

Finance and Administration

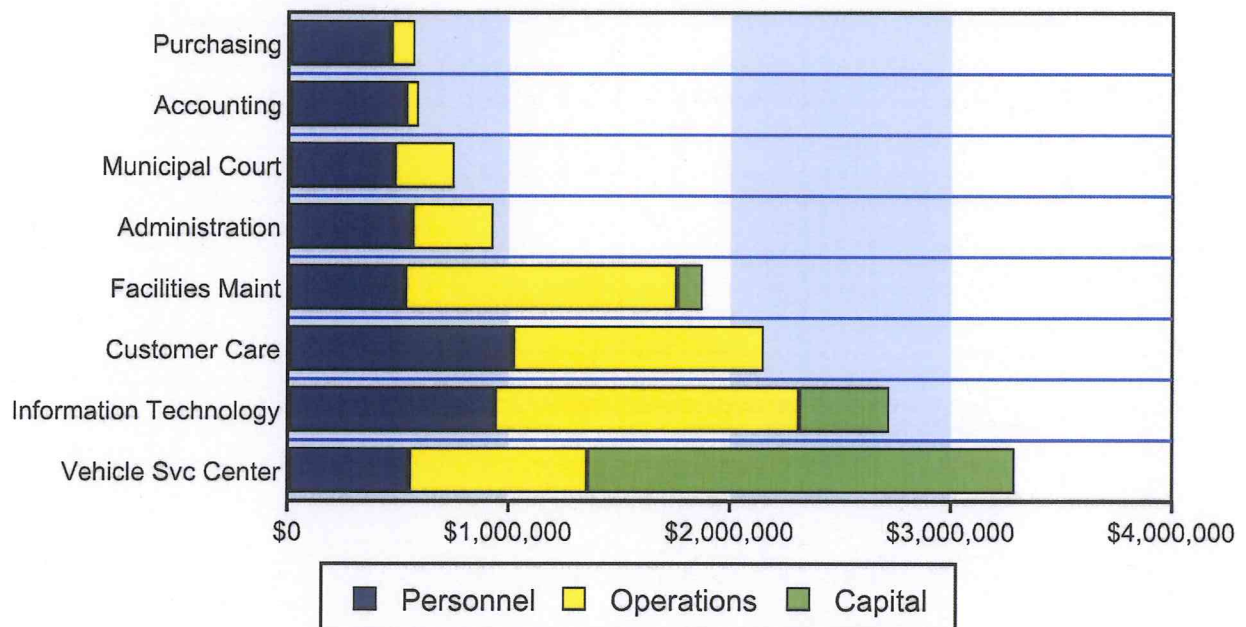
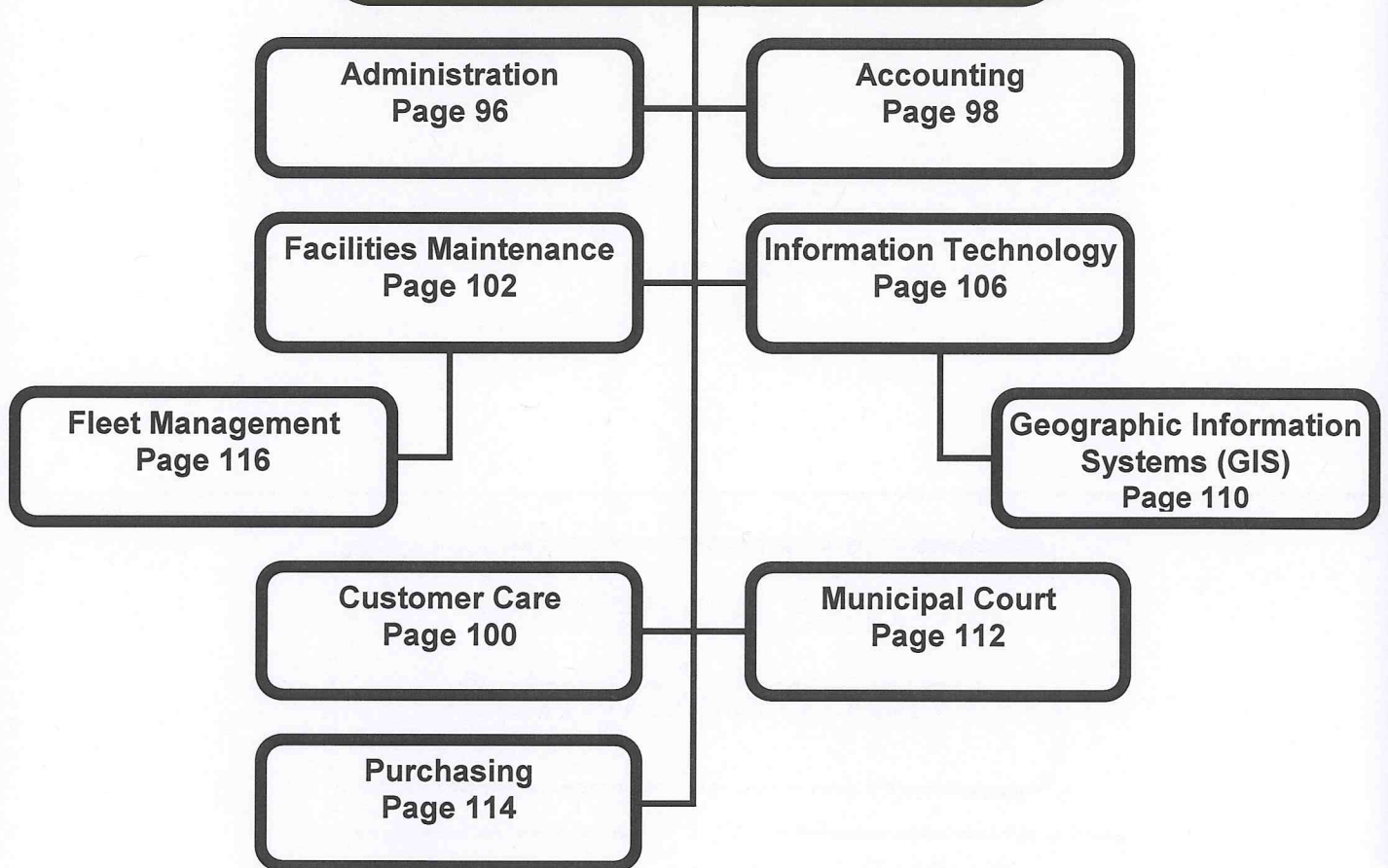


