

# Finance and Administration



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

The Finance & Administration Division serves City departments and citizens through Accounting, Administration, Customer Care, Fleet Services, Information Technology, Municipal Court and Purchasing. The Division also manages the City's Internal Service Funds for Fleet Services and Information Technology.

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

# Finance and Administration

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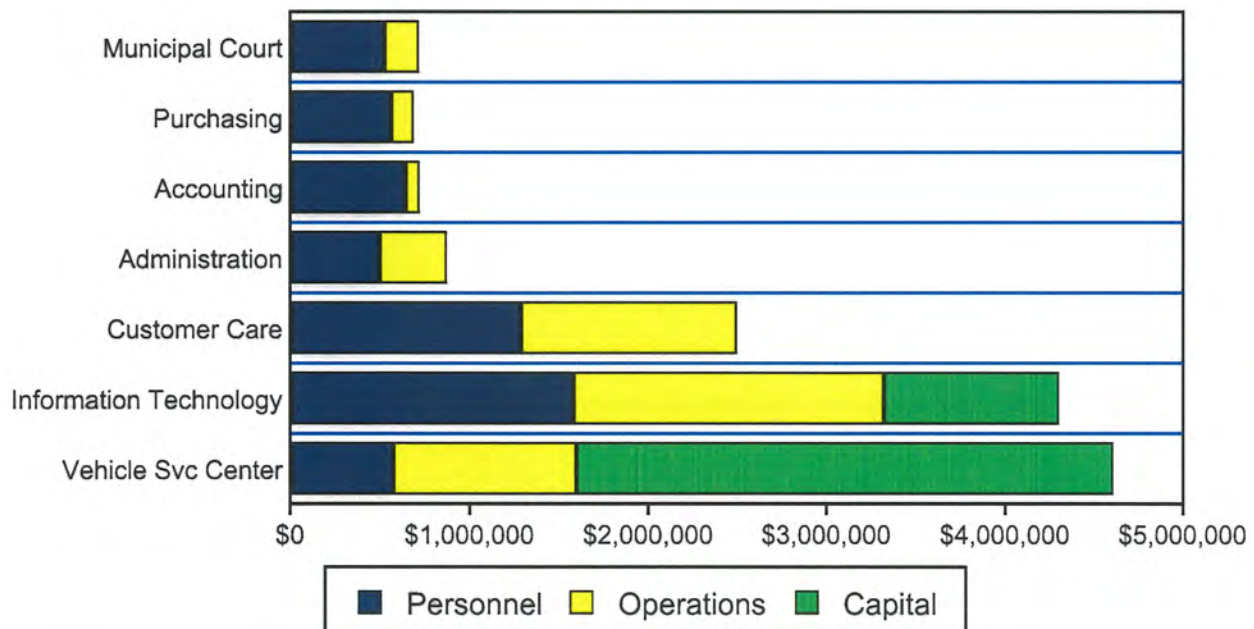
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## Finance and Administration Uses & Expenses

	13/14 AMENDED BUDGET	13/14 PROJECTED ACTUAL	14/15 PROPOSED BUDGET	% CHANGE (PROJ. ACTUAL)
<b><u>General Fund</u></b>				
Municipal Court	539,242	538,134	552,164	2.6%
total General Fund	539,242	538,134	552,164	2.6%
<b><u>Special Revenue Funds</u></b>				
Court Fees SRF	37,453	22,914	67,864	196.2%
Juvenile SRF	61,158	61,156	87,244	42.7%
total Special Rev. Funds	98,611	84,070	155,108	84.5%
<b><u>Internal Service Funds</u></b>				
Facilities Maintenance **	841,434	840,416	-	-100.0%
Facilities Maint. Contracts **	1,379,978	1,379,978	-	-100.0%
Fleet Contracts	4,161,653	4,161,653	3,358,763	-19.3%
Fleet Services	1,159,553	1,159,552	1,240,023	6.9%
Accounting	689,416	688,970	710,707	3.2%
Finance & Admin.	906,967	861,027	863,123	0.2%
Purchasing	652,399	650,245	677,610	4.2%
Customer Care	2,325,773	2,266,403	2,488,780	9.8%
Information Technology	1,262,183	1,288,202	1,839,114	42.8%
IT Contracts	1,750,955	1,750,765	2,454,953	40.2%
GIS *	418,385	419,768	-	-100.0%
total Internal Svc. Funds	15,548,696	15,466,979	13,633,073	-11.9%
<b>Division Total</b>	<b>16,186,549</b>	<b>16,089,183</b>	<b>14,340,345</b>	<b>-10.9%</b>
* GIS has merged with IT.				
** Facilities Maintenance is now under Downtown & Community Services.				

