structures	-	-
558,153	651,630	651,630	Lease and Contracts	<b>778,316</b>	672,746
354,972	350,719	350,719	Bldg. Improvements	<b>454,464</b>	403,364
46,659	515,298	515,298	Other Operating	<b>147,198</b>	67,198
<u>1,023,272</u>	<u>1,529,647</u>	<u>1,529,647</u>		<u><b>1,379,978</b></u>	<u>1,143,308</u>

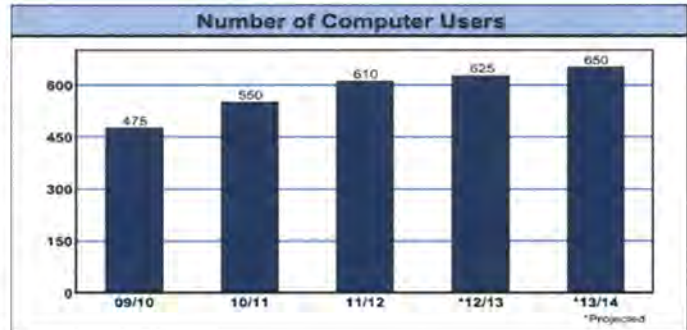
**Facilities Maintenance**  
**Internal Service Fund – 5 Year Replacement Plan**

By Function	2013/14	2014/15	2015/16	2016/17	2017/18
Carpet Replacement	19,000	-	36,000	5,000	-
Contingency	10,000	10,000	10,000	10,000	10,000
Elevator Maintenance	22,920	22,920	22,920	22,920	22,920
Emergency Gen. Maint.	39,419	39,419	39,419	39,419	39,419
Fire Extinguisher/Inspection	48,046	37,646	37,646	37,646	37,646
Fountain Maintenance	4,800	4,800	4,800	4,800	4,800
Furniture	25,000	30,000	-	-	-
Gate Maintenance	8,790	8,790	8,790	8,790	8,790
Gym and Racquetball Floor Maintenance	-	25,000	-	-	-
Halon/Fire Alarm Maintenance	850	850	850	850	850
HVAC Maintenance	99,118	99,118	99,118	99,118	99,118
HVAC Replacement	51,000	15,000	50,000	55,000	15,000
Ice Machine Maintenance	10,200	10,200	10,200	10,200	10,200
Ice Machine Replacement	12,000	6,000	-	6,000	-
Irrigation Inspection	31,050	31,050	31,050	31,050	31,050
Irrigation Maintenance	20,700	20,700	20,700	20,700	20,700
Janitorial Supplies	37,198	37,198	37,198	37,198	37,198
Janitorial Svcs.	270,462	270,462	270,462	270,462	270,462
Landscape Maintenance	233,108	233,108	174,608	174,608	174,608
Maintenance Reserve	30,000	30,000	30,000	30,000	30,000
Overhead Door Maintenance	6,900	7,400	7,400	7,400	7,400
Painting, Ext.	-	-	-	20,000	-
Painting, Int.	56,500	17,000	7,000	7,000	7,000
Parking Lot Maintenance	6,000	-	24,500	-	-
Pest Extermination	8,677	8,677	8,677	8,677	8,677
Preventative Maintenance	98,014	98,014	98,014	98,014	98,014
Seal Kennels floors	34,000	-	-	-	-
Security System Maintenance/Phone/Monitoring	57,026	57,956	57,026	57,026	57,026
Tennis Court Resurfacing	8,000	-	-	-	15,000
Tree Trimming	19,700	20,500	20,500	20,500	20,500
Vinyl Replacement	30,000	-	5,000	-	-
Water Softener Maintenance	1,500	1,500	1,500	1,500	1,500
Window Restoration	80,000	-	-	-	-
<b>Total Costs by Function</b>	<b>1,379,978</b>	<b>1,143,308</b>	<b>1,113,378</b>	<b>1,083,878</b>	<b>1,027,878</b>

## ***Finance and Administration Information Technology***

### **DEPARTMENT DESCRIPTION**

The Information Technology (IT) Department provides information and technology management services in support of all City divisions. This includes overall Information Technology Administration, application support for numerous software products used by City departments, as well as Information Technology infrastructure management for networks, servers, messaging, PCs/peripherals, and the City telephone system. The department also manages the Information Technology Internal Services (ISF) Fund.