Division Director: Micki Rundell, Chief Financial Officer

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

	11/12 AMENDED BUDGET	11/12 PROJECTED ACTUAL	12/13 ADOPTED BUDGET	% CHANGE (PROJ. ACTUAL)
<u>General Fund</u>				
Municipal Court	526,256	489,797	531,298	8.5%
total General Fund	526,256	489,797	531,298	8.5%
<u>Special Revenue Funds</u>				
Court Fees SRF	67,243	67,243	155,599	131.4%
Juvenile SRF	55,860	56,575	58,053	2.6%
total Special Rev. Funds	123,103	123,818	213,652	72.6%
<u>Internal Service Funds</u>				
Facilities Maintenance	648,773	644,499	751,096	16.5%
Facilities Maint. Contracts	1,370,174	1,370,174	1,117,547	-18.4%
Fleet Contracts	2,688,595	2,688,595	2,177,461	-19.0%
Vehicle Service Center	948,632	948,018	1,103,173	16.4%
Accounting	574,130	574,725	581,838	1.2%
Finance & Admin.	857,751	832,619	921,913	10.7%
Purchasing	554,362	554,191	564,451	1.9%
Customer Care	2,133,286	2,140,996	2,145,533	0.2%
Information Technology	881,408	802,053	814,423	1.5%
IT Contracts	1,462,735	1,455,735	1,546,698	6.2%
GIS	349,584	335,746	353,297	100.0%
total Internal Svc. Funds	12,469,430	12,347,351	12,077,430	-2.2%
Division Total	13,118,789	12,960,966	12,822,380	-1.1%

	12/13 ADOPTED BUDGET				PERSONNEL SUMMARY (FTE's)
	PERSONNEL	OPERATING	CAPITAL	TOTAL	
<u>General Fund</u>					
Municipal Court	413,448	117,850		531,298	5
total General Fund	413,448	117,850		531,298	5
<u>Special Revenue Funds</u>					
Court Fees SRF		155,599		155,599	
Juvenile SRF	58,053			58,053	1
total Special Rev. Funds	58,053	155,599		213,652	1
<u>Internal Service Funds</u>					
Facilities Maintenance	521,005	230,091		751,096	7
Facilities Maint. Contracts		1,002,547	115,000	1,117,547	
Fleet Contracts		247,461	1,930,000	2,177,461	
Vehicle Service Center	541,676	561,497		1,103,173	8
Accounting	523,332	58,506		581,838	8
Finance & Admin.	553,236	368,677		921,913	6
Purchasing	456,414	108,037		564,451	7
Customer Care	1,012,391	1,133,142		2,145,533	18
Information Technology	657,494	156,929		814,423	8.5
I/T Contracts		1,136,698	410,000	1,546,698	
GIS	273,229	80,068		353,297	4
total Internal Svc. Funds	4,538,777	5,083,653	2,455,000	12,077,430	66.5
Division Total	5,010,278	5,357,102	2,455,000	12,822,380	72.5

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 2011/12

- Served on the Executive Committee for the Chisholm Trail Special Utility District (CTSUD) Feasibility Study.
- Coordinated the 2012 bond issuances program
- Coordinated the reassessment agreement for the Cimarron Hills Public Improvement District.
- Coordinated the 2012 Internal Customer Service Survey that provided feedback to internal City departments regarding the services provided and then worked to develop action plans to address identified areas for improvement.
- Assisted Georgetown Utility Systems (GUS) in the analysis of potential energy contracts for future power supply.
- Coordinated a new five-year strategic and financial planning process to define and plan for the "City of Excellence".
- Provided analytic analysis of proposals for new solid waste providers.
- Developed funding plan for Rivery Conference Center.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2012/13

- Coordinate a feasibility study for the potential repurposing of the "Albertson's" building.
- Continue to work toward implementation of CTSUD Feasibility Study through innovative financing to maintain financial transparency for both City and District customers.
- Work with Management Services and other divisions in the development of a new Facilities Master Plan.
- Conduct the 2012/13 Citizen's Survey to affirm strategic goals for "City of Excellence".
- Continue to work with GUS in securing long-term power contracts and managing power costs.
- Finalize and implement plan for the City's Conference Center at the Rivery.
- Oversee the implementation of a new Customer Care Master Plan for utility customers to improve services and develop employee skill levels.
- Develop creative funding strategies for continued increases in street maintenance costs, particularly arterials.

ADMINISTRATION	10/11 ACTUAL	11/12 ORIGINAL BUDGET	11/12 FINAL / ACTUAL	12/13 ADOPTED	13/14 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*	1	1
Executive Assistant	1	1	1	1	1
Administrative Assistant III	1	1	1	1	1
TOTAL	6	6	6	6	6

*includes one "frozen" unfunded position

WORKLOAD MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. # of bond issues outstanding	27	32	34	34	36
Amount of debt outstanding	\$137,348,588	\$143,600,922	\$140,704,933	\$147,935,460	\$153,705,985
2. Utility customers	25,141	25,450	26,000	26,345	26,872
3. Adopted Annual Budget	\$191,037,182	\$188,655,416	\$200,623,735	\$191,522,130	\$189,836,625
4. Presentations to Council	28	25	25	26	26
5. # of total division employees	70	71	71	72	72