	14/15 PROPOSED BUDGET				PERSONNEL SUMMARY (FTE's)
	PERSONNEL	OPERATING	CAPITAL	TOTAL	
<u>General Fund</u>					
Municipal Court	451,900	100,264	-	552,164	6
total General Fund	451,900	100,264	-	552,164	6
<u>Special Revenue Funds</u>					
Court Fees SRF	-	67,864	-	67,864	-
Juvenile SRF	62,719	24,525	-	87,244	1
total Special Rev. Funds	62,719	92,389	-	155,108	1
<u>Internal Service Funds</u>					
Fleet Contracts	-	349,733	3,009,030	3,358,763	-
Fleet Services	565,425	674,598	-	1,240,023	8
Accounting	633,461	77,246	-	710,707	9
Finance & Admin.	488,414	374,709	-	863,123	5
Purchasing	552,001	125,609	-	677,610	8
Customer Care	1,279,962	1,205,943	2,875	2,488,780	19
Information Technology	1,573,979	265,135	-	1,839,114	18
I/T Contracts	-	1,474,846	980,107	2,454,953	-
total Internal Svc. Funds	5,093,242	4,547,819	3,992,012	13,633,073	67
Division Total	5,607,861	4,740,472	3,992,012	14,340,345	74

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

### **DEPARTMENT DESCRIPTION**

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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**

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- 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 2013/14**

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- Coordinated the creation of the South Georgetown Tax Increment Reinvestment Zone (TIRZ), to promote quality development and job creation in that area.
- Developed Chisholm Trail Special Utility District (CTSUD) financing and integration plans.
- Finalized and adopted financing plan for the Rivery Conference Center.
- Implemented the City's self-insurance program.
- Continued to work with GUS in developing business processes for effective operations of the utility through innovative customer care.
- Developed funding plan for Hillwood's Wolf Ranch development project.
- Worked with Planning to update the City Municipal Utility District (MUD) policy.
- Coordinated new bond issues and two refunding bond issues.
- Created Division leadership team and developed the "CAPITAL" Mission Statement as a guiding principal for divisional culture.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2014/15**

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- Work with Customer Care in the selection of an enterprise Customer Information and Billing system software.
- Assist Transportation and the Road Bond Committee in developing a possible 2014 Bond Referendum for targeted streets and sidewalk improvements.
- Assist in the development of an update to the City's Annexation Plan and Comprehensive Plan update.
- Develop strategy for long-term stability of the City's property tax rates and resulting revenue.
- Assist Planning in negotiating development projects that involve some type of financing district.
- Oversee the integration of Chisholm Trail Special Utility District (CTSUD) customer billing and financial operations into the City's financial entity.
- Continue to emphasize "CAPITAL" focus to strengthen and guide Divisional leadership and management.
- Oversee the selection of the City's Investment Advisor and Depository Services contracts.

ADMINISTRATION	12/13 ACTUAL	13/14 ORIGINAL BUDGET	13/14 FINAL / ACTUAL	14/15 ADOPTED	15/16 PROPOSED
Chief Financial Officer	1	1	1	1	1
Finance Director	1	1	1	1	1
Financial Analyst	1	1	1	1	1
Project Manager	1	0	0	0	0
Executive Assistant	1	1	1	1	1
Administrative Assistant	1	1	1	1	1
<b>TOTAL</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>

WORKLOAD MEASURES	ACTUAL FY 11/12	ACTUAL FY 12/13	BUDGETED FY 13/14	PROJECTED FY 13/14	PROJECTED FY 14/15
1. # of bond issues outstanding	34	35	38	38	44
Amount of debt outstanding	\$147,935,460	\$164,344,253	\$167,764,126	\$173,210,705	\$185,947,574
2. Utility customers	26,481	27,400	27,800	28,000	28,400
3. Adopted Annual Budget	\$180,802,555	\$202,088,296	\$235,307,794	\$225,189,384	\$231,124,287
4. Presentations to Council	28	28	25	28	30
5. # of total division employees	72	72	78	79	74

PERFORMANCE MEASURES	ACTUAL FY 11/12	ACTUAL FY 12/13	BUDGETED FY 13/14	PROJECTED FY 13/14	PROJECTED FY 14/15
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	\$91.98	\$84.51	\$90.00	\$90.00	\$95.00
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	225	261	250	230	250

#### DEPARTMENT BUDGET: JOINT SERVICES FUND

12/13 ACTUAL	13/14 BUDGET	13/14 PROJECTED ACTUAL		14/15 ADOPTED	15/16 ESTIMATED BASE
544,874	554,761	503,021	Personnel	488,414	488,414
399,097	352,206	358,006	Operations	374,709	374,496
<u>943,971</u>	<u>906,967</u>	<u>861,027</u>		<u>863,123</u>	<u>862,910</u>



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

### **DEPARTMENT DESCRIPTION**

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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**

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- 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 2013/14**

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- Participated with Georgetown Utility Systems (GUS) to implement an Enterprise Asset Management (EAM) program for the utility.
- Prepared a Request for Proposal (RFP) and selected an auditing firm for the City's annual audit.
- Automated vendor email notifications for invoices paid via electronic payments.
- Implemented electronic budget worksheets for the annual budget process.
- Prepared and conducted training on the annual budget process.
- Updated and redesigned the monthly legal reports.
- Reviewed and updated the P-Card (credit card) Policy.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2014/15**

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- Implement electronic pay stubs for biweekly payroll.
- Integrate Fixed Asset and Project Accounting information received via EAM program into our financial information system, Incode.
- 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
- Work with new external auditors to review the City's internal control program and develop potential expansion.
- Coordinate the selection process for the City's investment advisor and depository services contract.
- Complete the reconciliation and closeout of the Williams Drive project.