### **MAJOR DEPARTMENT GOALS**

- Assist all City divisions in realizing process/effectiveness improvements through the use of 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 the most cost-effective manner possible.
- Provide excellent customer service and support to all departments.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2012/13**

- Expanded use of virtualized desktops to more City employees which included upgrades to Microsoft Windows 7 and Office 2010, and upgrades of several other applications.
- Updated the City IT Master plan and continued implementation of key projects identified in the plan.
- Participated in the selection process for an Enterprise Asset Management system.
- Upgraded the City's Voice-over-IP (VOIP) phone system.
- Upgraded the City's virtualized server architecture.
- Implemented IT services at new Fire Stations 2 and 5.
- Assisted in implementing the Laserfiche records management system in additional departments.
- Implemented a new employee expense reporting system.
- Assisted in the data center design incorporated into the upcoming Public Safety Operations and Training Complex (PSOTC).
- Initiated an employee tablet purchase subsidy program.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2013/14**

- Continue implementation of the IT Master Plan.
- Implement the selected Enterprise Asset Management System for Utilities (Electric, Water, Wastewater).
- Complete design of the IT architecture for the PSOTC data center and prepare for implementation.
- Assist Customer Care in soliciting proposals for a Customer Information System (CIS) for Utilities, customer billing and management.
- Implement an Interactive Voice Response (IVR) system for Customer Care to automate customer payment processing.
- Continue to virtualize servers wherever practical to improve efficiency and expand resiliency.
- Continue expansion of the Laserfiche records management system to additional departments.

INFORMATION TECHNOLOGY	11/12 ACTUAL	12/13 ORIGINAL BUDGET	12/13 FINAL / ACTUAL	13/14 ADOPTED	14/15 PROPOSED
IT Director	1	1	1	1	1
Technical Support Specialist, Senior	1	1	1	1	1
Technical Support Specialist	1	1	1	1	1
Operations Manager	1	1	1	1	1
Network Administrator	1	1	1	1	1
Email Administrator	1	1	1	1	1
Systems Administrator	1	1	1	1	1
Project Manager	0	0	0	1	1
Enterprise Systems Architect	0	0	0	1	1
Data Architect	0	0	0	1	1
Business Systems Analyst, Senior	0	0	1	1	1
Business Systems Analyst	1	1	1	1	1
Technical Support Specialist I (P/T)	0.5	0.5	0	0	0
<b>TOTAL (FT/PT)</b>	<b>8/5</b>	<b>8/5</b>	<b>9</b>	<b>12</b>	<b>12</b>

WORKLOAD MEASURES	ACTUAL FY 10/11	ACTUAL FY 11/12	BUDGETED FY 12/13	PROJECTED FY 12/13	PROJECTED FY 13/14
1. Help desk calls received	2,600	3,000	4,000	4,700	5,000
2. # of computer user accounts managed	550	610	620	625	650
3. # of servers managed	100	135	140	145	155

PERFORMANCE MEASURES	ACTUAL FY 10/11	ACTUAL FY 11/12	BUDGETED FY 12/13	PROJECTED FY 12/13	PROJECTED FY 13/14
1. Core network uptime	99.6%	99.9%	99.8%	99.8%	99.8%
2. % of servers virtualized	90%	80%	80%	85%	90%
3. Cost of service per user/per yr.	\$3,700*	\$3,747*	\$3,975*	\$4,000	\$4,200

\* Reflects addition of several new software systems in fiscal years 2010/11 and 2011/12

#### DEPARTMENTAL BUDGET: INFORMATION SERVICES FUND

11/12 ACTUAL	12/13 BUDGET	12/13 PROJECTED ACTUAL		13/14 ADOPTED	14/15 ESTIMATED BASE
687,412	722,367	722,367	Personnel	1,032,715	1,032,715
193,110	156,929	156,929	Operations	175,903	174,403
-	-	-	Capital	20,000	-
<u>880,522</u>	<u>879,296</u>	<u>879,296</u>		<u>1,228,618</u>	<u>1,207,118</u>

## ***Information Technology Capital Replacement***

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.