PERFORMANCE MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Receive GFOA Budget Award	Yes	Yes	Yes	Yes	Yes
2. Special projects completed/ initiated within the same fiscal year	97%	95%	95%	97%	97%
3. Cost to produce budget document	\$83.19	\$91.98	\$100.00	\$110.00	\$110.00
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	225	225	225	230

DEPARTMENT BUDGET: JOINT SERVICES FUND

10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
535,784	505,488	483,549	Personnel	553,236	553,236
367,206	352,263	349,070	Operations	368,677	344,971
<u>902,990</u>	<u>857,751</u>	<u>832,619</u>		<u>921,913</u>	<u>898,207</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, 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 assets.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2011/12

- Established consistent use of time entry system across all departments.
- Implemented the use of cash forecasting to ensure fiduciary responsibility.
- Expanded the auditing of city revenues and processes by developing audits that check for possible loss revenues and handling of City assets.
- Implemented payroll direct deposit requirement for all City personnel to increase efficiency and effectiveness.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2012/13

- Implement paperless paystubs for all City personnel to increase efficiency and effectiveness while having little impact on the environment.
- Participate on a team with Georgetown Utility System to plan, initiate and execute an Enterprise Asset Management Program for the utility.
- Prepare and present trainings on financial software, payroll, internal controls and other related topics on a City-wide basis.
- Prepare RFP for new audit contract for FY 2013 audit.
- Prepare RFP for the City's arbitrage management consultant.

ACCOUNTING	10/11 ACTUAL	11/12 ORIGINAL BUDGET	11/12 FINAL / ACTUAL	12/13 ADOPTED	13/14 PROPOSED
Controller	1	1	1	1	1
Chief Accountant	1	1	1	1	1
Accountant II	1	1	1	1	1
Accounting Specialist III	3	3	3	3	3
Accounting Specialist II	2	2	2	2	2
TOTAL	8	8	8	8	8

WORKLOAD MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Vendor checks issued	12,919	11,298	13,500	10,051	11,000
2. Invoices processed	9,895	20,030	22,750	19,532	20,000
3. Payroll checks issued	15,012	15,922	15,575	15,042	15,500
4. Annual investment portfolio	\$66,029,499	69,512,375	\$85,000,000	74,086,071	80,000,000
5. # of grants	14	19	15	15	12
Annual grant expenditures	\$483,326	1,035,658	1,000,000	1,548,098	900,000

PERFORMANCE MEASURES	ACTUAL 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Payments processed within vendor terms	96%	97%	97%	97%	98%
2. # of manual payroll checks processed	26	28	20	18	20
3. # of securities/CDs purchased	12	15	15	12	15
4. Internal customer rating of satisfied or better	N/A	90.5%	N/A	87.67%	N/A

* The Internal Customer Service Survey is a bi-annual survey.

DEPARTMENTAL BUDGET: JOINT SERVICES FUND

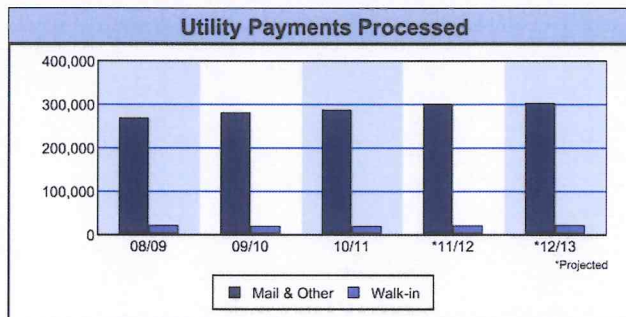
10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
513,501	516,092	519,006	Personnel	523,332	523,332
65,436	58,038	55,719	Operations	58,506	58,506
<u>578,937</u>	<u>574,130</u>	<u>574,725</u>		<u>581,838</u>	<u>581,838</u>

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 2011/12

- Updated 18,500 drainage accounts with new rate and fee methodology.
- Initiated full deployment of metering project to replace existing water and electric meters with an expected completion date of December 2012.
- Updated customer web portal allowing customers to access last four utility billing statements.
- Implemented an e-mail bill distribution option for customers choosing to receive their bills electronically, instead of via the US Postal Service.
- Combined Customer Care and GUS Control Center Interactive Voice Response (IVR) systems to streamline operations and lessen impact of transferring callers between systems.
- Conducted a review and update of all Utility Office processes and procedures in order to streamline activities, alleviate duplication of effort, and level workload distribution.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2012/13

- Enhance the Customer Care Interactive Voice Response (IVR) System to accept credit card payments.
- Evaluate and implement a “reinvention” of the department shifting from a “bill collector” process to an “information manager” environment.
- Implement a strategy to obtain updated drainage data (i.e. property owners) as specified in the Ordinance and maintain the billing system.
- Develop a strategy for bad debt collections and revise existing Red Flag Rule Policy.
- Expand the Customer Care Call Center to include utility calls from all sources, leaving the GUS dispatchers responsible for field dispatch of GUS personnel only.
- Evaluate bill presentment options to ensure the most effective and efficient processing of bills is maintained
- Update Customer web portal to include usage data for the water and electric meters on the utility account.
- Evaluate, and procure a new Customer Information System to approve efficiencies and add additional customer benefit.