<b>ACCOUNTING</b>	<b>12/13 ACTUAL</b>	<b>13/14 ORIGINAL BUDGET</b>	<b>13/14 FINAL / ACTUAL</b>	<b>14/15 ADOPTED</b>	<b>15/16 PROPOSED</b>
Controller	1	1	1	1	1
Accounting Supervisor	1	1	1	1	1
Accountant, Senior	1	1	1	1	1
Accountant	0	0	1	1	1
Accounting Specialist, Senior	3	3	3	3	3
Accounting Specialist	2	3	2	2	2
<b>TOTAL</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. Vendor checks issued	10,051	9,282	10,500	9,510	10,000
2. Invoices processed	19,532	18,290	20,000	19,710	20,000
3. Payroll checks issued	15,803	15,826	15,750	16,050	16,100
4. Annual investment portfolio	\$74,086,071	\$97,526,720	\$90,000,000	\$90,520,519	\$90,000,000
5. # of grants	16	18	10	22	12
Annual grant expenditures	\$1,339,271	\$3,441,495	\$1,116,000	\$3,602,467	\$4,288,152

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. Payments processed within vendor terms	97%	97%	98%	98%	98%
2. # of manual payroll checks processed	10	30	9	50	45
3. # of securities/CDs purchased	5	4	15	15	15
4. Internal customer rating of satisfied or better	89.2%	N/A	N/A	N/A	90%

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

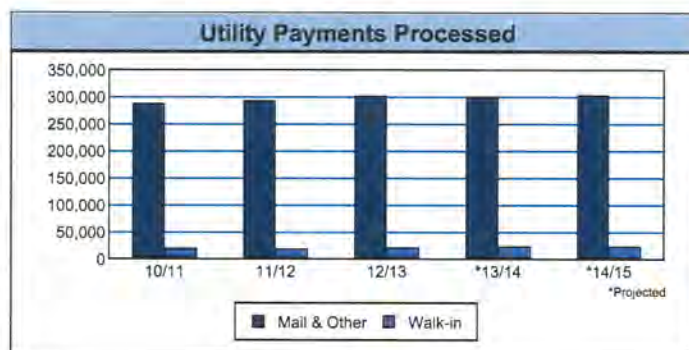
#### DEPARTMENTAL BUDGET: JOINT SERVICES FUND

<b>12/13 ACTUAL</b>	<b>13/14 BUDGET</b>	<b>13/14 PROJECTED ACTUAL</b>		<b>14/15 ADOPTED</b>	<b>15/16 ESTIMATED BASE</b>
526,434	619,956	606,510	Personnel	<b>633,461</b>	633,461
64,375	69,060	82,060	Operations	<b>77,246</b>	82,318
-	400	400	Capital	-	-
<u>590,809</u>	<u>689,416</u>	<u>688,970</u>		<u><b>710,707</b></u>	<u>715,779</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 Systems processes while 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 with the goal of providing a "small town" experience with "Big City" services.



### **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 2013/14**

- Established a Georgetown Utility Systems customer vision supporting the City of Excellence initiative.
- Developed a foundation of behavior based standards designed to create a culture that fosters positive and interactive customer relationships.
- Centralized utility related telephone calls into the Customer Care Call Center.
- Standardized customer communications through email templates, telephone scripting, integrating of telephone call flows, and enhanced information on utility bill statements.
- Expanded Customer Self Service options by offering automated telephone bill payment, releasing usage data via a web portal (GUARD), and expanded the capability to view prior bills online.
- Provided customer service management functions for the Chisholm Trail Special Utility District.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2014/15**

- Develop an organizational design and staffing plan to meet the Georgetown Utility Systems (GUS) customer vision.
- Build upon the foundation of behavior based standards to foster a "small town" customer experience that emphasizes customer relationships.
- Reengineer Interactive Voice Response (IVR) System to enhance capabilities and improve services.
- Replace existing Customer Information Software (CIS) that includes a Customer Relationship Management (CRM) system to facilitate interactions with customers.
- Expand and utilize new technologies to enhance the customer experience.
- Integrate Chisholm Trail Special Utility District customer billing and service operations into Customer Care Center.
- Determine technical system needs for improved billing and customer management and proceed through new system procurement.