### **CAPITAL REPLACEMENT CONTRACTS BUDGET: INFORMATION SERVICES FUND**

<b>11/12 ACTUAL</b>	<b>12/13 BUDGET</b>	<b>12/13 PROJECTED ACTUAL</b>		<b>13/14 ADOPTED</b>	<b>14/15 ESTIMATED BASE</b>
836,685	1,136,698	1,136,698	Operating	<b>1,213,834</b>	1,137,037
812,937	494,800	494,800	Capital	<b>407,931</b>	254,635
<u>1,649,622</u>	<u>1,631,498</u>	<u>1,631,498</u>		<u><b>1,621,765</b></u>	<u>1,391,672</u>

**Information Technology**  
**Internal Service Fund – 5 Year Projections**

<b>Services</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
First Contact meetings	700	700	700	700	700
Software	10,000	10,000	10,000	10,000	10,000
Technology Training	13,000	13,000	13,000	13,000	13,000
Annual Contracts	1,101,834	1,025,037	1,127,541	1,240,295	1,364,324
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	35,800	35,800	35,800	35,800	35,800
Contingency	10,000	10,000	10,000	10,000	10,000
Network Replacement Contingency	20,000	20,000	10,000	10,000	10,000
<b>Total Services</b>	<b>1,213,834</b>	<b>1,137,037</b>	<b>1,229,541</b>	<b>1,342,295</b>	<b>1,466,324</b>
<b>Capital Outlays and Projects</b>					
Replacement Network Hardware	407,931	254,635	280,099	308,108	338,919
<b>Total Capital Replacement</b>	<b>407,931</b>	<b>254,635</b>	<b>280,099</b>	<b>308,108</b>	<b>338,919</b>
<b>Total IT Internal Service Fund</b>	<b>1,621,765</b>	<b>1,391,672</b>	<b>1,509,639</b>	<b>1,650,403</b>	<b>1,805,243</b>

## ***Finance and Administration***

### ***Information Technology - Geographic Information Systems***

#### **DEPARTMENT DESCRIPTION**

The Geographic Information Systems (GIS) group, part of the Information Technology department, is responsible for providing computer based mapping support to the entire organization. The department has developed a GIS Plan which guides the annual work program of staff. GIS is used as a planning and data management tool for multiple City departments, and usage is expected to expand to numerous additional City departments in the coming years. This group also manages the City's mapping special revenue fund.



#### **MAJOR DEPARTMENT GOALS**

- Provide a highly effective mapping function capable of meeting the needs of a rapidly changing City.
- Distribute maps and mapping capabilities to internal users as well as the Community.
- Contribute to decision making at all levels of the organization by providing outstanding geographic analysis and information in a readily accessible, easy-to-use manner.

#### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2012/13**

- Provided mapping technology support for City projects ranging from small maps to City-wide mapping projects.
- Supported increased amount of map requests driven by increasing land development applications.
- Continued to provide mapping support to emergency service divisions, especially in the provision of mapping data for 911 dispatch systems.
- Continued mapping support for systems such as automatic vehicle location system, MyPermitNow, County address mapping, Planning Department maps, and several other systems.
- Continued enhancement of GIS data employed by Police and Fire dispatch systems.
- Revamped interactive mapping websites to use more advanced web mapping technology.
- Provided mapping support for special projects such as the U.S. Census boundary updates, Meter Data Management System, MyPermitNow, and advanced metering infrastructure (AMI) project.
- Prepared GIS infrastructure and databases for upcoming enterprise asset management system project.

#### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2013/14**

- Continue to provide focused mapping support to Planning Department and all emergency service Departments.
- Implement GIS server technologies to support large Information Technology projects including Customer Information System (CIS) and the Enterprise Asset Management System (EAMS).
- Improve performance on GIS infrastructure through database and server tuning.
- Continue enhancement of GIS web sites.
- Develop collection of programming scripts to increase automation of GIS data maintenance projects and database administration.
- Maintain heavy involvement in major IT initiatives such as AMI, AMS, CIS, INCODE upgrade, and CAD.
- Train third IT staff member to perform mapping for public safety needs.