CUSTOMER CARE	10/11 ACTUAL	11/12 ORIGINAL BUDGET	11/12 FINAL / ACTUAL	12/13 ADOPTED	13/14 PROPOSED
Utility Office Manager	1	1	1	1	1
Utility Billing Supervisor	1	1	1	1	1
Customer Service Supervisor	1	1	1	1	1
Utility Payment Supervisor	1	1	1	1	1
Customer Service Representative III	1	1	1	1	1
Customer Service Representative II	3	3	3	5	5
Customer Service Representative I	2	2	2	2	2
Development Account Specialist	1	1	1	1	1
Field Customer Service Rep II	5	5	5	3	3
AMR Systems Operator	2	2	2	2	2
TOTAL	18	18	18	18	18

WORKLOAD MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Work orders processed	20,790	19,561	20,148	20,500	21,000
2. Payments processed	299,378	304,875	314,021	320,000	325,000
3. Customers paying by ACH Draft	2,513	2,619	2,698	3,000	3,500
4. Families helped by the Good Neighbor Fund (GNF)	17	133	198	200	250
5. # of AquaMessenger customers	82	559	576	650	800

PERFORMANCE MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Avg. monthly customer service cost per account	\$6.47	\$7.02	\$6.98	\$7.00	\$7.00
2. % of walk-in customers	6.37%	6.12%	6.25%	6.36%	7.00%
3. % of payments by draft	20.22%	21.16%	21.50%	22.00%	23.00%
4. % of customers contributing to the Good Neighbor Fund	6.60%	5.88%	4.97%	6.00%	7.00%

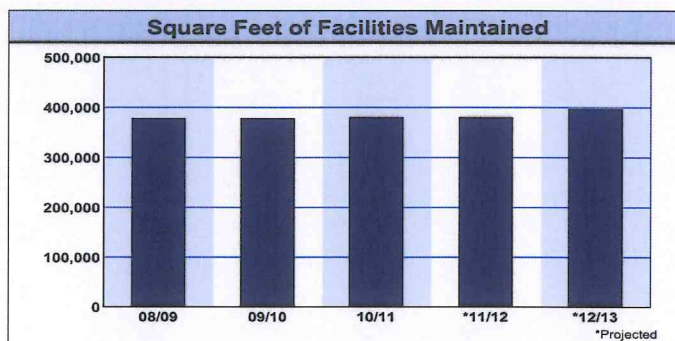
DEPARTMENTAL BUDGET: JOINT SERVICES FUND

10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
988,177	1,005,565	1,013,275	Personnel	1,012,391	1,012,391
418,062	405,546	405,546	Operations	410,967	408,025
<u>1,406,239</u>	<u>1,411,111</u>	<u>1,418,821</u>	Subtotal - Department	<u>1,423,358</u>	<u>1,420,416</u>
340,242	358,175	358,175	Credit Card Fees	358,175	358,175
282,330	300,000	300,000	Bad Debt	300,000	300,000
59,000	64,000	64,000	Contracts - Other	64,000	64,000
<u>2,087,811</u>	<u>2,133,286</u>	<u>2,140,996</u>		<u>2,145,533</u>	<u>2,142,591</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 2011/12

- Completed the construction of Fire Station 5, Training Building and Burn Tower on DB Wood Road.
- Completed the construction of the additional parking for the Community Center.
- Completed the renovation at the City Office to relocate the Visitor's Center.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2012/13

- Complete construction of the new Fire Station 2.
- Assist in renovating the old Fire Station building into the new Art Center.
- Complete the construction of the San Gabriel River Trail extension.
- 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.

FACILITIES MAINTENANCE	10/11 ACTUAL	11/12 ORIGINAL BUDGET	11/12 FINAL / ACTUAL	12/13 ADOPTED	13/14 PROPOSED
Support Services Director	1	1	1	1	1
Building Maintenance Tech Senior	2	2	2	2	2
Building Maintenance Tech	2	2	2	2	2
Facilities Coordinator	1	1	1	1	1
Capital Projects Manager	1	1	1	1*	1*
TOTAL	7	7	7	7	7

* Position will be transferred to City Manager's office in 2013.

WORKLOAD MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Work orders processed	1,163	1,200	1,200	1,169	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

PERFORMANCE MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
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	4 days	5 days	4 days
3. Internal Customer Service rating of satisfied or better	N/A	95%	95%	84%	84%

* The Internal Customer Service Survey is conducted biennially.

DEPARTMENTAL BUDGET: FACILITIES FUND

10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
520,630	520,513	516,239	Personnel	521,005	521,005
148,684	128,260	128,260	Operations	230,091	155,591
<u>669,314</u>	<u>648,773</u>	<u>644,499</u>		<u>751,096</u>	<u>676,596</u>

Finance and Administration
Facilities Contracts

Major building maintenance expenses as well as janitorial services, copier 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

10/11	11/12	11/12		12/13	13/14
ACTUAL	BUDGET	PROJECTED		ADOPTED	ESTIMATED
		ACTUAL			BASE
30,658	48,000	48,000	Buildings & Structures	12,000	24,000
824,351	677,215	677,215	Lease and Contracts	642,630	575,630
402,180	278,375	278,375	Bldg. Improvements	359,719	358,719
259,535	366,584	366,584	Other Operating	103,198	67,198
<u>1,516,724</u>	<u>1,370,174</u>	<u>1,370,174</u>		<u>1,117,547</u>	<u>1,025,547</u>

Facilities Maintenance

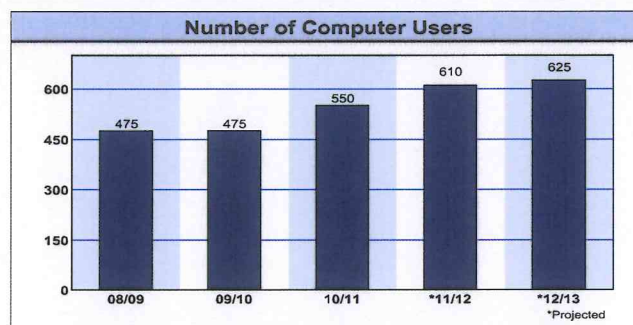
Internal Service Fund – 5 Year Replacement Plan