<b>CUSTOMER CARE</b>	<b>12/13 ACTUAL</b>	<b>13/14 ORIGINAL BUDGET</b>	<b>13/14 FINAL / ACTUAL</b>	<b>14/15 ADOPTED</b>	<b>15/16 PROPOSED</b>
Utility Customer Service Manager	1	1	1	1	1
Utility Customer Ops Supervisor	1	1	1	1	1
Utility Customer Service Supervisor	1	1	1	1	1
Project Coordinator	0	0	1	1	1
Business Analyst	0	0	1	1	1
Billing Specialist, Utilities	1	1	1	1	1
Accounting Specialist, Utilities	1	1	0	0	0
Customer Service Representative, Sr	3	3	3	3	3
Customer Service Representative	3	3	2	2	2
Development Account Specialist	3	3	3	3	3
Field Customer Service Technician	2	2	2	2	2
AMR Systems Operator, Senior	1	1	1	1	1
AMR Systems Operator	1	1	2	2	2
AMI Operator	0	1	0	0	0
<b>TOTAL</b>	<b>18</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>19</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. Work orders processed	16,599	12,550	15,000	44,349	16,000
2. Payments processed	309,791	320,456	315,000	321,556	325,000
3. Customers paying by ACH Draft	3,620	3,620	3,700	4,283	4,500
4. Families helped by the Good Neighbor Fund (GNF)	194	170	225	150	250
5. # of AquaMessenger customers	725	829	800	1,200	2,500

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. Avg. monthly customer service cost per account	\$4.48	\$4.60	\$4.60	\$4.38	\$4.70
2. % of walk-in customers	5.74%	6.25%	6.25%	7.07%	7%
3. % of payments by draft	21.63%	22.39%	22%	25.27%	30%
4. % of customers contributing to the Good Neighbor Fund	4.62%	6.12%	6%	7 %	8%

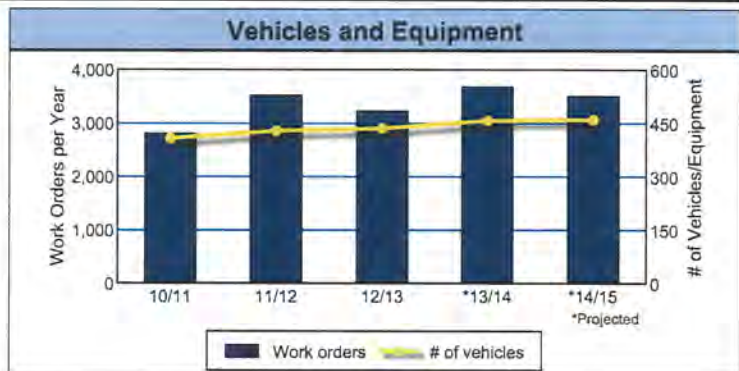
#### DEPARTMENTAL BUDGET: JOINT SERVICES FUND

<b>12/13 ACTUAL</b>	<b>13/14 BUDGET</b>	<b>13/14 PROJECTED ACTUAL</b>		<b>14/15 ADOPTED</b>	<b>15/16 ESTIMATED BASE</b>
980,179	1,170,598	1,116,373	Personnel	<b>1,279,962</b>	1,279,962
379,900	430,125	424,980	Operations	<b>482,536</b>	489,502
4,183	2,875	2,875	Capital	<b>2,875</b>	2,875
<u>1,364,262</u>	<u>1,603,598</u>	<u>1,544,228</u>	Subtotal - Department	<u><b>1,765,373</b></u>	<u>1,772,339</u>
409,046	354,175	354,175	Credit Card Fees	<b>354,175</b>	354,175
208,527	3,000	300,000	Bad Debt	<b>300,000</b>	300,000
58,996	68,000	68,000	Contracts - Other	<b>69,232</b>	72,000
<u>2,040,831</u>	<u>2,325,773</u>	<u>2,266,403</u>		<u><b>2,488,780</b></u>	<u>2,498,514</u>

## **Finance and Administration Fleet 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.



### **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 2013/14**

- 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 sixth year in a row.
- Established Customer Service desk for "point of first contact" for all our customers.
- Purchased:
  - one replacement pressure digger truck, small bucket truck and boom/pole truck for Electric department along with a flatbed and a pickup.
  - two large sewer trucks and four replacement service utility trucks for the Water department.
  - one 6 yard dump truck, two replacement paving rollers and a replacement asphalt distributor truck for Streets.
  - one mowing tractor for "right of way" mowing.
  - one 6 yard dump truck and a mini excavator for the Stormwater department.
  - four replacement pickups and one small SUV.
  - new delivery van for Purchasing.
  - three mowers and one utility vehicle for the Parks department.
  - ten replacement Police SUV's and four undercover SUV's.
  - one replacement brush truck and a fire engine.
- Developed and implemented first department pages on new City intranet site that educates and provides access to information for other City departments.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2014/15**

- Increase professionalism for all mechanics by obtaining additional ASE and EVT Certifications, and continue goal of certification for fleet manager.
- 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.
- Purchase ten replacement pickup/utility vehicles.
- Purchase replacement street sweeper and skid steer loader.
- Purchase four replacement vehicles and one replacement mower for the Parks department.
- Replace existing fleet management software with new Infor Enterprise Asset Management (EAM) fleet module.
- Replace Fire rescue light and air apparatus, one replacement pickup and utility vehicle.