<b>GEOGRAPHIC INFORMATION SYSTEMS</b>	<b>11/12 ACTUAL</b>	<b>12/13 ORIGINAL BUDGET</b>	<b>12/13 FINAL / ACTUAL</b>	<b>13/14 ADOPTED</b>	<b>14/15 PROPOSED</b>
Applications Manager	1	1	1	1	1
Business Systems Analyst, Lead	1	1	1	1	1
Business Systems Analyst	2	2	1	1	1
GIS Technician	0	0	1	1	1
<b>TOTAL</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. New GIS data layers placed on distribution drive	20	30	30	125	45
2. Number of map requests handled	250	220	220	300	350
3. GIS data sets served over internet	35	35	35	55	75
4. Special mapping projects	3	3	3	2	4

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Total GIS data sets on network	182	200	230	355	400
2. Percent of map requests completed in 3 days	75%	90%	95%	95%	95%
3. GIS data sets served over internet	35	35	35	55	75

---

**DEPARTMENTAL BUDGET: JOINT SERVICES FUND**

<b>11/12 ACTUAL</b>	<b>12/13 BUDGET</b>	<b>12/13 PROJECTED ACTUAL</b>		<b>13/14 ADOPTED</b>	<b>14/15 ESTIMATED BASE</b>
256,387	301,029	303,034	Personnel	<b>306,542</b>	306,542
68,124	80,068	78,063	Operating	<b>81,413</b>	81,413
<u>324,511</u>	<u>381,097</u>	<u>381,097</u>		<u><b>387,955</b></u>	<u>387,955</u>

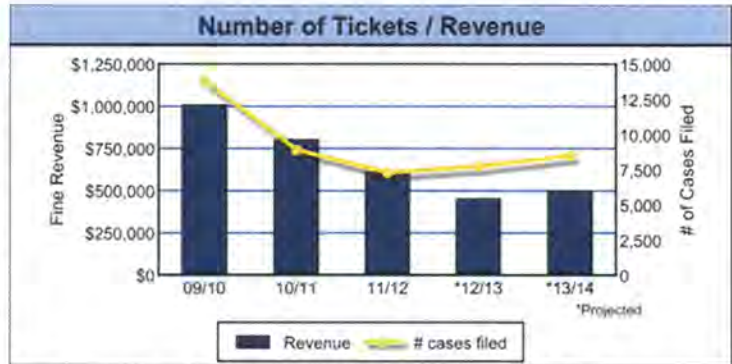
---

## **Finance and Administration Municipal Court**

### **DEPARTMENT DESCRIPTION**

---

The Municipal Court handles the judicial processing of Class C misdemeanors that originate from traffic citations, citizen complaints, misdemeanor arrests, and animal violations, occurring within the territorial limits of the City of Georgetown. The Municipal Court processing is pre-determined by the Texas Code of Criminal Procedure and the Code of Judicial Conduct. In addition to the judicial processing, the Court prepares dockets, schedules trials, processes juries, records and collects fine payments, and issues warrants for Violation of Promise to Appear and Failure to Appear. Municipal Court also processes code and parking violations as part of the citywide code enforcement effort.



The Municipal Judge holds monthly arraignment, juvenile, show cause, interpreter and trial dockets. The Judge also facilitates the Teen Court Program in conjunction with the Georgetown High School. A supervisor, two Deputy Court Clerks, one Juvenile Case Manager and one Customer Service Representative perform administrative and clerical activities. The department reports to the Court Administrator.

### **MAJOR DEPARTMENT GOALS**

---

- Foster a "customer service" philosophy with court defendants, treating all with professional courtesy and respect.
- Increase Court efficiency through streamlined procedures and automation.
- Protect and preserve individual liberties of court defendants.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2012/13**

---

- Participated in annual statewide warrant round up along with 320+ jurisdictions.
- Evaluated opportunity to partner with Travis County Constable Precinct 2 for warrant service within their jurisdiction, on warrants that are outside of the City of Georgetown.
- Piloted Incode's court notification system to provide enhanced customer service opportunities and increase court efficiency by sending notifications to customers and jurors.
- Completed upgrade to Incode's Version 9 software.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2013/14**

---

- Expand usage of the court notification system to provide enhanced customer service opportunities and increase court efficiency by sending notifications to customers and jurors.
- Continue to manage with space constraints and maintain service levels with an eliminated position.
- Monitor timeline for docket processing and add additional dockets when needed.
- Implement additional efficiencies during court sessions by utilizing system enhancements and providing additional training.
- Participate in annual multi-jurisdictional warrant round up and "mini" roundup with other local municipalities.