By Function	2012/13	2013/14	2014/15	2015/16	2016/17
Audio Maintenance	3,300	3,300	3,300	3,300	3,300
Carpet Replacement	18,000	0	36,000	0	5,000
Concrete Staining	0	0	0	0	0
Contingency	40,000	40,000	40,000	40,000	40,000
Copier Maint.	30,014	30,014	30,014	30,014	30,014
Copier Replacement	12,000	24,000	0	0	0
Dry Deck	0	0	0	0	0
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	36,251	36,251	36,251	36,251	36,251
Fountain Maintenance	4,800	4,800	4,800	4,800	4,800
Gate Maintenance	5,090	5,090	5,090	5,090	5,090
Gym and Racquetball Floor Maintenance	0	0	25,000	0	0
Halon/Fire Alarm Maintenance	850	850	850	850	850
Hangar Door Maintenance	0	0	0	0	0
HVAC Maintenance	99,118	99,118	99,118	99,118	99,118
HVAC Replacement	37,000	35,000	40,000	50,000	50,000
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	174,608	174,608	174,608	174,608	174,608
Landscape Maintenance	0	0	0	0	0
Maintenance (runway lighting, fence, hangar building)	0	0	0	0	0
Overhead Door Maintenance	7,100	7,600	8,100	8,100	8,100
Painting, Ext.	15,000	0	0	0	20,000
Painting, Int.	23,000	10,500	17,000	7,000	7,000
Parking Lot Maintenance	0	0	0	24,500	0
Pest Extermination	8,677	8,677	8,677	8,677	8,677
Preventative Maintenance	97,514	98,014	98,014	98,014	98,014
Racquetball Court Ceiling Tiles	5,000	0	0	0	0
Roof Replacement	0	0	0	0	0
Runway Herbicide	0	0	0	0	0
Seal Kennels floors	0	3,500	0	0	0
Security System Maintenance/Phone/Monitoring	58,026	53,026	53,026	53,026	53,026
Table and Chair Replacements	0	0	0	0	0
Tennis Court Resurfacing	15,000	0	0	0	0
Tree Trimming	19,700	19,700	20,500	20,500	20,500
Tree Trimming (Airport)	0	0	0	0	0
Vinyl Replacement	36,000	0	0	5,000	0
Water Softener Maintenance	1,500	1,500	1,500	1,500	1,500
Total Costs by Function	1,117,547	1,025,547	1,071,847	1,040,347	1,035,847

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 2011/12

- Converted the City's email and calendaring platform to Microsoft Exchange, including add-ins for email archive management, mobile device management, and large file transfers.
- Converted many City employees to virtualized desktops 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.
- Upgraded software for the Advanced Metering Infrastructure (AMI) system, supporting Phase II of the rollout plan
- Expanded the features offered in the City's Voice-over-IP (VOIP) phone system.
- Added GPS tracking capability to approximately 65 vehicles, primarily in Utilities.
- Replaced all City-issued Blackberry smartphones with updated handsets.
- Began a records management software pilot in the City Secretary and Legal departments.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2012/13

- Continue implementation of the IT Master Plan.
- Acquire and implement an Asset Management System for Utilities.
- Complete implementation of the AMI system for Utilities.
- Assist the Customer Care Center in researching and selecting a Customer Information System (CIS) for Utilities, customer billing and management.
- Begin engineering analysis for a backup data center to be housed in the new Public Safety Administration building.
- Continue to virtualize servers wherever practical to improve efficiency and expand resiliency.

INFORMATION TECHNOLOGY	10/11 ACTUAL	11/12 ORIGINAL BUDGET	11/12 FINAL / ACTUAL	12/13 ADOPTED	13/14 PROPOSED
IT Director	1	1	1	1	1
Technical Support Supervisor	1	1	0	0	0
Technical Support Specialist II	1	1	1	1	1
Technical Support Specialist I	0	0	1	1	1
Network Manager	1	1	1	1	1
Network Administrator	1	1	1	1	1
Lotus Notes Administrator	1	1	1	1	1
Systems Administrator	1	1	1	1	1
Business Analyst	1	1	1	1	1
Technical Support Specialist I (P/T)	0.5	0.5	0.5	0.5	0.5
TOTAL (FT/PT)	8/5	8/5	8/5	8/5	8/5

WORKLOAD MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Help desk calls received	1,900	2,600	1,500	3,000	2,500
2. # of computer user accounts managed	475	550	575	610	625
3. # of servers managed	75	100	100	135	135

PERFORMANCE MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Core network uptime	99.8%	99.6%	99.8%	99.9%	99.9%
2. % of servers virtualized	65%	90%	80%	80%	80%
3. Cost of service per user/per yr.	\$3,060	\$3,700*	\$3,975*	\$3,747*	\$3,653

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

DEPARTMENTAL BUDGET: INFORMATION SERVICES FUND

10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
680,370	691,292	627,937	Personnel	657,494	657,494
198,129	190,116	174,116	Operations	156,929	155,752
<u>878,499</u>	<u>881,408</u>	<u>802,053</u>		<u>814,423</u>	<u>813,246</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

10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
764,104	834,715	867,715	Operating	1,136,698	1,086,698
665,834	628,020	588,020	Capital	410,000	251,500
<u>1,429,938</u>	<u>1,462,735</u>	<u>1,455,735</u>		<u>1,546,698</u>	<u>1,338,198</u>