<b>FLEET SERVICES</b>	<b>12/13 ACTUAL</b>	<b>13/14 ORIGINAL BUDGET</b>	<b>13/14 FINAL / ACTUAL</b>	<b>14/15 ADOPTED</b>	<b>15/16 PROPOSED</b>
Fleet Maintenance Supervisor	1	1	1	1	1
Mechanic, Lead	1	1	1	1	1
Mechanic, Master	2	2	4	4	4
Mechanic, Senior	2	2	1	1	1
Mechanic	1	1	0	0	0
Service Writer/Parts	1	1	1	1	1
<b>TOTAL</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. # of City-owned vehicles and equipment	429	436	456	458	460
2. Mechanic to vehicle ratio	1-86	1-87	1-91	1-92	1-92
3. Mechanic to Maintenance Repair Units (MRU)	1-162	1-167	1-193	1-195	1-199
4. # of work orders per year	3,515	3,217	3,100	3,672	3,500
5. Gallons of fuel used per year:					
Unleaded gasoline	105,533	108,297	109,500	108,835	110,500
Diesel fuel	88,953	96,660	94,000	96,084	96,800

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. # of ASE, John Deere and EVT certifications held by VSC Staff	84	92	90	89	95
2. Percent of budget sent out for service/repairs	41%	41%	40%	42%	40%
3. Average age of City fleet:					
• Police - Patrol	5 yrs	4 yrs	4 yrs	4 yrs	4 yrs
• GUS & other dept.	7 yrs	8 yrs	7 yrs	7 yrs	7 yrs
• Fire Trucks	8 yrs	8 yrs	7 yrs	8 yrs	7 yrs
• Parks/Other Equipment	7 yrs	8 yrs	8 yrs	8 yrs	7 yrs
4. "Green" vehicles/equipment					
• Hybrids	16	14	14	15	14
• E85 capable	42	67	77	78	82
• Propane	3	4	7	6	6
• Electric	2	2	2	2	2
5. Internal Customer Service rating of satisfied or better	95%	N/A	95%	96%	97%

#### **DEPARTMENTAL BUDGET: FLEET MANAGEMENT FUND**

<b>12/13 ACTUAL</b>	<b>13/14 BUDGET</b>	<b>13/14 PROJECTED ACTUAL</b>		<b>14/15 ADOPTED</b>	<b>15/16 ESTIMATED BASE</b>
486,859	546,770	546,769	Personnel	<b>565,425</b>	565,425
566,605	612,783	612,783	Operations	<b>674,598</b>	701,756
<u>1,053,464</u>	<u>1,159,553</u>	<u>1,159,552</u>		<u><b>1,240,023</b></u>	<u>1,267,181</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>12/13</b>	<b>13/14</b>	<b>13/14</b>		<b>14/15</b>	<b>15/16</b>
<b>ACTUAL</b>	<b>BUDGET</b>	<b>PROJECTED</b>		<b>ADOPTED</b>	<b>ESTIMATED</b>
		<b>ACTUAL</b>			<b>BASE</b>
123,347	174,233	174,233	Insurance	<b>166,733</b>	166,733
130,645	170,000	170,000	Contracts & Leases	<b>183,000</b>	183,000
<u>1,777,320</u>	<u>3,817,420</u>	<u>3,817,420</u>	Capital Outlay	<b><u>3,009,030</u></b>	<u>2,578,027</u>
<u><u>2,031,312</u></u>	<u><u>4,161,653</u></u>	<u><u>4,161,653</u></u>		<b><u><u>3,358,763</u></u></b>	<u><u>2,927,760</u></u>