<b>MUNICIPAL COURT</b>	<b>11/12 ACTUAL</b>	<b>12/13 ORIGINAL BUDGET</b>	<b>12/13 FINAL / ACTUAL</b>	<b>13/14 ADOPTED</b>	<b>14/15 PROPOSED</b>
Municipal Court Administrator	1	1	1	1	1
Municipal Court Supervisor	1	1	1	1	1
Deputy Court Clerk	2	2	2	2	2
Juvenile Case Worker	1	1	1	1	1
Customer Service Rep	2	1	1	1	1
<b>TOTAL</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Number of cases filed	8,899	7,284	7,840	7,728	8,501
2. Number of courtesy letters	16,128	12,755	13,930	13,548	14,903
3. Number of warrants issued	2,667	1,008	1,105	609	670
4. Municipal Court fine revenue:					
Retained by City	\$800,468	\$606,605	\$698,966	\$450,234	\$495,258
Remitted to State	\$478,166	\$402,275	\$453,096	\$325,387	\$357,926

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Arraignment docket scheduling	60 days	30 days	60 days	30 days	30 days
2. Processing of ticket entry	2 days	1 day	2 days	1 day	1 day
3. Customer use of website	23,919	21,864	23,386	27,948	30,743
4. Warrants cleared as % of issued	20%	28%	20%	79%	79%
5. Citations issued through auto systems - % of total	99%	99%	99%	99%	99%
6. Bailiff attendance for court	100%	100%	100%	100%	100%
7. Collections per clerk – City portion	\$160,094	\$121,321	\$174,742	\$112,559	\$123,815

---

**DEPARTMENTAL BUDGET: GENERAL FUND / COURT FEES SRF / JUVENILE SRF**

<b>11/12 ACTUAL</b>	<b>12/13 BUDGET</b>	<b>12/13 PROJECTED ACTUAL</b>		<b>13/14 ADOPTED</b>	<b>14/15 ESTIMATED BASE</b>
425,943	492,901	456,596	Personnel	<b>490,246</b>	490,246
116,322	273,449	200,639	Operations	<b>146,272</b>	115,875
<u>542,265</u>	<u>766,350</u>	<u>657,235</u>		<u><b>636,518</b></u>	<u>606,121</u>

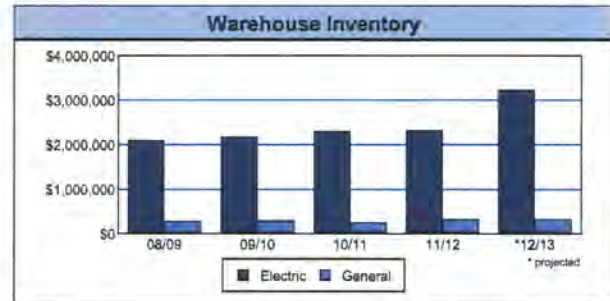
---

## **Finance and Administration Purchasing**

### **DEPARTMENT DESCRIPTION**

The Purchasing Department procures all supplies, equipment, and services for all departments within the City organization. Procurement activities include establishing annual contracts and blanket purchase orders to reduce cost; preparing bid specification and tabulations; conducting formal bid proceedings for procurements of \$50,000 and over; expediting materials; reviewing, developing and monitoring City contracts; and preparing recommendations to the City Council for material purchases of \$50,000 or more. Purchasing regularly communicates with using departments to

review purchasing procedures and solicit ideas for improved efficiency. Purchasing is responsible for procuring and issuing cellular telephones and pagers. Purchasing also oversees the operation of the City's central receiving/distribution warehouses and is responsible for disposing of surplus items and managing all surplus auctions.



### **MAJOR DEPARTMENT GOALS**

- Develop and maintain a level of performance considered above average by our customers while maintaining a high degree of efficiency and economy.
- Provide the City of Georgetown user departments with needed materials and services by utilizing best value purchases in a timely manner.
- Develop and maintain a positive and productive working relationship with all user departments.
- Develop and maintain an efficient purchasing process that allows a high degree of efficiency and economy while allowing a user friendly process for departments.
- Provide training, online resources and reference materials for our customers
- Review and consider updates to warehousing process.