Information Technology
Internal Service Fund – 5 Year Projections

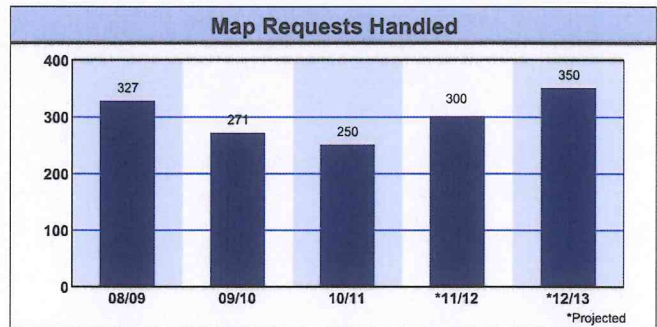
Services	2012/13	2013/14	2014/15	2015/16	2016/17
First Contact meetings	700	700	700	700	700
Software	10,000	10,000	10,000	10,000	10,000
Technology Training	5,000	5,000	5,000	5,000	5,000
Annual Contracts	1,039,698	989,698	1,088,668	1,197,535	1,317,288
Printer/Switch Replacements	17,500	17,500	17,500	17,500	17,500
Desktop Operations	5,000	5,000	5,000	5,000	5,000
Network Operations	38,800	38,800	38,800	38,800	38,800
Contingency	10,000	10,000	10,000	10,000	10,000
Network Replacement Contingency	10,000	10,000	10,000	10,000	10,000
Total Services	1,136,698	1,086,698	1,185,668	1,294,535	1,414,288
Capital Outlays and Projects					
Replacement Network Hardware	410,000	251,500	276,650	304,315	334,747
Total Capital Replacement	410,000	251,500	276,650	304,315	334,747
Total IT Internal Service Fund	1,546,698	1,338,198	1,462,318	1,598,850	1,749,035

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 2011/12

- Provided mapping technology support for City projects ranging from small maps to City-wide mapping projects.
- Continued to provide mapping support to emergency service divisions, especially in the provision of mapping data for 911 dispatch systems.
- Enhanced GIS data employed by Police and Fire dispatch systems.
- Maintained GIS web technology, including several online mapping sites with user friendly and robust interfaces.
- Provided mapping support for special projects such as the 2010 U.S. Census, Meter Data Management System, MyPermitNow case tracking system (ongoing), automatic vehicle location system, and advanced metering infrastructure (AMI) project.
- Trained new Business Analyst I (GIS) to provide comprehensive mapping support for Planning Department.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2012/13

- Revamp online mapping tools for public and internal use.
- Continue to provide focused mapping support to Planning Department and all emergency service Departments.
- Implement GIS server technologies to support new Information Technology projects including Advanced Metering Infrastructure (AMI), Meter Data Management System (MDM), Customer Information System (CIS), Computer Aided Dispatch (CAD) system, and the Asset Management system (AMS).
- Maintain heavy involvement in major IT initiatives such as AMI, AMS, CIS, INCODE upgrade, and CAD.

GEOGRAPHIC INFORMATION SYSTEMS	10/11 ACTUAL	11/12 ORIGINAL BUDGET	11/12 FINAL / ACTUAL	12/13 ADOPTED	13/14 PROPOSED
Applications Manager	1	1	1	1	1
Business Analyst III	1	1	1	1	1
Business Analyst I	2	2	2	2	2
TOTAL	4	4	4	4	4

WORKLOAD MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. New GIS data layers placed on distribution drive	22	20	20	30	20
2. Number of map requests handled	271	250	200	300	350
3. GIS data sets served over internet	35	35	35	55	60
4. Special mapping projects	3	3	3	5	3

PERFORMANCE MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Total GIS data sets on network	162	182	180	222	242
2. Percent of map requests completed in 3 days	--	75%	75%	75%	95%
3. GIS data sets served over internet	--	35	35	55	60

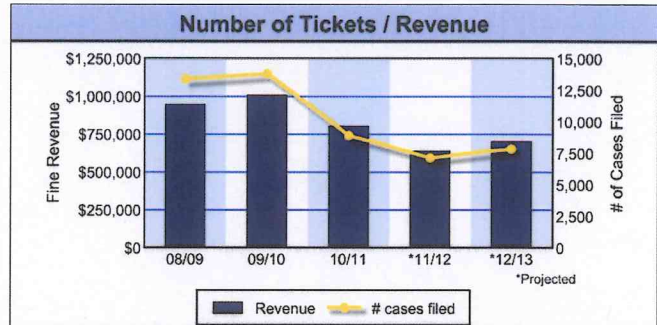
DEPARTMENTAL BUDGET: JOINT SERVICES FUND

10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
217,497	270,629	256,791	Personnel	273,229	273,229
52,496	78,955	78,955	Operating	80,068	80,068
<u>269,993</u>	<u>349,584</u>	<u>335,746</u>		<u>353,297</u>	<u>353,297</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 2011/12

- Participated in annual statewide warrant round up along with 200+ jurisdictions.
- Coordinated a “mini” warrant roundup with other local municipalities within the County.
- Implemented a new Records Management System for document imaging that’s compatible with existing Court software to streamline processes for a paperless court office.
- Evaluated and implemented a new collection agency to provide collection services to increase compliance and enhance court collection efforts to maximize the authority and effectiveness of the court and the justice system.
- Hosted TMCEC training for Teen Court and a Regional Training session for Incode.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2012/13

- Implement a court notification or IVR 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.

MUNICIPAL COURT	10/11 ACTUAL	11/12 ORIGINAL BUDGET	11/12 FINAL / ACTUAL	12/13 ADOPTED	13/14 PROPOSED
Municipal Court Administrator	1	1	1	1	1
Municipal Court Supervisor	1	1	1	1	1
Deputy Court Clerk	1	1	2	2	2
Juvenile Case Worker	1	1	1	1	1
Customer Service Rep I	3	3	2	1	1
TOTAL	7	7	7	6	6

WORKLOAD MEASURES	ACTUAL FY 9/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Number of cases filed	13,778	8,899	13,350	7,128	7,840
2. Number of courtesy letters	22,355	16,128	22,198	12,663	13,930
3. Number of warrants issued	3,806	2,667	3,539	1,005	1,105
4. Municipal Court fine revenue:					
Retained by City	\$1,005,173	\$800,468	\$1,037,612	\$635,424	\$698,966
Remitted to State	\$583,605	\$478,166	\$545,646	\$410,087	\$453,096

PERFORMANCE MEASURES	ACTUAL FY 9/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Arraignment docket scheduling	60 days	60 days	90 days	30 days	60 days
2. Processing of ticket entry	2 days	2 days	2 days	2 days	2 days
3. Customer use of website	18,073	23,919	18,371	21,260	23,386
4. Warrants cleared as % of issued	18%	20%	18%	30%	20%
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	\$167,529	\$160,094	\$172,935	\$158,856	\$174,742