# Fleet Management

## Internal Service Fund – 5 Year Replacement Plan

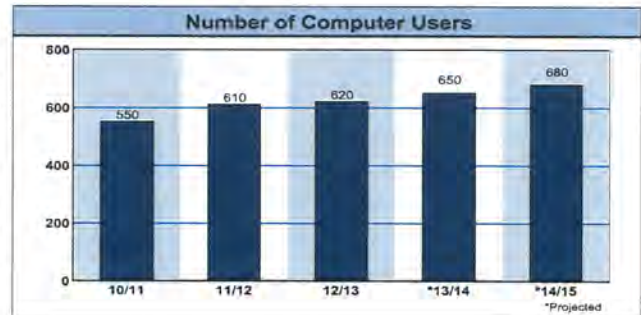
Capital Replacement	2014/15	2015/16	2016/17	2017/18	2018/19
<b>Georgetown Utility Systems</b>					
Replacement Cost	178,000	433,500	299,500	408,500	363,000
Number of Units	6	8	5	5	9
<b>Transportation Services</b>					
Replacement Cost	395,000	343,000	380,600	233,200	330,500
Number of Units	5	6	5	3	7
<b>Downtown and Community Services</b>					
Replacement Cost	148,000	114,500	300,000	50,000	52,000
Number of Units	5	5	9	2	4
<b>Finance &amp; Administration</b>					
Replacement Cost	95,500	5,000	63,500	30,000	130,000
Number of Units	3	1	4	1	6
<b>Fire Services</b>					
Replacement Cost	730,000	790,000	1,490,000	400,000	450,000
Number of Units	3	4	3	1	1
<b>Management Services</b>					
Replacement Cost	0	17,600	22,000	0	33,500
Number of Units	0	1	1	0	1
<b>Police Services</b>					
Replacement Cost	0	745,500	872,500	745,500	591,000
Number of Units	0	20	20	17	12
<b>W &amp; WW Treatment Facilities</b>					
Replacement Cost	160,000	119,000	114,500	386,500	183,600
Number of Units	3	4	3	3	5
<b>Insurance/Radio Maintenance</b>					
Annual Cost	349,733	349,733	349,733	349,733	349,733
<b>Total Fleet ISF Replacement Costs</b>	<b>2,056,233</b>	<b>2,917,833</b>	<b>3,892,333</b>	<b>2,603,433</b>	<b>2,483,333</b>
<b>Total ISF Replacements/Purchases</b>	<b>25</b>	<b>49</b>	<b>50</b>	<b>32</b>	<b>45</b>
<b>Non-ISF Capital Items</b>	<b>1,302,530</b>				
Number of Units	16				
<b>Total Fleet Replacement Costs</b>	<b>3,358,763</b>				
<b>Total Fleet Replacements/Purchases</b>	<b>41</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 2013/14**

- Rollout of virtualized desktops to all eligible 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.
- Supported implementation of the City's Enterprise Asset Management system (Infor) for electric, water and wastewater assets, including support for GIS enablement of the system.
- Restructured and upgraded the City's virtualized server architecture and storage platform.
- Implemented a new City employee intranet, Georgetown Online (GO).
- Implemented an Interactive Voice Response (IVR) system for Customer Care to automate customer payment processing.
- Assisted in technology selection, and procurement for the upcoming Public Safety Operations and Training Complex (PSOTC).
- Began a technology refresh project for the City Council chambers.
- Expanded the internet capacity for the City's public access wi-fi system.
- Implemented an Open Records Request tracking system.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2014/15**

- Continue implementation of the IT Master Plan.
- Assist in the selection and begin implementation of a Utilities Customer Information System (CIS) for Customer Care.
- Complete implementation of the technology supporting the Public Safety Operations and Training Complex (PSOTC).
- Expand implementation of the Infor Enterprise Asset Management system to additional departments and asset types, including Fleet Management.
- Maintain heavy GIS involvement in major IT initiatives such as AMI, EAM, CIS, and CAD.
- Implement additional technology projects as funded by City departments.
- Continue expansion of the Laserfiche records management system to additional departments.
- Replace the City's data backup and archiving solution.

INFORMATION TECHNOLOGY	12/13 ACTUAL	13/14 ORIGINAL BUDGET	13/14 FINAL / ACTUAL	14/15 ADOPTED	15/16 PROPOSED
IT Director	1	1	1	1	1
Assistant IT Director	1	1	1	1	1
IT Supervisor	0	0	0	1	1
Technical Support Specialist, Senior	1	1	1	1	1
Technical Support Specialist	1	1	1	1	1
Desktop Tech	0	0	0	1	1
IT 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	2	2
Project Manager	0	1	1	1	1
Enterprise Systems Architect	0	1	1	1	1
Data Architect	0	1	0	0	0
Systems Analyst, Senior	2	2	2	1	1
Systems Analyst	1	1	2	2	2
Business System Analyst	1	1	1	1	1
GIS Technician	1	1	1	1	1
<b>TOTAL (FT/PT)</b>	<b>13</b>	<b>16</b>	<b>16</b>	<b>18</b>	<b>18</b>

WORKLOAD MEASURES	ACTUAL FY 11/12	ACTUAL FY 12/13	BUDGETED FY 13/14	PROJECTED FY 13/14	PROJECTED FY 14/15
1. Help desk calls received	3,000	4,000	4,700	5,500	5,500
2. # of computer user accounts managed	610	620	625	650	680
3. # of servers managed	135	140	145	175	190

PERFORMANCE MEASURES	ACTUAL FY 11/12	ACTUAL FY 12/13	BUDGETED FY 13/14	PROJECTED FY 13/14	PROJECTED FY 14/15
1. Core network uptime	99.9%	99.7%	99.8%	99.9%	99.9%
2. % of servers virtualized	80%	85%	85%	90%	95%
3. Cost of service per user/per yr.	\$3,747	\$3,975	\$4,000	\$4,000	\$4,600*

\* Reflects addition of several new software systems in fiscal years 2012/13 and 2013/14