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2012/13**

- Procurement and implementation of contract management system to organize and track contracts as well as insurance documents and maintenance/warranty agreements.
- Developed additional standardized forms for commonly used contracting documents.
- Implemented Purchasing Users Group to provide input and feedback on purchasing issues to improve customer service delivery to internal customers.
- Completed certification for all staff members as procurement professionals.
- Refined automated purchase order for broader use in lieu of manual documents.
- Developed initial guidelines for purchasing process overhaul to increase efficiency and improve interaction with departments and Accounts Payable.
- Implemented document scanning and management program in conjunction with Records Management to allow for more efficient document storage and retrieval.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2013/14**

- Develop and implement training for both internal departments and the vendor community.
- Review automated dispenser program currently in place to determine possible areas for expansion.
- Assume additional responsibility for administration of solicitations from consulting engineering firms to standardize process, ensure all solicitations are handled properly and provide savings to the city by reducing requirements for outside firms.
- Continue efforts to standardize processes, policies and forms across all departments/divisions to increase efficiency of processing.
- Explore additional opportunities for further automation of procurement process via better utilization existing resources.
- Revamp our web site into a useful resource for both departments and suppliers by posting policies, procedures, documents and links to useful information.

<b>PURCHASING</b>	<b>11/12 ACTUAL</b>	<b>12/13 ORIGINAL BUDGET</b>	<b>12/13 FINAL / ACTUAL</b>	<b>13/14 ADOPTED</b>	<b>14/15 PROPOSED</b>
Purchasing Manager	1	1	1	1	1
Buyer	1	1	1	1	1
Contract Coordinator	1	1	1	1	1
Warehouse Supervisor	1	1	1	1	1
Warehouse Worker, Senior	1	1	1	1	1
Warehouse Worker	2	2	2	3	3
<b>TOTAL</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>8</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Purchase orders entered	7,367	6,835	8,200	6,300**	7,000
2. Inventory items disbursed by requisition	18,090	19,154	19,000	17,066**	18,000
3. Inventory deliveries received	1,806	1948	1,900	2,013	2,100
4. Formal bids processed	47	50	70	65	70

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 10/11</b>	<b>ACTUAL FY 11/12</b>	<b>BUDGETED FY 12/13</b>	<b>PROJECTED FY 12/13</b>	<b>PROJECTED FY 13/14</b>
1. Registered vendor (cumulative)	1,730	2,046	2,000	2,450	2,600
2. Registered Georgetown vendors (cumulative)	133	153	150	170	180
3. Contracts completed	87	60	125	78	90
4. Cost of Inventory disbursed	\$2,167,145	\$3,454,303	\$1,800,000	\$2,232,457	\$2,500,000
5. Gross revenue from Impound/ Surplus Auction	\$53,972	\$76,126	\$35,000	\$80,000	\$85,000
6. Internal Customer Service rating of satisfied or better	94.24%	94.88%	N/A*	N/A*	95.5%
7. Variance of GL to Inventory					
Main Warehouse	.31%	.6%	.05%	.05%	.5%
Electric Warehouse	.35%	1.2%	.05%	.8%	.8%

\*Internal Customer Service Survey is not issued annually.

\*\*Decrease in activity resulting from increased used of credit cards and blanket orders, and removal of requirement for PO under small purchase limit (\$3000)

\*\*\*Decrease in activity resulting from reduction in inventory stock items and shift to just-in-time deliveries directly from suppliers.

#### DEPARTMENTAL BUDGET: JOINT SERVICES FUND

<b>11/12 ACTUAL</b>	<b>12/13 BUDGET</b>	<b>12/13 PROJECTED ACTUAL</b>		<b>13/14 ADOPTED</b>	<b>14/15 ESTIMATED BASE</b>
442,559	460,814	461,681	Personnel	<b>542,309</b>	542,309
107,484	108,037	110,170	Operations	<b>110,090</b>	107,790
<u>550,043</u>	<u>568,851</u>	<u>571,851</u>		<u><b>652,399</b></u>	<u>650,099</u>

## **Finance and Administration Vehicle Service Center**

### **DEPARTMENT DESCRIPTION**

While providing outstanding customer service, this department performs preventative maintenance and mechanical repairs on all City equipment and vehicles to ensure safe, efficient operations and to prevent and minimize future repair needs. All vehicles needing repairs are brought for inspection and either repaired in-house or outsourced to outside shops for specialized service. The Fleet Maintenance Supervisor manages the Fleet Internal Service Fund, writes specifications for new vehicle and equipment purchases and performs new product research. This department reports to the Support Services Manager.