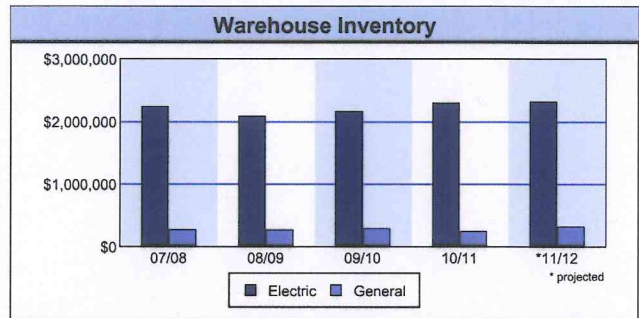
DEPARTMENTAL BUDGET: GENERAL FUND / COURT FEES SRF / JUVENILE SRF

10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
478,261	462,987	437,243	Personnel	471,501	456,501
142,577	186,372	176,372	Operations	273,449	159,973
<u>620,838</u>	<u>649,359</u>	<u>613,615</u>		<u>744,950</u>	<u>616,474</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.
- Review and consider updates to warehousing process.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2011/12

- Increased usage of cooperative agreements and interlocal agreements to facilitate and improve the City's purchasing power.
- Developed additional standardized forms for commonly used purchasing and contracting documents.
- Continued benchmarking actions taken to improve customer service delivery to internal customers.
- Developed and refined internal process for processing of competitive solicitations to ensure all procurements are properly documented and in compliance with state statutes and city policies.
- Developed reminder list for upcoming renewals and expiring contracts and blanket orders.
- Revised purchasing process to eliminate requirement of Purchase Orders for purchases less than \$3,000.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2012/13

- Develop specifications for contract management system to allow more accurate contract tracking.
- Review and streamline items stocked in warehouse to reduce inventory costs and research opportunities for automated dispensers where the seller retains ownership of inventory until items are dispensed allowing less investment in inventory.
- Assume 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 of existing resources.
- Revamp website to improve usefulness to both departments and suppliers by posting policies, procedures, documents and links to useful information.

PURCHASING	10/11 ACTUAL	11/12 ORIGINAL BUDGET	11/12 FINAL / ACTUAL	12/13 ADOPTED	13/14 PROPOSED
Purchasing Manager	1	1	1	1	1
Buyer II	1	1	1	1	1
Contract Coordinator	1	1	1	1	1
Warehouse Superintendent	1	1	1	1	1
Warehouse Clerk - Lead	1	1	1	1	1
Warehouse Clerk II	2	2	2	2	2
TOTAL	7	7	7	7	7

WORKLOAD MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Purchase orders entered	7,432	7,367	8,000	8,100	8,200
2. Inventory items disbursed by requisition	16,103	18,090	18,000	20,524	19,000
3. Inventory deliveries received	2,061	1,806	1,800	2,100	1,900
4. Formal bids processed	66	47	70	68	70

PERFORMANCE MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. Registered vendor (cumulative)	1,358	1,730	1,800	1,900	2,000
2. Registered Georgetown vendors (cumulative)	107	133	145	141	150
3. Contracts completed	73	87	125	125	125
4. Cost of Inventory disbursed	\$2,363,690	\$2,167,145	\$1,800,000	\$1,542,000	\$1,800,000
5. Gross revenue from Impound/ Surplus Auction	\$24,260	\$53,972	\$40,000	\$30,000	\$35,000
6. Internal Customer Service rating of satisfied or better	N/A*	94.24%	N/A*	94%	N/A*
7. Variance of GL to Inventory					
Main Warehouse	.26%	.31%	.02%	1.2%	.5%
Electric Warehouse	.01%	.35%	.02%	.59%	.5%

*Internal Customer Service Survey is not issued annually.

DEPARTMENTAL BUDGET: JOINT SERVICES FUND

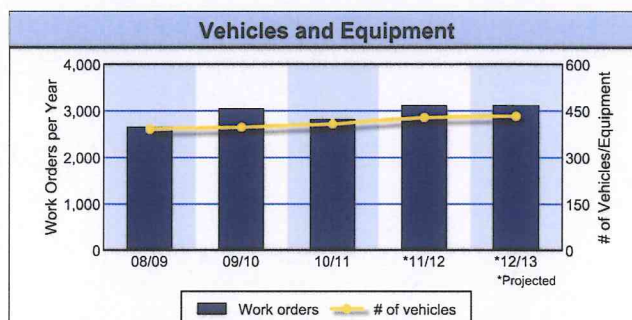
10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
438,592	446,630	446,659	Personnel	456,414	456,414
125,205	107,732	107,532	Operations	108,037	107,414
<u>563,797</u>	<u>554,362</u>	<u>554,191</u>		<u>564,451</u>	<u>563,828</u>

Finance and Administration

Vehicle Service Center

DEPARTMENT DESCRIPTION

This department performs routine maintenance and mechanical repairs on all City equipment and vehicles to ensure safe and efficient operations and to prevent and minimize future repair needs. All vehicles needing repairs are brought for inspection and either repaired in-house or referred to outside shops for specialized service. The department also manages the Fleet Internal Service Fund, writes specifications for new vehicle and equipment purchases, and performs new product research. The department reports to the Chief Financial Officer.