#### DEPARTMENTAL BUDGET: INFORMATION SERVICES FUND

12/13 ACTUAL	13/14 BUDGET	13/14 PROJECTED ACTUAL		14/15 ADOPTED	15/16 ESTIMATED BASE
753,397	1,066,280	1,093,993	Personnel	1,573,979	1,573,979
168,629	175,903	173,093	Operations	265,135	276,611
-	20,000	21,116	Capital	-	-
<u>922,026</u>	<u>1,262,183</u>	<u>1,288,202</u>		<u>1,839,114</u>	<u>1,850,590</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

<u>12/13 ACTUAL</u>	<u>13/14 BUDGET</u>	<u>13/14 PROJECTED ACTUAL</u>		<u>14/15 ADOPTED</u>	<u>15/16 ESTIMATED BASE</u>
1,067,791	1,203,024	1,202,834	Operating	<b>1,474,846</b>	1,354,630
<u>525,119</u>	<u>547,931</u>	<u>547,931</u>	Capital	<b><u>980,107</u></b>	<u>340,100</u>
<u><u>1,592,910</u></u>	<u><u>1,750,955</u></u>	<u><u>1,750,765</u></u>		<b><u><u>2,454,953</u></u></b>	<u><u>1,694,730</u></u>

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

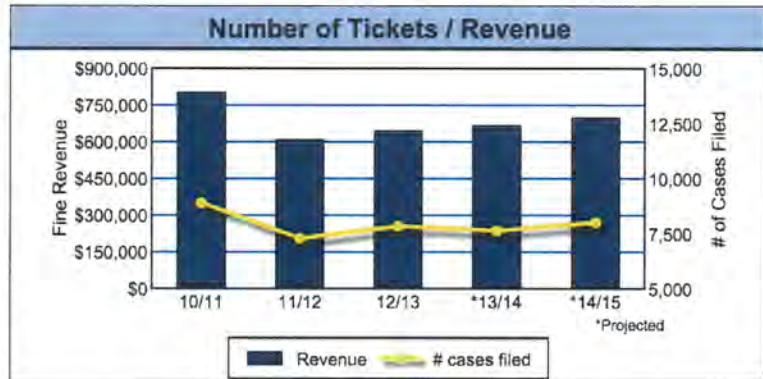
<b>Services</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>
First Contact meetings	700	700	700	700	700
Software	149,216	29,000	29,000	29,000	29,000
Technology Training	13,000	13,000	13,000	13,000	13,000
Annual Contracts	1,223,630	1,223,630	1,345,993	1,480,592	1,628,652
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	20,000	20,000	20,000
<b>Total Services</b>	<b>1,474,846</b>	<b>1,354,630</b>	<b>1,476,993</b>	<b>1,611,592</b>	<b>1,759,652</b>
<b>Capital Outlays and Projects</b>					
Replacement Network Hardware	980,107	340,100	374,110	411,521	452,673
<b>Total Capital Replacement</b>	<b>980,107</b>	<b>340,100</b>	<b>374,110</b>	<b>411,521</b>	<b>452,673</b>
<b>Total IT Internal Service Fund</b>	<b>2,454,953</b>	<b>1,694,730</b>	<b>1,851,103</b>	<b>2,023,113</b>	<b>2,212,325</b>



## **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, one Deputy Court Clerk, one Juvenile Case Manager and two Associate Deputy Court Clerks 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 2013/14**

- 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.
- Implemented a database offered by Tyler Technologies which will allow us to access and securely share information from other criminal justice systems/jurisdictions that participate in the program.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2014/15**

- Implement 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.
- 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.
- Renew the City's fine schedule and make recommendations as needed.
- Participate in the selection process for the new Court/Civic Center project to begin in January 2015.



<b>MUNICIPAL COURT</b>	<b>12/13 ACTUAL</b>	<b>13/14 ORIGINAL BUDGET</b>	<b>13/14 FINAL / ACTUAL</b>	<b>14/15 ADOPTED</b>	<b>15/16 PROPOSED</b>
Judge	0	0	1	1	1
Municipal Court Administrator	1	1	1	1	1
Municipal Court Supervisor	1	1	1	1	1
Associate Deputy Court Clerk	2	2	2	2	2
Deputy Court Clerk	1	1	1	1	1
Deputy Court Clerk, Senior	1	1	1	1	1
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>7</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. Number of cases filed	7,284	7,834	8,501	7,638	8,006
2. Number of courtesy letters	12,755	13,201	14,903	11,941	12,544
3. Number of warrants issued	1,008	737	670	1,047	767
4. Municipal Court fine revenue:					
Retained by City	\$606,605	\$643,087	\$495,258	\$664,092	\$697,300
Remitted to State	\$346,921	\$395,398	\$297,155	\$385,148	\$418,380

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. Arraignment docket scheduling	30 days	30 days	30 days	30 days	30 days
2. Processing of ticket entry	1 day	1 day	1 day	1 day	1 day
3. Customer use of website	21,864	22,054	30,743	31,838	32,793
4. Warrants cleared as % of issued	28%	54%	79%	36%	50%
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	\$151,651	\$160,772	\$123,815	\$166,023	\$174,325