### **MAJOR DEPARTMENT GOALS**

- 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 through efficient, cost-effective operations.
- Maintain the integrity of the City's fleet through effective management of the Fleet Internal Service Fund.
- Provide "outstanding customer service" for all our internal and external customers; to do our part in making Georgetown a "City of Excellence".

### **MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2012/13**

- Received recognition from the National Institute for Automotive Service Excellence that the VSC professional staff met the high standards set forth by the ASE Blue Seal of Excellence Program for the fifth year in a row.
- Hired full time Service Writer to increase work order and parts ordering efficiency.
- Established Customer Service desk for "point of first contact" for all our customers.
- Purchased three replacement bucket trucks and boom truck for Electric department.
- Purchased replacement 12 yard dump truck for Street department.
- Purchased six service utility trucks, three of which are powered by propane.
- Purchased three replacement pickups and six small SUV's.
- Purchased a service utility truck, trailer and roller for the Street department patch crew.
- Purchased one mower and two utility vehicles for the Parks department.
- Purchased ten replacement Police SUV's and one undercover SUV.
- Purchased a replacement command vehicle and a fire engine for Station 2.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2013/14**

- Increase professionalism for all mechanics by obtaining additional ASE and EVT Certifications.
- Improve customer service skills, working towards becoming a "Department of Excellence".
- Continue to research alternative fuels for use in City fleet, such as exploring propane conversions for vehicles already in fleet.
- Replace pressure digger truck and a small bucket truck for the Electric department.
- Replace sewer-vac/hydro-excavating truck for the Water department.
- Purchase two replacement rollers and a distributor truck for the Street department.
- Replace 10 Police patrol vehicles and four undercover vehicles.
- Replace Fire reserve apparatus and a Type 6 wildland interface engine (brush truck).

VEHICLE SERVICE CENTER	11/12 ACTUAL	12/13 ORIGINAL BUDGET	12/13 FINAL / ACTUAL	13/14 ADOPTED	14-15 PROPOSED
Fleet Maintenance Supervisor	1	1	1	1	1
Lead Mechanic	1	1	1	1	1
Mechanic, Master	0	0	2	2	2
Mechanic, Senior	3	3	2	2	2
Mechanic	1	2	1	1	1
Service Writer/Parts	0.5	1	1	1	1
<b>TOTAL</b>	<b>6/5</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>

WORKLOAD MEASURES	ACTUAL FY 10/11	ACTUAL FY 11/12	BUDGETED FY 12/13	PROJECTED FY 12/13	PROJECTED FY 13/14
1. # of City-owned vehicles and equipment	408	429	433	436	446
2. Mechanic to vehicle ratio	1-82	1-86	1-87	1-87	1-89
3. Mechanic to Maintenance Repair Units (MRU)	1-161	1-162	1-166	1-167	1-171
4. # of work orders per year	2,801	3,515	3,100	3,449	3,200
5. Gallons of fuel used per year:					
Unleaded gasoline	104,903	105,533	107,000	107,991	109,500
Diesel fuel	92,370	88,953	94,217	92,907	94,000

PERFORMANCE MEASURES	ACTUAL FY 10/11	ACTUAL FY 11/12	BUDGETED FY 12/13	PROJECTED FY 12/13	PROJECTED FY 13/14
1. # of ASE, John Deere and EVT certifications held by VSC Staff	89	84	90	92	95
2. Percent of budget sent out for service/repairs	29%	41%	30%	40%	40%
3. Average age of City fleet:					
• Police - Patrol	5 yrs	5 yrs	4 yrs	4 yrs	4 yrs
• GUS & other dept.	8 yrs	7 yrs	7 yrs	8 yrs	7 yrs
• Fire Trucks	9 yrs	8 yrs	7 yrs	8 yrs	7 yrs
• Parks/Other Equipment	8 yrs	7 yrs	8 yrs	8 yrs	8 yrs
4. "Green" vehicles/equipment					
• Hybrids	16	16	14	14	14
• E85 capable	35	42	52	67	77
• Propane	3	3	4	4	7
• Electric	0	2	2	2	2
4. Internal Customer Service rating of satisfied or better	93%	95%	95%	96%	97%