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.
- Foster a "customer-oriented" approach toward internal and external customers.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2011/12

- 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 fourth year in a row.
- Purchased replacement 12 yard dump truck and rubber track loader for Street department.
- Purchased replacement van for the Vehicle Service Center.
- Purchased replacement tractor for the Airport.
- Purchased three replacement pickups and two small Jeeps.
- Purchased two replacement bucket trucks and an additional digger derrick for Electric department.
- Purchased replacement backhoe for Water department.
- Purchased a replacement 15 passenger van for the Parks department.
- Purchased a replacement Animal Control vehicle.
- Purchased 10 replacement Police SUV's, 2 sedans and one undercover SUV.
- Purchased a new Fire Engine for Station 3.
- Purchased a new Skid Steer Loader and a replacement utility vehicle for the Parks department.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2012/13

- Continue to increase professionalism for all mechanics by obtaining additional ASE and EVT Certifications.
- Purchase 10 replacement Police vehicles and one undercover vehicle, as well as, replace Fire Engine 2.
- Purchase a replacement Boom/Lifting truck for the Electric department.
- Purchase 6 replacement service trucks and one 12 yard dump truck.
- Purchase 4 replacement pickups and 2 small SUV's.
- Purchase a replacement Fire Department command vehicle.
- Purchase 1 replacement mower and 2 utility vehicles for the Parks department
- Continue with hybrid vehicle testing program to measure cost effectiveness and efficiency for expansion as future vehicle replacements to various City departments.
- Continue to research alternative fuels for use in City fleet, such as exploring propane conversions for vehicles already in fleet.

VEHICLE SERVICE CENTER	10/11 ACTUAL	11/12 ORIGINAL BUDGET	11/12 FINAL / ACTUAL	12/13 ADOPTED	13/14 PROPOSED
Service Center Supervisor	1	1	1	1	1
Lead Mechanic	1	1	1	1	1
Mechanic III	3	3	3	3	3
Mechanic I	1	1	1	2	2
Service Writer / Parts	0	0.5	0.5	1	1
TOTAL	6	6/0.5	6/0.5	8	8

WORKLOAD MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. # of City-owned vehicles and equipment	398	408	408	429	433
2. Mechanic to vehicle ratio	1-80	1-82	1-82	1-86	1-87
3. Mechanic to Maintenance Repair Units (MRU)	1-151	1-161	1-161	1-162	1-166
4. # of work orders per year	3,031	2801	3,000	3,100	3,100
5. Gallons of fuel used per year:					
Unleaded gasoline	103,696	104,902.8	107,356	104,041.3	107,000
Diesel fuel	95,161	92,370.5	99,983	87,753.7	94,217

PERFORMANCE MEASURES	ACTUAL FY 09/10	ACTUAL FY 10/11	BUDGETED FY 11/12	PROJECTED FY 11/12	PROJECTED FY 12/13
1. # of ASE, John Deere and EVT certifications held by VSC Staff	89	83	90	84	90
2. Percent of budget sent out for service/repairs	30%	29%	31%	32%	30%
3. Average age of City fleet:					
• Police - Patrol	4 yrs	5 yrs	5 yrs	5 yrs	4 yrs
• GUS & other dept.	8 yrs	8 yrs	8 yrs	7 yrs	7 yrs
• Fire Trucks	9 yrs	9 yrs	9 yrs	8 yrs	7 yrs
• Fire Prevention	7 yrs	7 yrs	7 yrs	6 yrs	6 yrs
• Parks/Other Equipment	8 yrs	8 yrs	8 yrs	7 yrs	8 yrs
4. "Green" vehicles/equipment					
• Hybrids	12	16	16	16	16
• E85 capable	16	35	45	42	52
• Propane	2	3	3	3	3
4. Internal Customer Service rating of satisfied or better	N/A	95%	95%	95%	95%

DEPARTMENTAL BUDGET: FLEET MANAGEMENT FUND

10/11 ACTUAL	11/12 BUDGET	11/12 PROJECTED ACTUAL		12/13 ADOPTED	13/14 ESTIMATED BASE
399,749	436,047	435,433	Personnel	541,676	541,676
501,970	512,585	512,585	Operations	561,497	559,203
<u>901,719</u>	<u>948,632</u>	<u>948,018</u>		<u>1,103,173</u>	<u>1,100,879</u>

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

The purchases 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 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

10/11	11/12	11/12		12/13	13/14
ACTUAL	BUDGET	PROJECTED		ADOPTED	ESTIMATED
		ACTUAL			BASE
107,008	119,095	119,095	Insurance	125,461	125,461
137,859	122,000	122,000	Contracts & Leases	122,000	122,000
1,970,523	2,447,500	2,447,500	Capital Outlay	1,930,000	1,609,750
2,215,390	2,688,595	2,688,595		2,177,461	1,857,211

Fleet Management
Internal Service Fund – 5 Year Replacement Plan

Capital Replacement	2012/13	2013/14	2014/15	2015/16	2016/17
Georgetown Utility Systems					
Replacement Cost	329,500	254,250	199,000	411,000	170,000
Number of Units	6	6	6	5	5
Transportation Services					
Replacement Cost	240,000	160,500	241,000	279,300	240,000
Number of Units	5	4	5	4	4
Downtown and Community Services					
Replacement Cost	40,000	102,500	103,000	90,000	173,500
Number of Units	3	3	5	4	8
Finance & Administration					
Replacement Cost	67,000	49,000	17,600	23,100	56,000
Number of Units	2	2	1	1	5
Fire Services					
Replacement Cost	533,500	280,000	957,500	413,500	247,000
Number of Units	3	3	3	3	3
Management Services					
Replacement Cost	0	0	0	0	0
Number of Units	0	0	0	0	0
Police Services					
Replacement Cost	474,000	668,500	630,500	619,000	678,000
Number of Units	11	18	19	19	17
W & WW Treatment Facilities					
Replacement Cost	121,000	95,000	274,000	102,500	190,500
Number of Units	3	3	7	3	5
Insurance/Radio Maintenance					
Annual Cost	247,461	247,461	247,461	247,461	247,461
Total Fleet ISF Replacement Costs	2,052,461	1,857,211	2,670,061	2,185,861	2,002,461
Total ISF Replacements/Purchases	33	39	46	39	47
Non-ISF Capital Items	125,000				
Number of Units	1				
Total Fleet Replacement Costs	2,177,461				
Total Fleet Replacements/Purchases	34				



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