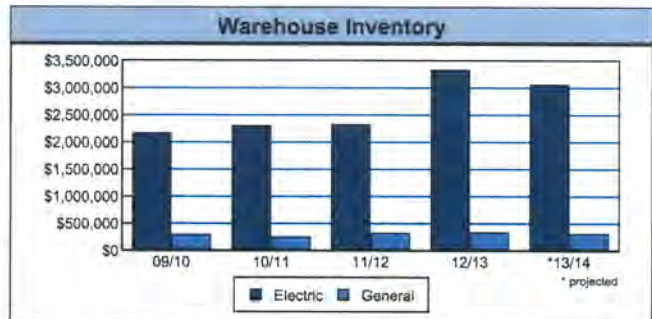
**DEPARTMENTAL BUDGET: GENERAL FUND / COURT FEES SRF / JUVENILE SRF**

<b>12/13 ACTUAL</b>	<b>13/14 BUDGET</b>	<b>13/14 PROJECTED ACTUAL</b>		<b>14/15 ADOPTED</b>	<b>15/16 ESTIMATED BASE</b>
433,134	491,581	480,471	Personnel	<b>514,619</b>	514,619
172,372	146,272	141,733	Operations	<b>168,128</b>	133,021
<u>605,506</u>	<u>637,853</u>	<u>622,204</u>		<u><b>682,747</b></u>	<u>647,640</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 management of communication device requirements as well as management of the credit card program in conjunction with Accounting. 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 2013/14**

- Added an additional buyer to Purchasing staff to oversee small dollar purchases and assist in warehouse operations.
- Expanded use of contract management system to additional departments and broadened the types of contracts managed.
- Designed process improvements to expedite mid-level procurements and approval requirements, and began implementation process.
- Completed initial planning of enterprise asset management system integration into warehouse operations.
- Developed and implemented a procurement process for the new Public Safety Operations and Training Facility in conjunction with project management and City staff.

### **MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2014/15**

- Complete implementation of enterprise asset management system in warehouse.
- Continue efforts to standardize processes, policies and forms across all departments/divisions to increase efficiency of processing.
- Develop and post policies, procedure, standard forms and instructions on internal web site to provide departments with easily assessable information and assistance.
- Complete implementation of process improvements, including a training plan, and monitor results for continued improvement.
- Incorporate leadership development into departmental operations.
- Continue to re-evaluate and refine inventory maintained in the warehouse.
- Update "Purchasing" department information on City intranet "GO" site.

<b>PURCHASING</b>	<b>12/13 ACTUAL</b>	<b>13/14 ORIGINAL BUDGET</b>	<b>13/14 FINAL / ACTUAL</b>	<b>14/15 ADOPTED</b>	<b>15/16 PROPOSED</b>
Purchasing Manager	1	1	1	1	1
Buyer	1	1	2	2	2
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	3	2	2	2
<b>TOTAL</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>

<b>WORKLOAD MEASURES</b>	<b>ACTUAL FY 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. Purchase orders entered	6,835	5,767	7,000	6,600	7,000
2. Inventory items disbursed by requisition	19,154	16,582	18,000	15,545	17,000
3. Inventory deliveries received	1,948	1,939	2,100	1,716	1,850
4. Formal bids processed	50	42	70	70	75

<b>PERFORMANCE MEASURES</b>	<b>ACTUAL FY 11/12</b>	<b>ACTUAL FY 12/13</b>	<b>BUDGETED FY 13/14</b>	<b>PROJECTED FY 13/14</b>	<b>PROJECTED FY 14/15</b>
1. Registered vendor (cumulative)	2,046	2,450	2,600	2,800	3,000
2. Registered Georgetown vendors (cumulative)	153	151	180	185	210
3. Contracts completed	60	96	90	115	138
4. Cost of Inventory disbursed	\$3,454,303	\$2,735,579	\$2,500,000	\$3,506,687	\$3,600,000
5. Gross revenue from Impound/ Surplus Auction	\$76,126	\$81,932	\$85,000	\$45,000**	\$60,000
6. Internal Customer Service rating of satisfied or better	94.88%	94.88%	95.5%	N/A*	95.5%
7. Variance of GL to Inventory					
Main Warehouse	.6%	1.3%	.5%	1%	1%
Electric Warehouse	1.2%	.5%	.8%	1%	1%

\*Internal Customer Service Survey is not issued annually.

\*\*Decrease in amount resulting from decrease in number of city vehicles surplusd.

#### DEPARTMENTAL BUDGET: JOINT SERVICES FUND

<b>12/13 ACTUAL</b>	<b>13/14 BUDGET</b>	<b>13/14 PROJECTED ACTUAL</b>		<b>14/15 ADOPTED</b>	<b>15/16 ESTIMATED BASE</b>
454,941	542,309	515,155	Personnel	<b>552,001</b>	552,001
110,855	110,090	135,090	Operations	<b>125,609</b>	129,941
<u>565,796</u>	<u>652,399</u>	<u>650,245</u>		<u><b>677,610</b></u>	<u>681,942</u>



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