#### DEPARTMENTAL BUDGET: FLEET MANAGEMENT FUND

11/12 ACTUAL	12/13 BUDGET	12/13 PROJECTED ACTUAL		13/14 ADOPTED	14/15 ESTIMATED BASE
427,140	541,676	510,851	Personnel	543,050	543,050
498,877	561,497	561,497	Operations	612,783	612,783
<u>926,017</u>	<u>1,103,173</u>	<u>1,072,348</u>		<u>1,155,833</u>	<u>1,155,833</u>

## ***Finance and Administration*** ***Vehicle Replacement & Insurance***

The purchase of vehicle replacements, vehicle specific equipment and radio communication equipment for all City departments are accounted for in this department. All major equipment and vehicles used in providing services to citizens of Georgetown are purchased through the Fleet Management Fund. 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 2002/03 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 2004/05. Each year's replacement costs are included in the City's annual short-term debt funding plan.

### **CAPITAL REPLACEMENT & INSURANCE BUDGET: FLEET MANAGEMENT FUND**

<b>11/12</b>	<b>12/13</b>	<b>12/13</b>		<b>13/14</b>	<b>14/15</b>
<b>ACTUAL</b>	<b>BUDGET</b>	<b>PROJECTED</b>		<b>ADOPTED</b>	<b>ESTIMATED</b>
		<b>ACTUAL</b>			<b>BASE</b>
91,298	125,461	125,461	Insurance	<b>174,233</b>	174,233
94,204	122,000	122,000	Contracts & Leases	<b>170,000</b>	170,000
<u>1,606,004</u>	<u>2,745,000</u>	<u>2,727,151</u>	Capital Outlay	<b><u>3,817,420</u></b>	<u>2,533,242</u>
<u><u>1,791,506</u></u>	<u><u>2,992,461</u></u>	<u><u>2,974,612</u></u>		<b><u><u>4,161,653</u></u></b>	<u><u>2,877,475</u></u>

## Fleet Management

### Internal Service Fund – 5 Year Replacement Plan

Capital Replacement	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Georgetown Utility Systems</b>					
Replacement Cost	723,000	319,000	371,100	351,000	357,000
Number of Units	8	10	7	6	4
<b>Transportation Services</b>					
Replacement Cost	428,000	303,500	200,400	290,900	229,400
Number of Units	5	5	3	7	4
<b>Downtown and Community Services</b>					
Replacement Cost	104,000	171,500	229,000	167,000	0
Number of Units	3	7	7	6	0
<b>Finance &amp; Administration</b>					
Replacement Cost	75,000	80,500	5,000	71,000	120,500
Number of Units	2	4	1	4	4
<b>Fire Services</b>					
Replacement Cost	710,000	760,000	800,000	1,250,000	0
Number of Units	4	3	3	1	0
<b>Management Services</b>					
Replacement Cost	0	17,600	0	20,000	0
Number of Units	0	1	0	1	0
<b>Police Services</b>					
Replacement Cost	665,000	662,500	742,000	780,500	498,500
Number of Units	16	1	1	1	1
<b>W &amp; WW Treatment Facilities</b>					
Replacement Cost	563,500	211,000	216,500	111,000	282,200
Number of Units	6	5	5	3	2
<b>Insurance/Radio Maintenance</b>					
Annual Cost	344,233	344,233	344,233	344,233	344,233
<b>Total Fleet ISF Replacement Costs</b>	<b>3,612,733</b>	<b>2,869,833</b>	<b>2,908,233</b>	<b>3,385,633</b>	<b>1,831,833</b>
<b>Total ISF Replacements/Purchases</b>	<b>44</b>	<b>36</b>	<b>27</b>	<b>29</b>	<b>15</b>
<b>Non-ISF Capital Items</b>	<b>548,920</b>				
Number of Units	15				
<b>Total Fleet Replacement Costs</b>	<b>4,161,653</b>				
<b>Total Fleet Replacements/Purchases</b>	<b>59</b>				



*This page intentionally left blank.*